

SHANGANAGH CASTLE HEATING SYSTEM MANUAL

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



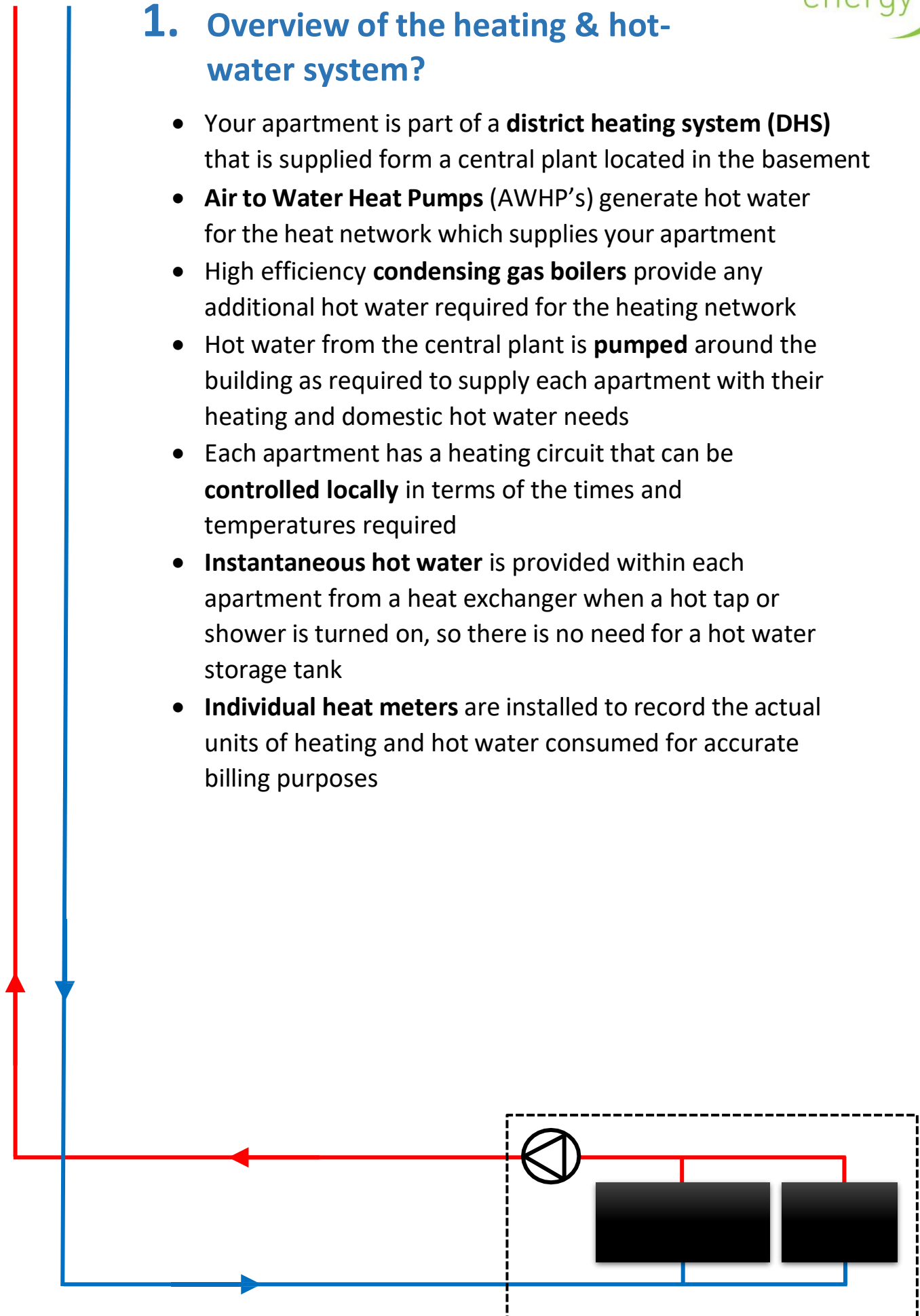
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1. Overview of the heating & hot-water system?

- Your apartment is part of a **district heating system (DHS)** that is supplied from a central plant located in the basement
- **Air to Water Heat Pumps (AWHP's)** generate hot water for the heat network which supplies your apartment
- 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 makes 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 flus 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 DHS managed?

- The district heating system is fully owned by the landlord and Kaizen Energy has been retained to operate, manage and maintain the system.
- Apartment controllers and a **pay as you go** system are installed in each apartment which makes it easy for residents to manage their individual heating & hot water usage and costs.

4. How do I control my heating?



- Your apartment is fitted with a **Danfoss TP One-M controller** to control your heating.
- 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 your 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
 - You can view an online instruction guide [here](#).

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?

- Your 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.

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 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

7. How do I contact Kaizen Energy

- 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 emergency number on **086 057 5607**

