



Your Ventilation System

Never turn off your ventilation system to ensure good airflow

Never block or obstruct airflow at the bottom of doors — this gap helps with ventilation and air circulation in the home

Always, use the extractor fan while cooking to maintain good air quality



Try not to dry clothes indoors



Always cover pots and pans when cooking



Open your windows for at least 5 minutes a day, if possible



Leave trickle vents and wall vents open (do not block them with curtains and furniture)



Clean wall vents and replace ventilation filters according to manufacturer's instructions



Use non-toxic, biodegradable cleaning products



Do not use incense, candles, or anything that burns



Avoid filling the home with lots of new furniture and other items, as these can emit chemicals that are harmful to your health



Do not use air fresheners (sprays, aerosol cans, plug-ins, etc)

Proper ventilation protects your home and your health

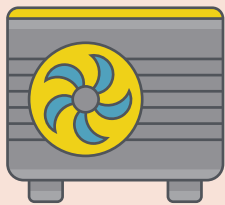
It's important to keep ventilation systems active and well maintained to ensure cleaner, healthier air for you and your family.

If your home does not have adequate airflow, moisture can build up. This creates the perfect conditions for mould growth, which can damage your home. Mould also has health risks as it can trigger allergies and make asthma worse, particularly

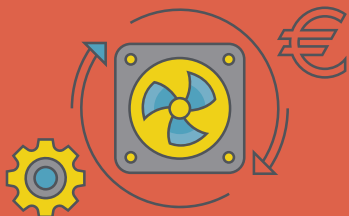
for children, the elderly and anyone with a respiratory condition.

In addition to mould, indoor air quality is affected by pollutants that can come from inside and outside the home. Common pollutants include cleaning products, dust and vehicle emissions. Poor ventilation means these pollutants build up, which can increase health risks.

For more information, please see your *Home User Guide Manual*



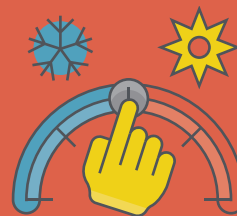
Air Source Heat Pump



Never turn off your heat pump. Keeping it running continuously allows it to operate more efficiently and maintain a stable temperature. This helps reduce your overall heating costs.



Never obstruct or block the outdoor unit, even with plants. Clear space around the unit ensures proper airflow and maintains optimal performance.



If your home feels too hot or too cold, adjust the thermostat by 1 degree at a time. Keep in mind, it may take up to 24 hours before you notice any change in temperature.



Your heat pump must be professionally serviced every 12 months



Your radiators will not feel very hot to the touch



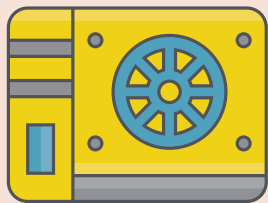
Keep radiators on as recommended – and always leave them uncovered



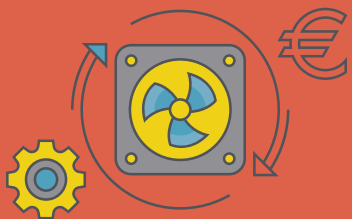
Boosting the hot water increases the running costs of the system – it was programmed to run efficiently in your home



In the summer, lower the thermostat to 16°C – and always use the holiday function when going on holiday



Exhaust Air Heat Pump



Never turn off your heat pump. Keeping it running continuously allows it to operate more efficiently and maintain a stable temperature. This helps reduce your overall heating costs.



If your home feels too hot or too cold, adjust the thermostat by 1 degree at a time. Keep in mind, it may take up to 24 hours before you notice any change in temperature.



Your heat pump must be professionally serviced every 12 months



Your radiators should not feel very hot



In the summer, lower the thermostat to 16°C – and always use the holiday function when going on holiday



Boosting the hot water increases the running costs of the system – it was programmed to run efficiently in your home



Turning off radiators is not recommended – and you should never cover a radiator



How to Save Money in your Electricity Bill



Do not choose a pay as you go energy plan



Change your energy provider every year to save 20% to 30% in your electricity bills



Take shorter showers



Wash clothes at 30°C or colder



Take quick showers instead of baths



Use a full load for both your dishwasher and washing machine



Turn off electrical appliances like TVs, laptops, and sound systems instead of leaving them on standby



Choose the eco settings for your dishwasher and washing machine



Programme your dishwasher and washing machine to run at night if you have a day/night energy plan



Avoid using the tumble dryer



In the kettle, only boil the amount of water you need



Turn off the lights when they are not needed

We do not recommend drying clothes inside but if it is necessary, make sure windows are open or the room is well ventilated.



How to Reduce Waste?

Separate your household waste correctly

Do not buy items you don't need

Try to maintain, repair, reuse or repurpose your items

Try to buy or use second-hand goods



Try to buy food that isn't wrapped in plastic



Take reusable shopping bags to the supermarket



Choose paperless billing and digital receipts



Buy cutlery and storage containers you can reuse



Use rechargeable batteries instead of single-use ones



Buy in bulk to reduce packaging waste



Recycle all items that can be recycled



Compost food waste and other organic materials



Avoid single-use plastic – buy reusable water bottles, coffee cups and drinking straws



Avoid plastic bottles to cut down on plastic waste by switching to solid shampoo and soap bars.

Recyclable waste includes items that can be processed and reused – which helps to reduce the amount of waste sent to landfill. Before disposing of your items, ensure they are suitable for recycling and that they are clean, dry, and placed loosely in the green bin designated for recyclable waste.



Fire Safety

If a fire occurs in your home: get out, stay out and call for help

Dial 999 or 112 immediately to connect to the Emergency Services

Check your fire alarm every week

What to do if a fire breaks out in your building



Do not use the lift



Do not investigate the fire



Do not return to get your belongings



Only go back in if the fire service tells you it is safe



Learn the fire evacuation plan located on your home entrance door



Do a fire safety check before you go to bed



Keep exits clear by avoiding clutter in the hall, on landings, or on stairs



Never leave phones charging overnight or on soft furnishings



Do not smoke when you are in bed, tired or on medication



Never leave cooking unattended in the kitchen