

GRAND CANAL HARBOUR HEATING SYSTEM MANUAL

A guide to the heating & hot-water in your home



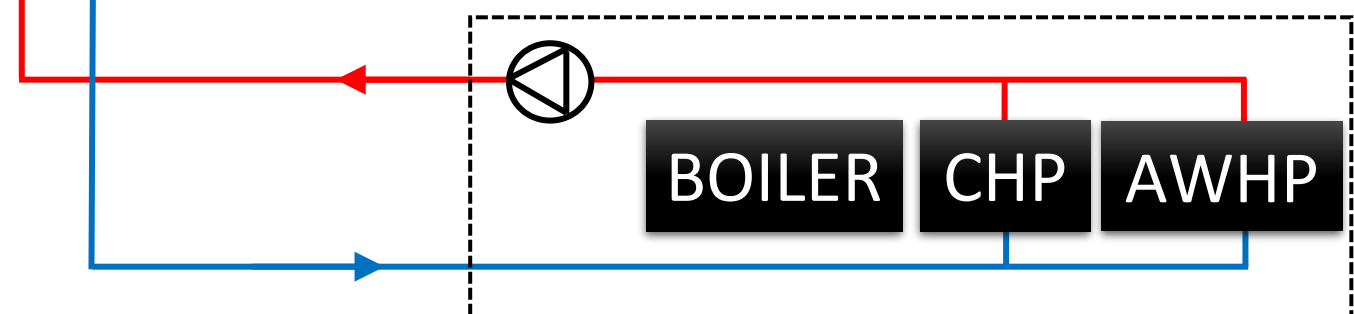


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1. Overview of the heating & hot-water system?

- Your apartment is part of a **district heating system (DHS)** that is supplied from a central plant located in the basement
- The central plant consisting of Air to Water Heat Pumps (AWHP's) and gas fired Combined Heat & Power Units (CHP's) which simultaneously generate hot water for the heating network and electricity for landlord equipment
- High efficiency **condensing gas boilers** provide any additional hot water required for the heating network
- Hot water from the central plant is **pumped** around the building as required to supply each apartment with their heating and domestic hot water needs
- Each apartment has a heating circuit that can be **controlled** locally in terms of the **times and temperatures** required
- **Instantaneous hot water** is provided within each apartment from a heat exchanger when a hot tap or shower is turned on, so there is no need for a hot water storage tank
- **Individual heat meters** are installed to record the actual units of heating and hot water consumed for accurate



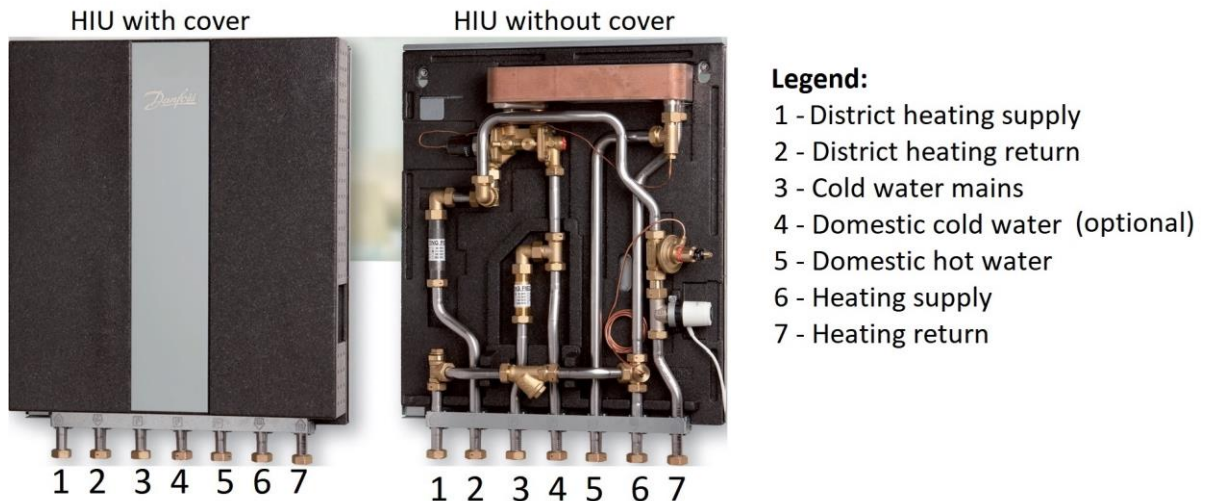
2. What difference does district heating make to me?

- The district heating system (DHS) is generally more **efficient** than a conventional heating system (gas/oil/electricity) and is more **economical** to run and better for the **environment**
- The system is **safer** and **quieter** as there is no combustion or waste gases flues inside the apartments
- The apartments achieve a high score under the Building Energy Rating (**BER**) procedure operated by Sustainable Energy Authority Ireland
- As new, more efficient heating technologies become available it is possible to incorporate them easily which **future proofs** the ongoing viability of the system

3. How is the DHS managed?

- The district heating system is owned by the Landlord and Kaizen Energy has been retained to operate, manage and maintain the system.
- Kaizen Energy will take meter readings every two months and issue you with a heating and hot water bill. You have 14 days to pay this bill in line with standard utilities.
- Apartment controllers are installed in each apartment which makes it easy for residents to management their individual heating & hot water usage and costs.
- Your heat meter is located inside your HIU should you wish to double check the meter reading on the bills issued.

4. How does the DHS provide heating & hot-water to my apartment?



- The DHS supplies low pressure hot water to the Heat Interface Unit (HIU) within your apartment (pipes 1 & 2)
- The HIU provides domestic hot-water when you turn on your hot taps or shower. This is provided instantaneously via the heat exchanger in the HIU (pipes 3 & 5) so there is no storage tank required
- The HIU provides heating to your radiator heating circuit (pipes 6 & 7) when you request it via your controller/thermostat
- The individual apartment heat meter is also located within the HIU on the supply and return pipework.

5. How do I control my heating?



- Your apartment is fitted with a Slimline V4 controller to control your heating.
- You only need to control your heating on and off based on your desired temperature and times that suit you.
- Your hot water is always available and does not need to be timed on or off.
- You will need to setup you controller to suit your own requirements.
- Please use the link on our website to access the user manual. <https://www.kaizenenergy.ie/wp-content/uploads/2020/08/Slimline-Manual.pdf>

6. Trouble Shooting Guide

If you have a problem with your heating or hot-water, please follow these simple checks, starting at the top:

Problem	Check	Result	Action
No Heating AND No Hot Water	Is there a power cut or some other central problem affecting all apartments?	No	Continue checks
		Yes	Please contact Kaizen Energy as the main system pumps and boilers may be down
	Is the temperature of Pipes 1&2 into your HIU Hot?	Yes	Contact your landlord (likely a local apartment issue)
		No	Contact Kaizen Energy
	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
Have Hot Water BUT No Heating	Is there heating in any radiators	No	Continue checks
		Yes	Check the radiator TRVs are open (e.g. setting 5)
	Are the radiators cold at the top and hot at the bottom	No	Continue checks
		Yes	Contact your landlord (likely to be air trapped in the radiator that requires bleeding)
	Is your timeclock controller scheduled on and at a high temperature (e.g. 21°C)	Yes	Continue checks
No		Follow the user guide to schedule your heating times and temperatures	
	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
Have Heating BUT No Hot Water	Do you have any water?	Yes	Continue checks
		No	Contact your landlord
	Is there water hot in any of your taps or shower?	No	Contact Kaizen Energy
Yes		Contact your landlord (likely a local issue with the tap/shower)	
	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
I have a leak INSIDE my apartment			Turn off all the valves on your HIU and contact your landlord

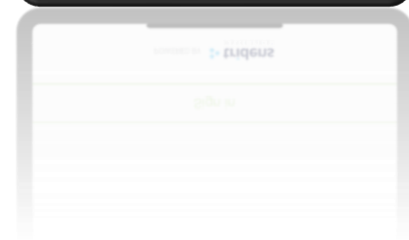
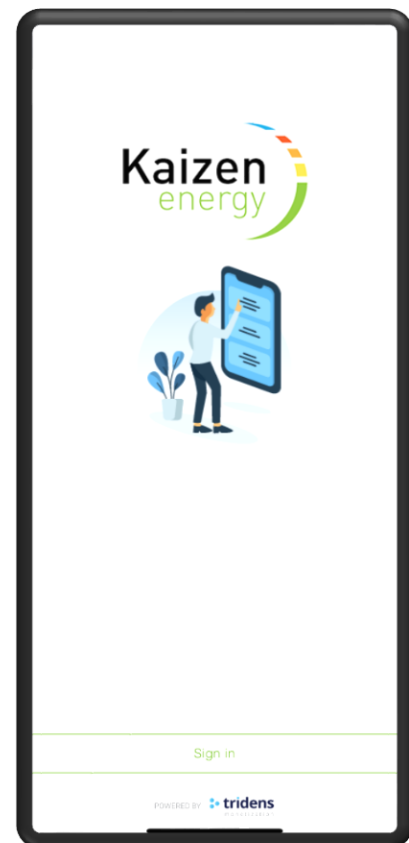
8. How does the Kaizen Energy app work?

- **Registration**

- When you sign your lease please download the Kaizen Energy app and “sign up” as a new customer. Once complete our team will validate your information and activate your account within a number of days.

- **Managing your account (via the website or app)**

- You can download the app via the iTunes store (iPhone) or the play store (Android)
- To log into your account, you will need to provide your:
 - Email address
 - Password:
 - On first logging in; set your own password (See FAQ).
 - Login again with your own password.
 - Your password will then become permanent.



9. General - Frequently Asked Questions (FAQs)

Do I need to schedule my hot-water on?

- No; Hot water is supplied instantly through a plate heat exchanger in the HIU so there is no need to schedule your water use.

How do I operate the heating system?

- The heating system is operable via the controller and thermostats located throughout your apartment. The operating instructions for the controllers can be found on our website within the Customer Information section.

What is involved in the billing process?

- Bills will be issued bi-monthly based on the kWh energy consumption per apartment at the current heat tariff rates. Bills will be issued to tenants as named on the apartment lease. The amount on each bill is due for payment 14 days from the date the bill is issued.

How are the heating charges structured?

- The heat tariff consists of two charges:
 - The usage charge – The metered energy consumed within the billing period applied against the relevant €/kWh.
 - The standing charge - a fixed daily charge that relates to the fixed costs of providing the heat service regardless of usage.

How do I get my heat deposit back?

- A refundable heat deposit is taken upon registration for your supply. A €150 deposit will apply for customers who utilise direct debit, alternatively a €250 deposit will apply. You will receive an invoice for this which can be paid upfront or can be included within your first heat bill. You will receive your deposit back in full upon closing and settling your Kaizen account.

How do I contact Kaizen Energy with a request or query?

- Contact Kaizen Energy by email to billing@kaizenenergy.ie, moves@kaizenenergy.ie and payments@kaizenenergy.ie or by phone on (01) 685 3516 during normal working hours, Mon-Fri.

How do I contact Kaizen Energy in an emergency outside of normal hours?

- For technical only emergencies that cannot wait until the next working day, please contact Kaizen Energy's emergency number on 086 057 5607. Please note that Kaizen are not responsible for internal apartment heating and hot water issues – these should be raised with your landlord.