

# Your Total Care Package



Complete electric central heating project management for Housing Associations, Social Housing Organisations and Educational Facilities, making it easy to move forward.



- Identifying the right system to meet both landlord and tenant needs.
- Property evaluation and specification of comprehensive heating plans.
- Assistance with pre-installation tariff changeover and tenant liaison.
- Installation and full technical support and training for your contractors.
- Training for management, tenant liaison officers and facility personnel.
- Full support with tenant liaison before, during and after installation.
- Post installation performance monitoring with full technical support.



**IntelliHeat**

Intelligent Heating Solutions

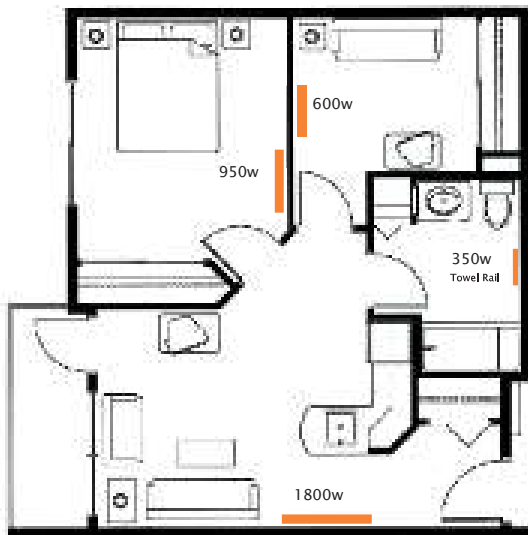
*taking care of your needs*

# The friendly heating...

This package is specifically designed to meet your needs and most importantly the needs of your tenants. Each step is carefully structured to ensure a smooth process right from your initial enquiry and planning through to the installation and the full satisfaction of your tenants. We aim to ensure a trouble free changeover and that each tenant benefits from a long term, effective and economical to run heating system.

## The first step

## Stage One – Planning



Firstly it's helpful to understand the reasons for replacing an existing heating system, quite often it's due to shortfalls in energy efficiency, controllability and effective heating. Then, based on landlord and tenant requirements, we will establish the most suitable control and programming system. Once this and certain details regarding the property are clarified, on receipt of floor plans or property dimensions we will present you with a comprehensive heating plan and quotation. Throughout this stage we will also be on hand to consult with and to provide your estate management, tenant liaison officers and contractors with all the necessary informative and technical literature, advice and guidance.

## Stage 2 – Preparation before installation

In many cases tenants will have become accustomed to their current heating system therefore the introduction of a new system needs to be carefully organised to ensure a smooth changeover. This includes ensuring that all tenants, your personnel and contractors have a full understanding of the new system and know what to expect and prepare for prior, during and after the installation. During this stage we will also, where required, assist with coordinating a changeover of electricity tariffs, provide clear advisory literature for your tenants and supply you with full product and installation instructions together with all technical information in order to ensure that everyone in your organisation involved with the project is fully prepared for the changeover.

## Stage 3 Installation



You may require us to undertake an installation or use your own contractors, however it's likely that for an ongoing basis you will use your contractors to undertake future installations. Either way, during the first day we will conduct comprehensive on-job installation training for your contractors, liaise with tenants and hold a seminar for all your associated management, maintenance staff and tenant liaison officers, this will include the following: A full understanding of the system and how to operate it, what tenants should know in order to achieve the best heating and energy efficiency results, and trouble-shooting. Our objective is to provide your organisation with all the necessary expertise to ensure full tenant satisfaction and the confidence to undertake further installations.

## Stage 4 and beyond

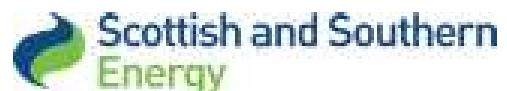


We believe that our role does not end once the system has been installed, therefore we will liaise with you to evaluate the system's performance, assist with trouble-shooting and to address any issues of concern. Right from the start through to ensuring the satisfaction of your tenants, our aim is to provide your organisation with trouble free, comfortable, energy efficient heating in line with today's needs.

## Energy Efficiency and recommended Electricity Tariff

Design, a high quality tungsten element, the thermodynamic fluid filling and an intelligent thermostat all ensure that our radiators provide comfortable, cost effective heating. Another major factor to further reduce running costs is programming and zone control, an aspect that we will ensure all your tenants and support personnel fully understand in order to achieve the best results.

**WHICH TARIFF:** Economy 10 (unrestricted) is the most cost-effective electricity tariff to supply our energy efficient heating systems and for all electricity supply to the property. Unlike Economy 7, dedicated circuits do not need to be installed and the changeover is relatively simple. Economy 10 is available throughout most parts of the UK from Scottish & Southern Energy, however they may be better known under other regional names. Economy 10 incorporates a fixed service charge, a standard rate and a cheap rate during three off peak periods. The off-peak periods may vary across the UK and at different times of the year but they are generally 1pm to 4pm, 8pm to 10pm, midnight to 5am.



*Complete control at your fingertips...*



### Ideal for individual tenanted housing



A user friendly central programming and control system incorporating a wall mounted controller, fully compatible with all our radiators. ZoneRay manages the heating requirements for up to six individual zones enabling pre-set scheduled times and temperatures to be set for each day over 7 day period which is automatically repeated every seven days. Available as a wireless version ideal for retro-fit systems or a hard wired version best suited to redevelopments and new builds.



### Ideal for supported accommodations



An advanced energy management system ideal for medium sized accommodations where the landlord pays for and needs to control electricity consumption. Enables the central wireless programming of each individual radiator or zone. Additionally IntellyGreen monitors real-time energy consumption, running costs and provides historic operating data, a complete system to ensure maximum savings. Compatible with all our radiators and any electrical appliance.



### Ideal for multiple accommodation units



All the advantages of our IntellyGreen system with the addition of a PC software package which enables off-site access, the ultimate tool to reduce electricity costs. It's very simple, once you know what's using the energy and when, considerable savings can be made by applying careful programming and control. This is the ideal application for large multiple occupancy units such as student accommodations and large complexes of sheltered housing.



**IntelliHeat**

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**ZigBee Alliance**