

If you would like to know more about your gas safety checks in your home, please contact your local branch of PH Jones at:

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We hope you have found this leaflet on how your central heating system works useful. Many residents have been telling us their concerns about the rising cost of their energy bills, and how it will affect them.

Whilst we can't change the ways of the Utilities companies, we can share some useful ideas on ways to reduce the consumption of energy, which will keep the costs down.

This 'Understanding Your Central Heating' leaflet can be provided in Braille, on audio cassette tape/ disc, **large print** and in other languages on request to Charnwood Neighbourhood Housing on 01509 634666

This leaflet is intended as a guide only. For technical information, please obtain further expert advice.



Understanding Your Central Heating System



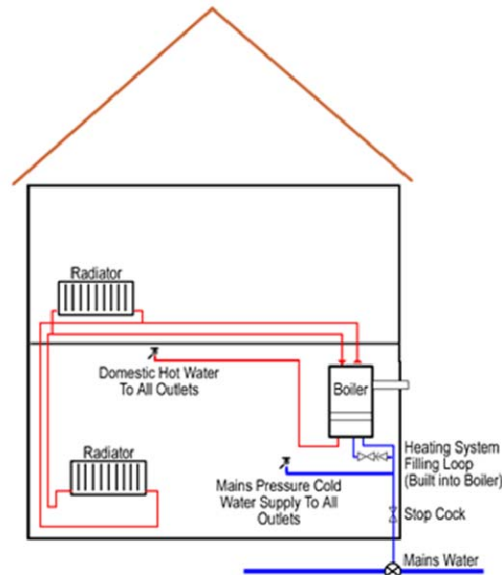
Understanding Your Central Heating System

There are two different types of gas central heating system installed in Charnwood Neighbourhood Housing properties:

- 'Combi' system
- Traditional system

'Combi' system

A 'Combi' boiler is short for combination boiler. This type of appliance provides a highly efficient hot water supply on demand and central heating combined in a single unit. Water for the hot taps is provided on demand from within the boiler unlike a traditional system which typically requires a tank or cylinder to store hot water. The hot water temperature can normally be adjusted on the boiler or by adjusting the amount of flow through the taps. The central heating is normally controlled by means of a timer/ programmer and room thermostat on the wall and/ or thermostatic radiator valves.



About the Partnership

PH Jones Limited has been working in partnership with Charnwood Neighbourhood Housing since April 2007. Working together, the partnership has delivered continuous improvement demonstrated through both performance and customer satisfaction.

You can help us continue to improve by allowing access for your gas service when you are offered an appointment, with a prize draw of £100 per month being available for those who allow access first time.

Who are PH Jones Limited?

PH Jones Ltd is a specialist heating contractor working with Registered Social Landlords to ensure that you, residents of Charnwood Neighbourhood Housing, are safe in your homes. We are a family business which has expanded to 30 branches around the UK employing over 900 staff.

We undertake gas safety checks in thousands of homes each year, working to make sure everyone has access to safe, well maintained heating facilities.

All Registered Social Landlords have a legal duty to arrange for gas appliances in your home to be checked at intervals not exceeding twelve months. Working in partnership with Charnwood Neighbourhood Housing, we carry out your gas safety checks every ten months. The appointment process begins with the letter we send out to you, letting you know when we intend to visit your home.

TRVs are numbered dials fitted to radiators. TRVs do not control the boiler, but control the flow of water going in to the radiator. Once the temperature of the air meets the temperature set on the TRV, the flow of water to the radiator is cut off. Dials should be adjusted in each room to find the most comfortable temperature.



Correct use of TRVs can reduce fuel bills.

The higher the number on the dial the higher the room temperature will be. TRV's could be turned to low settings in unused or spare rooms. There should not be a TRV fitted to a radiator in the same location as the room thermostat.

Remember if the room thermostat is turned to a low setting, the central heating may not operate regardless of the setting of any TRV's.

Note: Some older heating systems may not have a room thermostat or TRV's

Energy saving advice

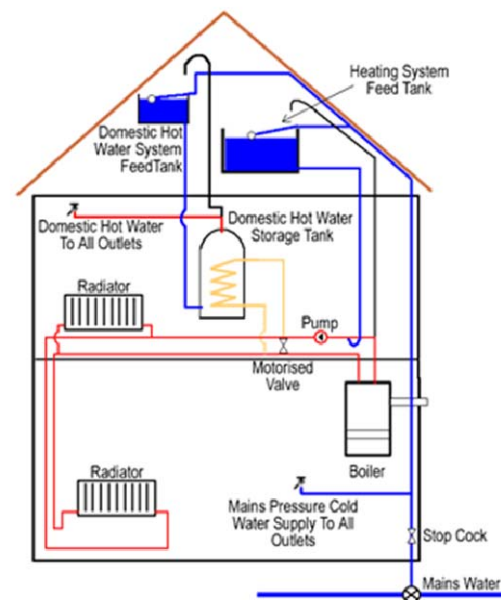
By making some small changes you can help reduce the energy used in your home. Included below are some helpful tips:

- Turn your room thermostat down by 1°C. This could reduce your heating bills by up to 10%
- Turn your radiators off or down in rooms you aren't using
- Shorten the hours that you have the heating on
- Switch the central heating to low or off when you are out
- Use lined curtains and close them in the early evening to reduce heat loss through the windows.

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Traditional system

A traditional system typically contains a boiler that provides central heating in the same way as a 'Combi' boiler. Hot water for the taps is heated by the boiler, then transferred and stored in a tank or cylinder which is normally fitted in an airing cupboard or possibly in the roof space. The temperature of the hot water is controlled by the thermostat on the boiler and in most installations by a separate thermostat connected to the tank or cylinder.



How your system works and how to use it efficiently

There are three main elements to controlling central heating in your home:

- Room thermostat
- Programmer/timer
- Thermostatic radiator valves (TRVs)

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Room thermostat

A room thermostat controls the heating system by sensing the temperature of the air around it and switching the heating on or off as appropriate. For example, if the thermostat is set to 21°C, when the air reaches that temperature the heating switches off. When the air temperature falls below 21°C the heating switches back on. This only works when the heating system has been switched on at the controls, either manually or through a timer/programmer.



Avoid manually turning the thermostat to different temperatures to control the heating.

Avoid turning the thermostat to maximum when the weather is very cold, as the boiler will stay on constantly in an attempt to get the house to an unnecessarily high temperature, which will waste energy and money.

You can save up to 10% on your heating bill just by turning the thermostat down by 1°C.

It is advisable to set the thermostat to between 18-21°C, according to comfort levels, then leave the thermostat alone to keep the temperature of the home constant. If the room thermostat is turned to a low setting the boiler may not operate.

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Timer/Programmer



Timer/programmers allow the home to be heated according to different lifestyles. Setting a programmer avoids the heating being left on all day when there is no one at home. The programmer can be set so that the system will come on before you wake up and before you get home in the evening, providing heating and hot water when it is needed. It is recommended to allow at least half an hour for the heating and hot water to be at the desired temperature.

Timer/programmer allows the heating system to come on automatically at a specific time.

There are many different types of programmers, some of which allow more complex programmes to be set, but they all carry the same principle. First, ensure that the clock is set to the correct time. Then choose which heating and hot water function is required. The options are generally for the heating to run continuously, to be completely off or run according to the programmed times. Generally you can choose one or two on/off settings a day depending on the programmer. There is also usually a 'boost', 'advance' or 'override' button which allows the pre-programmed settings to temporarily override the programme until the next set time.

Thermostatic Radiator Valves (TRVs)

TRVs allow the heating to be controlled in individual rooms and prevent unnecessary heating of occasionally used or unused rooms.

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