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HEATING AND HOT WATER IN YOUR HOME

# YOUR HEATING SYSTEM EXPLAINED

## YOUR HEATING SYSTEM

The heating system at your property is a Community Heat or District Energy System, where heat (and electricity) is generated in a central location and this heat is then distributed to individual homes.

## WHAT ARE THE BENEFITS?

No individual gas boilers, no Carbon Monoxide, safer for residents.

Instant hot water and heat on demand – no waiting for water to heat up for your shower.

More environmentally friendly.

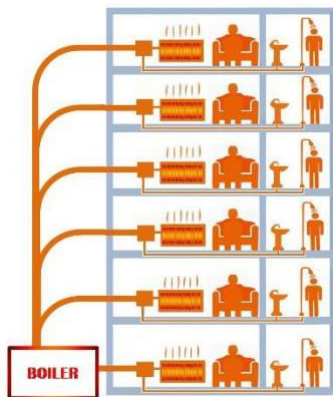
## HOW DOES IT WORK?

You have full control of your heating and hot water through the Programmable Thermostat Control in your apartment.

Manuals for your Programmable Thermostat Control panel can be downloaded from the Frontline Energy website. [www.frontlineenergy.ie/user-manuals/](http://www.frontlineenergy.ie/user-manuals/)

## PAYMENT TYPE

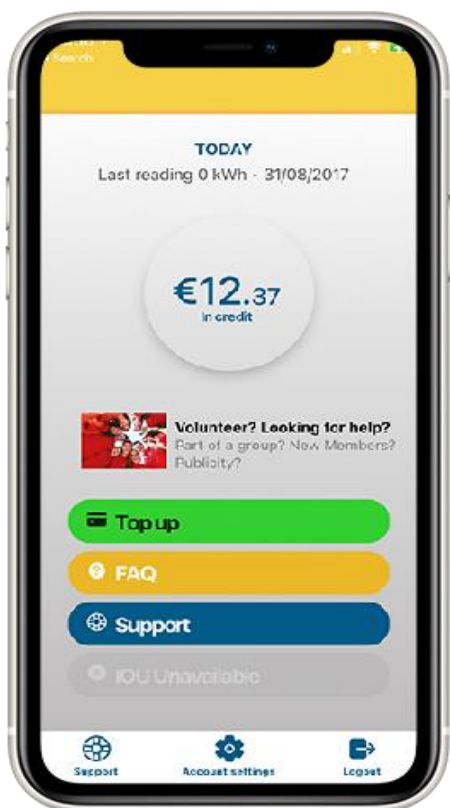
Your Home is set up with a Prepay system. This allows you to manage your payments for heat and hot water.



DOWNLOAD THE SNUG  
ZONE APP FROM THE APP  
STORE – APP NAME IS  
“SNUG ZONE” – ICON IS



## When you have the app downloaded this is the Home Screen



1. This is how much you have right now in credit
2. This is how much you used yesterday
3. When you want to top-up click here
4. Help/contact This is where you'll find the contact information, rates and FAQ
5. When your credit drops below €5 in credit you can use this IOU. It gets taken back when you next top-up.
6. Remote Control this smart home feature may not be available in your scheme
7. Logout will end your connection

You can also quick text **“Balance”** to 086 180 0714 from the registered phone to receive a text with the current balance.

## How to Top-up

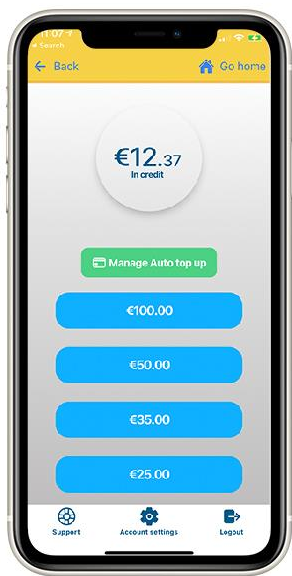
### Step 1

- To top-up click "Top-up" on the "Home" screen
- Click “Barcode”
- Or Click Top up with card



## Step 2: Top up with card / Credit Card payments

- Select the amount
- Enter your details as requested.



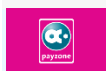
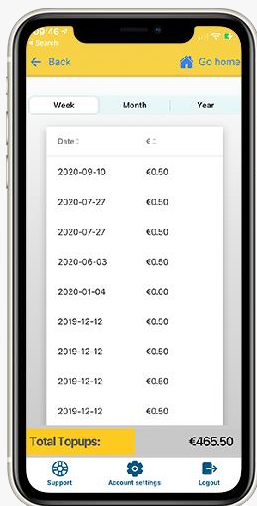
## Step 3

- Cash over the counter in a retailer
- When you press "Barcode" your personal barcode will appear.
- Give your barcode to the retailer. Alternatively you may print a copy of your barcode and use it.



## Step 4

- You can check your balance – it may take 5 or 10 minutes to up date
- You can't top-up someone else's account while you are logged in on your phone.



You can top-up in any of the 3,200 Payzone outlets anywhere in Ireland. That makes it easier

**IF YOU DON'T HAVE A  
SMARTPHONE, OR DON'T  
WANT TO USE THE APP –  
NO PROBLEM**

We provide some basic information by text to you if you don't want to use the app or don't have a smart phone.

## **TO GET YOUR BALANCE:**

Text "Balance" to 086 180 0714

You will receive the following text message:

+ Balance € XX.xx, you used € XX.xx  
yesterday, IOU is or is not available

## **TO TOP UP:**

1) You can use a pc and print out your barcode (top right in [www.Snugzone.biz](http://www.Snugzone.biz)). This barcode on a sheet of paper can then be scanned in a Payzone outlet. Access to pc/printing is available in a library.

2) The barcode can also be screen grabbed and shared with others by messenger services.

3) Using text; you can share the 19 digits of your barcode by reading them out to the retailer in a shop.

The Snugzone facility is available in every Payzone machine in Ireland

***Please note all texts are charged at 15 cents a text plus any network charges.***



### How do I operate the heating system?

The heating system is controlled via the Programmable Room Thermostat located inside your apartment. The operating instructions for this unit can be found attached in your welcome pack supplied to each apartment, or can be downloaded from the Frontline Energy website.

[www.frontlineenergy.ie/user-manuals/](http://www.frontlineenergy.ie/user-manuals/)

### I'm going to be away for a few weeks, will I still get charged?

There is no charge for having your utility available 24/7 of xx.xx cents per day. You can use "Away Mode" in you app which will stop any usage charges.

### Why is the heating supply more beneficial than a gas boiler?

Frontline Energy's heat is produced in a centrally-managed efficient energy centre, which means you don't need a gas boiler in your property. Electricity is also generated to power the common areas. The heating is piped to each home via a network of insulated thermal piping. Also, with no gas, there is no carbon monoxide.

### I want to decorate my home - can I remove the radiators?

You are responsible for the radiators, pipework and thermostats inside your property. Frontline Energy is responsible for the heat interface unit (HIU) and as such, it must not be interfered with. This HIU is normally located inside a storage area in your home, in some cases it is in a kitchen cupboard, in other cases it may be in a storage cupboard, it looks similar to a normal boiler.

If in doubt, please get in contact with us to co-ordinate the works that need to be carried out.

### I can't get any heating / hot water - what should I do?

Please see our troubleshooting guide at the back of this pack, to help you to figure out when to contact Frontline Energy.

**Important to Note:** The heating times and room temperatures are controlled by a Programmable Room Thermostat which is **the responsibility of the property owner and not Frontline Energy**. Please make sure that the battery in the unit is charged / replaced, that the programmer is switched on and the Programmable Room Thermostat is turned up before contacting Frontline Energy regarding no heating.





Call outs where Frontline Energy engineers identify the Programmable Room Thermostat as the cause of lack of heating will be charged to the customer.

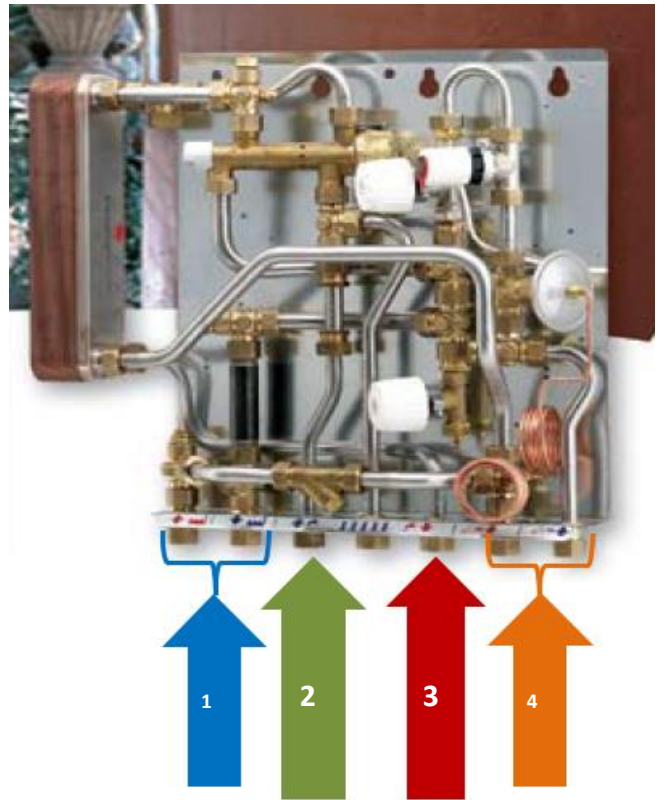
## THE TECHNICAL BIT – THIS IS THE HEAT EXCHANGE UNIT – OR CONSUMER UNIT

### There's a leak in my property - how can I turn the supply off?

If there is a leak on your heating or hot water system, you need to switch off the supply immediately. If you identify the supply immediately. If you identify a leak, contact your plumber or landlord (if you don't have your own plumber you can book a Frontline Plumber which will be charged at our hourly rates). If you can identify the leak is coming from the heat interface unit (HIU) – Firstly, go to the HIU and switch off all valves immediately, then you will need to contact Frontline Energy on 01 643 2100.

There are six pipe connections to the bottom of the HIU or Heat Interface Unit. From the left hand side of the consumer unit the six pipes are as follows:

-  Two district heating (flow and return) connections from the basement boiler plant room.
-  A cold water inlet fed from the basement water storage tanks
-  A hot water outlet (flow) – this heats the cold water inlet feed instantaneously via the plate heat exchanger in the consumer unit, providing hot water on demand to showers, baths and basins. The heat exchanger is shown on the left hand side of the consumer unit above, with four horizontal pipe work connections to it, inside the consumer unit.
-  Two apartment heating (flow and return) connections to your radiators.





## How do you know how much heating/hot water that I've used?

Your home is fitted with a meter that records the amount of heat consumed.

Meter readings are recorded for each individual apartment via a central processing unit located within the central plant of the apartment complex. This information is then fed back to the app on your mobile phone or device so you can see your previous day's consumption of heat.

## My neighbour is wasting a lot of heat/hot water – will I be charged for this?

No. You only pay for the heating and hot water that you consume.

## How do I view my account and top-up?

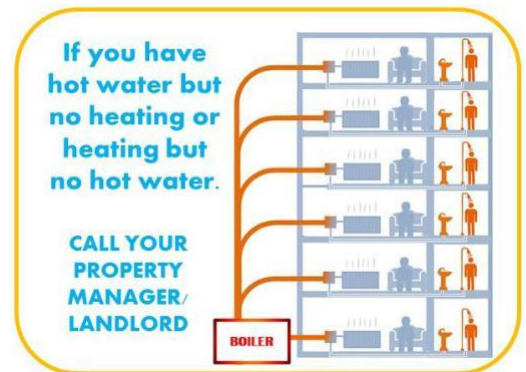
To use the billing system you need to complete:

- **Email**
- **Username**
- **Password**

All you need is your mobile phone, internet device or a PC and you can stay on top of your account.

The SnugZone.biz app has the follow functionality:

- Shows how much you have right now in credit
- How much you used yesterday.
- A top-up function.
- Contact information and FAQ
- When your credit drops below €5 in credit you can use the IOU which is reimbursed when you next top-up.



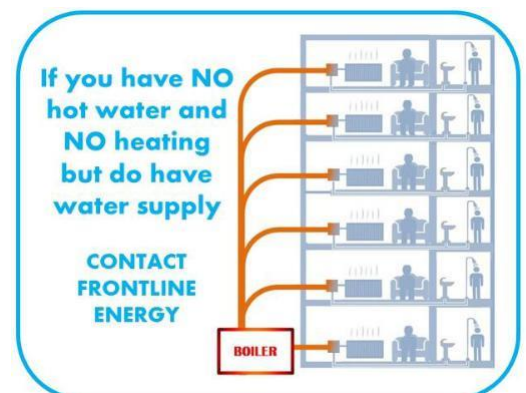
## What happens if I've no credit?

If you run out of credit at night or weekends we give you friendly credit. This happens automatically. Any credit used will be taken back automatically when you next top-up.

Any time your credit drops below €5 – an IOU button will appear.

You can use this credit if you can't top-up for any reason.

Any IOU credit used will be taken back the next time you top-up.



## TROUBLESHOOTING GUIDE – WHO TO CONTACT

PROBLEM	CHECKLIST	WHAT TO LOOK FOR	WHO TO CONTACT
No Central Heating Or Hot Water	Check Pipes 1 and 2 in your HIU (this is in a cupboard in your home)	If HOT	Contact your PLUMBER
		If COLD	Contact FRONTLINE ENERGY
	Check that you have mains drinking water	If no water	Contact FRONTLINE ENERGY
No CENTRAL HEATING – HAVE HOT WATER	Check your Thermostat Control.	If the heating is set to ON but there is no heat in the radiators During the summer on hot days your heating may not turn on if the Thermostat in your home is already at this temperature	Contact your PLUMBER
	Check that your programmer is set to around 20C or 21C		
	Check that your Thermostat Control isn't in direct sunlight		
HAVE HEATING, NO HOT WATER	Check your radiator valves are turned on	0=OFF 5 = Fully ON	



HAVE NO HOT OR COLD WATER	Contact FRONTLINE ENERGY
I HAVE A WATER LEAK	Contact your PLUMBER immediately

Getting in touch with Customer Service:

**Frontline Energy & Environmental**

**Telephone:** +353 1 643 2100

## Alexa

### *What is this for?*

Assistive Technology in action. The Alexa skill allows you to interact with your SnugZone account and view & manage details such as your usage, balance, top-up etc using your Alexa.

### *What is Alexa?*

Prepago is prepay for all. We enable our customers to live full and independent lives using a system that does not need to be adapted to be used by people with special needs. While the service uses the mobile phone as an adaptive technology and makes the mobile phone the service delivery point. The same familiar mobile phone the user selected; already knows and uses and that can be checked for service by anyone, anywhere and anytime.

Now if you can speak and hear – now you can use Alexa is a virtual assistant - a digital voice that can recognise spoken commands and then talk back, meaning it can answer questions and perform certain tasks such as controlling your heating or even playing music on command.

Alexa is found in the Amazon Echo, a series of speakers that use the Alexa software.

### *Where can I get an Alexa?*

[Echo Dot \(Amazon Alexa\) by clicking here](#)

### *Getting started*

1. Ensure you've clicked the 'Enable Alexa' button at the top and taken note of your activation code.
2. [Install the SnugZone Alexa skill by clicking here.](#)  
(Ensure you have the Alexa app on your phone)
3. Once the skill is installed, you must link your SnugZone account to your Alexa.  
To do so, just say:  
" *Alexa, tell snug zone my activation code is* "  
.. followed by your activation code.

### *How to use*



When you first launch the skill it will inform you that your Alexa is not yet linked to your SnugZone account. To link it, make sure you've followed step (3) of the instructions above.

## ***Current available commands***

" Alexa, ask snug zone for my balance "  
" Alexa, tell snug zone to turn on away mode "  
" Alexa, tell snug zone to use an I.O.U "  
" Alexa, ask snug zone for my usage "  
" Alexa, ask snug zone for my barcode "  
" Alexa, ask snug zone for my account details "  
" Alexa, tell snug zone to reset my password "