




Heat Pump

Information Pack



Remember, your radiators may feel cooler than a traditional system, but the heat pump will be configured to ensure that each room in the house remains warm, no matter the weather.

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Working with....



Setting up your Heating Pump

The controls and settings on your heat pump are important to get the very best from your heating system. Our engineers will have configured the detailed control setting for your property, in line with the heating design.

It's important that you do not change the settings of your heat pump as that will affect the operation of your system.

It is important however, that you review the time and temperature control. We always recommend that the heat pumps heating systems are not turned off entirely as your home will then cool too much and require much more energy to heat your home back to the desired level.

Your heat pump will have a comfort temperature and Set Back temperature rather than a traditional heating systems on/off method.



Comfort & Set Back Temperatures

First decide your desired comfort temperature. For example, let's say your **perfect home temperature is 20°C**. Next, select a set-back temperature, typically we would recommend that this is **3-4°C cooler** than your comfort level so **16-17°C**.

This maximises the efficiency of your heating system so that your home never becomes too cold, keeping you at a comfortable temperature no matter the weather.

Built-in Weather Control

Your heat pump system will have a weather compensation control included within it. This clever system will adjust the setting of your heat pump heating system depending upon the temperature.

When the weather outside is warmer than usual, the flow temperature within your heating system will be lower, maximising the efficiency of the system. Similarly, when the temperature is cooler, the flow will increase, meaning your heating system will get hotter to ensure your home remains at the desired temperatures.

Maintaining your Heat Pump

1 Check your Heat Pump

This is particularly important during Autumn and Winter to prevent a build up of fallen leaves or snow as they can affect the pumps operation.

2 Do not place or stack items on your Heat Pump

Do not place things on top of or against your heat pump. One of the more common errors we see is people placing bikes against their heat pumps, which restricts the airflow and could damage the unit.

3 Keep your Heat Pump free of clutter

Like the above, it's imperative that your heat pump receives a clear flow of air in order to operate correctly. Keep space clear on either side of the pump to maximise it's efficiency.

Annual Service



In order to maintain your heat pump guarantee, you will need to complete an annual service of your system. An annual service can be completed by LivGreen or other system engineers.

Remember, a well-maintained heat pump will give you peace of mind whilst getting the best performance from your heating system.

Explaining the De-icing Cycle

Seeing steam rise from your heat pump can be alarming but fear not, this is part of your heat pumps standard de-icing cycle.

As your heat pump takes heat from the air, ice can often build up on the back of the heat pump. As soon as the ice on the back of your system reaches a set temperature, your heat pump will automatically begin it's de-icing cycle. When this happens, you will notice steam coming from the unit and water coming from beneath the heat pump.

De-icing cycle typically takes a few minutes to complete.

How often will my heat pump need to de-ice?



It would be impossible for us to suggest the exact amount of time your systems will need to de-ice as several factors will be unique to your heat pump, such as the humidity of the air around it and your unique usage. However de-icing will occur more when the outside air temperature is roughly 2.5°C but will happen less if the air temperature falls below 0°C as there will be less water in the air.

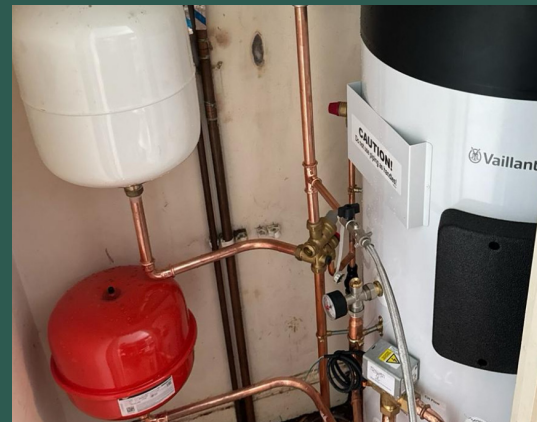
Hot Water

Heat Pump systems make use of a hot water cylinder to store your hot water. As your installer, LivGreen will set the temperature for hot water storage based on your property's specific needs.

Typically we will store your water between **50–55°C** which will ensure a supply of hot water for usage for showers, kitchens sinks and any other usage.

If you feel any changes are needed to your hot water system then reach out to your contact at your housing provider who will be able to arrange a visit to review the system.

It's important to note that if the temperature at the taps reaches **over 30°C** then there is a high risk of scolding so we would never recommend storing water **warmer than 55°C**.



Understanding your Energy Usage

Similar to other systems, usage of heat pump system will change based on the season.

A good example of this is during the Summer months when the system will likely only heat your water. However, during the Winter, the system will heat your water as well as heat your home.

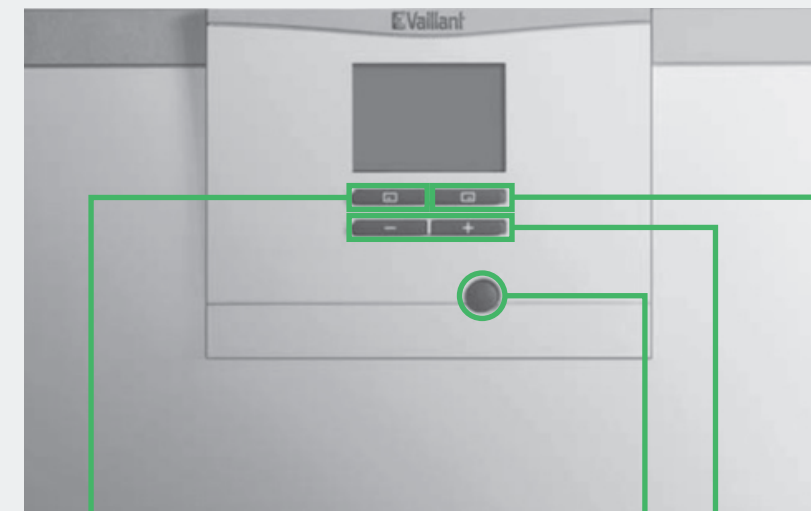
This highlights that much like traditional central heating systems, the running costs will always be greater in the winter months. LivGreen estimates that roughly **60–70%** of your annual usage will occur between November & February.

It is worth noting that all properties have differing energy demands based on a variety of reasons including the location, insulation, usage and much more.



How to use the Heat Pump Display

The control panel of your heat pump is operated by using the selection buttons on the top row and the plus and minus keys below. The two selection buttons function as soft keys which means that their function can be changed.



Use the right hand selection button to:

- Confirm a Set Value
- Go one selection level lower in the menu

Use the plus and minus buttons to:

- Navigate within the menu
- Increase or Decrease a set value



Use the left hand selection button to:

- Go directly to the yield query
- Cancel a change or Set Value
- Go one selection level higher in the menu

Use the reset button to reset the heat pump from the fault condition to standby.

If your system shows a fault code then call your housing provider who should be able to help.

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