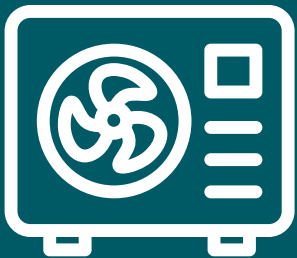


Aftercare - Air Source Heat Pump

We hope you're happy with your new ASHP and we would like to thank you for your patience and co-operation whilst we have been working in your home. We hope that you find this guide helpful and useful.

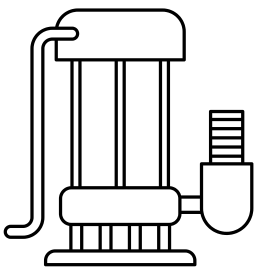


Fortem provides a 12-month warranty for the work completed in your home. If you encounter any issues within this period, please inform your landlord, who will relay your concerns to us. We will then contact you to arrange a convenient appointment.



General Maintenance:

- Keep the area around the outdoor unit clear of obstructions like plants, leaves, and snow. Maintain at least 1–2 feet of clearance on all sides of the unit.
- In cold weather, check for ice or snow build-up around the outdoor unit. Excessive ice can block airflow. Gently remove any snow with a broom. If ice forms, allow the unit to defrost naturally.



General maintenance:

- Ensure you allow access for yearly inspections by your Landlord to check for any wear or issues. They will check electrical connections, refrigerant levels, and other components.
- Although unlikely but - if your energy bills rise unexpectedly, it could be a sign that the system is not running efficiently. Contact your Landlord to carry out a check of the system.
- Don't set the temperature too high, as air source heat pumps are most efficient at moderate settings.



Hints and tips :

- Ensure good airflow – Keep vents clear and avoid blocking the indoor unit with furniture.
- Use thermal curtains – Keep heat inside during winter and block excess heat in summer.
- The ASHP system operates most efficiently when running continuously at a consistent temperature. Frequently adjusting the settings causes the system to work harder to heat up or cool down, reducing efficiency and leading to higher energy bills.
- Regularly review your energy bills and contact your supplier to ensure you're on the most suitable tariff. Many providers may offer specific tariffs designed for ASHP users, which could help reduce your costs

For more tips visit
<https://energysavingtrust.org.uk/>

Thanks - The Fortem Capital & Retrofit team