

User guide

# NIBE Systems



If you need help understanding the information in this document, please contact us on **0300 365 1111**.

# NIBE systems

## Our service to you

As our customer, you deserve an excellent service. Our service standards tell you what you can expect from us, our operatives and contractors.

If your experience does not match the standards we have set, or you feel we could improve on the service we provide, please let us know by calling **0300 365 1111**.

We monitor our performance against these standards and publish the results in our Annual Report and on our website **ovh.org.uk**

Every year, we will review the quality of our services with you and make any necessary changes.

## Introduction

One Vision Housing has fitted your home with an innovative but simple to use heating system known as an 'Exhaust Air Source Heat Pump' made by NIBE, a Swedish company.

The heating system replaces the need for a gas boiler but performs the same function. It runs on electricity so consequently there is no gas installation in your home.

You may notice white circular ducts in your kitchen and bathroom. The NIBE unit draws the air from these ducts into the unit and takes the heat from the air to help provide you with heating and hot water.

The air taken out by the NIBE system is replaced by air coming into your house through ducts in the walls and is circulated through the home via the air gap under the internal doors.

**We have fitted this type of heating system in your home for two main reasons:**

- To try to save you money on your household running costs in the face of increasing energy costs where gas has been rising more than electricity, and;
- To help reduce carbon dioxide emissions (the main 'Greenhouse gas' responsible for climate change).

## Understanding the operating modes

The main circular mode selection dial on the front of the NIBE unit has 4 settings:

### Mode 0.

This switches the entire NIBE unit off. This mode uses no electricity and does not cost any money. This should be used when the property is going to be empty for an extended period.

### Mode 1.

This runs the ventilation fan and heats the hot water store up to set point. The heating system is enabled but will only run if the temperature falls below that which is set on the wall mounted temperature controller.

This is the normal and most economical running mode. In this mode the more efficient heat pump is used to generate low cost heat. The high energy boost immersion heater is switched off. Users should aim to run in this mode all of the time, see further notes.

### Mode 2.

This is as mode 1 but the boost immersion heater is enabled, and will run automatically as a boost heater.

*This mode is more expensive to run and can lead to high running costs so should be used as sparingly as possible.*

Some users may never have to use this mode; others who require warmer room temperatures and use more hot water will need to use this mode at times.

*If this mode is selected, it is important to remember to switch back to MODE 1 as soon you feel warm enough.*

### Mode 3.

This is an emergency (very high running cost) mode that should only be used in the event of a heat pump/compressor failure.

## Basic tips for low cost running

- To prevent excessive cold air from being drawn in to the property the window trickle vents in bedrooms and living areas should be kept tight closed, and windows kept shut during periods of very cold weather.
- Set room temperature on wall mounted temperature controller as low as is comfortable for you (recommended setting is 21°C).
- Set the valves on your radiators to the lowest comfortable setting (recommended setting is 3).
- During warmer weather you may not need to run your NIBE unit for 24 hours a day. You could save energy and money by turning your NIBE unit to MODE 0 for periods during the day.

**Note:** Some boilers may have dots instead of numbers, however the principles for use are still the same.

## Further help

Refer to the NIBE quick start user guide found on their website [nibe.co.uk](http://nibe.co.uk)

Alternatively, contact us and we will be happy to show you how to use the system.





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### **Cantonese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.