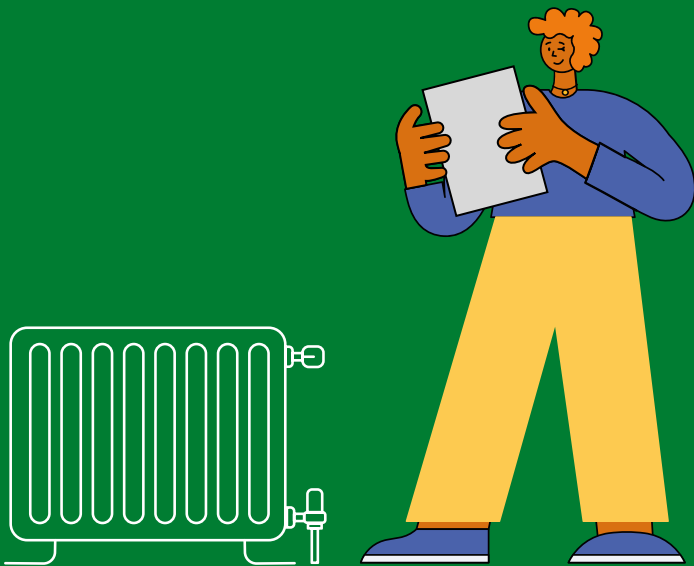


Your new heating and hot water system



This guide explains how to use your **ground source heat pump (GSHP)** to heat your home and provide hot water.

We've installed this system to:

- keep your home warm and comfortable
- provide heating and hot water all year round
- improve energy efficiency

It may work differently from heating systems you've used before, so please read this guide carefully.

If you need help, contact Salix Homes:
Call: **0800 218 2000**
or **sustainability@salixhomes.co.uk**

Do you need help reading this?



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Follow the QR code link to our **Recite me** tool. You can translate into your preferred language and use other accessibility tools, including large text, screen reader and audio file.
Alternatively, call us on **0800 218 2000**.

What the system does

- Heats your home
- Provides hot water

What is a ground source heat pump (GSHP)?

A ground source heat pump is an energy-efficient system that uses heat from the ground to warm your home.

It works by:

- moving heat from the ground into your home via pipes
- these then feed into your radiators and hot water tank

In simple terms:

It takes heat from the ground and uses it to warm your home and water.

Scan the QR code or visit tinyurl.com/pmcrv2wb to see a short video explaining what a GSHP is.



Parts of your system

Heat pump

- A white box, usually in a kitchen cupboard
- Sends heat to your radiators and hot water tank



Hot water tank

- A tall cylinder, in your bathroom cupboard
- Stores hot water for your taps

Important:

Your shower is electric and does not use this tank.



To personalise what times your radiators turn on and off, adjust this in your heating schedule. See the instructions below on how to make these changes.

Radiator controls

- Small dial on each radiator
- Lets you control the temperature in each room



Radiators

- Heat your rooms

Important:

This system works in a “low and slow” way:

- Radiators will feel warm, not hot
- They stay on for longer to keep a steady temperature

Top tip:

Avoid turning it to the maximum as this is likely to cause overheating in the room.

Clock timer

- On the wall with a digital display
- Controls when heating and hot water come on



Trickle Vents

- These are small vents in your windows that help air flow through your home. This helps keep a healthy home and reduces the risk of Damp and Mould
- You must keep these open as much as possible to help tackle Damp and Mould



Thermostat

- Dial on the wall
- Controls how warm your home is

Note: The system is not designed to reach higher than around 24 degrees. Therefore, if you set it higher than this, you may experience higher bills due to a loss in efficiency. It also may never reach this higher temperature.



What can I expect?

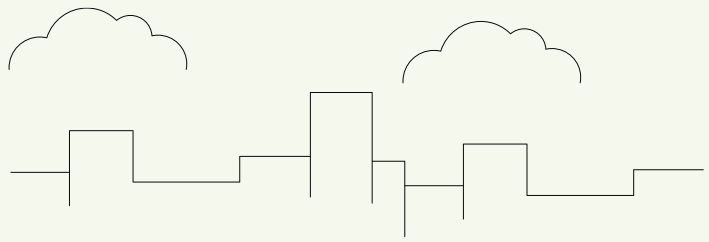
This system does not heat your home instantly.

You will need to plan when you want heating and hot water.

Top tip: Plan ahead

1. Think about when you need hot water (e.g. washing up, bathing)
2. Think about when you want heating (e.g. mornings, evenings)
3. Use this to set your schedule





Heating and hot water planner

Think about your daily routine.

Create a table like the one below to plan when you need:

- heating
- hot water

Then use this to set your timer.

DAY	MORNING (6am - 12am) 	DAYTIME (12am - 5pm) 	EVENING (5pm - 10pm) 	NIGHT (10pm - 6am) 	Notes
Monday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	
Tuesday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	
Wednesday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	
Thursday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	
Friday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	
Saturday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	
Sunday	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	☐ heating ☐ hot water	

Important

- The system does not heat instantly as the radiators need more time to warm up
- Set your heating to come on earlier than you need it
- The system will heat hot water before heating

If you only want heating, turn the hot water off.

Instructions

Clock timer

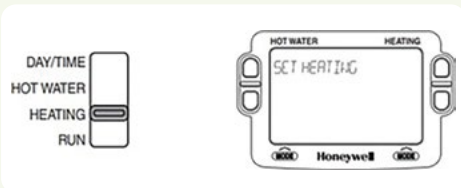
The timer controls when your heating and hot water come on.

It works with your thermostat to control the temperature.



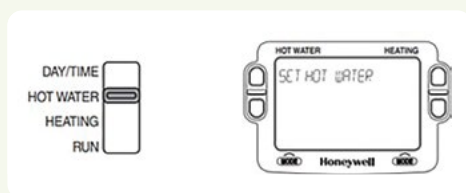
Changing the heating times

1. Move the slider to **HEATING**
2. Use the arrow buttons to set the time
3. Press **OK** to confirm
4. Press **OK** again to move to the next setting and repeat for each time slot on each day
5. Move the slider back to **RUN**



Changing the hot water times

1. Move the slider to **HOT WATER**
2. Use the arrow buttons to set the time
3. Press **OK** to confirm
4. Press **OK** again to move to the next setting and repeat for each time slot on each day
5. Move the slider back to **RUN**



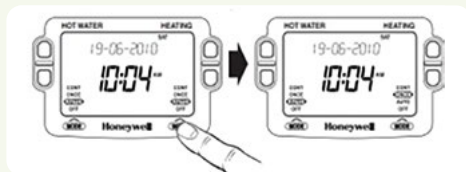
Tip: You may need to lift the cover to access the buttons.

Changing the mode

Use the **MODE** button to choose how the system runs:

- **OFF** – always off (for example, in summer)
- **AUTO** – follows your set times
- **ONCE** – runs once per day
- **CONT** – always on

A **green** light shows when heating or hot water is on.

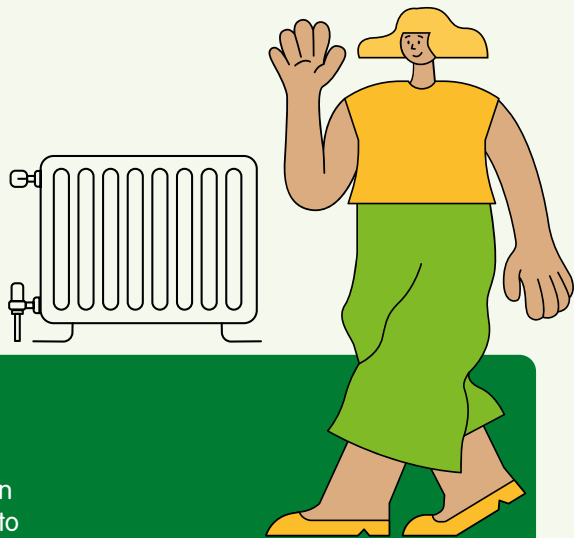


Need heating or hot water now?

Use the **Extra Hour (boost)** button:

- Press once = 1 hour
- Press again = 2 hours
- Press again = 3 hours
- Keep pressing to cancel

This does not change your normal settings.



Example schedules

If you are out during the day

- Do not turn the heating off when you leave, instead turn it down to around 16 degrees
- The heating system will work better if it's kept at a comfortable but consistent temperature, rather than heating up a cold home
- You can turn up the temperature once you return home
- This is the most efficient way to use the system

If you are at home all day

- Keep a steady temperature throughout the day
- Try a lower setting (for example, 18°C) to save money

Extra tip

Don't turn the heating completely off. This decreases the efficiency and may cause your electricity bills to rise. Instead, try to maintain a steady temperature as the temperature cannot cope with large temperature swings.

DAY	MORNING (6am - 12am) 	DAYTIME (12am - 5pm) 	EVENING (5pm - 10pm) 	NIGHT (10pm - 6am) 
e.g. Monday	☒ heating ☒ hot water	☐ heating ☐ hot water	☒ heating ☒ hot water	☒ heating ☐ hot water

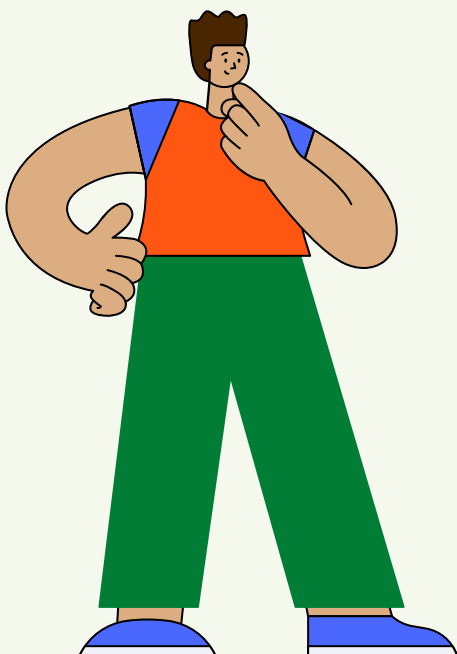
Thermostat

The thermostat controls the temperature of your home.

- Turn it up for warmer
- Turn it down for cooler

When you hear a **click**, the heating has turned on or off.

Do not turn the thermostat up or down by more than 2 degrees at a time.

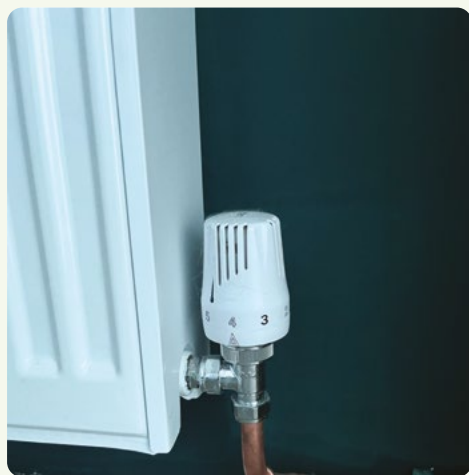


Radiator controls

Each radiator has its own control.

- 1 = cooler
- 5 = warmer

Use these to adjust the temperature in each room.



Money saving tips

This system can help reduce energy costs, depending on how you use it.



Energy tariffs

The GSHP can help save you money but only if it is used as intended. Energy tariffs are just one way which you can make the most of the GSHP's low and slow approach.

You can match the longer periods of heating which are required to reach temperatures to cheaper times of day that are offered by your energy provider.

Your energy tariff is how your supplier charges you for electricity.

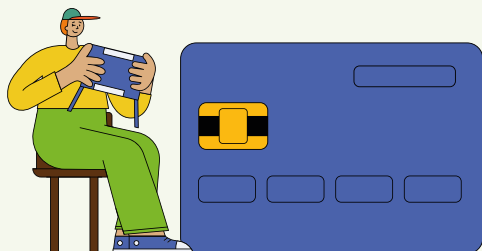
- You can find this on your bill
- Your supplier is the company that sends your bill (not Salix Homes)

How your system uses electricity

When your heating or hot water is on, you are using electricity.

You also use electricity for:

- lights
- appliances
- chargers
- showers



Time-of-use tariffs

Some tariffs charge different prices at different times of day and if you shift your electricity usage, including your heating and hot water, this can help reduce your bills.

- Electricity is cheaper at certain times
- These are called **off-peak times**

Tip: Try to run your heating and hot water during cheaper times if possible.

Important

- Time-of-use tariffs need a smart meter
- To get a smart meter, contact your energy supplier (not Salix Homes) – you can find out who yours is from your energy bill

If you have a prepayment meter

- You must have credit to use electricity
- Plan when you need heating and hot water

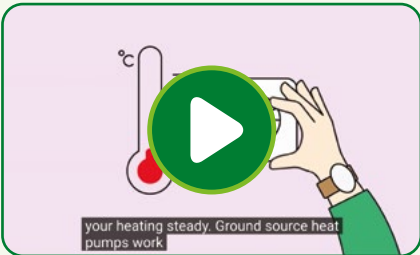
You will not be able to access every tariff with a prepayment meter, which can contribute to higher bills. Speak to the sustainability team if you need help with this: sustainability@salixhomes.co.uk.

Helpful video guides

Scan the QR codes for helpful information about your new heating system.



How GSHP Systems Work:
tinyurl.com/pmcrv2wb



Tips to Run Your GSHP System:
tinyurl.com/49wj3rdr

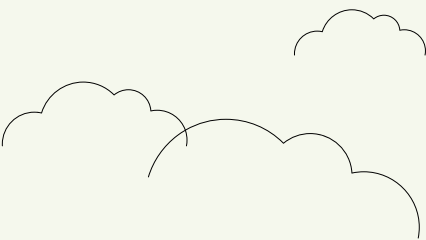


How-to Guide:
tinyurl.com/3fskmmdv



Shaun's Experience:
tinyurl.com/56xkm4tr





Who can help?

You can get advice from:

- Your energy supplier (check your bill)
- Citizens Advice (free support)
Call: **0808 278 7802**
- Salix Homes Sustainability Team (heat pump support and payment advice)

Email: **sustainability@salixhomes.co.uk**

