

GRAND CANAL HARBOUR HEATING SYSTEM MANUAL

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



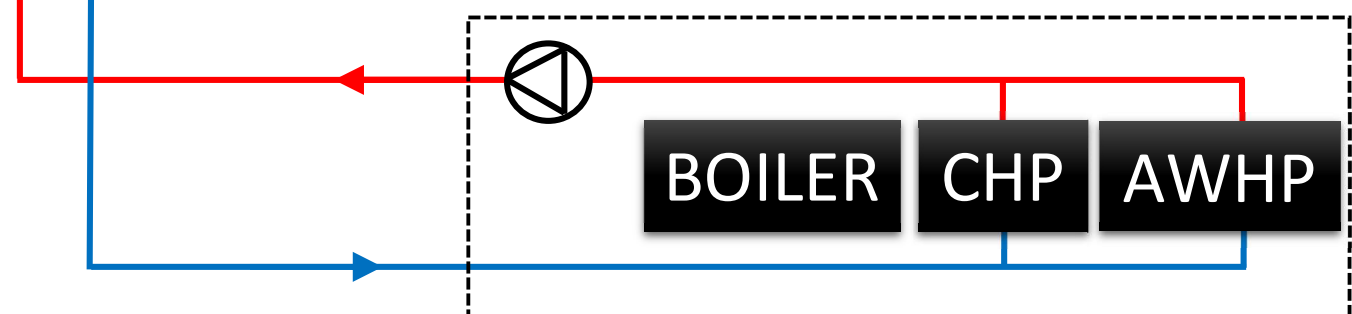
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Contents

- 1. Overview of the heating & hot-water system?**
- 2. What difference does district heating make to me?**
- 3. How is the DHS managed?**
- 4. How do I control my heating?**
- 5. Trouble Shooting Guide**
- 6. General - Frequently Asked Questions (FAQs)**

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 Air to Water Heat Pumps (AWHP's) and 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



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 owned by the Landlord and Kaizen Energy has been retained to operate, manage and maintain the system.
- Kaizen Energy will take meter readings every two months and issue you with a heating and hot water bill. You have 14 days to pay this bill in line with standard utilities.
- Apartment controllers are installed in each apartment which makes it easy for residents to management their individual heating & hot water usage and costs.
- Your heat meter is located inside your HIU should you wish to double check the meter reading on the bills issued.

4. How do I control my heating?



- Your apartment is fitted with a Slimline V4 controller to control your heating.
- You only need to control your heating on and off based on your desired temperature and times that suit you.
- Your hot water is always available and does not need to be timed on or off.
- You will need to setup you controller to suit your own requirements.
- Please use the link on our website to access the user manual. <https://www.kaizenenergy.ie/wp-content/uploads/2020/08/Slimline-Manual.pdf>

5. Trouble Shooting Guide

- **Supply Issues:** If you are experiencing both heating and hot water issues, email service@kaizenenergy.ie or call our office during office hours at **01 685 3516**.
 - 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?

- The heating system is operable via the controller and thermostats located throughout your apartment. The operating instructions for the controllers can be found on our website within the Customer Information section, and using this [link](#).

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 the date the bill is issued.

How are the heating charges structured?

- The heat tariff consists of two charges:
 - The usage charge – The metered energy consumed within the billing period applied against the relevant €/kWh.
 - The standing charge - a fixed daily charge that relates to the fixed costs of providing the heat service regardless of usage.

How do I get my heat deposit back?

- A refundable heat deposit is taken upon registration for your supply. A €150 deposit will apply for customers who utilise direct debit, alternatively a €250 deposit will apply. You will receive an invoice for this which can be paid upfront or can be included within your first heat bill. 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, moves@kaizenenergy.ie and payments@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 technical only emergencies that cannot wait until the next working day, please contact Kaizen Energy's emergency number on **086 057 5607**.
- Please note that Kaizen is not responsible for internal apartment heating and hot water issues – these should be raised with your landlord.