

# HEATING GUIDE

**BEECH PROPERTIES IS PROUD TO HAVE LAUNCHED SOME OF THE MOST SUSTAINABLE AND ENERGY EFFICIENT PROPERTIES 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.**

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PLEASE CAN WE ASK ALL OF OUR TENANTS TO ALSO BE CONSIDERATE TO THE ENVIRONMENT BY BEING CAREFUL WITH THE AMOUNT OF ENERGY YOU USE ON A DAILY BASIS.

COLLECTIVELY, WE CAN ALL 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!

THANK YOU FOR TAKING THE TIME TO READ THIS GUIDE AND PLEASE ALSO CHECK OUT OUR ENERGY SAVING TIPS HERE:

[HTTPS://WWW.BEECHPROPERTIES.CO.UK/GREEN-GUIDE](https://www.beechproperties.co.uk/green-guide)

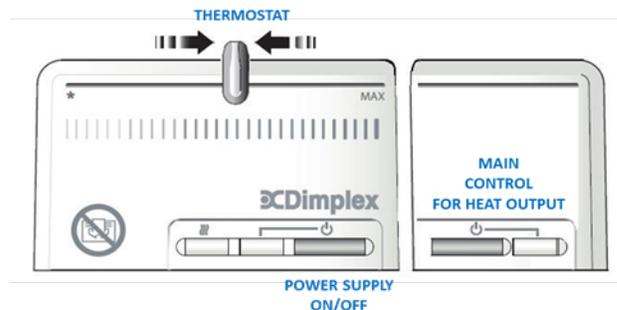
## Dimplex Electric Panel Heaters

Some of our properties have dimplex panel heaters.

Panel heaters are a rapid, energy efficient type of heating system. They use convection to heat a space up quickly meaning that the room is warm for the period of time selected. Importantly, when the heater is switched off it reacts equally quickly.

**Thermostat:** You can adjust the temperature using this control.

**Power Supply:** This controls the electricity supply to the heater only. Always leave this on.



## Storage Heaters

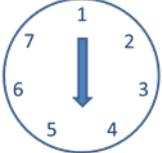
Other properties have storage heaters. These heat up during the cheap electricity hours and then steadily release the heat during the more expensive hours' rate. They are fixed to the wall in most rooms in your property.

**Most of our properties are on the Economy 10 Energy Tariff** which gives 10 hours of cheap electricity each day at these times: **0:00 to 05:00, 13:00 to 16:00, 20:00 to 22:00.**

Some properties are on the Economy 7 Energy Tariff which gives 7 hours of cheap electricity from midnight to 7:00 am.

It is important to set the controls to reflect the temperature outside and the times that you are in the property. This will help you save money and keep your property at an optimum temperature.

The following table gives the **recommended settings** but, as a general rule, we recommend you **keep the output setting on low** so your heat release lasts until the evening when you're most likely to be in the property.

WINTER SETTING		SPRING/AUTUMN SETTING		<p><b>NOTE:</b> Some heaters do not have an input dial as they are automatically set to the most efficient setting.</p> <p><b>NEVER</b> cover heaters with clothes or put furniture against them. It's a serious fire risk.</p> <p><b>DO NOT TAMPER</b> with any of the heater's other settings or you will incur a charge.</p>
<p><b>INPUT</b> HIGH   LOW</p> 	<p><b>OUTPUT</b> HIGH   LOW</p> 	<p><b>INPUT</b> HIGH   LOW</p> 	<p><b>OUTPUT</b> HIGH   LOW</p> 	

Many properties also have one larger **combination-type storage heater** which is usually located in the living room.

These heaters have an additional fan operated heating system, which you can use to boost your heat if it's especially cold. The fan is operated from the switch and power control at the side. It can be expensive so we recommend you do not use this too often.

## Underfloor Heating powered by Air Source Heat Pumps

This is our latest technology and can be found in our newer refurbishments. Underfloor heating system provides heat throughout the building. It is powered by air source heat pumps, a renewable, energy efficient technology designed to deliver a constant, controlled heat throughout the property.

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 property.

The temperature and timers are pre-set centrally by our heating engineer to the optimum and most energy efficient setting for the property. 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 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.

Instructions on how to use the wall pad control panel are at the end of the guide.

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## TEMPERATURE CONTROLS: ENGINEER SETTINGS

Our 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 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.

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## 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.

Properties that have underfloor heating 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 building efficiency is improved with high levels of insulation, our buildings are intentionally made more airtight. Consequently, they become less well ventilated so the heat recovery ventilation system provides ventilation to the building without the loss of heat or humidity.

The system is designed to keep the heat out of your property in the summer and keep the heat in in the winter so it is important 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.

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## Water Heating

Most properties have a system that provides automatic hot water and is pre-set to the optimum setting for your building. Each property'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://www.beechproperties.co.uk/green-guide>

## 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://www.beechproperties.co.uk/green-guide>

## Portable Heaters

Please do not use portable heaters in the property without permission from Beech Properties. If portable heaters are found in your property without permission then the heaters will be removed and you may be charged.

## Operating Instructions for the Underfloor Heating

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 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**

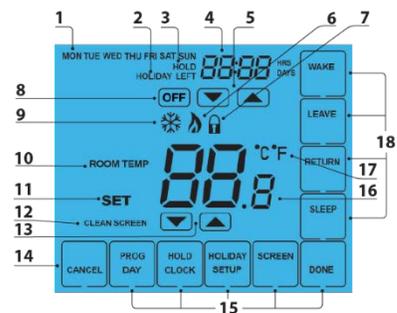
## Heatmiser Touch Model

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. 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. **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.