

# A GUIDE TO YOUR AIR SOURCE HEAT PUMP



## Your AIR SOURCE HEAT PUMP (ASHP) System



### Your ASHP

A Mitsubishi Air Source Heat Pump has been fitted at your property. There is no need for you to touch this. Please keep the area clear to allow good airflow.

### Thermostat

A Mitsubishi Thermostat has been fitted to control the temperature in your home. This has been fitted to the wall and will be the main controller. We advise you to set to a comfortable temperature by using the arrows on the thermostat. You can then adjust this temperature up or down over a few days until you've reached the temperature that feels right to you. With your old heating system, you may have lowered the temperature when you went to work or at night. A heat pump is different. It reaches peak efficiency by maintaining a set temperature. Find the right setting then leave it alone and let it do its job. However, if you are planning on being away from home for over 24 hours, go ahead and turn it down.



### Water Cylinder

This is where your hot water is stored. There is nothing that needs monitoring. Controls and valves should not be touched.

## CONTACT DETAILS

Grŵp Cynefin emergency repairs hotline:  
0300 111 2122

More information on Grwp Cynefin's website  
[www.grwpcynefin.org/en/my-home/](http://www.grwpcynefin.org/en/my-home/)

We are able to provide information in other formats including print, large print, audio tape and Braille. Please contact Grŵp Cynefin for further assistance.





## Thermostatic Radiator Valve (TRV)

The thermostatic valves control the temperature of each individual room, allowing you to adjust the temperature in each room to suit your needs. These will be fitted to all radiators except for one, called a bypass radiator, where a thermostat is fitted on a wall in the same room. Please see the table below to show temperatures. We recommend setting at 3.

0°C	6°C	11-13°C	15-17°C	19-21°C	23-25°C	27-29°C
0	*	1	2	3	4	5

## FREQUENTLY ASKED QUESTIONS



### Q: Why are my radiators not hot?

**A:** This could be normal as an air source heat pump is designed to run between 30°C - 45°C depending on the outside temperature. Make sure your the system is on and that the screen on the heat pump lights up when operating it. Check the thermostat(s) are calling for heat and ensure it's not on holiday mode. This should resolve most of the reasons why radiators are not warm. If you still need help, please contact Grŵp Cynefin and report a repair on 0300 111 2122.

### Q: Will my heat pump work in ice and snow?

**A:** Your heat pump has a freeze stat function, so it can still work to its peak performances in cold weather. This function allows it to melt snow or ice obstructing it. The fluid running around the system and heat pump contains glycol. This is blue in colour and may be seen when bleeding radiators.

### Q: Who maintains the equipment installed?

**A:** Grŵp Cynefin is responsible for the repairs and maintenance of the pump and cylinder after installation.

## SAFETY INFORMATION

- Do not touch any electrical components while the unit is in operation or while the power is on.
- Keep combustible materials, such as paper or furniture, at least three feet away from the air source heat pump.
- Do not block the airflow to the unit, as this can cause overheating and potentially cause a fire.
- The air source heat pump contains refrigerant, which can be harmful if inhaled. Do not open the refrigerant lines.
- Only qualified technicians should handle refrigerant, as it is a regulated substance.

