

HEATING GUIDE

MANCHESTER APARTMENTS IS PROUD TO HAVE LAUNCHED SOME OF THE MOST SUSTAINABLE AND ENERGY EFFICIENT APARTMENTS IN MANCHESTER.

THIS GUIDES TELL YOU ABOUT THE HEATING AND VENTILATION SYSTEMS IN OUR BUILDINGS AND GIVES ADVICE TO OUR TENANTS SO THAT YOU MAKE THE MOST OF THE TECHNOLOGIES AVAILABLE.

Energy Efficiency

We ask all our tenants to please be considerate to the environment by being careful with the amount of energy you use on a daily basis. Manchester Apartments accommodates hundreds of tenants and, collectively, we believe we can make a difference to our planet ... if you think you're too small to make a difference, you've never been in bed with a mosquito!

Please check out our energy saving tips in our **Green Tips Guide** here: <https://mapartments.co.uk/green-tips-2019.pdf>

Underfloor Heating powered by Air Source Heat Pumps

The underfloor heating system provides heat throughout the apartments. It is powered by air source heat pumps, a renewable, energy efficient technology designed to deliver a constant, controlled heat throughout the apartments.

An air source heat pump works by absorbing the energy from outside air and releasing it, as hot air, inside the building through the underfloor heating and the hot water system.

As well as helping to reduce the building's carbon footprint, it is also a healthier system as it produces less airborne dust than the amounts associated with conventional heating.

TEMPERATURE CONTROLS (TOUCH PAD WALL PANEL)

Tenants can control the underfloor heating temperature by using the touch pad panels located on the wall inside the apartment.

The temperature and timers are pre-set centrally by our building heating engineer to the optimum and most energy efficient setting for both the apartment and the building. Consideration is also given to the energy allowance given to tenants and these settings will help our tenants stay within their allowance.

The default setting is usually 19 degrees inside the apartments and tenants are able to adjust this temperature by +/- 4 degrees. If you do adjust the default temperature, then the system will return to the default setting at midnight daily.

Please note that the temperature displayed on the wall panel is that of the current room temperature, not the temperature you have set it to become. It will take time to reach the desired temperature so please allow for this. A flame symbol will appear on the display when the system is heating up to a new temperature.

Note that some apartments in a building may have a slightly different default temperature setting as this may vary depending on the location of an apartment within the building.

Instructions on how to use the wall pad control panel are outlined below.

TEMPERATURE CONTROLS: ENGINEER SETTINGS

Our building heating engineer has inputted a set of default temperature settings into the heating system. These settings have been determined as the most appropriate for climate control and energy efficiency of the building.

Tenants must never attempt to tamper with the engineer's central settings in the control panel as this can unbalance the heating throughout the building and reduce the energy efficiency of the whole development.

This may result in additional energy usage being incurred within both your apartments and your neighbours while the systems fight to compensate for the imbalance.

If we find that any settings have been changed, then, as well as risking going over your energy allowance, you will also incur a charge as this will be regarded as a breach of tenancy.

Insulation and Heat Recovery Ventilation

Our buildings are fitted with high levels of insulation which act as a barrier to heat loss and heat gain, particularly in the roof, ceilings, walls and floors. This improves energy efficiency and keeps the building cooler in summer and warmer in winter.

The buildings are also fitted with a heat recovery ventilation system, a renewable energy technology. This provides fresh air to the building by re-using heat that otherwise would have been lost, improving the climate control and energy efficiency of the building.

As the energy efficiency of our buildings is improved by the high levels of insulation, they are intentionally made more airtight. Consequently, they become less well ventilated and the heat recovery ventilation system therefore provides ventilation to the building without the loss of heat or humidity.

The system is designed to keep the heat out of your apartment in the summer and keep the heat in in the winter so it is important to try to keep windows closed, even in the summer, to allow the system to work properly. Opening your windows in the summer will make your apartment warmer as the system becomes unbalanced for the rest of the building. You may also exceed energy allowance so please make sure you are careful.

Water Heating

The air source heat pump also provides hot water to the building. The system provides automatic hot water and is pre-set to the optimum setting for your apartment. Each apartment's water usage is monitored so please be careful with your usage as you may be charged extra.

To help save on your water usage, we recommend following the water saving tips in our Green Tips Guide: <https://mapartments.co.uk/green-tips-2019.pdf>

Summertime

As our apartments have high levels of insulation, they retain their heat very well, especially during summer months when it's warm outside. We do not turn the heating system on during the summer so if your apartment gets hot, it's because of the outside temperature and not because of the heating system. There is no air conditioning system in the apartments.

Some useful things to note:

- If your apartment is hot, we recommend getting a fan or opening a window. If you do open the window when the heating is on, always make sure you turn the heating off first
- The location of your apartment within the building affects the room temperature. E.g. corner plots are cooler, those near to boiler rooms are warmer.
- Cooking, taking a shower, using electronic devices all affect the room temperature. Our apartments are super insulated so even the smallest amount of heat emitted from other sources makes a difference.
- The heating system is not an air conditioning system
- Our heating engineers put the heating system into 'summer mode' during warm months which means the heating will only come on if the temperature drops below 12 degrees.



The snowflake icon does not indicate air conditioning.

If the flame symbol is displayed, the heating is on and it is heating up the room. If there is no flame symbol displayed, the heating is not on.

This is the current room temperature. It is not the temperature the heating is set to become.

Energy Allowance

Tenants are given an energy allowance of 5 units per person per day. This is a fair allowance for everyday energy usage in your home and takes into consideration the energy efficient technologies in the building.

To help stay within your energy allowance, a reminder to follow the energy saving tips in our Green Tips Guide: <https://mapartments.co.uk/green-tips-2019.pdf>

Portable Heaters

Please do not use portable heaters in the building without permission from Manchester Apartments. If portable heaters are found in your apartment without permission, then the heaters will be removed and you may be charged.

Operating Instructions for the Heating System

Below is information on how to operate the heating system in your apartment.

We use two models in our developments so to identify which model is in your apartment, please look at the image of the wall control panel below and if this matches the one in your apartment, please follow those instructions.

Heatmiser Neostat Model

The temperature is pre-set to the optimum and most energy efficient level for your apartment. You can change the temperature by +4/-4 degrees. To do this, use the arrow buttons on the wall touch pad to find the desired temperature then press the 'tick' button to apply the change. A flame symbol will be displayed on the interface to show that the system is calling for heat. The flame symbol will disappear when the desired temperature is reached. Note that this will take a period of time and you will gradually see the temperature increase on the screen.



Here is a list of what each of the icons are on the wall touch pad so if you spot anything unusual, please contact us.

1. **Day Indicator:** Displays the day of the week
2. **Mesh Symbol:** Displayed when connected to the system
3. **Not in use**
4. **Frost Symbol:** Displayed when frost protection mode is active – if the heating drops below 16 degrees
5. **Flame Symbol** Displayed when the thermostat is calling for heat, heating is ON
6. **Not in use**
7. **Not in use**
8. **Key Lock Indicator:** Displayed when the system's controls are managed centrally for the building
9. **Not in use**
10. **Main Menu:** Programmer settings only
11. **Temperature Format:** Degrees Celsius or Fahrenheit
12. **Temperature:** Displays the current sensor temperature, the temperature of the room
13. **Clock:** Time displayed in 24 hour format
14. **Not in use**
15. **Not in use**



Heatmiser Touch Model

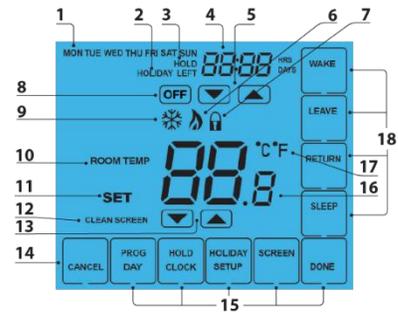
The temperature is pre-set to the optimum and most energy efficient level for your apartment. You can change the temperature by +4/-4 degrees. To do this, use the arrow buttons on the wall touch pad to find the desired temperature then press 'done' to apply the change. A flame symbol will be displayed on the interface to show that the system is calling for heat. The flame symbol will disappear when the desired temperature is reached.



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Here is a list of what each of the icons are on the wall touch pad so if you spot anything unusual, please contact us.

1. **Day Indicator:** Displays the day of the week.
2. **Not in use**
3. **Not in use**
4. **Clock:** Displays time in normal operation, time left in hold or days left in holiday mode
5. **Up/Down Keys:** Increase or decrease values shown on top digit group
6. **Flame Icon:** Displayed when the thermostat is calling for heat, the flame icon will flash when optimum start function is being set
7. **Keypad Lock Icon:** Displayed when the keypad is locked
8. **Not in use**
9. **Frost Icon:** Displayed when the thermostat is in frost protection mode
10. **Room Temp:** Indicates current temperature sensor mode
11. **Not in use**
12. **Not in use**
13. **Up/Down Keys:** Increase of decrease values shown on bottom digit group
14. **Not in use**
15. **Not in use**
16. **Current Temp:** Indicates the current sensor temperature
17. **Units of Temperature:** Degrees Celsius or Fahrenheit
18. **Not in use**



If this guide doesn't answer all your questions, please give us a call or drop us an email and we'll be happy to help.