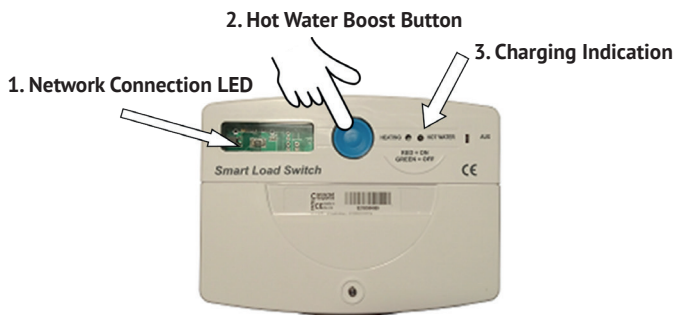


# HeatSage Aftercare

## Introducing HeatSage

HeatSage is a solution to manage electric storage and water heaters intelligently and effectively. It consists of a Smart Load Switch, a Temperature & Humidity Sensor and a cloud-based weather compensation service.

### Smart Load Switch



## How it works

### What does this do and how does this work?

HeatSage consists of a Smart Load Switch device (which is situated on your electricity meter board) and a Temperature & Humidity Sensor (which is situated in your living room). This sensor is used to monitor your in-home temperature to ensure that you are receiving the correct heat. The HeatSage system provides a weather compensation service that reviews the weather forecast in your region and automatically alters the charge period of your storage heaters to reflect the outside temperature. This means that the charge period in warmer weather will be reduced and in colder weather will be increased.

### How can I choose when I want to be warm?

Upon installation we will set your heating to an optimised standard setting. If you would like to alter your heat settings, you can do this by sending an email to us detailing your address and requirements to [glasgow@connectedresponse.co.uk](mailto:glasgow@connectedresponse.co.uk) or by calling us during normal office hours on 0800 048 9220. Normal office hours are 9am – 5pm Monday - Friday excluding bank holidays.

### How will my hot water work?

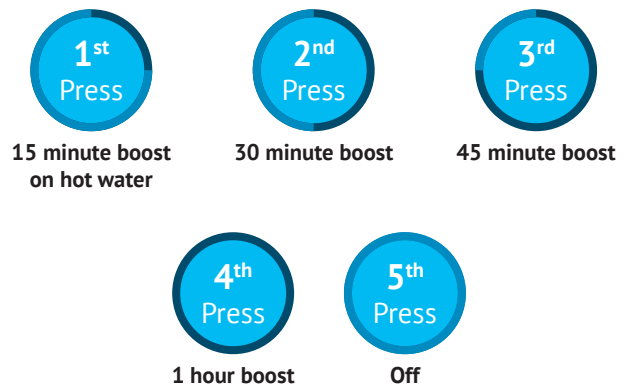
Your hot water will automatically be set to charge for two hours between 05:00am and 07:00am. Depending on your tariff we can alter this as required. This can be changed by sending an email to us by detailing your address and requirements to [glasgow@connectedresponse.co.uk](mailto:glasgow@connectedresponse.co.uk) or by phone during normal office hours as outlined above on 0800 048 9220.



As part of the installation, there is a new hot water switch fitted in place of your old timer. **This should be left in the ON position at all times** and only be used to switch off your hot water completely for example, if you are going away for a few days and do not need any hot water. When the hot water is charging, the red light on the Water Heater Switch will be ON.

The blue circular button on the centre of the Smart Load Switch is your boost button and will take the place of your old hot water timer.

### The blue button works as follows:



# HeatSage Aftercare

## Frequently Asked Questions

### What is expected of me?

To optimise the efficiency of HeatSage you must let us know:

- if you change energy supplier
- if you change energy tariff
- if you plan to move out of the property

This will help us to ensure that your heating and hot water is being charged at times that match the cheaper off peak period of your new tariff.

Contact us to inform us of these changes by emailing us at [glasgow@connectedresponse.co.uk](mailto:glasgow@connectedresponse.co.uk)

### Which energy tariff works best?

HeatSage works best with an Economy 10 tariff or any tariff that provides an afternoon charging period but still works effectively with an Economy 7 tariff. If you do change your tariff please remember to contact us at [glasgow@connectedresponse.co.uk](mailto:glasgow@connectedresponse.co.uk)

An Economy 10 electricity tariff gives you access to up to ten hours of cheaper electricity a day. It provides three hours of cheaper electricity at night, three hours in the afternoon and four hours in the evening.

An Economy 7 electricity tariff is one that gives you lower rates at night (when your storage heaters charge) and more expensive rates during the day. The cheaper rate usually runs between midnight and 7am, with the more expensive rate covering the rest of the day subject to slight variations between different energy suppliers.

Precise timings and cost of Economy 7 and Economy 10 tariffs can vary depending on your supplier.

### What if I have a smart meter installed?

This is fine. We recommend having a smart meter installed as it helps you to review and potentially reduce energy consumption. There is no impact to the service if you have a smart meter or not.

### Will HeatSage save me energy?

HeatSage is designed to maximise your existing heat provision to allow you to be warmer and more comfortable in your home. Avoiding the use of extra heating will help reduce your overall use of electricity.

To further increase the potential to save energy you should consider using an Economy 10 tariff because of the availability of an afternoon charge.

### What are the suggested input and output positions for the dials on my storage heaters?

The INPUT dial controls how much energy is stored in the heater overnight - to get the best out of the weather compensation service, we suggest setting the input dial to 6. The OUTPUT dial controls how quickly the heat is released out of the storage heater, we suggest setting the dial to 3. You can choose what best suits your needs.

If any of your heaters have different types of controls, you should contact your Housing Officer for advice.



### What is that small box in my living room?

This is a Temperature & Humidity sensor. This device allows us to determine that the heat provision is working as expected. Please do not remove or cover this sensor.

### I want to change my heating and/or hot water settings, what can I do?

Contact us to make changes by emailing us at [glasgow@connectedresponse.co.uk](mailto:glasgow@connectedresponse.co.uk) detailing your name, address, contact details and requirements. Alternatively, please contact us on **0800 048 9220** during normal working hours. Normal office hours are **9am – 5pm Monday to Friday**, excluding public holidays.

**In the event of a fault with your heating or hot water, you should contact Wheatley Repairs on 0800 479 7979.**