

Rhiw Cefn Gwlad  
Brackla, Bridgend  
CF31 2JY

# Home User Guide



Report a repair to  
WWH on

**0800 052 2526**



# Welcome you to your new home at Rhiw Cefn Gwlad, Brackla, Bridgend

This home user guide will help you to understand your new home.

If you need to contact a member of staff at Wales & West Housing or report a repair, please contact:

## **Address**

Head Office  
Archway House  
77 Parc Tŷ Glas  
Llanishen  
Cardiff  
CF14 5DU

## **Telephone**

0800 052 2526

## **Email**

contactus@wwha.co.uk

## **Website**

www.wwha.co.uk

## **Twitter**

@wwha

## **You also may like to know....**

A video version of this guide and a digital version are available on our website at [www.wwha.co.uk/en/how-to/](http://www.wwha.co.uk/en/how-to/)

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## Meter Locations

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The water meters are set in the ground near your home. Your electricity meters are in cupboard by your front door.

The electricity meters are smart meters. They communicate directly with your energy supplier, so no one should need to visit your property to read the meters.

## Bins and Recycling

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Bin stores have been provided for the flats and these are in sheds behind the homes. Recycling containers will be provided by Bridgend County Borough Council. You can order bags and containers from the council's website [www.bridgend.gov.uk](http://www.bridgend.gov.uk) Please find extra information from the Council's website below.

### TWO BAG LIMIT

Homes with up to five residents are restricted to throwing out a maximum of two blue bin bags per fortnight.

#### EXTRA DISPENSATIONS

Properties with six or seven residents can apply for one additional waste bag each fortnight, while homes containing eight or more people are able to apply for two extra waste bags per fortnight.

One additional bag can be provided for homes where ash-producing coal fires provide the primary source of heat, while eligible householders can apply for an assisted collection service.

To register for the extra dispensations, please call 01656 643643 or email [recyclingandwaste@bridgend.gov.uk](mailto:recyclingandwaste@bridgend.gov.uk). Alternatively, you can register online [here](#).





### BITS AND BOBS

If you recycle as much as you can, only the leftover bits and bobs should fill your blue waste bags. You can get recycling tips from Bridgend County Borough's newest double act 'Bits and Bobs' by following us on Twitter and using the hashtag #BitsNBobsBCBC, or by liking our Facebook page.

[Follow @BridgendCBC](#)
[Like our Facebook page](#)

## YOUR RECYCLING CONTAINERS

These are the containers to use for your weekly recycling collections.

Please leave your recycling and waste at the edge of your property by 7am on your collection day so that it can be seen by the crews. Please don't put it out any earlier than 7pm the night before.

Residents who live in flats with communal bins should familiarise themselves with their local collection arrangements.

### Top tip:

Don't forget that if you regularly recycle more than you can fit in your containers, please call **01656 643643** or email [recyclingandwaste@bridgend.gov.uk](mailto:recyclingandwaste@bridgend.gov.uk) to request more for free.



Cardboard

Paper

Plastics and Metals

Food Waste

Glass

## NAPPIES AND ABSORBENT WASTE

Homes that produce nappies and other absorbent waste products (not feminine hygiene products) can register for a separate fortnightly collection which takes place on the same day as your non-recyclable waste collection.

In total, this service caters for nappies, wipes, paper tissues, stoma bags, adult incontinence pads and nappies, absorbent bed sheets, plastic gloves and disposable aprons.

To apply for the Absorbent Hygiene Products collection (which uses purple bags) please call 01656 643643 or email [recyclingandwaste@bridgend.gov.uk](mailto:recyclingandwaste@bridgend.gov.uk). Alternatively, you can register online [here](#).

## Parking

Each home has its own parking space. The flats have one parking space each and the houses have two spaces. Your allocated parking spaces are marked on the plan provided in your pack.

## Washing Lines

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There are communal washing lines provided around of flats, these are marked on the site plan provided in your pack. Each house has its own washing line.

## Consumer Unit

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- Your consumer unit is in the cupboard in your hallway if you live in a flat and in the living room cupboard in the houses.
- Its purpose is to protect your electric circuit from faults and faulty appliances by cutting off power if there is a problem.
- If your power has gone off, safely make your way to the consumer unit checking all switches are in the upward position. If they are not, push the affected switch to on position and power should be restored.
- If your power is not restored, please call us on 0800 052 2526.



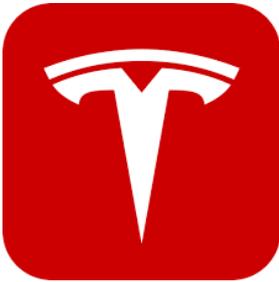
## Tesla Battery

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Your home has been fitted with a Tesla energy storage battery which works automatically and you will never need to do anything to it. This battery automatically stores any energy generated from daylight by the Solar or photovoltaic (PV) cells on the roof which is not used during the day. Your home will automatically use this stored energy later when the sun has gone down, saving you money on energy costs during the day, in the evenings and during the night.

Your battery will be charging in the background, ready to kick in when required and save your home from having to use so much power from the grid.

### Information about the energy coming from your solar cells and battery charge



A touch-screen tablet device is fitted on the kitchen wall in your home and has the Tesla App downloaded to it (pictured left). This App shows how your home is using the energy it generates. Touch the screen to activate this App, which opens on the home Screen. It tells you what is happening to the energy generated by the PV on your roof and how much power is being stored in your battery.

By selecting the '**Powerflow**' and '**Performance**' options on the App you can see how much energy is being used, how much energy is available from your PV cells and battery and how much is coming from the grid.

You can use this information to help save you more money. For example, if your battery is low or empty, you might want to wait to run appliances like your washing machine or vacuum cleaner until either good sunlight means plenty of PV power or the battery has charged up to run this for you.

If the system re-sets for any reason and you are asked for a pin number then type in the the pin: **7441** to un-lock the tablet.

### Changing electricity supplier

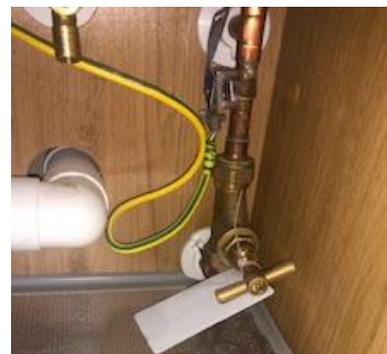
If you decide to change electricity supplier, you may need to change the settings for the battery to 'Customise', 'Advanced' and then select 'Balanced'. Please discuss this with your new supplier and contact Wales and West if you need any assistance with this.

## Stop Tap

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The stop tap turns off all water to your home. It is important to know where it is if you ever have a leak.

If you live in a house, you can find your stop tap under the sink. In ground floor flats it is in the cupboard with the boiler. In top floor flats it is in the cupboard at the bottom of the stairs.



- If you have a major leak or burst pipe, turn off the water by turning the stop tap in a clockwise direction and contact Wales & West Housing immediately.
- There is also a stop tap on your water meter outside your property.

## Heating & Hot Water

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In your home you have a hot water and heating system called PKOM4 made by the Austrian company Pichler. This is similar to a gas boiler but runs on electricity and uses a 'heat pump' system. This is a very efficient and low-cost way of providing heating and runs on the electricity generated from daylight from the solar PV cells on your roof which will save you money on your energy bills.

The heating for your home comes from warm air gently circulating through vents in your ceiling. The system is finely tuned to work with all the vents open in their current settings. **Please do not close or block the ceiling vents in any of the rooms as your system will not work correctly.**

### Too hot?

If you find any room feels hotter than the rest of the house – for instance an upstairs bedroom, try closing your inside doors which should help. If it is still too hot, try opening a window to cool that particular room down.

### Too cold?

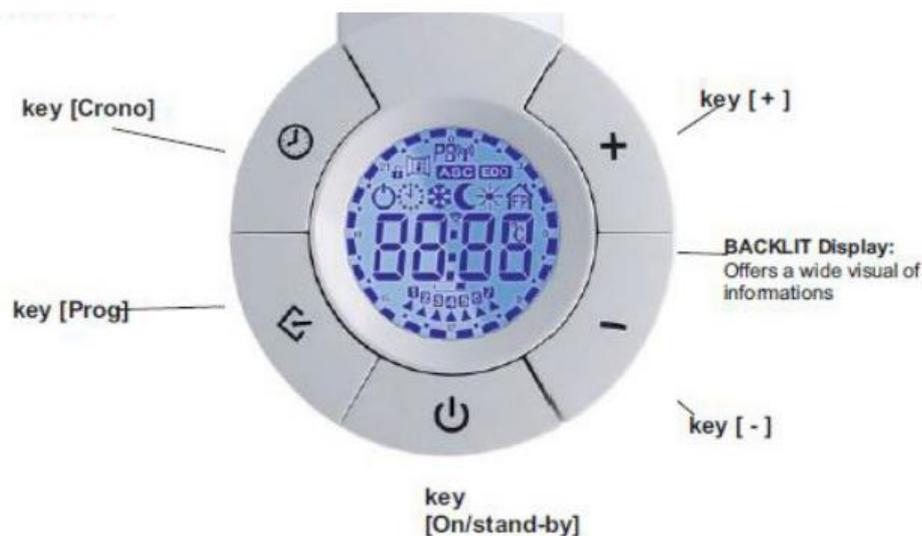
You can turn up the heating a little. Shutting all outside doors as soon as possible and closing all windows will also help keep warm air within your home.

There is a detailed guide to using the heating and hot water controls in your home which you will find at p15 of this guide. There is also a video here:

[www.wwha.co.uk/en/how-to/](http://www.wwha.co.uk/en/how-to/)

## Towel Rail

There is a towel rail fitted in your main bathroom with a control at the bottom.



It is set to come on from around 6am until 9am each day.

We recommend you use the towel rail at any other time for short periods only – a maximum of 2 hours.

To turn it on for a 2 hour boost follow these steps:

- 1) Press the 'On' button  to turn the towel rail on.
- 2) Press the 'Prog' button  until the '2hr' appears on the screen.
- 3) After 2 hours, press the  again to turn the towel rail off.

There is further guidance on a separate towel rail guide found here:

[www.wwha.co.uk/en/how-to/](http://www.wwha.co.uk/en/how-to/)

## Smoke & Heat Alarms

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### Heat/Smoke detector

- A smoke alarm is located in your hallway and a smoke/heat alarm is located in your kitchen
- They are wired into the house electrics with a battery backup
- Please do not paint your alarm as will stop it working
- Please test your alarms weekly by pressing and holding the test button on the alarm for 10 seconds. The alarm you are testing as well as all other interconnected alarms will sound loudly and the red light on the covers of the alarms should flash rapidly
- If your alarm beeps once every 40 seconds for over 20 minutes the battery is running low and should be replaced. Contact Wales & West Housing to replace the battery

## Ventilation

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The ceiling of your home is fitted with vents which allow the circulation of warm fresh air gently around your home. Please do not block or shut them because the settings on your heating system rely on all vents being open. Closing or blocking them will prevent the proper movement of air around your home and will affect the settings on the heating system which may mean your heating does not work correctly.

The way you use your home can help reduce problems with condensation.

- Leave internal doors open as much as possible
- Keep kitchen and bathroom doors closed when cooking and bathing
- Do not overfill cupboards, as this will prevent the air circulating
- Cover pans when cooking and do not leave kettles boiling
- Leave a space between large pieces of furniture and the external walls

- If you install a tumble dryer make sure that it is either a condenser type or is directly ventilated to the outside air

## Sprinklers

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Your flat is fitted with a fire sprinkler system, designed to save lives and prevent injury. It will also prevent extensive damage to your flat in the event of a fire.

The sprinkler heads are located in the communal hallway/stairwell and all rooms in your flat except the bathroom.

Sprinkler heads are concealed by a small, white plate in your ceiling, as shown in the picture:



- The sprinklers will operate only when the air temperature reaches between 57 and 68 degrees centigrade
- Fire sprinklers are not activated by smoke, heat from cooking, burning toast, or steam from your bath or shower
- A fire will not set off all sprinkler heads, just those immediately close to the fire
- Water from the sprinkler will only cause minor damage which will require some furniture and carpets to be dried out, and possibly some redecoration
- The risk of a fire sprinkler setting off accidentally is very low
- Please do not paint over the sprinkler heads or cover them in any way
- If the white sprinkler plate detaches itself from the ceiling, call Wales & West Housing to request a repair. Do not try and fix it yourself

## Shower and taps

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There is a shower fitted into the wet room which is fitted with an anti-scalding safety device controlling the temperature of the water.

The hot and cold outlets in the bathroom taps are fitted to save water so you may find that the water doesn't come out quite as fast as you may be used to.

### Anti – Scald device

Please note your shower and wash hand basin are fitted with an anti-scalding safety device controlling the temperature of the water, limiting it to 41 degrees. The bath temperature is limited to 46 degrees.

## WC (Dual Flush)

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The WC in your home has a dual flush system which enables you to use less water when a full flush is not needed.

- Press the small button for half flush
- Press the large or both buttons for a full flush

**Please do not flush items down your toilet which could cause a blockage such as wipes, nappies, sanitary products and any other inappropriate items. This may result in a rechargeable repair.**

## Lighting

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The light fittings in your home are designed to hold standard bayonet type light bulbs, these are available from most retail outlets.

## TV Aerials

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Each house has a wire within the attic space for fitting a TV aerial. Flats will be provided with a communal aerial.

## Windows

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For safety, windows should be cleaned on the outside from ground level only. This can be achieved by the use of water fed pole or by using a window cleaning contractor.

## Repairs

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Please report any repairs to Wales & West Housing on **0800 052 2526**

## Landlords Permission

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If you wish to make any alterations to your property you must obtain permission from Wales & West Housing. Please do not attempt to decorate within the first 12 months of its construction.

## Telephone Connection

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Telephone points have been provided in your lounge and main bedroom. Your property benefits from broadband which has been supplied to the site by BT.

## Further Information

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### Decoration

Please do not decorate your home within the first 12 months as shrinkage cracking may occur and the contractor will repair using the original paint colour only.

### Reporting Defects

Please ensure that you call Wales & West Housing on 0800 052 2625 to report any defects, even if there are operatives working on site.

### Utility providers

- **Electricity**– Octopus is your electricity provider. They have been provided with your name, address and meter readings at handover. You will receive a welcome pack shortly after moving into your new home
- Our energy consultants have recommended Octopus Tesla Tariff because they are likely to give you the lowest bills at the moment because Tesla work very closely with this company to give customers the best deals for homes with the systems you have fitted in your home. **While you can switch if you wish, we strongly recommend that you stay with Octopus as your electricity supplier and contact them to ask for the Tesla Tariff as soon as possible.**

- **Water** – Welsh Water is your provider. They can be contacted on 0800 052 0140 to set up an account. There are further useful contact numbers on the following Welsh Water web page:
- <https://www.dwrcymru.com/en/Contact-Us/Billing-Numbers.aspx>

If you have any issues with your utility providers or billing, please call Wales & West Housing and we will try to help.

### **Washing machine connection**

When you connect your washing machine for the first time, you will need to trim off the end of the waste outlet and securely fix your washing machine waste pipe with a jubilee clip. If you are in any doubt, please seek further advice from a plumber.

### **Cooker Installation**

Please call Wales & West Housing on **0800 052 2526** to arrange for your cooker to be installed. Please note that as there is no gas supply to the properties, you will need an electric cooker.



# Heating and hot water control panel settings

This guide will show you how to get the best from your Pichler PKOM4 heating and hot water system.



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# Heating and hot water control panel settings

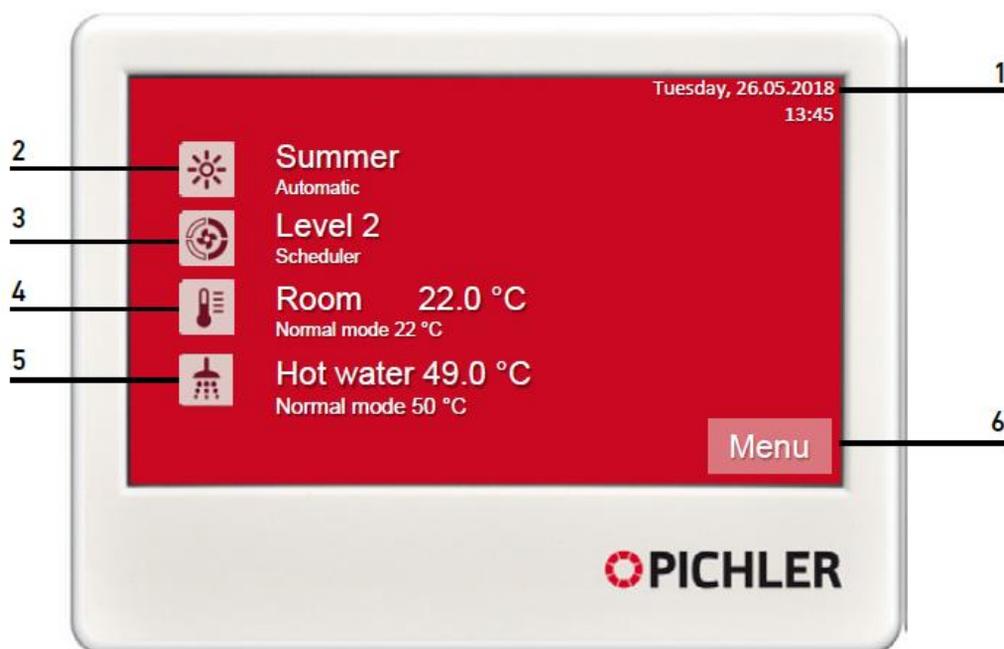


Illustration: Control unit - start menu

- 1 Date and time
- 2 Operating mode
- 3 Ventilation level
- 4 Room temperature
- 5 Hot water temperature
- 6 Menu

The Pichler touch-screen control panel for your heating system is fixed to the wall in your hall. Simply touch the screen to bring up the control panel.

Please note that after a few minutes the screen will automatically turn off. This is normal and will come back on when you touch the screen again.

## Your start menu

Your start menu screen has 4 main settings (as shown above 2 - 5).

If you touch the screen your start menu screen will appear (shown above). The date and time are displayed in the top right corner (1).

The settings are pre-set to recommended levels for your comfort and for the most efficient use of the system.

The selected setting will be highlighted on a white background.



## Operating mode

This should be set to 'Automatic' and shows either winter or summer depending on the season.

The system will automatically switch from summer to winter settings.



To reset to 'Automatic' follow these steps

Press the snowflake icon.

It will bring up this screen.

Use the arrow buttons on the right to move up and down the settings until 'Automatic' is highlighted in white.



To return to the home menu, press the return icon.





## Setting holiday (vacation) mode

This setting may be used when you are going away on holiday or leaving your home empty for a few days.

Touch the operating mode (snowflake) icon to bring up the settings operating mode screen.



Touch the screen where you want to change the date, month or year.

Use the + or - tabs to change the number.

We recommend that you set the date to **one day before** you return (to make sure the home and hot water is back up to temperature).

We suggest you set the room temperature to 18 degrees while you are away to save energy.

Press OK to make sure you save each change.



Touch the  icon to return to the start screen.

The operating mode will now show vacation.





## Ventilation mode

The ventilation level controls the amount of warm air circulating around your home and changes automatically as required.

To check the settings, touch the ventilation icon.

It will bring up this screen.



**Ventilation scheduler is 'Off'**  
**The scheduler should always be set to 'Off' to make sure ventilation levels will be adjusted automatically.**

To switch off touch the 'Off' button until it is highlighted in white.

Then press OK to confirm the changes.



## Ventilation settings

**This should always be set to level 2 -**

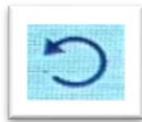
it is very important it is set at this level as this will allow the system to change to a higher fan speed if extra heating is required and avoid problems in the future.

Anything above or below will mean your heating will not work as it should and may require maintenance.



To reset to ventilation level 2 touch the box next to ventilation  
This brings up this screen:

- Press the + or – until level 2 is highlighted
- Press OK
- Press back arrow to return to home screen





## Room temperature

### Room temperature scheduler

We recommend this is set to 'On' as the scheduler is pre-set to automatically adjust the night-time temperatures in your home between 23.00 (11pm) and 05.30 (5.30am).

If your scheduler is switched off (as shown) to turn it back on touch 'On' so it is highlighted white, then touch



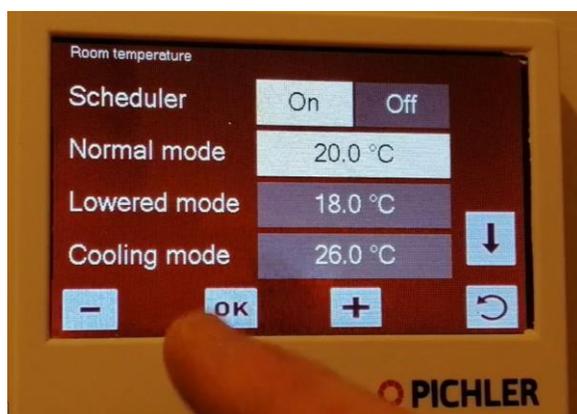
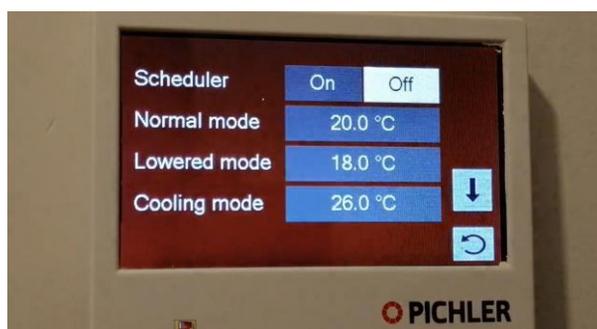
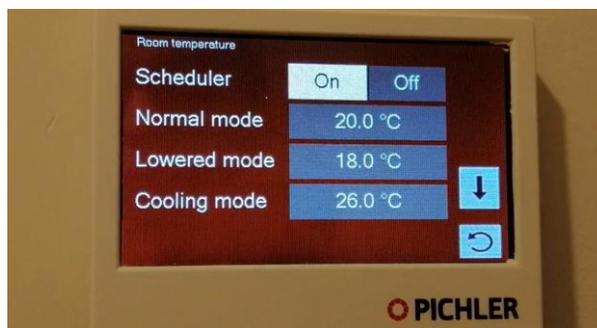
to return to start menu screen.

If you decide to switch the scheduler off, you will need to manually change the temperature in your home if you want a lower temperature at night. You can do this by changing the normal mode temperature each evening and morning as shown below. You might find it easier to keep the same temperature all the time.

### Normal mode

This is the temperature you want your home to be and the setting you are most likely to use.

We recommend this is set between 20 to 22 degrees depending on your preferred levels of comfort. To change the temperature touch the number so it is highlighted white then adjust the number by touching + or – then touch OK to save each change.

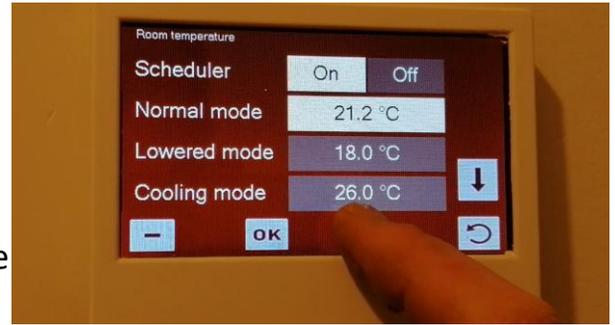


## Lowered mode

With the scheduler 'On' as recommended, this shows the night-time temperature the house will be warmed to.

We recommend you set this only one degree lower than the normal temperature. This will actually work better and save energy.

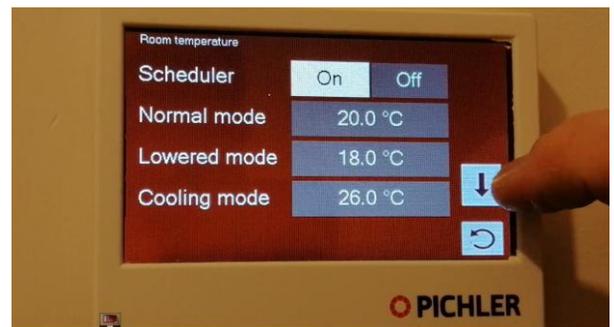
To change the temperature touch the number so it is highlighted white then adjust the number by touching + or – then touch OK to save each change.



## Cooling Mode

We recommend this is left at 26 degrees. (see below)

Touch the down arrow on the screen and you will come to another screen of room temperature settings.



## Cooling enabled

We recommend this is switched to 'No'. If you like to open windows or outside doors when it is warm outside, you should keep this set to No. Enabling the cooling system to work when you have doors and windows open will result in the system working less efficiently and could use more energy.

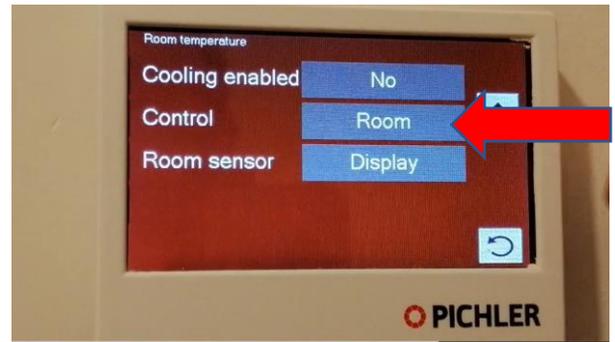
If the display shows 'Yes' to switch cooling enabled off, touch 'Yes' then touch the 'No' option so it is highlighted in white.

Then touch OK to save these settings.



## Control

Please make sure the 'Control' is set to 'Room'. If this setting changes, touch the box until 'Room' is highlighted in white. Then touch OK to save your changes.



## Room sensor

Please make sure the room sensor is set to display. If this setting changes, touch the box until 'Display' is highlighted in white. Then touch OK to save your changes.



Use the up arrow or the return icon to return to the previous screen

To return to the start screen touch the return icon



## Is your home too hot ?

If the home is too hot for you in winter, then turn the 'normal mode' temperature down a little.

## Is your home too cold?

Try increasing the 'normal mode' temperature setting a little to 22 or 23 degrees. You could also try keeping the same temperature for normal (day) and lowered (night-time) modes. You can do this by switching Room Temperature Scheduler to 'Off'

Closing all windows and shutting outside doors as quickly as possible when entering or leaving your home will also stop heat escaping, help keep your home warm and reduce bills.

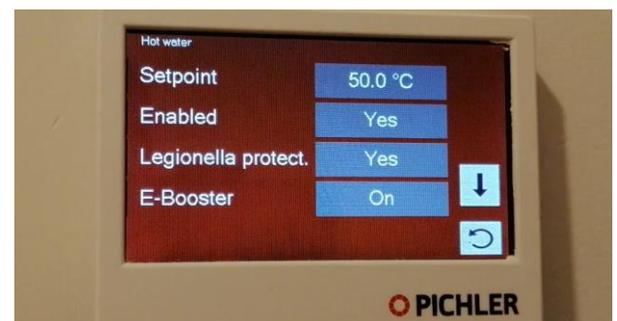


## Hot water

To check or set your hot water temperature touch the hot water icon on your home screen.



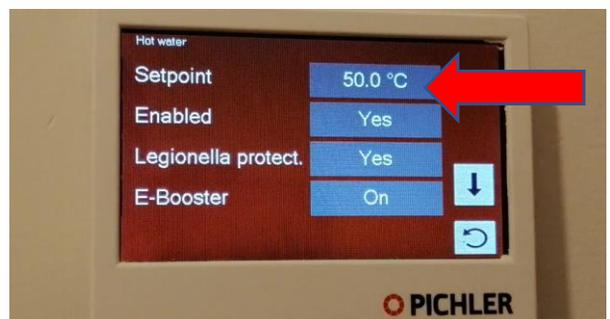
It will bring up this screen.



### Setpoint

This is the temperature the water is set to and is set to 50°C. If the display shows a different temperature, you can change it back to 50°C by touching the number on the screen and touching + or - to change the temperature. Touch OK to save these settings.

Please note your bath, shower and wash hand basin are fitted with **an anti-scalding safety device** controlling the temperature of the water, limiting it to 41°C for hand basins and showers and 46°C for baths.



## Enabled

This should be set as 'Yes' to make sure that hot water is available at all times. If this switches to scheduler, touch Scheduler' then touch 'Yes' and touch OK to save your changes.



## Legionella protect

It is very important that this is set to 'Yes' to prevent a build-up of harmful bacteria within the hot water tank. If it is set to 'No', then please change this by touching 'No' on the screen and then change by selecting 'Yes' so it is turns white.



## E-Booster

Please set the E-Booster to 'On' to allow the hot water heating to boost if it is required.



Touch the down arrow to come to another screen



## Electric heater

This should be set to 'Yes'.

If it has changed, touch the button so that 'Yes' is highlighted in white.

Touch the  button to return to the previous screen.

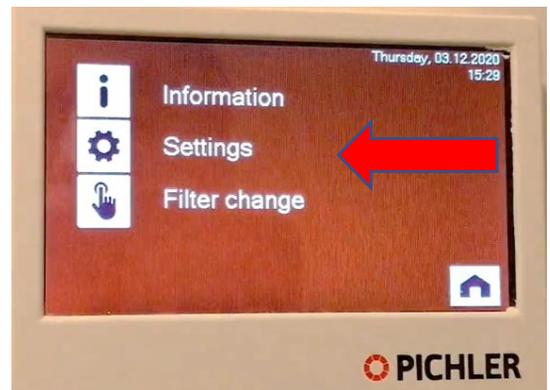


## Changing the date and time settings

Touch the 'Menu' at the bottom right of the start screen (labelled '6').

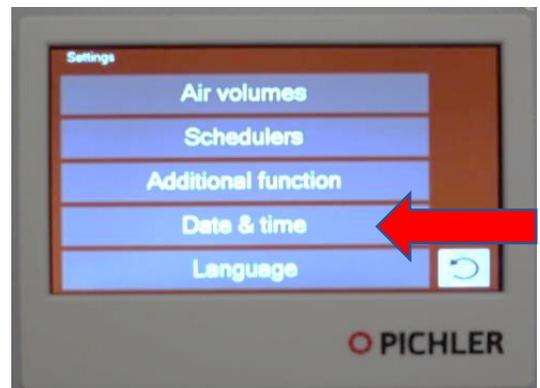


This will bring up the main menu with another three items. Touch the 'Settings' button.

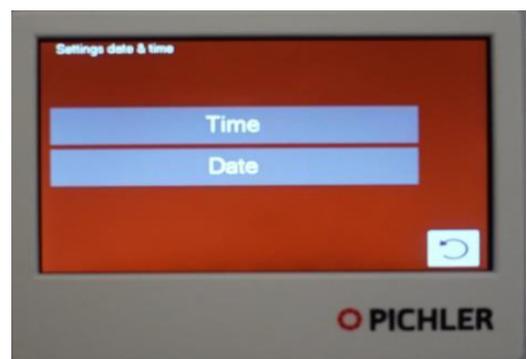


This will bring up another screen.

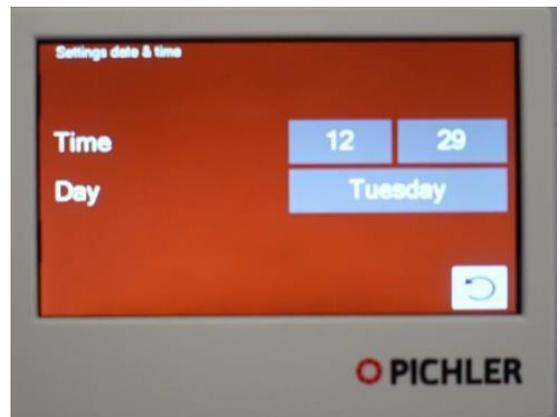
Touch 'Date and Time' on this screen.



Touch time to adjust to the current time which will bring up the next screen.



Use the + and - to make the changes.  
The clock is 24 hour so 4pm will be 16:00 etc.  
Touch 'OK' to complete this.  
Touch the 'back' arrow to return the previous screen.



**To change the date and year** touch 'Date' and this screen will appear.

Again, use the + and - to make the changes.  
Touch 'OK' to set your changes.



To return to the previous screen touch the 'back' arrow.

Touch the 'home' button to return to the start menu screen.



## How to set the timer - overnight temperature scheduler

Touch the 'Menu' at the bottom right of the start menu screen (labelled '6').

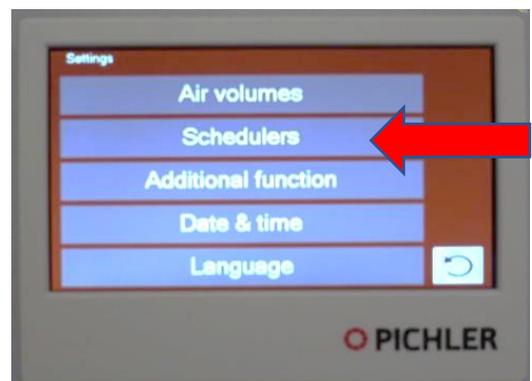


This will bring up the main menu with another three items on the screen and the 'home' button on the bottom right of the screen.

Touch the 'Settings' button. This will bring up another screen.



Touch 'Schedulers' which will bring up another screen.



Then touch 'Room Temperature' on the screen.

This will bring up another screen which shows the timings for the first day, Monday.



**The first time** is the time you want the temperature to be lowered overnight.

To change the time, touch the time next to the word 'from' and use the + and – to select your chosen time. Then touch Ok to confirm.



**The second time** is the daytime setting when you want the higher or 'normal' temperature to start in the morning.

Once again use the + and – to select your chosen time.

The setting is a 24-hour clock, for example if you want the lower setting to start at 11pm you should change to 23:00.



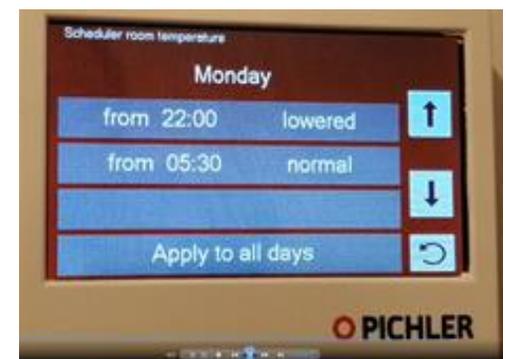
By selecting **'Apply to all days'** your chosen normal and lowered times will be the same every day of the week. To select this option use the up and down arrows to move between settings.

You can also set different times for each day of the week if you choose by using the arrow buttons.



To go back to the previous screen touch the back button or the 'Home' button to go back to the start screen menu.

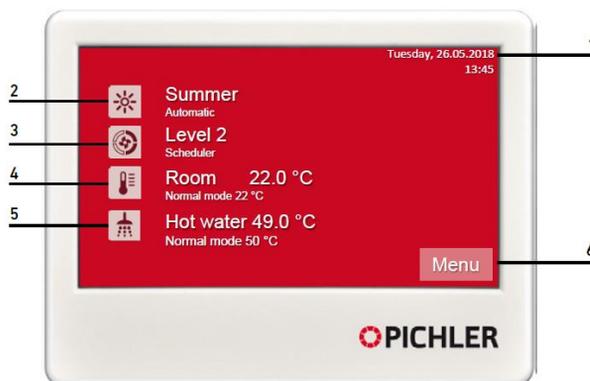
Everything is now set up.



## Making sure your controls are set to the recommended settings

If any settings on the main menu other than the date, time and temperature have been accidentally changed, then the following information will restore the recommended settings.

From the start menu touch the 'Menu' at the bottom right of the screen, labelled '6'.

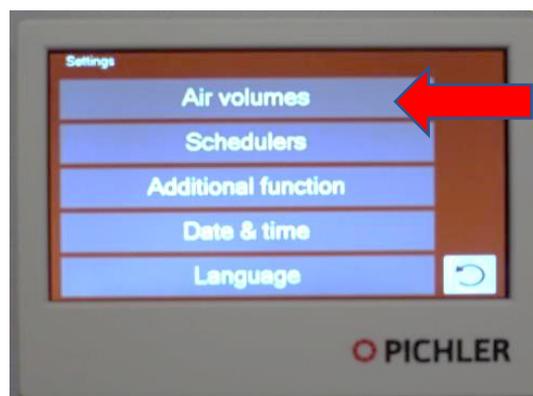


This will bring up the main menu with another three items on the screen.

Touch the 'Settings' button. This will bring up another screen.



Touch 'Air volumes' which will bring up another screen.



## b) Air volume settings

Each home has individual settings for air volumes to make sure that your home is heated as it should be and these should not be changed.

If these have been changed accidentally, re-insert the numbers listed in the chart below for your number house ie 1 = no 1 Rhiw Cefn Gwlad etc



Change to the relevant number as shown by touching the boxes and using the + and - buttons and touch OK to finish.

Home number	1	2	3	4	5	6	7
Level 1	100	110	107	103	160	145	98
Level 2	140	141	138	140	196	190	136
Level 3	186	199	193	178	250	260	186
Level 4	220	220	220	220	285	280	220
*	+8%	+16%	+9%	+18%	-5%	+4%	0%

Home number	8	9	10	11	12	13	14
Level 1	95	98	95	85	85	85	85
Level 2	133	136	133	110	115	115	110
Level 3	183	186	173	130	135	140	140
Level 4	220	220	220	150	150	150	150
*	+15%	+10%	+15%	+20%	0%	-5%	0%

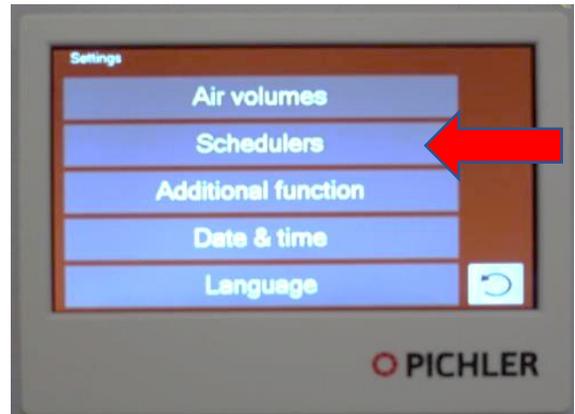
(\*The final line does not need to be used. It is there for future use by Wales & West Housing to know the balancing of extract and input. Where + the extract setting will be slightly higher than the input.)

Touch the 'Back' button to return to the previous screen.

## b) Schedulers

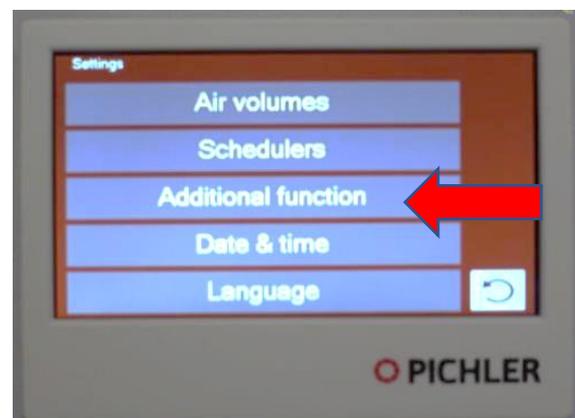
Please refer to page 15 in this guide on how to set the schedule for the temperature at night.

All other schedules are not required and should be switched off if you have followed the recommended settings on the video guide or this document. Please refer to this for how to switch these schedules off.



## c) Additional function

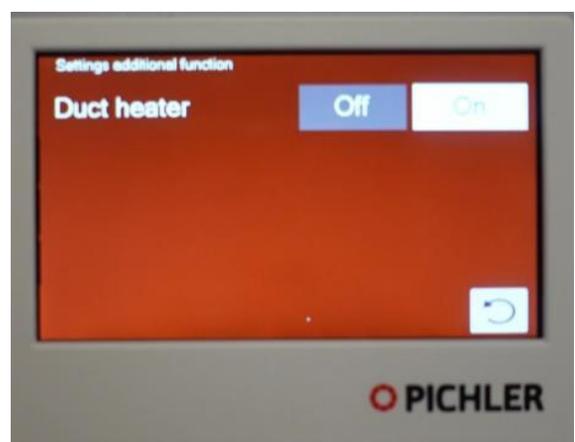
Touch the 'Additional function' box which will bring up the following screen.



### Living in a house

If you live in a house, please make sure that the 'On' button is highlighted in white next to 'Duct heater'. This will allow extra warm air boost when required.

**Set the Duct heater to 'On'**

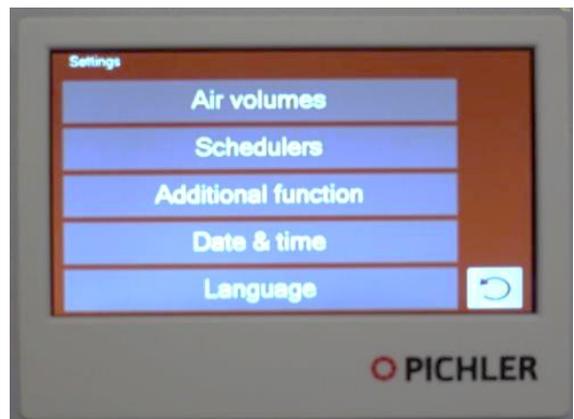


## Living in a flat

If you live in one of the flats, you will not see this option as you don't need to boost.

### d) Date and time

Please refer to pages 13 & 14 for how to set the date and time correctly.



### Finally....

Wales & West Housing hope you will enjoy your new home and that these boilers will meet all your heating needs for many years to come. If you have any particular problems or would things you want to discuss or any problems with setting these up or anything else to do with your boiler then please call Wales and West Housing Customer Services on 0800 052 2526

### You also may like to know....

This guide can be found in video form and written form on our website under the name **Rhiw Cefn Gwlad**.

Follow the link: [www.wwha.co.uk/en/how-to/](http://www.wwha.co.uk/en/how-to/)