

Round Hill Gardens – Heat Pump FAQs

What make & model is the heat pump?

Daikin EDLA04E2V3.

Where is my heat pump?

The Heat Pump is located outside in the rear garden. The water cylinder is located in a store cupboard on the first floor.



How does this heat my home?

The heat pump draws heat from the environment and transfers it to a water-based system, which then distributes heat to the radiators.

Can I box in my heat pump in or cover it?

It is advised not to box the heat pump in as this will make it less efficient. The heat pump relies on a constant flow of air to extract heat from the outside, and restricting airflow significantly reduces its efficiency and effectiveness.

You will not need to cover the heat pump (i.e. in winter) as it is designed to work to -15 degrees.

If turned off, the heat pump will then need to work harder to extract the air from the environment which will use more energy.

Can I turn my heat pump off?

You should not turn your heat pump off, as the system has been designed to keep a steady temperature in your home. If turned off, this will reduce the efficiency of the pump as it will require more energy and take longer to get your home back to a comfortable temperature.

Think of it like a fridge freezer but in reverse, you wouldn't turn off a fridge freezer when you leave the house.

Do I need to service my heat pump?

Yes, you will need to service the heat pump every year by a certified heating engineer.

How do I control the heating?

There are thermostats within the property, one for downstairs and one for the upstairs.

Can I schedule my heating?

You can schedule your heating however it is advised to leave you heating on manual and gradually increase/decrease the temperature when needed. If you schedule the heat pump to go colder then hotter or vice versa on a regular basis this will require more energy.

Why does my radiator not feel hot?

With a heat pump the flow temperature is lower than a boiler, however your radiators will still be warm enough to heat your home.