



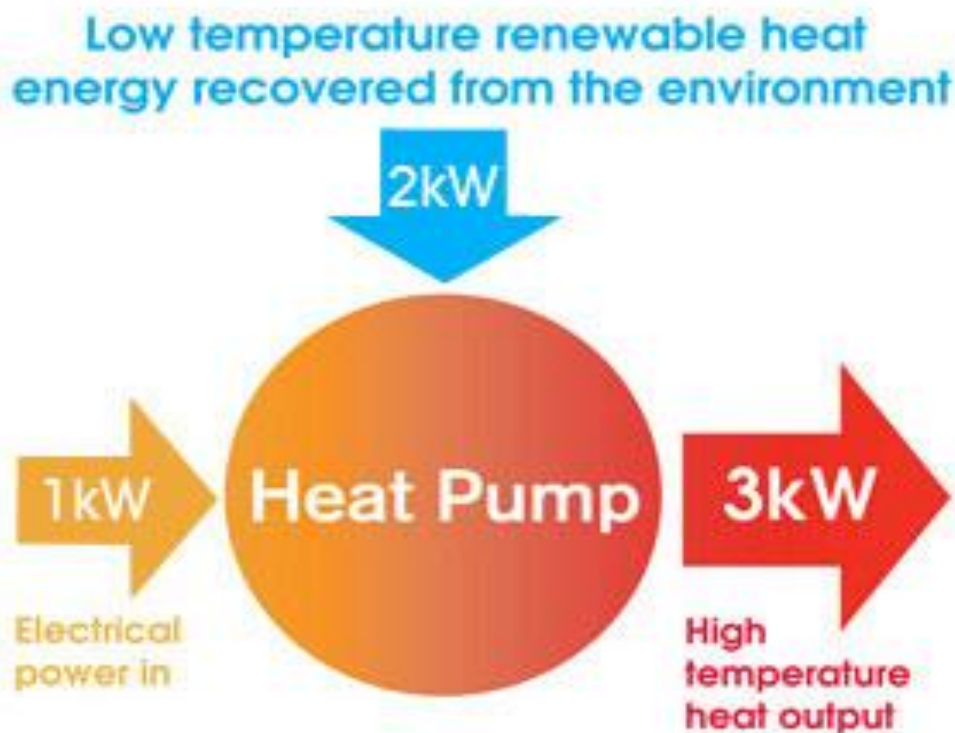
# Air Source Heat Pump User Guide



**How to get the best  
out of your system**

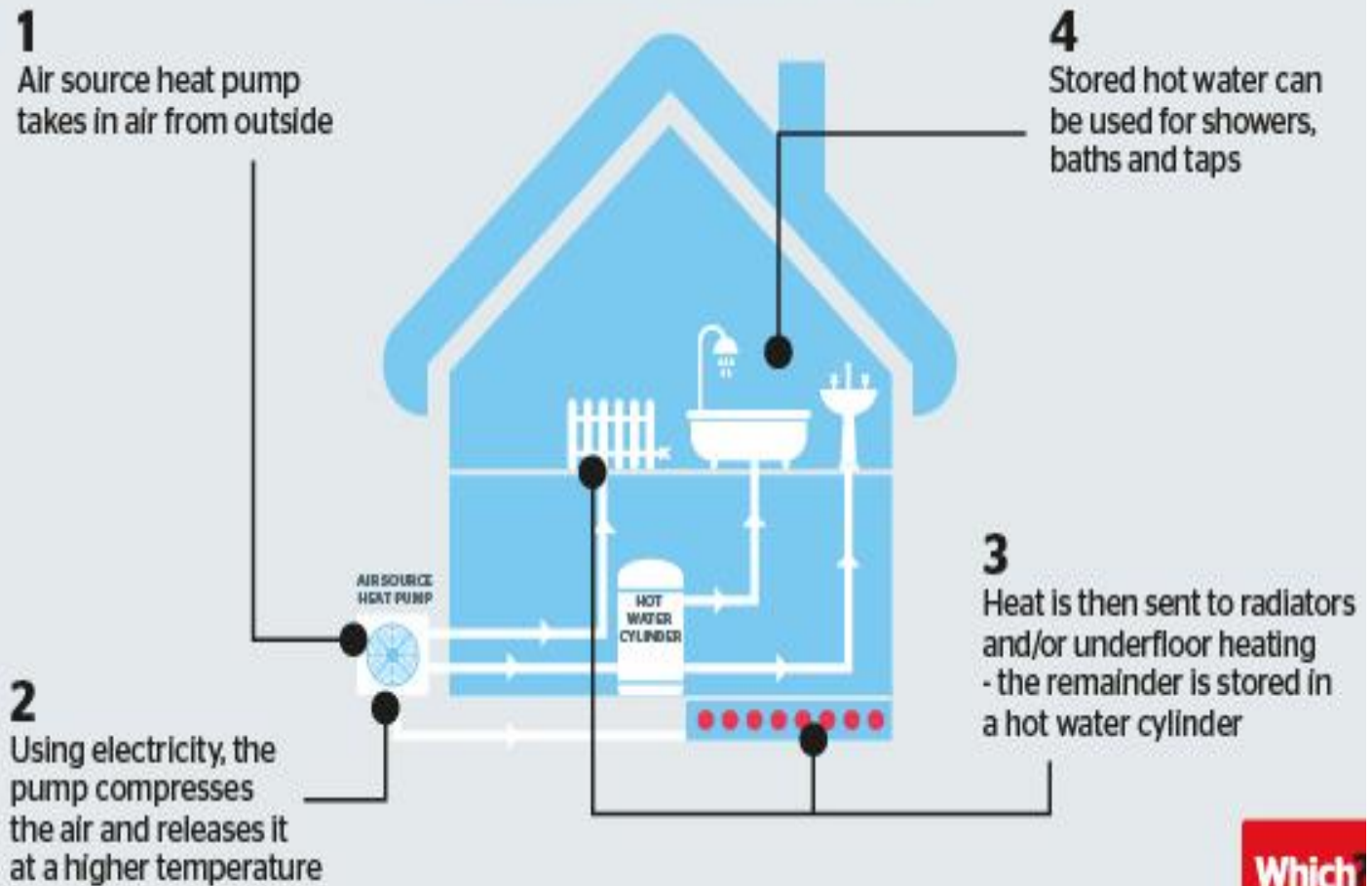
# How the Heat Pump works

- ★ It takes **heat** from the **air outside** & boosts it to a higher temperature using a heat pump inside the unit, which is then transferred to the heating (radiators) & hot water systems.
  - ❖ This works opposite to your fridge which takes warm air out to keep food cold.



**Heat pumps** are incredibly efficient - 300% in most cases. So for every **unit** of electricity used, **three (3) units** of heat are produced 😊

★ Heat pumps **deliver heat** at **lower temps** over much **longer periods**, working up to **5 times** more efficiently than traditional heating systems, & which is why they're known as a **“low n slow”** system.



★ The unit is placed **outdoors** & looks similar to an air conditioning unit.

★ Keep **radiators clear**, do not block with furniture wherever possible to ensure that heated air can circulate in the room.

- As the unit **heats water first**, it's best to have the hot water come on when you **don't** need the heating - for example late at night, early morning, or even mid afternoon.



- Use the **thermostatic valves** on the radiators to adjust the room temperature if you prefer **some** rooms (particularly bedrooms) to be a little bit cooler than others. (The lower the number the cooler the temperature.)

**Remember** the radiators will **not** be **hot** to the touch.

# Electricity Tariff

As Heat pumps operate throughout the **day & night** it's important to consider your **electricity use** - it may even be worth speaking with your electricity provider to see if they've got a **more suitable**, bespoke heat pump tariff.

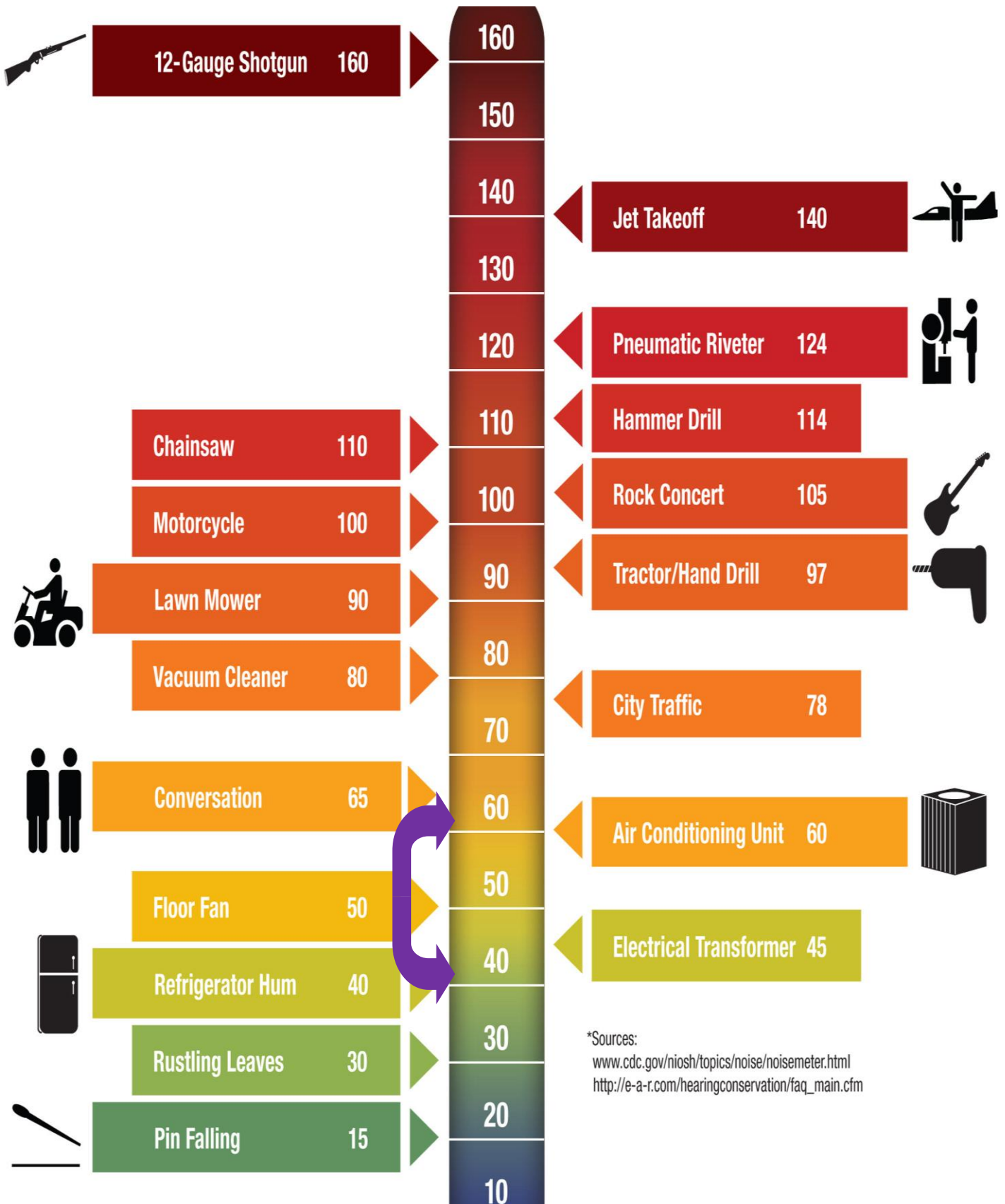
The heat pump **needs electricity** to run, but uses **less** than it would to produce heat, as it moves heat rather than generates it. This makes it more **efficient** than other electric heating and cheaper than your old heating system 😊

Remember that your electricity bill will increase when you have a heat pump installed as it uses electricity to run the pump & compressor.

The **heat** generated by the unit is **not as high** as that produced by a gas or oil boiler - which is why you will also have larger radiators!

Heat pumps help to lower your carbon footprint as less CO<sub>2</sub> is generated than conventional heating systems & uses a renewable, natural source of heat—air.

# Decibel Scale (dBA)



\*Sources:  
[www.cdc.gov/niosh/topics/noise/noisemeter.html](http://www.cdc.gov/niosh/topics/noise/noisemeter.html)  
[http://e-a-r.com/hearingconservation/faq\\_main.cfm](http://e-a-r.com/hearingconservation/faq_main.cfm)

**40-60 decibels = Air Source Heat Pump noise level**

# NOISE

The pump does make **some** noise when operating - as both a fan & compressor will be in use. The **noise level** is approx. **40-60 decibels** from a distance of **1m** away

This is the **same** as the level of noise found in:-

- ❖ **a quiet office**
- ❖ **ordinary conversation**
- ❖ **sewing machine**

and is much **quieter** than a **vacuum cleaner** or **lawn mower!**

The **heat** generated by the unit **is not as high** as that produced by a gas or oil boiler - which is why you will have **larger** radiators!

It's also why the **radiators won't feel as hot** as you would expect them to; it doesn't mean there's an issue, or that you need to turn the temp up!

During the colder winter months it's best to **leave** the **heating** on all **the time**, as it works best due to its "**low n slow**" ability to heat up.

**18°C** is the most economical setting to have the temperature set to, **especially** when the unit is **left on** all the time, **24hrs a day!** Just use the thermostat to control the temperature – **remembering** to allow **3hrs** before you will notice the difference!

More information about the specific type of **Heat Pump** you have can be found on the **manufacturer's website** (their logo will be on the outside of the unit).

## **USEFUL CONTACTS:**

**SCDC Contact Centre: 03450 450 051**

**[www.scams.gov.uk](http://www.scams.gov.uk)**

**From homepage: Housing–Repairs & Maintenance–Warm Homes**

**Rule & Parker deal with all Air Source Heat Pump Servicing and Repairs for the Council.**

**☎ 01480 302 211**

**[www.ruleandparker.com](http://www.ruleandparker.com)**

## **MANUFACTURERS**

**Daikin** [www.daikin.co.uk](http://www.daikin.co.uk)

**Mitsubishi** [www.heating.mitsubishielectric.co.uk](http://www.heating.mitsubishielectric.co.uk) Ecodan Heat Pump

**Vaillant** [www.vaillant.co.uk](http://www.vaillant.co.uk) aroTHERM Air to Water heat pump