



Controlling your air source heat pump

A step by step guide

An Air Source Heat Pump (ASHP) is a renewable, central heating system with radiators and a hot water cylinder. It replaces the boiler as the home's heat source. You'll find the heat pump outdoors, usually at the back of your home. It extracts heat from the air and uses it to heat your home and provide hot water.

ASHPs are cheaper to run and much more efficient than electric storage heaters or an oil-fired central heating system, and it will help you reduce your overall carbon footprint.

Heat pumps deliver heat at lower temperatures over much longer periods. These systems are designed to be switched on **24/7 hours, 365 days a year**. During the winter, your system may need to be on constantly to heat your home efficiently. You will also notice that radiators won't feel that hot to touch.

Electricity meter and tariff

This heating system works best on a flat rate electricity tariff, paying the same rate during the day and night. If you currently have an economy seven meter, please call your energy supplier and ask them to remove this to leave just a standard electricity meter. At this point also consider switching energy supplier to the cheapest electricity rate possible.

You can switch through Green Energy Switch, who provide information and advice regarding energy supplier and usage. Our customers can use this service completely free of charge, saving an average of £230 a year.

Please visit <https://www.greenenergyswitch.co.uk/>, contact Green Energy Switch via

email info@greenenergyswitch.co.uk

or call **0800 783 4761** to find out more.

Step by step guide: how to operate your thermostat



Adjusting the room temperature

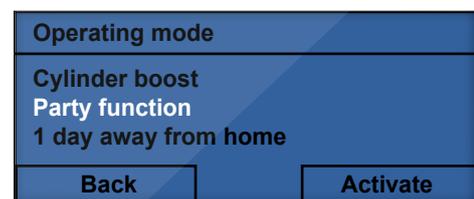
To change the desired day temperature for the current day, directly from the main screen, turn the rotary knob clockwise or anticlockwise.



- Press 'OK' to confirm a permanent change

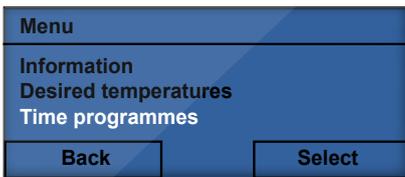
Overriding the heating (and hot water)

- Press 'Mode' button
- Select 'Party function' using the rotary knob (N.B. only when in 'Auto' mode)

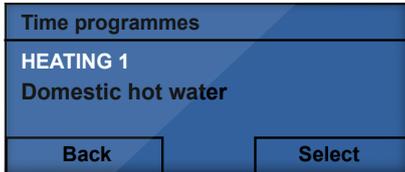


Setting the heating programme

- Press the 'Menu' button
- Select 'Time programmes' using the rotary knob



- Select 'HEATING 1'

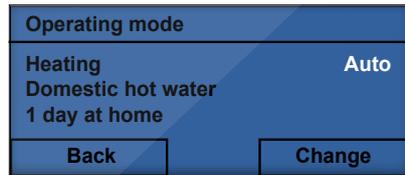


- Turn the rotary knob to select the day or group of days

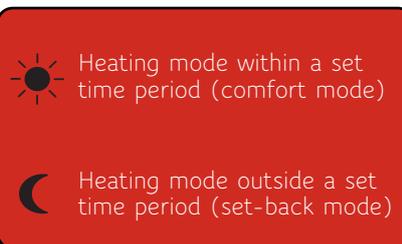


- Press 'Select'

- Use rotary knob to adjust time
- To operate the programmes press the 'Mode' button
- Select 'Automatic mode'

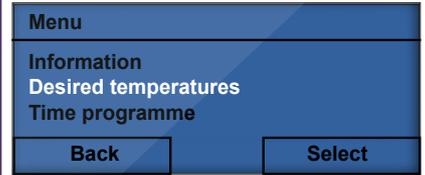


- The programme will now operate using the set programme and 'Desired temperatures selected'
- The symbols below will be displayed on the main screen to indicate mode

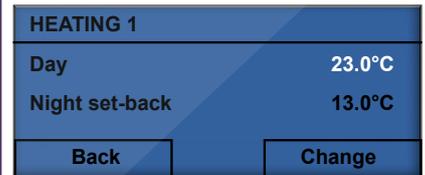


Setting the desired temperatures

- To change the desired temperature in the settings menu, press the 'Menu' button
- Select the desired temperatures using the rotary knob



- Press 'Change' to select the temperature to be adjusted



- Turn the rotary knob until the desired temperature is displayed, then press 'OK'
- Press 'Back' to return to the main screen

Setting the hot water programme

The hot water programme is set up in the same way as the heating programme.

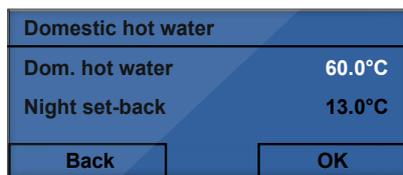
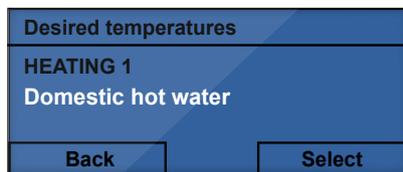
- Press the 'Menu' button
- Select 'Time programmes'
- Select 'Domestic hot water'



- Press select
- Follow steps for setting the heating programme

Setting the hot water temperature

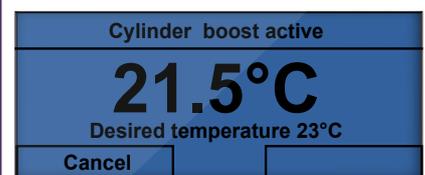
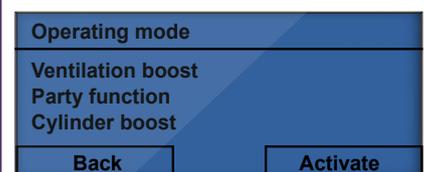
- Press the 'Menu' button
- Select 'Desired temperatures'
- Select 'Domestic hot water'



- Use the rotary knob to select the desired DHW temperature
- Press 'OK' to confirm

Overriding the DHW

- Press the 'Menu' button
- Use the rotary knob to select 'Cylinder boost'



Overview of operating modes

To change the operating mode press the 'Mode' button. Use the rotary knob to select the desired function and press 'Activate'.

Heating

Auto - activates the timed programme

Day - heating on constantly at the desired temperature

Set-back - activates the heating continuously at the set-back temperature

Summer - heating switched off

Domestic hot water

Off - hot water switched off

Day - hot water in constantly

Auto - activates the timed programme

1 day at home

Operates the heating continuously for one day at the desired temperature

Party function

Heating and hot water switched on override for 6 hours

FAQs

What are the typical running costs of an ASHP?

An ASHP runs at an efficiency of 300%. Running costs will vary depending on the size of your home and the temperature you run the system at. Typically, the running costs for a three-bedroom home should be between £40-£80 per month, with prices higher in the winter and cheaper in the summer.

What temperature should my thermostat be set to?

When commissioning your heating system, the engineer will set the system to your desired temperature and needs. We would advise to leave your heating constantly on and to set your thermostat to between 18-21°C.

What electricity tariff do I need?

You want to be on a flat rate electricity tariff, paying the same rate day and night. If you previously had storage heaters or electric panel heaters in your home you will need to call your energy supplier to ask them to remove your economy 7, 10 or 18 meter and just to have a standard meter.

My supplier wants to charge me for switching over my meter, what can I do?

Your supplier should not charge you for this and I would try and switch supplier if this is a problem. Get in contact with Flagship on 08081684555 and we will be happy to help.

How do I control my heat pump? Are they easy to use?

You can control your heat pump from the thermostat. You can adjust the heating and hot water schedules, as well as view live operating data and current temperatures. The operating instructions should cover off the main functions.

Will my heat pump system provide enough hot water at peak times?

The most efficient means of providing hot water for your home is to allow the cylinder to remain topped up, with the ASHP operating to replace the used hot water. There is an electric immersion heater that can be used for hot water backup should the ASHP fail for any reason.

What is the immersion switch for?

Please leave the immersion switch on at all times. The immersion element will be programmed to run only for 30 minutes, once a week. This heats the stored water in the cylinder to 60°C to eliminate the risk of harmful bacteria.

Will I still have heating when my heat pump is serviced?

The ASHP will be switched off during servicing but should only take an hour, so the impact to the property and hot water temperature would be minimal.

Do heat pumps work in cold weather?

ASHPs can work efficiently to temperatures as low as -15°C.



I couldn't be happier with the new heating system, the Gasway engineers were amazing and really helpful. I have noticed a reduction in my electricity bills already which means that I can keep my direct debit down and the house is ten times warmer.

Mrs Day, Saxmundham

We hope this guide has helped you to understand what to expect from the installation process and how we can help you to make your home more energy efficient. If you do need to contact us, during or after the installation process, then please use one of the following methods:

Call Gasway: 0800 074 3030 Lines are open 24 hours a day, 7 days a week

Email: enquiries@gasway.co.uk **Website:** www.gasway.co.uk