A Guide to Your Home's Heating System

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1. Introduction

Whilst we are only responsible for your heating system up to and including the Heat Interface Unit (HIU), heat meter and in-home display (if you are a PAYG customer), we've put together some information and advice on your in-home equipment to help you to better understand your heating system and how it works.

2. Design Temperatures

To make sure your home is energy efficient, your heating system is designed to achieve 21°C in the living room, 22°C in the bathroom and 18°C in all other rooms. If these temperatures are being met, your heating system is working as it should.

It's important to remember that your heating system isn't designed to achieve temperatures higher than the above. We will always provide sufficient heat to meet the design temperatures.

3. Heating Programmer

Using your programmer you can schedule your heating to come on and go off when needed. Generally, you should set your heating to come on around half an hour before you get out of bed and to go off around half an hour before you go to bed.

If you are out of the house during the day, or can manage without heating during the day, you should set your programmer to turn the heating off for this period too.

4. Thermostat

Your thermostat is built into your heating programmer. It's there to control the temperature of your home. Using your programmer you can set the temperature you want your home to be, up to the maximum design temperatures. The thermostat allows your heating to be fully on until the set temperature is achieved. When your home reaches the set temperature the thermostat will turn your heating off until the temperature drops again. You'll be able to see the current room temperature on your programmer.

5. Important things to remember about your heating programmer and thermostat

- If you come home on a freezing winter's day, you might be tempted to turn up your thermostat to 27°C thinking that it will heat your home quicker. That's not true. This is because:

  1) your heating system isn't designed to achieve 27°C, and

  2) your thermostat can't control how quickly your home heats up, all it does is set the final temperature.

  Remember, it can take an hour or more for your home to start heating up and it will take longer on colder days.

- You should set your thermostat to the lowest comfortable temperature, typically between 18°C and 21°C. You don’t need to turn your room thermostat up when it is colder outside as the thermostat will make sure that your home heats up to the set temperature whatever the weather.

- We recommend checking that the clock on your heating programmer is correct before you try to set your programmer. You may also need to adjust it when the clocks change.
- Don't forget to set your heating programmer to turn your heating off during the warmer summer months. However, to prevent the pumps in the HIU from seizing, we recommend turning the heating on once a month for around 10 minutes to open the heating valve and spin the pump.
- You should have been provided with a user guide for your heating programmer when you moved into your home. If not, you can find some instructions on how to use your heating programmer in our online library:

  www.watkinsenergy.co.uk/library

6. Radiators

Your radiators take the heat delivered to your home by the HIU, for which we are responsible, and use the heat to warm up the surrounding air.

Natural air circulation is important to make sure your radiators can work correctly. This is because, as the air surrounding the radiator heats up, it rises and moves out of the way. New cooler air then takes its place. Enabling this cycle to continue is important to for all the air in the room to slowly heat up.

7. TRV’s

Each of your radiators will have a thermostatic radiator valve or TRV.

The TRV allows you to control the temperature of the radiators. This means you can turn down the radiator temperature in rooms you aren’t using to help reduce your heating bills.

You won’t have TRV’s on any radiators fitted in the same room as your thermostat.

8. Hot Water Outlets

It may take between 30-45seconds before the water coming through your tap reaches the right temperature. This is normal. If some of your taps are providing hot water and some aren't, then it's most likely a fault with the internal plumbing, not with the HIU. If you own your home and you are in the defects period you should contact the Aftercare Team so they can get this fixed. Outside of defects you will need arrange your own repairs. If you are renting please report any problems to your landlord or letting agent.

9. Important things to remember about your radiators

- Your radiators have a flow limiting device in them. This means they will take a while to heat up, and won't ever be piping hot, but once they do reach temperature they will store heat better and will take longer to cool down, so saving you money on your heating bills.

- If you do not think your heating is working properly, rather than checking if your radiators are hot to touch we recommend first checking the current room temperature on your heating programmer. If the room temperature is lower than the set point and you have had your heating on for a while and no heat is coming from the radiators this indicates a problem with the HIU rather than your in-home equipment.

- If one of your radiators isn’t working, or isn’t as hot as the others, you may find that the TRV is closed, if you have checked your TRV and it is open then you could have an air lock or the pressure in your

heating system may need topping up. We aren't responsible for this.