



Home owner user pack for the Nibe 360P

How to use this pack:

Section 1 – Please print these pages and laminate back to back to create a single document. This laminated document should be left with the Unit at all times.

Section 2 – Please print these pages and bind together. This bound document should be included in the home owner pack provided to all tenants.

Section 1

NIBE Quick Start User Guide

Welcome to your home and your NIBE heating system.

This is a Swedish heating system designed to run fully on electric power to provide you with heating and hot water.

How does it work?

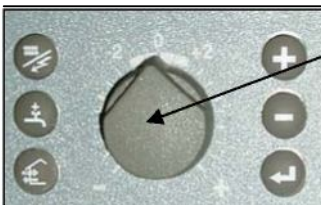
You may notice white circular ducts in your kitchen and bathroom. The NIBE unit draws the warm air from these ducts into the unit to take and takes the heat from the air to help provide you with heating and hot water.

The air taken out by the NIBE system is replaced by air coming into your house through ducts in the wall and is circulated through the home via the air gap under the internal doors.

This system is designed to work 24 hours a day which is the most efficient and cost effective way to heat a home.

Quick Start Guide

1. Set the temperature: When you move into your home you will need to alter the temperature to suit you.



Moving the dial + will increase the temperature. When you move this dial you may not feel the temperature for up to 24hrs.

Repeat the process until you are happy with the heating.

2. Set the season:

The NIBE can be run on four settings however to minimise your heating bill we recommend the following.

- Use **Summer** mode during the summer. This will tell the unit to produce only hot water.
- Use **Spring/ Autumn** mode during the remaining year. This will tell the unit to produce heating and hot water.
- If it gets really cold you can use **Winter** mode and this will all the unit to use the electric emersion heater to boost your heating. Using the emersion will cost you a lot of money.



Press this button (left) to scroll through the season modes to your desired season mode. And then press return.



NIBE Quick Start User Guide

3. Extra hot water (immersion heater):

Most traditional heating systems have an emersion heater to give you extra hot water quickly. **This unit also has an immersion and should also be used sparingly to minimise your electric bill.**



Press this button and scroll through your options.

We suggest you use the **3hrs** option and once you have hot water press the button to the **OFF** position.

4. Regularly clean the filter:



To ensure the unit runs efficiently you will need to regularly (at least every three months).

You may need to do this more often in a new house.

Turn off the NIBE Lift the panel off and pull out the filter. Clean the filter by either using a vacuum cleaner or wash it.

A clogged up filter will cause the unit to work harder and lead to higher running costs.

Section 2



THE HEATING SYSTEM INSTALLED IN YOUR HOME

Your home has been fitted with an innovative but simple to use heating system known as an 'Exhaust Air Source Heat Pump'. This type of heating system has been installed in continental Europe for many years and is now being used more commonly in the UK. The system is made by NIBE a Swedish company.

The heating system replaces the need for a gas boiler but performs the same function. It runs on electricity so consequently there is no gas installation in your home.

We have fitted this type of heating system in your home for two main reasons:

- To try to save you money on your household running costs in the face of increasing energy costs where gas has been rising more than electricity, and
- To help reduce carbon dioxide emissions (the main 'Greenhouse gas' responsible for climate change).
- Every KW of electricity used to run the unit it produces approx three.

Overview of how the system works

Within the tall unit which is located in the kitchen or in a cupboard is a ventilation system, a hot water cylinder and a device called a heat pump.

The ventilation system draws warm stale air from the kitchen and bathroom which is fed into the heat pump which automatically extracts the heat and energy and increases its temperature which is then transferred to heat the water for radiators and is also deposited in the integral cylinder for your hot water. The extracted stale air is released outside and air inlets in walls or ceilings introduce new fresh air via cleanable filters to maintain a healthy internal environment.

A simple summary is provided below of how the heating system and radiators should be used and controlled based on the latest advice given to us by the manufacturers. We therefore recommend that you follow this guidance as fully as possible.

Control of the heating system

The following should be read in conjunction with the attached diagram to aid understanding as letter references to controls are provided.

It is recommended that the internal room thermostat e.g. located in hall or living room, be set at 20-21 degrees C during the heating season or at a slightly lower level to suit the amount of heating you require to remain comfortable. If you are leaving the property for a period of time during the heating season e.g. an afternoon, it is suggested that you turn down the internal room thermostat to 15-16 degrees C to keep the chill off the home then turn this back up on your return home. If you do not follow this advice and the house is allowed to go cold, it will take more energy, money and a longer period of time to warm up again. It is cheaper to leave running continuously, even if you are away during the winter.

When heating is not required, during summer for instance, turn the room thermostat down to say 16 degrees C as this will prevent the heating from coming on unnecessarily.

Within the control panel, you should also periodically check the pressure gauge (A). If the pointer on the dial drops to 1 bar you should report this to your housing association as a service call may be required.

Hot water for bathing and washing should always be available on demand and is drawn from the cylinder housed in the tall unit. If you require more hot water this can be activated by turning control knob to 2 on the control panel to the front of the tall heating unit, but remember to reset this to your normal hot water pattern once demand has been satisfied.

Use of the radiators

The radiators installed in your home have been chosen to compliment the heating system. Because water is delivered to the radiators at a lower temperature than a conventional gas radiator system to save energy, a small fan unit is incorporated within each radiator to help convect heat into the rooms. These fans work automatically and use very little energy so cost little to run.

On the side of your radiators is a thermostatic radiator valve (TRV) which should generally be left on / towards the maximum setting of 3-4 in living rooms although in bedrooms a slightly lower setting may be more comfortable for sleeping. The radiators have been specifically set up for your home so in effect they are self regulating and will deliver heat just when you need it.

If you require additional heat in the room, perhaps when you arrive home during a winter evening, simply push the boost button once and the radiator will deliver a super powered heating boost for approx. 15 minutes. Once the room is sufficiently warm you should return the radiator to comfort mode using the same button.

General information

There are no user serviceable parts in the heating system or the radiators. In the event of a problem or heating failure please report this to your housing association.

Your housing association will arrange annual service / health checks of the heating system to be undertaken. This will include removal and cleaning of the filters located behind the casing of the tall heating unit. It is possible that a 'Filter-Alarm' message will appear in the display panel (C). Our service call will also include cleaning of the removable filters in the fresh air inlets provided into your home (not part of the heating system). You may wish to clean these easily user serviceable fresh air inlet filters more often by removing them, vacuuming or washing clean and replacing again once dry.

An explanation of the above will be provided to you at your home. Further details of the heating system and radiators are included in your residents pack and this information sheet should be placed with these. If you have any questions or issues with the system, please contact your housing association for assistance.

Summary of general standard settings for heating

- **Leave circular knob on control panel set at 0**
- **Leave room thermostat set at 20-21 degrees C**
- **Leave radiators set in COMFORT mode and TRV's on 5**
- **Set the heating for the appropriate season**
- **Do not open windows to clear condensation when bathing or cooking.**

Adequate thermal comfort should automatically be delivered in your home at these settings.

Recommendations on electrical tariff and payment method

It is recommended that if possible you pay for your electricity by regular direct debit payments direct to your energy supplier. This method of payment will allow you to spread the costs of your heating bills more evenly throughout the year and offers the cheapest cost of electricity per unit (kWh). Pre payment meters will charge more per unit of electricity used resulting in your heating costing you more to run.

While different tariffs will be available from your electricity supplier such as Economy 7 or 10 type, we suggest that a standard tariff will be the most appropriate starting point. The choice of electrical supplier, payment method and tariff is of course entirely your choice and should be selected to best suit your lifestyle and reviewed thereafter.

Remember when reviewing the annual running costs of your heating to take into account that you do not have any gas bills to pay.

Thank you for taking the time to read this information sheet. Now file it with your residents pack for future reference.