

Feel good heating

Guidance for first-time heat pump owners



Homeowner
guide



 **Trustpilot**
Our customers rate us excellent

A warm welcome To the future of home heating



Get ready to enjoy a warm and cosy home, along with the feel-good factor of reducing your carbon footprint* and managing your energy use.

We're going to show you how to live in harmony with your brand-new heat pump, as well as providing some tips and tricks to help you get the most out of it.

**We're with you every step of the way,
whatever the weather...**



Award-winning support

Here to help via phone, email, live chat or social, 364 days a year.



We've got it covered

Trust the UK's favourite boiler brand with looking after your new heat pump.



Nationwide coverage

With engineers in your area, we've got you covered if you need us.

Your first year with a heat pump A season-by-season guide



Settle into electrified heating

Just like changing cars or moving house, you're going to need time to adjust to your heat pump before you can enjoy everything it has to offer.

But don't worry. You'll be used to your heat pump in no time. Let's take a look at what you can expect from your first year, season by season.

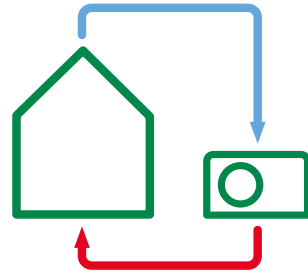
*A heat pump when running emits less carbon dioxide than a gas or oil boiler.

Spring



Heat pumps work by constantly circulating hot water through your heating system. That means it should be running 24/7, throughout the year, rather than being turned on and off.

This can take some getting used to, after years of turning your boiler off and on. Your heat pump will read the outdoor temperature and adjust its flow temperature to keep you comfortable all year round. However you can adjust your thermostat by a degree or two at a time if you need to control your temperature too.



Maximising efficiency

Don't be worried about leaving your heat pump continually running all the time, because they're only using enough electricity to maintain your home's temperature. This is how they produce around 3x the efficiency of boilers.

Unlike boilers, they don't run by firing up and cooling down every day.

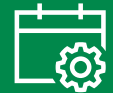


Summer



As summer rolls in and the jackets come off, you'll start to need your heat pump less. But as you spend more time in your garden where it's installed, you'll be around it a lot more.

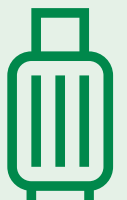
The important thing to remember is not to obstruct it whilst you're out there enjoying the sunshine – don't be tempted to lean garden furniture up against it or leave drinks on top of it. Any obstructions that block air intakes can make your heat pump less efficient.



Don't forget that summer is the best time to book your annual service so your heat pump is in top condition ready for the autumn and winter.

Holiday mode

If you're going away on your holidays, resist the urge to turn your heat pump off. If you want to run it on minimum power because you're away for a long period of time, just contact your installer.



Autumn



Your heat pump works by drawing in air, so during autumn, keep an eye out for leaves that may get caught around the back of the heat pump and the thin blue/silver vents.

And after a wet and muddy walk, don't be tempted to dry clothes or towels on your heat pump or your radiators. This can reduce comfort levels by cooling down your heating system's overall temperature and make your heat pump less efficient.



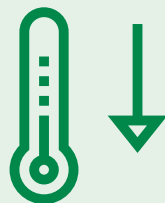
Scan here to watch our one minute autumn maintenance video

Did you know?

Lower + slower = maximum efficiency

Lower temperatures: your heat pump runs at a consistently lower temperature than a boiler, that's how it delivers such great efficiency.

Slower heating: by heating your home slowly and maintaining that temperature, your heat pump will run comfortably and quietly without having to fire up like a boiler.



Winter



Temperature management – As the weather gets colder, your heat pump will adjust its flow temperature to make sure your home remains at a comfortable level. You can also slowly adjust your thermostat to allow your heat pump to heat up slowly to change the temperature of your home. But avoid setting an artificially high temperature, only set the temperature you need.

Defrosting – In colder weather, you might see water vapour rising from your heat pump. Don't worry, this is a built-in feature to help stop it from freezing. It should only last a few minutes.

Can I control my heat pump's settings?

To change the temperature of your home, use the thermostat to gradually adjust to your liking. Your heat pump works best when it's running continuously, rather than using energy to fire up and cool down like a boiler does.

You don't need to adjust the settings on your heat pump unit, your installer will apply the right configuration for your home.



Want to know more?

Heat pumps run on electricity, so what happens if I have a power cut?

Most heat pumps should automatically restart when the power comes back on. If yours doesn't, contact your installer.

Does my heat pump have to stay the same temperature all of the time?

Heat pumps are 'set-and-forget' systems, because they run best at a consistent temperature. But you'll have full control, including the ability to change room temperatures and set schedules.

Why do my radiators run cooler than they used to?

Heat pumps are most efficient when running at a lower but constant temperature, so whilst your radiators will feel cooler and may take longer initially to heat up the room, they'll then be keeping your heating topped up 24/7.

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For more heat pump tips and advice check out our series of helpful how-to videos!

Installer's details

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