

# BLACKWOOD SQUARE



## TENANT'S HEATING SYSTEM MANUAL

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



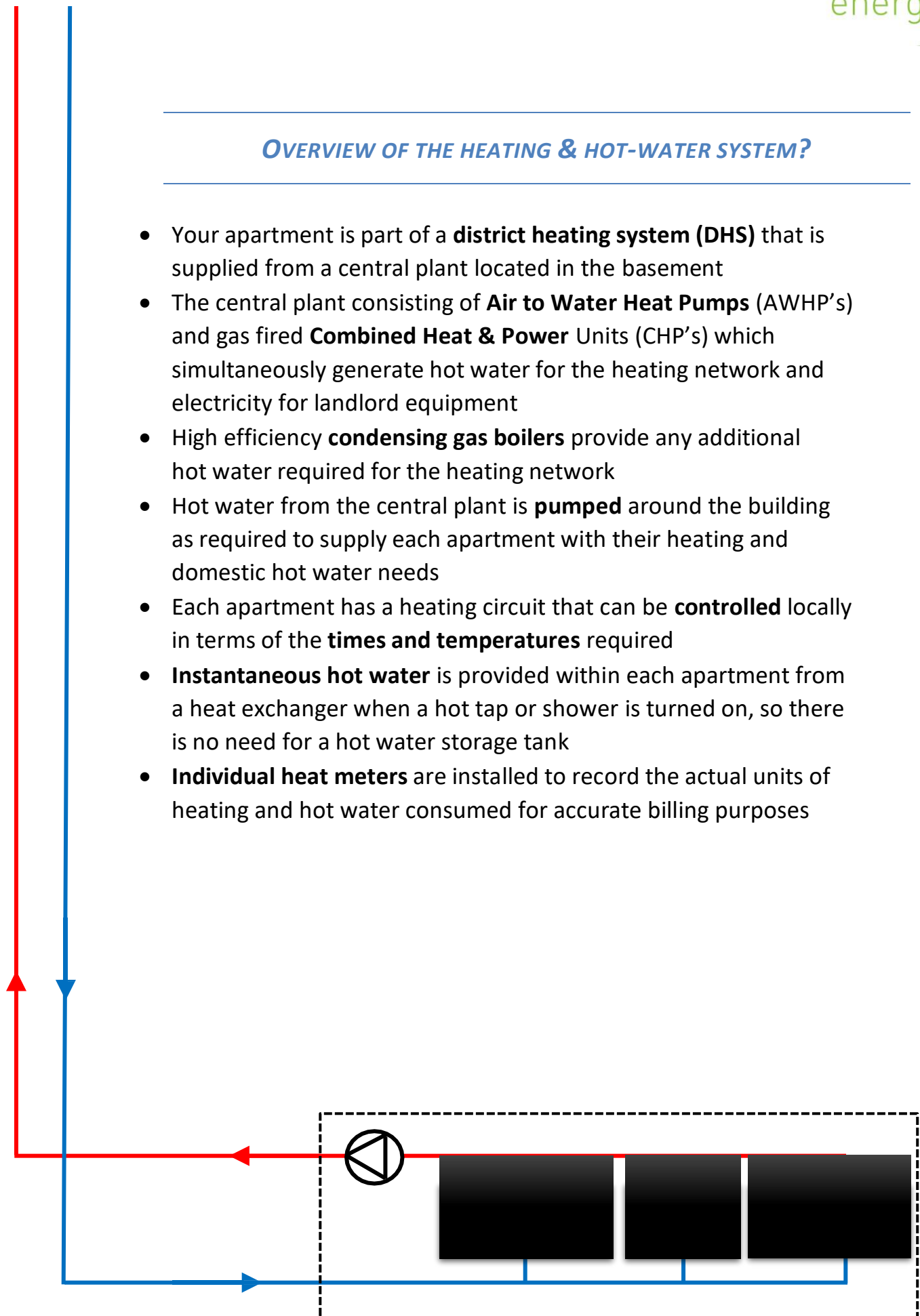
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## OVERVIEW OF THE HEATING & HOT-WATER SYSTEM?

- 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



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### *WHAT DIFFERENCE DOES DISTRICT HEATING MAKE TO ME?*

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- 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

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### *How is DHS managed?*

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- The district heating system is fully owned & controlled by the *Owners Management Company (OMC)* and Kaizen Energy has been selected to operate, manage, and 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 manage their individual heating & hot water usage and costs.

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## *How do I control my heating and hot water*

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### **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](http://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>

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## *Trouble Shooting Guide*

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- **Supply Issues:** If you are experiencing heating and hot water issues, email [service@kaizenenergy.ie](mailto:service@kaizenenergy.ie) or call our office during office hours at **01 685 3516 ( office hours only )**, Out of hours please call our OOH technician 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.

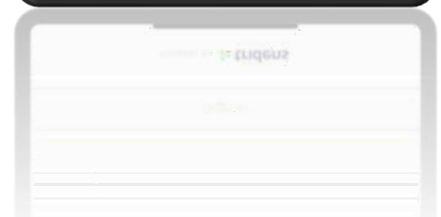
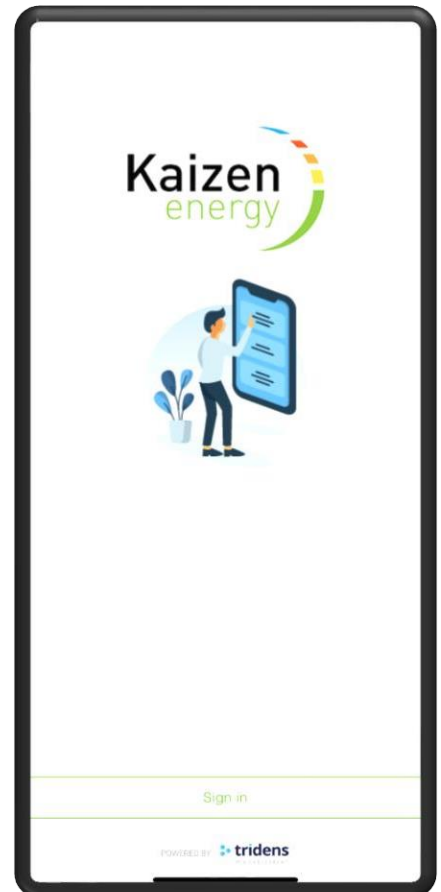
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## *How does the Kaizen*

## *Selfcare app work?*

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- **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 with your Username and Password that 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)
  - 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.



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## *Frequently Asked*

## *Questions (FAQs)*

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- **Where do I pay?/Which shops can I pay in?**

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.
- **What is my Barcode?**

This refers to the unique, scannable barcode that enables you to top up your heating account at paypoint 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](mailto: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.
- **What to do if your new barcode doesn't work?**

Some payzone terminals may not scan your barcode as their software has not been updated yet. If you encounter a situation where a shop has a payzone terminal that won't scan your barcode, ask the shopkeeper to enter your barcode serial number into the payzone terminal by hand.



- **How can I access my Kaizen Selfcare account?**

- You can access your Kaizen Selfcare account through the Kaizen Energy app on your smart phone or through the Kaizen Selfcare Portal on your computer. You can download the Kaizen Energy android app from the Play Store and the IOS app from the Apple Store.
- If your phone location is not set to Ireland you may not be able to see the app. The below will instruct you how to set your phone's location to Ireland.

- **For IOS Users:**

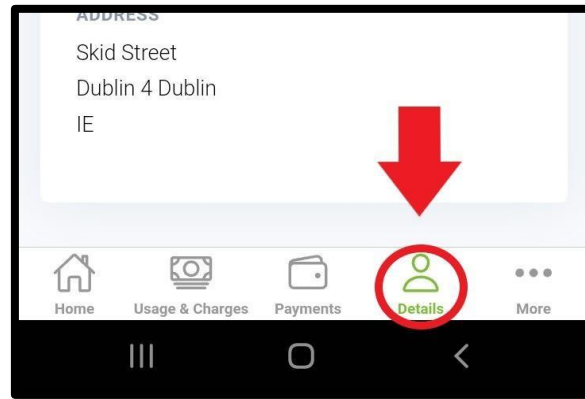
1. Open the Settings app.
2. Tap your name, then tap Media & Purchases.
3. Tap View Account.
4. Tap Country/Region.
5. Tap Change Country or Region.
6. Tap your new country or region, then review the terms and conditions.

- **For Android Users:**

1. On your Android device, open the Google Play Store app Google Play.
2. At the top right, tap the profile icon.
3. Tap Settings and then General and then Account and device preferences and then Country and profiles.
4. Tap the country where you want to add an account.
5. Follow the on-screen instructions to add a payment method for that country.

- **How do I add a debit / credit card to my account?**

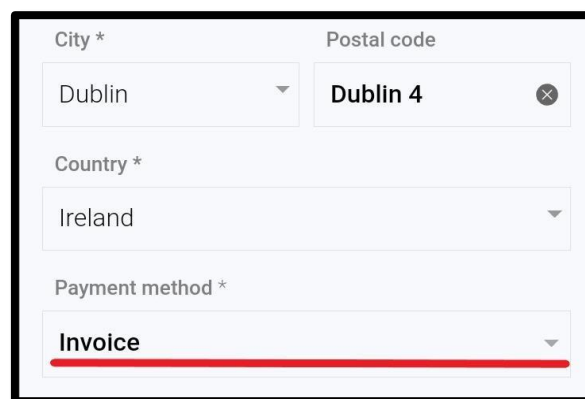
- If you would like to change your payment method from invoice to Debit card. Start by clicking/tapping the 'details' tab.



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



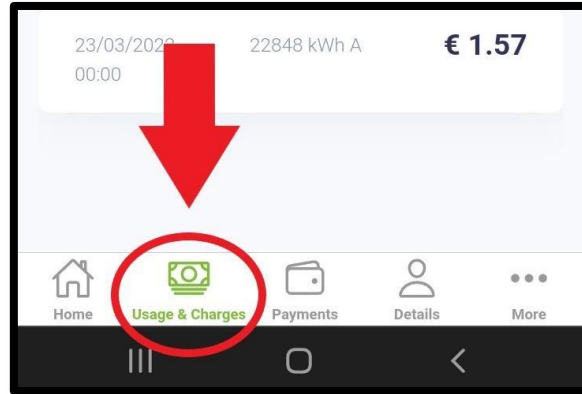
- Now select 'payment method' and switch your account from invoice to debit card.



- 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.



- Here you will find the breakdown of your consumption and the cost associated with that use. This is an easy way to monitor use, the daily cost will be deducted from your balance on the homescreen.
- 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.

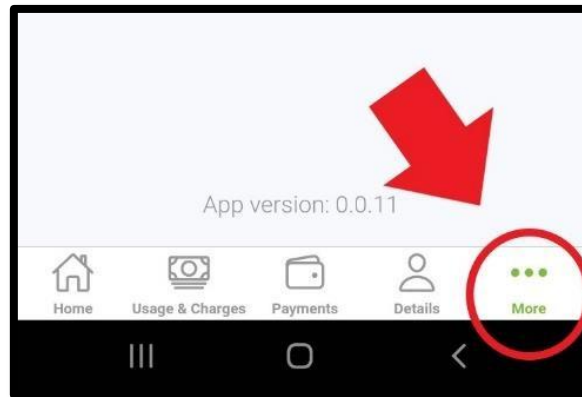


- Which should bring up the following:

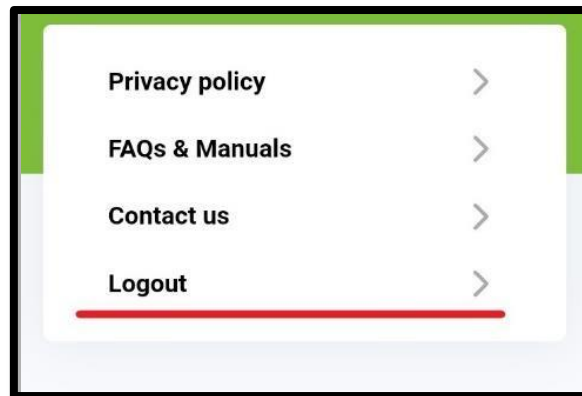
Close		Meter read
Amount	Usage	
€ 1.57	13 kWh	
USAGE CHARGE		
USAGE	RATE	AMOUNT
13 kWh	€ 0.058/kWh	€ 0.754
STANDING CHARGE		
DAYS	RATE	AMOUNT
1	€ 0.812/day	€ 0.812

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

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

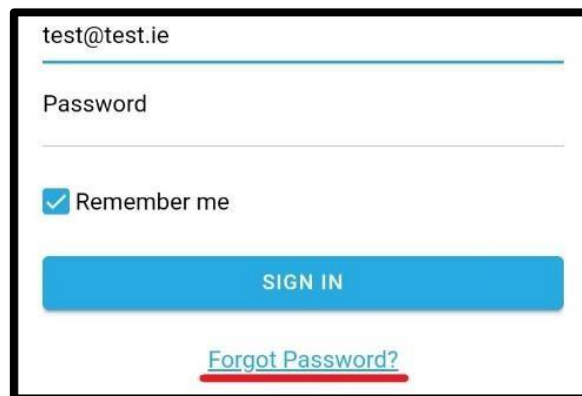


- Log out of your account.



- Proceed to the sign-in screen.

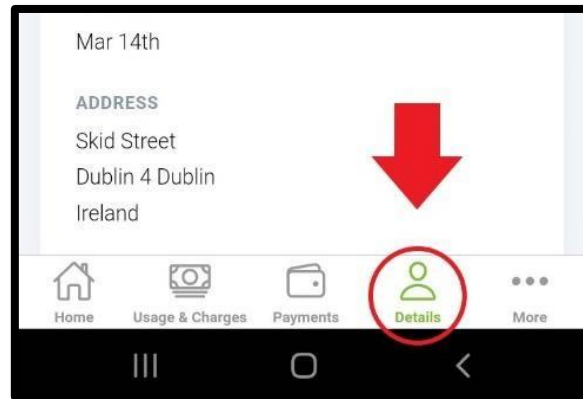
- Tap/click 'forgot password'.



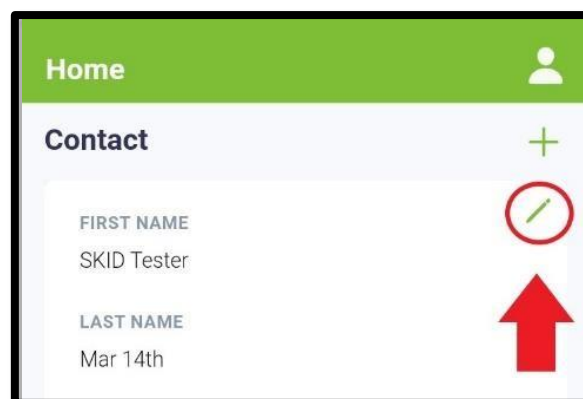
- Enter your email, and a password reset link will be emailed to you promptly.

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

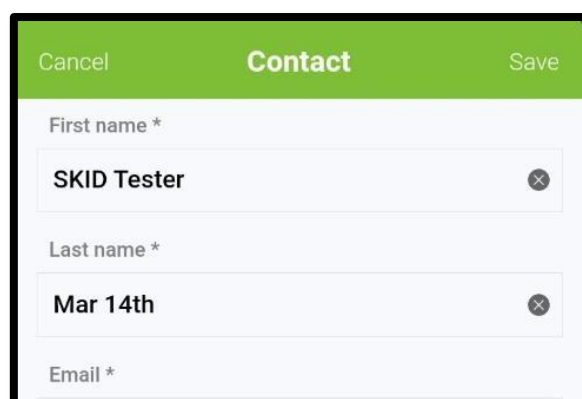
- Open the App.
- Go to the details tab.



- Tap/click on the edit option.



- Edit your details



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

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- For queries regarding the **Kaizen Energy app or invoices**, please email [billing@kaizenenergy.ie](mailto:billing@kaizenenergy.ie)
- For **payment-related matters**, please email [payments@kaizenenergy.ie](mailto:payments@kaizenenergy.ie)
- For **moving-related inquiries and registrations**, contact [moves@kaizenenergy.ie](mailto:moves@kaizenenergy.ie).
- Our **office** during working hours (9 AM to 5 PM) at **01 685 3516**

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### *How do I contact Kaizen Energy outside of normal hours?*

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