

Glenshellach Biomass Plant and District Heating Network

ADVICE FOR SYSTEM USERS

Information Update

As you are aware we are currently in the grip of the coldest winter for 15 or more years and we wish to provide you with some information relating to your home and heating system.

Advice for System Users

Engineers have reported that there have been occasions where they have attended properties to address faults to find that the heating is either not switched on, thermostats are turned down or users are not running the system for long enough to put enough heat into the property. This section provides you with a reminder on how to operate and get the best out of the system.

Hot Water to Taps

By turning on your hot water tap you should have hot water within 30 seconds and this should then be constant and provide you with an unlimited amount of hot water for your requirements. If you cannot get hot water or a steady flow to say run a bath then you should contact the WHHA office to report the fault.

Heating System

In our houses with an up and downstairs we have radiators for the upstairs heating and under floor heating downstairs. Flats are similar with under floor for the downstairs tenant and radiators for the upstairs tenants.

Radiators

Your radiators are only activated when your time clock demands heat or you have the time clock running in continuous mode. Hot water flows from your Heat Interface Unit (the white box in the cupboard) to your radiators.



Heat Interface Unit (HIU)

The amount of heat then coming out of your radiator is controlled by the Thermostatic Radiator Valve (TRV).



The TRV regulates the amount of heat that comes out of the Radiator. When it is cold you will require more heat and need to open this valve to 4, in milder weather you will need to close it down to say 2. This will depend on your own lifestyle and how much you feel the cold.

Once the radiator temperature matches the setting of the TRV it will stop flow to the radiator. When the room temperature drops the TRV will open up and allow the radiator to heat up again.

If you cannot get heat or there is insufficient heat from your radiators when your heating is activated and your TRVs are fully open then contact the WHHA Office to report the fault.

Under Floor Heating

Underfloor heating eliminates uncomfortable hot or cold air flows around a room and gives even comfortable heating. The warmest part of the room is next to the floor. It is a much more subtle heat than you experience from radiators.

The under floor heating on the ground floor consists of plastic pipes laid on insulation and then encased in a concrete slab. It behaves and responds differently to traditional radiator systems.

Initially, you should set your room thermostats to meet your requirements. We suggest these should be around 22 degrees for the living room and 18 degrees for the hall and kitchen.

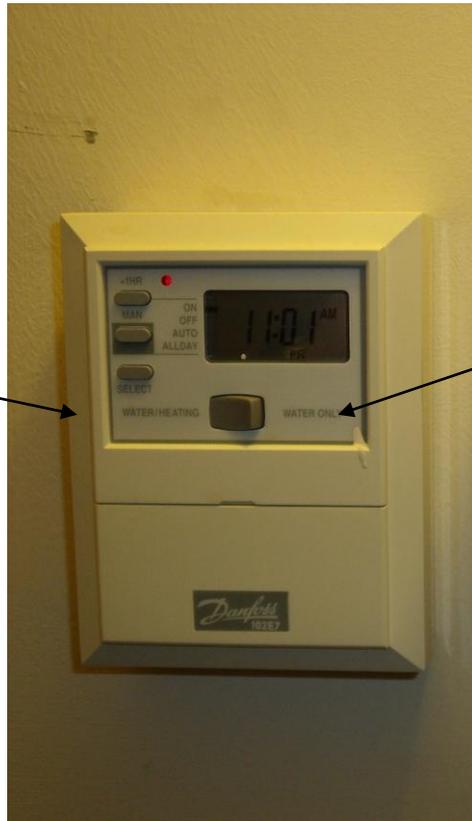


Room Thermostat

It is important that once you find your comfortable temperature that you do not interfere with the thermostats. You must remember that under floor heating is slow to respond and is designed to sit at a consistent temperature for the heating season rather than being switched on and off all the time.

Winter Setting - Water/Heating
Ensure switch to this side

Summer Setting – Water Only
Switch to this side in summer



Time Clock

Your under floor heating is only activated when your time clock demands heat or your have the time clock running in continuous mode (All Day on your time Clock). Hot water flows from your Heat Interface Unit (the white box in the cupboard) to your under floor heating pipes via the red manifold with the 2 thermometers on it.



Under floor Heating Manifold

At the start of the heating season you require to charge up the concrete slab with heat. This takes a minimum of 24 hours and called thermal lag. Once the slab is up to temperature and in order to get the best performance and cost efficiency of your under floor heating you require to keep the concrete slab at a steady temperature by maintaining sufficient heat into the floor.

The flow temperature into the concrete slab should be in excess of 40 degrees centigrade. This can be observed at the thermometer dials on the red manifold under the HIU. You are able to assess if your concrete slab is up to temperature when the two thermometers (flow and return) match each other.

You will not be able to overheat your room as the thermostats will stop hot water going to the floor when it reaches the required temperature. When the room temperature drops the thermostat will cause the under floor heating to activate again thus keeping the slab and therefore the room at a steady consistent temperature.

The amount of heat required to keep the slab at a steady temperature will depend on the temperature outside and given the current temperatures you will need to be running the heating all day.

Self Assessment for Heating

Prior to contacting the Association to report a fault or defect there are a number of self checks that you are able to do yourself.

- Ensure you have credit in the meter



- Ensure time clock is set to provide heat and hot water for sufficient duration or on continuous mode.
- Check your room thermostats are set between 18 and 22 degrees. Avoid big changes to your thermostats.
- Check the Thermostatic radiator valves provide heat to the radiators when fully open.
- Check the white thermostatic valve on top of the red under floor heating manifold is set between 60 and 70 degrees.

If you have completed all these self checks and cannot get the system to work then please report your fault to the WHHA office.

Recommendation for Tenants during Cold Spell

During this cold spell we would suggest that you have your heating on continuous or extend your heating hours on your time clock. We fully appreciate that this is a cost, but no matter where you live and what heating system you have this advice is common for everyone.

If you run the heating on continuous mode it is important that you set your 3 room thermostats at say 22 degrees in the living room and 18 degrees in the kitchen and 18 degrees in the hall. They will then control the heating.

Your radiator temperature upstairs should be adjusted to meet your needs and lifestyle. If it is not hot enough adjust the Thermostatic Radiator Value (the white knob) up to number 4. If it is too hot for you adjust it back to 2 or 3. Once you find your comfortable temperature leave the thermostats alone and the house should remain at a constant temperature. If you have any queries or require further assistance please contact the WHHA office on 01631 566451.