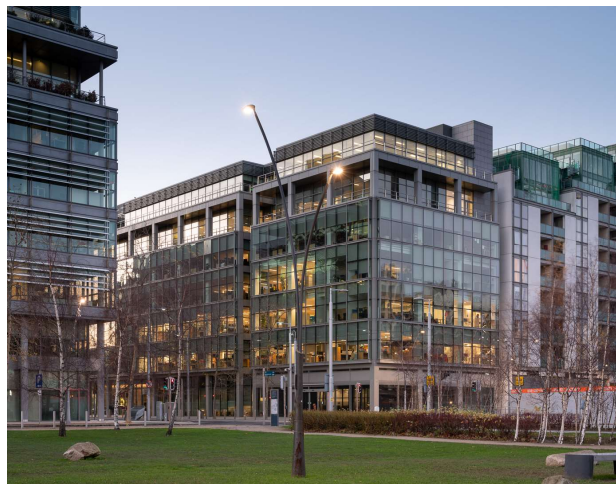


# SPENCER DOCK HEATING SYSTEM MANUAL

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



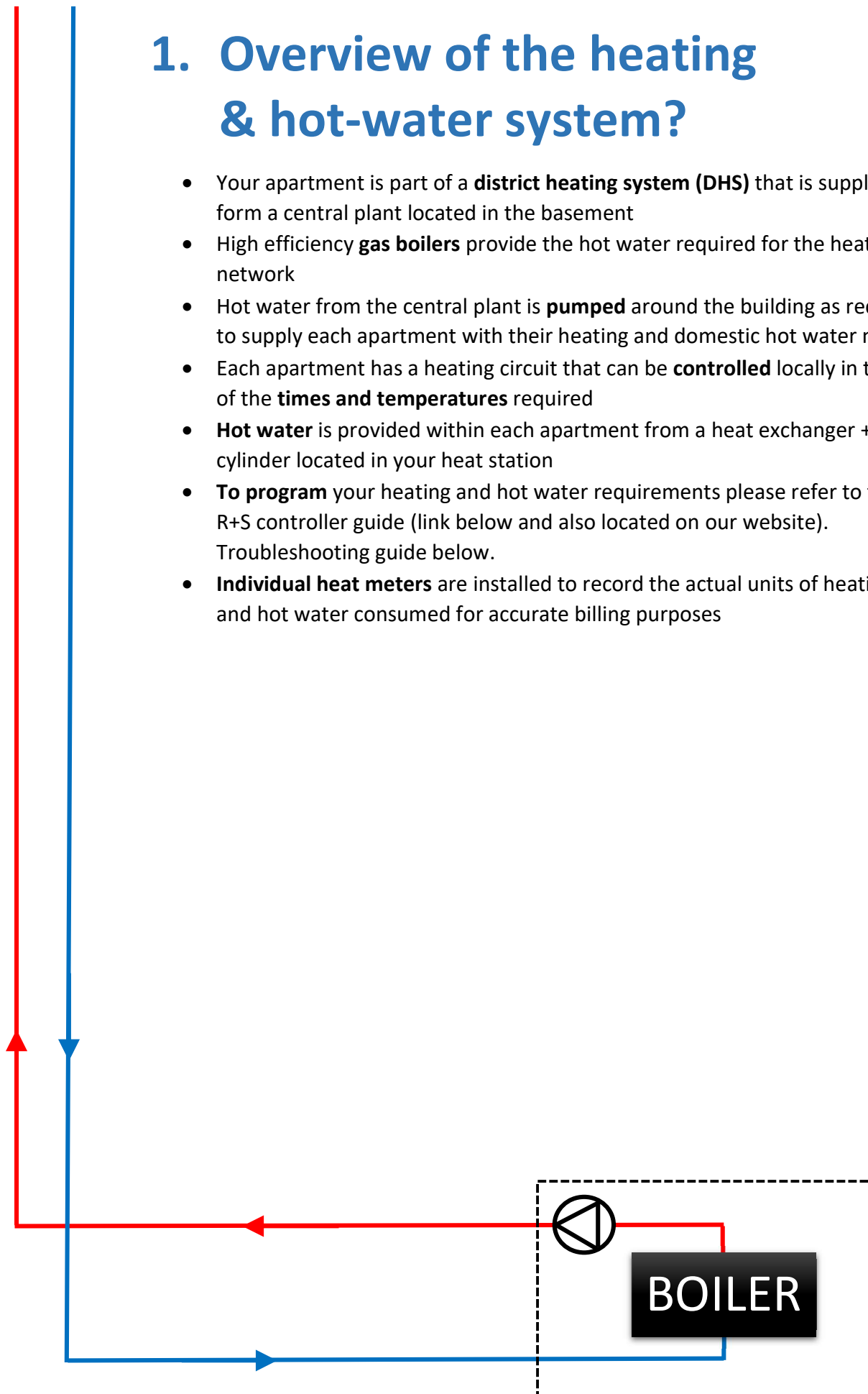


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# 1. Overview of the heating & hot-water system?

- Your apartment is part of a **district heating system (DHS)** that is supplied from a central plant located in the basement
- High efficiency **gas boilers** provide the 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
- **Hot water** is provided within each apartment from a heat exchanger + cylinder located in your heat station
- **To program** your heating and hot water requirements please refer to the R+S controller guide (link below and also located on our website). Troubleshooting guide below.
- **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 owned by **SDR Property Owners Management Company CLG** and Kaizen Energy are contracted to operate, manage, maintain the system.
- Kaizen Energy will take meter readings every two months and issue you with a heat 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 situated inside your HIU. If you want to verify the meter reading on your bills, you can find the meter under the metal cover. You will need to open the cover to view the meter and the meter reads (kWh).
- A Kaizen Energy app is available to download so you can access meter readings, tariff details, energy bills and make payments etc.

## 4. Your R+S Heat Interface



- 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:
  - A copy of the user manual for the controller should be in your apartment or can be downloaded from the Customer information section of the Kaizen Energy website [www.kaizenenergy.ie](http://www.kaizenenergy.ie)
  - You can view an online instruction guide here: [http://www.riccius-sohn.com/englisch/pdf/opMan/ru9x/Teil1/RU9XBed5\\_21.pdf](http://www.riccius-sohn.com/englisch/pdf/opMan/ru9x/Teil1/RU9XBed5_21.pdf)

## 5. Trouble Shooting Guide

### What do I do if I have a leak from the ThermoUnit in my apartment and who is responsible for fixing it?

- Responsibility to fix a leak from the ThermoUnit lies with the Apartment Owner. Kaizen Energy can assist once a call is logged and paid for. Please email [service@kaizenenergy.ie](mailto:service@kaizenenergy.ie) to arrange. An initial callout fee of €150 applies. This fee is subject to change.
- It is extremely important that you notify Kaizen Energy via email about the leak and whether you have planned any corrective action (i.e. with your plumber) so that Kaizen Energy can take any necessary measures to protect the community heating system. Failure to notify Kaizen Energy about works carried out could result in a loss of heating to the entire apartment block.

### What do I do if I have no hot water?

- Check that the controller is set on automatic.
- Check that the DHW (Domestic Hot Water) has been programmed on
- Check that the thermostat of the controller is showing a sufficiently high DHW (~55°C) by turning the top dial clockwise (the temperature is displayed on the controller)

### What do I do if I have no heat?

Before you contact Kaizen Energy, we recommend you carry out the following checks:

- Check that the controller is on automatic.
- Check that the heating circuit is programmed to be ON
- Check that the thermostat of the controller is showing a sufficient Heating temperature (~20°C) by turning the bottom pot clockwise (the temperature is displayed on the controller)
- If you are using the room Thermostat (Remote controller) to by-pass the controller, check that switch is in the position "1" and the dial is turned to a sufficient + direction.
- Check the radiators, are some radiators hot and some cold? If so, check that the TRV valve on the side of the radiators are fully open.
- Check all radiators: are they hot at the bottom and cold at the top? If so, this could be from trapped air which can be bled, by you or a plumber, from the valve at the top of the radiator.

### **What if I want to switch my heating and hot water on and off manually?**

- Program your DHW and your HEATCIRC1 to call for hot water 7 days a week and 24hr a day.
- Program the controller off when you do not need heating and/or hot water.
- Program the controller into automatic when you need heating and hot water on if you only want hot water.

### **What should I do if an XFlow error appears on the unit?**

- Switch off the Thermounit controller at the wall spur which, reduce the temperature for both water (55 degrees) and heat (21 degrees in the optimum temperature) wait 10 seconds and turn back on.

### **What is a chargeable call out?**

- Kaizen Energy are responsible for the supply of heat to your apartment however we are not responsible for the piping, valves, thermoUnit, radiators, taps and storage networks (the apartment sub-system) or localised settings within your apartments.
- The apartment systems are the private property of the apartment owner.
- Should break and fix issues arise, Kaizen Energy can offer technical services to try and identify and fix these issues. The cost of such work will be invoiced to the apartment owner and paid for in advance. An initial callout fee of €150 inclusive of VAT (subject to change) will be applied. Should additional repairs / part replacements be required then these will be charged to the apartment owner.
- In the event that the fault is found to be caused by a communal system issue any monies paid by the owner will be reimbursed.

## 6. General - Frequently Asked Questions (FAQs)

### Do I need to schedule my hot-water on?

- Hot water is topped up automatically when programmed. Please refer to the R+S manual to understand the various modes available.

### 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 do I register for my heat supply?

- 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.

### How are the heating charges structured?

- **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 and hot water service regardless of usage. This includes purchase of gas, operation of plant and distribution of hot water, gathering of meter data and billing.



### 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 contact Kaizen Energy with a request or query?

- Contact Kaizen Energy by email to [billing@kaizenenergy.ie](mailto:billing@kaizenenergy.ie) or by phone on **(01) 685 3516** during normal working hours, Mon-Fri. For technical issues please email [service@kaizenenergy.ie](mailto:service@kaizenenergy.ie)

### In the event that I am disconnected, how do I get my supply reconnected?

- Contact our office to re-activate your account, settle any balance owed or enter into an agreed payment arrangement. Any payment arrangement will need to be agreed in writing. Once agreed the supply will be reconnected which can take up to 3 working days. A reconnection fee of €110 will be applied to your account.

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

- For emergencies that cannot wait until the next working day, please contact Kaizen Energy's emergency number on 086 057 5607.  
**Please note that we do not provide an emergency callout service for internal apartment issues.**