

LANGDON HILLS ESTATE DISTRICT HEATING SYSTEM

User Guide-Upgraded System

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The system is currently maintained by Thames Energy Ltd, who can be contacted on 01268 411122 from 8.30am to 4.45pm Monday to Friday.

For requesting repairs outside of these times and at weekends, please ring 0800 011 3241.

Please note: Thames Energy is only responsible for carrying out repairs to the boilers, distribution pipework and to systems installed in Basildon Council tenants' homes.

Meter readings: E-mail districtheating@Basildon.gov.uk

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DESCRIPTION OF SYSTEM

The following guide has been issued to help residents make the best use of their existing heating and water systems

GENERAL

Heating and hot water for your property is provided by means of a district heating system fed from a central boiler house serving 556 properties on the estate. Heated water from the boiler house is fed along service pipes running in ducts or garages below the properties. From these pipes the heated water is piped and metered into each property



The heater meter measures the flow and return temperatures of the water in the pipes together with the flow rate of the water in the and integrates these values to provide a read out on you meter in KW/hrs of heat consumed

Every quarter the meters are read, and the council calculates the charges for the period and issues a bill

There are two types of central heating systems installed withing the properties so that each resident has the optimum control of their heating system and its cost

Each system is fitted with a room thermostat, hot water control thermostat, motorised valves, and a programmer

In addition to the heat meter, some properties also have a prepayment meter installed, which allows the resident to purchase heat credits on a 'pay as you go' basis using a top-up card



ORIGINAL SYSTEM

This is the original central heating system installation when the estate was constructed and is the current system in most of the owner occupier and leaseholders' properties

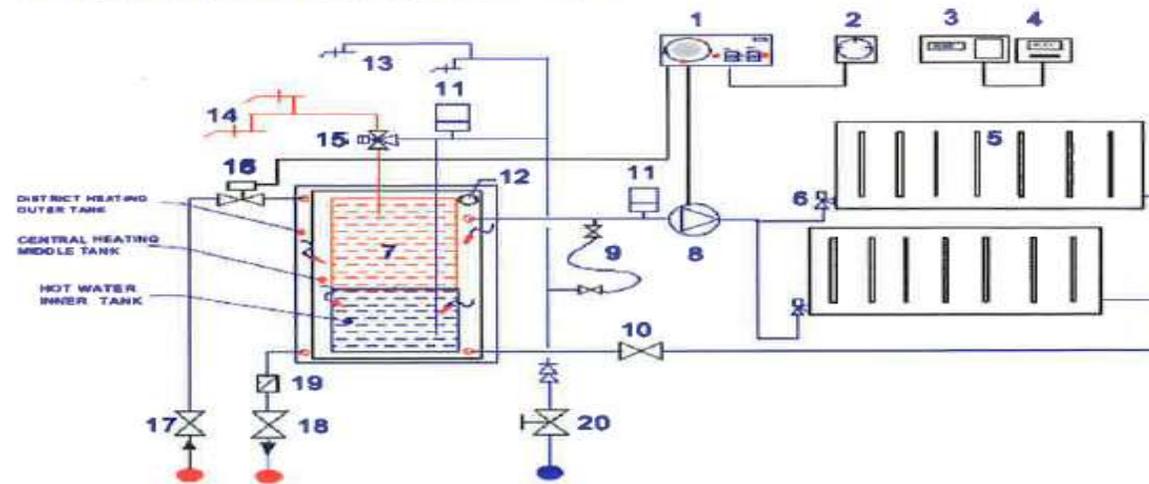
UPGRADED SYSTEM

This is the upgraded central heating system which was installed in 2000 in the tenanted properties owned by Basildon Council and Swan Housing

HOW DOES THE UPGRADED SYSTEM WORK?

A thermal store is set at the heart of this pump and system which is connected to a two-pipe system fitted with radiators, pump, and controls and provides mains pressure hot and cold water. The system is indirectly connected to the district heating system as shown in the diagram below

UPGRADED SYSTEM SCHEMATIC



1	Electronic Programmer	11	Expansion Vessels
2	Room Thermostat	12	Pre Set Control Stat
3	Heat Meter	13	Cold Water Outlets
4	Pre Payment meter if fitted	14	Hot Water Outlets
5	Radiators	15	Hot Water Blending Valve
6	Thermostatic Radiator Valve	16	Thermal Store Control Valve
7	Thermal Store	17	District Heating Flow Isolator / Isolation Valve
8	Radiator Circuit Pump	18	District Heating Return isolator / Isolation Valve
9	Filling Loop (Engineer use only)	19	Flow Sensor
10	Radiator Circuit Isolation Valve	20	Water Mains Stop Valve

CONTROLS

ELECTRO-MECHANIC 24 HOUR PROGRAMMER

Your programmer allows you to switch your hot water and heating on and off at times that suit you

Four tappets on the timing dial let you decide when you want your hot water and heating to come on and go off each day

The programmer has two ON times and two OFF times per day.

Using two simple rocker switches you can control your heating and hot water separately to suit your lifestyle



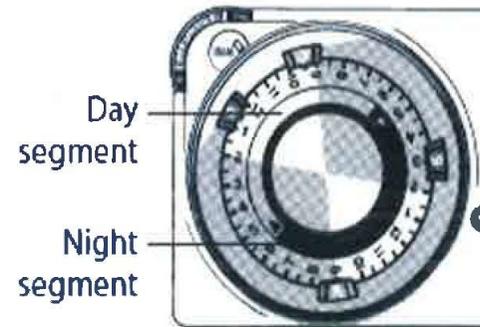
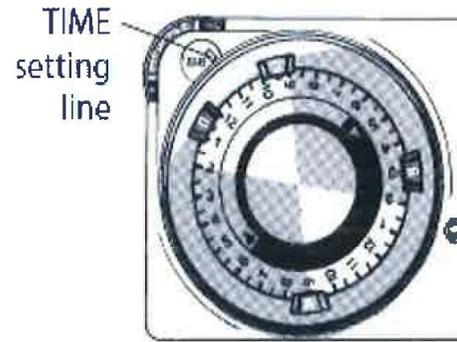
The programmer is factory pre-set to provide two selected heating and hot water periods per day as below

HEATING AND HOT WATER SETTINGS

TIME

Tappet A	ON	6:00am
Tappet B	OFF	9:00am
Tappet C	ON	3:00pm
Tappet D	OFF	10:00pm

SETTING THE CLOCK



1. Remove the dial cover
2. Turn the dial clockwise until the correct time is lined up with the TIME setting line

Day segment - for the period 6am to 6pm, has an aluminium finish

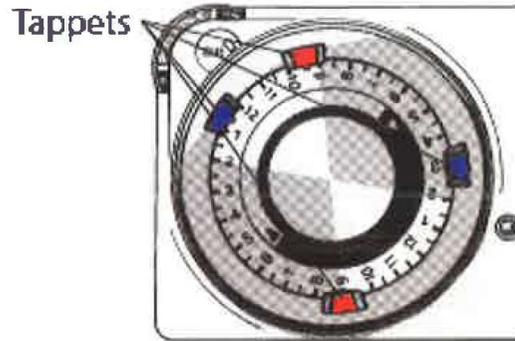
Night segment - for the period 6pm to 6 am, is coloured black

IMPORTANT - If you have a power cut you will need to reset the time - and also when the clocks change in spring and autumn

PROGRAMMING THE UNIT

There are four tappets on your timing dial, two red and two blue:

The **RED** tappets are the ON switches, the **BLUE** tappets are the OFF switches



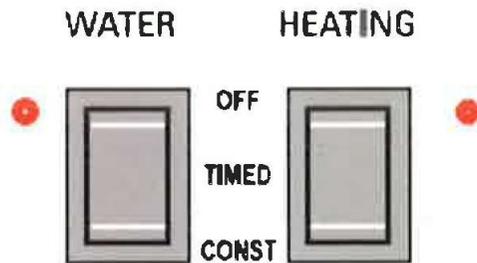
1. If you have not already done so remove the dial cover
2. Hold the black and silver dial with one hand and move the red tappet marked A clockwise to the time that you want your heating/hot water to switch on in the morning - you may find the tappets quite stiff so you may have to push them quite firmly
3. Hold the black dial with one hand and move the blue tappet marked B to the time that you want your heating/hot water to switch off in the morning

You can set your other two tappets in the same way to set your heating/hot water for the afternoon or evening

DO NOT switch the programmer on and off with the mains switch as this will stop the clock/timer and affect the timed programme

USING THE PROGRAMMER

The two rocker switches are used to select how the programmer controls your hot water and heating. The heating and hot water can be operated together or independently of each other (i.e. during the summer when only the hot water is required)



WATER SWITCH

- **OFF** - Do not switch off unless you are away for more than a day or on holiday. Upon your return, please use the manual override wheel as the thermal store will require a minimum of one hour to recharge
- **TIMED** - The hot water will come on and go off at the times that you have programmed
- **CONSTANT** - The hot water will come on manually and stay on constantly until you change the position of the switch

A **red light** adjacent to the water switch is lit whenever the water is switched on

HEATING SWITCH

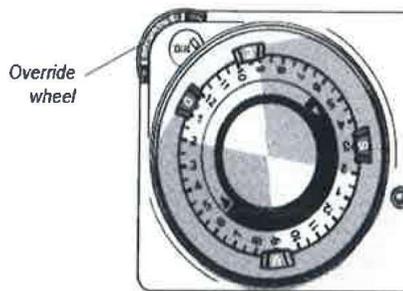
- **OFF** - The heating is manually switched OFF and will stay off until you change the position of the switch
- **TIMED** - The heating will come on and go off at the times that you have programmed
- **CONSTANT** - The heating will come on manually and stay on constantly until you change the position of the switch

A **red light** adjacent to the heating switch is lit whenever the water is switched on

OVERRIDES

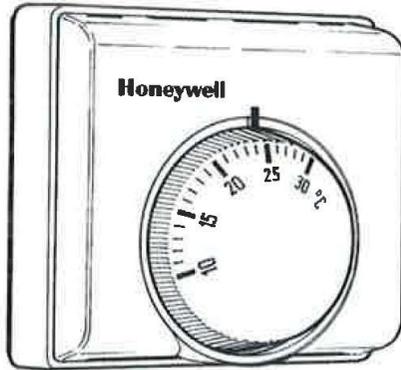
Sometimes you may need to change the way that you use your heating or hot water temporarily, for example due to unusually cold weather

The programmer has one convenient override which can be selected without affecting the set programme



The **RED/BLUE** wheel on the Left-hand corner of the unit is an **OVERRIDE SWITCH**

ROOM THERMOSTAT



As the room thermostat senses the air temperature at the point at which it is located, only by trial and error will the best combination of settings between the room thermostat and the programmer times be discovered for your own particular needs

THERMOSTATIC RADIATOR VALVE

User adjustable Thermostatic Radiator Valves (TRV) are fitted on all radiators except for the bathroom radiator



These work alongside the room thermostat to provide space temperature control in individual rooms and are normally set between positions 3 to 4