



2025

Customer Home User Guide - Llanrumney

CARDO

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Dwelling Details

Site Reference: Branton Cresent

Total Floor Area: 47.1m²**Reference: 12 HA Houses****Address:** Branton Cresent, Llanrumney, Cardiff, CF3 5HT**Contents**

| | |
|---|-----------|
| 1. Introduction | 3 |
| 2. Emergency..... | 4 |
| Water How to deal with a water leak. | 4 |
| Electricity | 4 |
| Fire | 6 |
| 3. Ventilation..... | 6 |
| Extractor Fans | 8 |
| 4. Heating and Domestic Hot Water Systems..... | 8 |
| Storage Heaters | 8 |
| Hot Water Cylinder | 18 |
| 5. Electricity..... | 24 |
| Safety | 24 |
| Lighting..... | 24 |
| Circuit Breakers..... | 25 |
| Fire Alarms & Detectors | 25 |
| 6. Renewable Energy | 26 |
| 7. Other Services..... | 29 |
| Cold Water | 29 |
| Broadband and Satellite | 29 |
| EV Future Charging Point | |
| Location..... | 32 |
| 8. Staying Cool in Hot Weather | 30 |
| 9. Finishes | 32 |
| Painting and Decorating | 32 |
| Flooring | 32 |
| Fixings..... | 32 |
| Sanitary Ware..... | 32 |
| 10. Equipment..... | 33 |

Building Regulations Part L, F and O – Wales

| | |
|--|-----------|
| Bathroom and Shower | 33 |
| Sprinkler System | 33 |
| Windows and Doors | 34 |
| Keys | 34 |
| Doorbell..... | 34 |
| 11. Sustainable Drainage Systems Information | 39 |
| Rainwater Garden - Soak, Filter and Flourish..... | 39 |
| Swale - Nature's Rain Drain | 40 |
| Wildflower Meadow - Buzzing with Life..... | 41 |
| 12. Useful Websites and Numbers | 39 |
| 13. Nearest Amenities | 40 |
| 14. Local Information | 41 |
| 15. Water Saving Tips for your Home | 41 |
| 16. Further Information | 42 |
| Recycling - Sack and Sort Service | 45 |
| Your home energy check list | 45 |

1. Introduction

This Home User Guide has been provided by Cardo Group and CCHA. The guide is intended to help you operate your home. Further details have been provided to help you better understand the energy systems within your property to help you stay warm in the winter and cool in hot weather, while keeping your bills as low as possible. However, it is important that this document does not replace manufacturers' instructions for these systems which should always be followed. See the O&M manuals available in the tenant information pack.

New homes in Wales are being designed and built to use less energy and to emit lower quantities of greenhouse gases (including carbon dioxide) than existing homes. In addition to being well-insulated and less draughty (when compared to older homes), they may now also include systems that were uncommon in earlier homes, including how they are ventilated. This guide gives advice on topics with which you may be unfamiliar compared with your experiences in previous homes and details of how to operate and maintain your property. It covers the following topics:

- Emergency procedures
- Ventilation

Building Regulations Part L, F and O – Wales

- Heating and domestic hot water
- Electricity
- Renewable energy
- Other services
- Staying cool in hot weather

Alongside this guide, the original manufacturers' operating and maintenance instructions have been provided to you separately. Contact details for recommended professional installers should also be given to you for use in emergencies and to ask them carry out normal maintenance. Some owners / occupants may choose to carry out simple but important routine maintenance tasks for themselves, such as cleaning dust and debris from air inlets and outlets, changing air filters, and bleeding radiators (in line with manufacturer's instructions). These simple actions will help to ensure energy use is kept to a minimum and systems operate effectively.

Scan the QR code on the front cover to access a digital version of the HUG and helpful video demonstrations.

2. Emergency

Water

How to deal with a water leak.

1. Stop the leak, isolating the water supply by turning the shut-off valve (clockwise). **This is located is the under sink in kitchen.** If possible, establish the cause and location of the leak.
2. Contact CCHA immediately on **029 2046 8491** to resolve the leak. After 12 months of the number of reporting will be 029 2046 8490.




Electricity

How to deal with a power cut.


1. Check to see if lights have gone out in the neighbouring streets. If you can see lights elsewhere, it suggests the problem is in your home, rather than being a real power cut.
2. If you use a prepayment meter, make sure you haven't run out of credit. Check your meter display and if it shows the word 'debt' it means you've run out of credit and need to top up your card. If this is not the case, then check the below.
3. Check for a tripped switch within your consumer unit, this is located either in the hallway or under the stairs. Lift the cover and see if any of the switches have tripped. A tripped switch will be in the down position. If any switches have tripped, you'll need to reset them by moving them to the up position.
4. If the switches trip again immediately or you experience frequent power cuts, you likely have a faulty device or problem with your wiring. To spot a faulty device, we recommend plugging each appliance in one-by-one to work out what's causing the problem.

Building Regulations Part L, F and O – Wales

If you cannot find a faulty device causing the problem, then contact CCHA immediately on **029 2046 8491** to resolve the problem. After 12 months defect period the number of reporting will revert to 029 2046 8490.

| Service | Isolator Location | Instructions | Photo |
|----------------|----------------------------|--|---|
| Water | Under Base Unit in Kitchen | To shut off the water, turn the lever clockwise. |  A photograph of a brass water stopcock with a blue handle. A white label is attached to the handle that reads 'Main Water Stopcock' and 'On/Off' with an arrow pointing to the handle. The stopcock is mounted on a wall with a grey pipe below it. |
| Sprinkler | Under Base Unit in Kitchen | Do Not Turn Off |  A photograph showing the underside of a kitchen unit. It features white PVC pipes and a blue-handled stopcock. A red arrow points to a small white label on the pipe that reads 'Do Not Turn Off'. |
| Sprinkler Pump | Under stairs | Do Not Touch |  A photograph of a red fire alarm control panel. The panel has a digital display screen and several buttons. It is mounted on a wall. Above the panel, there are three small white labels with yellow warning symbols. |

Building Regulations Part L, F and O – Wales

| | | | |
|-------------|------------------|--|---|
| Electricity | Hallway Cupboard | To shut off the electricity, put all four switches in the down position . |  |
|-------------|------------------|--|---|

Fire

In case there is a fire, please familiarise yourself with all escape routes and note the operation of all windows. If your property is fitted with fire doors, do not remove or prop open as this could reduce fire safety.

Do not alter or interfere with any electrical cables or installations. If any problems occur with the circuit breaker or an RCD trip repeatedly, do not keep resetting it as this may indicate a problem with the installation. **Please report the problem immediately.**

Evacuation

What to do if there is a fire: A fire in your home:

1. Leave the room where the fire is straight away and close the door if it is safe to do so.
2. Tell everyone in your home and get them to leave immediately, close the door of the home behind you.
3. Do not stay behind to put the fire out.
4. When safe, call the Fire Service on 999.
5. Wait outside, away from the building.
6. If you see or hear a fire in another part of the building:
7. Your building is designed to contain a fire in the house where it starts, this means it will usually be safe for you to stay in your own house, if the fire is elsewhere,
8. However, you must leave immediately if smoke or heat affects your home, or if you are told to leave by the Fire Service,
9. If you have any concerns or worries and if it is safe to do so, you should leave the building as quickly and safely as you can,
10. If there is a need to evacuate the building the Fire Service will normally instruct this.

You should make sure you plan and be familiar with your home should you need to evacuate.

3. Ventilation

Ventilation in your home is provided for three reasons: The first is to supply fresh air for the occupants. The second is to help to ensure good indoor air quality, which needs removal of enough moisture, odours, and other indoor pollutants. The third purpose is to help to maintain good thermal comfort; ventilation air flows help heat to mix from different sources, so it circulates throughout your home, especially from the central heating system during cold

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periods. The different parts of the ventilation system work together to allow fresh air throughout your home. During hot weather periods, ventilation can remove excess heat from your home - See the 'Staying Cool in Hot Weather' section below for guidance about this.

Poor levels of ventilation along with excess moisture in the indoor air can contribute to mould growth, so it is important to use the ventilation provided to keep your home 'fresh' and to remove moisture at source, particularly from shower rooms, bathrooms and kitchens. To limit excess moisture in the indoor air and condensation in your home, the following tips may be helpful:

- Avoid drying clothes indoors, especially on radiators;
- Reduce moist air spreading around your home by using local extract fans keeping internal doors closed when cooking, bathing, or showering.

A decentralised Mechanical Extract Ventilation (d-MEV) system has been installed in your property, this is a low energy, continuous mechanical extract ventilation system designed to draw moisture laden air out of the wet rooms (bathrooms/utility and kitchen) providing a quieter and more efficient system compared to intermittent fans. This has been provided using continuous mechanical extract ventilation from shower rooms, bathrooms and kitchens, with trickle vents in most window frames, and openable windows.

Trickle vents are small openings fitted within all window frames except for in shower rooms, bathrooms and kitchens. When open, these allow background ventilation air flows to help to maintain good indoor air quality. Continuous mechanical extract ventilation from shower rooms, bathrooms and kitchens (sometimes via a non-recirculating cooker hood) provides background ventilation air flows to remove moisture, odours, and other indoor pollutants from your home, with fresh air supplied through trickle vents. This type of system is intended to run continuously using fans powered by electricity and should only be switched off if they are being worked on by a professional installer. Each fan can also be switched to boost mode to temporarily increase the ventilation air flows when needed. Opening windows allow for additional ventilation when needed. To allow air to circulate around your home you may have noticed that all the doors have gaps underneath them - Do not block these gaps as it will stop air flowing between rooms to those with extract fans and between trickle vents.



Some practical tips on using ventilation provisions in your home are listed below:

- When fitted in your home, trickle vents should be open to provide background ventilation. Trickle vents can be closed to limit cold draughts at certain times, or within rooms you are not using and heating, but remember to open them again at other times. Permanently closing trickle vents could over time contribute to your home to becoming unhealthy and damp. Openings in trickle vents should be cleaned at least once per year to ensure air can flow freely through them, including internal grilles if these are present.
- For local mechanical extract fans (fitted in shower rooms, bathrooms and kitchens), all the ventilation inlet and outlets should be checked regularly to ensure they are not

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blocked with dust or other debris. They should be maintained by a professional installer according to the manufacturer's instructions.

Extractor Fans

At installation your fan will be set to work in a way that will appropriately ventilate your home. How this has been set will have been decided by your housing provider.



It is recommended that during times of showering, or bathing that you ensure your fan is set to boost. If your fan is fitted with a pull cord, this may be used as and when required to boost your fan.

You may notice that when you switch your light switch on, your fan will boost. This is normal and once the light is switched off the fan will drop back down to normal operation.

4. Heating and Domestic Hot Water Systems

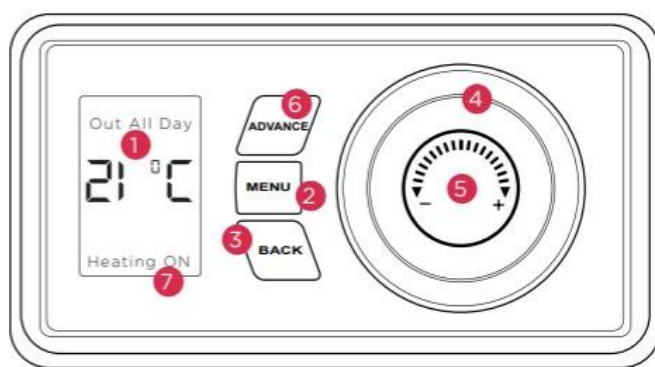
To live comfortably in your home, you need two forms of heat. The first is hot tap water, which is also known as 'domestic hot water' and is needed all year round. The amount of hot tap water your home needs however is entirely dependent on the behaviour of the people living there. The second is space heating (with heat provided via radiators or underfloor heating for example), which is only needed when your home is feeling cold. As we now build new homes in Wales to lose far less heat to the outside than before, far less space heating is required. Until the weather becomes really cold, the heat given off by appliances, electrical equipment, lighting, heat gains from the sun and the people in your home may balance the heat it loses to the outside, meaning the space heating system may not need to come on. Space heating is normally delivered by a central heating system.

Storage Heaters

Your Dimplex Quantum heaters work in the same way as standard night storage heater, by charging up overnight. Please contact British Gas as what tariffs are best for you to be agreed with yourself and the supplier. But what makes these heaters different is that they have thermostats and a digital programmer making them much more responsive to your needs. For further operation instructions, see video linked below.

<https://www.youtube.com/watch?v=ImFAPhASICU&list=PLeu8n3AX7aM8fKluhw7rEvXisDffxWwO5>.

Thermostat Display



1. Display Screen
2. 'Menu' Button
3. 'Back' Button
4. 'Selector Dial'
5. 'Enter' Button
6. 'Advance Button'
7. Heating Status

How Does the Heater Control Work?

The heater control allows you to choose when you want the heating to be on, and at what temperature. To deliver the required heat the control switches on and off a low-speed fan that discharges stored heat from the core into the room.

The periods during which the heater is providing heat are called '**Heating On**' (shown at the bottom of the screen). Outside of these periods the heater will not deliver heat and these periods are called '**Heating Off**'. During the '**Heating On**' periods the low-speed fan will run to maintain the temperature on the screen. During the '**Heating Off**' periods it will not.

Note: there is a delay of up to a minute on the fan operation when switching to 'Heating On' or 'Heating off'. This is normal and does not represent a fault.

Set the Time

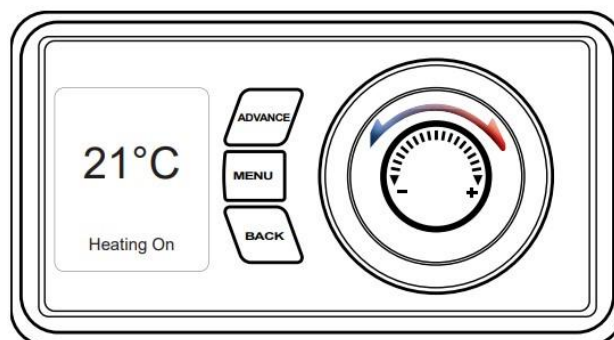
The time and date are set in the factory and should not need to be amended. However, to check that they are correct press Menu, then press the Selector Dial with Time / Date highlighted. Rotate the Selector Dial until the correct value is shown, then press it down to confirm and move on to the next value. Repeat until all details are correct and the main menu screen is showing again, then press Back.

The time is automatically adjusted in spring and autumn at the changes between Greenwich Mean Time (GMT) and British Summer Time (BST).

It is recommended to check the time every couple of months and adjust if necessary.

Set the Temperature

The temperature shown on the display is the room temperature setpoint. This is the temperature that the heater will maintain during the 'Heating On' periods. If the room temperature is above this temperature, then the fan will not operate. The heater leaves the factory with this temperature set at 21°C which represents a typical, comfortable room temperature.



If you require a different room temperature, then rotate the control dial either clockwise or anticlockwise until the display shows the temperature you require.

THERE IS NO NEED TO TURN THIS DOWN OVERNIGHT

NOTE: If you wish to change the temperature permanently, this will need to be done by modifying the room temperature setpoint in your selected timer mode.

Set the Timer Mode

Your Quantum heater comes pre-programmed with four timer modes.

These modes define the periods when the heater will operate in 'Heating On' mode.

The four modes are:

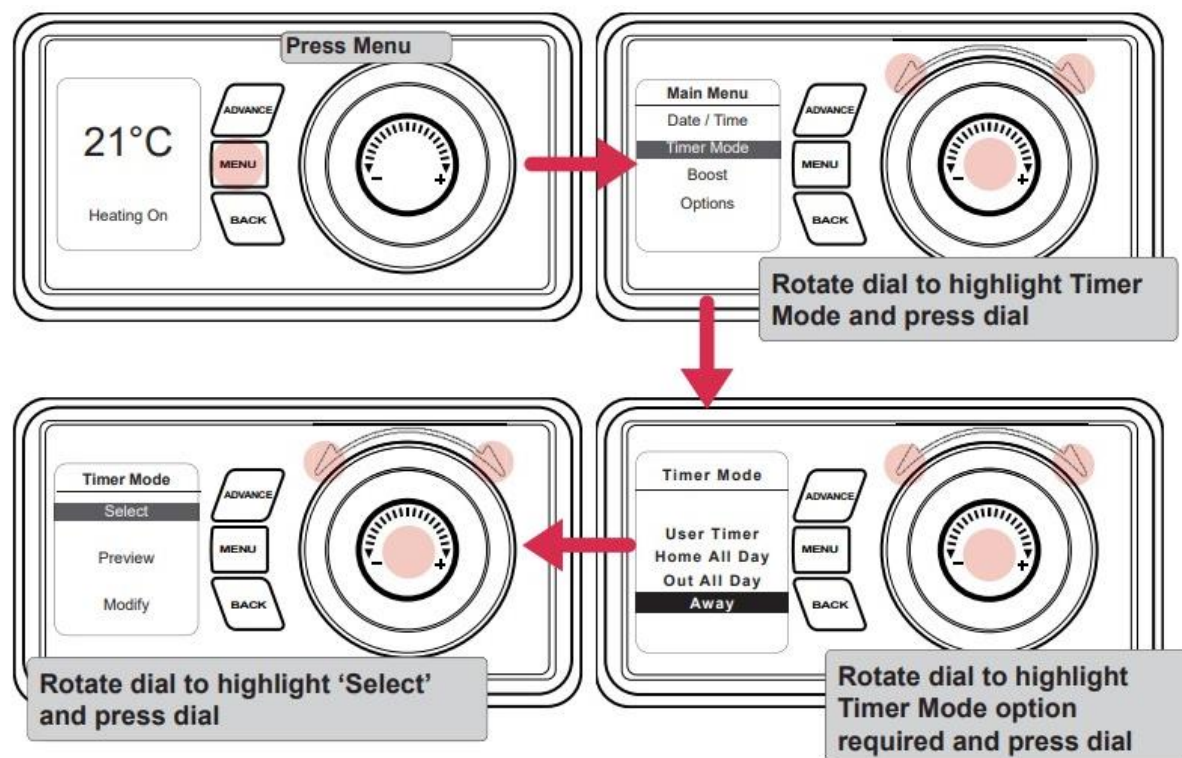
| Time Mode | Description |
|--------------|---|
| User Timer | 11 hours heating in 4 periods across the day: 06:30 – 09:30, 11:00 – 13:00, 15:00 – 17:00, 18:00 – 22:00 |
| Out All Day | 6.5 hours heating per day in two periods: 07:00 - 08:30, 17:00 - 22:00 |
| Home All Day | 13 hours of continuous heating per day: 08:00 - 21:00 |
| Away | Set the temperature and number of days for which you are on holiday |

Note: The 'Heating On' times in all modes can be customised to suit your lifestyle, this includes adjusting

Which Timer Mode is Best for Me

The heater leaves the factory set in **User Timer** mode. This mode will give you four periods of heating split throughout the day.

If you are out during the day and only require heat in the mornings and evenings then select **Out All Day** mode, this mode will suit your lifestyle and you won't need to do anything.



If you are in during the day, then you should select the **Home All Day** mode.

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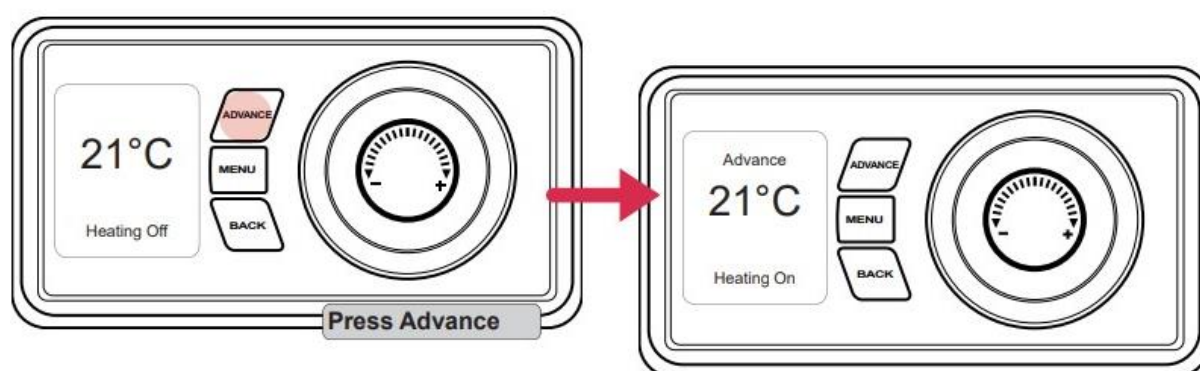
If you are away for an extended period, then you can use the **Away mode**. This allows you to reduce the heating during the period that you are away, reverting to the previously selected mode on the day you return.

Scan the QR code on the adjacent page to view the full instruction booklet on-line.

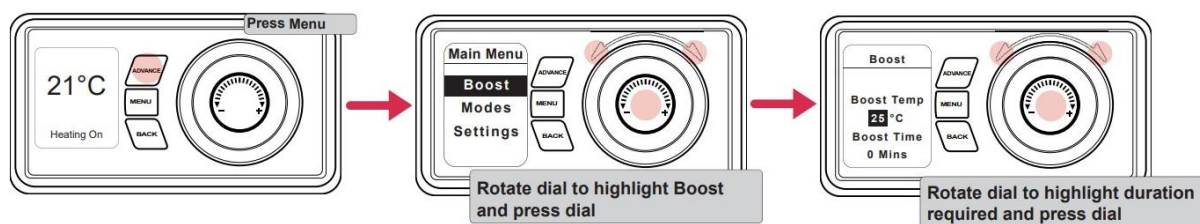
Advance

Sometimes you may need to change the way you use your heating temporarily. This is achieved by using the Advance function.


If the heater is in 'Heating Off' mode and you want heat – press the Advance button. If the heater is in 'Heating On' mode and you don't want heat, press the Advance button. The heater will go off until the beginning of the next 'Heating' period, then go back to the timed heating periods.


**Boost**

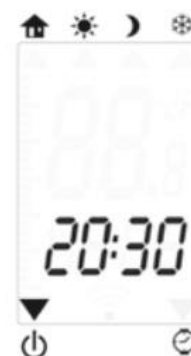
A supplemental boost element controlled by the electronic thermostat is provided if additional room heating is required, for example, due to unusually cold weather. You can select how long the boost will run for, from one to four hours. Once the boost has run for the selected time it will automatically switch off.

**Electric Vertical Heater**

5.1 ON / STAND-BY


When in STAND-BY mode the radiator does not heat up, but the display will show the current time. Pressing the  button for 2 seconds switches the product on or puts it into STAND-BY mode.

Press  for 2 seconds to switch the product on. When it is switched on for the first time, the time and day will flash. It's important to configure these correctly in the next step.



5.2 Setting hour / day



The time and day must be set when you first switch the product on, or when the product is disconnected and reconnected from the power supply.


It's also possible to configure this by pressing the  MODE button for 5 seconds when the product is in STAND-BY. The display will show the word "SET" and then suggests changing the TIME and DAY of the week.

The time is set by holding down the  INCREASE button until the current hour and minute value is reached.

Click the  MODE button to confirm the clock setting and continue to the day setting.

The display will show the word "DAT" and then suggests the day of the week. D1 corresponds to Monday, D2 to Tuesday and so on.

Use the  INCREASE button to set the current day of the week, e.g. if it's Thursday press the  button 4 times until you reach D4.

Press the  MODE button to confirm the day and exit the setting. Once the time has been set, it will stop flashing.

If your product is in STAND-BY mode and you wish to turn it on, press the button for 2 seconds.




5.3 MANUAL modes

There are 4 Manual operating modes: Pilot Wire, Comfort, Night and Anti-Frost.

PILOT WIRE mode (only available on request)


The Pilot Wire is a special communication protocol that allows an external unit or control unit to control the radiator. It's shown on the display by an arrow pointing to the house symbol.



To activate Pilot Wire mode, press the  MODE key once. The message "FP" will appear briefly along with an acoustic signal.

IMPORTANT: This function is not available unless requested, even if it is displayed on the menu.

**CONFORT mode**

Comfort mode is shown on the display by an arrow pointing to the sun symbol and the Comfort temperature on the screen.


To activate the Comfort mode, press the  MODE key once. The message "CON" will appear briefly along with an acoustic signal.



You can set the desired temperature with the  INCREASE and  DECREASE buttons. The radiator remains on until the room reaches the selected temperature.

This selected temperature is used during the WEEKLY PROGRAMMING mode (section 5.4) as the temperature set for the periods in Comfort mode.

**NIGHT mode**

Night mode is shown on the display by an arrow pointing to the moon symbol and the Night temperature on the screen.

To switch from Comfort mode to Night mode, press the  MODE button again. The word "RID" will appear briefly along with an acoustic signal.

You can set the desired temperature with the  INCREASE and  DECREASE buttons. This temperature does not depend on the Comfort temperature and is usually used to set a temperature below 19°C, which is ideal for a good nights sleep. This selected temperature is used during the WEEKLY PROGRAMMING mode (section 5.4.) as the set temperature for the periods in Night mode.



❄️ ANTI-FROST mode

Anti-Frost mode is shown on the display by an arrow pointing to the snowflake symbol and 7°C temperature on the screen.


To switch from Night mode to Anti-Frost mode, press the  MODE button again.

In this operating mode, the user cannot regulate the temperature as it remains fixed at 7°C. This mode prevents the room temperature from falling below 7°C.



5.4 AUTOMATIC modes

In Automatic mode, the product regulates the temperature according to the daily programme created by the user, using the temperatures previously set in the Comfort and Night modes.



To switch from ANTI-FROST mode to PROGRAMMING mode, press the  MODE button again.

The word “PRO” will appear on the screen with an arrow pointing to the clock symbol (located at the bottom right of the screen). In the “clock” section of the screen, the current time of day is displayed, only if the time and day of the week have been set correctly when the product is first switched on (section 5.2).



The programming schedule is displayed on the left side of the screen by a succession of lines that representing 24 hours of the day. An arrow at the top of the screen indicates the operating mode (Comfort or Night).


The temperature selected for that mode is shown on the display.

To modify the temperatures of the Comfort or Night modes, access the corresponding mode and then use the  INCREASE and  DECREASE buttons to modify the temperature parameters.










5.4.1 WEEKLY PROGRAMMING modes

In order to proceed to the weekly programming, you must:

- Have established the correct time and day of the week (section 5.2)
- Be in PROGRAMMING mode (press the  MODE button for 5 seconds until “PRO” appears on the screen. “FP” will appear first, then “PRO”.)










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In this mode, it is possible to program each day of the week independently.

1. Select the day with the  INCREASE and  DECREASE buttons (D1 = Monday, D2 = Tuesday, etc.). Press the  MODE button to confirm. All the time bands for the day will then be displayed.
2. The lower screen shows the time interval that must be programmed for each hour. Press  INCREASE to activate the Comfort mode temperature OR the  DECREASE to activate the Night mode temperature for that hour. Comfort mode is indicated by a strip on the side bar. After each selection, the time interval will progressively advance (00h, 01h, 02h, 03h...).
3. The strips will only be seen for the time bands that are active in Comfort mode.
4. Once you have configured all hours of the day, press the  MODE button once and then select the remaining days you wish to program e.g. D2 - D7.
5. Press the  MODE button for 5 seconds until the word "END" appears to save.

Example

Set the Comfort mode on Fridays from 7am to 9am, and from 5pm to 9pm keeping the rest of the day in night mode:

- Press for  5 seconds until "PRO" appears.
- Choose Friday (D5) by pressing the  button 5 times and then press  to confirm.
- The display will show the time bands (00h, 01h, 02h, 03h etc.), starting from midnight onwards, which means that the first time slot is from midnight to one in the morning.
- In this case, as you want to activate Night mode until 7am, press  7 times to program 00h - 07h as Night mode. If Night mode has been set at 15°C, the radiator will be activated at 15°C from midnight to 7am.
- Now you can set the Comfort mode in the time band from 7am to 9am by pressing the  key twice. You will see this activation in the side strips. If Comfort mode has been set at 21°C, the radiator will be activated at 21°C from 7am until 9am.
- Then set Night mode until 5pm by pressing  button 8 times.
- Then set Comfort mode from 5pm to 9pm by pressing  4 times.
- Then set the remaining hours (9pm - midnight) in Night mode by pressing  3 times. To confirm your programming, press  for 5 seconds until "END" appears.

Air Source Heat Pump Water Heater

The Dimplex Air Source Heat Pump Water Heater is an energy-efficient solution for residential homes, designed to provide hot water by extracting heat from the air outside. Using advanced heat pump technology, it works by transferring heat from the ambient air to warm the water, offering a sustainable alternative to traditional electric or gas water heaters. This system significantly reduces energy consumption, making it an eco-friendly choice for homeowners looking to lower their carbon footprint and energy bills. It is particularly well-suited for homes in moderate climates where outdoor temperatures remain above freezing, ensuring reliable performance throughout the year.

The air source heat pump water heater is operated automatically using the timing programmer.





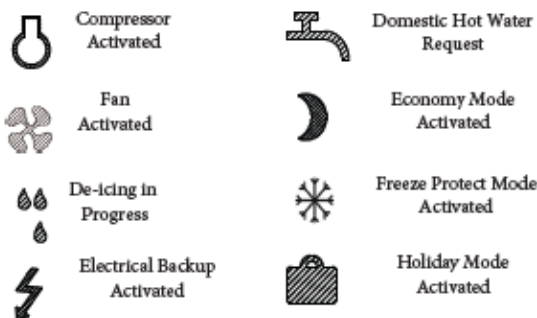
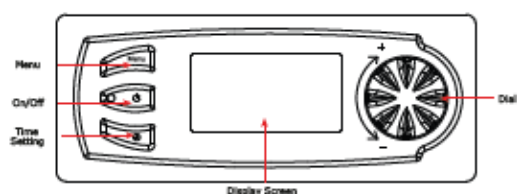
7.2 Using your Hot Water Heat Pump

The hot water heat pump mainly operates with the heat pump, as long as the air intake temperature remains in the authorised - 7°C to + 35°C range. Outside of this range, electrical backup ensures that the domestic hot water is heated.

The domestic hot water temperature provided by the heat pump is adjustable up to 60°C. In case of high domestic hot water consumption, the domestic hot water heater has a comfort function which increases the heating capacity when there is less than 1/3 of the tank's volume left at over 38°C (see Section 7.11.5). There is also a setting (see section 7.11.7) to activate electrical backup if the heating time is too long.

If more domestic hot water is required from time to time, the heat pump water heater has a "Boost" function (activated by the user) which ensures that the water heats to the desired temperature (for example : 50°C) quickly with the help of the heat pump and electrical backup. This function is deactivated as soon as the required temperature is reached. From time to time, check that there are no alerts (in case of an alert, please refer to Section 8.6).

7.3 Control Box



7.4 Setting the Language

The language must be selected when the appliance is turned on for the first time. Turn the dial to the left, select 'English' and press the dial to confirm. The language menu can be accessed at any time.

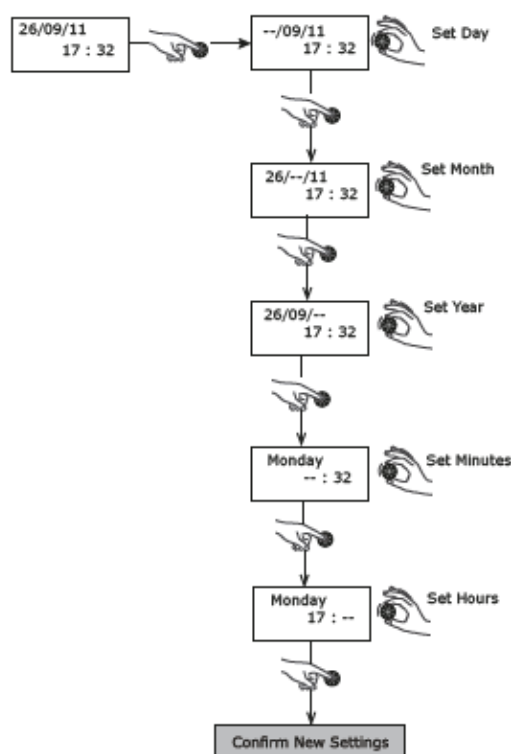
- Press 'Menu'.
- Turn the dial to scroll through the menu options:



- Press 'Menu' to return to the main screen.

7.5 Setting the Time

- Press 'Clock':



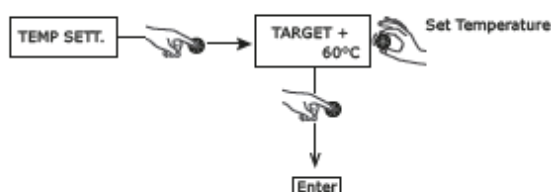
- See section 7.11 for instructions to gain access to installer menu



7.6 Setting the Water Temperature

The water temperature can be adjusted between 30°C and 65°C. The heat pump alone heats the water up until 60°C. Beyond this temperature, up to 65°C, the electrical backup immersion takes over.

- Press 'Menu'.
- Turn the dial to scroll through the menu options:

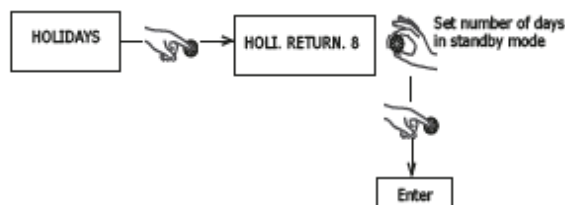


- Press 'Menu' to return to the main screen
- In order to get the best from your heat pump, we recommend that you do not leave the set water temperature too high unless necessary. The default temperature is set at 60°C.

7.7 Holiday Mode

'Holiday' mode puts the appliance on standby whilst the freeze protection mode remains active. This function can be programmed to run between 1 and 99 days and is effective as soon as the number of days has been confirmed.

- Press 'Menu'.
- Turn the dial to scroll through the menu options:



- Press 'Menu' to return to the main screen.
- 'HOLIDAY' mode switches off automatically at the same time when the number of days set has ended. Throughout the holiday period, the heat pump water heater shows 'Holi. Return.' on the display screen, as well as a countdown of the days.
- To cancel holiday mode select 0 days

7.8 BOOST Function (for occasional use)

The 'BOOST' function temporarily uses both the immersion heater and the heat pump to increase the temperature during a heating cycle. The "electrical backup" symbol flashes while it is activated.

- Press 'Menu'.
- Turn the dial to scroll through the menu options:



- Press 'Menu' to return to the main screen
- The 'BOOST' function is automatically deactivated as soon as the set temperature is reached (end of heating cycle).
- 'BOOST' can be cancelled by selecting 'no' in the menu

7.9 Electric Mode (to operate with electrical backup)

Electric mode uses only the immersion heater to heat the water in the heat pump water heater. It provides a back-up option if for any reason the heat pump is not running (ducting not yet connected, dusty renovation work being carried out near the appliance....). This can be turned off if preferred.

- Press 'Menu'.
- Turn the dial to scroll through the menu options:



- Press 'Menu' to return to the main screen.

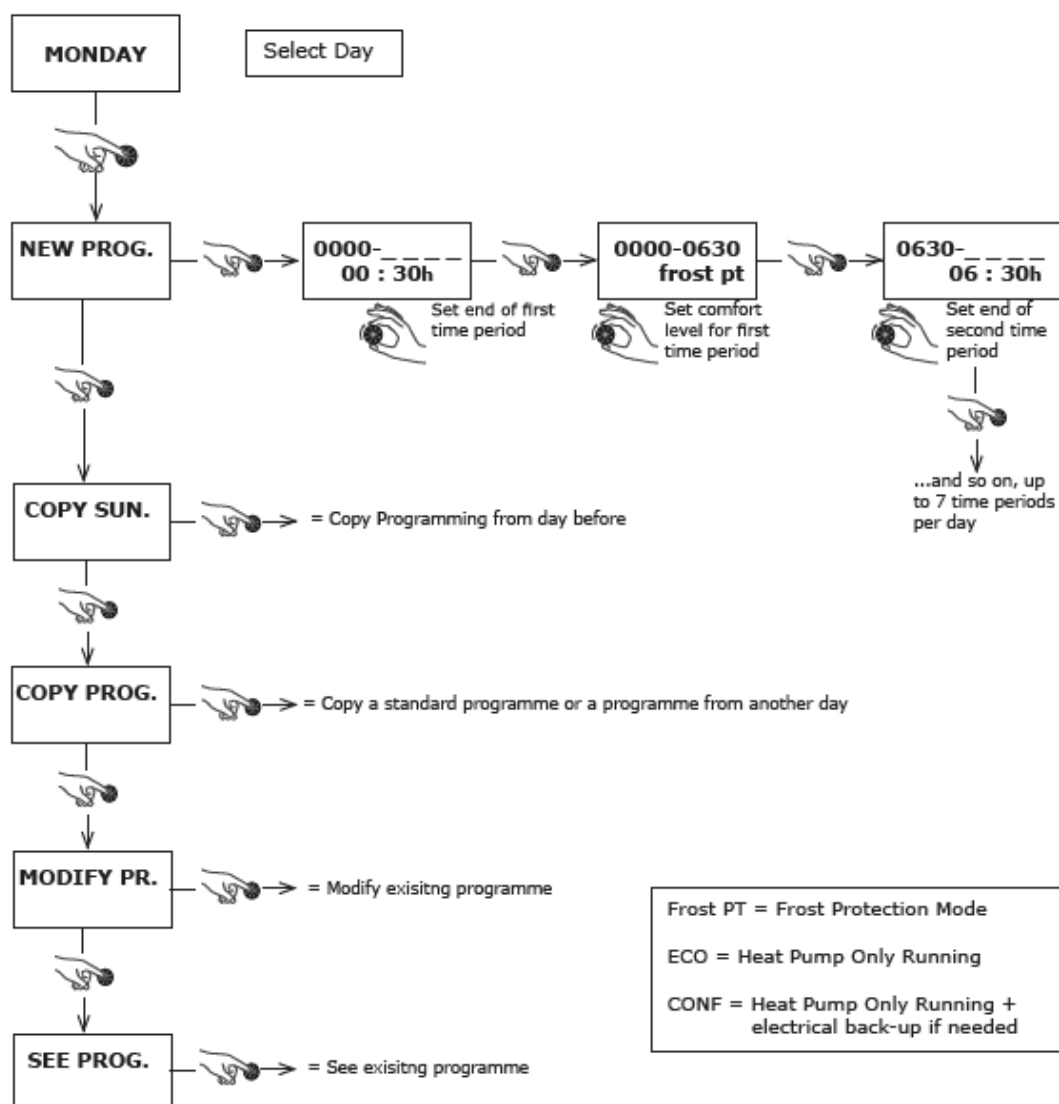


7.10 Programming

Programming enables you to define the periods of time the appliance runs in 'Economy', 'Comfort' or 'Off' mode (freeze protection mode). Electrical backup is not allowed while the appliance is in 'Economy' mode.

To access the program menu:

- Press the 'Clock'.
- Press down for 3 seconds until the screen displays 'Settings'.



Heating time for the tank varies according to the outdoor temperature.



7.11 Installer Menu

It may be necessary to adjust certain settings to optimise the performance of the heat pump water heater, depending on how the appliance is installed.

Accessing the Installer Menu:

- Press 'Menu'
- Turn the dial until the screen displays 'Inst. Menu'
- Press the 'Clock' and 'Menu' buttons simultaneously
- Keep both buttons pressed down until the screen goes blank



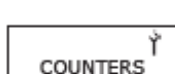
To adjust installation settings



To go back to default settings



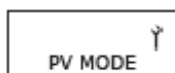
To display temperatures of sensors and inlets default settings



To see the meters running, count start-ups etc.



To display locking settings



To display PV settings

7.11.1 PV Mode

| Setting | Description | Unit | Range | Factory setting |
|----------|---|------|-----------|-----------------|
| MODE PV | Photovoltaic mode activated | - | yes no | no |
| PRIORITY | Anti-legionellosis cycle time intervals | - | yes no | yes |

1. PV mode must be activated in the controller to take account of connections as described in Section 6.11.3. If the PV mode regulator is connected to connectors 1 and 2 on the electronics board.

- The electrical energy which is produced is stored in the form of hot water. The PV function can be set to two different levels of production.
- PV ECO = the lower level of photovoltaic electricity production. The heat pump generates a higher water temperature. The hot water temperature must be somewhere in-between the ordinary hot water temperature and 60°C (factory setting: 60°C).
- PV MAX = the higher level of photovoltaic electricity production. The heat pump and electrical back-up generate a higher water temperature. The hot water temperature must be somewhere in between the eco mode hot water temperature and 65°C (factory setting: 65°C).

2. Turn the dial to set the mode:

MENU → INST. MENU → PV MODE

3. Select 'Yes'.

4. Press the dial to confirm.

5. Press the 'Menu' key.

6. Set the desired domestic hot water temperature.

7. Turn the dial to select the primary function:

MENU → INST. MENU → PV MODE → PRIORITY

Yes: the signals from connectors 1 and 2 take precedence over eco, holiday and frost protection modes.

No: frost protection and eco modes take precedence over the signals from connectors 1 and 2.

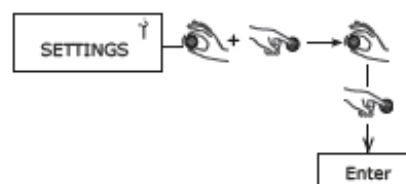
N.B:

If **PV mode** is chosen as the primary function, the domestic hot water will also be heated during non-selected time periods, e.g. in **holiday mode** and outside of the programmed time slots. If you only wish the domestic hot water to be heated during authorised time slots, adjust the setting to **"No"**.

8. Press the dial to confirm.

- The load shedding function will not be available.

7.11.2 Adjusting the Operating Settings



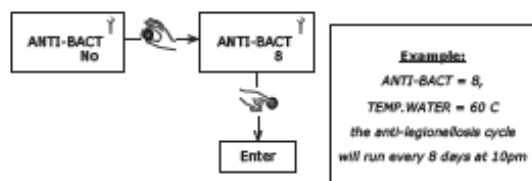
| Setting | Description | Unit | Options | Factory Setting |
|------------|---|-------|------------------|-----------------|
| ANTI-BACT. | Time interval for anti-legionella cycle | Days | No - 99 | No |
| FAN MODE | Ventilation mode | - | 1, 2 or 3 | 1 |
| T°C MINI | Min. temp. for electrical backup | - | No or 43°C | No |
| SHEDDING | Load shedding level | - | 0, 1 or 2 | 1 |
| MAX. TIME | Max. heating time | Hours | No, auto 1 to 24 | No |

Table 4: Settings

- Press 'Menu' twice to return to the main screen.



7.11.3 Anti-Bacteria (Anti-Bact)

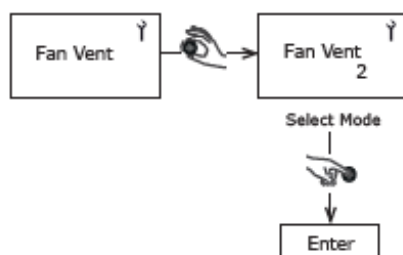


- Press 'Menu' twice to return to the main screen.

Factory Setting = No

- No legionella cycle except the return from vacation and during exit frost over 3 days.
- During the legionella cycle the water temperature is raised to 60°C by the heat pump.
- If the hot water is already set to 60°C (See Section 7.6) then legionella cycle will not run as temperature is already obtained.
- If a cycle is interrupted by loss of electrical power then the cycle will run at the next cycle period.
- The frequency of day can be adjusted according to number of days
- During the anti-legionelloses cycle the temperature is raised between 55°C and 70°C

7.11.4 Fan Mode



- Press 'Menu' twice to return to the main screen.

Factory Setting = 1

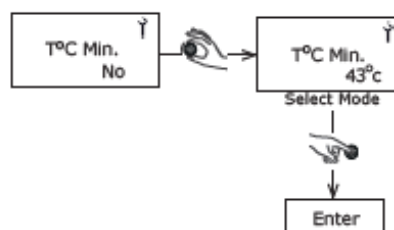
- Mode 1 = Standard mode, automatic ventilation.
- Mode 2 = Manual mode, forced ventilation.
- Mode 3* = Ventilation during the heating of the water and ventilation controlled by thermostat. Thermostat is connected to input of the electronic card in the heat pump water heater (see wiring diagram).

* In the case of activation of the PV mode, controlled ventilation (Mode 3) is not available.

* The electric back-up immersion heater will activate until the water temperature reaches 43°C. The heat pump will complete the remaining charge to set temperature.

7.11.5 Minimum Temperature

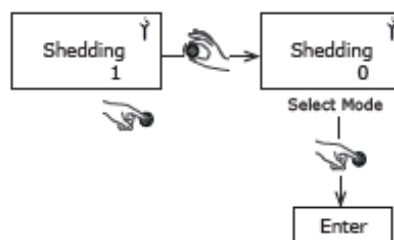
It is possible to allow the operation of the immersion heater along with the heat pump to prevent the water temperature falling below a minimum comfort temperature of 38°C. The immersion will then heat the water to 43°C, once this temperature has been reached the immersion will stop and the heat pump will finish the complete heating of the water heater.



- Press 'Menu' to return to the main screen.
- By default this is not active.
- In case of load shedding, the function <T°C Mini> is not active.

7.11.6 Shedding

You can select which items are restricted from running during load shedding (immersion heater or heat pump).



- Press 'Menu' to return to the main screen.

If the power contact is open:

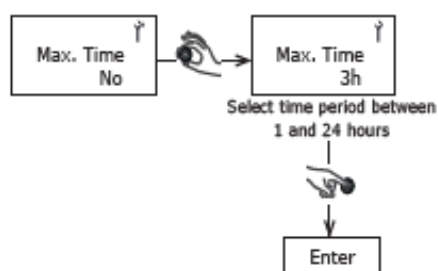
- Mode 0 = Nothing is allowed to run.
- Mode 1 = Only the heat pump will operate.
- Mode 2 = Heat pump and boost are will operate (neutralising the peak hours).

If the PV function is activated then the load shedding from the voltage-free contact (Entrée 1/2) is not possible. In this case it is necessary to go through the programme scheduling (See Section 7.10).



7.11.7 Maximum Time

A period of time can be chosen where the electrical back-up will run at the same time as the heat pump to speed up the heating of the water in the tank. If you choose **Max. Time= AUTO**, the heating time is limited to 5 hours maximum.

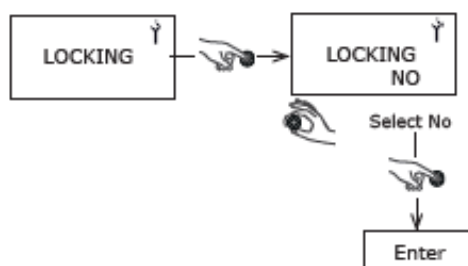


- This function is deactivated by default.
- Press 'Menu' to return to the main screen.

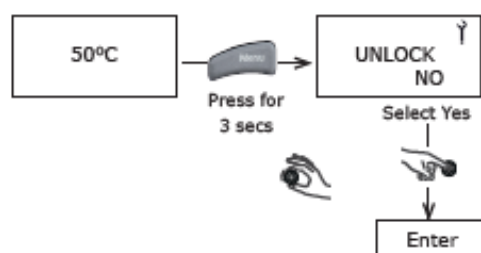
7.11.8 Locking the Keyboard

Permanent and automatic locking

The "Locking" option enables you to create two possible levels of locking for accessing the menus. In the "Installer" menu, turn the dial to "Locking".



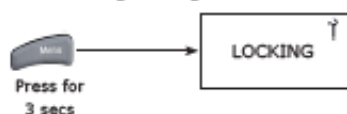
NO = Locking is not activated but manual locking is possible by pressing 'Menu' for 3 seconds.



AUTO = To lock menu access with temporary unlocking (60) sec, press 'Menu' for 3 seconds.

Manual Locking from the Main Screen

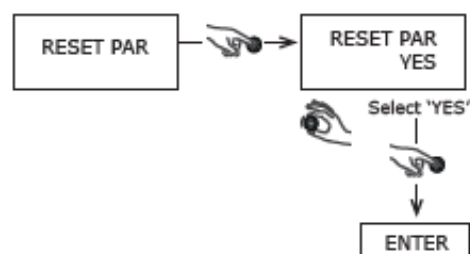
Without gaining access through the 'installer' menu and provided that locking settings are not already in place.



- Press 'Menu' to return to the main screen.

7.11.9 Resetting Parameters

Resetting the parameters enables you to go back to the default settings. Go to the 'Installer' Menu and turn the dial to 'Reset'.



7.11.10 Reading Display

The 'Read Data' menu shows you, in real time, the information given by sensors. To access hold the dial for 3 seconds until 'Display' menu shows, turn the dial to select the desired display.

| Display | Description | Reference on electronics board |
|--------------|--|--------------------------------|
| WATER | Domestic hot water temperature in lower part of tank | Teau |
| AIR | Temperature of heat pump air intake | Tair |
| EVAP. | Temperature of heat pump evaporator (expansion valve outlet) | Tdegiv. |
| CLOCK SWITCH | Off-peak hours switch (0 = on; 1 = off) | heures creuses |
| FAN CONTR. | Fan control switch (0 = on; 1 = off) | hygrostat |
| PV ECO | Contact input 1 0 = open 1 = closed | 1 |
| PV MAX | Contact input 2 0 = open 1 = closed | 2 |

The temperature which is permanently displayed on the screen is the set temperature and does not necessarily indicate the temperature of the water immediately available in the tank.

7.11.11 Counters (Meters)

The 'Counters' menu shows the number of start-ups from the heat pump and the electrical backup. In the 'Installer' menu, turn the dial to 'Counters'.

Counter No.1: Number of start-ups from the heat pump.

Counter No. 2: Number of start-ups from the electrical backup.

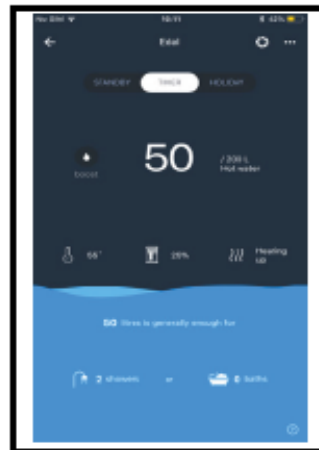
Counter No. 3: Cumulated heated pump running time.



9 Control App

9.1 Home Screen

- Select mode that the Edel is operating in.
- Use boost function for immediate hot water.
- Overview of the cylinder charge and available hot water.
- To access more settings



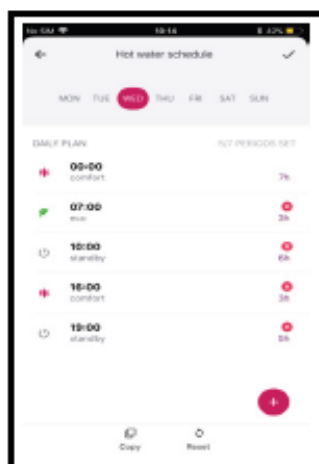
9.2 Holiday Mode

- Ensure the cylinder doesn't charge when away, and that there will be hot water upon your return.
- Select a date in the future when the Holiday period will conclude.
- Turn cylinder back into Timer mode at any point by pressing "TURN ON NOW".



9.3 Schedule Control

- Create individual schedules for each day to suit the customer.
- Copy a schedule to any day of the week.
- Allows control over your appliance to ensure that you always have hot water and are not unnecessarily using energy.



9.4 Hygiene Mode

- Select to run hygiene mode on the app, and define the frequency of hygiene mode up to 99 days.



5. Electricity

Your electric meter is located externally on the wall.

The meter and all cables leading to it belongs to the electricity provider. These must not be tampered with under any circumstances.

Your electricity supply can be switched off at the consumer unit which is located either in the hallway cupboard or underneath the stairs.



Safety

- Always** unplug any appliance before working on it
- Always** ensure that appliances are fitted with the correct fuses as recommended by the manufacturer.
- Always** follow the manufacturer's instructions for wiring appliances.
- Do Not** use a portable electric fire in the bathroom.
- Never Use** an electric hair dryer or any other portable electric appliance in the bathroom
- Do Not** attempt to repair, alter, or extend electrical installations.


Lighting

To comply with current requirements, your home is fitted with low and moderate energy light bulbs. When replacing bulbs take care to purchase the correct bulb.

Please Note: Check for the correct size if you are fitting lampshades.

| Location | Type | Bulb Type | Image |
|----------|------|-----------|-------|
|----------|------|-----------|-------|

Building Regulations Part L, F and O – Wales

| | | | |
|-----------------------------|--|--|--|
| Hallway/Bedroom/Living Room | Click Essentials PRC031 T2 6" BC Ceiling Pendant Set | LED 75W Cool White Push In |  |
| Bathroom / Kitchen | Robus ORB CCT3 LED Surface Fitting | Request replacement from CCHA |  |
| Shaver Light | Eternal 6W LED Dual Voltage Shaver Light 3000K | S15 LED 284mm double ended tubular 6W lamp |  |
| Under Cupboard Lighting | Robus Commodore Royal Triangular | LM80, Chip on Board LED |  |

Circuit Breakers

Your electricity is protected by a residual circuit breaker or RCD, this will disconnect the circuit and stop the current. They are easy to re-set by flicking the switch back to the on position. Circuit breakers are generally more sensitive than fuses and could possibly trip out even when a light bulb fails, or you are using an appliance with an electrical fault or faulty plug.

Electricity Kills! Do Not attempt to do any work on an electrical circuit or appliance unless you are suitably qualified.

Fire Alarms & Detectors

Your property has been fitted with three types of fire alarms, the optical smoke alarm and multi-sensor heat & CO alarm which are specifically operated within your home.

**Alarm Control Switch**

What to do when the optical smoke alarm and multi-sensor heat & CO alarm alarms are sounding.

1. If there is a fire in your property, immediately evacuate the premises and telephone the fire brigade from outside.
2. When the alarms are sounding and the cause is not obvious, immediately press the 'Locate Alarm' switch. This will silence all the alarms except those sensing fire themselves.
3. Locate the alarm(s) sensing fire audibly. Be careful, check doors are not warm and that there is no sign of smoke before you open them (see escape plan in Smoke/Heat Alarm instructions for further details).
4. If you are fully satisfied that there is no fire, but the smoke/heat alarm is continuing to alarm then press the 'Silence Alarm' switch.

6. Renewable Energy

Photovoltaic Panels

Photovoltaic (PV) 'solar' panels generate electricity in daylight hours and harvest the greatest amount in full sunshine. The PV panels are mounted on the roof of your building. Your home can use electricity generated by PV panels immediately as it is generated, or it can be stored in a battery for later use (if one is fitted in your home). Both can reduce your total electricity bill.

At times the PV panels may harvest more electricity than your home can use immediately or store in a battery (if one is fitted). At these times the electricity will automatically be pushed (exported) back to the national grid. You may arrange with your electricity supplier, so you can receive payments when electricity from the PV panels is exported from your home to the national grid.

Some practical tips about the PV panels in your home are listed below:

- PV panels work best during the spring, summer and autumn, when the sun is strongest, and daylight hours are longest. However, they also work to a lesser extent during the winter, particularly on sunny days.
- PV panels should be cleaned regularly (typically once a year) to aid efficiency. It is recommended to ask a professional cleaner to do this safely using appropriate cleaning products as recommended by the manufacturer and with equipment to avoid the need to carry out work at height.
- Except for cleaning, little maintenance is usually needed with PV panels. Ask a professional installer to check they are working correctly and safely as part of regular electrical checks to your home.
- The wiring connected to PV panels can cause electric shocks even when disconnected from the rest of your home. So, do not attempt to carry out work on PV panels yourself, and instead appoint a professional installer.

Building Regulations Part L, F and O – Wales



The isolation valves shown below need to be switched off before any electrical work is undertaken on the PV inverter. The DC isolator is used to switch off the power travelling from the PV panels to the inverter. The AC isolator is used to switch off the DC power being converted to AC from the inverter to the consumer unit.

You will be required to contact your Electrical supplier British Gas (Electrical) to advise of the solar panels installed at your home. Their number is 0333 202 9483 or you can go on their website <https://www.britishgas.co.uk>. They will require a copy of the MCS Certificate, Proof of ID and address, bank details and meter readings. A copy of the MCS certificate is located in the back of the Home User Guide Folder.



Emergency Shutdown Procedure

In case of an emergency or for maintenance, the PV installation can be shut down and disconnected from the electrical supply. Follow the steps below to do this:



1. Turn the AC Isolator to the 'OFF' or '0' Position. The AC connection to the inverters
 - a. will be lost.
2. The inverter will detect the loss of AC and will immediately disconnect from the AC distribution system and switch the DC inputs to 'Open Circuits'.
3. Although DC voltages will still be present in DC cabling, there will be no DC current flowing through the cables.
4. Turn the DC isolator to the 'OFF' or '0' Position.
5. The System is now been completely shutdown.

System Start Up

This section describes the sequence of actions required to start the PV installation generating electricity from the PV Panels:

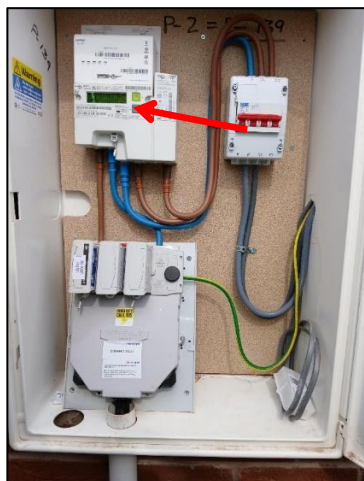
1. Turn all DC isolators to the 'ON' position
2. Turn all AC isolators to the 'ON' position
3. Ensure the main supply breaker in the distribution board is closed.

Symbols On Inverter

| Symbol | Description | Explanation |
|---|------------------------|---|
|  | Touch Symbol | Touch button. We can switch the OLED display and set parameter by touching. |
|  | Inverter Status Symbol | Indicates inverter operation status: Red: Fault. Green: Normal Red Leaf Flash: Warning or DSP programming. Green Leaf Flash: M3 Programming |

Building Regulations Part L, F and O – Wales

If the inverter displays red symbol, then you will not benefit from power generated by the PV. Please contact CCHA if a red symbol is displayed.



Electricity usage is displayed here.



Input from PV is displayed here.

7. Other Services

Cold Water

Your water shut-off valve is located in the kitchen under the sink (see page 5). Minor Leaks such as dripping tap or radiator valve can be dealt with without isolating the whole water system, however, please still inform the maintenance team as soon as possible.

Water Meter

Your water meter is located out the front of your home on the pathway.

Broadband and Satellite

Your home is serviced with BT Openreach, broadband packages are to be arranged by the tenants. Furthermore, a shared satellite system is servicing the building. TV packages are to be arranged by the tenants. Access points are available in the living room and bedrooms. Virgin is currently unavailable, although infrastructure is in place if the landlord wished to install this in the future.



EV Future Charging Point Location

An EV charging point has been installed in preparation for future use, with infrastructure already in place to support easy activation when needed. To ensure a seamless and efficient connection, ducting has been pre-installed, allowing for quick and accessible integration of the charging equipment. (Photo below)



8. Staying Cool in Hot Weather

NHS cautions that prolonged periods of extremely hot weather pose serious health risks. Further, they warn that excessive exposure to high temperatures can kill - Those most at risk include older people, very young children and people with certain pre-existing medical conditions. For guidance about this, please consult the following website, which includes advice on protecting yourself and your dependents:

<https://www.nhs.uk/live-well/healthy-body/heatwave-how-to-cope-in-hot-weather/>

During everyday living, you can take certain steps to reduce indoor temperatures during periods of hot weather to improve your comfort by using the built-in features of your home. This advice will also help to reduce health risks from high temperatures, but in addition you will need to follow the guidance given by NHS on protecting yourself and your dependents.

There are several ways you can help to keep your home cool, and generally these can be combined. They include limiting heat from the sun entering your home through glazed windows, limiting heat from electrical appliances and devices, and electric lighting in your home, as well as increasing ventilation air flows using external doors and windows, mechanical ventilation or extract fans, and opening internal doors (except fire doors).

At all times, the following measures may be used to cool your home and its contents:

- If you can safely and securely leave any windows open overnight, doing so will allow ventilation to cool down your home and its contents using cooler night-time air.
- If possible, open internal doors (except fire doors), including overnight and when your home is empty. This will allow ventilation air to flow freely through your home.
- Electrical appliances and devices generate heat while they are in use, and this can increase indoor temperatures. If possible, turn them off at the wall socket when they are not needed, as even standby mode creates a small amount of heat.
- If it is safe to do so, turn off electric lighting in spaces where it is not needed. Even modern energy efficient lighting generates some heat while in use, and this can increase indoor temperatures.

Building Regulations Part L, F and O – Wales

- Indoor blinds or curtains can also be used, although they are not quite as effective at preventing heat from the sun entering your home. Whether inside or outside, shading should not block window openings from allowing ventilation air to flow through your home.
- If there are trickle vents fitted in window frames, open all of them and leave these open throughout the hot weather period, including overnight and when your home is empty. (Trickle vents are small openable purpose-provided openings fitted within the window frames in your home.)

At times of the day when the outdoor air is cooler than the air indoors (often in the late evening and overnight, but also when a building is already overheating), the following measures may be helpful:

- If safe and secure to do so, external doors, windows and other ventilation openings should be opened during the cool of early morning to allow stored heat to escape from your home and its contents - Openings on different walls allow cross-flow ventilation, and openings at different heights increase ventilation air flows, including openings on different storeys.
- Local individual extract fans in shower rooms, bathrooms and kitchens are not normally intended to run continuously, but these can also be used during hot weather to boost ventilation air flows.

At times of the day when the outdoor air is warmer than the air indoors, windows and other ventilation openings should not be completely closed, rather instead their openings should be reduced to allow lower background ventilation air flows. External doors should be closed, but internal doors (except fire doors) should be left open. This should help to keep rooms reasonably cool while still allowing adequate ventilation air flows for good indoor air quality. (Sufficient removal of moisture, odours, and other indoor pollutants is needed for good indoor air quality.) Local extract fans should not be used to boost ventilation air flows if the outdoor air becomes warmer than the indoor air, except if needed for other normal indoor air quality reasons.

You can check the indoor and outdoor air temperatures using an ordinary thermometer, with the sensing bulb positioned in the free air, preferably away from hot or cold surfaces, and shaded from direct sunlight - It takes a few minutes for thermometers to show the correct reading. (This approach will not work for 'infrared thermometers' though, which generally measure temperatures of surfaces, not air temperatures).

9. Finishes

Painting and Decorating

| Location | Paint Type |
|------------------------------|---|
| Walls | Johnstone Covaplus Matt to all walls (Colour Silver Band PPG0995-3) |
| Ceilings | Johnstone Matt White |
| Kitchen/Bathroom/Shower Room | Johnstone Covaplus Matt to all walls (Colour Silver Band PPG0995-3) |
| Oak Stairs | Satin Clear Varnish |
| Woodwork | Johnstone Acrylic Satinwood White to all woodwork |

Flooring

| Location | Flooring Type |
|---|---|
| Bathroom/Shower Room & Boiler Cupboards | Polyflor- Polysafe Hydro- Tempered Steel 4940 |
| Kitchen, Dining, Lounge and Hallways | Polyflor- Polysafe Forest Fx- Smoked Oak 3150 |
| Bedrooms | Treasure Twist (Elite)- Silver |

Regular spot scrubbing with a deck scrubber is recommended with this product along with machine scrubbing. After neutral or alkaline cleanser has been diluted with water and applied to the floor to react with the soiling, a 165rpm rotary scrubbing machine fitted with a bristle brush, cylindrical machine or deck scrubber is recommended to clean Polysafe Hydro Evolve. The floor slurry should then be picked up by a wet vacuum and then should be rinsed with clean, warm water. The water should then be picked up with a wet vacuum and left to dry thoroughly. In heavily soiled areas, cleanser dilution rates above the manufacturer's recommendation may be required.

Fixings

Be careful when nailing or drilling into floors, walls, or ceilings to avoid contact with any electric cables or pipes, which may lie beneath the surface.

Never Attempt to Drill or Nail a Fitting Directly Above or Below Any Socket Outlet or Switch.

Plasterboard partitions need the correct type of fixings, not just nails. Consult your local do-it-yourself store for advice if in any doubt. Please do not fix anything to your walls within the first year of your tenancy.

Sanitary Ware

Baths, basins, and sinks should be cleaned with recommended products to avoid damaging the surfaces. **Do Not** use scouring or gritty cleaners. **Do Not** mix bleach with lavatory powders nor allowed to stand in stainless steel sinks. **Do Not** flush unsuitable items, such as disposable nappies, wet wipes, or sanitary towels down the toilet.

10. Equipment

Bathroom and Shower

Inta bath shower mixing valves have a high-quality finish and should be treated with care. An occasional wipe with a mild washing-up liquid on a soft damp cloth followed by a thorough rinsing is all that is required. The nozzles in the handset or overhead soaker should be cleaned periodically to remove any build-up of debris or deposits which may affect the performance of the shower.

Inta thermostatic bath shower mixers are designed with anti-scald technology to ensure user safety by preventing water temperatures from reaching dangerous levels and are factory-set to deliver water at a safe and comfortable temperature. The factory-set outlet temperature is **38°C**, with a maximum mixed water temperature of **43°C**.

These mixers incorporate anti-scald features, such as fail-safe mechanisms that automatically shut off the water flow if either the hot or cold supply fails, preventing scalding.

Do Not Use an Abrasive or Chemical Household Cleaner as this May Cause Damage.

| Fault Solution | Solution |
|---|--|
| Showering temperature is not hot enough. | Ensure the hot water supply is at a constant temperature above 60°C. Check for air locks in the pipework. |
| The water goes cold during showering. | Insufficient stored hot water. When used with a combi boiler confirm that the boiler is still firing. Adjust the boiler to give a constant delivery temperature of 60°C, which may not necessarily be the best flow rate. Ensure that the temperature setting on the boiler is the temperature of the water. |
| When the water is set at cold, the showering temperature is too hot | The hot and cold supply connections have been made in reverse. |
| The maximum showering temperature is too hot or when set to hot water runs to cold. | Check the commissioned maximum temperature of the shower valve. Check the connections to the valve have not been made in reverse. |
| The flow of water from the shower valve is low. | Check the filters are clean and the supply pressure is above 0.2 bar. |
| No flow of water | Ensure the valve has not fail-safed and check that there is hot and cold water flow to the valve. Ensure the check valves are not closed. |

Sprinkler System

In October 2013, the National Assembly for Wales passed new Building Regulations that require an automatic fire suppression system (commonly referred to as a fire sprinkler system) to be installed in new and converted homes in Wales.

Your home will be fitted with an automatic fire suppression system (sprinkler system) and all sprinkler heads will be installed in all habitable rooms to ensure safety. The white cap you can see on the ceiling is for aesthetic purposes. Should this drop it doesn't compromise the

Building Regulations Part L, F and O – Wales

system. Please contact the maintenance desk and they will arrange for the cover to be refitted.



Please Note – the sprinkler system will be activated at any temperature over 60 degrees Celsius.

Windows and Doors

PVC-U profile, whether white self-finish or woodgrain laminated, requires minimal maintenance. Occasional cleaning with soap and warm water is all that is normally required.

Keys

The landlord (CCHA) will provide you with the following keys.

- Entrance door
- Window keys
- Medicine cabinet key

Doorbell

This mains voltage doorbell is supplied complete with bell push and incorporates an attractive yet discreet white body.



Appliances

The tenant is responsible for arranging and covering the cost of connecting appliances such as the cooker and washing machine etc. This includes hiring a qualified professional where required to ensure the installation is safe and compliant with relevant regulations. The landlord will ensure that the necessary utility connections are available, but it is the tenant's duty to complete the final connection and setup of their appliances.

Sustainable Drainage Systems Information

Rainwater Garden – Please Do Not Disturb

Building Regulations Part L, F and O – Wales

Rainwater gardens are specially designed to capture and filter stormwater runoff using native plants and soil. They help reduce pollution, prevent flooding, and support local wildlife. These gardens are carefully maintained to function naturally—so please avoid walking through, planting in, or removing anything from them. Let nature do its work!

The image is a vertical rectangular panel with a background illustration of a rainwater garden. The illustration shows a variety of plants, including tall reeds, pink flowers, and green foliage, surrounding a small pond with a stone border. The sky is blue with white clouds. The panel contains text in a white box in the center and a QR code in the bottom right corner.

RAINWATER GARDEN

SOAK, FILTER, FLOURISH



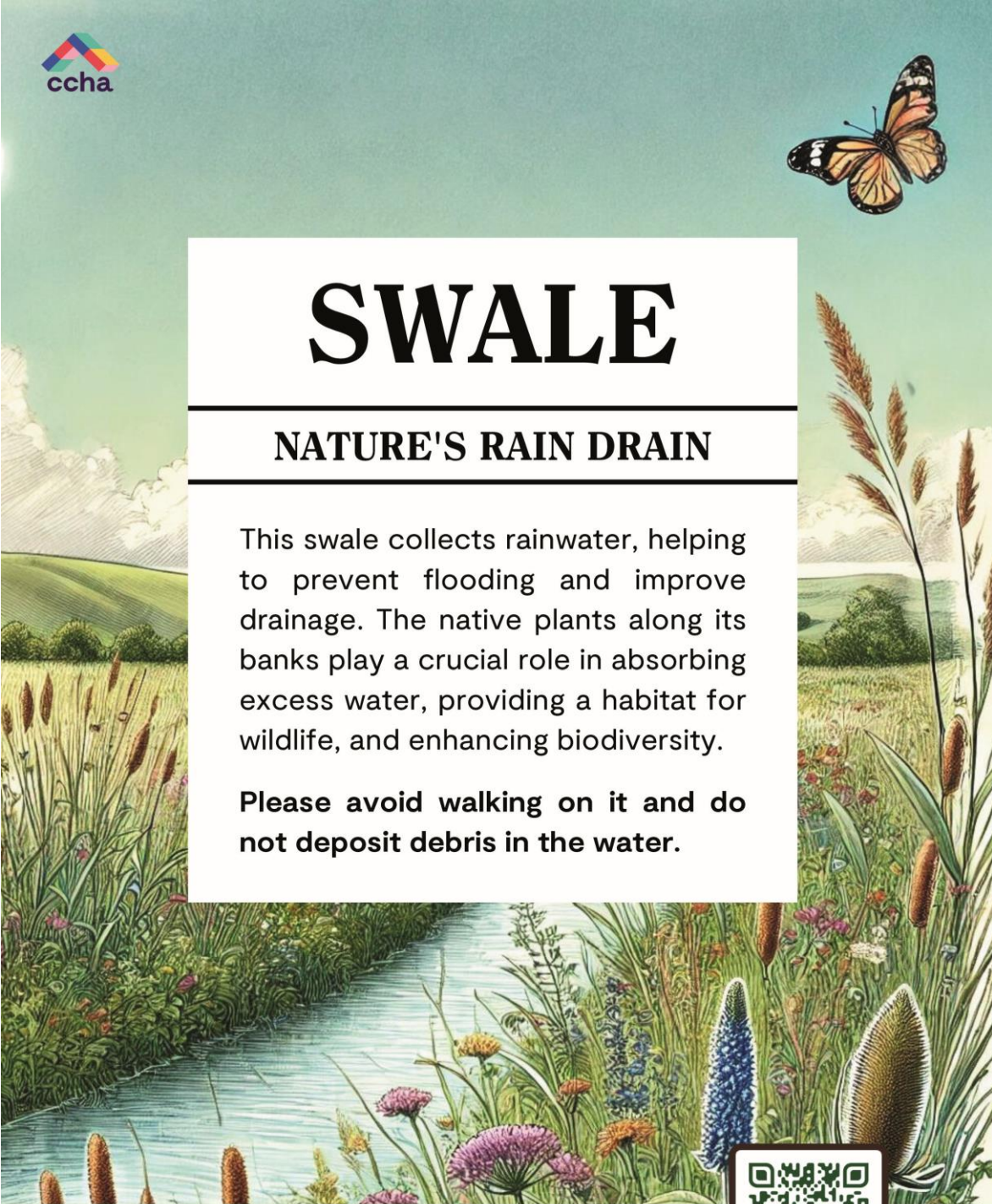
This garden captures rainwater running off roofs and pavements, letting it soak into the ground naturally. This helps prevent flooding. The plants also filter out pollutants and provide food and shelter for birds, bees and butterflies.

Please avoid throwing litter into the garden.

Scan the QR code to learn more about rainwater gardens



SCAN ME



SWALE

NATURE'S RAIN DRAIN

This swale collects rainwater, helping to prevent flooding and improve drainage. The native plants along its banks play a crucial role in absorbing excess water, providing a habitat for wildlife, and enhancing biodiversity.

Please avoid walking on it and do not deposit debris in the water.

Scan the QR code to learn more about swales

SCAN ME



**WILDFLOWER
MEADOW**

BUZZING WITH LIFE!

This meadow is being mown less often to allow wildflowers to flourish. These flowers provide food and shelter for vital pollinators, such as bees and butterflies, creating a vibrant and healthy environment.

Please help us protect it by keeping to the paths.

Scan the QR code to learn more about wildflower meadows



SCAN ME

11. Useful Websites and Numbers

Numbers

Cardiff Community Housing Association – 029 2046 8491 After 12 months defect period the number of reporting will revert to 029 2046 8490.

Cardiff Community Housing Association Emergency Repairs- 029 2046 8490

Or you can go online to CCHA website

<https://ccha.org.uk/news/new-app-launched-for-tenants/>

<https://ccha.org.uk/contact/>

CCHA APP – My CCHA APP is available to download free, With the use of a smartphone or tablet, you will be able to update your contact details i.e telephone number and email address, make a rent payment, check your balance, report a repair – and upload a photograph, get in touch with us and send us feedback and also manage your household budget.

Cardiff Council – 029 2087 2087

Welsh Water Dwr Cymru – 0800 085 3968

British Gas – 0333 009 6163 (meter emergency)

BT – 0800 800150

Emergency Services (Emergency Only) – 999

Emergency Services (Non-Emergency) – 101

Websites

CCHA - <https://ccha.org.uk/news/new-app-launched-for-tenants/>

<https://ccha.org.uk/contact/>

Cardiff Council - www.cardiff.gov.uk

Energy Saving Trust - www.est.org.uk/myhome

UK Water Companies - www.water.org.uk

WRAP – The Waste and Resource Action Plan - www.wrap.org.uk

Recycle Now - www.recyclenow.com

Garden Organic - www.homecomposting.org.uk

Trainline Website - www.thetrainline.com

Sustrans – Sustainable Transport - www.sustrans.org.uk

Green Choices – The UK guide to greener living - www.greenchoices.org

12. Nearest Amenities

Shops

C&L Store - Countisbury Ave, Llanrumney Cardiff CF3 5RN

Tesco Express – Countisbury Ave, Llanrumney Cardiff CF3 5NQ

Education

Primary School – Bryn Hafod, Blagdon Close, Llanrumney, Cardiff CF23 7BW.
Tel: 029 2079 3402

Comprehensive School – St Illtyd's Catholic High School, Newport Rd, Cardiff CF3 1XQ
Tel: 029 2077 8174

Secondary School – Eastern High Community Campus, Trowbridge Rd, Cardiff, CF3 1XZ
Tel: 029 2079 2751

College – Eastern Community Campus, Trowbridge Rd, Rumney, Cardiff, CF3 1XZ
Tel: 029 2025 0250

Library

Llanrumney Hub (3mins) – Public Library, Countisbury Ave, Cardiff, CF3 5NQ
Tel: 029 2078 0994 Website <https://cardiffhubs.co.uk/hub/llanrumney-hub/>

St Mellons Library and Hub (8mins) – 30 Crickhowell Road, Cardiff CF3 0EF
Tel: 029 2087 1064

Transport

Cardiff Central Station (23mins) – Central Square, Cardiff, CF10 1EY

Cardiff Queen Street (23mins) - Station Terrace, Cardiff, CF10 4EY

Llanrumney Hall (Bus) – Ball Road, Llanrumney, Cardiff. Buses 44, 49, 50, 101, 102

Bus Stop – Countisbury Avenue Cardiff CF3 5RN

Health Care

Hospital – University Hospital of Wales, Heath Park Way, Cardiff, CF14 4XW

Doctors Surgery – Llanrumney Health Centre, Ball Rd, Llanrumney, Cardiff, CF3 5NP

Dentist – 62 Countisbury Ave, Llanrumney, Cardiff, CF3 5SN

Leisure

Eastern Leisure Centre (5mins) – Llanrumney Ave, Cardiff, CF3 4DN

Pentwyn Leisure Centre (10mins) – Bryn Celyn Rd, Cardiff, CF23 7EZ

Religious Centres

The Prayer House at Bethania (5mins) – Old Hill, St Mellons, Cardiff CF3 5SU

Building Regulations Part L, F and O – Wales

Rumney Chapel (7mins) – Brachdy Rd, Cardiff, CF3 3BG

Al-Ikhlas Centre (Mosque) (20mins)- 92 Broadway, Cardiff, CF24 1NH

Dar-ul-Isra Mosque (40mins) - Scout Hall, 21-23 Wyeveverne Rd, Cardiff, CF24 4BG

Cardiff United Synagogue (15mins) - Cyncoed Gardens, Cardiff, CF23 5SL

Kingdom Hall of Jehovah's Witnesses (20mins) - 103 North Rd, Maindy, Cardiff CF14 3AD

13. Local Information

Bin Collection Days

General Waste – Every 2 weeks; Thursday rotating

Food Waste and Recycling – Every Week: Thursday rotating

Train Times

Train times vary, please visit www.tfw.wales for accurate scheduling.

Bus Times

Bus times vary, please visit www.cardiffbus.com for accurate scheduling.

Cycle Routes

Please see visit www.cardiff.gov.uk and search for 'Cardiff walking and cycling map'.

14. Water Saving Tips for your Home

- Turn off your tap while brushing your teeth, shaving or washing your face. You can waste up to 9 litres a minute by letting the water pour down the sink.
- Take a shower rather than a bath and save up to 400 litres a week. If you have a bath just half fill it.
- Ensure your taps are not dripping and turned off tightly when not in use.
- Don't overfill a kettle when making a cup of tea, only boil what you need, and this will save you money on your energy costs too.
- Only use the washing machine when you can put on a full load. It wastes both water and energy to run only a half full machine.
- Keep cool water in the fridge so that you do not need to run water down the sink to have a cold drink.
- Use a sponge and bucket of water to clean your car or if you use the hose make sure you use the shut off nozzle, so the water is not constantly running.

| Activity | Water consumed litres | Water consumed bucketfuls* |
|------------------------------------|-----------------------|----------------------------|
| Bath | 80 litres | 16 buckets |
| 5 minute shower (not power shower) | 35 litres | 7 buckets |

Building Regulations Part L, F and O – Wales

| | | |
|---------------------------------|-----------------|-------------|
| Brushing teeth with tap running | 6 litres/min | 1.2 buckets |
| Brushing teeth with tap off | 1 litre | 0.2 buckets |
| Dripping tap | 140 litres/week | 28 buckets |
| Washing machine | 65-120 litres | 13 buckets |
| Dishwasher | 20 litres | 4 buckets |
| Washing car with bucket | 10 litres | 2 buckets |
| Hosepipe/sprinkler | 540 litres/hour | 108 buckets |

15. Further Information

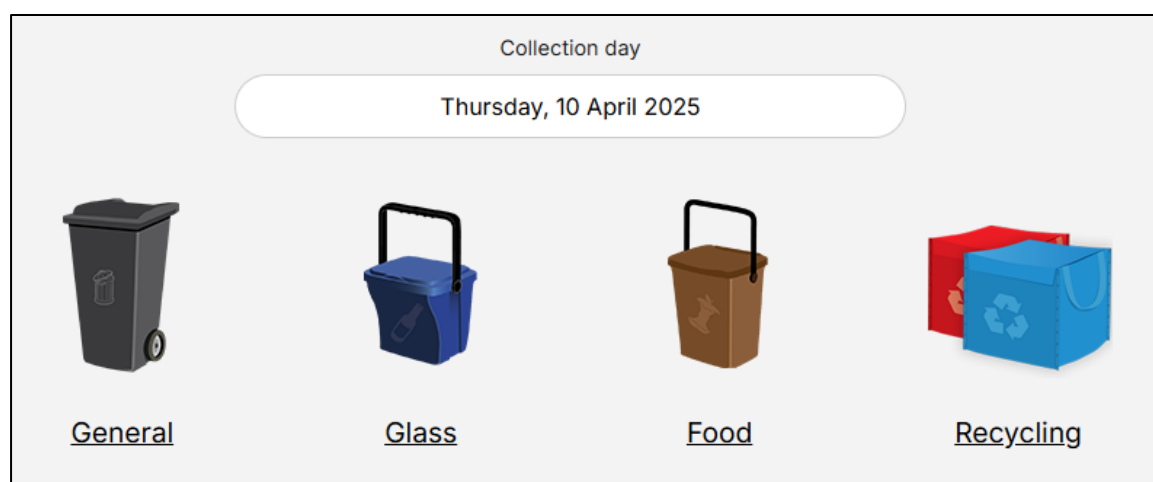
Recycling

Recycling Information

Recycling helps protect our planet by reducing waste, saving energy, and conserving natural resources. When we recycle materials like paper, plastic, and metal, we keep them out of landfills and give them a new life. It's an easy way we can all make a big difference for the environment and future generations.

Recycling for Braunton Crescent is every Thursday.


Example of the fortnightly collection.




Building Regulations Part L, F and O – Wales

Collection day


Thursday, 17 April 2025



Garden



Food



Recycling

SACK SORT SERVICE

The graphic illustrates the Sack Sort Service with three columns of recycling bins and their corresponding items:

- Red Column:** A red sack with a white recycling symbol. Below it, two red squares show icons of a can and a bottle, and a red square shows icons of a bottle and a can.
- Blue Column:** A blue sack with a white recycling symbol. Below it, two blue squares show icons of a box and a stack of papers.
- Dark Blue Column:** A dark blue sack with a white recycling symbol. Below it, a dark blue square shows icons of a can and a bottle.

FROM 29th NOVEMBER 2022

  **One Planet Cardiff**

 **Caerdydd yn ailgylchu
Cardiff recycles**

www.cardiff.gov.uk/SackSortService

 **STRONGER
FAIRER
GREENER**

 **CARDIFF
COUNCIL**

WHAT IS CHANGING?

- You'll need to sort your recyclable items into separate containers.
- We've provided you with a red sack for plastic and metal containers, a blue sack for paper/card and a blue caddy for glass bottles and jars.
- You must only use the sacks and glass caddy provided for your recycling.
- Your recycling will be collected by 1 vehicle. There are separate areas on the vehicle for the contents of your sacks, and caddy.



Your new service will begin from week of 29th November - green bags will no longer be collected.



USING YOUR SACKS AND CADDY

Once your green bag collection has taken place week of 21st November, you'll need to sort your recyclable items into separate containers. Write your address on your sacks and caddy. We recommend using a marker pen. This is how you know which sacks are yours once they've been collected.

You'll be surprised how many items you can fit into a sack. Try squeezing your plastic bottles and your tin cans. This will save space. Cardboard should be flat packed and where possible, folded down to fit in your sack.

You can make requests for additional, and replacement sacks and caddies by contacting C2C on (029) 2087 2087. You cannot order replacement sacks on the Cardiff Gov app or website.



Please remember to secure the lids on your containers and place them at the kerbside before 6am on your collection day. Return them to your property as soon as possible following collection, and no later than 9.30am the following day.

WHAT GOES IN THE RED SACK?

This leaflet tells you the **CORRECT** items to put in your sacks.
Please do not follow information printed on the sacks.



YES PLEASE

- ☑ Plastic toiletry bottles, such as shampoo, conditioner and bubble bath bottles
- ☑ Plastic cleaning bottles, such as bleach bottles and trigger sprays
- ☑ Plastic drinks bottles such as milk, water and soft drink bottles
- ☑ Plastic containers such as fruit punnets, yoghurt pots, cake and muffin trays
- ☑ Plastic takeaway cartons and lids
- ☑ Aerosols, such as deodorant sprays
- ☑ Metal drinks cans, such as beer and soft drinks cans
- ☑ Metal food tins, such as beans and soup tins
- ☑ Clean foil and foil cartons



NO THANK YOU

- ☒ Plastic carrier bags
- ☒ Soft plastics, such as cling film, cellophane, ready meal or yoghurt pot lids, bread bags, cheese wrappings and plastic films
- ☒ Crisp packets
- ☒ Pet food pouches
- ☒ Plastic blister (tablet) packs
- ☒ Toothbrushes or toothbrush tubes
- ☒ Razors and razor blades
- ☒ Empty gas lighters
- ☒ Empty gas canisters
- ☒ Hard plastics, such as children's toys, plant pots, Tupperware containers

Take a picture
and share with
your community



FOOD WASTE



✓ YES PLEASE

- ☑ Fruit and vegetable peelings
- ☑ Tea bags, coffee grounds
- ☑ All left over food (e.g. pasta, rice, vegetables, baked beans, curry, chips etc.)
- ☑ Stale bread and cakes
- ☑ Dairy products, breakfast cereal and egg shells
- ☑ Meat, fish and bones
- ☑ Food past its sell by date
- ☑ Cooked and uncooked food

✗ NO THANK YOU

- ☒ Plastic carrier bags
- ☒ Garden waste (including soil)
- ☒ Shredded paper
- ☒ Packaging (see if this can be recycled in your red sack)
- ☒ Cardboard



Despite offering weekly collections of food waste, we know that almost 40% of the waste within black bins is still made up of food waste.

Where food waste is unavoidable, we need you to recycle it.

Food waste is a resource, and when processed is used to create energy to power Cardiff homes! If you're not already recycling your food, find out how to start at: www.cardiff.gov.uk/foodwastecollections

CADDY LINERS ONLY! NO PLASTIC BAGS!

Need food caddy liners?
Order online at
www.cardiff.gov.uk/recycling
or on the Cardiff Gov app.

WHAT GOES IN THE BLUE SACK?



✓ YES PLEASE

- ☒ Card
- ☒ Cardboard boxes
- ☒ Egg cartons
- ☒ Toilet roll tubes
- ☒ Cereal boxes
- ☒ Toothpaste boxes
- ☒ Cardboard multipack sleeves such as yoghurt pot sleeves
- ☒ Paper
- ☒ Newspapers
- ☒ Magazines
- ☒ Envelopes (with or without windows)
- ☒ Letters, printer paper

✗ NO THANK YOU

- ☒ Food & drink cartons such as Tetra Paks
- ☒ Polystyrene
- ☒ Any plastic film or packaging
- ☒ Wallpaper
- ☒ Wrapping paper
- ☒ Tissues
- ☒ Paper towels
- ☒ Kitchen roll

Take a picture
and share with
your community



**Shredded paper should be placed loose into the sack.
DO NOT USE ANY PLASTIC BAGS.**

HYGIENE COLLECTIONS



✓ YES PLEASE

- ✓ Nappies
- ✓ Associated nappy changing rubbish
- ✓ Cotton wool
- ✓ Wet wipes
- ✓ Nappy sacks
- ✓ Incontinence pads
- ✓ Bed liners

✗ NO THANK YOU

- ✗ Catheters
- ✗ Stoma / Colostomy bags*
- ✗ Plasters and bandages
- ✗ Needles*
- ✗ Sanitary waste
- ✗ Vomit
- ✗ Animal faeces

Take a picture
and share with
your community



If you produce child nappies, or adult incontinence waste, there is a support service that can help to dispose of it. You could receive a yellow storage caddy and purple bags to place on the pavement. On request.

* clinical and medical items

To dispose of your colostomy or stoma bags and catheters safely and hygienically, please empty the contents of the bag into your toilet, wrap the bag and place in your general household waste for collection. Needles or syringes - You will need to arrange a sharps collection with your local health board. Cardiff Council does not collect needles or syringes.

Find out more and sign up at:

www.cardiff.gov.uk/hygienecollections

WHAT GOES IN THE BLUE CADDY?



✓ YES PLEASE

- ✓ Glass bottles, such as beer, wine and soft drink bottles
- ✓ Glass jars such as baby food and sauce jars

Take a picture
and share with
your community



✗ NO THANK YOU

- ✗ Ceramics or china
- ✗ Drinking glasses
- ✗ Glass panes
- ✗ Light bulbs
- ✗ Pyrex
- ✗ Broken glass

FIND OUT MORE

We are changing how we recycle across the City. The new scheme is designed to improve Cardiff's recycling rate, and to make our city one of the greenest and cleanest in the world. You can find out more in our New Recycling Strategy 2022 - 2025

www.cardiff.gov.uk/recyclingstrategy

If you have any thoughts or feedback on the sack sort service, you can feedback to us any time at www.cardiff.gov.uk/sacksortservice or by contact C2C on (029) 2087 2087

FREQUENTLY ASKED QUESTIONS

Q Can I have more than 1 of each sack?

Yes, you can. However, we would recommend using your sacks for a couple of weeks before you order an additional. You'll be surprised how much you can fit in. Over 90% of properties already on the sack sort service put out 1 of each sack per week.

Q Where do I store my sacks and caddy between collections?

Around 70% of properties already on the sack sort service store their sacks outside, in their front/back garden, garage or garden shed/ container. There are a number of places you can store them. Think about where you store your green bags currently- can you use this space for your new sacks?

We know that storage will be a challenge for some properties and if you are struggling, please contact us. One of our recycling advisors would be happy to offer advice on an individual basis.

Q How do I sort my recycling inside?

Only 36% of properties already on the sack sort service have separate bins within their kitchens, to separate their recycling as they go along.

The remainder of properties all have their own method for recycling inside. A large proportion choose to mix recyclables in their kitchen and then sort into the sacks/caddy, either on a regular basis or once a week on collection day.

How you manage your recycling will be up to you and will be an individual choice. The type of property you live in will impact on the choice made. If you are struggling, please contact us. One of our recycling advisors would be happy to offer advice on an individual basis.

Q What happens if I put the wrong items in my sacks or caddy?

There is a full list of the items that can/cannot go into your sacks and caddy in this booklet. We recommend cutting out these pages as a reminder and displaying in your home. Or, why not take a snap on your phone, and share with your community?

It's important to realise that the items we are accept for recycling has not changed. However, we may not have been able to educate you in the past as incorrect items would have been more difficult to identify in a green bag.

If you do put an item in wrong, please do not worry. You may receive a pink sticker to identify that an incorrect item has been put in. Recycling advisors are on hand to help - contact us if you need any support.



Q What if I live in a house converted into flats, or a HMO?

We understand that the correct management of recycling and waste can be a challenge in these property types. There is not one individual solution. You may wish to share your sacks with others in your household or, if you do not have a relationship with others, have your own individual sacks.

Our recycling advisors can help work through solutions - just get in touch.



Speak to our
ChatBot
BOB!



www.cardiff.gov.uk/SackSortService



Building Regulations Part L, F and O – Wales



WARM AND SAFE HOMES

YOUR HOME ENERGY CHECKLIST

The information in this leaflet will help guide you through financial help available and practical steps you can take to help keep your home feeling warmer this winter.



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Registered in England and Wales No. 1853927.

Building Regulations Part L, F and O – Wales

Contents

In this leaflet you will find information on:

- Cost of Living Support Package
- Contacting your energy supplier
- Maximising your income
- Taking regular meter readings
- Power cuts and Priority Services Register
- Energy Efficiency
- Energy Discounts and payments
- What to do if your energy supplier goes out of business
- Staying Safe at home



Cost of Living Support Package

The Government has announced a series of one-off measures to help households with the high cost of energy this winter, as well as a windfall tax on oil and gas companies to raise £5bn. These are:

Targeted support

- Low-income Cost of Living Payment: People on lowest incomes/means-tested benefits – 8 million households – will receive a one-off 'cost of living payment' of £650, to be paid in July and autumn directly to bank accounts.
- Pensioner Cost of Living Payment: Pensioners who are in receipt of Winter Fuel Payment will receive a one-off pensioner cost of living payment of £300.
- Disability payment: Disabled people in receipt of non-means-tested disability benefits will receive a one-off disability payment worth £150.

Universal support

- The previously announced £200 'heat now, pay later' rebate will be doubled to £400 and has been changed to a grant, which means it does not need to be paid back.

Other

- Household Support Fund, distributed through local authorities, will be extended by £500 million from October and there will be legislation to extend it to all devolved nations.
- Council Tax Rebate: The Government has introduced a £150 council tax energy rebate for householders in bands A to D in England, payments will be made between April 2022 – September 2022.

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Contact your energy supplier to check that you are on the cheapest tariff or discuss energy debt

Your energy supplier is required to work with you to set up an affordable repayment plan and the sooner you contact them to let them know you're struggling, the quicker you can get help.

You may be able to access hardship funds to help with repaying your debt, so talk to your local advice agency or contact Citizens Advice Consumer Helpline on 0808 223 1133 (**Textphone users call 18001 0808 223 1133**) (call charges may apply), or visit your local Citizens Advice.

Maximise your income

Make sure you are claiming all the benefits you are entitled to. This could increase your income and make you eligible for other types of assistance. It is a common myth that you must be out of work to be eligible but there are lots of in work benefits too, so it is worth checking online – it only takes around 10 minutes to check www.gov.uk/benefits-calculators.

If you would like extra support with checking your entitlement or making a claim, contact your local Citizens Advice or call the Citizens Advice Consumer Helpline on 0808 223 1133 (**Textphone users call 18001 0808 223 1133**) (call charges may apply).

You can also contact National Energy Action for a full benefit entitlement check via our Warm and Safe Homes Advice Service – call 0800 304 7159.



Take regular meter readings

Taking regular meter readings and submitting them to your energy supplier helps you to keep your bills accurate. If you receive a bill and it has an 'E' marked against the meter reading, then this means it is estimated by your supplier and you may not be paying the right amount for your energy. Estimated readings can lead to large, unexpected bills so regularly submit your accurate readings. You can also ask your supplier if you can have a smart meter installed which means that your supplier can take automatic readings and can provide a more accurate bill by having a smart meter fitted.



Power cuts and the Priority Services Register (PSR)

If you have a power cut call the national power cut phone line on 105 for free.

It's really important that both your supplier and Distribution Network Operator (DNO) know if you are in a vulnerable situation so they can include you on their **priority services register**.

This includes people who are of pensionable age, have children under 5, a disability or long-term medical condition. Being on the register means that you will be prioritised in the event of a power cut and you will receive additional non-financial services such as password security or information in different formats.

All energy suppliers and network operators maintain their own registers but with your consent they can share information with each other, so you don't have to register separately for both. Details of your distribution network operator can be found on your energy bill.

