HELPFUL LINKS

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WARMFLOW
Zeno
Renewable Energy

YOUR NEW HEAT PUMP

A GUIDE TO YOUR NEW WARMFLOW APPLIANCE

THANK YOU

Thank you for choosing to heat your home with a **Warmflow Zeno R290 Air Source Heat Pump**. We have been creating award winning home heating products and keeping families across the UK & Ireland warm for over **50 YEARS**.

We are confident your new Warmflow Zeno air source heat pump will deliver efficient, reliable heating and hot water for your home for years to come.

This guide is designed to help you understand how to operate, maintain, and get the most out of your system.

WHAT IS A HEAT PUMP AND HOW DOES IT WORK?

Air Source Heat Pumps are a popular choice for homeowners seeking to reduce their carbon footprint and future proof their homes.

Using the same technology as your fridge but instead of cooling, the Warmflow Zeno air source heat pump (air-to-water monobloc) extracts heat from the outside air and transfers it to your home via your radiators and underfloor heating systems.

The performance of a heat pump is measured by CoP (Coefficient of Performance) and SCoP (Seasonal Coefficient of Performance), similar to MPG for cars. The heat pump is tested, and the data is used to estimate its performance over a year. Performance typically improves in summer and is slightly lower in winter due to the amount of work the heat pump is required to do in colder weather.

Heat pumps operate at much lower temperatures than gas or oil boilers, making them suitable for a variety of properties, from small to large. While radiators may feel cooler, they will be sized appropriately for your home, ensuring it stays warm and comfortable.
As with all forms of heating, minimising heat loss is key to maximising efficiency, however with heat pumps greater cost savings by correctly insulating can be realised.

MAXIMIZING EFFICIENCY & BEST PRACTICES

Getting the most from your Warmflow Zeno Air Source Heat Pump is important to ensure your home is kept warm and comfortable in the most cost effective way.

Things to consider are as follows:

Keep doors and windows closed while heating your house to prevent heat loss and improve the system's efficiency.

Consider upgrades like double glazing, loft and wall insulation, and simple steps like using draft excluders can all enhance your home's energy efficiency.

Use thermostat settings correctly to maintain a steady, comfortable temperature without overworking the system. Remember it's not a gas or oil boiler and works at lower temperatures so the ideal way to operate a heat pump is to keep it on constantly and manage via your thermostat.

Avoid drastic temperature changes; make gradual adjustments to prevent the system from using extra energy to compensate. The harder the heat pump has to work the more energy it will consume. For example if you turn your heat pump off and the house cools down, it takes a lot more energy to re heat your house than it does to maintain it at a steady temperature.

Schedule heating and hot water efficiently by setting timers to only run when needed, reducing unnecessary energy use during off-peak times.

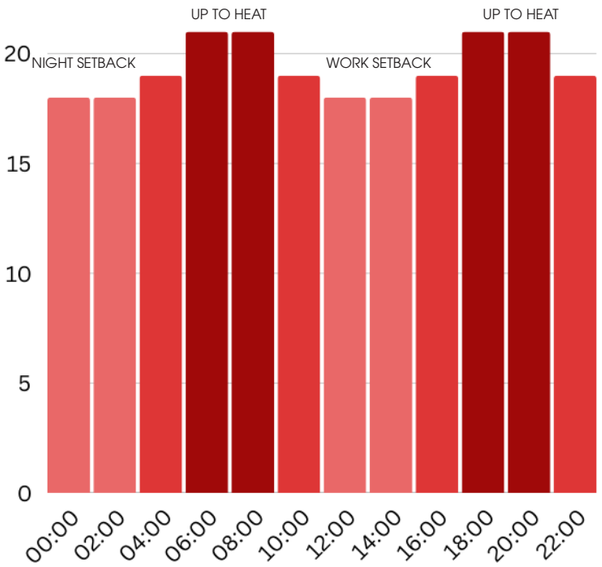
SETBACK CONTROLS

Setback controls are a great way to enhance energy efficiency. They allow you to lower the temperature when you're not at home or while sleeping, and raise it just before you return or wake up.

This reduces energy consumption while still keeping your home comfortable when you need it most.

It's best to program setback periods during times you're away or inactive, ensuring the heat pump isn't working harder than necessary during those times.

HERE'S AN EXAMPLE OF SETBACK CONTROLS



USING HOT WATER PRIORITY MODE

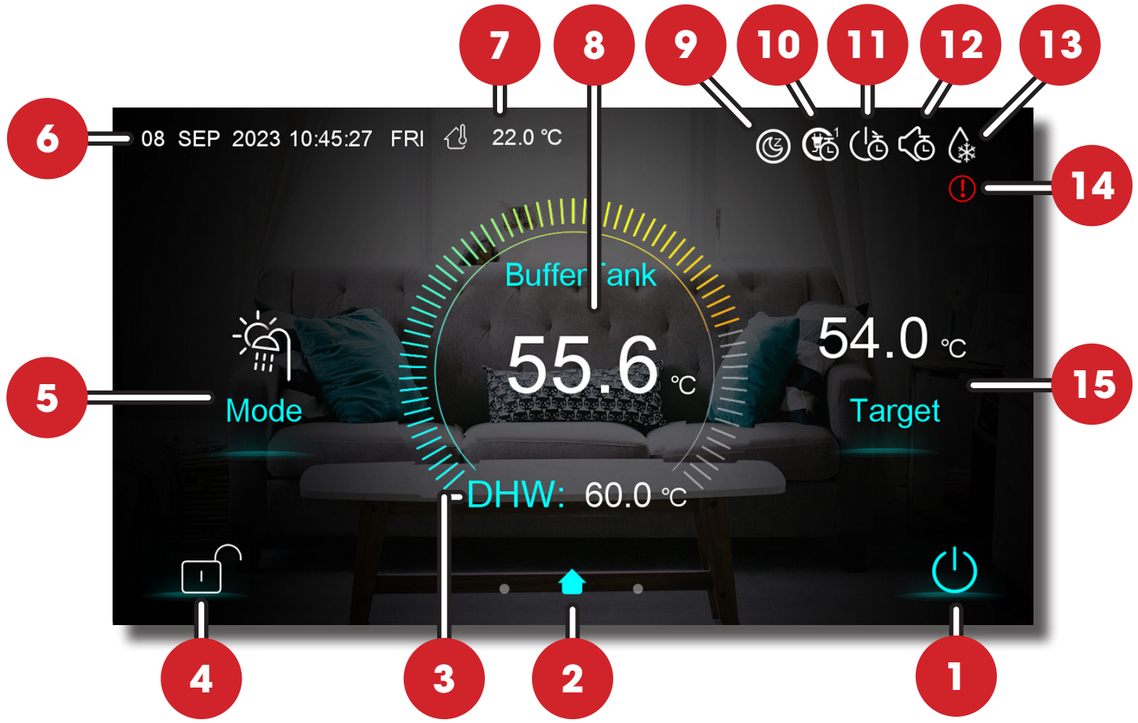
The Hot Water Priority mode ensures the heat pump prioritizes heating your water so that you have hot water when you need it the most. Once the hot water is ready, the system automatically switches back to heating your radiators or underfloor heating systems..

You should limit hot water priority to 1 hour within a 2-3 hour period to avoid interrupting heating. As we mentioned earlier, it's best to get your desired heating temperature and maintain rather than letting your house cool down and reheating which makes the heat pump work harder and therefore sue more energy, increasing your costs..

Try setting your hot water schedule for low-demand times, like early mornings or late evenings so that you have hot water available when needed and the heat pump can continue to focus on heating your home..

CONTROLLER

Get to know your controller. More information on controls can be found in the user section of manual.



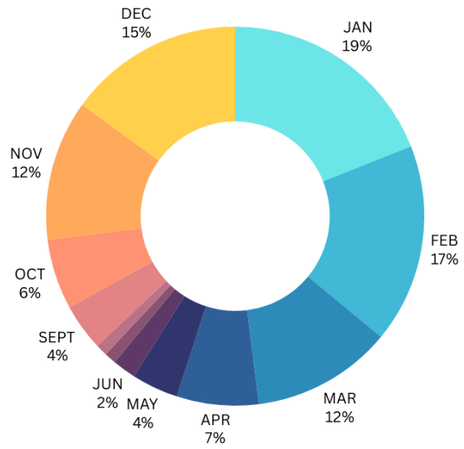
1. **ON/OFF Button** - Button will turn from white to blue when 'on'
2. **MENU Button** - Access menu
3. **DHW Temp** - Displays Domestic Hot Water Temperature
4. **Lock / Unlock Button** - This button will lock the display, unlock with password found in installation manual
5. **MODE Status / Button** - Shows current heating mode, tap 'Mode' to change
6. **System Time & Date** - Displays System Time & Date
7. **Ambient Temp** - Displays current ambient temperature
8. **Return Temp** - Displays return temperature
9. **Smart Grid Ready Icon** - Displayed if Smart Grid is active
10. **Mode, Temp & Power Timer** - Displayed if Mode, Temp & Power Timer is active
11. **Power Timer** - Displayed if Power Timer is active
12. **Mute Timer** - Displayed if Mute Timer is active
13. **Defrosting Icon** - Defrost mode active, this will display until defrost complete
14. **Fault Icon** - Icon flashes when a fault has ocurred. Touch to open failure log
15. **Target Temp** - Icon flashes when a fault has ocurred. Touch to open failure log

EXPECTED RUNNING COSTS & ENERGY SAVING TIPS

Air Source Heat Pumps can be more efficient than traditional heating systems when operated correctly and your home has been sufficiently insulated to accommodate a heat pump. But energy consumption and therefore costs will rise during colder months. This is in line with all home heating systems where you can expect to use almost 2/3rd of your annual heating usage during winter. Additionally, as air source heat pumps are fuelled by electricity, you should expect to see your electricity bill increase.

Below is a summary of energy usage by month for a typical home in the UK.

HERE'S AN EXAMPLE OF A HOUSEHOLD'S ANNUAL ENERGY USAGE



WHAT IS A DEFROST CYLCE & WHY IS IT NEEDED?

A heat pump defrost cycle is a process that prevents ice buildup on your heat pump during very cold weather. When a heat pump operates in heating mode, it absorbs heat from the outside air, but in freezing conditions, moisture in the air can freeze your heat pump, reducing efficiency and in some cases stopping the operation of the heat pump. To remove this ice, the heat pump temporarily reverses the flow warming the outdoor coil and melting the frost.

The defrost cycle typically lasts a few minutes and happens only when needed, ensuring the heat pump runs efficiently and effectively in winter conditions. It will be set up to defrost automatically by your engineer so there is no need to do anything. So if you see steam rising from your heat pump, there's no need to panic, it's just the defrost cycle.

WHAT TO DO NEXT...

REGISTER YOUR HEAT PUMP

It is important to register your Warmflow Zeno Air Source Heat Pump to ensure that you validate your warranty. The warranty is subject to the appliance being installed and serviced annually in line with our terms and conditions which can be found at www.warmflow.co.uk or in the product manual which came with your appliance. If you require further information on your product warranty please contact a member of our customer support team who are on hand to answer any questions you may have.

Annual servicing of your heat pump is not only essential to validate your warranty but it will help maintain the high performance of your appliance and ensure your heat pump will continue to heat your home for many years to come. As we've highlighted earlier in this booklet, a well maintained heating system will provide care free, smooth operation of your appliance ensuring optimum heating performance.

CUSTOMER SERVICE TEAM

If for any reason you require assistance with the running of your Warmflow Zeno air source heat pump, in the first instance we would recommend that you contact the engineer who installed your appliance. If you have further questions or are unable to speak with you engineer please feel free to contact our dedicated and knowledgeable customer support team who are on hand to provide expert support.

Please make sure you have the following information to hand when you call:

- Heat pump serial number (this can be found on the data plate at the side of the appliance
- Heat pump model
- Date of purchase/ installation
- The name of the homeowner and address where the appliance is located
- The installer's name, address and telephone number

☎ **02892621515**