

Customer Information Pack





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Introduction

Welcome to your customer information pack and user guide for the Switch2 heating system.

This guide will provide you with all the necessary information and guidance you need to use the heating system, including the G6 prepayment system and associated heating controls.

This guide will also provide you with information on how to top up your system and who to contact if something goes wrong.

It is important to read this guide in full before you begin to use your new system. If you are unsure about how the system works, please do not hesitate to contact us or Switch2.

The heating system installed in your home allows heat and hot water to travel from the communal boilers located near your property and provides the heat that circulates through the radiators in your home and also the hot water to your taps.

In order to help you control the heating and hot water system there are certain items installed in your home, including a programmer, room thermostat and thermostatic radiator valves (TRV).

When you use heat and hot water this is measured by a heat meter and you pay for your consumption using the G6 prepayment system. This means that you will not receive any bills, you only pay for what you use and you control how much you spend on heating and hot water.



Warning notices

Please make sure you read all the caution and information statements in this document before you use the heating system, for your safety and the safety of others.

This system is powered by a 230V mains electricity supply. Disconnect mains power prior to any maintenance occurring with the unit.



The system should only be programmed, removed, dismantled or installed by a Switch2 suitably trained person.



If the system is used in a manner not specified by Switch2 the protection level of the equipment may be impaired.



The system has a tamper proof alarm included that will highlight any issues directly to Switch2.



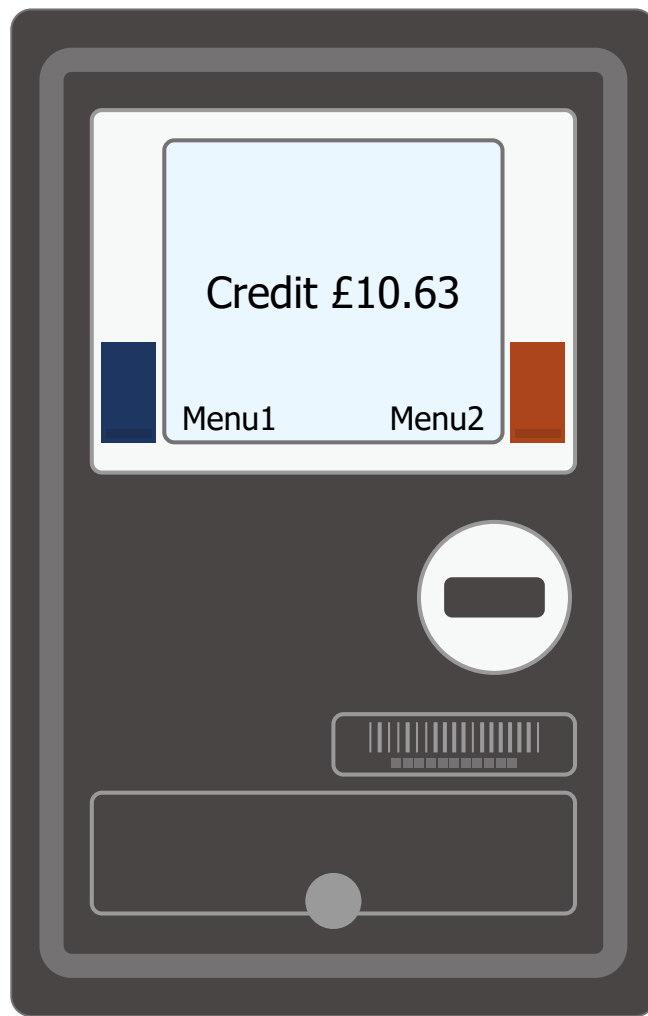
Your heating system

Your heating and hot water system has been designed to provide a simple way to control and pay for the heating and hot water you consume. The way you manage and pay for your heat and hot water consumption is through the installed G6 prepayment system.

The G6 prepayment system offers a number of ways to purchase 'credit' and these are explained later in the guide.

The G6 prepayment system includes a number of useful features including; a large, easy to read backlit display, simple two button control system and SMART alarm and notification feature.

This system will allow you to easily monitor your energy usage through the unit and displays the amount of credit you have remaining. Your credit can be topped-up at any PayPoint outlet or Post Office, over the phone on 0333 313 9171 and online at my.switch2.co.uk



For any emergency situations when you are unable to purchase credit, a limited amount of Emergency Credit will be available, however this is not intended for everyday use and once used, will need paying back in full before heat and hot water is available again.

Heat meter

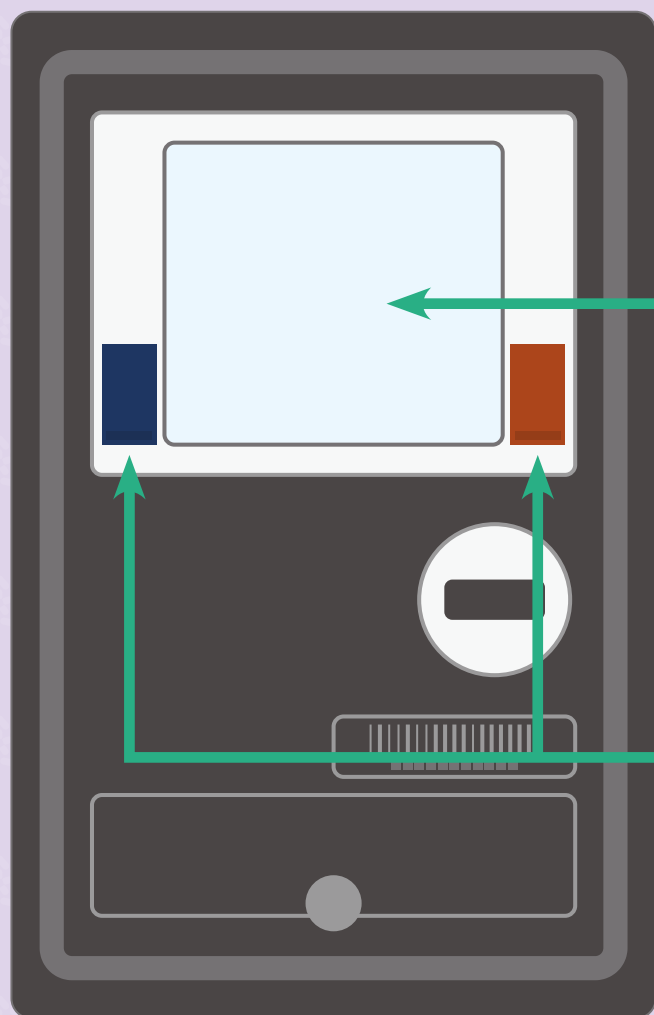
The heating and hot water entering your home is recorded by a heat meter, which is read remotely by Switch2. This heat meter is located on the consumer interface unit (CIU).

The meter displays the amount of consumption in kilowatt hours (kWh). As the reading on the heat meter increases, the amount of credit remaining on the G6 prepayment unit will decrease.

Consumer interface unit

The CIU is situated in your heating cupboard and contains the equipment used to control heat and hot water coming in and out of your home. In order to ensure that your heating system works correctly, the CIU should only be serviced or repaired by Switch2.

Using your prepayment system



G6 prepayment system

Your G6 prepayment system stores any credit you purchase and as you use heating and hot water in your property the amount of credit will reduce on your meter. When you have credit, heating and hot water will be available. Please ensure the system is switched on by the programmer and other heating controls.

When your credit is low it is important to top up the credit on your unit so that you continue to have heating and hot water available.

Display

Buttons

Buying credit

You can top-up your heating system at any Post Office or PayPoint outlet, just look out for the signs. You can also phone 0333 313 9171 or visit my.switch2.co.uk



Once you have made your payment Switch2 will receive confirmation of your payment overnight and your credit will be sent to your G6 prepayment system.

Credit purchased will not be available immediately, so please ensure you have sufficient credit available at all times. Switch2 will always try to ensure all purchased credits are transmitted by the times stated below. However, for reasons beyond our control there maybe occasions where they are delayed. Please contact Switch2 after 11.45am if your credit has not been received.

Day payment made	Date transmitted to your G6 prepayment unit
Monday	Tuesday by 11.30am
Tuesday	Wednesday by 11.30am
Wednesday	Thursday by 11.30am
Thursday	Friday by 11.30am
Friday	Saturday by 11.30am
Saturday	Monday by 11.30am
Sunday	Monday by 11.30am
Bank Holidays	Next working day by 11.30am

Your prepayment card

If you lose your payment card please contact Switch2 and a replacement will be sent within three working days.

Vico Homes 

switch2

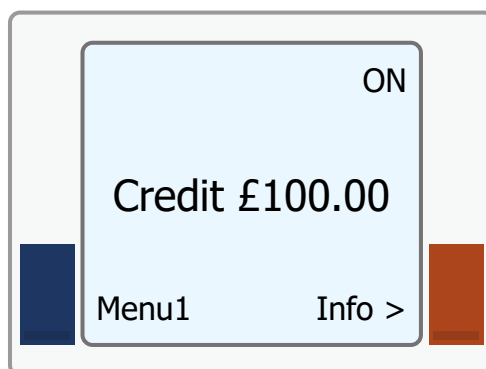
Heating pre-payment card

1234567890

1 Anywhere Street
Anytown

Prepayment unit screen and messages

This is the main screen on your G6 prepayment system.



Shows if the heat or hot water supply is available dependent on the unit's credit.

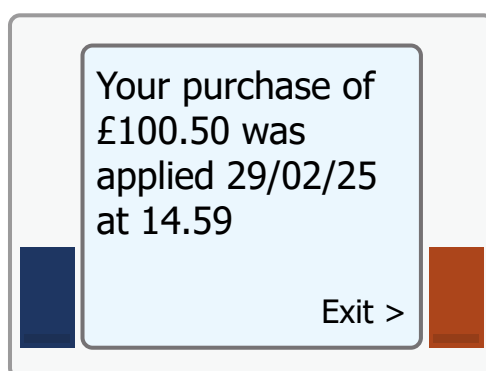
On = Heat/HW available

Off = Heat/HT not available

Press for information

Amount of credit available

The main screen above shows all the relevant information you need. There are two simple coloured buttons which when pressed will display the relevant information on the screen.



When you have made a purchase, this credit will be transmitted to your G6 prepayment system.

When the credit is received a message like this will appear on the screen. To clear this message press the orange button marked with '**Exit >**'

Please note credits are displayed in monetary units not in kWh.

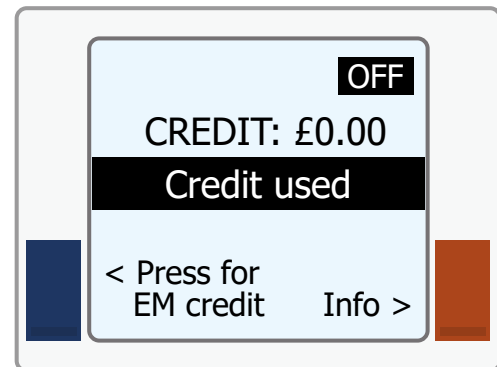
Emergency credit

Emergency credit is a facility designed to provide you with an additional amount of credit for heating and hot water, if you run out of credit and are unable to top up.

This is intended to be used only in emergency situations.

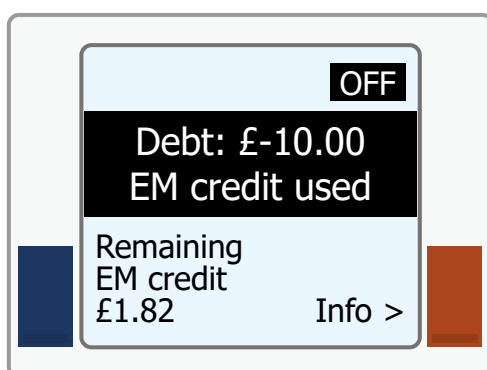
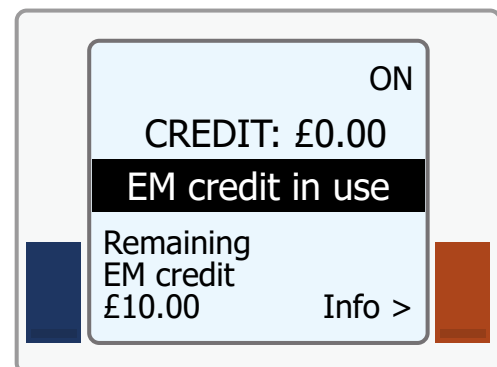
When the emergency credit has been used your heat and hot water supply will be disconnected. You will have to purchase more credit than the debt displayed on the unit before the system can be used again.

The emergency credit function becomes available once the level of credit shown on your information screen drops to £1 or less. To activate this press the blue button on the prepayment unit, when the option appears on the screen.



The screen will now display the amount of emergency credit you have remaining and also the total outstanding debt.

An emergency credit of £10 has been agreed for Vico Homes customers, however we recommend that you top up your credit regularly to avoid using emergency credit.

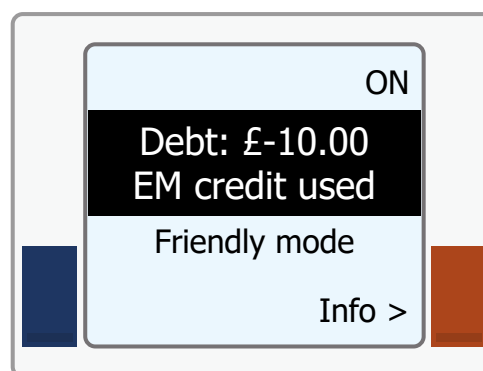


As you use the emergency credit, the amount of debt will increase. The unit will also display the amount of emergency credit you have remaining.



When all the emergency credit has been used, your heating and hot water supply will be disconnected.

The above example shows the customer is in debt by £10. Therefore at least £10.01 would have to be purchased before the heat and hot water would be re-connected.



Friendly disconnection

If you run out of credit and have used all your emergency credit, the G6 prepayment system is designed not to disconnect at certain times of day.

The G6 prepayment system will not disconnect during the times shown below. The debt shown on the units display will continue to increase when the system is being used. When the friendly disconnection period ends your heat and hot water supply will disconnect and you will have to purchase more credit than the debt displayed on the unit before the system can be used again.

Day	Friendly disconnection period
Summer weekdays	10pm to 10am
Winter weekdays	6pm to 10am
Weekends / Bank holidays	There will be no disconnection on weekends or bank holidays.

Frequently asked questions

Where can I buy credit from?

Any PayPoint outlet, or Post Office using your supplied customer card or by credit and debit cards on 0333 313 9171 or online at my.switch2.co.uk

What happens if I lose my card?

Please contact Switch2 on 03333 212 010 and a replacement card will be sent within three working days. A small administration charge may be applicable.

How long do I have to wait for credit to be applied to my unit?

Please see page 7 of this brochure.

What if my unit isn't working correctly?

Please contact us and we will arrange for an Switch2 engineer to attend.

What happens if I don't receive my credit?

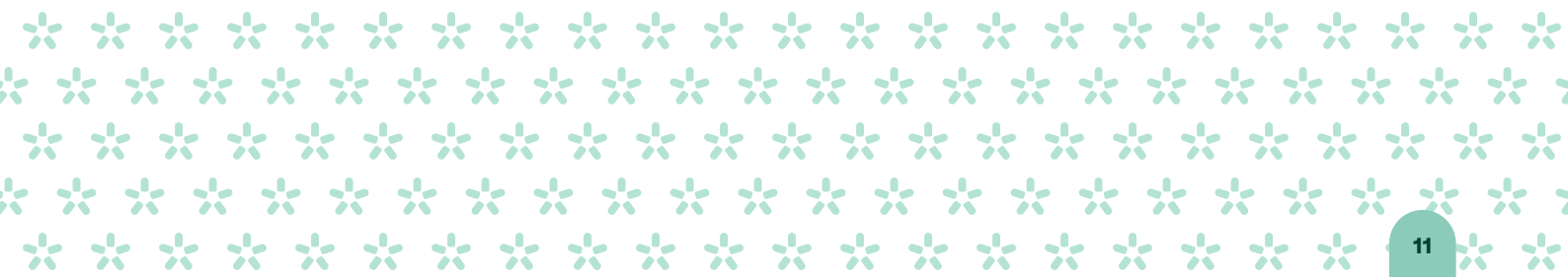
If you haven't received your credit by 11.30am on the next working day please call Switch2 on 03333 212 010.

How am I able to read my meter?

You are able to use the 'info' feature on the G6 system. This is accessed using the orange button on the G6 unit.

What if I pay using the wrong card?

Contact Switch2 on 03333 212 010.



Energy saving advice

1. Draw curtains at dusk to stop heat escaping and to reduce draughts. This can save you between £10 and £20 a year!
2. Defrost your freezer regularly to keep it running efficiently. If it frosts up quickly, check the door seal.
3. Avoid drying clothes on radiators as it lowers the room temperature. Costing you more to heat your home.
4. Install low energy light bulbs in rooms you use regularly - they last up to 15 times longer than a normal light bulb and provide the same lighting for a quarter of the running cost.
5. Use a washing up bowl in the kitchen sink so you use less hot water.
6. When boiling vegetables only use enough water to keep them covered.
7. Always use the television's on / off switch. Do not leave the television on standby as this wastes energy. The same applies to other applications such as DVD players.
8. Use a jug kettle that has a water level gauge to ensure you only heat the amount of water you need.
9. Turning room thermostats down by just 1oC could cut up to 10% off your heating bill.
10. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
11. Is your water too hot? Your cylinder thermostat should be set at 60°C / 140°F.
12. Unplug mobile phone and laptop chargers when not in use.
13. Always turn off the lights when you leave a room.
14. A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
15. Taking a shower is more energy efficient than having a bath. A five minute shower uses an average of 30 litres of water compared to a half filled bath, which uses around 80 litres.
16. Turn off the tap when you brush your teeth and save 7 - 12 litres of water a minute.
17. For a nice cold drink in the summer, keep a jug of tap water in the fridge. That way, you won't have to run the tap for a long time just to get a cold drink.

18. If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.

18. Washing clothes at 30 degrees rather than at higher temperatures uses around 40% less energy. Modern washing powders and detergents work just as effectively at lower temperatures so unless you have very dirty washing, bear this in mind.

18. Household appliances that give off heat such as tumble dryers, use lots of electricity. Whenever you can hang your clothes outside to dry. Turning off the tumble-dryer is a 100% energy saving solution.



If you have a problem with your heating system, please contact us on:



0345 8 507 507



contact@vicohomes.co.uk



vicohomes.co.uk

If you lose your heating payment card, please contact Switch2 on:



03333 212 010



customerservices@switch2.co.uk



switch2.co.uk

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Let us know if you would like this document in another format, size or language. Please email **contact@vicohomes.co.uk**

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