

**Sustainability**



## **How to use your combi boiler efficiently**



## What is a combi boiler?

Combination or combi boilers are now the most popular choice of boiler in the UK.

Unlike the conventional boiler, combi boilers provide on demand heating to your radiators and domestic hot water. It should save fuel as you only heat the amount of water you need instead of heating a cylinder/cistern in advance.

The combi boiler doesn't require a bulky storage cylinder and can easily fit into most kitchens or cupboards, making them the ideal system for homes with limited space.



£65 a year – the amount you can save on your heating bill for every degree you turn your heating down.

## Check your thermostat!



Many people have their central heating set higher than it needs to be. Your room temperature should be set to the lowest comfortable temperature – this is typically between 18 and 21°C.

- Try turning your room thermostat down by one degree.
- Leave it for a day and if you still feel warm enough, try turning it down by another degree.
- Carry on until it feels a bit too cool and then turn it back up one degree.

When it is colder outside you don't need to turn your thermostat up, because your home will heat up to the set temperature whatever the weather. On colder days this may take a little longer, so you might want to set your heating to come on earlier.

## Check what times you have your heating programmed to turn on and off

You should not need your heating on all the time. It is important to set your heating to turn on only when it is needed.

You should not need the heating on high when you leave your home, because it will take a while to cool down again.

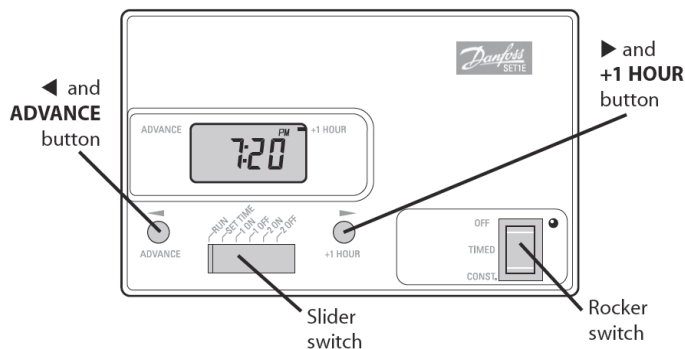
- Try setting the heating to turn off half an hour before you are due to go out or go to bed.
- Set the heating to switch on about half an hour before you wake up, your home will be warm by the time you get out of bed.
- If you are out of your home at set times each week, you can set your programmer to turn the heating off or down during this time.

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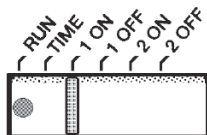
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## How do I programme my heating?

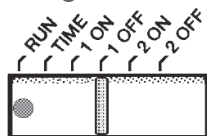
You will normally find this programmer in your kitchen. You can use this to programme two periods of the day for your heating to come on and off.



**1** Move the slider switch to the **1 ON** position and use the ◀ and ▶ buttons to set the time you want your heating to first come on.



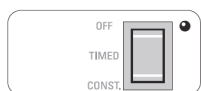
**2** Move the slider switch to the **1 OFF** position and use the ◀ and ▶ buttons to set the time you want your heating to first go off.



**3** Repeat the above steps with **2 ON** and **2 OFF** to set the second time for your heating to turn come on and off.



**4** Remember to return the slider switch to the **RUN** position after you've finished programming and have the rocker switch set to timed.



## How to control the temperature in specific rooms

Each radiator (except the one closest to the wall thermostat) has a Thermostatic Radiator Valve (TRV) and is used to control the temperature around the radiator.

When used properly, they will significantly reduce the energy used by the heating system by limiting the temperatures within each room, and prevent overheating. Turn the TRV to the number you want using the guide below.

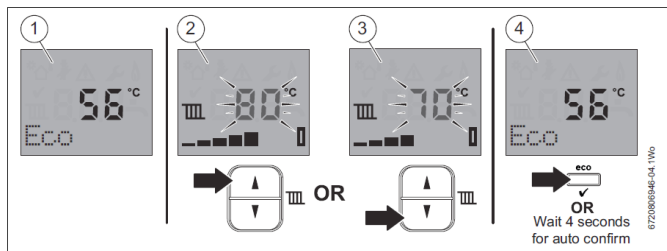
- TRVs do not control the boiler. TRVs need a free flow of air to sense the temperature, don't cover TRVs with curtains or block with furniture as this will mean they will not work properly.
- It is recommended that radiators in living rooms be set to between 3-4 and bedrooms to 2-3, this is because when you are in bed you have a duvet around you to keep you extra warm unlike the living room where you are normally sat down without covers on.
- To save energy, you can try turning down the radiator valves in each room.
- Turn radiators down in unused rooms. If you don't use the spare bedroom regularly, you could turn the radiator down and close the door.

### Approximate Temperature Guide

- 0 - 1°C (potential hazard of freezing)
- \* - 6°C (frost protection level)
- 1 - 12°C
- 2 - 16°C
- 3 - 20°C
- 4 - 24°C
- 5 - 28°C

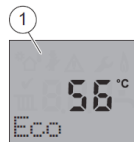
## Advanced settings

You can change the central heating flow temperature and hot water temperature of your heating system. This will lower the temperature of the water going through the radiators and your hot water tap. You can do this on the front of your boiler simply by following the instructions given.

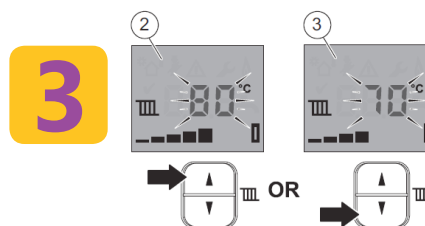


The closer to 55°C you can set your boiler's central heating flow temperature the cheaper it will be to run. This will mean it takes a little longer for your home to warm up. If it feels like it is taking too long (more than 30 minutes) increase the temperature by a degree each day until you are happy.

**1** Home screen will show current temperature.



**2** Press increase or decrease buttons to select desired flow temperature (for properties with six radiators recommended flow temperature 61-66°C).



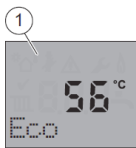
**4** Press “eco ✓” to confirm the temperature you selected or wait four seconds for auto confirm and the display will return to the home screen.

## Setting the hot water temperature

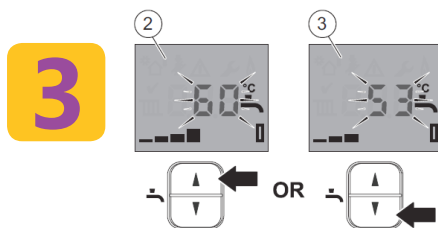
With combination boilers the water will run cold first for about 10-20 seconds and then turn hot. The ideal temperature when having a bath or washing the dishes is down to personal preference. We recommend you put the plug in whilst the water is warming up and then once the sink is full it should be at a comfortable temperature to wash up. If you have to add more cold water to the sink the water is too hot and should be turned down.

On the control panel on your boiler:

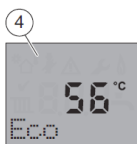
- 1 Home screen will show current temperature.




- 2 Press increase or decrease to change hot water temperature.



- 4 Press "eco ✓" to confirm the temperature you selected or wait four seconds for auto confirm and the display will return to the home screen.



## Cheaper energy tariffs

 Did you know you can save money just by changing energy supplier?

As your heating is provided through gas, it is important that you are on the best gas tariff you can find (you should also look for the best electricity tariff).

You can compare potential savings and switch suppliers with WDH's energy comparison service Switch and Save.



[www.switch-save.com](http://www.switch-save.com)

0800 112 0206 (from your landline)  
or 01259 220 219 (from your mobile)

Remember the savings you can achieve will depend on what you're currently doing, and how many changes you choose to make.

## Need more help

If you would like help with your heating controls or have any other questions, please contact the Sustainability Team on 0345 8 507 507 or email [sustainabilityteam@wdh.co.uk](mailto:sustainabilityteam@wdh.co.uk)

For more information contact the Sustainability Team  
Phone: **OneCALL 0345 8 507 507**  
Email: **sustainabilityteam@wdh.co.uk**  
or visit any **WDH Service Access Point**.



For an energy comparison call  
**0800 112 0206** or **01259 220 219**  
or visit **www.switch-save.com**



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