



## Heating Controls Guide

Your home has a number of heating controls installed, with further information provided below.

### A Time Clock

Your home will have a time clock fitted, which may have two channels or zones, which control different parts of your home. This means you can set your heating to come on at different times of the day in different areas.



Your time clock will also allow you to set different heating times for each day of the week.

In some instances your time clock may also be used to determine when you would like hot water to be available, with further information below.

Your time clock will have a 'boost' button, which allows you to turn your heating on, outside of your preset hours, for a set period of one hour or more. There will also be an 'advance' button, which can be used to either bring heating on earlier or switch it off earlier than your preset times.

When moving into your home you will have been provided with more detailed instructions on how to operate your time clock, but if you require any further support then please contact your Housing Officer at Comhar on 016964570.

### Hot Water Controls

If you have a hot water cylinder installed in your home (in a hot press or linen store) then your time clock can be used to set times when you would like hot water to be available.

In many homes there will be no hot water cylinder and a different type of boiler is installed which automatically heats hot water when you need it. In these instances when you turn a hot tap or use a shower, hot water is generated instantaneously. We would ask you not to adjust any of the settings on your boiler in relation to your heating or hot water.

### Room Thermostat

You will have either one or two room thermostats in your property, which will control how much heat you would like in different areas of your home.

Typically these should be set at around 20-21 Degrees Celcius, although this will vary based on the needs of the occupants. If you have a room thermostat which relates to your bedrooms then it may be more comfortable to reduce that thermostat temperature to around 18 Degrees Celcius.



A room thermostat switches the heating in an area off when the air around the thermostat reaches the temperature you have set. This means your heating is controlled and not running unnecessarily. By using this control you can manage your comfort and heating bills more effectively.



## Thermostatic Radiator Valves (TRVs)

In rooms where you don't have a room thermostat you are likely to have TRVs fitted to your radiators. These can be used to control where you want heat within your home and how much heat you would like in each room.

TRVs can be adjusted to determine how warm you would like a room to be and so a high setting (such as a '5', 'V' or a full circle) indicates that you would like that room to be warmer when your heating is on.

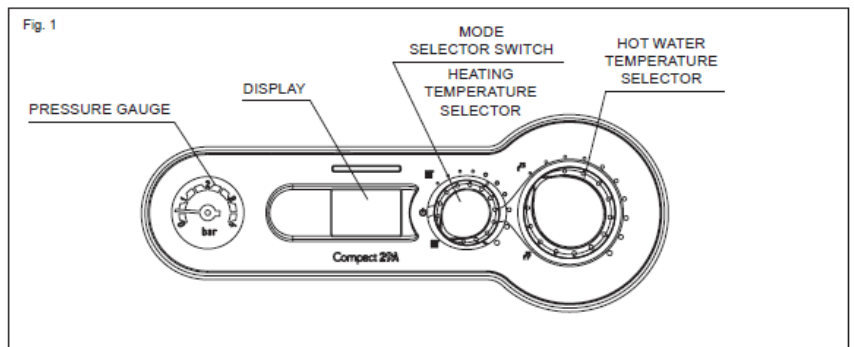


## Cold Radiators?

If your heating controls are set correctly then you will experience cool or cold radiators at times. This may be due to your heating being switched off on your time clock. A common misconception is that radiators should always be hot when your heating is switched on, however your room thermostat will automatically turn your heating off when a set temperature is reached, and TRVs will also result in cooler radiators when room temperatures are met. Before contacting Comhar in relation to cold radiators we would ask you to ensure that your heating is switched on at your timeclock, and temporarily turn your room thermostat and/or the relevant TRVs to a higher temperature setting. This will demonstrate if there is a fault or concern which needs to be addressed, or if you need to adjust heating controls slightly to meet your needs.

## Boiler Controls

Your boiler will also have controls but we would advise you not to adjust these in anyway as these will have been commissioned in an appropriate manner and any changes may have a negative impact on your heating or hot water, and associated costs.



## What if I run out of Natural Gas?

We would encourage tenants to budget to ensure you never run out of credit on your natural gas meter, or are disconnected. We would also encourage all tenants to consider switching suppliers or ensuring you are on the best possible contracts with your existing energy suppliers, which may help you to reduce costs. Further information is provided in your tenant booklet.

In the event that you have run out of credit or have been disconnected then your boiler may display the **Fault Code A01**. If this is the case then please make the necessary arrangements to ensure you have gas available. Further information on



using a pay-as-you-go gas meter is available on our website. Once you have credit on your meter and gas available, you may still be required to reset your boiler, which can be done by following the steps below:

1. Using the '*Mode Selector Switch*' turn the switch to the '*Off/Reset*' position for a few seconds.
2. Turn the '*Mode Selector Switch*' back to either '*Heating + Hot Water*' mode.
3. Open the hot water tap at the kitchen sink and you should hear the boiler cycle and restart again.
4. Should the boiler fail to start or should the boiler repeatedly go to Fault please call Comhar on 016964570.

Should you have any further concerns you can contact Comhar on 016964570 but we would again ask that you first check that you have gas available and if necessary that you have reset your boiler.

Further information is provided within your tenant booklet. Should you have any further questions in relation to your heating system or controls please do not hesitate to contact Comhar 016964570.