City of Westminster

Heat Interface Units (HIUs)
Your guide to the new system controlling your heating and hot water

Benefits of the HIU system

- Full individual control of your heating
- Use the programmer to set when your heating comes on and goes off
- Use the thermostat controls on your radiators to control the temperature in each room
- The HIU will heat the water on demand.
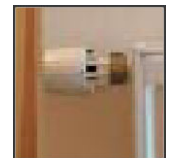
Controlling your heating
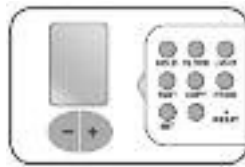
Your new heating system comes with a wireless programmer and thermostat panel which allows you to set 'on' and 'off' time periods for your heating. For example, you can make sure that the heating comes on before you wake up and turns off when you leave the flat.

Check that the clock on the programmer is correct before you set your programmes. You may need to adjust this when the clocks change.

Please see the step by step guide on the next page on how to set the time and also the different programme settings.

Hot water supply

Your hot water supply is not affected by the programmer. Hot water is available at all times.

Your hot water is now heated directly by the HIU, so you will notice it will take a few seconds for the water to warm up after you turn the tap on.

Tip: Turn the tap on slowly, rather than opening it fully, as this helps the HIU to heat up the water without wasting too much water.
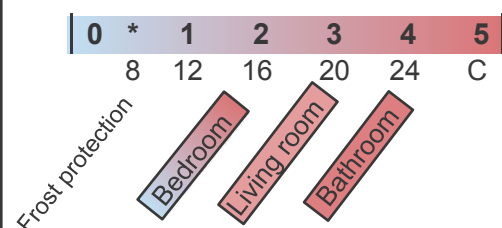
How to use Theromostatic radiator valves (TRVs)

The new radiators installed are all fitted with Thermostatic radiator valves. These valves do not control the boiler. They reduce the flow of water through the radiator and prevent your home from getting warmer than necessary.

Set them to the level you want for the room. For example, many people will prefer a higher setting in the living room compared to the kitchen. A lower setting uses less energy.

The energy saving trust recommend setting your thermostat as follows;

User Guide

The desired room temperature can be controlled by turning the radiator valve. The temperatures obtained are approximately:

0	*	1	2	3	4	5
8	12	16	20	24	C

Frost protection   Bedroom   Living room   Bathroom

SANGAMO

Quick reference guide

How do I set the time and date on the programmer?

1. Press **CLOCK** to enter edit mode
2. Press **-** or **+** to adjust the Year
3. Press **CLOCK** to cycle to next option (Month)
4. Repeat steps 2 & 3 to set Month, Day, Hours and Minutes
5. Press **SET** to save and exit
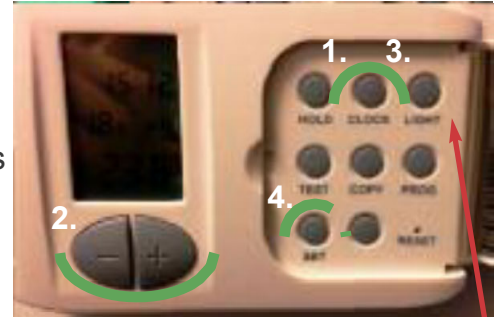
Top Tip There is a 'light' button in the top right hand corner. Press this to light up the screen blue (as seen in the picture below). This will help you see the settings.

How do I set the times I want the heating to come on and go off?

1. Hold **SET** and press **PROG** to enter edit mode

2. Use **-** or **+** to select the day (Monday - Sunday shown as 1-7 at the top of the display)

3. Press **PROG** to find the settings (you can set up to 7 per day, cycles P1, P2, P3 etc).
   To set P1 the time will start to flash. Press **-** or **+** to adjust to the time you want the heating to come on in the morning.

4. Press **PROG** again to move to the next setting. The temperature (in the centre of the display) will now flash and you can press **-** or **+** to adjust to your prefered temperature.

5. Press **PROG** again to move to set P2 - the time you want the heating to go off. Select the off time first as described in step 3. Press **PROG** again to move to adjust the off temperature. To ensure the heating goes off, the temperature will need to be lower than before (eg. 16°C)

6. Repeat steps 3 - 5 until you have all settings required for day one.

7. Press **SET** to save and exit.

8. Repeat the above steps for each day of the week.
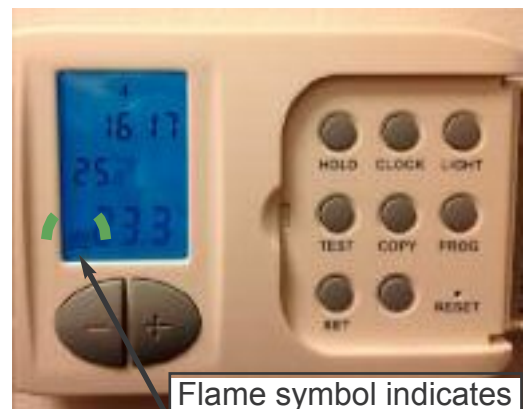
Flame symbol indicates heating is **on**

No symbol means heating is **off**

Top Tip If the room reaches your requested temperature before the time you have set for the heating to go off, you will find the heating will click off sooner. This is to stop over-heating. If you still want the heating on, you can increase your prefered temperature by using the **+** button.

Setting a continuous temperature

City of Westminster

Permanent hold
(temperature is held until user cancels)

1. Press **HOLD** (key icon is displayed)
2. Press **-** or **+** to select temperature to hold at
3. Press **PROG** to confirm
4. Press SET to save and exit (to cancel, press SET again. The key icon will disappear).

Note
Once your flat reaches the desired temperature, the radiators will turn off.
These will come on again as the temperature in the flat drops.
This will ensure the flat remains at a consistent temperature.

Top Tip
For the heating to come on, you will need to set your preferred temperature to be **higher** than the current room temperature.

The temperature shown in the centre of the panel is your setting;
The temperature shown at the bottom of the panel is the current measured room temeprature.

Heat Interface unit (HIU) Fault finding
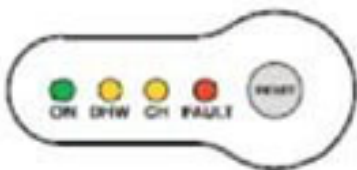
LED Light	Light - off	Light - on
🟢	No electrics	Electric supply on
🟡	Domestic water cycle off	Domestic water cycle on
🟡	Heating cycle off	Heating cycle on
🔴	No fault	Press re-set

Problems with the new system?

If you have any problems with your new heating system, please contact our customer services team on 0800 358 3783 or by email at housing.enquiries@westminster.gov.uk

We will arrange for an engineer to inspect if required.

Frequently asked questions

Can I set the temperature in my flat at a constant temperature?
Yes. A thermostat is installed within the programmer. This will be fitted in the hallway (or other convenient location if requested). The thermostat will measure the temperature inside your flat. The heating can be set to come on when the temperature drops below a certain temperature and turn off again once the desired temperature is reached.

Do I need to turn up the thermostat when it is colder outside?
No, your home will heat up to the set temperature regardless of any outside changes in termperature. It may take a little longer on colder days.

Why do the radiators sometimes switch themselves off?
Once the room has reached the set temperatue they will temporarily switch off. They will then heat up again as needed.

I have set my programmer to be 'on' at all times, but the radiators are not hot. Does this mean the system is not working?
Not necessarily. If the thermostat records that the room has reached your set temperature, then the radiators will switch off. They will come on again once the temperature drops below your set temperature.

Can I have the radiator 'on' in one room, but 'off' in another?
Yes. You can change the thermostat valve on each individual radiator (the knob on the top right numberered 0-5). The higher the number setting, the quicker the radiator will heat up. If you dont want any heat from a particular radiator, turn the knob setting to 0.

How do I set the programmer?
Please follow the guidance here.

When would I need to press re-set on the Heat Interface Unit (HIU)?
If the red light is on, press re-set. If it is still not working contact our customer services team to log a repair.

Will the HIU stop working if there is a power cut (and no electricity)?
Yes. The system will come back on again when power is restored.

How long should it take for hot water to reach the taps?
Less than 30 seconds. If it takes longer please let us know. Turning the taps on slowly will help the HIU heat the water.

Will there be any maintenance needed on this system?
We will attend to carry out a maintenance check on the HIU approximately once a year.

The programmer will require your attention every couple of years. The programmer is fitted with two AA batteries and you will need to replace these when they run out, otherwise you will not be able to set your desired temperature. A small battery icon will appear on the display screen when the batteries are getting low. The back can be taken off the programmer to change the batteries using a key or screw drvier to leaver it off.

Any problems? Please contact customer services on 0800 358 3783 or email
housing.enquiries@westminster.gov.uk