

# Living with a Baxi Air Source Heat Pump

How to get the best from your air source heat pump



**BAXI**

# A warm welcome

## Your journey to a sustainable future starts here.

When you install a Baxi Air Source Heat Pump, you can enjoy low carbon heating and hot water using sustainable energy drawn from the air outside your home.

And it will keep working all year round, even when it's below zero outside.



## Just how sustainable?

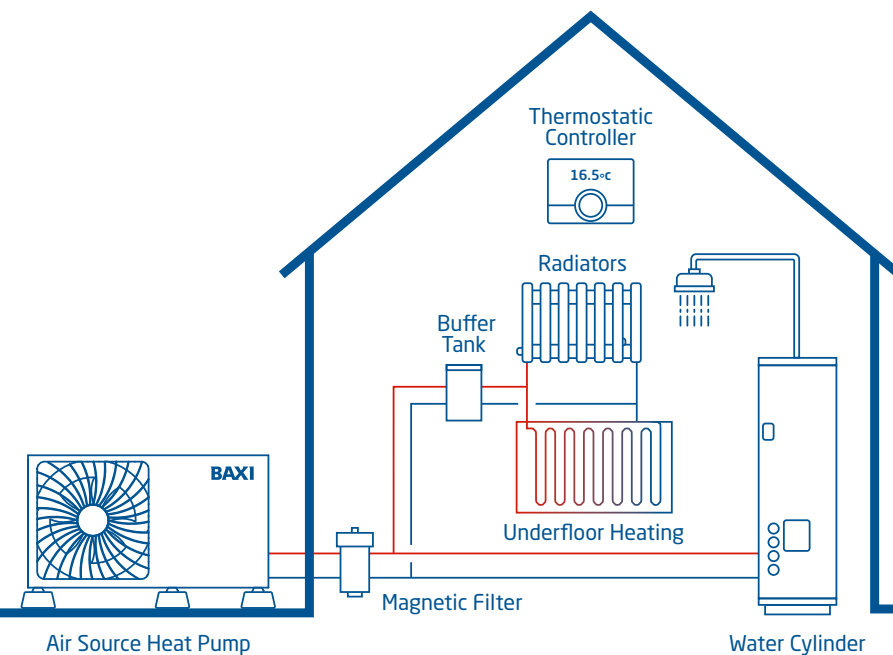
Find out how your air source heat pump can help create a lower carbon future. Scan our QR code with your phone or visit: [baxi.co.uk/ashp](https://baxi.co.uk/ashp)

## How it works - like a refrigerator in reverse

Your air source heat pump takes heat from the air outside your home and boosts it to a higher temperature using a compressor.

This heat is then transferred to the water in your heating system, providing warmth in your home and hot water in your cylinder for your hot taps and shower.

For your heat pump to work properly, it is important that your home is properly insulated.



*How the system fits into a typical home. For your heating, you may have radiators, underfloor heating or both.*





# Warm thoughts

Your air source heat pump will give you sustainable, comfortable warmth, even on the coldest days. But you might notice some differences in how your heating system works, compared with what you've been used to.

The biggest difference:

**You'll probably notice that your radiators don't feel as hot as they did with a gas boiler or other heating system. And that's OK.**

## A warm and steady heat

A heat pump works differently to a gas or oil boiler. The water flowing through your radiators doesn't get as hot as before.

This means your heat pump can run at a constantly lower temperature and still deliver a steady warmth through the day. And, if you're heating a room up from cold, it'll take a little longer to bring it up to temperature.

## Not too hot, not too cold

It's perfectly normal for your radiators not to feel hot to the touch, so don't worry, your room will still be heated to your chosen temperature.

The thermostatic radiator valve (TRV) will allow just the right amount of hot water into the radiator when the room is cold. It then shuts off the hot water flow when the room is warm enough. You can adjust the TRV, to get the room temperature just right for you.

## Little by little

If your room isn't warm enough for you, you can turn up your thermostat by a degree or two, for example to 21 degrees C. Then adjust the TRV to the correct temperature. You'll need to give your heat pump at least 20 minutes to respond to the new settings and reach the new set temperatures.



# You're all set

Your installer will set up your new air source heat pump to suit your home and how you live, so it will run as efficiently as possible and keep your home warm and comfortable.


You shouldn't have to change the settings on your heat pump, other than the temperature on your thermostat or TRVs. Changing the settings could make your heat pump work less efficiently and your energy bills higher. If you think the settings need changing, or you are worried in any way, please ask your installer.

## Don't turn your system off

It takes much more energy to warm your house from scratch. Even if you're away, you can switch to 'holiday mode'.





A young girl with light brown hair in two braids is watering a green plant in a white pot. She is holding a green watering can and pouring water onto the plant. The background is a bright window with sheer curtains, and another plant is visible in the background.

# A new source of heat – hints and tips

Your air source heat pump can take a bit of getting used to.

But once you learn how to use it correctly, it will pay you back with plenty of clean, sustainable warmth day after day – and you'll be doing the right thing for the planet.

## Keep things clear

Your air source heat pump needs a good flow of air to work properly. Be careful to keep the area around it clear, especially in autumn or winter when it could get blocked by leaves or snow. And please don't be tempted to lean your bike or garden tools against it.

## What's that noise?

Your air source heat pump will make some noise as it switches between settings. This is completely normal and a sign that it's working properly. If the noise gets worse, or you're concerned, please contact your installer.

## Letting off steam

If the temperature drops below zero, you might see water vapour rising from your air source heat pump. This is quite normal and is called 'defrosting'. It should only take a few minutes.

## After a power cut

Your heat pump will turn off during a power cut. If it doesn't come back on automatically, just switch it back on. You won't need to reset the clocks or anything else – they'll return to their previous settings.



# Find out more



## Watch and learn

Learn how to live with your new air source heat pump and watch our videos here. Scan the QR code or visit: [baxi.co.uk/ashp](https://baxi.co.uk/ashp)



## Any questions?

If you'd like to find out more about Baxi Air Source Heat Pumps, please visit [baxi.co.uk/ASHPenquiries](https://baxi.co.uk/ASHPenquiries) and fill out the form, along with your question, and we'll get back to you.

If you want to know more about getting a heat pump installed in your home, or you already have a heat pump and need advice, please contact your installer.

## Stay in touch

For regular news and advice on how to make the most of your air source heat pump and more about sustainable heating, be sure to visit our website regularly:

[baxi.co.uk/ashp](https://baxi.co.uk/ashp)

[baxi.ie/products/domestic-products/ASHP](https://baxi.ie/products/domestic-products/ASHP)





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