

Maintenance Guidance

How is your heating and hot water provided?

ThamesWey customers are provided with electricity and heat generated efficiently through low carbon technologies. Our energy centres run highly efficient Combined Heat and Power (CHP) generators to produce electricity and heat energy. Using a CHP to generate these supplies is typically 50% more efficiently than conventional methods can achieve separately.

This method of heating is very efficient and helps to make ThamesWey Energy a more competitively priced and environmentally sensitive service.

As well as generating electricity, your local energy centre also generates heat energy, which is used for space and water heating in your property.

Heat energy is carried in the form of hot water through a network of insulated, steel pipes, from the energy centre to properties supplied by ThamesWey Energy. The heat energy is transferred from the district heating pipe network into useful space and water heating for use in your property through a device you will find installed in your home called a Heat Interface Unit (HIU).

HIUs work through indirect heating. Each unit contains a heat exchanger which acts as a physical separation between the apartments heating and hot water systems (tertiary) and the buildings riser hot water circuit (secondary). This means that heat energy is transferred and not the water itself.

The HIUs installed, in properties supplied by ThamesWey Energy, will appear similar to a conventional gas combi boiler. However, as the heat used for space and hot water in your property is transferred from pipes carrying hot water, a heating element (fuelled by gas) is not required. Significantly reducing the risk to safety and the ongoing maintenance required.

HIUs are designed to operate automatically, meaning that you should not have to do anything to it yourself, outside operation of the standard timer controls that you would find on any heating system.

Domestic hot water is provided on-demand, without the requirement for cylinder storage.

Using your Heat Interface Unit (HIU)

HIUs are designed to provide hot water to your taps on demand, and heating to your radiators by use of the standard timer controls. Similar to those that you would find on any heating system.

Secondary water temperatures have been preset by our installers to a standard 52°C.

We do not recommend that this is increased or decreased to ensure that;

- You are not wasting energy and
- Your hot water is never too hot to use

All HIUs operated by ThamesWey Energy work in the same way even though some may have a different appearance or method of installation. You may have a casing which allows you to see inside the HIU or the casing may be secured to the unit.

Typically, the HIU will be installed in a utility cupboard either inside or just outside your property.

The pipes supplying and within the HIU may be hot and you should avoid contact at all times. **You should not under any circumstances alter the settings of internal valves, fixtures or fittings. And maintain free unobstructed access to the HIU at all times.**

Using your heating and hot water controls

Your home is equipped with the controls you should need to use your heating system and hot water supply. To ensure you are using your heating and hot water system efficiently (and not using more energy than you need) you should be aware of the controls you have, how they work and how best to use them to suit your needs.

Your property will be equipped with either;

- Central Heating programmable room thermostat, thermostatic radiator valves (installed on each radiator), or
- Central Heating programmer/timer, thermostatic radiator valves (installed on each radiator)

You should use your thermostatic radiator valves (TRVs) to control the temperature of each radiator. Areas of your property which are not occupied frequently should be set lower than those which are occupied more frequently to ensure that you are not over heating a room not in use.

TRVs will have a simple temperature scale, typically based on numbers ranging from 0 to 6. If set to 0 the radiator will be isolated from the heating system. In the event all the radiators are set to the 0 setting and the heating system is switched on this may have an impact on the supply of hot water to your property.

Therefore, we recommend that in rooms you do not wish to heat, the TRV is set to either 1 or the * symbol to allow a small flow when the heating system is on.

Your programmer/timer or programmable room thermostat will be a small box mounted on a wall with a digital display and a number of push button controls. A user manual will be provided to each property at the time of installation, should you not have a user manual, please contact ThamesWey customer services who will arrange for one to be sent to you.

The programmer/timer works in much the same way as those for a conventional gas boiler heating and hot water system. You will be required to set the time and date on the programmer before you start using it. The default settings are set to standard 'on' and 'off' times.

You should set your central heating 'on' and 'off' times to suit your lifestyle to avoid heating your property when you do not need to.

What to do if your heating or hot water does not work

Your heating and hot water system has been designed to operate very efficiently with minimal potential for anything to go wrong if correctly used. We recommend that you test the heating system by turning on for a few minutes every month to ensure that it is functioning as expected. Any issues can then be addressed prior to the peak heating season, allowing you to enjoy your heating when you need it most.

As with any system, you may occasionally experience a problem or you may notice that your system is not operating as you believe it should. Do not worry, ThamesWey customer services are on hand to help you with any issues you may have, and where necessary, can arrange for an engineer to visit your home.

If you are experiencing an issue with the hot water or heating in your property the following checks should be made;

- That your HIU electrical supply is switched on at the wall (in the utility cupboard there is an on/off switch on the wall next to your HIU)
- That you are receiving electricity to the property and that your consumer unit circuit breaker for the HIU supply is switched on.
- That your programmer/timer or programmable thermostat is working. (if the display is blank it may be necessary to replace the batteries installed in the device)
- The TRVs are open to at least setting 1 or the * symbol
- That you have a supply of cold water. (should you not have a cold water supply then you will also not receive hot water. ThamesWey do not supply the cold water to your property, you will need to contact the building landlord or managing agent)

Should you still experience issues after checking the above, please contact ThamesWey customer services on 0345 601 5515.

Please note that if ThamesWey find evidence that the HIU has been tampered with or damaged by you or someone acting on your behalf, you may be liable to pay costs associated with repairing the HIU.

Maintenance visits

ThamesWey engineers are fully trained in maintaining and servicing the HIU installed in your property to ensure it operates efficiently and with minimal need for maintenance. If you are experiencing difficulties with your HIU, hot water or heating and require an engineer to attend please call our customer services team on 0345 601 5515.

The customer services team will talk you through the process and ask a series of questions to determine if the issue can be fixed over the phone or requires an appointment for an engineer to attend.

All ThamesWey staff will carry photographic identity cards. If you are unsure about the caller, **DO NOT LET THEM IN YOUR PROPERTY**. Please call our customer services team to verify the identity of the caller.