




octopusenergy

Get to know your heat pump





**Welcome to the future
of home heating.
Come on in, the
temperature's lovely.**

What made you pick up this guide?

I'd like help getting started.....pg 8

Find guidance on setting a schedule and tweaking the temperature.

I'm looking to save on my energy costs.....pg 14

We'll run through some top tips on saving money on your energy.

I think there is a problem.....pg 17

Heat pumps behave a little differently from gas boilers, so we've got a checklist of common questions to put your mind at rest.

What else is in here?

Get the app.....pg 4

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The technical bit.....pg 19

Lets get the heat pumping

Get the Daikin Onecta app

Controlling your heat pump is simplest with the Daikin Onecta app. With the app you'll be able to:



Control your heating & hot water anytime, anywhere from your phone



Set smart schedules to run your heat pump at the cheapest, greenest times

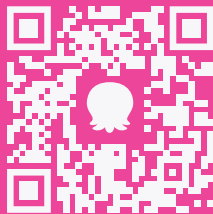


Get instant access to your heat pump consumption and health data



Link your heating to your Octopus account to get the best out of your heat pump.

To download the apps follow the QR code below:



octo.ps/HP-apps



Five things to know about your heat pump

1

It'll adjust to the weather automatically

To help you save energy, we set your heat pump to monitor how hot or cold it is outside, and adjust the temperature accordingly.

2

Heat pumps take longer to warm up

Your heat pump uses cooler water to heat your home, so it will take longer to warm up. You won't feel an immediate difference like you might be used to with a boiler. It's best to set your heating to come on before you get home or wake up. The preheating time will depend on your home, so you may need a few trial runs to find the perfect schedule.

3

It's better to turn the thermostat down than turn the heat pump off

Your pump is much more efficient when it's running consistently. Don't want the heating on when you're out? Turn down the thermostat by around 3 degrees. Or if you're away for longer, use holiday mode in settings to turn your heating off without allowing the temperature drop too low.

4

Hot water always takes priority

When it's time to heat your hot water tank, your heating will switch itself off. When the tank's ready, the heating will turn itself back on. You don't need to do anything and you shouldn't notice too much of a difference in your home's temperature. Find out how to schedule water heating on page 12.

5

Keeping the area around your pump clean and clear helps it work well

The box needs room to breathe, so don't pile the garden furniture or pots nearby. It also helps to clean off any leaves or dirt, and brush away snow. If you fancy a spring clean, you can give it a wipe down with a damp cloth, but steer clear of harsh chemicals, and avoid touching the fins at the back to protect your hands and the heat pump.

How to use your thermostat and control panel

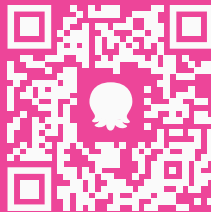
Here's the quick overview of the settings you'll use most. If you'd like to read about other settings, there's more detail in the full manual that came with your pump.

A quick guide to your touchscreen thermostat

On the heating or hot water screens, use the plus or minus to adjust the temperature, then [o button] to confirm.

On the Powerful Operation screen, the same buttons will immediately switch to heating up your hot water tank. This boost is made for moments when you can't wait for the usual reheating schedule. But use this sparingly - using it all the time will quickly hike up running costs.

For a video guide, follow this QR code link:



octo.ps/helpvideos



Daikin Madoka thermostat



Change screen or confirm change



Temperature change button



Room temperature



Hot water temperature



Hot water boost (aka Powerful Operation)

Hot Tip: Keeping a steady temperature will save you money.

Avoid turning up the heat by more than a couple of degrees to keep it running efficiently. Stick to a target temperature that suits your comfort and budget, and your heat pump will adjust to the weather outside.

You can also do all of this on the app from wherever you are. Use it to make adjustments to the temperature or change the schedule.



A quick guide to your control panel



Left Analog Scroll through the menu

Right Analog Scroll to adjust settings



Get back to the main screen



Go back a step

How to set a schedule



For your hot water

Use the left hand dial to scroll down. Then tap on 'Tank'. Scroll through that menu to choose 'Schedule'.

You can choose timings for your tank's different temperature settings.

- **Comfort setpoint:** the highest temperature in the tank
- **Eco setpoint:** the lowest temperature in the tank
- **Stop:** no heating

We recommend leaving the setpoint default temperatures as they are. But if you need to adjust them, go back to the Tank menu and look for 'Setpoints'.

Setting your schedule around a smart tariff is a great way to save money. Find out more on page 15. Normally a few hours of heating is enough to supply hot water for the whole day.

Adjust the temperature of the radiators or underfloor heating manually

If you want your radiators or underfloor heating to feel warmer (or cooler):

- Use the left hand dial to scroll through the menu and tap 'Main zone'
- Use the right hand dial to set the temperature difference up or down.

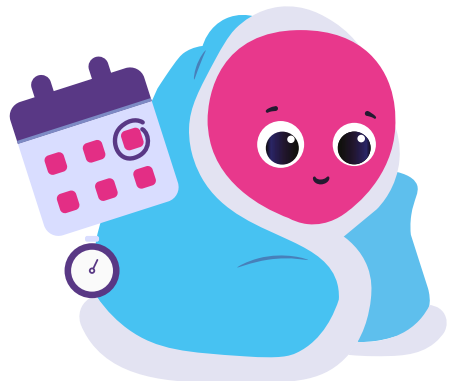
For your heating

As with hot water, use the left hand dial to scroll down. Then all the settings you need are under the menu. Scroll down again then tap 'Room heating schedule' to adjust the times you'd like the heating to come on each day. If you have a smart thermostat like Hive or Nest, we'd recommend using that to set your schedule instead.

Watch our handy video on setting up a schedule here:



octo.ps/helpvideos





Heat pump top tips

Here's how to run your heat pump most efficiently to save energy and money.

Try not to turn up the heat by more than a few degrees

Keeping a steady temperature will save you money. We'll set your heat pump to work as efficiently as possible whilst keeping you warm, but if you've been tempted to turn up the heat, remember that this could impact running costs.

Go easy on the hot water boost (aka Powerful Operation)

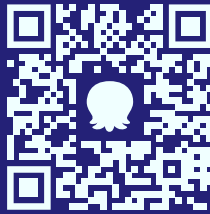
It's a handy shortcut when you need to reheat the tank quickly. But it's not the most efficient way to use your system. So save it for when it's really needed.

Choose a smart tariff

With an Octopus smart tariff you get cheaper electricity at the greenest times of day, saving you money whilst you heat your home.

Cosy Octopus - our smart tariff designed specifically for heat pump owners - offers several hours of super cheap electricity to heat your water cylinder every day.

Your heat pump will be super efficient, even on a standard tariff. But if you'd like to find out more about Cosy and our other smart tariffs, follow the QR code link below.



octo.ps/smart



Set a schedule

What you go for depends on how quickly your house heats, how much demand there is for heating and hot water and whether you're on a smart tariff. There's no universal schedule, but here's an example from a Cosy Octopus customer:



If you're on a tariff that has peak and off-peak times, try setting your heating and hot water for when you're paying the lowest rates to save more money.

i

Hot tip: turning your heat pump on and off continuously can reduce efficiency and the life span of your heat pump. Try to limit the number of changes in a day to keep it working well.

Things to check if something doesn't look right

The good news is that it's really unlikely anything's gone wrong with your heat pump. But there are a few things people generally call us about, so you can check those here.

Why is the outdoor unit smoking or dripping?

It's most likely defrosting. When it's cold, your pump will automatically run a cycle to clear any built-up ice. It's actually steam, not smoke, and a bit of melted ice. So it might look a bit dramatic, but it's actually a sign everything's working as it should be.

Why aren't my radiators hot?

The radiators will still be warming up your home even if they're not very hot to touch. If your room is comfortable and the thermostat is the right temperature, then everything's working fine – even if the radiator is lukewarm or cool. When it's very cold outside, you'll notice your radiators get warmer.

If the thermostat looks right but the room still feels a bit chilly, you could:

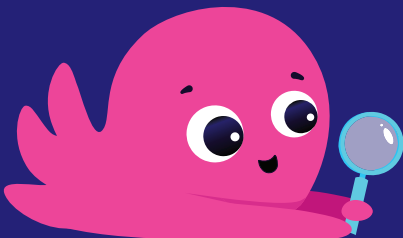
- change the heating schedules (see page 12)
- turn up the target temperature by a degree or two
- open the valves and check the system pressure (see how at the link below)

Why is it showing an ‘AH’ error?

The short answer is that it didn’t finish disinfecting the hot water in the tank. Leave it a week, and it should run another cycle and clear the error. If it hasn’t by day 8, give us a call.

The long answer: once a week, your hot water cylinder runs a disinfection cycle. That should happen some time when you’re unlikely to run the hot water, like in the early hours. But if someone, say, runs a bath during that time, it stops the process. And that shows up as a warning until it runs the next cycle. Don’t worry: skipping a week won’t cause any problems.

Can’t find the answer you’re looking for? There are more troubleshooting tips online, too.



octo.ps/troubleshooting

Here's some information that's useful for troubleshooting

Not found what you're looking for? There's more info on our website

You will be able to find practical guides for things like opening valves and checking the water pressure in the system.

<https://octopus.energy/heat-pump-help>

If you can't find the answer you need, the quickest and easiest way to get in touch is dropping us a line on aftercare@octoes.com

We answer emails 7 days a week, so we'll get back to you asap.

You can also ring our freephone helpline on 0808 175 1696.
Open 8am – 8pm Monday to Saturday, 10am - 6pm Sunday.



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