

Guide to Your Home

A practical guide to looking after your home

Essential Services

Mechanical ventilation with heat recovery (MVHR)

Understanding the purpose of MVHR

The Mechanical Ventilation with Heat Recovery (MVHR) is a continuous source of ventilation that extracts stale air from a home and resupplies fresh, filtered air back in. This results in a comfortable and condensation free environment all year round. It improves air quality, risk of mould and odours and improves asthma or allergy symptoms.

The MVHR continuously extracts stale air from polluted sources like the kitchen and bathroom. The unit then supply fresh, filtered air into the habitable rooms such as bedrooms and living spaces.

Repairs and maintenance

The only maintenance required from you is the periodic cleaning and replacement of the filters. The filter needs to be cleaned when indicated on the display panel. If any assistance is required with the cleaning and replacement of filters, please contact the Lancaster West Neighbourhood Team.

The filters need to be cleaned 3 times a year and the 4th time replaced. LWNT will have this scheduled in so will contact you to arrange a visit.

How does it work?

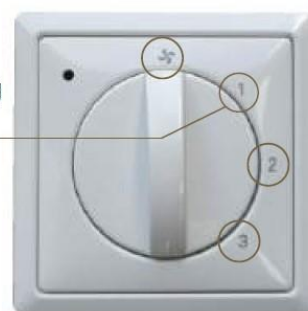
Brink Flair 225/325/400

The MVHR unit can be found in one of the larger cupboards in your home, this is usually in your living room.

The MVHR unit will be commissioned and set ready for use. You will not need to adjust any settings. If your home consists of a Brink Flair unit you can adjust the settings using the control panel if required.



- ✻ not present
(holiday or
absence setting)
- 1 background
- 2 present
(everyday
setting)
- 3 boost



1. The control panel is typically found in the same cupboard as the MVHR unit. It will be mounted onto a wall.
2. The system runs continuously but if you need to adjust the ventilation settings you have the switch dial: This includes 4 settings, not present, background, present (everyday) and boost.
3. If going on holiday, you can switch the dial to not present. You do not need to turn off the machine.
4. You can choose from low, medium, or high speeds based on your preferences and the level of ventilation required.

How to clean the filters yourself



The filters are situated behind the door of the MVHR unit. Press the filter symbol for longer than 3 seconds to open the filter wizard. Follow the instructions that appear on the display to clean or replace the filter. If the filters are not particularly dirty, they can be vacuumed and cleaned using a detergent and gently washed under running water. Leave to air dry before returning them to the MVHR unit.

When all the instructions on the menu have been followed and confirmed, close the filter wizard by pressing the “Home” button and the display then returns to the main screen; the filter message is reset and the filter message now disappears.

You should now be able to use your MVHR system effectively. You can also use the guide available in your home pack.

How does it work?

Brink Sky 200/300



The MVHR unit will be ceiling mounted, and your control panel will be attached.

The MVHR unit will be commissioned and set ready for use so you will not need to adjust any settings. If your

home consists of a Brink Sky unit and you feel you need to adjust the settings on the control panel, please request assistance from the Lancaster West Neighbourhood team.

How to clean the filters

The filters need to be cleaned 3 times a year and the 4th time replaced. LWNT will have this scheduled in so will contact you to arrange a visit. If you feel there are any issues, please contact the LWNT.

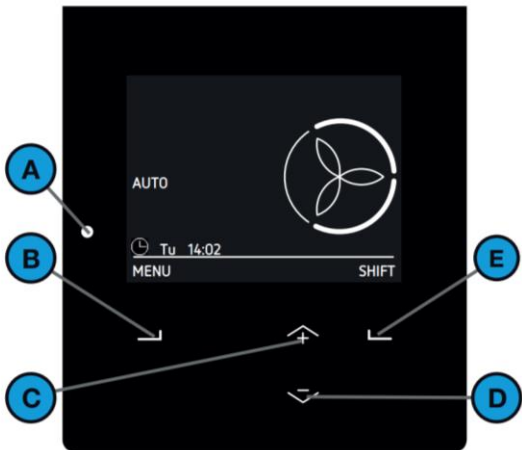
How does it work?

Zehnder ComfoAir Q350



The MVHR unit can be found in one of the larger cupboards in your home, this is usually in your living room.

The MVHR unit will be commissioned and set ready for use. You will not need to adjust any settings. If your home consists of a Zehnder ComfoAir Q350 you can adjust the settings using the control panel if required. This is located on the unit and instructions will be in your user manual.



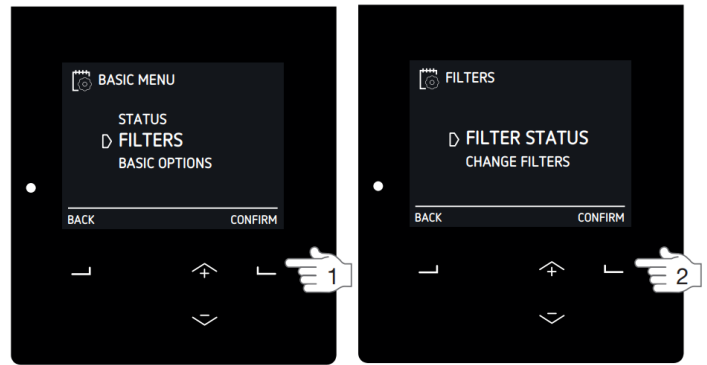
Position	Part
A	Status indicator LED light. ■ On = The unit is operating correctly; ■ Off = The unit has no power or the display is in use; ■ Slowly flashing (every second) = Warning (Change filters or SERVICE MODE active); ■ Rapidly flashing (four times a second) = Error.
B	Universal button. The function depends on the current text on the display above the button.
C	Up button to: ■ Increase preset; ■ Increase value; ■ Select the previous item.
D	Down button to: ■ Decrease preset; ■ Decrease value; ■ Select the next item.
E	Universal button. The function depends on the current text on the display above the button.

How to clean the filters yourself

The filters are situated behind the door of the MVHR unit. When the filters need replacing the unit will automatically give a filter warning. The filter warning is indicated as follows:

- LED light on the unit flashes

- The display on the unit shows the warning message: EXPECT FILTER CHANGE SOON
- The display on the unit shows the error message: CHANGE FILTERS NOW
- The operating devices can show a message. Refer to the manual of the operating device for more information about the indication for filter replacement



How does it work?

Zehnder ComfoAir 160



The MVHR unit will be ceiling mounted, and your control panel will be attached.

The MVHR unit will be commissioned and set ready for use so you will not need to adjust any settings. If your home consists of a Zehnder ComfoAir 160 and you feel you need to adjust the settings on the control panel, please request assistance from the Lancaster West Neighbourhood team.

How to clean the filters

The filters need to be cleaned 3 times a year and the 4th time replaced. LWNT will have this scheduled in so will contact you to schedule a visit. If you feel there are any issues please contact the LWNT.

Sprinkler system

What is an automatic fire sprinkler system?

An automatic fire sprinkler system consisting of a water supply system (pumps and tank or mains water), a network of pipes (steel, plastic and other alloys) and fire sprinkler heads spaced at regular intervals throughout the protected premises.

How does it work?

Sprinklers are activated by heat from a fire and will not operate until the temperature reaches about 68°C. There is no risk of activation by smoke, dust, fumes or moisture in the air.

Smoke will not activate a sprinkler head. There must be a fire that generates enough heat to raise the temperature near the sprinkler to above 68°C. It is very unlikely that the heat from cooking will set off the sprinkler.

The sprinkler system will run from a communal water tank. It will not run from the mains supply so will not affect your water supply or pressure.

Repairs and maintenance

Due to the importance of service and maintenance, an annual service is a requirement from an approved installer. LWNT will contact you to arrange an annual maintenance check.

Your sprinkler system should not require any repairs but if you do notice a sprinkler head leaking or out of place, please notify the LWNT.

Megaflo cylinder



What is a Megaflo unvented system?

A Megaflo unvented system is a stainless-steel unvented cylinder that stores hot water as part of a central heating system. The most important thing to note is that the Megaflo is not actually a boiler, but a hot water cylinder.

A Megaflo cylinder can be either “indirect” or “direct”. The difference between direct and indirect Megaflo tanks is how the water is heated, either directly (by a built-in element) or indirectly (by a separate regular boiler or system boiler).

Your home will have two switches by your cylinder. One labelled heater and immersion heater. The switch labelled heater controls your heating and hot water which should always be switched on. The other switch labelled immersion heater is if your central heating boiler should fail. The switch will kick in the immersion coil within the cylinder to heat up the water, a bit like a kettle, using an electric resistance heater to heat the surrounding water

Please be aware that it's not advised to have your hot water cylinder and immersion switch on at the same time.

A Megaflo can be connected to solar panels or the electric supply, which is perfect if there's no gas supply to the property.



How does it work?

In your home you have an **indirect unvented Megaflow**. This uses hot water supplied by an external source such as a traditional boiler. In this case, the coil within the cylinder simply maintains the temperature of the hot water so that it remains at the temperature set by the cylinder's thermostat. As the hot water exits the unvented indirect Megaflow, the boiler will kick in to top up the hot water in the cylinder.

Repairs and maintenance

LWNT will service your Megaflow system annually, this will consist of the following:

- Check and reset the cylinder thermostat
- Cleaning the mains water line strainer/filter
- Check the function of the pressure/temperature relief valve, Re-pressurise the expansion vessel or replace it if needed
- Check to see whether the pressure-reducing valve is working
- Take the temperature of the water at each outlet and calculate its hot water flow rate

Home thermostat

Your home is equipped with a Nest Learning Thermostat. This device adapts to your heating and cooling preferences within a week of installation and can automatically create schedules. This thermostat features built-in Wi-Fi connectivity and can be conveniently controlled via the Nest app for Android and iOS smart devices.

How does it work?



Nest thermostats do not have a touch screen. Use it just like a normal thermostat, turn the ring up when you want it a little warmer, and turn it down when you want it a little cooler.

- Press your thermostat ring to see more options.
- Turn the ring to select an option.
- Press the ring again to confirm your selection.

Once you add your Nest thermostat to the app, you can easily control it, even when you're not at home. Adjust the temperature, change settings, check your Energy History, you can do all this from the app and more.

Your Nest thermostat has a few different features that can help keep you comfortable. For instance, True Radiant pre-heats to reach your scheduled temperature on time. You can also set Safety Temperatures, which prevents your home from going below certain temperatures.

For help with getting started, learning about Nest Thermostat features, energy-saving tips and more, please go to nest.com/eu/thermostatbasics

Repairs and maintenance

If you notice issues with your thermostat, please call the LWNT for support. Before you call, there are some things you can do to fix an issue with your thermostat. Here are some simple things to try yourself.

1. Check the power. Make sure that your thermostat is receiving power. You can do this by checking the breaker or switch that controls power to your system. If the breaker or switch is turned off, turn it back on.
2. Restart the thermostat. Press and hold the ring on your thermostat for about 10 seconds until the screen turns off. Then, release the ring and press it again to turn the thermostat back on.
3. Reset the thermostat. If restarting the thermostat doesn't work, you can try resetting it. To do this, press and hold the ring and the down arrow button at the same time for about 10 seconds until the screen turns off. Then, release the buttons and press the ring to turn the thermostat back on.
4. Check the batteries. If your thermostat is battery-powered, make sure that the batteries are not dead. You can replace the batteries by removing the back cover of the thermostat and inserting new batteries.
5. Check for updates. Make sure that your thermostat is up to date with the latest software. You can check for updates by going to the Settings menu on your thermostat and selecting Software update.

If you need more help on resetting and restarting your smart stat, you can go to the following support page: <https://support.google.com/googlenest/answer/9247296?hl=en-GB>

Kitchen appliances



You have been gifted with a new induction hob, oven, cooker hood, and integrated fridge freezer. **LWNT are not responsible for any repairs and maintenance of these items.**

Gifted appliance in your home:

Induction Hob: Bosch Serie 4 60cm Induction Hob with Power Boost Black PUE6I1BF1B

Oven: Bosch Series 2 HHFI13BA0B Built In Electric Single Oven - Black - A Rated

Cooker hood: Unbranded Telescopic Hood With Switch Controls Stainless Steel Nbt625/2Nx

Integrated fridge freezer: Bosch Series 2 KIV87NSF0G Integrated 70/30 Fridge Freezer with Sliding Door Fixing Kit - White - F Rated

Induction hob

Before using the induction hob, please read the manual provided to understand how best to use, maintain and stay safe.

If you have a pacemaker or a similar medical device, an induction hob may not be the best option for you. Please let a member of LWNT know if this is the case and they can advise you.

Oven

Before using the oven for the first time it is important to clean the cooking compartment and accessories before using the appliance to prepare food.

Please follow the following steps: (This is also included in the O&M manual provided)

1. Remove the accessory and the leftover packaging, such as polystyrene, pellets, from the cooking compartment
2. Before heating, wipe the smooth surfaces in the cooking compartment with a soft, damp cloth.
3. Ventilate the room while the appliance is heating.
4. Set the type of heating and the temperature to the following:
Type of heating: 3d hot air
Temperature: Maximum
Cooking time: 1 hour
5. Switch off the appliance after the specified cooking time
6. Wait until the cooking compartment has cooled down
7. Clean the smooth surfaces with soapy water and a dish cloth
8. Clean the accessories with soapy water and a dish cloth or soft brush.