

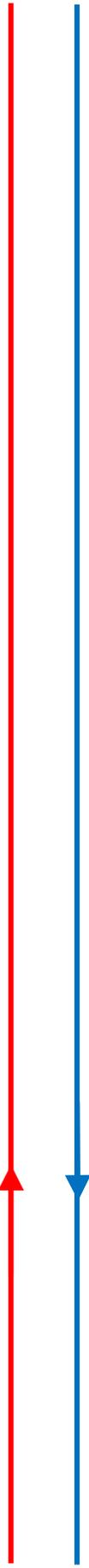
HAMILTON GARDENS



TENANT'S HEATING SYSTEM MANUAL

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



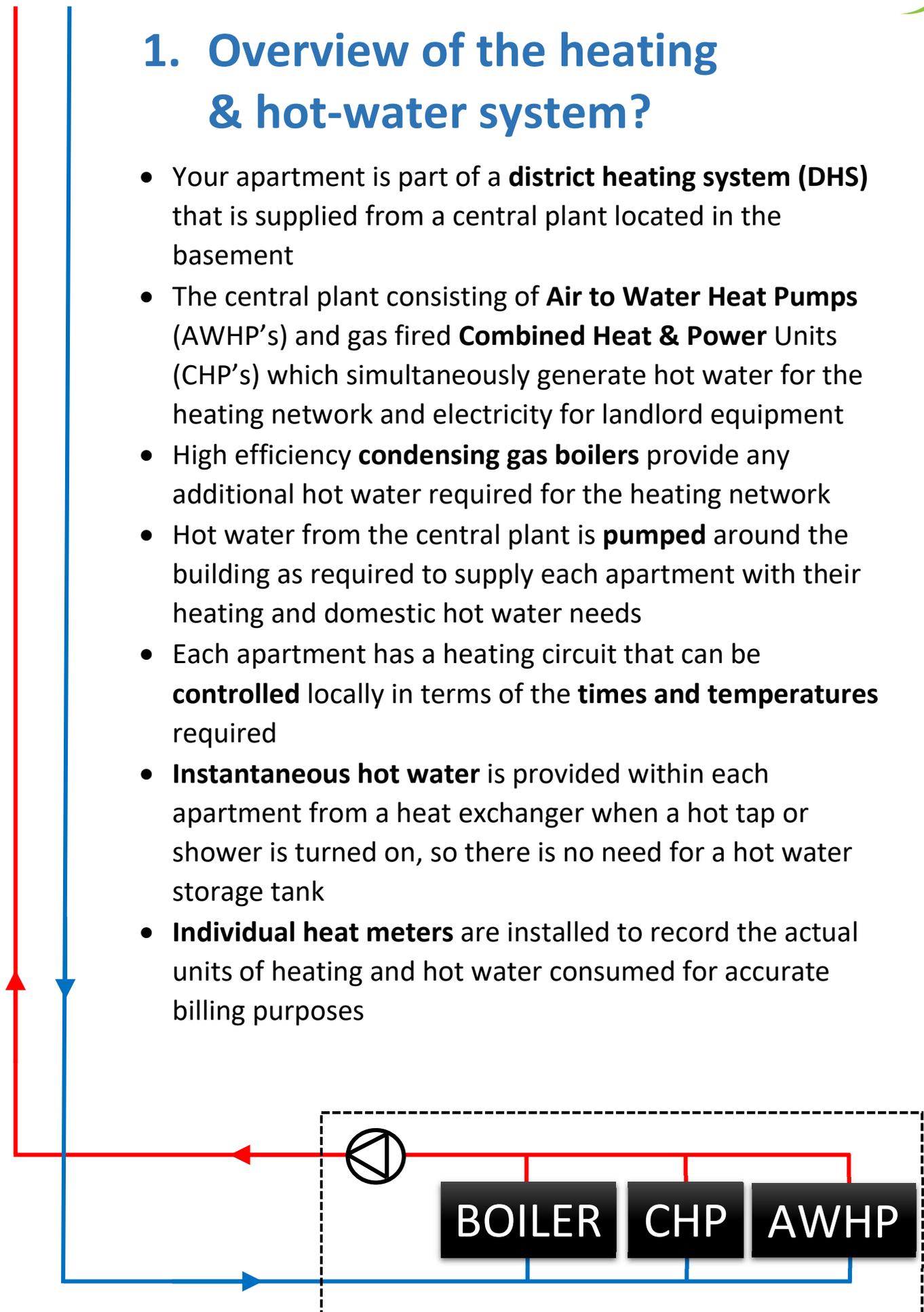
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Contents

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. How does the Kaizen Selfcare app work?
7. 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
- 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 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 *Owners Management Company (OMC)* and Kaizen Energy has been selected to operate, manage, maintain the system on behalf of the OMC.
- Each apartment is owned by the apartment owner who maintains the apartment equipment on behalf of the apartment residents.
- Apartment controllers and a pay as you go system is installed in each apartment which makes it easy for residents to management their individual heating & hot water usage and costs.

4. How do I control my heating?



Danfoss TPOne

- You have a Danfoss TPOne in your apartment; the times and temperatures required for the heating can be set with this controller.
- 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
- A number of online videos are available to help you to use you controller:
 - TPOne (user interface): <https://goo.gl/ruX5P7>
 - TPOne (temperature): <https://goo.gl/hLXBoe>
 - TPOne (schedule): <https://goo.gl/eGc24G>
 - TPOne (mode): <https://goo.gl/P91hWa>

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

6. How does the Kaizen Selfcare app work?

The pay as you go system

- A pay-as-you-go system is installed for each apartment.

Registration

- When you sign your lease Kaizen Energy will use your provided name, email & mobile number to set-up your pre-pay account and you will receive an email from @kaizenenergy.ie. Your email and password combination will be needed to log into the app.

Managing your account (via the website or app)

- You can download the app via the iTunes store (iPhone) or the play store (Android). Alternatively you can access the selfcare portal through our website www.kaizenenergy.ie. The web version is only accessible through a computer.
- To log into your account, you will need to input your:
 - Email address
 - Password

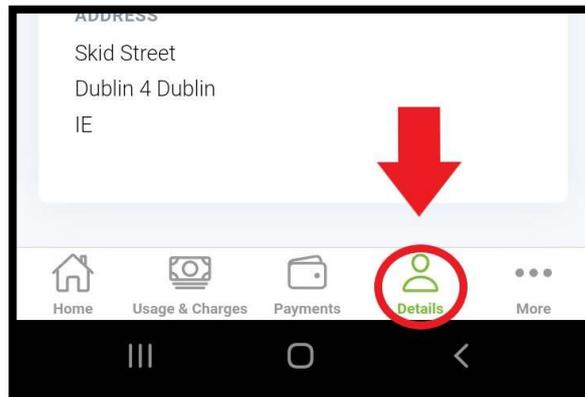
How do I top-up my account?

- The easiest way to pay is by using your debit / credit card through the app. You can save your card details to the app and top-up instantaneously via our Stripe portal.
- You can top up your account at any payzone authorised shop or kiosk. If you are unsure about the closest authorised agent, you can use the [find an agent](#) option on the payzone website.

7. Frequently Asked Questions (FAQs)

- **What is my Barcode?**
 - This refers to the unique, scannable barcode that enables you to top up your heating account at Payzone authorised shops and kiosks. The barcode is available through both the portal and app to screenshot or download. If you require a letter with a copy of the barcode attached contact us at billing@kaizenenergy.ie.
- **How do disconnections work?**
 - Disconnections and reconnections are now fully automated. As this process is automated, your supply will not be returned until your account balance is brought into credit. When your account balance falls below €10, we will send you a text/email reminder to top-up. If your account balance falls below -€5 we will notify you by text/email that your supply is scheduled to be turned off at 9am on the next working day unless you make a top-up payment to bring your account into credit before then.
- **How do I contact Kaizen Energy**
 - For queries regarding the Kaizen Energy **app**, please email billing@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 OOH number on **086 057 5607**

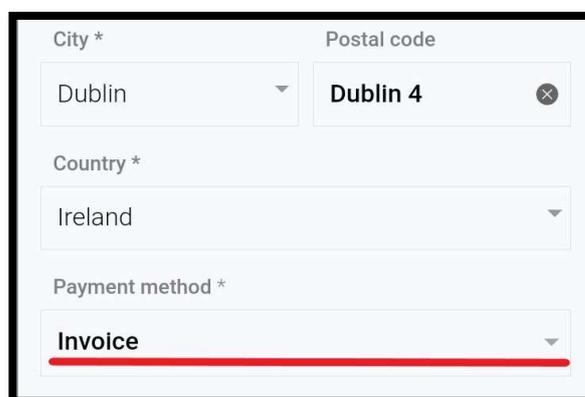
- **How do I add a card to my account?**
 - You can add a card to your account if you would like to change your payment method from invoice to Debit card. Start by clicking/tapping the 'details' tab.



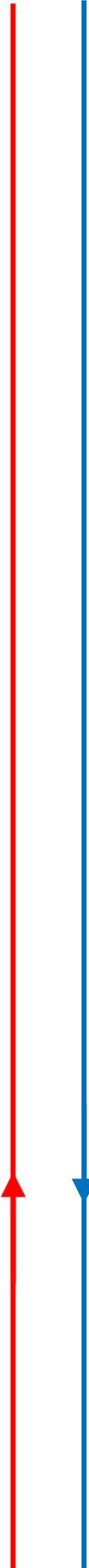
- Now click/tap on the edit icon by the 'payment' section.



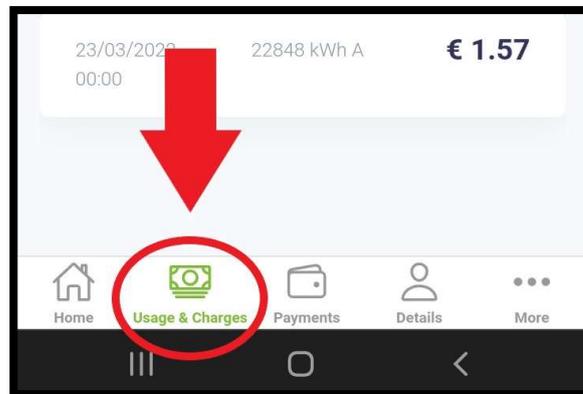
- Now select 'payment method' and switch your account from invoice to debit card.



- Finally select 'add credit card' and input your details.



- **How do I monitor my usage?**
 - You can monitor your usage by tapping/clicking on the 'usage and charges' tab.



- In this section you will find the breakdown of your latest consumption and the cost associated with that use. If you are a prepay customer this is an easy way to monitor use, as the daily cost will be deducted from your balance on the home screen.
- If you would like a more detailed look at the rates you are paying on each charge, tap/click on the price of that particular charge.

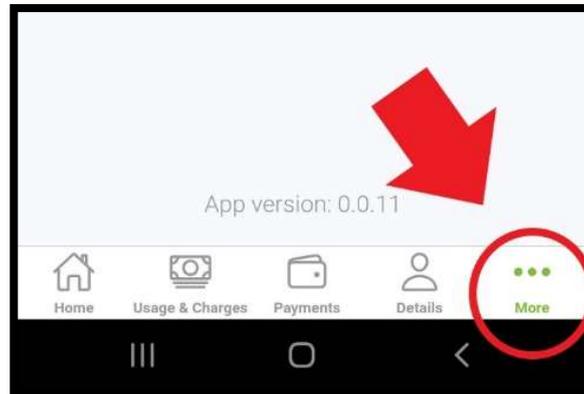


- Which should bring up the following:

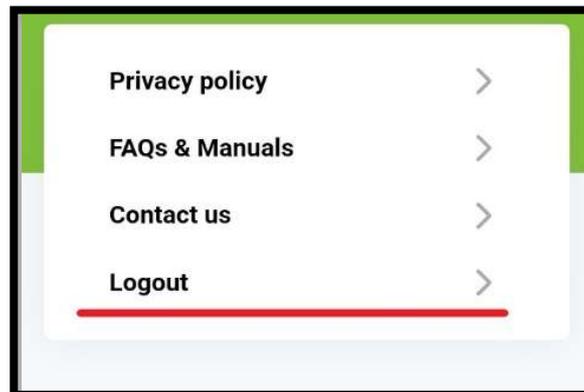
Close Meter read		
Amount	Usage	
€ 1.57	13 kWh	
USAGE CHARGE		
USAGE	RATE	AMOUNT
13 kWh	€ 0.058/kWh	€ 0.754
STANDING CHARGE		
DAYS	RATE	AMOUNT
1	€ 0.812/day	€ 0.812

- **How do I reset my password?**

- Go to the *more* tab on the app.

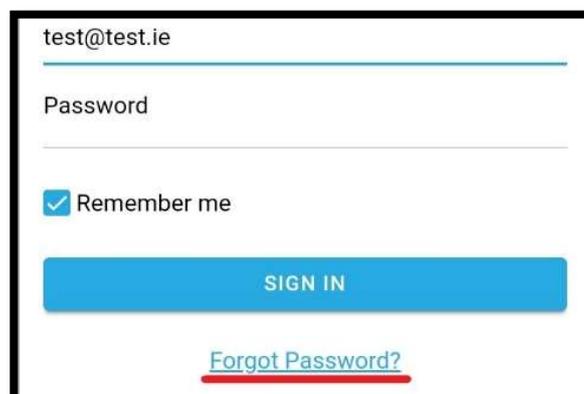


- Log out of your account.



- Proceed to the sign-in screen.

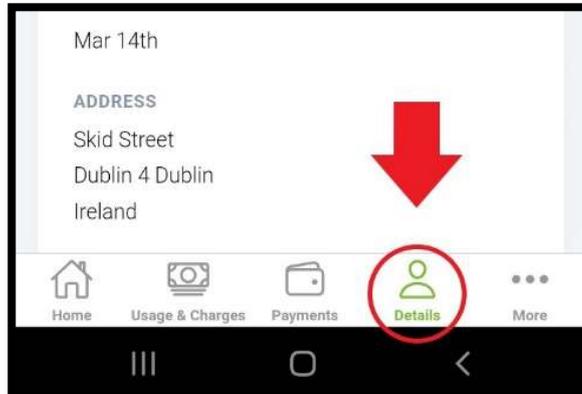
- Tap/click 'forgot password'.



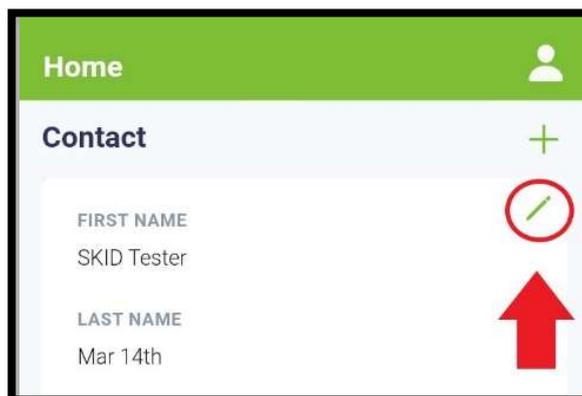
- Enter your email, and a password reset link will be emailed to you promptly.

- **How do I change my email / number?**

- Open the App.
- Go to the details tab.



- Tap/click on the edit option.



- Edit your details.

