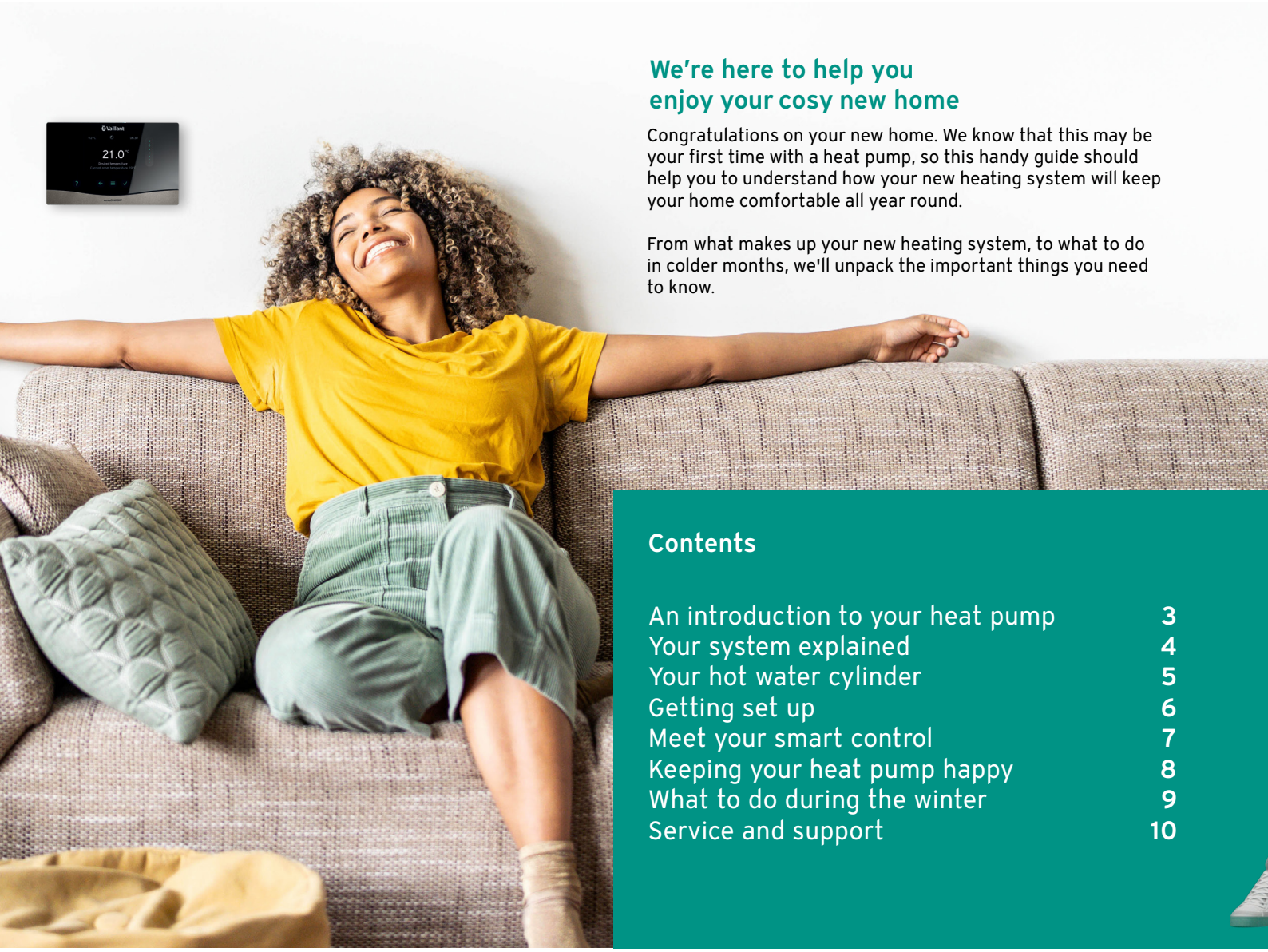
Heating Hot water Renewables

A guide to your new heat pump



Vaillant

Welcome to your new home



We're here to help you enjoy your cosy new home

Congratulations on your new home. We know that this may be your first time with a heat pump, so this handy guide should help you to understand how your new heating system will keep your home comfortable all year round.

From what makes up your new heating system, to what to do in colder months, we'll unpack the important things you need to know.

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Vaillant has been keeping homes warm for over 150 years

A Vaillant heating system has been chosen for your new home to provide your home with heating and hot water. Here at Vaillant, we're dedicated to making appliances that deliver high efficiency, effortless, sustainable heating and hot water. What's more, we've got 150 years experience in home heating, so you can be rest assured that you're in good hands.

About your heat pump

An air source heat pump is an alternative, more sustainable option for heating your home than a traditional gas boiler.

An air source heat pump works by taking the warmth from the air outside, and brings it inside. Even on those extra chilly days, there's still heat to be harnessed.

Scan the QR code for more information on how heat pumps work



It's amazingly cool technology

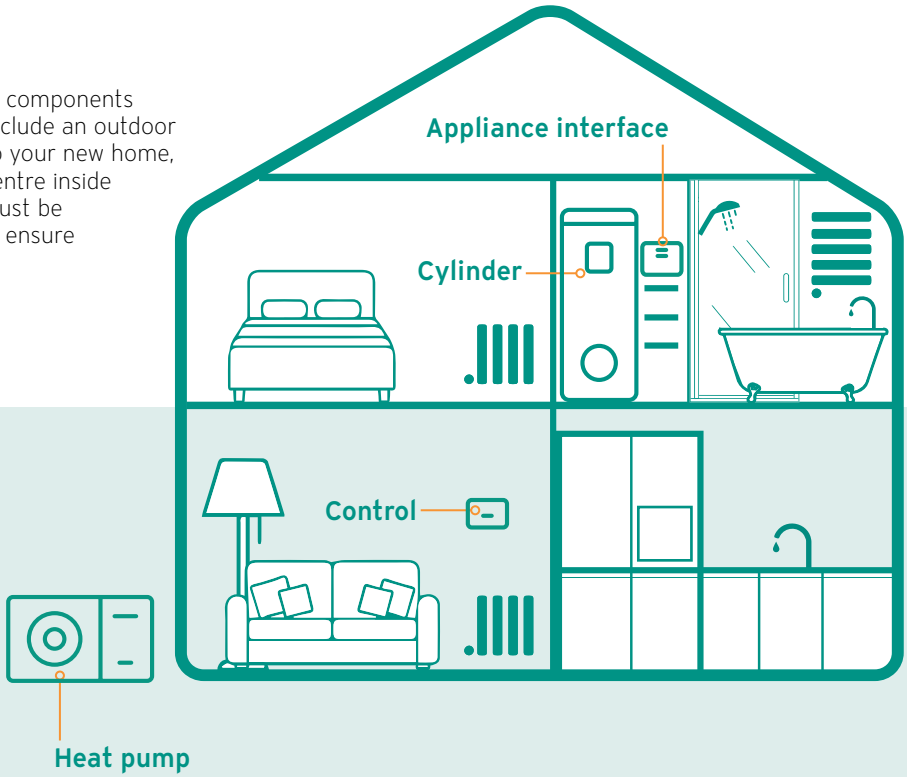
Did you know... you're probably already used to heat pump technology in your home. Your fridge uses this technology to transfer heat in the opposite way!

Model shown: aroTHERM plus

Your system explained

Your heating system will include a few more components than a typical gas boiler system. This may include an outdoor heat pump unit that will be installed close to your new home, along with a cylinder, a control and wiring centre inside of your home. Each of these components must be registered with us as part of your system to ensure proper guarantee coverage.

Check out page 10 for more information on registering your new heat pump.





Quiet and efficient heating performance

Did you know... the entire range of aroTHERM plus and aroTHERM pro heat pumps from Vaillant has been certified by Quiet Mark Certified, meaning they are some of the quietest heat pumps on the market.



Model shown: aroTHERM plus

Your hot water cylinder

Your new heating system will come complete with a uniSTOR high recovery cylinder from Vaillant set up and ready for use, so you shouldn't have to touch the cylinder or change any settings. Depending on which model and capacity, the insulation levels of Vaillant cylinders are 50mm and above*, meaning you shouldn't feel any heat coming from them. They will store enough hot water that you shouldn't have to wait for hot water at the taps, even for the furthest away.

The uniSTOR cylinders provide a balanced hot water supply, so you won't notice any cold spells even if multiple showers are running. And, what's more, your cylinder comes complete with a 25-year guarantee for added peace of mind.



Protection even at lower temperatures

A heat pump operates on a closed system, which means water may sit with the potential for Legionella bacteria to multiply. Your cylinder will automatically run a Legionalla cycle to avoid any risk to you and your family.

Scan the QR code for more information on Legionalla.

* 60mm of insulation for the standard diameter range.

Getting set up...

Setting your heating for comfort

Setting up your control is an important part, this is to ensure you get the best from your new heat pump.

Your control may have already been set up when being installed, on a standard temperature and requirement for the property size, hot water needs and the system you have in your home.

Time and temperature control

If these standard settings don't suit your lifestyle, you have the flexibility to adjust the temperature and schedules to what is best for you and your family.

However, we recommend that you never completely turn off your heat pump. If your home cools down too much, your heat pump will require more energy to bring the temperature back to a comfortable level.

Good to know

Before you change the temperature of your new heating system, it's important to understand that heat pumps operate at a much lower temperature. This means your radiators will feel cooler to the touch compared to those in a traditional system.

We recommend that you don't change your temperature once it's set up, but if you need to we advise that you change the temperature slowly and over time to make sure that it provides the best comfort levels.



Scan the QR code to learn more about increasing efficiency with your heating control

Meet your smart control

Heating comfort at your fingertips

Your heat pump has been installed with one of our sensoCOMFORT controls to manage your heating and hot water.

The sensoCOMFORT effortlessly ensures your heat pump is working to its peak performance, always maintaining optimum efficiency.

Please note that if you have underfloor heating in your new home, it will be managed with a separate control. For further assistance, please speak to your house builder.

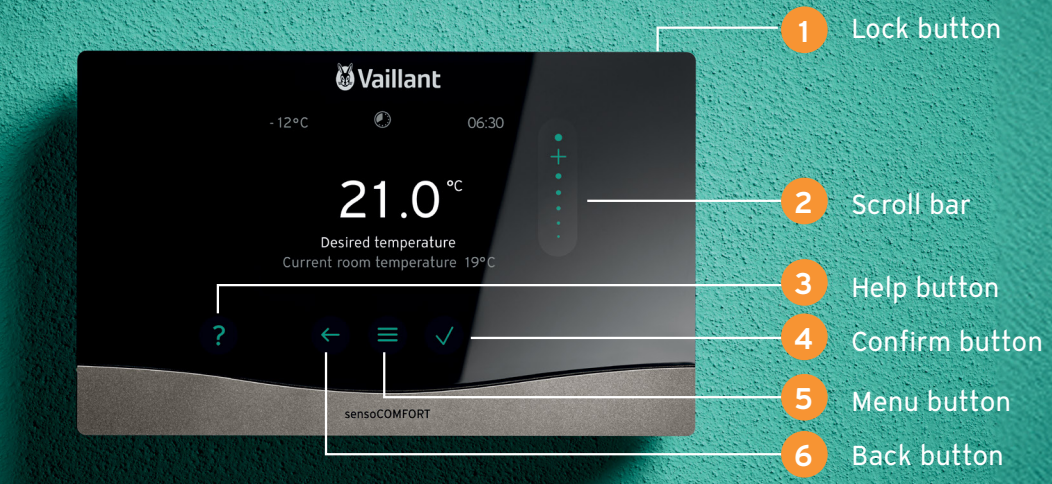
Weather compensation, adaptability as standard

Did you know... your Vaillant control comes with weather compensation as standard, to make sure you're getting the best efficiency out of your heating.

Scan the QR code to learn more about weather compensation



Get to know your controls



Keeping your heat pump happy

You can help to ensure your air source heat pump runs efficiently by following these simple steps:

Check your heat pump

Particularly in the autumn and winter months. A build-up of leaves or snow will affect its operation.

Do not stack things against or on top of your heat pump

Such as a bike or fold-up garden furniture - this could restrict air flow or damage the unit.

Keep the area around your heat pump free of clutter and mess

Your heat pump will need a clear flow of air down the back and side to work correctly. The cleaner the air flow, the more heat it will able to absorb and use to heat your home.

Make sure your heat pump is clear of any garden debris. Keeping your heat pump happy will keep you nice and toasty during the colder days!



Model shown: aroTHERM plus

What to expect in the colder months

Tested to the extremes

On chilly days during the winter, you may see steam coming from your heat pump, this is normal. It's caused by the de-icing cycle.

We've tested your heat pump in extreme conditions of up to -25°C, so you do not need to worry about the performance during the winter.

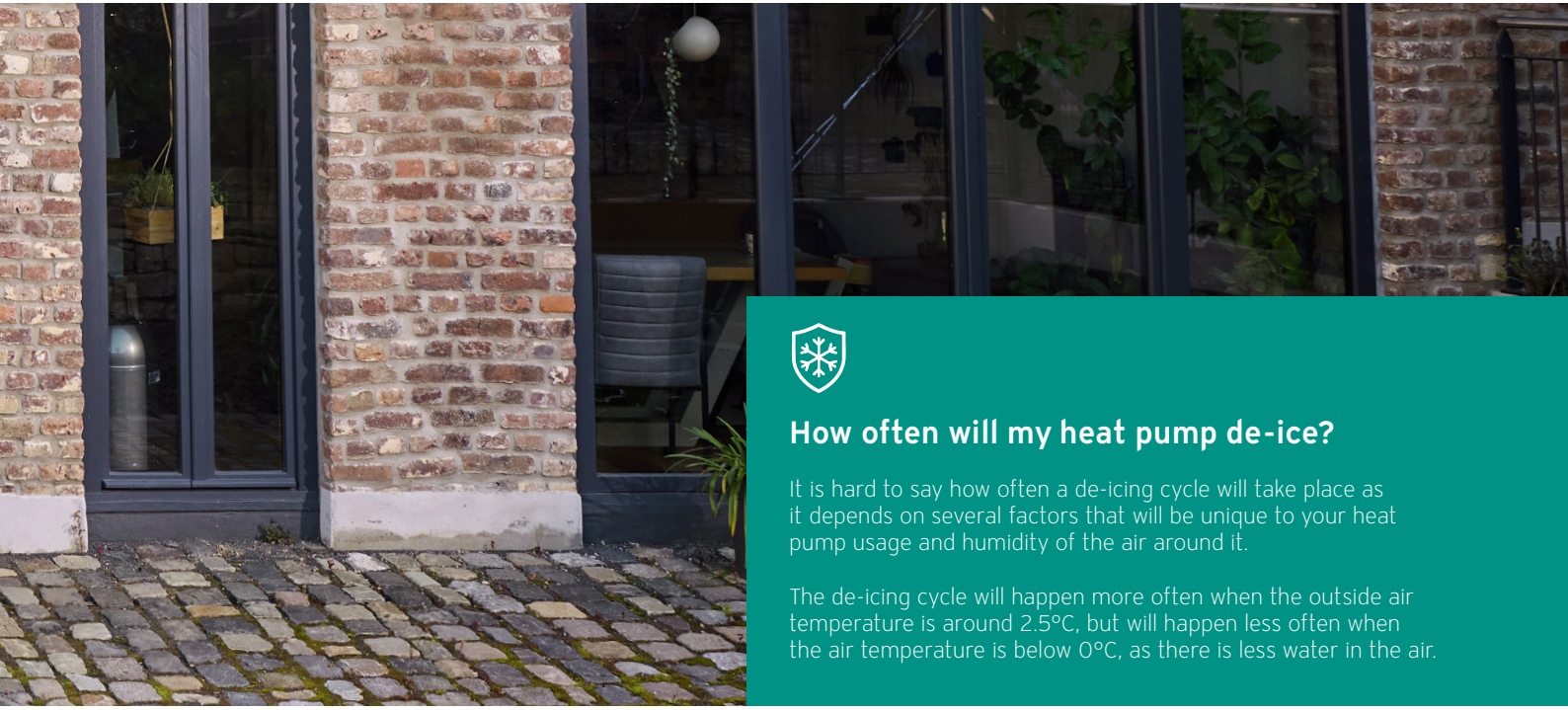
Scan the QR code to see more useful winter tips

Working efficiently to maximise protection

Your heat pump has been designed to run as efficiently as possible, all year round.

As the heat pump takes heat energy out of the air, ice can build up on the back. To protect the heat pump, the de-icing cycle will start when the temperature around the heat pump reaches a certain level. During this cycle, the heat pump will warm up and clear the ice from the back of the unit. When this takes place, you will see steam coming from your heat pump, and water coming from the bottom of the unit.

The de-icing cycle should only last a few minutes.



How often will my heat pump de-ice?

It is hard to say how often a de-icing cycle will take place as it depends on several factors that will be unique to your heat pump usage and humidity of the air around it.

The de-icing cycle will happen more often when the outside air temperature is around 2.5°C, but will happen less often when the air temperature is below 0°C, as there is less water in the air.

Service and support

Don't forget to book your annual service

An annual service is necessary to maintain your heat pump and system product guarantees. Regular servicing ensures that your system operates effectively and efficiently, helping to identify and resolve any issues before they lead to a breakdown. You can have an annual service performed by our Vaillant Service team.

Delivering complete peace of mind

At Vaillant, we invest as much of our resources into our service and support as we do in creating outstanding heating solutions.

Taking control of your registration

We recommend you register your heating system in your name. When you reach out, please have your Benchmark Commissioning record to hand. This can be found at the back of your product manual.

Scan the QR code below to WhatsApp us with your details.

We are here to help:

- ✓ Dedicated call centre with a highly trained support team
- ✓ Annual servicing
- ✓ Spare parts
- ✓ Extended guarantee packages

Jot down your moving in date as a reminder for your annual service.

Your moving in date:

.....

'Hare' to help! For further support, please scan the QR code and message us on WhatsApp.

Call us on **0330 100 3450** or email **aftersales-uk@vaillant-group.com**
Lines are open 8am - 6pm
Monday to Friday

What to expect during your first heat pump service

Scan the QR code to watch the video





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