

Your new gas central heating system

A guide to energy and cost savings with your new gas central heating system.

How does it work?

At the heart of your new gas central heating system is a condensing boiler, which is more efficient in its use of gas than your previous appliance. This heats the water which flows around your radiators and it also heats the water in your hot water cylinder. The system is controlled by a programmer (time clock), which switches on and off at preset times, and thermostats to control the radiator temperatures and the temperature of the hot water cylinder. The flue gases are so cool in temperature that they may 'plume' as a white cloud in the winter; this is normal and harmless.

The system needs to be serviced every 12 months to ensure safety and efficiency. We will contact you to make an appointment for this essential work.

How to get the most out of your gas heating

The initial programmer times will be pre-set by the installer in consultation with you. It is important to think carefully about your daily routines and decide in advance on suitable time slots for the heating and hot water to

come on or be turned off. You will save fuel by pre-setting the programmer to turn off the heating system when not required - for instance overnight, or during the working day.

If you need to alter these times - for example, in response to a change of season or when the clocks change - please follow the notes in the instruction booklet or contact us. Brief details are also normally printed on the programmer and are shown when you open the cover on the front.

Some people set the programmer to 'constant' over 24 hours and use the room thermostat as an adjuster, but this method of controlling central heating is wasteful in terms of energy consumption and will result in higher fuel bills.

The room thermostat is normally found in the hall or the lounge. When the room is cold, the thermostat tells the boiler to 'fire' (start-up).

If the system is well set up, you should not need to set this higher than, say, 23 degrees Celsius to get good temperatures throughout the house. You will save fuel if you set a lower temperature.

You can vary the room temperatures around

the house using the thermostatic radiator valves (TRVs). One TRV is installed on most radiators and has a series of numbers to show the heat setting. It is best to set the lounge radiator valve at maximum (highest number) since this is normally the warmest room required. You can then use the thermostatic radiator valves to set lower temperatures; in the bedrooms for example.

To avoid **condensation** it is best to keep some minimal background heat in every room - even spare rooms.

Central heating and ventilation

If your previous heating system had a gas back boiler or open fire, we will have blocked up the open flue when the old heater was removed. This flue served to create a flow of air in the house, which reduced the risk of condensation.

Your new energy efficient system does not generate this air flow, so to help increase background ventilation we recommend that you open the trickle vents found in the top of each of your windows. The heat loss will be minimal but the vents, combined with background heating, will help prevent condensation and the formation of black mould.

Hot water cylinder

Unless a combination boiler is installed (which does not require a hot water cylinder to store hot water), most new heating installations have a hot water cylinder positioned in the airing cupboard. The cylinder thermostat is strapped to the side of the cylinder. It tells the boiler to 'fire' if the stored water is too cool. Most people find a setting of 55 degrees Celsius satisfactory. Storing water at a higher temperature is wasteful because heat loss from

the cylinder will be increased. You also stand a risk of scalding from your hot tap.

The electric immersion heater is provided as a 'back up' in the event of boiler failure. You should not use this routinely: the cost of electric water heating is greater than gas.

What to do if your heating fails

For a detailed list of possible problems causing loss of heat, please refer to the user instructions supplied with the new heating system.

A few of the more common causes are as follows:

Gas supply failure

Usually the meter needs a gas card top up!

Main power switched off

Make sure you know where the central heating switch supply is located (either by the boiler or the hot water cylinder) and check that it is left on continuously.

Room thermostat set too low

Check the temperature is set high enough to 'fire' the boiler. The room thermostat is normally sited in the hallway.

Radiator too cold

Check the thermostatic radiator valve. Be aware that a room may become warm enough without the radiator being more than lukewarm - for instance, if the radiator is over-sized, or there is heat coming from an adjacent room.

Hot water taps too cool

Check the cylinder thermostat is correctly set to about 55 degrees Celsius. If there is a dial on the front of the boiler that sets the boiler flow temperature (yet another thermostat)

make sure this hasn't been set too low or the boiler may stop firing before the 55 degree Celsius temperature is reached! This could similarly limit the temperature of the radiators.

System has lost pressure

To identify this, a small pressure gauge will normally be located at the front of the boiler or in the airing cupboard and should read about 1 bar. If it drops much below this, the boiler may cut out.

Leaks can occur in pipes, or if a radiator has been removed for decorating. A loss of pressure indicates a possible problem that should only be rectified by our engineer.

Please note that if for any reason the pressure increases to an unacceptable level, the boiler will vent harmlessly to the outside (this would only be in exceptional circumstances).

Noisy system

Unusual sounds (banging, bubbling etc) would normally indicate air in the system which can be rectified by our engineers. Please do not bleed radiators yourself.

Please call us to make an appointment for our engineer to visit and rectify any fault with the heating system.

IMPORTANT!

If you smell gas call TRANSCO immediately on **0800 111 999**. Turn off the gas supply if you can, do not touch any electrical switches (either on or off), do open doors and windows and vacate the house.

And finally

If in doubt, call us. In the event of boiler failure, the electronic display will usually show a number fault code on the front panel. Make a note of the code before you phone us because the engineer may ask for this information.

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