

Air source heat pump user guide

What this guide is about

This guide explains how to use your air source heat pump.

Who is this guide for

For people who live in a Progress Housing Group home and with an air source heat pump.

Bitesize summary

- Your heat pump will provide clean, renewable heating, and as a result, less energy will be required to heat your home
- Your heat pump is controlled through a thermostat like a boiler
- You will always have access to hot water
- Your heat pump will work and can withstand freezing weather
- The heat pump requires minimal care; keep it weed-free and check for obstructions between the unit and the wall.

Your home has an air source heat pump

Your heat pump will provide you with clean, renewable heating throughout the year. This, in turn, means less energy will be required to heat your home.

How to use your heat pump efficiently

The air source heat pump in your home is controlled through the thermostat like a boiler. However, it differs from a boiler in that heating the property can take up to thirty minutes to reach your target temperature.

One of the best things about heat pumps is that they have been designed to be as energy-efficient as possible when running for long periods. Leaving your system on to heat your home can often be the wiser choice than turning it off and on again, as it uses less energy to maintain a room's temperature but more energy to change it.

However, if you're leaving the room for more than a couple of hours, it is best to turn your system off or reduce the temperature. Keeping your heat pump on when it is not needed can lead to unnecessary higher power bills.

If you'd like to return to a perfectly warm home, set the programmable timer instead of leaving your heat pump on all day. These work by turning your heat pump on or off at the pre-determined times you choose.

To get the most out of your heat pump in winter, we recommend setting the temperature to 18-22 °C in heating mode for optimal energy efficiency and cosiness.

Access to hot water

You will always have access to hot water as the system will continuously top up your hot water cylinder. It can take approximately one hour to fully reheat the cylinder once all the hot water is used.

Caring for air source heat pump

The air source heat pump needs minimal care. The only standout care required is to make sure no weeds enter the unit and to keep the area between the unit and the wall clear of any obstructions, as this will impact performance.

The air source heat pump is under warranty with Global, and if there are any issues, you can contact them directly on 01253 530 499 or services@globalenergysystems.co.uk

Good to know

- The heat pump will cycle once a week to fully heat the water to 65 Degrees Celsius to prevent legionella bacteria from forming in the cylinder
- The heat pump will turn on and off when required – sometimes, it may not be on when you think it should be. Do not worry; it will kick in when it is required to top up the hot water

The heat pump also works in colder conditions, so you needn't worry in winter about the unit potentially freezing or being damaged. It is designed to last during these times.

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