

Living with your heat pump



A quick guide that stays with the home. For anything it doesn't cover, ask your installer or landlord.

Worried it's broken? These are normal

- ✓ Radiators feel warm, not hot, and warmer on colder days
- ✓ Steam, drips or some fan noise from the outdoor unit
- ✓ Heating pauses while the hot water heats
- ✓ It takes hours, not minutes, to warm up

What should I do?

- ✓ Start heating early. It gains about 1° an hour
- ✓ Turn down by 2° at most when out, not off. Smart heating does this for you
- ✓ Keep the outdoor unit clear

What should I avoid?

- ✗ Switch it off to save money
- ✗ Turn radiator valves off
- ✗ Crank it up to heat faster

My heat pump

Fill these in with your installer or housing provider so you know your settings. Check before changing them, and call the number below if something is not right.

Comfort	Out/night
_____ °C	_____ °C
Hot water	Pressure
_____ °C	_____ bar
Who to call	Phone
_____	_____
Power switch (isolator) is at	Next service due
_____	_____
Booked by ☐ Me ☐ Installer	

Going away?

Use away or holiday mode. Ask your installer how frost protection works. Switch schedules back on the day before you return.

Once a month

Check the pressure gauge on your heating system. It should be close to the pressure written in My heat pump. If it has dropped, call your installer.

Once a week

☐ off ☐ On

Hot water boost (legionella). Ask your installer if you need one, and note yours here.

Day and time _____ Temp _____ °C

When is the best time to heat?

Got smart heating? Leave it on. It moves your heating to the cheaper times, which is where the saving comes from. If the app says to turn it off to change a setting, ask your installer first.

- When it is warmest outside**
Usually around lunchtime. Warmer air means your heat pump works less to heat your home.
- When it is cheapest**
On a smart tariff, that is the cheapest period. Heat then, and let it drop by 2° at most in the expensive ones. Bigger drops take hours to recover.

My cheapest times (if on a tariff)

Hot water can use these times too. Ask your installer.

Check first

Rooms still cold after a day, or an error code? Note the code, check the unit is clear and the pressure is normal, then call.

Call now

A steady leak (keep away from the unit), loud banging, or no heating and no hot water at all.