



GreenWave Homeowner Education Pack

Simple guidance for living with your heat pump



Clear advice.
Homeowner tips.
Simple next steps.



Includes 5
homeowner tips



GreenWave
system label



Family colouring
page



Scan for
homeowner help

www.greenwaveireland.ie



Professional heat pump servicing, diagnostics, optimisation & homeowner advice.

We'll keep
this simple.

Welcome to your GreenWave Homeowner Pack

Simple guidance for living with your heat pump



Many homeowners were never properly shown how to use their heat pump. This pack gives you a simple starting point, clear next steps, and a better understanding of how your system works.

Small changes
can make a big
difference.



How to use this pack

- 1 Read the 5 homeowner tips
- 2 Stick the GreenWave system label near your indoor unit or hot water cylinder
- 3 Keep this pack for future service notes



Meet your GreenWave guides



Pip

Pip explains controllers, settings, photos and next steps.



Wavey

Wavey shares simple homeowner tips for comfort, care and running behaviour.



Why heat pumps feel different

Heat pumps usually prefer steady, lower-temperature running rather than stop-start boiler-style heating.



5
homeowner
tips



When to call
GreenWave



System
record
page



Family
colouring
page



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Homeowner Tip No.1

Check pressure first



If your heat pump is not heating properly, one of the first things worth checking is system pressure.



Think of it like driving a car with soft tyres.

The car may still move, but it will not perform the way it should.



What to look for

- Low pressure warning
- Poor heating or hot water
- Pressure below the normal range
- Repeated topping up may mean something else needs attention



What not to do

- Do not keep changing lots of settings
- Do not keep resetting faults without understanding the cause
- Do not repeatedly top up if pressure keeps dropping



A simple **first check** can tell you a lot.

Low pressure can affect **comfort, heating and hot water.**



When to call GreenWave



Pressure keeps dropping



No heating or no hot water



You are unsure what the gauge means

Homeowner Tip No.2

Don't treat it like a boiler



Heat pumps usually work best when they run steadily at lower temperatures.



Think of it like driving on the motorway in the right gear.

Smooth, steady running is usually better than constant stop-start bursts.



What to look for

- Comfort improves when the system runs steadily
- Frequent on/off changes may not help
- Small adjustments are better than constant tweaking
- Ask for help if you are unsure how your system is meant to run



What not to do

- Do not switch it on and off like a traditional boiler
- Do not keep turning temperatures up and down
- Do not chase quick fixes every day



Heat pumps prefer **steady, controlled** running.

Comfort usually comes from **consistency.**



When to call GreenWave



Home never warms properly



Bills feel unusually high



You are unsure how the system should run



Homeowner Tip No.3

Use schedules that suit your routine



Heating and hot water schedules should match how your home actually lives.

Think of it like setting an alarm clock.

There is no point heating water at the wrong time if nobody needs it.



What to look for

- Heating on when the house is occupied
- Hot water set around real shower or bath times
- Reasonable daytime and overnight timings
- One routine that suits weekdays and weekends if needed



What not to do

- Do not heat water repeatedly when no one needs it
- Do not copy somebody else's schedule exactly
- Do not keep changing times every day



Good schedules are built around **real routine**.

Smart timing can help **comfort** and **avoid waste**.



When to call GreenWave



No hot water when you need it



Controller is confusing



Schedules do not seem to work

Homeowner Tip No.4

Understand Water Law

Water Law, also called weather compensation, adjusts the water temperature to suit the weather outside.



Think of it like cruise control.

On milder days the system may need less heat; on colder days it may need more.



What to look for

- Lower flow temperatures on milder days
- Higher flow temperatures on colder days
- More stable comfort
- Less need for constant manual changes



What not to do

- Do not disable Water Law just because you do not recognise it
- Do not make big changes if you are unsure
- Do not assume hotter is always better



Water Law helps the heat pump respond to the weather.

Milder day, **lower flow**.
Colder day, **higher flow**.



When to call GreenWave



Rooms are not reaching temperature



The settings are confusing



The system seems to work harder than expected



Homeowner Tip No.5

Keep the outdoor unit clear



The outdoor unit needs space and airflow to do its job.



Think of it like a car engine needing clean air.

If airflow is blocked, performance can suffer.



What to look for

- Leaves or weeds around the unit
- Items stored too close
- Air path blocked at the front or sides
- Visible dirt or clutter



What not to do

- Do not lean bikes, bins or tools against the unit
- Do not let plants grow into it
- Do not cover the unit



A quick visual check can help.

Keep leaves, weeds and clutter away.



When to call GreenWave



Strange noise



Visible damage



No heating or poor airflow

Safe homeowner checks

What you can check yourself — and when to call GreenWave



Safe to check



- Controller is on and readable



- Outdoor unit is clear



- Pressure gauge is visible



- Heating and hot water schedules



- Take a photo of any fault code



Do not change if you are unsure



- Installer settings



- Refrigerant circuit



- Electrical components



- Repeated fault resets



- Multiple settings at once



Send us these photos

1

Controller screen

2

Outdoor unit

3

Cylinder or indoor unit

4

Pressure gauge

5

Any fault code



Photos help us understand the system **faster**.

If you are unsure, **ask for help** before changing too much.



When to call GreenWave



No heating



No hot water



Pressure keeps dropping



Repeated fault codes



Bills feel unusually high



Scan for homeowner help

www.greenwaveireland.ie



Helpful guides, videos and tips just for homeowners.

We're **here** when you need us.





Keep your
system details
handy.



GreenWave
— HEAT PUMPS —

Stick the label
where you can
find it easily.



Your system record

Keep the key details of your heat pump in one place



Homeowner name



Address / Eircode



Heat pump brand



Model



Controller



Install date



Last service date



Next service due



Usual pressure



Hot water setting



GreenWave case reference



Notes



CUT-OUT GREENWAVE SYSTEM LABEL

Cut out and stick this near your indoor unit or hot water cylinder



GreenWave
— HEAT PUMPS —



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Next service due

Case ref



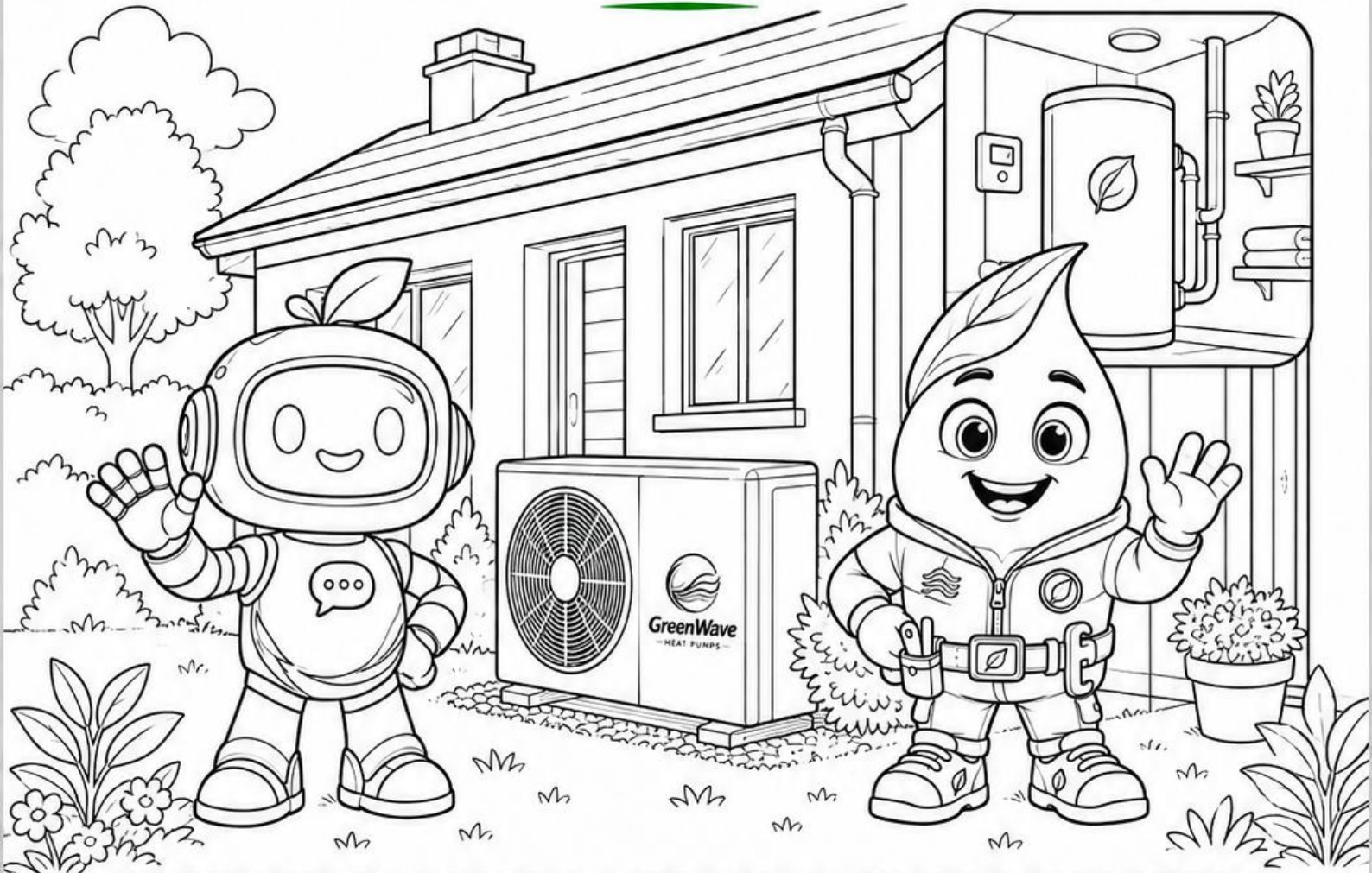
www.greenwaveireland.ie



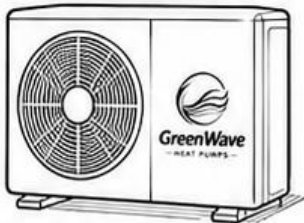
Simple guidance for living with your heat pump

Colour Pip & Wavey

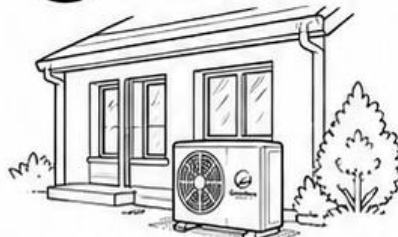
Help them look after the house heat pump



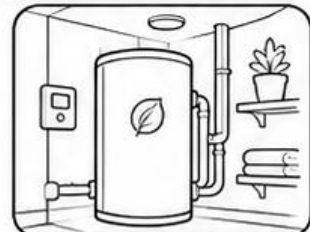
1. Colour
the heat pump



2. Circle
the outdoor unit



3. Find
the hot water cylinder



This heat pump belongs to: _____



Colour this page and stick it near your indoor unit!

