

# CHARLEMONT HEATING SYSTEM MANUAL

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



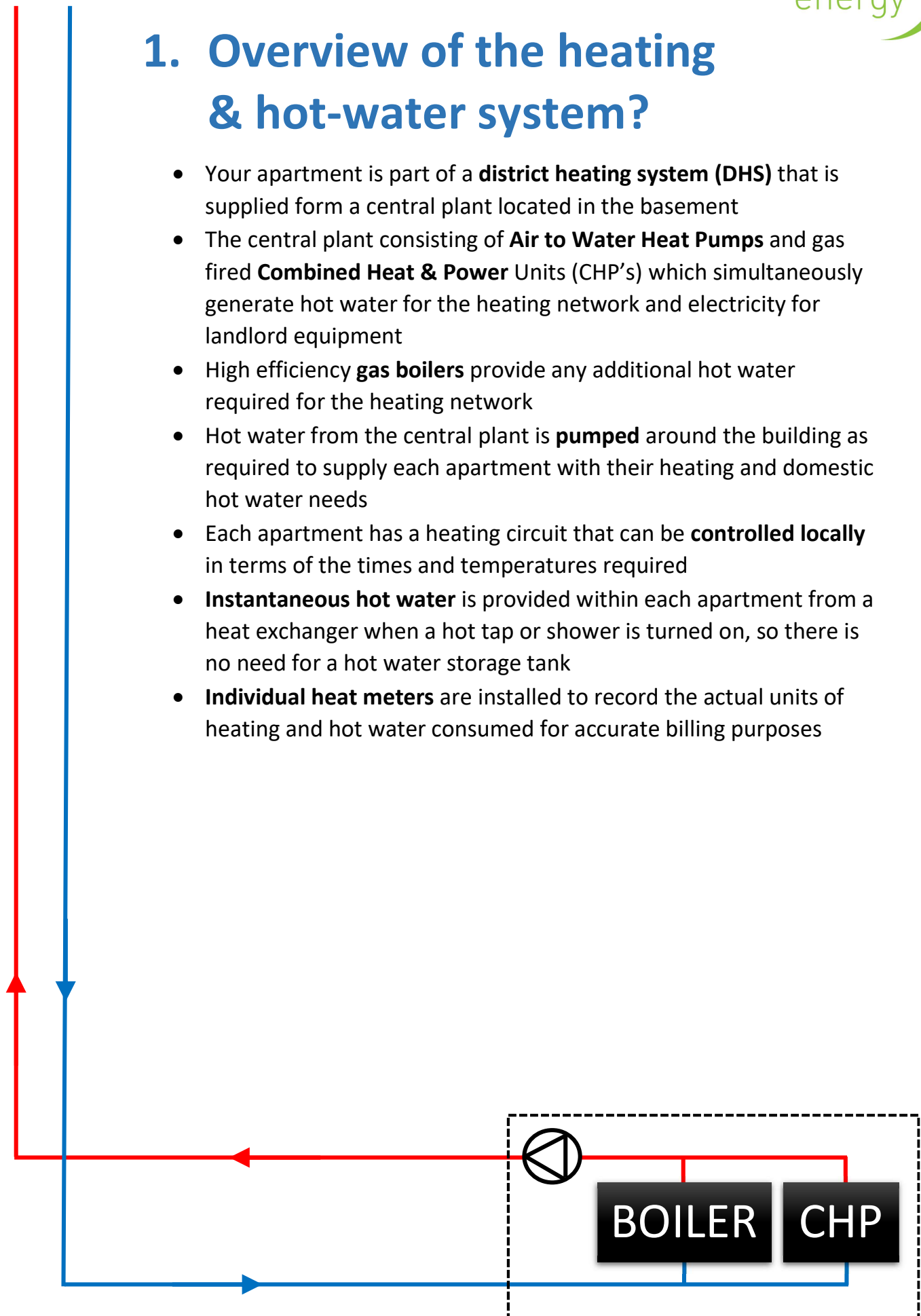
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# 1. Overview of the heating & hot-water system?

- 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** 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 **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 billing purposes



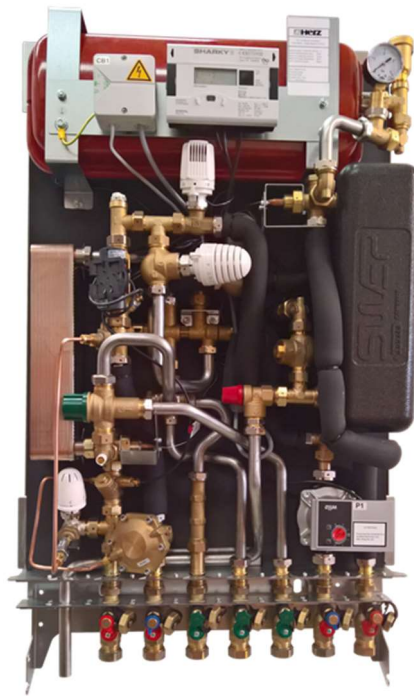
## 2. What difference does district heating make to me?

- 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 fully owned & controlled by the landlord and Kaizen Energy has been retained to operate, manage and maintain the system on behalf of the landlord.
- Kaizen Energy will read your heat meter every two months and issue you with a heat bill for payment.
- Apartment controllers are installed in each apartment which makes it easy for residents to management their individual heating & hot water usage and costs.

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



- The DHS supplies low pressure hot water to the HERZ Heat Interface Unit (HIU) within your apartment (shown above)
- 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 so there is no storage tank required
- The HIU provides heating to your radiators heating circuit when your request it via your Neo Stat V2 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?



- You have a Heatmiser Neo Stat V2 in your apartment; this controls your heating times and desired temperatures.
- A copy of the user manual for the controller is included in the home owner manual or can be downloaded from the Customer information section of the Kaizen Energy website [www.kaizenenergy.ie](http://www.kaizenenergy.ie)
- Alternatively you can search for the user manual online or follow the link below:
  - [https://www.heatmiser.com/en/wpfd\\_file/neostat-v2-manual](https://www.heatmiser.com/en/wpfd_file/neostat-v2-manual)

## 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
<b>No Heating AND No Hot Water</b>	Is there a power cut or some other central problem affecting all apartments?	No	Continue checks
		Yes	Check the Customer information section of the Kaizen Energy website or contact us (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/plumber (likely a local apartment issue)
		No	Contact Kaizen Energy
<b>Have Hot Water BUT No Heating</b>	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
	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/plumber (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
<b>Have Heating BUT No Hot Water</b>	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
		Yes	Contact Kaizen Energy
	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/plumber (likely a local issue with the tap/shower)
<b>I have a leak INSIDE my apartment</b>	I've tried all the above and I still have the problem	Yes	Contact Kaizen Energy
		Yes	Turn off all the valves on your HIU and contact your landlord / plumber

## 7. 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?

- Your 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 (or refer to section 5 above).

### 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 per the customer registration form. The amount on each bill is due for payment 14 days from when the bill is issued.

### How do I register for my heat supply?

- To register you will need to download the **Kaizen Energy App** from the **Google play** or **Apple store** or alternatively if you do not want to use a smartphone you can use the **Selfcare Portal** on the Kaizen Energy website. Click on the **Sign-Up** option and enter your details as prompted.

### How are the heating charges structured?

- The heat tariff is set by the landlord and is reviewed at least annually; it consists of two charges:
  - The usage charge - calculated daily using the kWh metered at your premises and the usage rate that is set based on the cost of gas and the efficiency of the main system.
  - The standing charge - a fixed daily charge that relates to the fixed costs of providing the heat service regardless of usage.



### **How are meter readings taken?**

- Meter readings are automatically taken for each apartment via a central processing unit located within the central plant of the apartment complex

### **How do I get my heat deposit back?**

- A refundable heat deposit may be required upon registration for your supply. You will receive an invoice for this which can be paid upfront or can be included within your first heat bill. If you sign up the direct debit the deposit amount is €150 or €250 for non-direct debit customers. 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](mailto:billing@kaizenenergy.ie); [payments@kaizenenergy.ie](mailto:payments@kaizenenergy.ie); [moves@kaizenenergy.ie](mailto:moves@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 emergencies relating to main district system that cannot wait until the next working day, please contact Kaizen Energy's emergency number on **086 057 5607**.