

## Adjusting individual rooms

You might also be able to control the temperature in individual rooms – either with radiator valves or zone controls if you have underfloor heating. In general, temperatures should only be lowered in unused rooms or bedrooms. If there's a short warm spell in the winter, it is usually better to turn down the individual room controls instead of adjusting the main room thermostat.

## When you don't want heat

### Heat pumps should **NEVER** be turned off completely.

This is because they will be **extremely expensive** when turned back on as they will try to raise the temperature as quickly as possible. It can also take several days to restore the home to a comfortable temperature.

### **At night**

Lower the temperature by 2/3 degrees to around 15°C and then set it to slowly increase in the morning so that the room is a comfortable temperature when you wake up.

### **Away for a day**

Just leave the system running as usual.

### **Away for a week**

The system should have a 'holiday' or 'frost protection' setting on the control panel, which will lower the room temperature while you are away. This will also prevent the pipes freezing if you go away in cold weather.

### **During the summer**

Your heat pump might have a 'summer' mode, or you can simply turn down the room thermostat. This means the heating will not come on, but you will still get hot water. You can raise your heating temperature again slowly as the autumn approaches.

## Hot water tank

The heat pump should heat your hot water tank to around 40-50°C quite comfortably. However, this is not hot enough to kill any bacteria within the tank, your tank is designed to automatically heat up to 60°C once a week - you will notice a corresponding spike in your electricity usage.

### Some additional things to be aware of...

#### **Insulation**

If your home lacks insulation or is draughty then it may struggle to get warm and your running costs will be higher. This is because the heat pump will have to work harder to maintain a constant interior temperature.

#### **Control unit**

The main control unit is often in a cupboard and should only be adjusted by a trained engineer (e.g. at an annual service), otherwise accidental changes risk increasing your running costs. A separate 'user' unit should include the settings you need to use.

#### **Electricity tariffs**

In general, heat pumps are best run on a **single-rate tariff** rather than Economy 7 (where you have cheaper night electricity, but it's more expensive during the day). Your electricity company can advise on which tariff suits your usage.



**Freephone**  
**0800 060 7567\***  
**support@applyforleap.org.uk**  
**applyforleap.org.uk**

\*Freephone available between 08:45 - 17:30 Monday to Friday

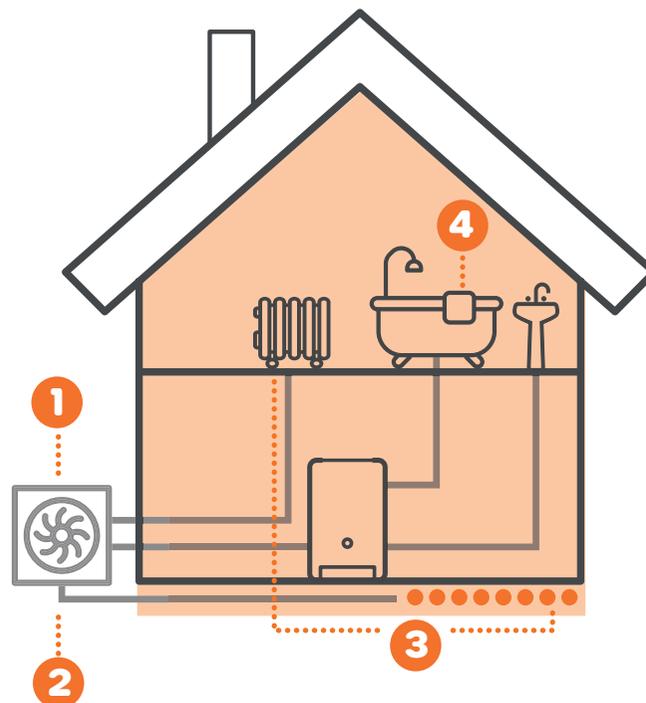


**Making the most of your Air Source Heat Pump**

# How do Air Source Heat Pumps work?

**Air Source Heat Pumps take warmth from the air outside (even when it's freezing) and use it to heat the home.**

Heat pumps can take getting used to as they operate differently to other forms of heating. They are designed to heat to low temperatures over a long period of time, rather than quickly providing heat when turned on like a traditional boiler.



- 1** Air Source Heat Pump takes in air from outside
- 2** Using electricity, the pump compresses the air and releases it at a higher temperature
- 3** Heat is then sent to radiators and/or underfloor heating - the remainder is stored in a hot water cylinder
- 4** Stored hot water can be used for showers, baths and taps

## How do Air Source Heat Pumps work?

Heat pumps are designed to run for long periods of time. It is usually cheaper and warmer to leave them running during the day, compared to only heating in the morning and evenings.

They respond slowly to temperature changes. So, when you want to turn the temperature up, change the setting of your room thermostat by one or two degrees at a time. Wait to see if you are comfortable at this new setting before turning it up further. If you turn the temperature up too quickly, the heat pump cannot respond quickly enough and will run at an increased capacity to boost the temperature, which uses more electricity.

“ What temperature should we run our heat pump at? ”



**During the winter, we recommend setting your Air Source Heat Pump to:**

**18/19°C**  
all day

 **Turn down by a couple of degrees overnight**

We advise you to run your heat pump between 18/19 degrees all day and then when you are ready to go to bed, turn the temperature down by a couple of degrees (no lower than 15°C).

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