

## Understanding Your Heating System - Page 1 of 2

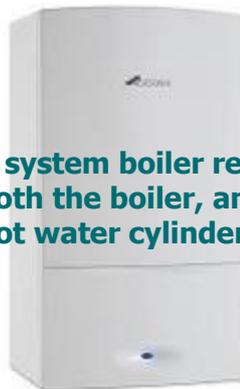
This fact sheet provides a basic overview of different parts of your heating system, identifying each part and what it does. This will help you when reporting any repairs, and to get the most out of your system.

**Boilers:** there are two types of boiler, and these apply whether your boiler is gas or oil. (Oil boilers may also be floor standing or wall mounted, and some are outside. )

**System Boiler** – If you have a separate hot water cylinder (usually in a cupboard) you have a system boiler.

- The cylinder stores hot water and is well insulated to keep the water hot for up to 48 hours.
- Your boiler or programmer will have settings to control when the hot water is heated – usually overnight so the boiler is not working to heat radiators at the same time.
- There is an electric immersion heater inside the tank to heat the water near the top only, this can be activated if you have used all the hot water – bear in mind this is a more expensive way to heat water, but is also useful if the boiler breaks down!

**A system boiler requires both the boiler, and the hot water cylinder**



**A combi boiler consists of the boiler only**



**Combination Boiler** – If you do not have a hot water cylinder you have a combination or 'combi' boiler.

- This boiler heats up the hot water on demand (you may hear the boiler firing when you turn on a hot tap),
- Can be more efficient in a home with lower hot water requirements.

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**Thermostatic Radiator Valve** – Also known as TRVs, these are the controls on the side of radiators.

- These do not control the boiler, they increase or reduce the flow of water through the radiator.
- Set these to the level you want, for example cooler in a bedroom, and warmer in the living room.
- One radiator will not have a TRV, this is a control measure ensure a steady flow rate, and if your system has a room thermostat, this room will not have a TRV, to prevent interference from two controls.



**Room Thermostat** – Most, but not all systems will have one of these - it does add an extra level of control.

- Usually located in the hallway or living area, this controller will turn off the boiler when the set temperature is reached.
- If the temperature drops below the set temperature, the thermostat will signal for the boiler to start up again (if the heating is set to be 'on' at this time).



**Programmer** – May be part of your boiler, or a separate wall mounted unit.

- Some digital programmers are 5/2 programmers; allowing you to set up different weekday and weekend timings, but others let you set one schedule for the whole week. Standard recommended settings are:

ON around 30min before you wake up  
OFF around 30min before you leave the house  
ON before you get home  
OFF around 30min before you go to bed

- Experiment to see what suits your household, your home might need more or less time to heat up. If you need a temporary boost, or if your home is too warm, you should be able to override the set-times using the thermostat or programmer.
- You should have a copy of the user guide to help you set your programmer, if you do not please contact us to request one, quoting the make and model number of the programmer.
- Your programmer may also have a 'countdown' feature that shows the number of days until a boiler service is required. If you notice this is getting close, and you do not have a service visit booked, please get in touch.

