

habôdel

your habodel
guide to **boilers**
and **radiators**



contents

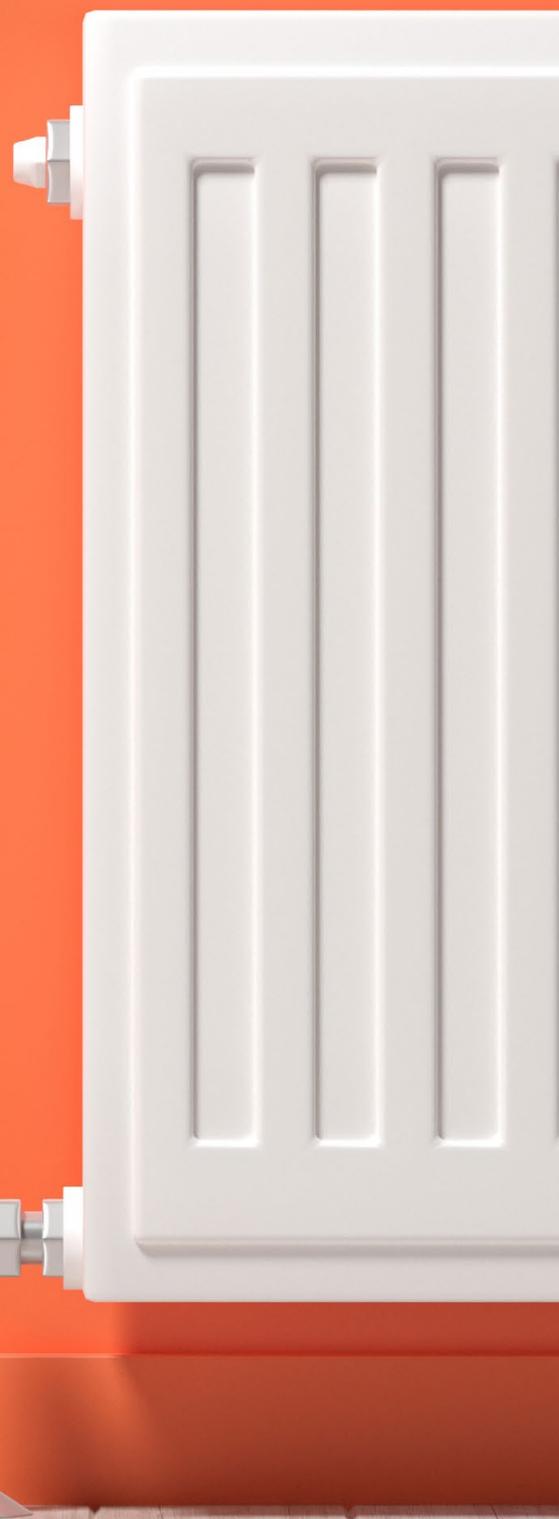
Everything you need to make sure that your boilers and radiators are working effectively in your new home.



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healthy boilers
means warm
radiators during
the cold of winter

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Introduction

When using central heating, a single boiler heats the water in your home. Water is pumped through pipes to radiators installed in different rooms around the house.



Central heating

Most central heating boilers run on electricity or mains gas, which usually works out cheapest and has the lowest carbon dioxide emissions of any fuel apart from wood. They can be either a 'Combi' (combination) boiler or a regular boiler:

A Combi boiler provides hot water instantly, as soon as you turn on a tap. The water is heated as it passes through the boiler, so there's no need for a cylinder, this way you can have hot water for baths or washing up whenever you want.

A standard boiler works with a hot water cylinder which can take some time to heat up. So remember, you can set your boiler to heat the water in the cylinder at certain times of the day. This way, you'll have enough hot water anytime you want a bath or to do the washing up, etc. But, you can't spontaneously decide to have a bath later on in the day, as the water in the cylinder will cool down when the heating is turned off.

No matter which boiler you have, it plays an essential role in your home, heating water for your kitchen, bathroom, and radiators.

Please remember to check for any issues or leaks and report them as soon as possible using our Propertyfile App. Doing so makes sure that we maintain a happy and healthy home for you and your family.

Also, checking your heating controls regularly and making changes based upon your needs will reduce the amount of carbon dioxide your home generates and saves you money.



all about radiators

As part of the habodel rental agreement to maintain a safe living environment, we'll need you to bleed and maintain the radiators in your home.



The best way to check your radiators is to turn your heating on and wait for the radiators to warm up. If there are any cool spots, especially near the top of the radiator, you may need to bleed them. If the radiator doesn't warm up at all, then potentially it is full of air, and so this will need to be released before it can be used to heat rooms.

How to bleed radiators?

To bleed your radiators, you need to make sure your heating is off and cold - you don't want to burn yourself with hot water! You will then need a radiator bleeding key or a flat-headed screwdriver for more modern systems. At the top of the radiator, at one end, you will find a valve where you can put the key or screwdriver. Make sure you have a cloth ready to catch any drips!

Slowly turn the valve anti-clockwise. You should start to hear gas escaping with a hissing sound. Eventually, the gas will all be gone, and liquid will begin to run. It's best if you close the valve as quickly as possible to stop too much water from escaping and making a mess.

The last step after bleeding all your radiators with cold spots is to check the system's pressure. If you have bled a lot of gas, the pressure in the system may be low and you'll need to top it up using the 'filling loop'. This is a small lever on your boiler. To locate it, look underneath your boiler or refer to your boiler instructions. Turn the 'filling loop' until you see the needle on the pressure dial reach '1.5' in the green area, then quickly turn it back off.

The final check is to turn your heating back on and confirm that the cold spots have disappeared. If you've followed all of these radiator bleeding steps above and there are still cold spots or anything else that isn't quite right, you should report these issues using our Propertyfile App.



all about boilers

As your landlords, we handle the maintenance of the boiler, fires, radiators, storage heaters and immersion heaters. We also include an annual gas safety check completed by a Gas Safe Engineer.



As mentioned in your tenancy agreement, we trust you to take reasonable actions to prevent frost or similar damage to the property. If your home is empty overnight or for more than 12 hours when the weather is likely to be cold, you will need to leave enough hot water in the system to prevent it from freezing. Another tip is to turn off the water supply at the main stopcock and open all the other water taps and valves in the property to drain hot and cold water tanks.

Please remember to check and maintain the boiler pressure; we're here to guide you on your specific boiler and how to top it up.

This may need to be completed 2 or 3 times a year. If you find that you are topping it up more than this, there may be a leak, so report this issue using our Propertyfile App and we can get someone out to take a look at it.

Monitoring low pressure

You can monitor the boiler pressure by looking at the gauge on your boiler when it is cold. Heating systems should run at a pressure around 1 bar when cold; it's normal for the pressure to increase slightly when hot, but if it's over 2.5 bar, you may have a fault, or a problem may be developing.

Suppose your boiler needs topping up; you should be shown how to do this when you checked in. Alternatively, if you need help, you can call us, and we can talk you through it. Generally, you need to switch off your boiler and allow it to cool. Double-check that both ends of the 'filling loop' are securely attached. If you don't know what a 'filling loop' is - that's fine; we can describe this to you.

Open both valves on the 'filling loop' to allow cold mains water into the system; you should hear this. Wait for the pressure gauge to reach 1.5 bar and quickly close both valves one after the other.

know your responsibilities

As your landlord, habodel are responsible for the maintenance and repairs of your boiler. As our customer, you have the responsibility for the general maintenance of your boiler, keeping the heating running and reporting any problem with the boiler or the heating system.



Customer's responsibilities

Generally speaking, you are responsible for using the heating system, bleeding the radiators if cold spots are noticed and topping up the boiler if the pressure is low. See page 5 for more details.

Please remember to inform us of any issues by reporting them on the Propertyfile App as soon as they are noticed.

Landlord's responsibilities

We are responsible for maintaining and repairs of any gas heating system and ensuring all gas appliances in the property are checked each year by a Gas Safe registered engineer to produce a CP12. We will keep your boiler in good repair and proper working order, responding to all reported issues.



thank you

For additional information regarding your boiler and radiators, just get in touch with our Property Management Team.

01302 244 441

propertymanagement@habodel.co.uk



If you have a new maintenance issue, please login to your Propertyfile App and raise your works order there. For any ongoing maintenance issues or to inform us about an emergency after first calling the right number, please get in touch with our Maintenance Team.

maintenance@habodel.co.uk

Registered Address:

habodel emergency out of hours service

Please read pages 13 and 14 of our Welcome Pack before you contact our emergency out of hours service as this contact is for emergencies only. If it's not a genuine emergency you will be charged.

habodel House
Hayfield Business Park
Field Lane
Auckley
Doncaster
DN9 3FL

Our opening hours are 8.30am - 5:30pm
Monday - Friday.

Emergency Number: 02030 316 237

The habodel logo is centered at the bottom of the page. It features the word "habodel" in a white, lowercase, sans-serif font. The letter "o" is replaced by a white house icon with a chimney. The logo is set against a yellow background that has a white outline of a house roof above it.

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