

# CLONGRIFFIN – BLOCK II

## TENANT'S HEATING SYSTEM MANUAL

A guide to the heating & hot-water in your home



THE IVEAGH  
TRUST

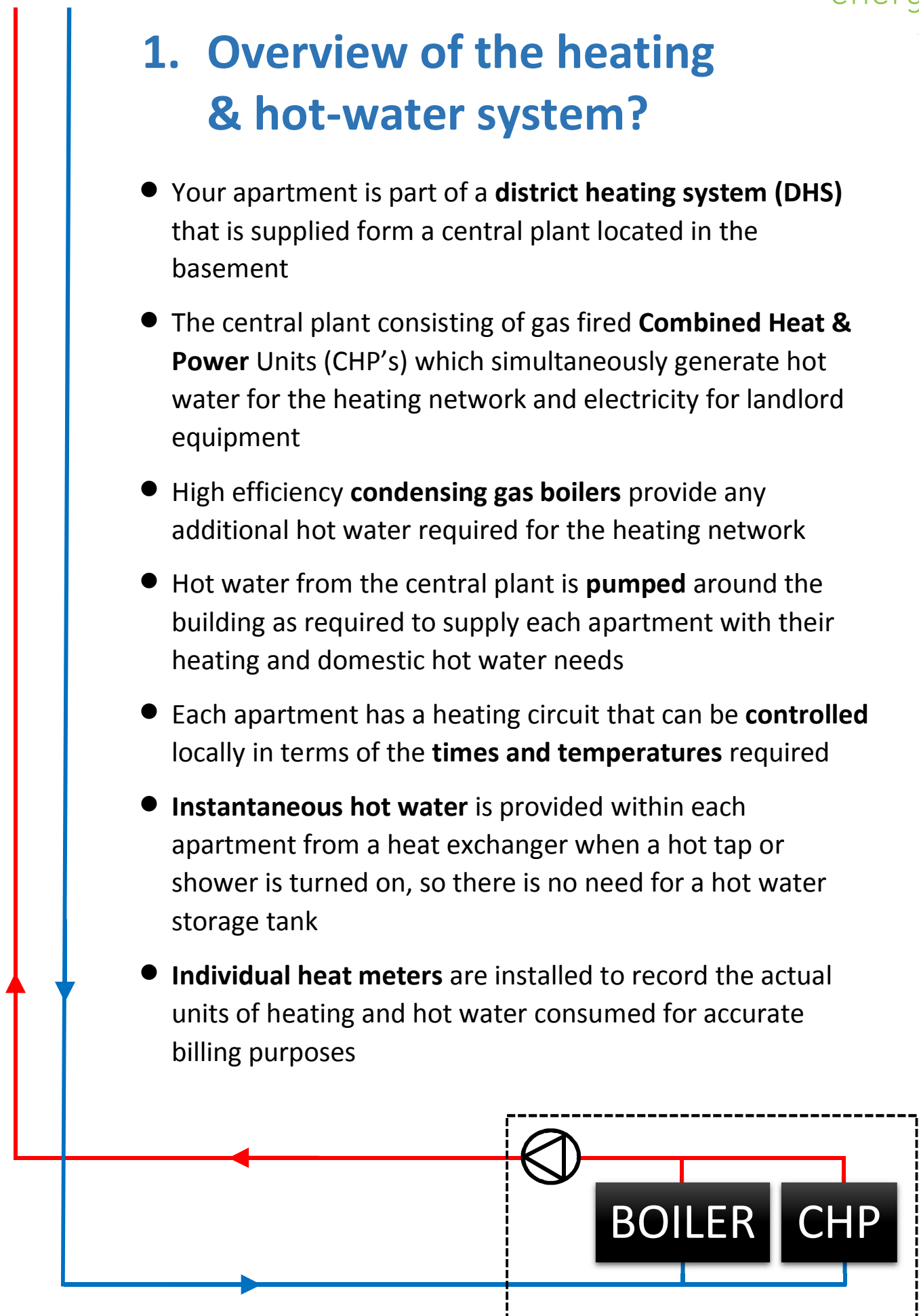
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# 1. Overview of the heating & hot-water system?

- Your apartment is part of a **district heating system (DHS)** that is supplied from a central plant located in the basement
- The central plant consisting of gas fired **Combined Heat & Power Units (CHP's)** which simultaneously generate hot water for the heating network and electricity for landlord equipment
- High efficiency **condensing gas boilers** provide any additional hot water required for the heating network
- Hot water from the central plant is **pumped** around the building as required to supply each apartment with their heating and domestic hot water needs
- Each apartment has a heating circuit that can be **controlled** locally in terms of the **times and temperatures** required
- **Instantaneous hot water** is provided within each apartment from a heat exchanger when a hot tap or shower is turned on, so there is no need for a hot water storage tank
- **Individual heat meters** are installed to record the actual units of heating and hot water consumed for accurate billing purposes



## 2. What difference does district heating make to me?

- The district heating system (DHS) is generally more **efficient** than a conventional heating system (gas/oil/electricity) and is more **economical** to run and better for the **environment**
- The system is **safer** and **quieter** as there is no combustion or waste gases flues inside the apartments
- The apartments achieve a high score under the Building Energy Rating (**BER**) procedure operated by Sustainable Energy Authority Ireland
- As new, more efficient heating technologies become available it is possible to incorporate them easily which **future proofs** the ongoing viability of the system

## 3. How is the DHS managed?

- Kaizen Energy are contracted by The Iveagh Trust to operate and maintain the main boiler room located in the basement.
- Kaizen Energy also manage the pre-pay heating system that allows you to top up your credit in any retail outlets that have Payzone payment facilities.
- Further details related to your pre-pay account can be found in section 7 below and in the welcome letter provided to you.

## 4. How do I control my heating?



*Myson dual channel programmer MEP2C*

- You have a **Myson** dual channel **programmer** MEP2C controller installed within your apartment. The temperature within each zone is controlled by a temperature stat on the wall.
- A copy of the user manual for the controller is included in the **home owner manual** or can be downloaded from the “Customer information” section of the Kaizen Energy website [www.kaizenenergy.ie](http://www.kaizenenergy.ie) or via the Myson website using the following link: <http://tiny.cc/kth2cz>

## 5. Trouble Shooting Guide

If you have a problem with your heating or hot-water, please follow these simple checks, starting at the top:

Problem	Check	Result	Action
<b>No Heating AND No Hot Water</b>	Is there a power cut or some other central problem affecting all apartments?	No	Continue checks
		Yes	Check the Customer information section of the Kaizen Energy website or contact us (as the main system pumps and boilers may be down)
	Do you have heating credit?	Yes	Continue checks
		No	Top-up
	Is the temperature of the Pipes into your HIU Hot?	Yes	Contact your landlord/plumber (likely a local apartment issue)
No		Contact Kaizen Energy	
	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
<b>Have Hot Water BUT No Heating</b>	Is there heating in any radiators	No	Continue checks
		Yes	Check the radiator TRVs are open (e.g. setting 5)
	Are the radiators cold at the top and hot at the bottom	No	Continue checks
		Yes	Contact your landlord/plumber (likely to be air trapped in the radiator that requires bleeding)
	Is the Myson controller scheduled on and at a high temperature (e.g. 21°C)	Yes	Continue checks
No		Follow the user guide to schedule your heating times and temperatures	
	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
<b>Have Heating BUT No Hot Water</b>	Do you have any water?	Yes	Continue checks
		No	Contact Kaizen Energy
	Is there water hot in any of your taps or shower?	No	Contact Kaizen Energy
		Yes	Contact your landlord/plumber (likely a local issue with the tap/shower)
	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
<b>I have a leak INSIDE my apartment</b>			Turn off all the valves below your HIU <b>ONLY</b> if it is safe to do so and contact your landlord/plumber

## 6. Frequently Asked Questions (FAQs)

### **Do I need to schedule my hot-water on?**

- No; Hot water is supplied instantly through a plate heat exchanger in the HIU so there is no need to schedule your water use.

### **What are the heat charges?**

- The heat tariff is set by the landlord and is reviewed at least annually; it consists of two charges:
  - The usage charge - calculated daily using the kWh metered at your premises and the usage rate that is set based on the cost of gas and the efficiency of the main system.
  - The standing charge - a fixed daily charge that relates to the fixed costs of providing the heat service regardless of usage.

### **What are the heat rates?**

- Your heat rates and standing charges are detailed on the welcome letter issued to you. You will be notified in advance of any changes to these rates.

### **How are meter readings taken?**

- Meter readings are automatically taken daily for each apartment via a central processing unit located within the central plant of the apartment complex.

## 7. How does the Pay as you go system work?

### The pay as you go system

- A Pre-pay system is installed within the development to management the supply to each apartment.

### Registration

- When you sign your lease you will need to register for the supply through the “Customer Sign Up” section of the Kaizen energy website [www.kaizenenergy.ie](http://www.kaizenenergy.ie) . We require your name, address, mobile phone number and email address in order to setup and administer your account.
- After the registration process is complete you will receive an email with your account login details.
- Before logging into your account for the first time you will need to reset your password; instruction on how to reset your password can be found in the Customer Information of our website or here: <http://tiny.cc/7ig2cz>.

### Managing your account (via our website)

- Visit our website and select Energy Hub Login
- To log into your account, you will need to provide your:
  1. Username
  2. Password
- Through Energy Hub you will be able to see and track your usage / payments and check your heating balance which is updated daily.



## Top up payments

- You need to keep your account topped up in credit to keep your supply on
- You can top up your credit:
  1. using your Kaizen Energy Payzone card in any Payzone outlet (including your local shop); the minimum Payzone payment is €10
  2. securely online through the “Make a payment” section of the Kaizen Energy website [www.kaizenenergy.ie](http://www.kaizenenergy.ie) using your debit or credit card.
- Replacement Payzone payment cards can be ordered from Kaizen Energy; cost €15; allow 2 weeks for delivery.

## What happens if I run out of credit?

- If you run out of credit and don't top up we will apply an IOU of €5 to your account. When this €5 is gone your supply will be turned off.
- Service is withdrawn for no credit from Mon – Thur between 9am and 5pm. Service is not withdrawn when shops maybe shut (i.e. from 5pm to 9am Mon to Fri and all-day Sat, Sun or on selected bank holidays).

## Who do I contact for reconnection?

- When you buy enough credit to bring your account balance above €0, **service will be restored** the on the next working day during normal working hours between 9am – 5pm when your payment is received.
- **Service will not be restored** outside of normal working hours, over the weekend or on bank holidays.

## 8. Contacting Kaizen Energy

### Who do I contact if I have a problem with my account?

- Contact Kaizen Energy by email to [billing@kaizenenergy.ie](mailto:billing@kaizenenergy.ie) or by phone on **(01) 685 3516** during normal working hours, Mon-Fri.

### How do I contact Kaizen Energy in an emergency outside of normal hours?

- For emergencies that cannot wait until the next working day, please contact Kaizen Energy's emergency number on **086 057 5607**.

**PLEASE NOTE: Kaizen Energy are only responsible for the main system in the basement. If you have an internal plumbing or heating issues within your apartment, please contact your landlord directly.**