

HOMEOWNER'S HEATING SYSTEM MANUAL

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



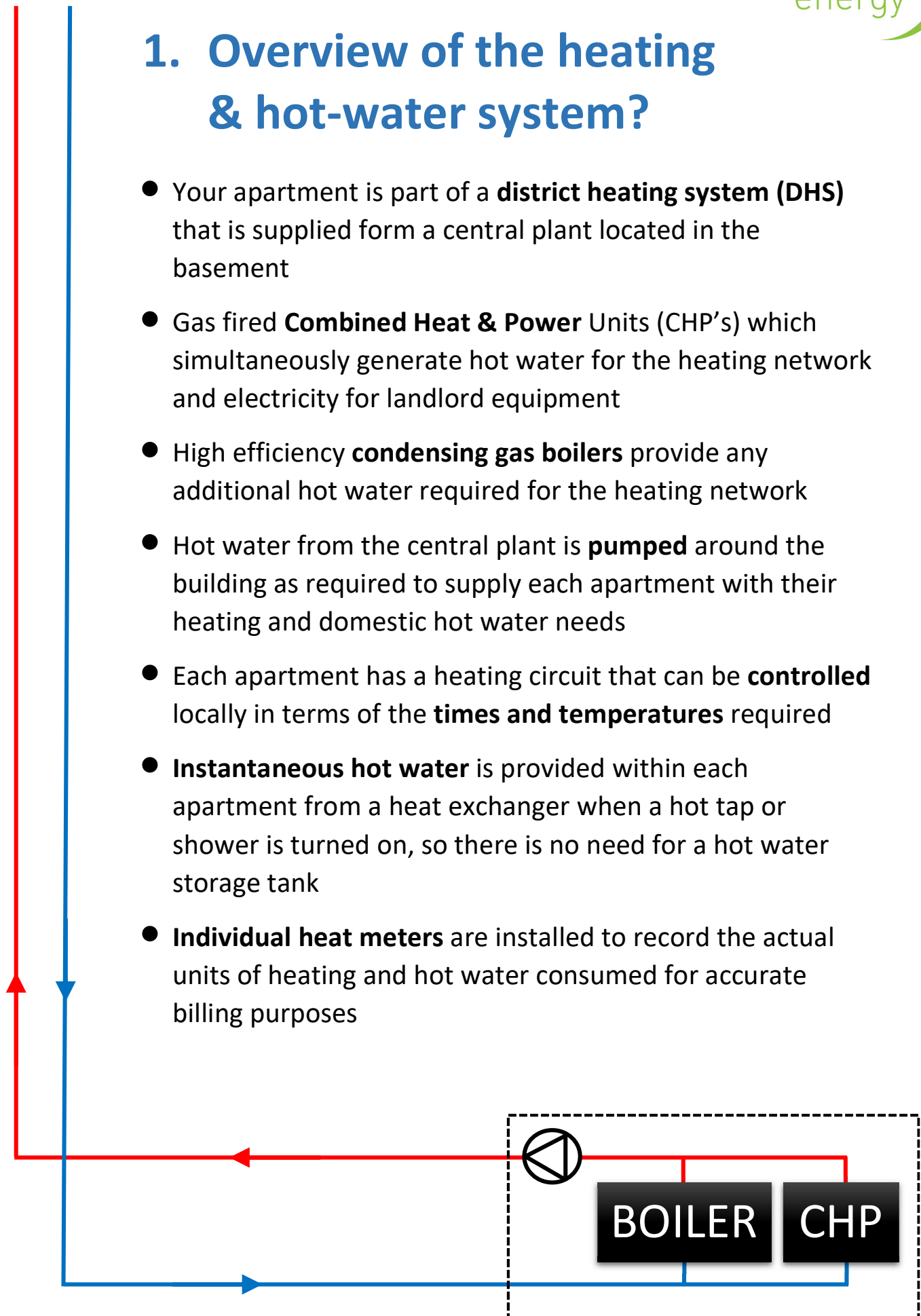
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Contents

1. Overview of the heating & hot-water system?
2. What difference does district heating make to me?
3. How is the DHS managed?
4. How do I control my heating?
5. Trouble Shooting Guide
6. General - Frequently Asked Questions (FAQs)

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
- 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 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?

- 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 located inside your HIU should you wish to doublecheck the meter reading on the bills issued.

4. How do I control my heating?



Heatmiser neo Stat

- Your apartment is fitted with a Heatmiser neo Stat Series: Model neo Stat
- As instantaneous hot water is provided 24/7 you only need to program your controller to meet your heating demands.
- 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
- You can download a PDF version of the user manual using the following link:
<https://www.heatmiser.com/en/neo-smart-thermostat/>

5. Trouble Shooting Guide

- **Supply Issues:** If you are experiencing heating or hot water issues, email service@kaizenenergy.ie or call our office during office hours at **01 685 3516 (office hours only)**, Out of hours please call our emergency number at **086 057 5607**.
 - Kaizen Energy will be able to advise as to whether it is a system or internal issue once we receive the details.
- **Apartment equipment:** Kaizen Energy are not responsible for internal apartment equipment, issues with this equipment should be passed back to your landlord.
- **Fire Alarm activations:** The fire alarm is managed by the Management Company. During an active fire alarm, the plant room will shut down automatically for Health and safety reasons, the system will automatically reboot once the fire alarm system is fully reset.
- **Power Outages:** During a power cut the plantroom will shut down, there will be no heat or hot water while there is no power, the plantroom will fully reset once power is restored.
- **Water leak:** If you have a water leak inside your apartment, turn of all valves and report the issue to your landlord. If you notice a water leak outside your apartment, please report it to the Management Company.

6. 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. There are a number of separately controlled heating zones in the 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 when the bill is issued.

What are the heat 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 so there is no need to access your apartment unless there is a problem with your meter.

What do I do if I am an owner that wants to sublet my apartment to a tenant?

- Please advise our billing team that you are subletting your apartment so we can ensure your account is closed and transferred to the tenant. The tenant is required to register for supply using the customer sign-up form, which is available on the Kaizen Energy App (via the Play Store or Apple Store) or through the Selfcare Portal on the Kaizen Energy website.

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

- Contact Kaizen Energy by email to
 - billing@kaizenenergy.ie;
 - moves@kaizenenergy.ie;
 - 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 queries regarding the Kaizen Energy app or invoices, please email **billing@kaizenenergy.ie**
- For payment-related matters, please email **payments@kaizenenergy.ie**
- For moving-related inquiries and registrations, contact **moves@kaizenenergy.ie**.
- **Our office** during working hours (9 AM to 5 PM) at 01 685 3516
- For emergencies **relating to your system** that cannot wait until the next working day, please contact Kaizen Energy's **Out of Hours** number on 086 057 5607. Kaizen Energy technician will be able to advise as to whether it is a system or internal issue once.