

A guide to your heating system

Winter 2015



Contents

Introduction	3
Sources of Hot Water and Heating	4
Temperature settings	4
Controls and displays	5
Cost efficiency tips	12
Troubleshooting	13
Contact details	15

Introduction

This guide is aimed at helping you understand the heating and hot water system in place at your home here at East Village and how to use it effectively and efficiently. For more detailed information please refer to your Resident's Handbook.

The hot water and heating in your home is provided by the District Energy Network, run by East London Energy (ELE). ELE is the sole provider for the entire Olympic Legacy area and is located in Queen Elizabeth Olympic Park.

The system is run by a constantly circulating supply of centrally heated hot water and unlike most UK homes; it isn't connected to a gas supply. This means that you will not have to deal with a gas boiler and the relevant maintenance and safety checks associated with one. The system is more energy efficient and provides a significant reduction to carbon emissions.

For further information please refer to your East London Energy Welcome Pack.

Sources of Hot Water and Heating

The centrally heated hot water enters your home via the utility cupboard, providing heat and hot water throughout your home via:

- the underfloor pipes which heat up each room in your home. These pipes then warm the air (but will not necessarily heat the actual floor unlike some other systems). It also supplies hot water to the towel rails which heat up the bathrooms and can help dry towels and laundry.*
- a heat exchanger that heats water within the cylinder tank. This is then supplied to the taps, showers and appliances.

*In townhouses it also heats a radiator in the entrance hall.

Temperature settings

Water

Water in the cylinder tank, located in the utility cupboard, is maintained at a temperature of around 55°C. This is boosted to higher temperatures during times of anticipated increased demand (morning and evening). To avoid injury from scalding, and to conserve the use of hot water, the temperature of the bathroom and shower taps is restricted by thermostatic mixing valves to a maximum of 41°C. The hot water in the kitchen has not been restricted and will supply water at the temperature within the cylinder tank.

Heating

The thermostat of your home has been programmed to factory pre-set times and temperatures which are as follows:

Monday to Friday (days 1 – 5)	Saturday & Sunday (Days 6 & 7)
6am – 8am 21° 8am – 4pm 19° 4pm – 1pm 22° 11pm – 6am 17°	8am – 11pm 22° 11 pm – 8am 17°

Hot water flowing through the heating pipes is set at a maximum of 55°C. The highest achievable air temperature in your home is unlikely to exceed 25°C through the heating system alone.

Controls and displays

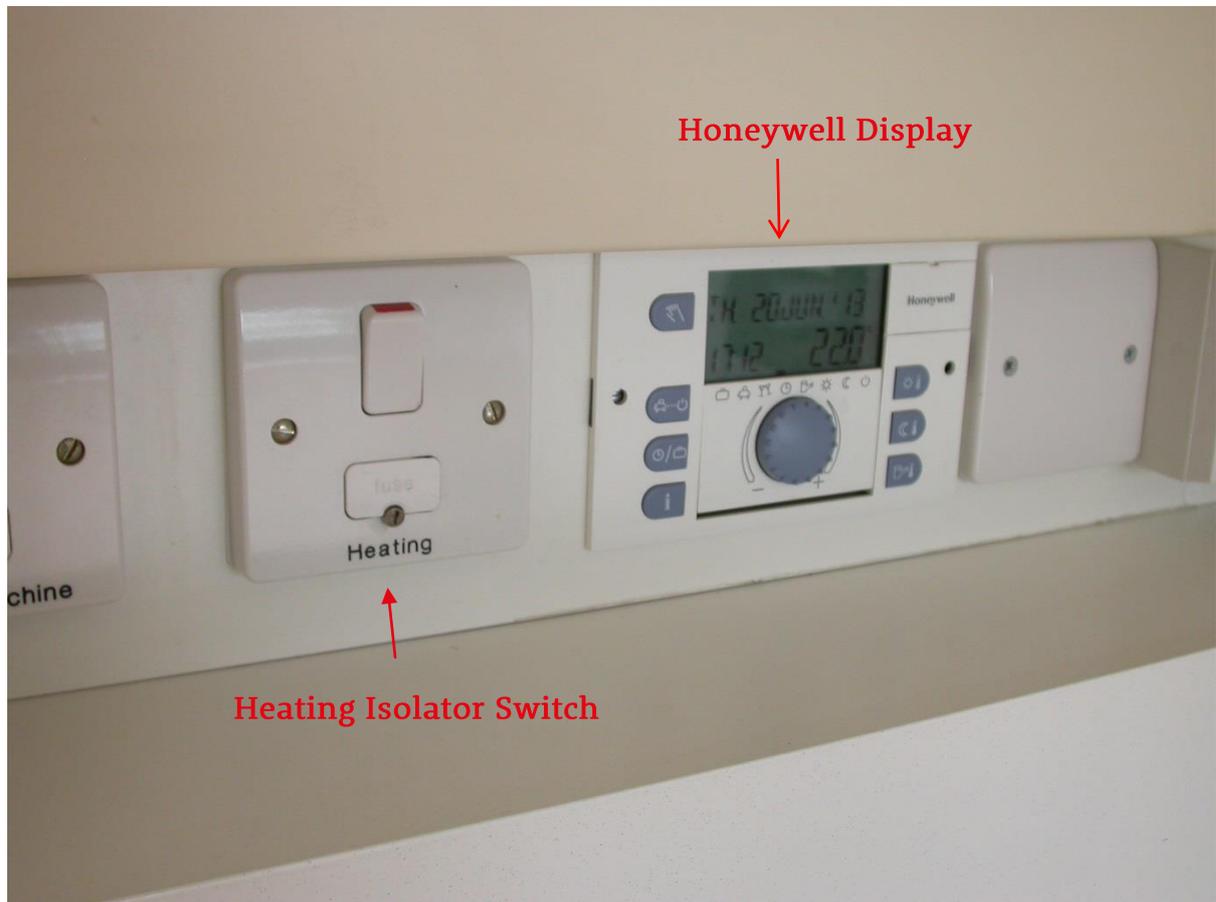
Utility Cupboard

Your **ELE meter** (see image below) is located next to the cylinder tank in your utility cupboard. This records and displays the amount of heating/hot water consumed in your home. It is directly linked to the building management system and automatically provides data to ELE for usage and billing purposes.



The **Honeywell Display*** shows the incoming water temperature (see image below). This is an indicator only and has no control over the incoming temperature which is pre-set.

*It also displays a time and date which can be ignored if incorrect as it does not affect any functionality of the system.



The **Heating Isolator Switch** (image above) turns the hot water and heating supplied to your home on and off. **We recommend that you do not switch this off as it can affect the settings to your home and could have cost implications in addition to health and safety issues.**

Digital control panel

The digital control panel in your home (see image below) controls the timings and temperature of the heating of your home.



To change the settings to suit your needs, please follow the instructions outlined as follows:

Set the current time

It is essential for your system to have the correct time set for programming to run correctly. To change the time please update as follows:

1. Using a pen or pencil, press the small pinhole with the clock symbol
2. Use the UP & DOWN buttons to adjust the hours and press the 'tick' √ button
3. Use the UP & DOWN buttons to adjust the minutes and press the 'tick' √ button
4. Use the UP & DOWN buttons to adjust the day number (1 = Monday, 2 = Tuesday etc.) and press the √ 'tick' button.

Programing temperature and timings

You may wish to change the temperatures and settings of your underfloor heating to suit your own personal needs and to manage the cost of your heating bill.

From Monday to Friday (days 1- 5), the system allows you to set different temperatures for four different periods or 'events'. The four events are named 'wake', 'leave', 'return', and 'sleep'. This is based on the assumption that the property is less occupied during the daytime on weekdays. On Saturday and Sunday (days 6 - 7) a two event programme operates; 'wake' and 'sleep', which based on the assumption that residents will spend more time at home at the weekend. The events are shown on the panel as follows:



To adjust the current settings:

1. Press the 'tick' ✓ button, holding for 5 seconds
2. The display shows the 'Wake' time for Monday to Friday
3. To adjust the hours press the UP and DOWN buttons and then press the 'tick' ✓ button
4. To adjust the minutes press the UP and DOWN buttons and then press the 'tick' ✓ button
5. You will then need to adjust the desired 'Wake' temperature. Again use the UP and DOWN arrows and press the 'tick' ✓ button
6. Repeat steps 2 to 5 for the 'Leave' time and temperature, 'Return' time and temperature and the 'Sleep' time and temperature
7. Repeat steps 2 to 5 for Saturday and Sunday 'Wake' and 'Sleep' times and temperatures

Temporary manual temperature adjustment

To temporarily override the programmed temperature, adjust the settings as follows:

- Press the UP button once to show the temperature in the display
- Press UP or DOWN again to increase or decrease to the desired temperature
- The display will then flash for 5 seconds and will then revert to the time but keeping the set temperature. This will remain until the next programmed period comes to effect and will then resume the automatic program

To cancel the temporary override press the 'tick' ✓ button twice.

Fixed manual adjustment

To permanently override the programmed temperature (or for an extended period), adjust the settings as follows:

- Press the 'tick' ✓ button once to show the temperature in the display
- Press UP or DOWN to increase or decrease to the desired temperature
- The display will then keep the temperature fixed on the display (the temperature has not been set).

To cancel the fixed manual override press the OK (✓) button once until the time is showing once again.

Please note: it is not recommended that this is left in this mode for extended periods if the temperature is set on high as it will affect your heating costs.

Bedroom controller

The individual bedroom thermostats (see image below) can reduce or increase the temperature of that specific room by up to 4°C above or below the temperature that has been set via the digital control panel.



This is done by turning the dial anti-clockwise (to reduce temperature) or clockwise (to increase temperature). Increasing the temperature settings on the bedroom thermostats will increase your heating costs. Please note: the desired temperature will not be reached should the internal doors be left open. In order to reach the desired temperature in the room the internal doors and windows need to be kept closed.

Towel rail

Each towel rail (see image below) and wall radiators in townhouses has its own thermostatic temperature control.



These will ONLY operate when the underfloor heating is switched on. The control can be adjusted to regulate the amount of hot water flowing through the rail from 0 (off) to 5 (max).

Cost efficiency tips

Your heating bills are based on how much energy you use and how much effort your heating system has to make to maintain the temperatures that have been set. Setting high temperatures will cause the most effort and therefore increase your bills. Sudden increases in temperatures will also make the system work harder since it has to supply more hot water. For this reason, we recommend that you try to maintain a more constant setting.

Below are some additional tips on how to make your system work more efficiently and to help control costs:

- Try to reduce the bedroom/towel rail temperatures. Leaving them on higher settings will increase the bills
- To find the most suitable temperature for your needs, we suggest that you set the thermostat at an initially low temperature and increase daily until you find the lowest comfortable setting
- If away on holidays, don't turn off the heating completely as it takes a lot of energy and time for your system to heat up again. Instead try leaving it on at a lower temperature throughout this period
- Avoid having simultaneous showers and/or using hot water at the same time. When used extensively, the cylinder tank will empty and will then fill with cold water so more energy is required to heat it back up again. Using the hot water at intervals helps use less energy
- Taking showers rather than baths uses less hot water. Reducing the length of your shower also helps reduce your energy use
- Closing curtains as well as internal doors will significantly reduce the amount of heat loss to your home
- During summer months the system should remain switched on and we suggest that the thermostat is set to a low temperature

Please note: the system has to make more effort to maintain the set temperatures during colder periods. For this reason, you will find that costs will vary monthly depending on the outside temperature.

Troubleshooting

Billing

My bill payments seem to be fluctuating month to month. Why is this?

The system is billed on accurate usage month on month, rather than a set direct debit amount that accrues over the course of a year. ELE has advised that the broad average figure for the hot water and heating usage is approximately £65 per month. This will likely be lower over the spring and summer months and higher during the autumn / winter period. This figure will vary dependant on the number of residents living in a property, your lifestyle and external weather conditions.

If you have any questions relating to the use of the heating or hot water system or how to set and maintain your heating thermostats, please contact your Landlord who will be happy to assist you in checking and setting your system.

How can I reduce my bill?

Please refer to the 'Cost Efficiency Tips' contained on page 12 of this booklet.

I don't understand my bill. Who should I contact?

Please contact the ELE customer services department directly.

Heating

How can I adjust the temperature in my home?

The room temperatures are controlled by wall mounted controllers and the operating instructions for these are contained in both your residents handbook provided by your Landlord within Section 3.3.3 and on page 9-10 of this booklet.

The individual bedroom thermostats can reduce or increase the temperature of that specific room by up to 4°C above or below the temperature that has been set via the living room / reception Control Panel. This is done by turning

the dial clockwise to increase temperature. Please note, the required temperature will only be achieved if all the doors are closed.

How do I report complete loss of heating and hot water?

Should you experience a full outage of heat and hot water or an uncontrollable burst, please contact your Landlord directly. If this is outside of working hours, please contact your Landlord's emergency out of hours service.

Please note: priority will be given to households with residents in any of the following categories:

- Children under the age of 5
- Elderly residents
- Disabled residents
- Residents with mental health issues

Hot water

My hot water is cold / tepid, what should I do?

It is possible that a recent drawdown of water i.e. recently taken baths and showers, use of the dishwasher and washing machine has affected the temperature of the water as it reheats.

If this is not the case, turn on the hot water tap in the kitchen. If the hot water is cold or tepid after five minutes, please turn off the hot water tap, wait for a couple of hours and check again. If you have followed the above actions and no difference is noted, please contact your Landlord.

How do I make my water in the bathroom hotter?

The water temperature in the bathroom is restricted to avoid scald risk. Please note that the only hot water tap with unrestricted water temperature is in the kitchen.

Your contractor has attended but I am told this is a ‘Cofely issue’ – what does this mean?

Cofely is a trading name of your District Heating and Hot Water supplier, East London Energy Ltd, and the issue needs to be addressed by their engineer. Your Landlord will raise this issue directly with Cofely and will continue to be involved until the issue is resolved.

Contact details

If you do have any further questions, or feel you have problems with your hot water and/or heating then please contact your landlord Triathlon Homes on 020 8522 2012. The standard hours in which you can report a repair are 8am – 8pm. Only emergency repairs should be reported between 8pm and 8am.

To discuss your heating bill or heating supply further, please contact your heating and hot water supplier, East London Energy on 0800 520 2002 / enquiries@eastlondonenergy.co.uk.

East London Energy has some useful information for residents on their website at www.eastlondonenergy.co.uk/understanding-your-first-bill/ which will explain how your heating bill is calculated

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