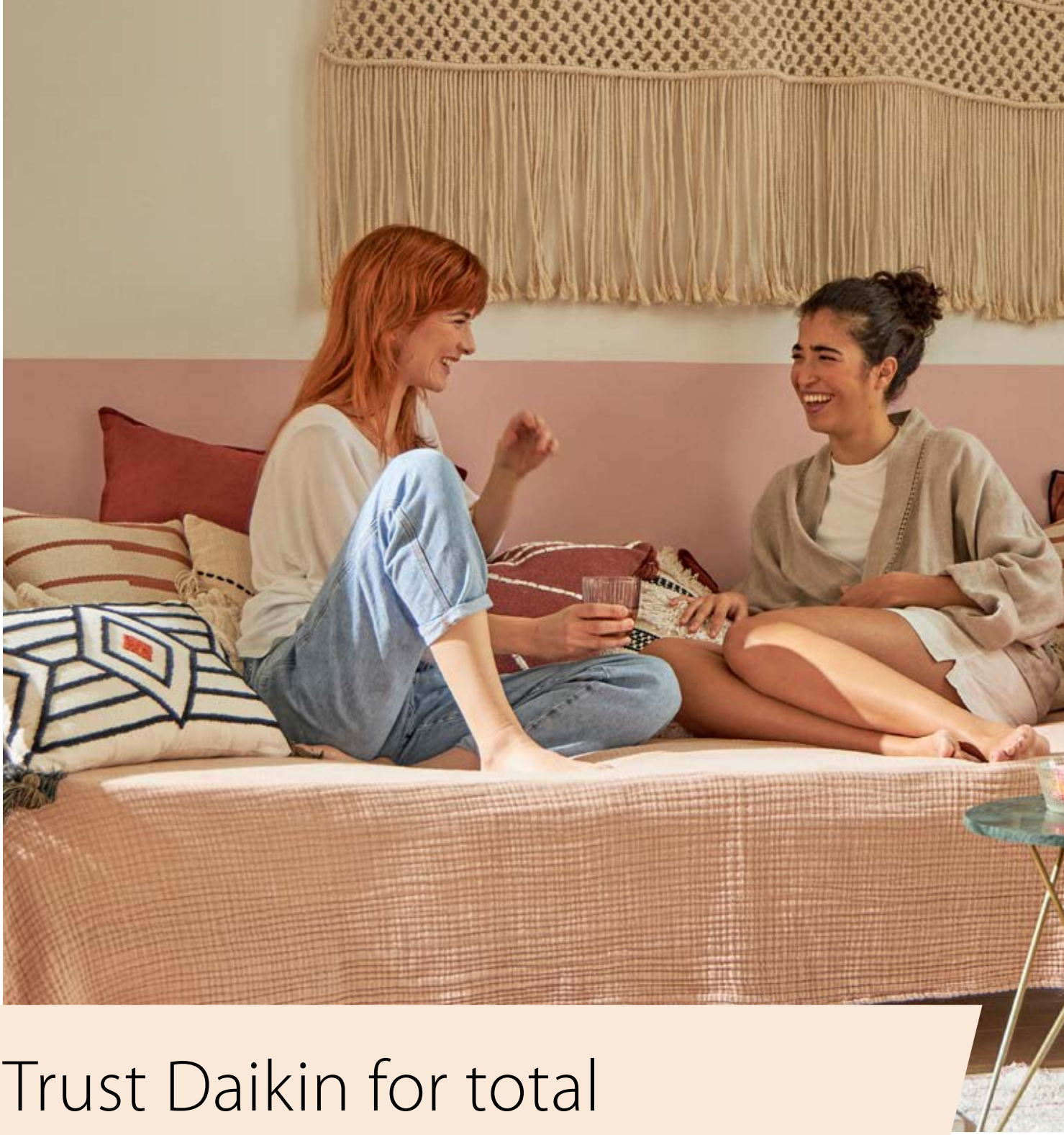
Welcome to your heat pump

Congratulations! Your home has a Daikin heat pump installed, giving you low-cost, low-carbon heating and hot water all year round. This guide contains everything you need to know about your eco-friendly heating system.



Trust Daikin for total home comfort

There are many things which make up the perfect home. Living with people you care about. Feeling secure. Being comfortable. And at Daikin, we're helping homeowners achieve complete home comfort, with our energy-efficient heat pumps.

100 years of expertise

Daikin has been around since 1924, offering the most efficient heating, ventilation and air conditioning solutions on the market. Plus, all our systems are built with reliability in mind, meaning you can enjoy peace of mind that lasts for years to come.

More than 900,000 Daikin heat pumps are already in homes across Europe, and millions more homeowners trust Daikin for their home comfort needs.

100th ANNIVERSARY

Better for you
Better for the planet

We're not just committed to the future of home comfort: we're committed to the future of our planet. And we're doing everything we can to make a positive change. By choosing a home using our green and clean heat pump technology, you'll be reducing your own carbon footprint.

Your heat pump will help to reduce your home's energy consumption, which means you'll be saving money. And you'll be making a powerful change for a better future – for you, for your family, and for the planet.

How do heat pumps work?

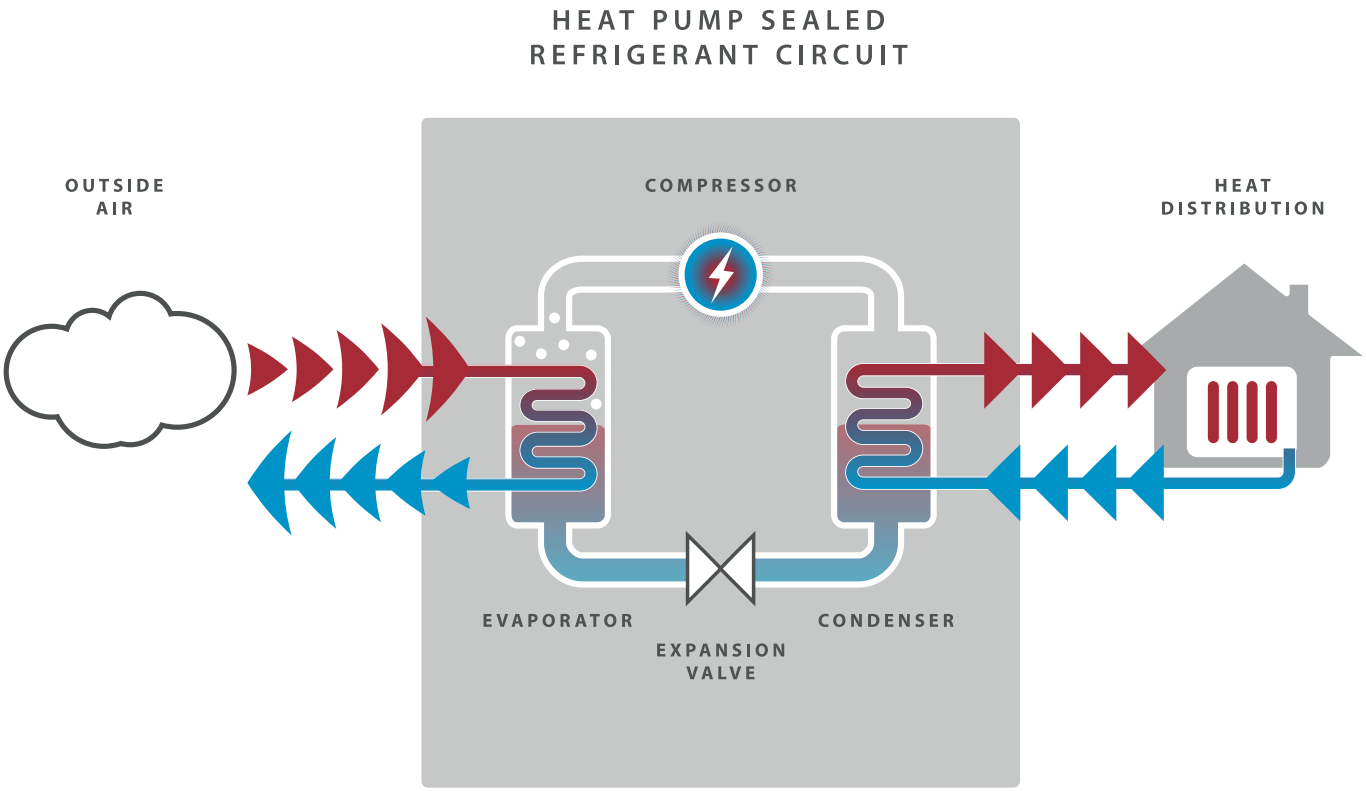
Heat pump technology isn't new. In fact, if you've got a fridge in your home, you've been using it for years already. A heat pump works in a similar way to your fridge – moving heat from one place to another. Quietly. Efficiently. Reliably.

Scan the QR code to find out the answers to your heat pump questions.

Taking heat from the air…

Your air source heat pump takes energy from the air, and moves it into your home in an effective, sustainable way.

A fridge extracts heat from the inside and transfers it to the outside - that's why the back of your fridge feels warm. To provide home heating, your heat pump simply reverses this process. It takes heat from the air outside your home and moves it inside, making your home warmer. This heat will be used to provide hot water and heating for your radiators and underfloor heating.



… even in really cold weather

Your heat pump extracts 'hidden heat' from the outdoor air. It's not the type of heat we can feel. It's actually energy that's hidden in the air's matter.

The heat pump technology releases this energy and turns it into heat. It works even when it's really cold outside. In fact, your Daikin heat pump will work in sub-zero temperatures as low as -25C.

… using only electricity

Because your heat pump runs on electricity, you won't need to depend on fossil fuels to warm your home. By using clean, renewable energy instead of a traditional gas boiler, you're significantly reducing your environmental impact.

And, because your heat pump is so efficient, it should reduce your fuel bills too. But be mindful that the heat pump is purely for heating and hot water. It has no impact on how your other electrical appliances work towards your electric bill.

Heat pump mythbusters

Even though the technology has been around for years, the idea of using heat pumps to warm homes is relatively new. So it's not surprising that there are a few misunderstandings flying around. We tackle some of the common misconceptions about heat pumps...

Myth #1:

They're expensive

Fact: Because electricity currently costs more than gas, people worry that heat pumps are expensive to run. Daikin heat pumps are mainly powered by renewable energy and are incredibly efficient - up to 3-4 times more efficient than a gas boiler. This means you don't have to spend so much money on energy to heat your home and hot water.

Myth #2:

They're noisy

Fact: Heat pumps are much quieter than most people think. A Daikin outdoor unit is usually around 40-50 decibels, like an electric toothbrush. And our indoor units are even quieter, measuring 30 decibels at most. That's quieter than a refrigerator. It's as soft as a whisper.

Myth #3:

They're large and unsightly

Fact: The outdoor unit for a heat pump isn't as big as most people believe. Your heat pump will be positioned in a discreet place outside your home. The hot water cylinder will be sited within your home, taking up the same amount of space as a traditional hot water cylinder.

Myth #4:

They need loads of maintenance

Fact: Your heat pump should be serviced every year, just like a gas boiler. And a well-designed heat pump installation is likely to outlast a gas boiler. The typical lifespan of a heat pump is 15-20 years, saving you money, and reducing your carbon footprint, for decades to come. You can also upgrade your maintenance package, giving you even greater peace of mind. See section on StandByMe for options.

Myth #5:

They can't cope with cold winters

Fact: A heat pump will take the heat energy from outside air, even on a cold day, and concentrates it into usable heat for your home, warming radiators or underfloor heating systems. Daikin heat pumps continue to function perfectly when it gets cold outside. In fact, they can cope down to -25°C.

Myth #6:

They're complicated to use

Fact: You'll find that your heat pump is as easy to use as a regular boiler. Once the temperatures and heating periods are set, you can just leave it to run automatically. You'll be given full instructions to get you set up correctly. Then you can sit back and enjoy a warm, comfortable home.

Myth #7:

They shouldn't drip water

Fact: If you've noticed condensation dripping from my outdoor unit, everything is OK. It's perfectly normal to notice some water falling from the unit. This is fresh, clean water, so nothing to be alarmed about. It's an indication that the unit is working effectively and efficiently.

Myth #8:

They need solar panels

Fact: If you don't have solar panels installed, your heat pump will still run very efficiently off national grid electricity. However, solar panels will help you get even better value out of your heat pump. So, it's worth considering getting them installed at a later date.

How to look after your heat pump

Here are some simple pointers to help you get the most out of your heat pump system and achieve comfortable temperatures year-round. Follow these six tips to get the best results from your heat pump and enjoy efficient heating and cooling.

1. Maintain a steady temperature

Rather than increasing or decreasing your set temperature to get an instant blast of heat, try to keep it at a constant, comfortable temperature. Heating systems are at their most efficient when gently working over long time periods rather than stop/start. Try to increase or decrease the temperature by only a degree or two at a time.

2. Change the temperature according to the season

Set the temperature to a different level in the summer than in winter, so you don't feel too hot or cold for the time of year and use energy unnecessarily. A temperature of 21˚C might feel cosy when it's icy outside, but it will feel too warm on a hot day

3. Think about your temperature setting

Remember, a comfortable temperature setting using a heat pump may be different from the temperature you set when using a boiler. Try to set the temperature between 20°C and 22°C. Setting the temperature higher makes it work harder and it will be less efficient.

4. Keep your doors and windows shut

You want to maintain a stable temperature and avoid your units trying to heat the outside! Keeping doors closed inside the home can also help maintain the temperature you have set for each room (if, for instance, you want your living room to be warmer than your bedroom). It's always a good idea to keep window vents open though.

5. Pay attention to the surroundings

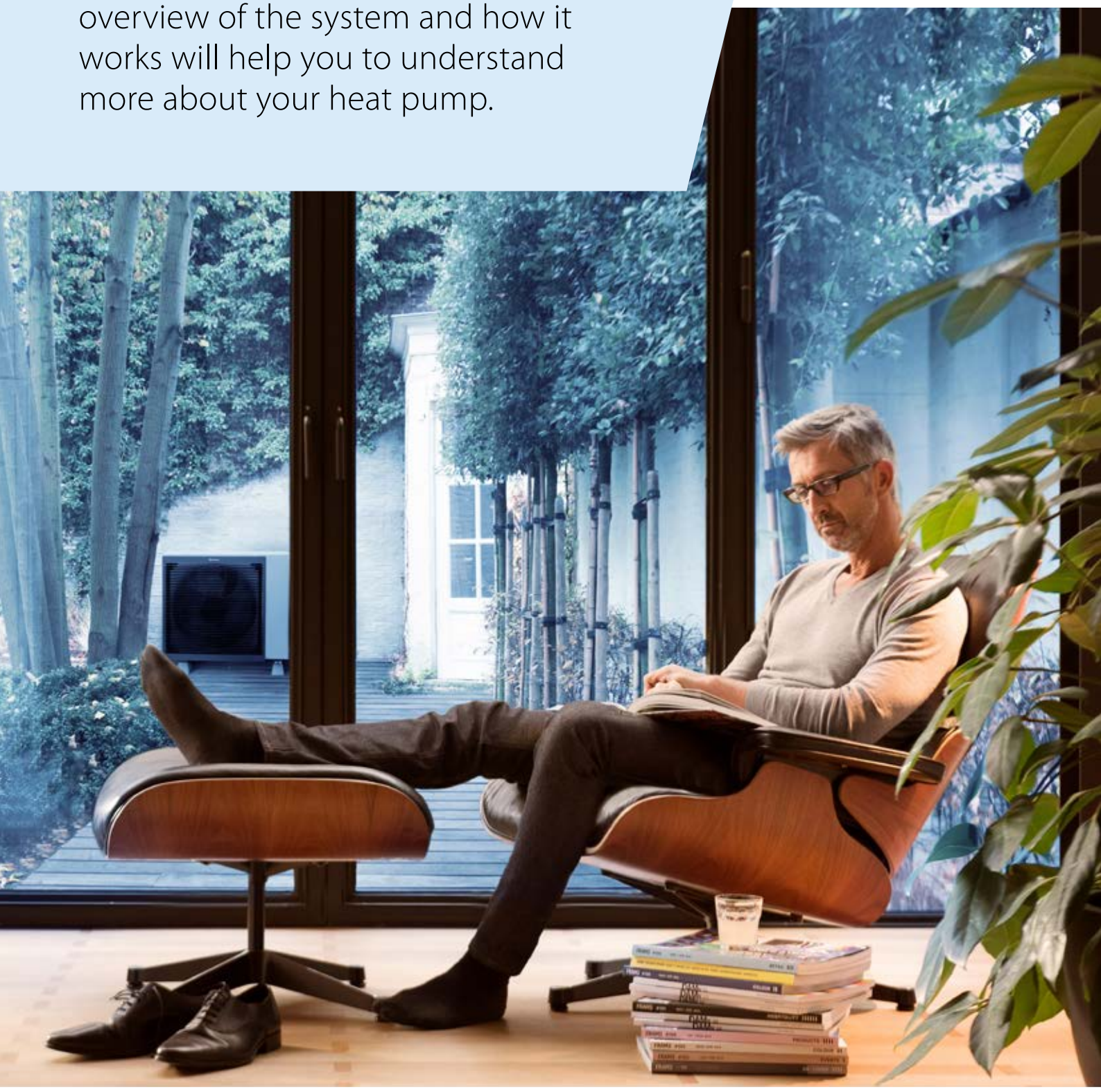
Your outdoor heat pump unit needs space around it, so don't place large plants and bushes too close. And don't put plants or shrubs directly in front of the heat pump either. There needs to be sufficient space to allow the free exchange of cool and warm air.

6. Don't forget cleaning and maintenance

To keep your system in tip-top condition, remember to keep the outside unit clear of leaves and other debris too. And be careful not to damage the system when clearing away leaves. In addition, have your system serviced each year by a professional.

An overview of your heat pump

The heart of your central heating system is the highly efficient Daikin Altherma heat pump. This brief overview of the system and how it works will help you to understand more about your heat pump.



System overview

The heat pump heats the water, which flows around your central heating and separately heats the hot water, when required, in your hot water cylinder. The central heating is controlled by a room thermostat, which turns up and down the temperature according to preset times, sending warm water through the central heating.

1. Outdoor unit

Your heat pump is positioned outside your home. It extracts heat from the air and uses this heat to heat the water passing through the central heating and hot water cylinder. The outdoor unit pulls in air from the rear, extracts the heat in the air, and blows the cooled air out of the front. This is done automatically, and there is no need to set or adjust it.

DO keep it clear of debris
If the rear of the outdoor unit gets clogged up with leaves or debris, the efficiency of your heating system can be reduced. This should be checked regularly and cleaned with a soft brush. Similarly, don't block the front of the unit up by leaning anything against it.

DON'T worry if you see steam
When it's cold, your heat pump will automatically run a cycle to clear any built-up ice. It's actually steam, not smoke, and a bit of melted ice. So it might look a bit dramatic, but it's actually a sign everything's working as it should be.

2. Hot water cylinder

Your hot water cylinder is sited inside the house, and it provides hot water for your whole home. Hot water cylinders are used to store hot water and keep it warm for that exact moment that you need it. The high-performance WRAS-approved cylinders are designed to meet all your needs, from assisting towards heating your home to providing hot water to your taps and showers.

Your hot water cylinder has been specifically designed to work with your outdoor unit. It is highly energy-efficient and keeps the water in your tank hot - ready for when you want to use it.

3. Programmable room thermostat

You may have a room thermostat installed in your property. It would be located in the hall or within certain rooms. It controls when the house is heated, and to what temperature.
We recommend an ambient indoor temperature of between 19°C and 21°C.

4. Heat emitters

Most radiators are fitted with Thermostatic Radiator Valves (TRVs) which ensure rooms will not become too warm. Temperatures are represented by numbers or Roman numerals I, II, III, IIII. The higher the number, the warmer the room temperature. Each valve should be set according to the temperature you wish to achieve.

5. Underfloor heating

Where underfloor heating is installed, you may see a manifold in your under-stair cupboard or similar with pipes going into the floor. This will heat your floors, which in turn heats your home.

Troubleshooting

Your Daikin heat pump is a highly reliable system, but sometimes things can go wrong. These troubleshooting tips should help you address some of the more common issues that can arise on occasion.

Problem: You are feeling too cold in your living room

Possible cause #1: The desired room temperature has been set too low on your thermostat.

Solution: Increase the desired room temperature on the thermostat.

If the problem recurs daily, do one of the following:

- **Increase the room temperature preset value**
- **Adjust the room temperature schedule**

Possible cause #2: The desired room temperature cannot be reached.

Solution: Increase the leaving water temperature in accordance with the heat emitter type.

Problem: Your tap water isn't warm enough

Possible cause #1: You ran out of domestic hot water because of unusually high consumption.

Possible cause #2: The desired DHW (domestic hot water) tank temperature is too low.

Solution: If you immediately need more domestic hot water, activate the DHW tank booster mode. However, this will consume extra energy.

If you can wait, overrule (increase) the active or next scheduled desired temperature so that more hot water will be produced.

If the problem recurs daily, do one of the following:

- **Increase the DHW tank temperature preset value**
- **Adjust the DHW tank temperature schedule (for example, programme it to heat up the DHW tank to a preset value during the day)**

Problem: Your heat pump stops working

If your heat pump fails to operate, the backup heater or booster heater can temporarily serve as an emergency heater and either automatically or non-automatically take over the heat load. Your system may need topping up with water. Please see the pressure gauge and filling loop.

When auto emergency is activated and a heat pump failure occurs:

- **The booster heater will automatically take over the domestic hot water production.**

When auto emergency is not activated and a heat pump failure occurs, the domestic hot water and space heating operations will stop and need to be recovered manually. The user interface will then ask you to confirm whether the backup heater or booster heater can take over the heat load or not.

Possible cause #1: Heat pump needs servicing.

Solution:

- Press [i] to view a description of the problem.
- Press [i] again.
- Select [OK] to allow the backup heater to take over the heat load.
- Call the Daikin Heating Service Contact Centre (details on back page) to arrange a service visit.

Register your heat pump on Stand By Me

It's time to register your heat pump system on the Stand By Me portal. Stand By Me gives you all the tools you need to manage your heating system in one place. From your warranty and maintenance packages, to your service record, and even your heat pump's performance.

Complete peace of mind

Now you're the proud owner of a Daikin Altherma heat pump, we're here to ensure you can enjoy sustainable comfort in your home, whatever the weather.

And that comes with complete peace of mind when your heat pump is registered on Stand By Me – an online resource, providing all your warranty, service, performance and maintenance information, in one place.

Don't miss out

Register your system within 24 months of installation to gain access to **Stand By Me** and claim your **FREE** extended warranty.

Please note, your system must be maintained and serviced annually to ensure your warranty remains valid.

What you can find on the Stand By Me portal

1. Installed products

Here, you'll find all the details you need about your heating system, including the model name and number, when it was installed and when your warranty expires.

2. Maintenance packages

We have a number of maintenance packages available from bronze up to gold level, so you can be sure to find the right fit to suit your budget and your lifestyle.

3. Billing information

Here, you'll be able to see any additional products and services you pay for, including any maintenance and service packages you've added to your plan.

4. Your account

Your account is where you'll find an overview of your personal information. You can also edit your account, update your login credentials – such as your email and password – and set your marketing preferences.

Register your heat pump today

To register your unit, and gain all the benefits of Stand By Me, visit: **standbyme.daikin.co.uk**

We’re here to help

Homeowner Contact Centre

Whether you need help finding your commissioning code, to book your annual maintenance visit or to arrange a service visit in the event of a breakdown, the Daikin Heating Service Contact Centre is ready to help.

Please call **01932 879271** or email **customercentre@daikin.co.uk** and we’ll be able to help.
Lines open Monday to Saturday 8.00am to 6.00pm

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