

# PARKSIDE B5 HEATING SYSTEM MANUAL

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

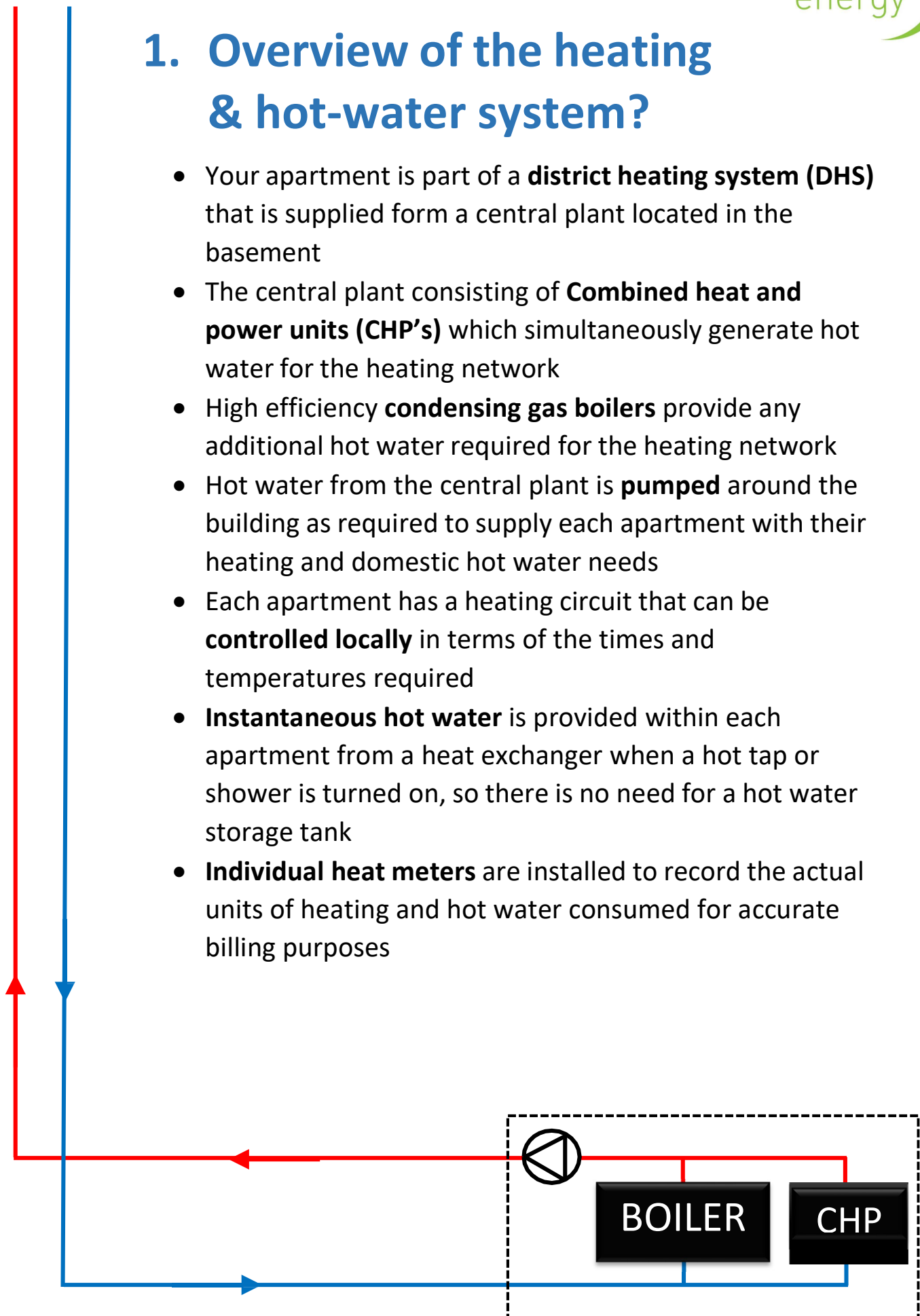


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# 1. Overview of the heating & hot-water system?

- 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 **Combined heat and power units (CHP's)** which simultaneously generate hot water for the heating network
- 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



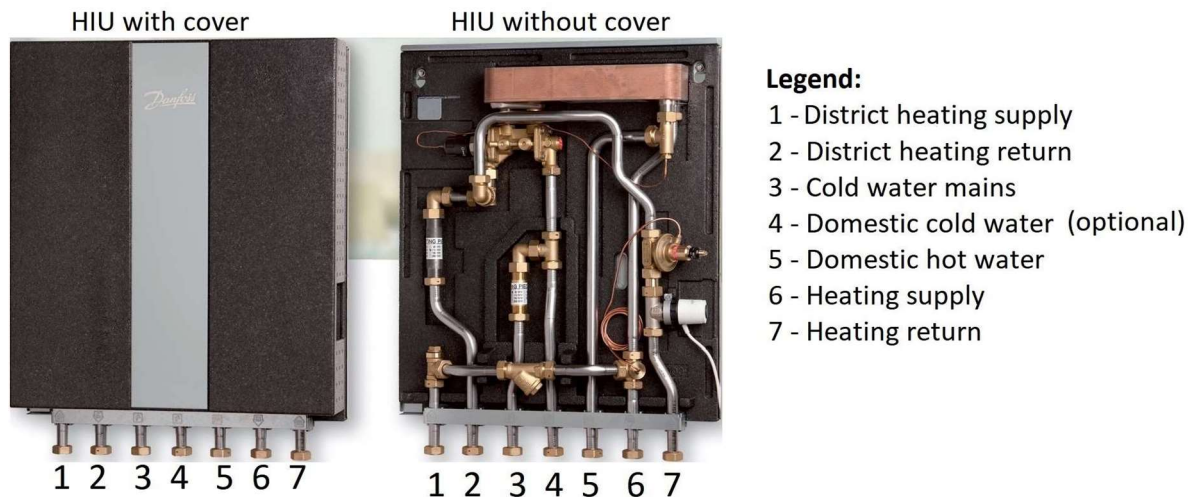
## 2. What difference does district heating make to me?

- 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?

- The district heating system is fully owned & controlled by the Owners Management Company (OMC) and Kaizen Energy has been retained to operate, manage and maintain the system.
- Kaizen Energy will read your heat meter every two months and issue you with a heat bill for payment.
- Apartment controllers are installed in each apartment which makes it easy for residents to manage their individual heating & hot water usage and costs.

## 4. How does the DHS provide heat heating & hot-water to my apartment?



- The DHS supplies low pressure hot water to the Danfoss Heat Interface Unit (HIU) within your apartment (shown above)
- The HIU provides domestic hot water when you turn on your hot taps or shower. This is provided instantaneously via the heat exchanger in the HIU so there is no storage tank required.
- The HIU provides heating to your radiators heating circuit when you request it via your controller/thermostat.
- The individual apartment heat meter is also located within the HIU on the supply and return pipework

## 5. How do I control my heating?



- You have a TP One Thermostat in your apartment; this controls your heating times and desired temperatures.
- A copy of the user manual for the controller is included in the homeowner manual or can be downloaded from the Customer information section of the Kaizen Energy website [www.kaizenenergy.ie](http://www.kaizenenergy.ie)
- You can find the user manual by clicking on or following the link below.

<https://assets.danfoss.com/documents/56540/BC297340336733en-GB0101.pdf>

## 6. Trouble Shooting Guide

- If you are experiencing heating or hot water issues affecting the **entire site**, please contact your landlord, email [service@kaizenenergy.ie](mailto:service@kaizenenergy.ie) and call our office during working hours at **01 685 3516**.
- If the above issue happens out of hours, please get in touch with **emergency number 086 057 5607**.
- If you have **only one of the supplies** (heating but not hot water or vice versa), please contact your landlord.
- **Controller and lukewarm water queries** are related to internal equipment and are your landlord's responsibility.
- **Fire Alarm Notices:**  
The fire alarm is the responsibility of the **site management company**. If plantroom equipment needs to be inspected following a fire alarm, the site management company must contact us directly after their intervention, as Kaizen Energy does not manage the fire alarm system.

## 7. General - 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.

### How do I operate the heating system?

- Your heating system is operable via the controller and thermostats located throughout your apartment. There are a number of separately controlled heating zones in the apartment. The operating instructions for the controllers can be found on our website within the customer information section (or refer to section 5 above).

### What is involved in the billing process?

- Bills will be issued bi-monthly based on the kWh energy consumption per apartment at the current heat tariff rates. Bills will be issued to tenants as named on the apartment lease. The amount on each bill is due for payment 14 days from when the bill is issued.

### How do I register for my heat supply?

- To register you will need to download the **Kaizen Energy App** from the **Google play** or **Apple store** or alternatively if you do not want to use a smartphone you can use the Selfcare Portal on the Kaizen Energy website. Click on the **Sign-Up** option and enter your details as prompted.

### How are the heating charges structured?

- 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.



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### How are meter readings taken?

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

### How do I get my heat deposit back?

- A refundable heat deposit is required upon registration for your supply. You will receive an invoice for this which can be paid upfront or can be included within your first heat bill. If you sign up the direct debit the deposit amount is €150 or €250 for non-direct debit customers. You will receive your deposit back in full upon closing and settling your Kaizen account.

### How do I contact Kaizen Energy with a request or query?

- Contact Kaizen Energy by email to [billing@kaizenenergy.ie](mailto:billing@kaizenenergy.ie); [moves@kaizenenergy.ie](mailto:moves@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 relating to your system that cannot wait until the next working day, please contact Kaizen Energy's emergency number on **086 057 5607**.