A guide to Air Source Heat Pumps (ASHP)

platform housing group

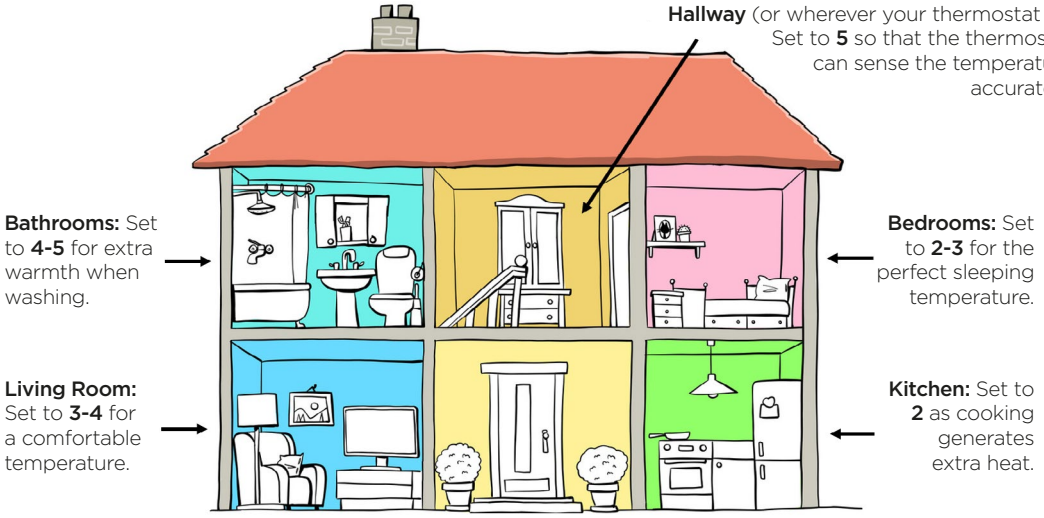
CREATED WITH CUSTOMERS

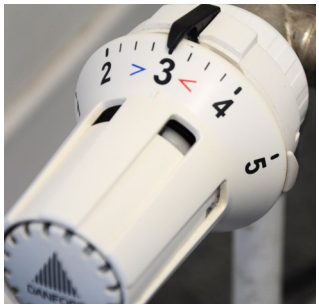
Heat pumps are an efficient and environmentally-friendly alternative to a traditional boiler. Air source heat pumps use the same type of technology as a fridge but work in reverse – they take warmth from outside (even when it's freezing!) and use it to heat your home and hot water.

Top tips for using an ASHP efficiently

ASHPs work differently to a traditional boiler – they work steadily rather than switching on and off. Here are our top tips for how to use one most efficiently:

- **Set a steady temperature:** Keep your thermostat at around 18–21°C during the day, and a few degrees lower overnight.
- **Don't turn it off completely:** Use the 'freeze' or 'holiday' mode if you're going away. In summer, you can use the thermostat to turn off the heating but ensure you still have hot water.
- **Adjust radiator valves:** Each radiator has a valve to control the heat in that room (1 = low, 5 = high). The image below shows recommended settings for different rooms.
- **Only make small adjustments:** If you feel too warm or cold, change the thermostat by just 1–2°C.
- **Don't blast it:** Setting it high doesn't heat faster - it just wastes energy and costs more money.
- **Keep ventilated:** Keep internal doors closed, but don't block the gap underneath (around 10mm). Air flow helps prevent condensation, damp, and mould.





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Checking and maintaining the ASHP

If you're a tenant, the ASHP will be serviced annually by Platform. If you part-own your home, you are responsible for maintaining the ASHP, including the annual service.

Please keep the area around the outdoor unit clear - in autumn and winter make sure to check regularly for leaves and snow.

Tariffs

In general, heat pumps are best run on a single-rate tariff rather than Economy 7. Some suppliers will even have 'Heat pump tariffs' which may offer the best rate. Your electricity company can advise on which tariff suits your usage. The Energy Saving Trust website also has info on **estimated costs**, tariffs, and how to **switch energy supplier**.

FAQs

What should I do if my heating is expensive?

ASHPs are energy efficient but they must be used correctly so check that you're following the advice in this guide. If you're struggling to pay your bills, you can find advice on our website **www.platformhg.com/cost-living** or contact our Successful Tenancies Team **succesfultenancies@platformhg.com** or **0333 200 7304**.

Why should I leave the ASHP on all the time?

ASHPs are designed to stay on, but that doesn't mean they're using energy 24/7. Take a look at the graph below and you'll see that the heat pump only runs when needed, to maintain the temperature set by the thermostat.

My radiators are cooler than usual. Is something wrong?

No, nothing is wrong! Heat pumps heat water to 45-50°C, not 70°C like traditional boilers. This means radiators will be cooler to the touch but will still heat your home effectively.

How do I control my hot water?

The ASHP is set to heat your hot water on a recurring schedule at a time when you are unlikely to want any heating. This is the best way to ensure you always have hot water when you need it whilst staying warm in your home.

Troubleshooting

If something feels off, try these steps:

1. Is it switched on? Check both the ASHP unit and thermostat.
2. Check the settings: Are the thermostat and radiator valves correctly adjusted?
3. Check the outside unit is clear and air can flow freely.
4. Still not working? Do not try to fix it yourself. Contact Platform via The Customer Hub on **0333 200 7304** or report it on our website **https://www.platformhg.com/report-repair**.

Energy and money-saving tips

- Try turning down your heating by just 1°C, you'll hardly notice the difference in temperature but it'll make a big difference to your bill.
- Turn off appliances and chargers when they're not in use and avoid leaving them on standby.
- In the kitchen: only boil the amount of water you need in the kettle, cook with lids on pans, and think about using your microwave more - they use less energy than your oven or hob.
- Tumble dryers use a lot of energy - try to dry your clothes outside or on a clothes airer instead.