

Blackpool Coastal Housing Property Services Gas Central Heating

What you need to know
A guide to Energy and Cost
Savings



THE SYSTEM IN OVERVIEW

At the heart of your new gas central heating system is a condensing boiler. This heats the water, which flows around your radiators, as well as heating your hot water. The system is controlled by a programmer (time clock), which switches the boiler on and off at preset times, and thermostats to control the radiator temperatures. 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 BEST OUT OF YOUR GAS HEATING

The new heating system uses a condensing boiler which is more efficient in its use of gas than your previous appliance. The flue gases are so cool in temperature that they may 'plume' as a white cloud in the winter; this is normal and harmless. Although your new boiler is very efficient, there are various ways in which you can reduce your gas bills even further. This leaflet tells you how. The initial programmer times will be preset 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 to come on or be turned off. You will save fuel by presetting 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. 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.

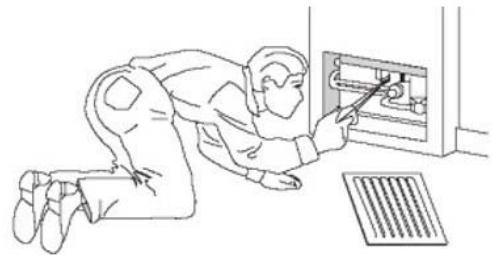
CENTRAL HEATING AND VENTILATION

If your previous heating system had an open flue appliance, 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 ensure all ventilation grills are left in the open position. The heat loss will be minimal but the vents, combined with background heating, will help prevent condensation and the formation of black mould.

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 (usually by the boiler) 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.



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 Blackpool Coastal Housing to make an appointment for our engineer to visit and rectify any fault with the heating system.



BLACKPOOL COASTAL HOUSING LTD

Property Services
Progress House
Clifton Road
Blackpool
FY4 4US

Phone: 01253 477918
Free phone: 0800 073 0184



IMPORTANT!

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

