



Keep this  
troubleshooting  
guide near  
your heat  
exchange unit

# District heating troubleshooting guide



VATTENFALL



# Where to begin if a problem arises

## Dear Resident,

Your home is connected to Vattenfall's district heating for heating and hot tap water. This means that there is no central heating boiler but instead a heat exchange unit, or 'afleverzet' in Dutch. We are responsible for ensuring that this unit works as reliably as possible.

Despite our efforts, however, faults can occur. If they do, you obviously want them fixed as quickly as possible. In this troubleshooting guide, we explain whether and how you can solve a fault yourself, and who to call if you need help.

The diagram next to this text will help you get started. Our support line number is 0800 0513. It's free to call day and night, even during the weekend.



**Tip:** The online fault check has tips on how to resolve the fault yourself. You can also immediately see whether the problem is limited to your home or affecting others in the neighbourhood. Check out [vattenfall.nl/warmtestoring](https://vattenfall.nl/warmtestoring)

*Although we compiled this brochure with care, you cannot derive any rights from it.*

### Step 1 What's the problem?

### Step 2 What can I do?

The heating isn't working.  
There's no hot water either.

Check [vattenfall.nl/warmtestoring](https://vattenfall.nl/warmtestoring) see whether there are any problems or work in the area, or call Vattenfall: **0800 0513**.

The heating isn't working.  
There is hot water.

Make sure that the levers of your heat exchange unit are open. If the heating still isn't working, there could be a variety of reasons. Call Vattenfall on **0800 0513** for help.

Leaks.

- Leaks in the heat exchange unit? Close the levers and call Vattenfall: **0800 0513**.
- Leaks elsewhere in your home? Contact your landlord or an installation company.

You can't turn the heating off.

Call Vattenfall: **0800 0513**.

The heating doesn't heat properly.

Make sure the levers on the heat exchange unit are open. If hot water comes out of the tap, contact your landlord or an installation company. Is there only cold water coming out of the tap? Call Vattenfall: **0800 0513**.

Noisy.

Is the noise coming from the heat exchange unit? Call Vattenfall: **0800 0513**.

Is the noise coming from somewhere else? Contact your landlord or an installation company.

Smart heat meter problem.

Call Vattenfall: **0800 0513**.

# Who will solve your problem?

You first need to know where the fault lies before deciding who to contact for help. Is the problem in the heating network or the heat exchange unit? Then contact Vattenfall. Is the problem in the internal installation in your home? Then contact an installer or your landlord.

If you don't know where the fault lies, go through the online fault check at [vattenfall.nl/warmtestoring](http://vattenfall.nl/warmtestoring).

## When should you contact Vattenfall?

### In the event of problems or work on the heating network

If there's a fault in the heating network, Vattenfall will resolve it. It is also possible that the system needs intervention work, such as maintenance of the heat pipes in the ground or control rooms in the neighbourhood. If we are temporarily unable to supply heat, we'll let you know in advance.

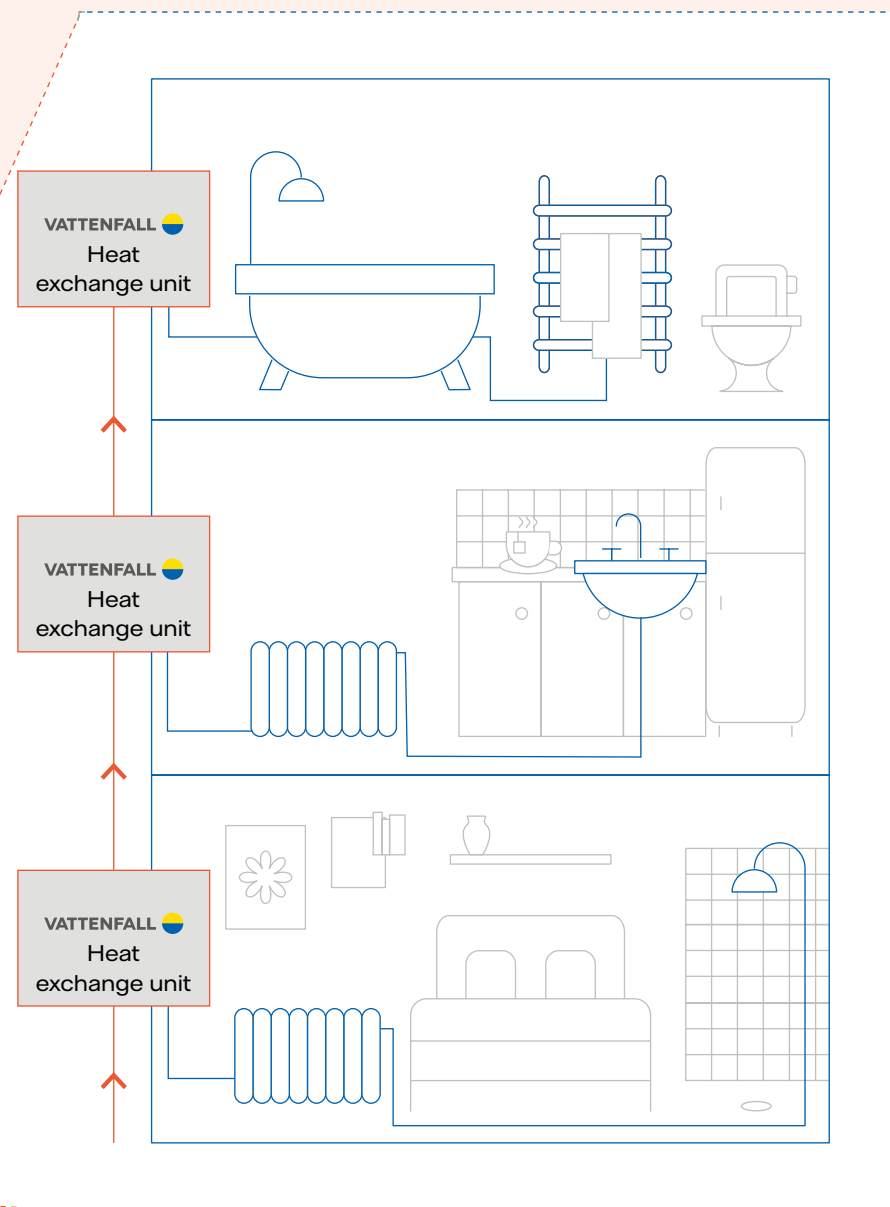
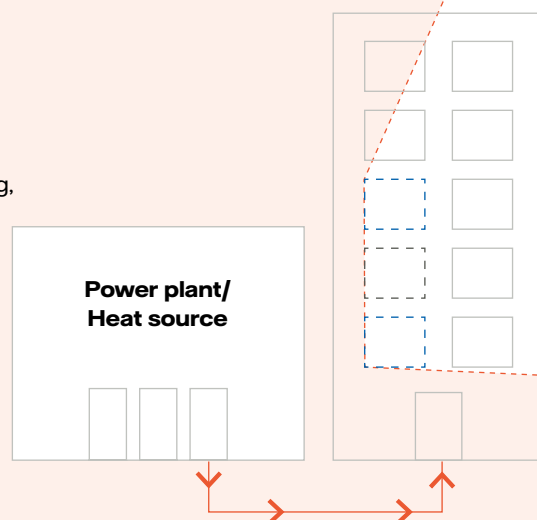
### In the event of problems with your heat exchange unit

If the heat exchange unit isn't working, please contact us. **Never carry out repairs to the heat exchange unit yourself.**

## When should you contact your installer or landlord?

### In the event of problems with your internal installation

By internal installation, we mean all the parts of your heating in your home downstream of the levers of your heat exchange unit. These include the pipes, thermostat, radiators, underfloor heating and taps.



- Our responsibility:** the exterior heating network, the heat exchange unit, and the pipes between the external wall and the heat exchange unit.
- Your responsibility:** the indoor heating system, such as radiators, taps, thermostat and other pipes.

# The heat exchange unit

District heating enters your home via the heat exchange unit. This is usually installed in your meter cupboard. From the heat exchange unit, the heat flows to the radiators or underfloor heating. The tap water is also heated in the heat exchange unit. An example of a heat exchange unit is shown here.

## Important: good ventilation

The heat exchange unit must be well ventilated. For that reason, there are grilles or ventilation openings at the top and bottom of the meter cupboard door. Keep these openings clear. Do not use your meter cupboard as storage.

## Make sure that the heat exchange unit can be accessed easily at all times

If repairs or inspections are required or an emergency arises, we must be able to reach the heat exchange unit quickly. Sometimes, we also need to be able to reach pipes in the crawl space easily.

**Important:** the heat exchange unit is the property of Vattenfall.

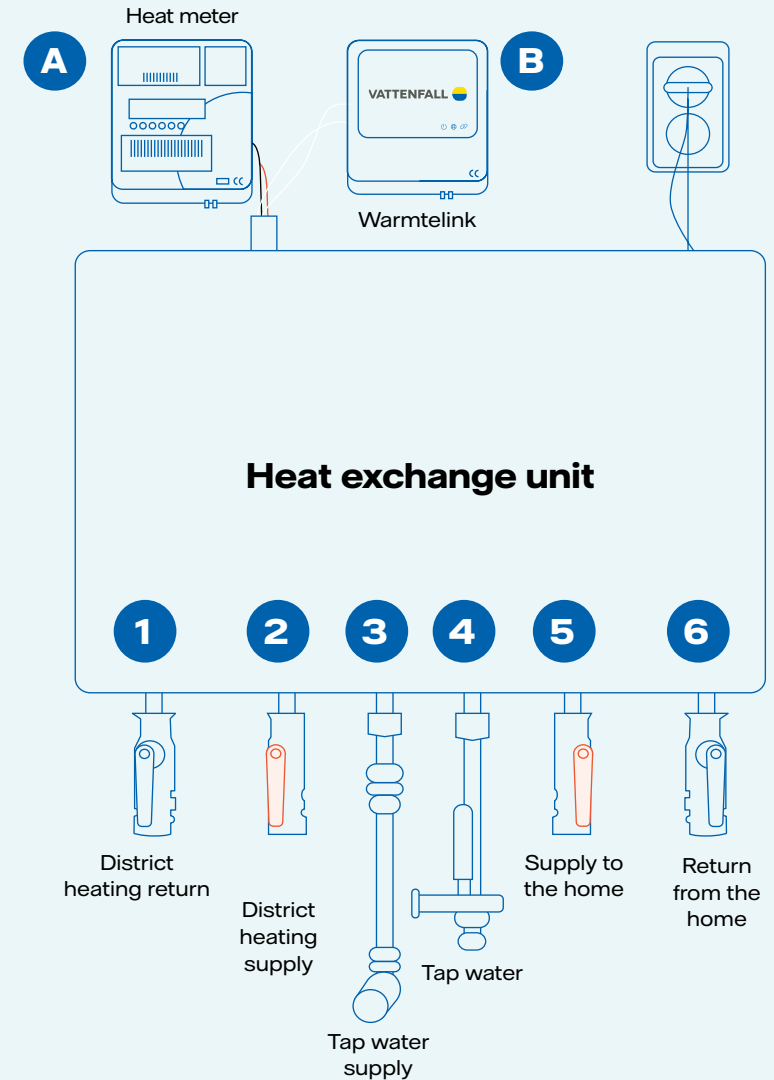
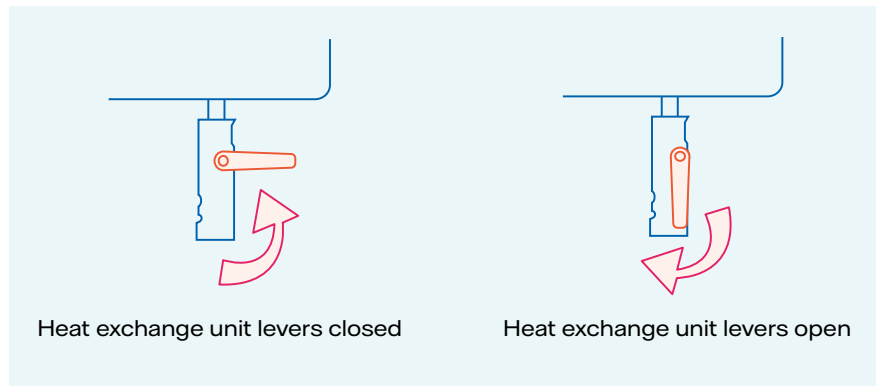
Is something wrong? Do not try to repair it yourself. Contact us! We're here to help.

## Levers open or closed?

If the levers of your heat exchange unit are in line with the pipes (pointing upwards or downwards), then they are open. Your home will be heated.

If the levers of your heat exchange unit are at a right angle to the pipes, then they are closed. Your home will not be heated.

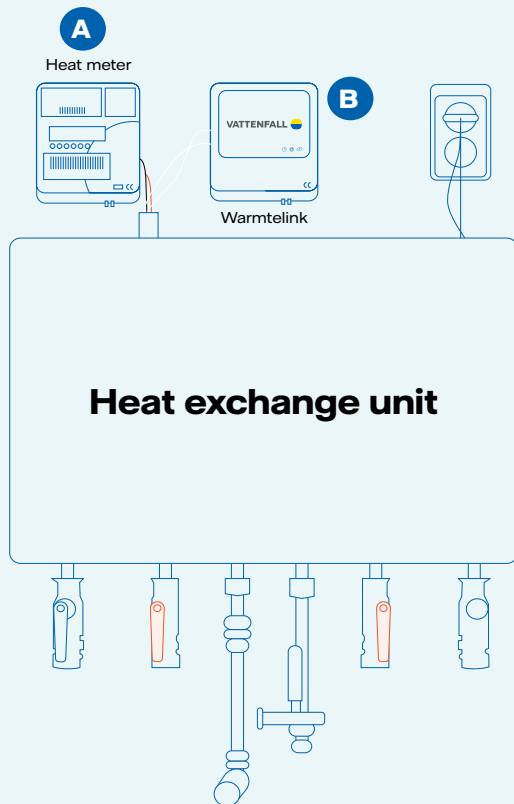
**The levers must be left open if there's a risk of temperatures dropping below zero. If not, damage could occur.**



- Pipes 1 and 2 connect the heat exchange unit to Vattenfall's heating network.
- Pipes 3 and 4 supply hot water and cold drinking water to your home.
- Pipes 5 and 6 connect the heat exchange unit to the indoor installation.
- Device A is the heat meter and device B is the Warmtelink (see the 'Smart heat meter' section on page 8).

# Smart heat meter

Most heat exchange units are connected to a smart meter. This consists of two small boxes: the heat meter and the Warmtelink.



The heat meter (A) is identified by the display. This shows you how much district heating you have consumed for heating your home and your tap water.

The heat meter measures:

- how many cubic metres of water flow through your heat exchange unit;
- the temperature of the hot water entering your home;
- the temperature of the cooled water leaving your home;

The heat meter crunches all this data to calculate exactly how much district heating you have used.

The smart heat meter periodically sends the meter readings to us via a secure internet connection. The lights indicate the status. Visit [vattenfall.nl/warmtelink](http://vattenfall.nl/warmtelink) for more information.

**No smart meter in your home, or we don't read it?** Then we won't automatically receive your meter readings. Instead, you will receive a request each year to submit the meter readings yourself.

**Important:** The plugs must always be left in their sockets, unless you are instructed to remove them according to the diagram below.

## Monitoring consumption

You can monitor your consumption in My Vattenfall. If you have a smart heat meter, your consumption will automatically be visible. If you don't have a smart heat meter, you can enter your consumption yourself at any time and include it in the overview.

## Lights on the Warmtelink

The coloured LEDs show whether your Warmtelink is working properly. What these signals mean and what you can do in the event of a problem are explained below.

Icon	Status	What to do
	The Warmtelink is off or has not booted	Unplug the power cord and then plug it back in. The Warmtelink reboots. This may take about 5 minutes.
	The Warmtelink is operational	No action required.
	The Warmtelink is not operational	Unplug the power cord and plug it back in. The Warmtelink reboots. This may take about 5 minutes. No improvement? Then call 0800 0513 and select option 2 from the menu.
	Data +	No action required.
	Measurement data is being sent	No action required.
	Measurement data connection error	Internet signal weak. We are working on a solution.
	Basic data	No action required.
	No customer data	Data sharing not yet activated. You'll receive a message about this. Or you have objected to data sharing. Do you want to change this? You can do so online in your My Vattenfall account.
	Connection to the meter	No action required.
	Data connection to the meter is active	No action required.
	Error connecting to the meter	Call our support line on 0800 0513 and select option 2 from the menu.
	No connection to the meter	Call our support line on 0800 0513 and select option 2 from the menu.

Note: the reset button may only be used at the request of Vattenfall, after which the Warmtelink will restart and reconnect via the internet (LTE or Wi-Fi).



# Stay nice and cool with Comfort Cooling

Comfort Cooling keeps your home nice and cool in the summer. It works via your underfloor heating, so in fact it's just floor cooling.

## Do I have Comfort Cooling?

Comfort Cooling is available in a number of neighbourhoods. Your home only has Comfort Cooling if your invoice or contract states 'Koude'. If you have any doubts, please call our customer service.

## Comfort Cooling fee

The fee for Comfort Cooling is fixed and covers maintenance of the system. You do not pay for your consumption. That means you can cool your home without any restrictions from 1 April to 1 October for a fixed monthly fee. Outside this period, Comfort Cooling is not available.

## Is Comfort Cooling the same as air conditioning?

Comfort cooling is not the same as air conditioning. Comfort cooling works via your underfloor heating and reduces the indoor temperature by a few degrees. That makes it comfortable in the summer. Air conditioning can lower the temperature in a room more and faster than Comfort Cooling.

# Bleed the radiators

District heating requires virtually no maintenance on your part. The heat exchange unit is the property of Vattenfall. We therefore organise maintenance of this unit. What you can do yourself, is to occasionally bleed the radiators and/or underfloor heating.

## When should radiators be bled?

You can often hear a bubbling sound in the pipes or radiators when the system needs bleeding. It's better to choose a fixed time every year: at the beginning of autumn, when the heating comes on again.

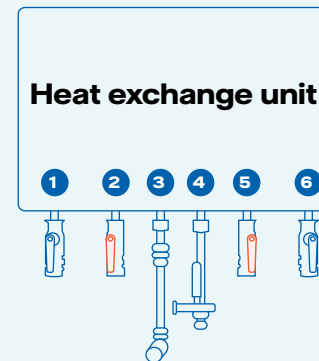
## How to bleed

### Step 1

Turn on all your radiators and wait 5 minutes.

### Step 2

Close lever 5 of the heat exchange unit.



### Step 3

Bleed the radiators one by one, starting at the lowest floor and ending at the top. Have a cloth or sponge ready because hot water may flow out.



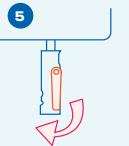
### Step 4

Use a bleed key to open the valve on the radiator and allow any air to escape. Turn off the tap as soon as water starts flowing out. Be careful with hot water.



### Step 5

Repeat these steps for each radiator. If you have underfloor heating, the air vent valve is usually on top of the distributor. Unplug the pump from the power source while bleeding.



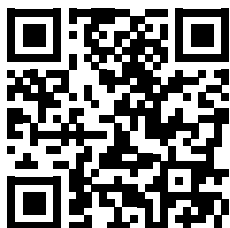
### Step 6

Open lever 5 of the heat exchange unit. Your heating is ready for use.

# We're there if you need us

## Problem?

Often, you can easily resolve a fault yourself with our handy fault checker at [vattenfall.nl/warmtestoring](https://vattenfall.nl/warmtestoring) or via the QR code.



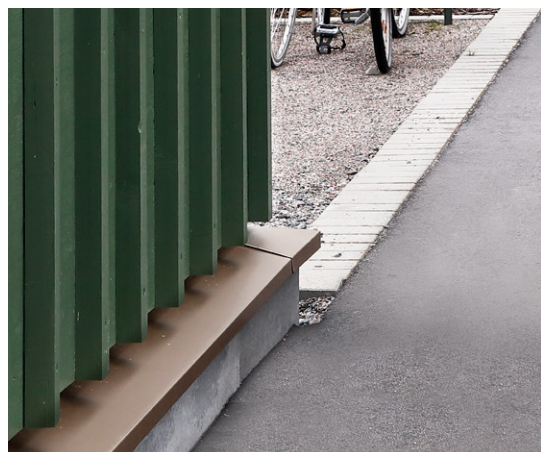
## Still unable to resolve the problem?

Our support line is available day and night. 0800 0513 (free).

## Customer Service

Not a problem, but a question? Call 0900 0808 (charged at your standard rate). Available on weekdays from 8.00 to 15.00.

Or visit [vattenfall.nl/service](https://vattenfall.nl/service) for other contact options.



**More info about district heating?**  
Go to [vattenfall.nl/warmte](https://vattenfall.nl/warmte)

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