

Ecopod heating and hot water system

Your Guide



Queens
Cross
Housing
Association

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Introduction

This guide tells you how to get the best and most efficient use of your Ecopod heating and hot water system.

It will help you to:

- Operate the heating system
- Operate your hot water system
- Understand billing
- Top up credit
- Identify and resolve problems
- Contact the right person with your queries.

Heating Control Unit

The Heating Control Unit is located in the hallway of your home and has four main uses. It allows you to:

- turn your heating on
- turn your heating off
- set the room temperature manually
- set the room temperature automatically.

The Heating Control Unit measures the air temperature around it. This is how it controls the heating in your home, keeping it at your desired set temperature (see page 5).

If you have set a temperature using the Heating Control Unit, the radiator in your hall will switch

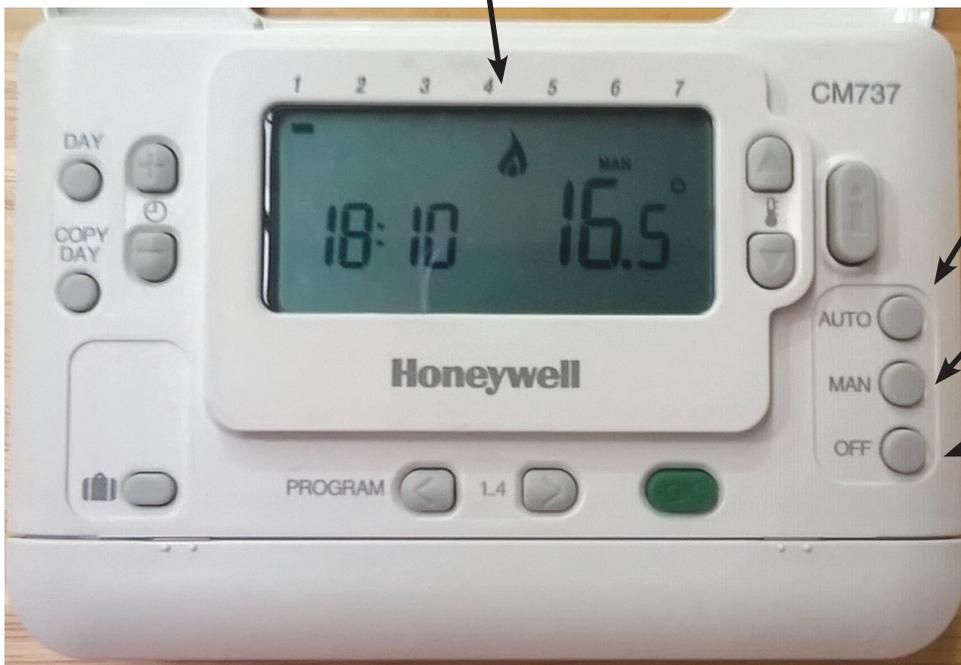
on and off automatically to keep your home at the temperature you want. There is no need to adjust your radiator.

If you find that your home is either too hot or too cold for you, just use the controls on the Heating Control Unit to set a new temperature.

Whenever the flame symbol is on (🔥), your Ecopod boiler is providing heat and you are being charged for it.

The flame symbol will come on when your heating is on and will go off when either the room reaches the temperature you've set or if you switch the system off manually (see page 5).

Flame Symbol



Automatic

Heating comes on and off at set times.

Manual

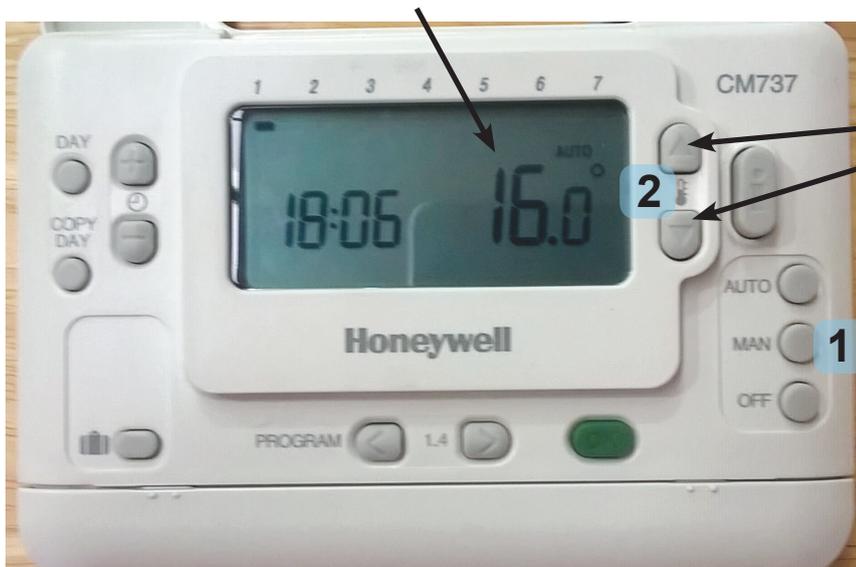
Heating switched to manual control.

Off

Switches heating on and off.

Using the manual setting

This figure on your Heating Control Unit shows the current temperature in your home.



If you want to change the temperature, press the manual button and then use the arrow buttons next to the thermometer symbol (🌡️) on the right hand side of the display screen to set a new temperature.

Changing the temperature

1. Press the manual button ('MAN') on the bottom right hand side of the Heating Control Unit.
2. Press the 'up' or 'down' arrow buttons to set the heating system at the temperature you want. Press the green button to confirm the change.
3. When you have finished selecting, the display will show the current temperature in your home.
4. The flame symbol (🔥) will appear when the heating system is on.
5. When the Heating Control Unit detects the room has heated to the temperature you've set, it switches your heating off and the flame symbol (🔥) will disappear.
6. If the temperature in your home drops below your selected temperature, the Heating Control Unit will recognise this and activate the heating again until it reaches the set temperature.
7. **Note: your heating will stay switched on as long as it is set to manual.**

Temperature guide

24 to 25°C	Is 75 to 77°F	Will be quite hot.
22 to 23°C	Is 71 to 73°F	Should be warm enough for most.
18 to 21°C	Is 64 to 70°F	A pleasant temperature for many people.

Note: Many people are comfortable at 20-21°C in colder months however the preferred temperature will vary from person to person and depend on weather and the time of year.

Programming your heating

You can use the Heating Control Unit to set your heating to come on and turn off when you want it to every day of the week. That way, it's only on when you really need it.

How to set a programme

1. Press the programme button at the bottom of the Heating Control Unit to start.
2. Number '1' will be highlighted in the series of numbers running along the top of the display screen for Day 1 (Monday).
3. Number '1' for period 1 will also be highlighted at the bottom of the display (You have 4 periods per day).
4. Using the plus '+' and minus '-' buttons on the left of the display screen and next to the clock symbol, change the time you want period 1 to start.
5. When the time you want is set, press the green button.
6. The temperature on the right of the display screen will now flash. Use the 'up' and 'down' arrows next to the thermometer symbol to change the temperature shown on the display screen.
7. When you reach the temperature you want, press the green button.
8. Period 2 will now be highlighted at the bottom of the display screen.
9. Go through the same process from steps 3 to 7 to set the time and temperature for period 2.
10. Keep doing the same for periods 3 and 4. Once these are set, the system will move on to the next day (Tuesday).
11. You can continue to set each of the four periods for every day of the week or use the 'copy day' button on the left of the Heating Control Unit to copy all of the information from one day in to the next. Press the green button to confirm each day.
12. When you have finished selecting, the display will show the current temperature in your home.
13. To activate your new programme, press 'AUTO'. The word 'AUTO' will now appear on the display screen.



Need help to set a programme? Call Queens Cross Housing Association on 0808 143 2002.



Example - For residents who are out during week days.

During week days heating will be on in the morning and evening but will be off during the day and at night.

Monday to Friday (days 1 to 5)

Period	1	2	3	4
Time	06:30	08:00	18:00	22:30
Temperature	21°C	5°C (off)	21°C	5°C (off)

Saturday to Sunday (days 6 and 7)

Period	1	2	3	4
Time	08:00	10:00	18:00	23:00
Temperature	21°C	21°C	21°C	5°C (off)

British summer and winter time

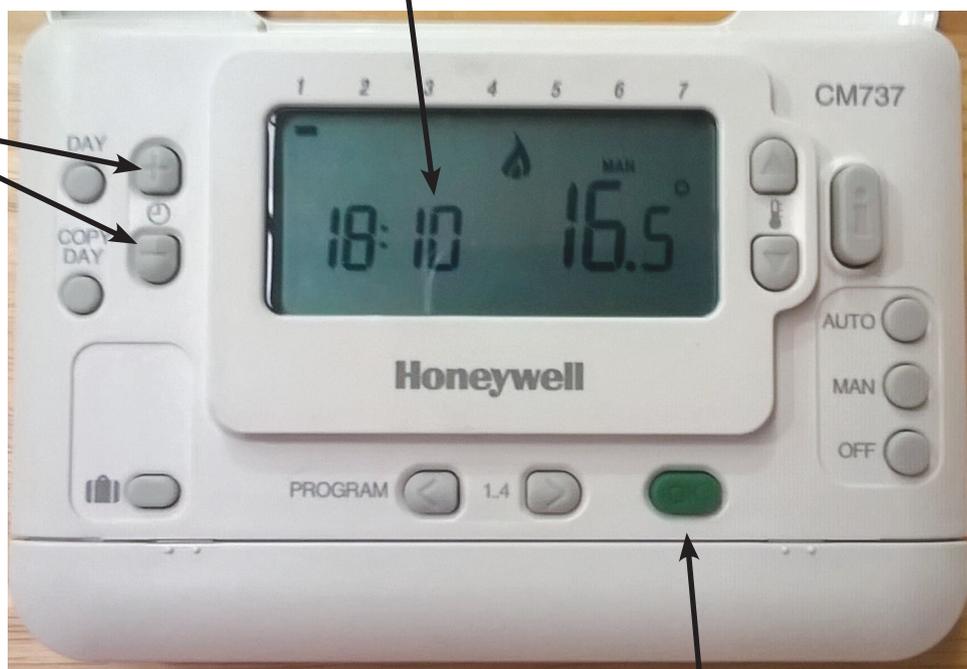
You'll have to manually adjust the time on your Heating Control Unit twice a year when the clocks change for British summer and winter time.

This change should only take a few seconds to complete.

How to change the display time.

1. Press the plus '+' or minus '-' buttons next to the clock symbol (⌚) on the left of the display screen to change the time.

2. You'll see the time on the left of the display screen change.



3. Press the green button on the bottom right of the Heating Control Unit to set and save the new time.

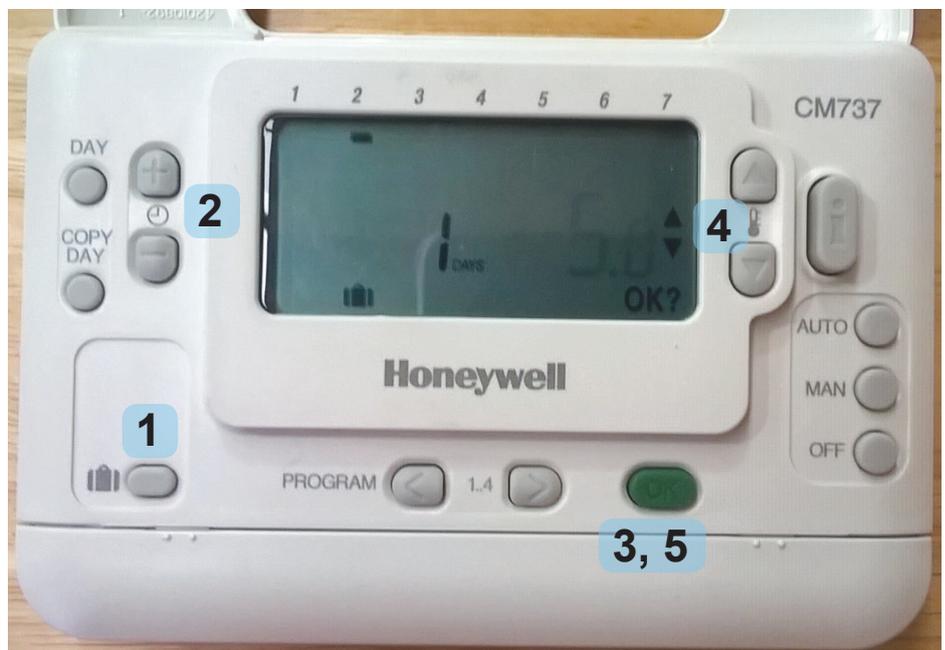
Holiday mode

When you're away from home for several days e.g. taking a holiday, you can simply switch your heating off using the 'Off' switch on the bottom right of the Heating Control Unit.

However, if you want to have your heating on a low temperature while you're away, you can set your heating to holiday mode.

Setting holiday mode

1. Press the holiday mode button.
2. Press the plus '+' or minus '-' buttons next to the clock on the left of the display screen to set the number of days you are going to be away.
3. Press the green button to set the days.
4. Set the temperature by using the 'up' and 'down' arrows next to the thermometer on the right hand side of the display screen.
5. Press the green button to save the temperature.



Ecopad operation

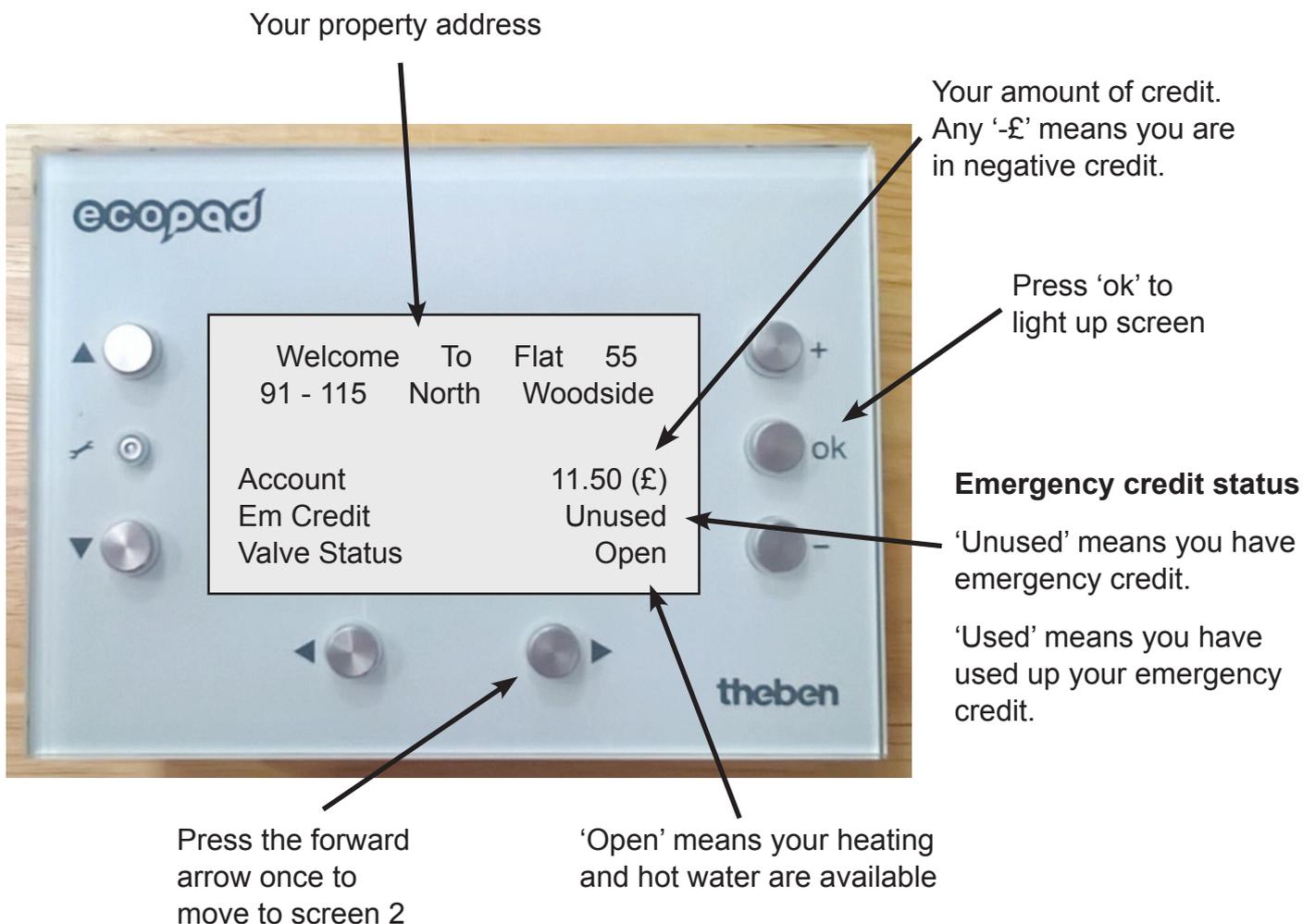
You'll find your Ecopad (see photo below) on the wall of your home. It's positioned there so that you can monitor and manage your energy use.

The Ecopad works from an internet connection. You can use it to:

- check your energy usage
- check your credit level
- add emergency credit to your Ecopad heating system.

The home page of the Ecopad is the start-up screen. It displays your home address and current credit balance.

If your Ecopad is inactive for three minutes, it will automatically revert to the home screen.



Screen 2 - Emergency Credit

Screen 2 of the Ecopad allows you to request an emergency credit top-up.

To make an emergency credit request:

1. Press the '+' key positioned on the right of the screen once to confirm the request.

2. Press the '+' key for the second time to confirm the emergency credit top-up. It will be added to the 'current credit' displayed on the Ecopad home page (Screen 1).



What happens if I use up the emergency credit?

Once the emergency top-up is used and your current credit reaches £0.00, you must top up your credit using your allpay card.

Until the account is topped up, the valve supplying heating will remain closed, and you will be unable to use more energy.

If you have used up to and beyond your emergency credit (e.g. -£12.01), you must pay more than the full amount (e.g. £15.00) in to your account to be able to activate emergency credit again.

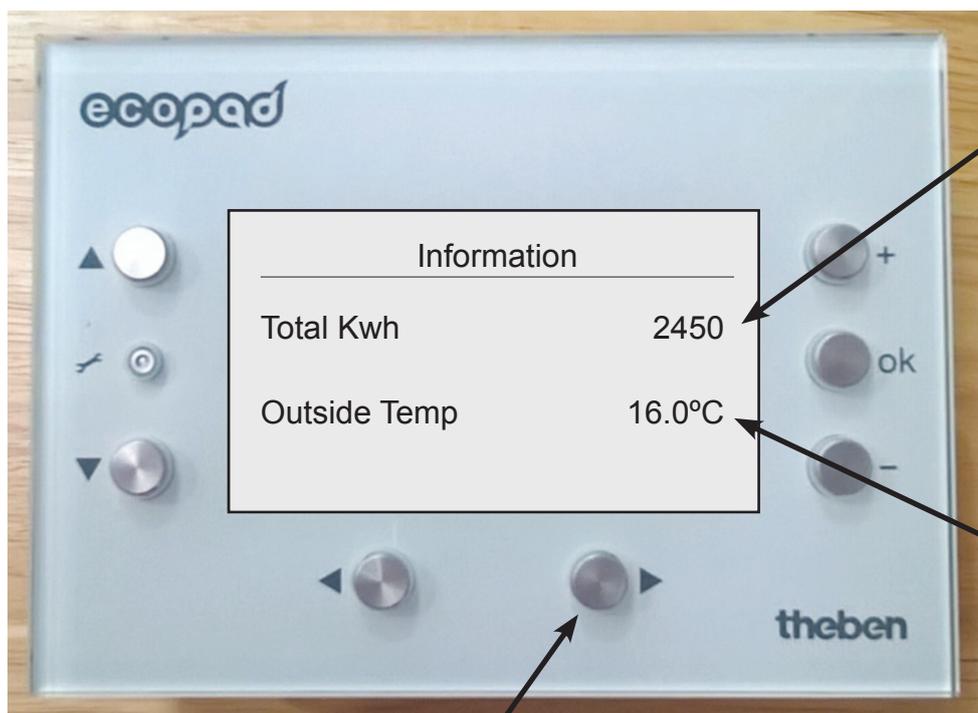
IMPORTANT: It can take up to 48 hours to upload credit to your Ecopad on a Bank Holiday weekend.

Screen 3 - Air temperature and Kwh use

You can access screen 3 of the Ecopad from the home page by pressing the arrow button pointing right underneath the screen once.

Screen 3 of the Ecopad displays the air temperature outside your building. This can help you to set the temperature for your heating in your home.

The screen also displays the total number of kilowatts (Kwh) you have used since the system was installed so that you can monitor your household's energy use.



Total amount of energy used since system installed

The temperature outside your building

Press forward arrow once to move back to screen 1

Hot Water

The hot water system is simple to operate.

- Once the tap is opened, hot water will flow on demand.
- The hot water is set to be at its maximum at a certain flow rate from the tap.
- If the temperature of the water is not hot enough, it may be that you have the tap on too high. If this is the case, turn the tap down slightly until the desired heat is achieved.
- You only pay for the amount of hot water that comes out of your tap. It's therefore better if you use the hot water tap first and then adjust the temperature of the water using the cold tap.
- The hot water is set at a safe limit at your heat interface in your storage cupboard.

Frequently Asked Questions

Costs and Billing

How does the Ecopod system differ from my previous system?

You may be used to paying for your heating and hot water by paying a utilities provider for electricity or gas. You may have paid them using a monthly direct debit.

The Ecopod system however is supplied using pre-payment for heat and hot water.

Does the cost remain the same all year round?

You will undoubtedly use more heating and hot water in winter than in summer months.

In summer months, where you may have the heating off and only use hot water, your costs will be at the lower end. In winter however you will be paying more for your heating and hot water.

After around six months of use, your individual needs and costs should allow you to work out the average cost of your heating and hot water per month.

Paying this average amount in to your account every month, including summer, should give you enough credit to pay for your heating and hot water during winter months.

How is the tariff calculated and when does the tariff change?

We calculate the total cost of running the

system including, but not limited to, the purchase of utilities, transaction costs and services, and secure broadband connection to the site. We then apply a pre-agreed level of overhead recovery and margin.

We divide this number by the total predicted energy consumption by all properties which allows us to set a tariff for you. We use heat meters to assess how much energy you have used.

The tariff is reviewed annually.

We give a commitment to provide you with a quality service and to be transparent about pricing. This includes an annual report to your landlord/factor for them to share with you that clearly states how pricing is determined.

Why is the tariff different from what I previously paid?

We don't have access to your records from previous energy suppliers. The main difference to any other tariff is that you will previously have paid a standing charge and a rate for electricity to heat up storage heaters and to heat a tank of hot water.

If you previously had storage heaters but didn't use some of the heat from them or all of the water from the tank, then you will have wasted energy (money).

If you used up all of the heat from storage heaters or all of the hot water, you would have

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needed additional heat and this may have been at the higher daytime energy rate.

In both cases, these systems naturally start to cool down if you don't use them after paying to heat them up.

The Ecopod however has unlimited energy available on demand. The cost to have this energy on demand is built into the tariff. The end result is that you should use less energy than before and have better control over how and when you use it.

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I used to be on Economy 7 tariff (dual fuel). Do I need to change this?

You should speak with your current energy provider to get their advice on this.

The Economy 7 type tariff gave you a reduced rate (cost) in the late evening and early morning to heat your storage heaters and hot water tank but an increased rate (cost) during the daytime.

As you are now not using the reduced rate to heat your storage heaters and tank, it will probably be better for you to change your tariff as this normally allows you to get a lower daytime rate (cost).

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Using the heating system

What's the most efficient use of the system?

The first hour of using the Ecopod heating system will always consume the most energy as you are heating your radiators and your property from cold.

It's better to have the heating on at a lower temperature over a longer period than to try and heat your property quickly for a short period.

To turn the heating on, we recommend setting the thermostat at 18°C. If that's not hot enough, increase the temperature by one degree until it is comfortable for you.

We would recommend that you don't set the temperature over 21°C unless absolutely necessary.

Each individual room can then be adjusted by using the valve on each radiator.

The hall radiator doesn't have its own valve. It's switched on and off using the Heating Control Unit on the wall.

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Do I need to have the heating on to get hot water?

No.

The hot water supply is completely separate from the heating system.

When your heating is off in summer, if you wish to fill a sink with water, you will only pay to heat the amount of hot water you use.

Is it best to turn the heating on and off by turning the temperature on the Heating Control Unit up and down?

No.

Turning the temperature up and down until the heating goes off will only turn the heating off for a short period. It will then come back on at a lower temperature.

To turn the heating off, use the 'OFF' button on the Heating Control Unit.

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Do I need to bleed my radiators?

Should you find cold areas in your radiators, contact Queens Cross Housing Association on 0808 143 2002 for advice.

Although bleeding the radiators is a relatively simple task, the system will require topping up and this should be carried out by a competent person.

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Do I need to do anything with the main Heat Interface Unit in my property?

No.

The Heat Interface Unit is located in the storage cupboard in your home. There are no user serviceable parts in the Unit and altering its settings, in most cases, will result in it either failing to operate or becoming less efficient, which will cost you money.

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What does a spanner symbol mean on my Heating Control Unit?

If the spanner symbol appears on the Heating Control Unit, it means that it is not functioning.

First, check if you have run out of credit. If you have no credit, and your system has been shut off, the spanner can appear.

Using hot water

Why do I not have a hot water tank and immersion heater anymore?

Your cylinder and the electric immersion heater that heated it up have been removed from your home as you no longer have to use the immersion heater to heat up a full tank of hot water.

The Ecopod heats up water as it comes out of the tap so you will use a lot less energy than you did before.

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Why does my water run cold after a period?

The hot water is set to give its optimum temperature at a certain flow rate. The tap should be opened approximately three-quarters of the way in order to achieve this. Most combination boilers also work this way.

If you turn the tap on too fast and the water cools down then turn the tap down slightly and the water will get hot again and remain hot.

If you have credit and the spanner symbol appears, please contact Queens Cross Housing Association on 0808 143 2002 as soon as possible as your system may have a fault.

Does the hot water come from the Ecopod on the roof?

No.

When you open up your hot tap, the mains supply cold water in your property runs into the Heat Interface Unit and comes out hot.

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What's the cheapest way to run a bath?

The more energy you use to heat hot water, the more it will cost you. So, filling the bath with hot water first and then leaving it to cool or cooling it using the cold water tap is likely to cost you more than necessary.

The most economical way to run a bath is to run the hot and cold water taps at the same time, combining them to fill the bath to the temperature you want.

Ecopad screen and paying for heat and hot water

How do I top up my credit balance?

If you have access to the internet, you can visit the PayPoint website at www.paypoint.co.uk/paypointlocator and enter a town or postcode into the search box. This will give you a list of PayPoint  outlets.

The number displayed on the allpay card is unique to your home and can be used for the following payment methods:

- Any PayPoint outlet. You can pay by cash at any retail outlet displaying the PayPoint logo.
- At a Post Office by cash, cheque or debit card. Make cheques payable to 'Post Office Limited'.
- Debit/credit card payments can be made online through www.allpayments.net
- You can pay over the telephone with a debit/credit card by calling allpay on **0330 041 6497**.
- By text using your debit/credit card when your mobile is registered online at www.allpayments.net/textpay
- allpay App with your debit/credit card available through Apple and Android smartphones.
- If you wish to pay by direct debit, please contact Queens Cross Housing Association on 0808 143 2002 between 9am and 5pm, Monday to Friday to arrange for the relevant documentation to be forwarded to your home address for you to sign and return.

Important note on direct debits: The direct

debit function will automatically send a payment from your bank to your account and display this amount on the Ecopad. This amount is set by you and does not vary. If the amount of credit runs out before the next payment is due, you can top up by one of the other ways to pay.

If you have set your direct debit too high, you can either keep the credit on your system or reduce your direct debit amount accordingly.

How often does the screen update?

The information about your credit level updates on your Ecopad screen every two hours.

For example, if you turn your heating off at 8pm the balance could update any time up to 10pm. You need to take this into account when using the system.

How long does my credit take to register?

Once you add credit using your allpay card, any payment that you make up until midnight should appear on your screen the next day by 2.30pm.

If for any reason your balance is not displayed correctly, please contact Queens Cross Housing Association on 0808 143 2002.

Important: At present no credit is added on a Sunday or Bank Holiday so it is important

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you consider this when purchasing credit. Ideally you should top up credit Monday to Friday and not on Saturday or on a day before a Bank Holiday.

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What do I do if I have lost my payment card?

Contact Queens Cross Housing Association on 0808 143 2002 who will arrange a replacement card.

The first replacement card will be free. After that, new cards will cost £5. The cost for an additional replacement card can be deducted from your account by prior agreement.

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Why is my Ecopad screen blank?

If the home page of your Ecopad screen goes blank, check whether you still have heating and hot water.

If you still have services this could mean that the broadband connection has been lost. If this is the case, contact the housing association during office hours.

If the screen is blank and you have no heating or hot water, check that you have credit on your Ecopad and the electrical spur located in the storage cupboard is turned on. If you have checked this and they are on, contact the association as it may be a mechanical failure.

Contact information

Ecopod billing enquiries

If you have a query about your account, such as a payment not registering, call 0808 143 2002.

Operating the Ecopod system and reporting faults

If you want help in using your Ecopod heating and hot water system, your Ecopad screen goes blank, or want to report a fault, contact Queens Cross Housing Association on 0808 143 2002.

Calls are free from a BT landline. Calls from other providers will be charged as per service provider tariff.