

Next Level Heating

An easy how-to guide for your Heat Interface Unit



A warm welcome To next level heating



Simple, straightforward and stress-free: that's the kind of life you get from a Heat Interface Unit (HIU). But if you've never had one before, we're going to show you what they do, how they work and how you can get the most out of them in your home.

What is a HIU?

Having a HIU is a little like having a combi boiler. It'll provide instant heating and hot water for your radiators, taps and showers, but instead of generating the heat itself, it takes it from a shared central heat source elsewhere.



Reliable

HIUs are generally owned, serviced and maintained by your heat provider.



Efficient

Heat networks are becoming regulated to ensure they operate efficiently.



Simple

Just set the room thermostat and don't worry about pilot lights and gas supplies.

Heating the network

A simple guide to your heating system

HIUs form part of a heat network – which is like having a central heating system for a whole community. Instead of each home having its own boiler, heat is generated in one place and delivered to you and your neighbours through insulated pipes.

Heat networks can work with boilers as well as other technologies like heat pumps, which can reduce your energy use and carbon footprint*.

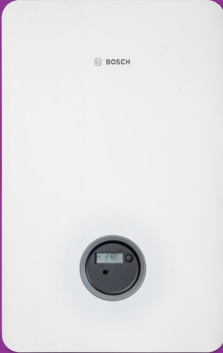

But don't worry – you'll still get all the creature comforts you're used to from a traditional gas boiler. Plenty of heating and hot water, simple controls, and a meter that shows you how much energy you're using.



*A heat pump system when running emits less carbon dioxide compared to only using a gas or oil boiler.

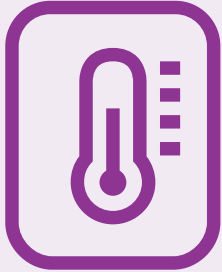
Getting to know HIUs

HIU vs. Boiler: What's the difference?

	<div></div> <div>HIU</div>	<div></div> <div>Boiler</div>
How it works	Takes heat from the central heat source and transfers it to individual homes or units.	Heats water on-demand inside individual homes or units.
Set-up	Installed inside or outside your home, in a kitchen or a service cupboard.	Installed inside your home, often in a kitchen or airing cupboard.
Energy use	Can use gas or lower carbon* technologies to generate energy.	Usually burns gas, oil or biomass.
Efficiency	Hot water temperature is pre-set to help protect overall heat network efficiency.	Efficiency depends on the type of boiler, its age, and how well it's been serviced.
Controls	Simple, familiar room temperature control.	Direct control via thermostat and boiler settings.
Carbon outputs	Heat source typically uses gas but can utilise lower carbon energy sources such as a heat pump*.	Usually runs on fossil fuels with a higher carbon footprint†.
Service & maintenance	Only requires a service visit every two years^.	Requires an annual service and gas safety checks.

*A heat pump system when running emits less carbon dioxide compared to only using a gas or oil boiler.
†A gas or oil boiler when running emits more carbon dioxide compared to only using a heat pump system.
^Service of the HIU the is the responsibility of the building administrator.

The key benefits of your HIU



Comfort and convenience

On-demand heating

Get heating and hot water when you need it – you control your heating schedule and won't waste energy.

Improved temperature control

Set your temperature just the way you like it and enjoy full control over your home comfort.

Quiet and calm

Without a boiler in your home, there's no burning, clicking, or fan sounds to disturb your peace.



Cost savings and efficiency

Regulated billing

Heat meters record your energy use and your billing provider is overseen by OFGEM.

Efficient technology

HIUs can be part of an efficient heat network – which could help to keep your monthly bills manageable.



Safety

No gas in your home for heating

HIUs transfer heat from the central heat source – reducing the risk of gas or carbon monoxide leaks.

System safety

The critical safety systems are located in a central heat source where they can be regularly maintained.

How to use your HIU

Understanding the controls



Heat meter

Your heat meter is conveniently housed within the HIU and visible to check your energy usage.



Thermostat

Just like a boiler, you'll use a thermostat to adjust the room temperature and time schedule*.

Adjusting temperature settings



Heating control

Use your room thermostat to set a comfortable temperature for your home. This will regulate the flow of hot water to your radiators or underfloor heating.

Hot water control

The hot water will have been pre-set, to the most comfortable temperature for your home, so no need for adjustment.

Using hot water



Taps and showers

Simply turn on the hot water taps or showers as you normally would. The HIU will provide consistent and reliable hot water on – just like a combi boiler.

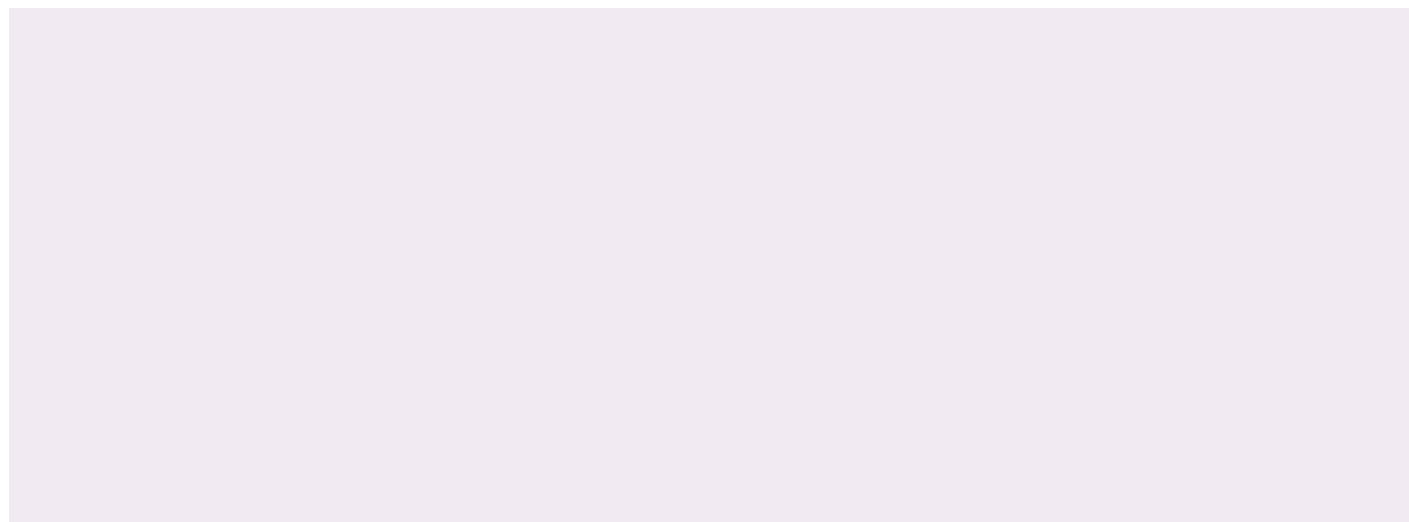
Sit back and enjoy



There's no need to change any settings on the HIU. Your provider has already optimised the unit to provide the best performance. Just use your room thermostat as normal and enjoy the instant heating and hot water.

If you have any concerns with your HIU, contact your local provider or building administrator.

Get in touch



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