



Customer Guide

A handy guide to controlling
your heat pump with Homely.

Your heat pump

Heat pumps are a super-efficient all-electric heating system designed to heat your home gently and continuously. They are at their most efficient when they run at as low a temperature as possible. Because they are on almost constantly, they deliver a comfortable and consistent home heating experience.

Heating your home efficiently

The house should stay at roughly the same temperature all the time – even through the night and when you are not at home. With a heat pump, it can often be more efficient and cost-effective to heat your home even when you are not in it. Homely understands heat pumps and takes this all into account.

The Homely app

You'll interact with Homely via the Homely app. We've designed it with ease of use in mind. It asks you for heating and hot water preferences, and automatically creates daily schedules that operate the heat pump at low temperatures and high efficiencies. Same comfort levels, just less energy required.

Homely gets to know your home

Let Homely settle in. It needs to understand your home – how it heats up, how it responds to sunlight, how it cools down when it is cold outside. The small temperature sensor captures all this data, and feeds it back, and a profile unique to your home is created.

This process takes a couple of weeks, after which Homely will settle into a consistent pattern of delivering perfectly optimised schedules to your heat pump.


A cosy home. Plentiful hot water. Reduced bills.
And kinder to the planet as well.



Placing your temperature sensor

It's important to find a good place to site your temperature sensor. This will ensure that Homely gets a thorough and accurate understanding of how your home heats and cools.

You want a room where you spend a lot of time, and where the temperature stays relatively steady. The wall of a living room is often ideal. Just make sure it's placed away from any heat generators (such as a large TV) and away from frequently opened windows or bi-fold or patio doors.



Setting heating preferences

Since heat pumps are designed to keep your house at a steady temperature throughout the day and night, setting up your heating preferences is straightforward.

The most important thing is to determine the right temperature – this should be the minimum room temperature you are comfortable at.

When setting up your preferences with Homely, just pick times when you are generally at home, and Homely will make sure it is cosy and comfortable for you.

The temperature you pick will have an impact on your running costs.

Our research shows that the most common selection is 20 °C.



TIP

Homely and hot water

Heat pumps are typically installed alongside well-insulated modern hot water cylinders. These can take anywhere from 15 minutes to a couple of hours to heat up, but several days to cool back down.

Your heat pump cannot heat your home and your hot water simultaneously. It will always prioritise requests for hot water. Homely knows this and makes sure your heating schedule works around your hot water needs.

Tell Homely when you need hot water to be ready, whether for a morning shower or evening bath, and leave it do the rest.

Heat pumps and smart tariffs

Smart options, such as time-of-use tariffs, are increasing in popularity and can help you reduce your heating bills further.

With smart tariffs, the rate you pay for electricity varies according to the time of day, meaning you can save money by shifting when you heat your house and hot water away to cheaper, off-peak periods.

The tariffs available range from traditional “Economy 7” type arrangements to sophisticated tariffs using smart meter data and 30-minute charging intervals.

Homey works great with smart tariffs. Not only can they be good for your wallet, but they are also great for the environment. By steering consumption into off-peak periods, you’re also more likely to use renewable electricity, helping the grid run smoother and cleaner.

How Homely works with smart tariffs

Pre-heating your home when electricity is cheaper can reduce the amount of energy your heat pump needs to use during more expensive times.

We use your preferences to find the smartest way to optimise your heat pump – usually by heating more during off-peak periods.

This means finding the perfect balance between running efficiently, saving on electricity, and keeping your home at a comfortable temperature.



Heat pumps and radiator valves (TRVs)

What about rooms you use less often, or only at certain times of the day? You may be familiar with thermostatic radiator valves (TRVs) that turn radiators down or off in certain rooms.

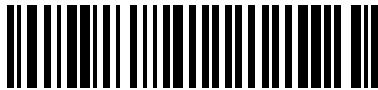
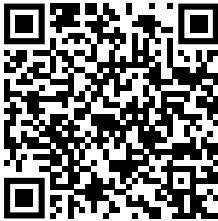
When teamed up with a boiler, these can really help save energy. Your heat pump is designed differently though, and it works most efficiently with all radiators in full operation. So, open those radiator valves and let the warmth flow through your entire home.

There are exceptions: for instance, some heat pump owners find radiator valves desirable in bedrooms, particularly those who prefer a cooler room for sleeping.



Homely Serial Number

Scan the QR code to get started



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