

THE GARDENS (at ELMPARK GREEN)

HEATING SYSTEM MANUAL

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



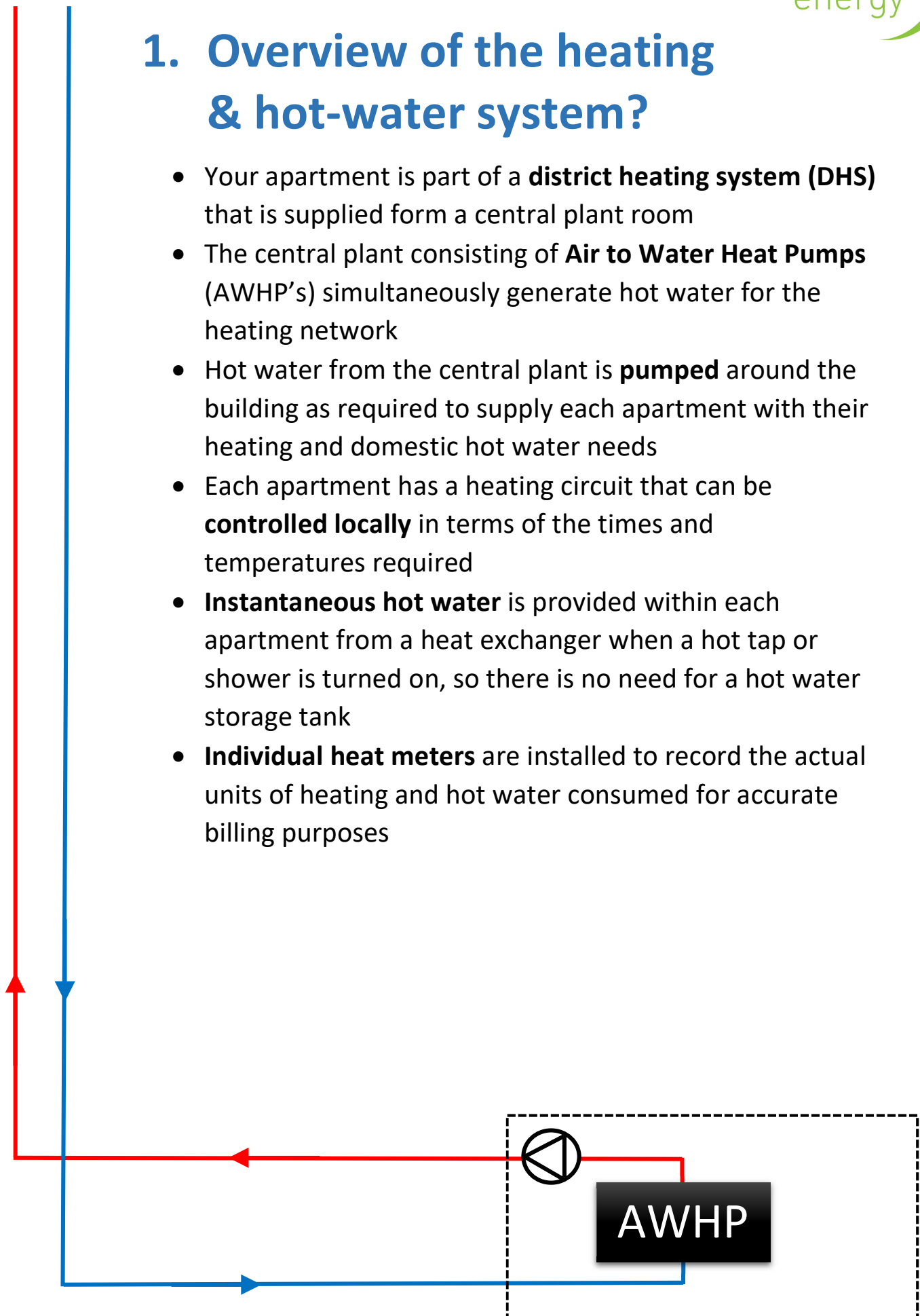
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1. Overview of the heating & hot-water system?

- Your apartment is part of a **district heating system (DHS)** that is supplied from a central plant room
- The central plant consisting of **Air to Water Heat Pumps (AWHP's)** simultaneously generate hot water 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 landlord 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 management their individual heating & hot water usage and costs.

4. How do I control my heating?



- You have a Heatmiser Neohub Smart Heating Hub in your apartment; this controls your heating times and desired temperatures.
- 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
- You also have the option of searching for the user manual using the following link: <https://www.heatmiser.com/neohub-smart-control>

5. Trouble Shooting Guide

- **Supply Issues:** If you are experiencing heating or hot water issues, email service@kaizenenergy.ie or call our office during office hours at **01 685 3516 (office hours only)**, Out of hours please call our emergency number at **086 057 5607**.
 - Kaizen Energy will be able to advise as to whether it is a system or internal issue once we receive the details.
- **Apartment equipment:** Kaizen Energy are not responsible for internal apartment equipment, issues with this equipment should be passed back to your landlord.
- **Fire Alarm activations:** The fire alarm is managed by the Management Company. During an active fire alarm, the plant room will shut down automatically for Health and safety reasons, the system will automatically reboot once the fire alarm system is fully reset.
- **Power Outages:** During a power cut the plantroom will shut down, there will be no heat or hot water while there is no power, the plantroom will fully reset once power is restored.
- **Water leak:** If you have a water leak inside your apartment, turn off all valves and report the issue to your landlord. If you notice a water leak outside your apartment, please report it to the Management Company.

6. 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 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.

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

- Contact Kaizen Energy by email to
 - billing@kaizenenergy.ie;
 - payments@kaizenenergy.ie;
 - moves@kaizenenergy.ie
 - service@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**.