



Get ready for: Air Source Heating



HHP - Heating your home



Hebridean Housing Partnership

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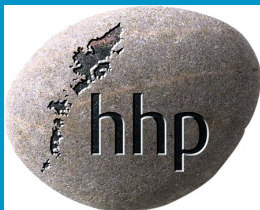
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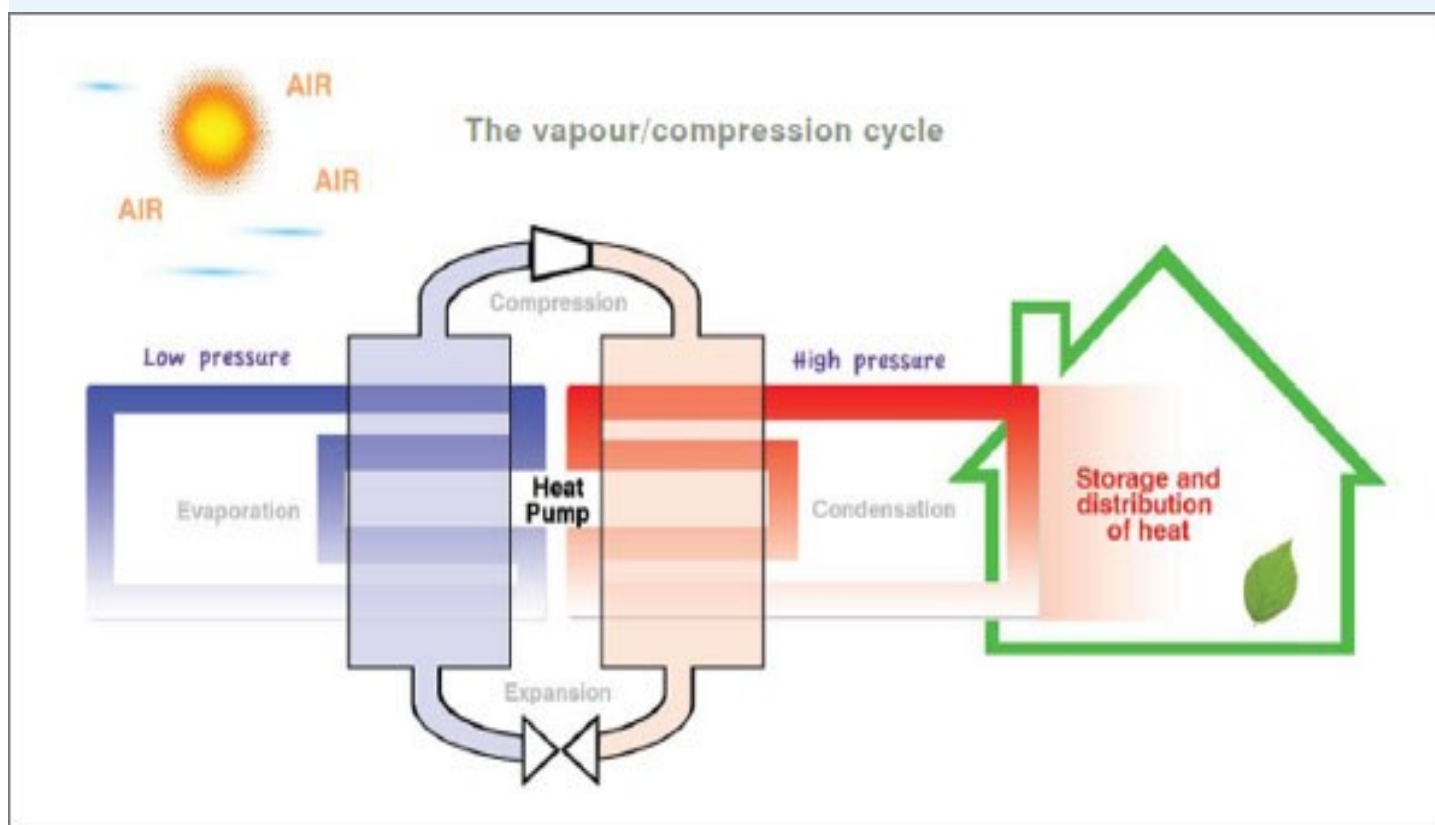


AIR SOURCE HEATING

Why are we installing Air Source Heat Pumps (ASHP)

HHP have been installing Air Source Heat Pumps for several years as we believe they are the best form of affordable heating for our tenants whilst increasing the energy efficiency of the home which is a requirement from the Scottish Government and the Scottish Housing Quality Standard.

For our tenants it will be the end of coal fired heating and expensive storage heaters. ASHP systems provide affordable heating and hot water 24/7 at a comfortable temperature fully controlled by the tenant.

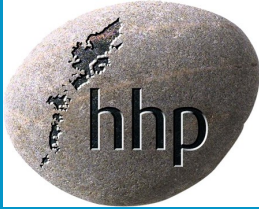


It works just like a fridge!

When you buy a bottle of wine from the supermarket it is at room temperature. If you then put it in the fridge and wait a few hours it will be cool enough to drink. If you touch the back of the fridge during that time you will feel it warm. What has happened is that the fridge has taken the low temperature out of the wine, compressed it to a higher temperature and by dumping it out the back of the fridge it has warmed the kitchen up slightly.

By using this same process your Air Source Heat Pump can remove solar energy stored in the air around your house, compress it to a high temperature and transfer it to your radiators and hot water tank. Simple really.

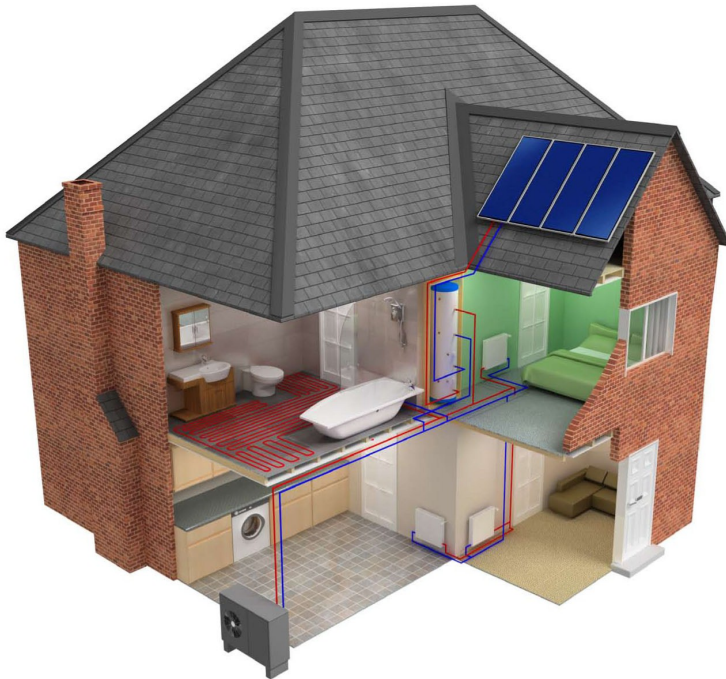
Remember your Heat Pump should always be left on as this is the best way to run it.



AIR SOURCE HEATING

How will my new heating system work?

The Air Source Heat Pump will generate heat to new radiators in all rooms in your home. It will also provide hot water which will be stored in a new hot water cylinder. Our contractor will set the hot water to come on twice a day which should be enough for all your needs but there will be an extra boost switch for additional hot water and they will demonstrate how this works when we install the heating.



Our contractor will go over the system with you so that you are comfortable with how it works. They will come back twice during the first year to see how you are getting on.

You should not need to go near the Heat Pump as we have installed a separate controller for you to use.

How will I control it?

HHP have tried to make the controls for the Air Source Heat Pump as simple as possible. We will install the control shown below. This simple controller allows you to set the temperature by simply pressing the arrows for more

heat or less. By using this controller you will save even more money on your electricity bill.

First select your warm setting. Set this at the temperature you want for your home to be. This is generally between 21 and 23 degrees. The Heat Pump will then ensure that your house is kept at this temperature unless it is changed by you.

Now think of a cool setting. Turn down the temperature to this when you are asleep or away for short periods such as shopping or visiting a friend. This is usually set at 15 degrees. By using a cool setting at these times you will save both energy and money as the Heat Pump will require less electricity to run.

The last setting is the holiday button (suitcase) which will reduce your heating to approx. 7 degrees. Just press this button when you go away for long periods such as holidays. When you return simply press the button again and the warmer temperature will take over.

There is also a hot water boost button (tap) which will increase the temperature of your hot water.





TARIFF ADVICE

Electricity Tariffs

Heat pumps operate throughout the day and night so it is really important to consider your electricity usage. Changing your tariff can help the unit to run more economically. Your current electricity provider may be able to offer a suitable tariff. There will be a phone number on your latest bill to contact them. HHP recommend using a standard tariff as this gives you the flexibility to switch to a different electricity should one become available.

Another tariff used is Economy 10 which may suit you if you are not at home for most of the day.

Economy 10

The Economy 10 tariff is designed to be used with heating systems such as Air Source Heat Pumps. It provides 10 hours of off peak heating split between afternoon, evening and night.

The ten off peak hours are as follows:

04:30 to 07:30 – 3 hours 13:30 to 16:30 – 3 hours 20:30 to 00:30 – 4 hours

Economy 10 tariffs provide 10 hours of cheap electricity at certain periods of the day. For appliances that are permanently on such as your new heating system and your fridge this will reduce your yearly running costs.

If you then utilise the off peak periods to carry out laundry, dish washing, lawnmowers or any other electrical requirements that have a high electrical usage then you can save even more but you need to be disciplined and keep to these times.

Off-peak electricity costs can be half of peak prices, but many Economy 10 tariffs levy an increased standing daily charge. Economy 10 requires a special multi-tariff meter and some electricity suppliers may charge you for this so check in advance.

Other tariffs

There are other tariffs available that can reduce your annual electricity bill. If you have access to the internet you can visit moneysupermarket.com or uswitch.com to find out what deals are currently available.

Remember that when you change online you will need to check the length of your new contract, any penalties for changing early and the renewal date of your tariff as it may revert to a higher tariff when it expires.

Maximising your income

if you feel that you are struggling to keep up with the rising cost of electricity then there are certain tariffs available especially for you. If you meet certain criteria then you could also qualify for free services from your supplier. Ask for information on the **Priority Services Register**.

The Western Isles Energy Solution Team at Tighean Innse Gall in Stornoway can provide further advice. They can be contacted by e-mail at info@wienergysolutions.co.uk or phone them on 01851 704300.