



Activate
your extended
warranty

Welcome to your new home

This document is designed to brief you on the energy efficient heating system your home comes installed with. A Daikin Altherma heat pump powered mainly by renewable heating rather than a traditional fossil fuel gas boiler. Having innovative heat pump technology in your home, you'll enjoy all the comfort and control you expect, and save energy, while minimising your impact on the planet.

System overview

The heart of your new central heating system is our award winning, highly efficient Daikin Altherma air-to-water heat pump. 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 from a programmable room thermostat which turns up and down the temperature accordingly to preset times, sending warm water through the central heating. Most radiators have thermostats TRVs fitted to control the individual room temperatures.

Further details about your new heating system are explained below.

Outdoor unit

The heat pump is outside. This extracts heat from the air, even below 0°C 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 the front. This is done automatically, and there is no need to set or adjust it.

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

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.



Daikin Altherma Monobloc 4-8 capacity model

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 heating your home to providing hot water to your taps and showers.

Your hot water cylinder has been specially 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.



Programmable room thermostat

Your developer will advise how best to set your thermostat but we recommend an ambient temperature of between 19°C and 21°C.

If you choose to operate your heating system remotely, you can download for free the Onecta App, available from Google Play and the Apple Store.



Heat emitters

Most radiators are fitted with Thermostatic Radiator Valves TRVs which ensures 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.

Underfloor heating (UFH)

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

Keeping your Daikin Altherma heat pump in top condition is important, this is why Daikin have given you a **complimentary standard two year warranty package**. This covers your Daikin heat pump, plus costs for parts and corrective labour on any preventative repairs that are made during maintenance checks if your unit is within the Daikin warranty.



To register your warranty and explore, activate or book your maintenance packages, visit the **Stand By Me** portal:

standbyme.daikin.co.uk

Please make sure you **register to claim your extended warranty**, by logging into **Stand By Me**.

You should have received an activation code, if not please contact your builder

Once logged into **Stand By Me** please add your details, you will be presented with the following options:

Step 1 Click to **register your free extended 12 month warranty**

Step 2 Click to **add your choice of maintenance package or additional warranty***

* at extra cost

For further explanation about heat pumps please hold your phone camera to the QR code.



IMPORTANT: Please remember to activate your warranty otherwise your heat pump will not be under warranty.

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