

ST. CLARES HEATING SYSTEM MANUAL

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



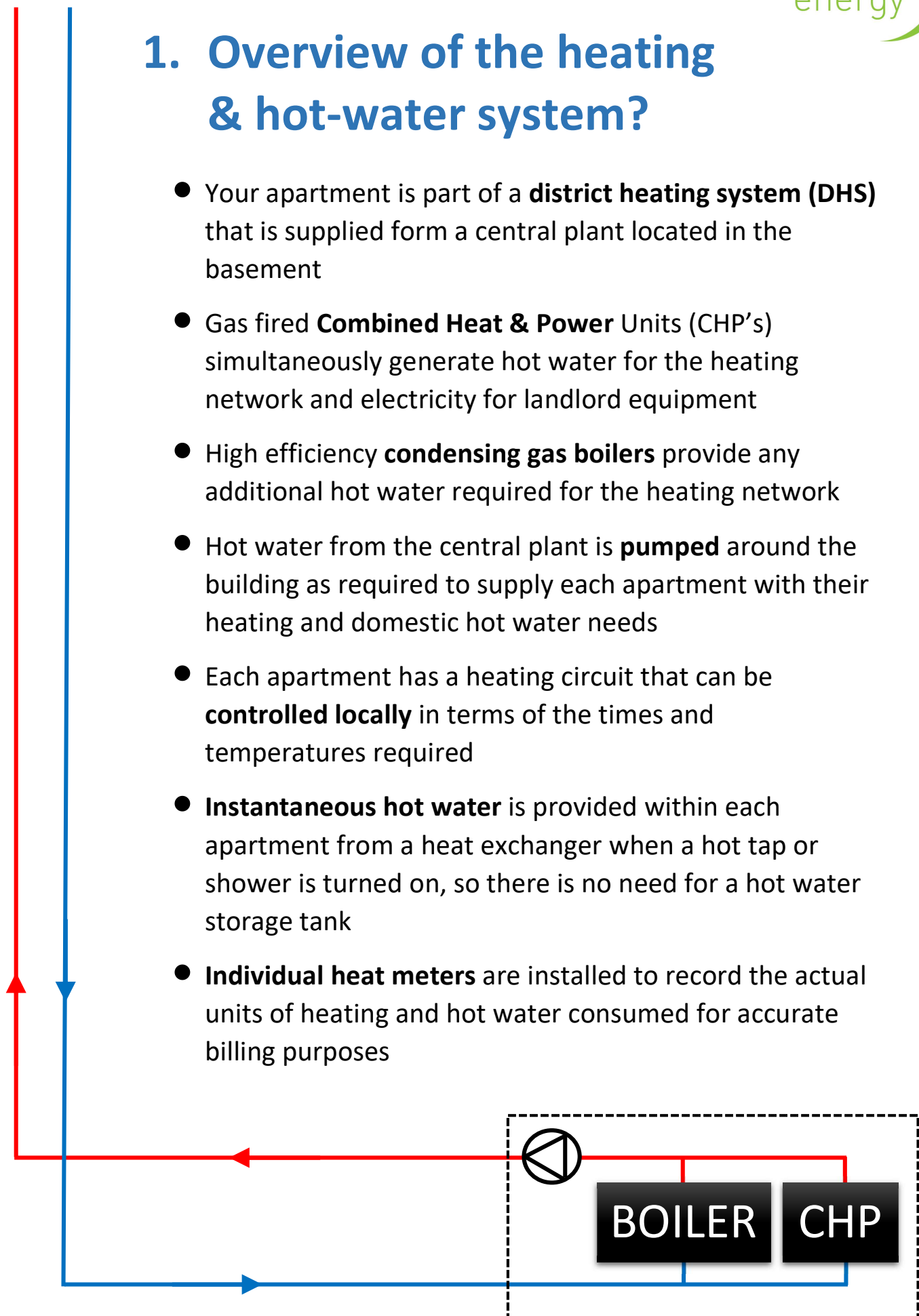
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1. Overview of the heating & hot-water system?

- Your apartment is part of a **district heating system (DHS)** that is supplied from a central plant located in the basement
- Gas fired **Combined Heat & Power** Units (CHP's) 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?

- The district heating system is fully owned & controlled by the landlord and Kaizen Energy has been retained to operate, manage and maintain the system on behalf of the landlord.
- 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 may have a Danfoss TPOne 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
- A number of online videos are available to help you to use you controller:
 - TPOne (user interface): <https://goo.gl/ruX5P7>
 - TPOne (temperature): <https://goo.gl/hLXBoe>
 - TPOne (schedule): <https://goo.gl/eGc24G>
 - TPOne (mode): <https://goo.gl/P91hWa>

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?

- Your 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 (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 per the customer registration form. 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?

- Please visit kaizenenergy.ie and select “Customer Sign Up” on the main page. Please complete the form as instructed. You can also sign up for paperless billing and direct debit payments.

What is Energy Hub?

- Energy Hub is our online portal for paperless customers. Within Energy Hub you can access all your bills and make payments. Once you register for Energy Hub through our website you will receive login information by email.

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 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 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**.