



Yorkshire  
Housing

# Heat pumps

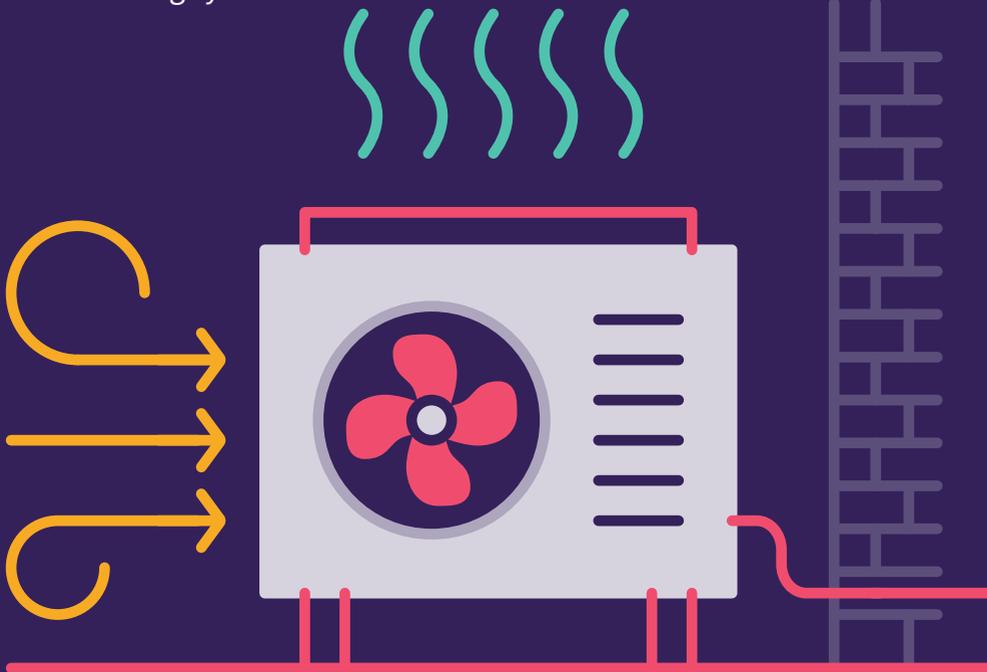
A guide to using your air  
source heat pump...



# An air source heat pump provides heating and hot water for your home without the need for gas.

The system works by using heat stored in the air to heat your home through radiators. Electricity is used to boost the heat when necessary. It works a bit like a fridge but backwards.

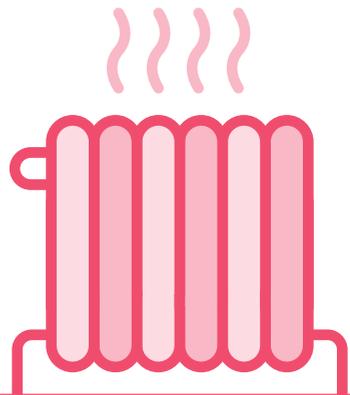
Air source heat pumps are efficient to run, could save you money and have a lower environmental impact than other heating systems.



# Air source heat pump tips:

Follow these top tips to get the best out of your new heating system and reduce running costs:

- Don't keep windows and doors open when your heating is on. This will cost you more to run. However, it's important to keep trickle vents in windows open, especially in the kitchen and bathrooms, to prevent condensation and damp.
- Don't change the settings on the heat pump itself. Use the thermostat and programmer to change heating and hot water settings instead.
- Set your thermostat to between 18 - 21C. Remember, the warmer your home is, the more it'll cost.
- If your home is too hot or too cold, turn the thermostat up or down by 1C at a time. Remember it'll take about an hour for your home to warm up or cool down, so give the heating system a chance to work before changing the temperature again.
- Don't use the valves on your radiators to turn your radiators off in unused rooms. This can cause rooms to get cold which can result in condensation and mould. Turn the valves down to a low setting instead.



# Air source heat pump tips:

- Instead of turning your heating on and off like you do when you've got a gas boiler, it's better just to reduce the temperature overnight or during the day when you're out by turning the thermostat down a bit.
- Avoid using an electric fire, this will cost you more to run. Only use it if you've had your heating turned off or down and your home is cool. It can take an hour or so for your air source heat pump to heat your home again.

## Follow these tips to get the best out of your hot water system, and to reduce running costs:

- Your heat pump will automatically heat your hot water to 60C to protect against bacteria that can survive in water less than 60C and make you ill.
- Try to avoid using the immersion heater for hot water. This will cost you more to run. You should only use it if there's a problem with your heat pump.

If there's a problem with your heating or hot water, get in touch with our customer service team by giving us a call on **0345 366 4404**.

The digital display on your heat pump may show a flashing error code, please report this to us so we can get you back up and running quickly.

If you think your air source  
heat pump isn't working  
properly, please give  
us a call on:

**0345 366 4404**





**Yorkshire  
Housing**

**Head office:**

The Place  
2 Central Place  
Leeds  
LS10 1FB

**Telephone:** 0345 366 4404

**Email:** [enquiries@yorkshirehousing.co.uk](mailto:enquiries@yorkshirehousing.co.uk)

**[www.yorkshirehousing.co.uk](http://www.yorkshirehousing.co.uk)**

