Places for People

WARM HOME USER GUIDE

A guide to your new products and systems

Hello again...

We're so pleased to have completed your decarbonisation upgrades. We hope the process was smooth and that you are already seeing the benefits for yourself.

Through this major investment programme, we've upgraded thousands of homes across the UK to reduce carbon emissions and improve energy efficiency. These enhancements are designed to make your home more comfortable and affordable to run, while supporting a greener future.

This leaflet contains helpful information about the upgrades to your home and how you can get the most from them, as well as some useful energy saving tips to help you save on costs.

If you have any questions or want to discuss anything further, please speak to your dedicated team member or on-site team.

HEAT PUMPS

Heat pumps produce almost three units of heat for every unit of electricity they use, significantly cutting a home's energy demand when replacing older technologies like gas boilers.

HOW IT WORKS

Air source heat pumps work by intensifying heat from the outside air and transferring it into your home.

The heat pump's fan draws in outside air and passes it over an evaporator coil containing a refrigerant, which absorbs the heat from the air and turns into a gas. The gaseous refrigerant is then pumped into a compressor, increasing its pressure and temperature.

The high-temperature, high-pressure gas refrigerant is then turned back into a liquid by a condenser coil, and the liquid's heat is released into the indoor air through the heating system — whether that's radiators, underfloor heating, or a hot water tank.

HOW TO USE IT

A heat pump is most effective when kept running at a consistent temperature using the thermostat (ideally 18-21^{0}C). Turning it on and off like you would with a gas boiler takes a lot of energy. It might take a while to work out the correct continuous temperature for your home.

You can still adjust the temperature in individual rooms using the valves on your radiators. Keep in mind that your radiators may not always feel hot to touch, because the heat pump operates on this consistent lower temperature rather than warming your home with intense bursts of heat.

Maintaining an air source heat pump.

DO HEAT PUMPS WORK IN COLD WEATHER?

The simple answer is yes! The refrigerant used in heat pumps 'boils' at around -50°C, so even air that's -20°C is much warmer than the refrigerant and has enough heat for the pump to work.

ARE HEAT PUMPS NOISY?

Any machinery with moving parts like condensers and fans will make some level of noise. But because heat pumps go outside, they're generally much quieter to have than gas boilers.

WHAT HAPPENS WITH SERVICING MY HEAT PUMP?

Like a gas boiler, heat pumps should be serviced routinely, which will be organised by Places for People.

WHAT IF MY HOME IS TOO COLD OR TOO HOT WITH THE HEAT PUMP?

If your heat pump has been installed correctly, you shouldn't need to adjust anything other than the central thermostat and room radiators to keep your home at the perfect temperature.

If you have any concerns, please don't try to change any of the heat pump's settings yourself; get in touch with us and we can get the installer back out to take a look.

WHAT ENERGY TARIFF SHOULD I BE ON NOW I HAVE A HEAT PUMP?

Heat pumps run on electricity, which does mean your electricity usage will increase. However, the fuel usage for your previous heating system (gas, oil, or other fuel types), will no longer be charged to you.

If you had a gas boiler and have no other gas appliance, it is best to speak with your energy supplier to have your gas meter removed, so you no longer pay a standing charge.

Once your heat pump is installed, it is a good idea to shop around for a new tariff. Lots of providers now offer flexible tariffs that are designed to benefit homes with heat pumps.

Thermostatic radiator valve (TRV).

SOLAR PANELS

Solar panels generate electricity for use in your home, meaning you consume less electricity from the grid. The electricity generated by solar panels is also totally clean, reducing the overall carbon footprint of your home.

HOW THEY WORK

Solar panels work by using an inverter to change the sunlight hitting the panels into electricity. The best part? There's nothing for you to do. Your solar panels are always working in the background during daylight hours, even on a cloudy day.

You can really maximise the benefits from your solar panels by shifting electricity-heavy activities to peak daylight hours wherever possible, like washing your clothes or using portable appliances.

Please do not attempt to clean the panels as this can cause damage. If you think anything is not working as it should, please contact us.

VENTILATION

Improvements to help a home retain more heat do so by making it more airtight — for example, adding insulation or replacing windows and doors. However, to keep your home comfortable and healthy, it's important to maintain good airflow so that moist air can escape and fresh air can come in.

HINTS AND TIPS

Here are some helpful tips to keep air circulating throughout your home:

- **Use your extractor fan when cooking**
- **Dry clothes outside if possible, or keep a window open when drying them inside**
- **Don't close or block your trickle vents**
- **Don't block wall vents**

ENERGY SAVING HINTS AND TIPS

Your new upgrades are already working hard to make your home more efficient. You can follow these best practices to use less energy overall.

- **Replace your lightbulbs** with energy-saving LEDs, and switch off lights when you're not using them.

- **Turn appliances all the way off** instead of leaving them on standby, especially those with screens like TVs and computers or laptops.

- **Be mindful about when you charge devices,** and try to avoid leaving them to charge overnight. An extra benefit to this is that charging things too much can damage the battery, so you could get more life from your phone, tablet or laptop this way.

- **Have showers instead of baths,** and think about if you could make your showers shorter.

- **Make sure to leave at least 15cm** between radiators and furniture to let heat circulate around the room effectively.

We're here to help

Got any questions or need help with your upgrades? Just give us a shout.

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