Kew Riverside hot water and heating services information

Apartments

Hot water

There is no gas supply to apartments.

The cold water is supplied to each apartment via water booster pumps sited in the pump rooms in the underground car parks.

Hot water is heated via the Megaflo cylinder located in a cupboard in your apartment. There are two switches; one has a red light indicator, one has not. The switch with no light is the ‘off peak’ control. This should be left on at all times.
This draws ‘off peak’ electricity (normally 12pm to 7am) which heats the tank. The switch with the red light is the top thermostat (off peak) for more instant heat.

To ensure compliance with safety standards and avoid any potential disruptions regular maintenance of your Megaflo is essential to ensure the safe, efficient, and long-term operation of your water heating system. The Megaflo system operates under high pressure, and without regular servicing, there is an increased risk of reduced performance, potential malfunctions, or, in rare cases, significant safety concerns.

Proper maintenance not only extends the life of your system but also helps in preventing costly repairs or the inconvenience of a breakdown and regular servicing will include ensuring the system is fully recharged to maintain the pressurised air gap which dissipates over time. If you see water dripping into the tundish this is an indication the stem needs recharging to replenish the airgap.

One key consideration for the maintenance process is that the Megaflo cylinder must be actively charging at the time of service. As many residents charge their system overnight on the Economy 7 tariff (the "off-peak” tariff), please ensure that the “on-peak” switch is activated during the daytime to allow the system to charge while the service is being carried out.

Please see the following link which will demonstrate how to recharge your Megaflo cylinder. https://www.youtube.com/watch?v=gLgG2JeHjFc

How to recharge the air gap in a Megaflo cylinder
youtube.com

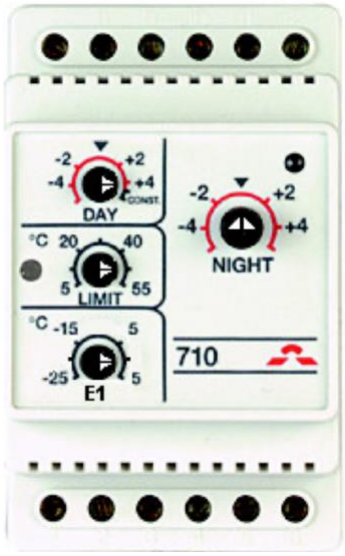
If you feel uncertain, please call a professional to help you.

Heating

Unless you or the previous owner has carried out a full property refurbishment your home will be fitted with a DEVI underfloor heating system. It is an electric underfloor system where the heating elements are laid within the floor during construction.
The system operates using a mixture of "off peak" (cheap date) and “on peak”(normal date) electricity.

The bulk of the floor space operates on "off peak" and is controlled by the DEVI 710 anticipatory controller situated in the fuseboard. This controller monitors the outside temperature and puts the appropriate amount of charge into the floor to suit, i.e. as it gets colder more charge goes in; as it gets milder less charge goes in. This charge can be adjusted by altering the larger “night” button clockwise to increase it; anticlockwise to reduce it. The E1 and limit controls should not be adjusted before speaking to DEVI Electroheat Ltd.

Where you have a thermostat, this is operating a direct acting ("on peak") element and is energised 24 hours a day.



DEVI 710

DEVI 550

The 550 model thermostat is calibrated in degrees and when set to say 21º will energise the "on peak" element until this temperature is achieved. Where used for bathrooms, shower rooms and en-suites.
The 550 model is calibrated in numbers in 2-10 and you should find the number that gives you the temperature you are comfortable with and leave it set at that.

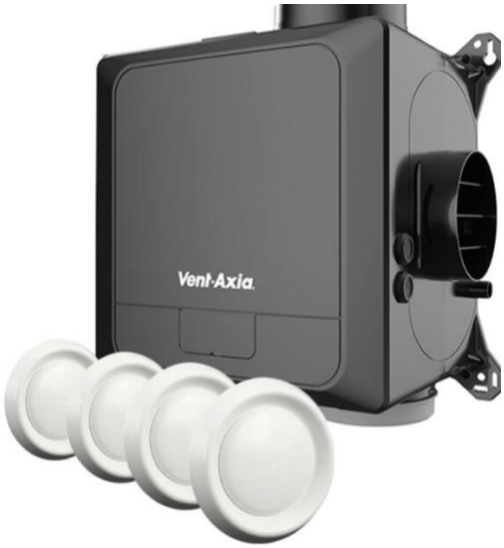
The system is automatic therefore once you have found your comfort level you should leave it and it will adjust itself to maintain this level.

For more details on DEVI 710
https://content.instructables.com/FYC/1SMX/ILA1ET95/FYC1SMXILA1ET95.pdf

For more details on DEVI 550
https://www.underfloorheating-uk.co.uk/Cache/Downloads/devireg-User-guide.pdf

Ventilation

Ventilation in bathrooms is via mechanical fan ventilation (Vent Axia Multivent) located at high level in the wardrobes or the services cupboard.



For further information on Vent Axia Multivent
https://www.i-sells.co.uk/wp-content/uploads/2024/08/426328-MV250H.pdf?srsltid=AfmBOorNf_NNcpQsKbE8GDrqTzwypR2cSA0hkYlbVOrqKvV3o7bfYloc

Metering

Block leaseholders' water charges are paid for through the service charges and are metered centrally by block. The site team are responsible for reading all the meters all the meters for the blocks on an allocated day.

Block leaseholders' individual electricity meters are located in the electrical supply room in the underground carparks alongside the meter for each blocks' common parts. The site team are responsible for reading all the meters for the blocks on an allocated day.

The technology that supports RTS meters will end on 30 June 2025. Without the technology to tell RTS meters when to switch between peak and off-peak rates, they may no longer work properly, and it may mean that a consumer's heating and hot water supply stops functioning as normal.
If you have an RTS meter, your electricity supplier will get in touch to arrange an upgrade to a smart meter before this deadline.

They must make sure you have a suitable meter installed, and that your service is not disrupted. We expect electricity suppliers to replace all RTS meters before the technology supporting RTS ends in June 2025.

If you need a moving out meter reading, please contact the Site Team.

Houses

Cold water

The cold water is supplied to the entire house via a break tank and a fully automatic booster pump set located in your garage. The booster pump set incorporates a by- pass valve that is manually operated and will enable the house to be served from the cold water main directly if there is an issue.

The booster set allows for the water pressure to be maintained to all floors of your property and is a back-up if the external water pressure drops (development of more properties on same supply main) We recommend the booster sets are bi passed as required BUT NOT removed.

In the event your booster pump is not operating or develops a fault please use the bi-pass.

The main incoming cold water main stopcock will be located in your garage, utility room or under the kitchen sink dependent on your house type in the event of an emergency, this should be labelled stopcock will isolate both hot and cold domestic water supplies to all sanitaryware and appliances within the house and garage.

In addition to the main cold water stopcock, a further stopcock should be located beneath the hand sink in the garage or within the kitchen which will isolate both hot and cold domestic water supplies to all sanitaryware and appliances within the house.

All appliances, taps and shower valves have individual isolating service valves and drain off valves on the hot and cold supplies to the appliances to drain any part of the cold water system, the appropriate isolation and drain valve should be operated.

Hot water

Water for domestic use is heated within an unvented indirect hot water storage cylinder, manufactured by Heatrae Sadia labelled - Megaflo located in your garage or small utility room dependent on your house type.

The water is heated via the gas fired central heating boiler(s) and can be timed to switch on and off via the programmer according to individual requirements.

The Megaflo unit can also provide hot water by using the immersion heater supplied. The switch is located within the garage or utility room adjacent to the boiler and Megaflo equipment. Use of the immersion heater would not usually be necessary as the central heating and hot water programmer can accommodate most user requirements.

As the Megaflo unit is unvented, there is a safety temperature and pressure relief valve attached. These valves are factory set and should not be adjusted or tampered with. The hot water cylinder and pipe work system is fitted with a bronze circulator to provide a constant circulation of hot water when the programmer is set to hot water, available to all outlets. Valves for isolation and maintenance are fitted either side of the circulator.

All sanitary appliances, taps and shower valves have individual service valves and rain off valves on the hot and cold supplies to the appliances. To drain any part of the hot water system, the appropriate isolation and drain valve should be operated.

Immersion heaters and the bronze circulator must be isolated from the electricity supply before draining for maintenance.

Central heating system

The houses have a full gas fired central heating comprising of a wall mounted fan assisted boiler and under floor heating and a programmer permitting flexible time control of the system. This supplies all rooms apart from bathrooms.
The central heating system is a sealed un-vented system, which means there are no storage or header tanks. the system is filled via the mains water supply by means of a flexible filling loop. This filling loop must always be disconnected when not in use to fill the system. The system pressure is read by a small pressure gauge adjacent to the filling loop. The system pressure is set at 1.5 bar and should not rise above 2 bar or drop below 1 bar in normal operation. The gauge will show fluctuations in the system pressure as the system heats and cools.

Your Megaflo system needs to be regularly serviced, and the system recharged to maintain the pressurised air gap which dissipates over time. If you see water dripping into the tundish this is an indication the stem needs recharging to replenish the airgap.

Please refer to the instructions under the Apartment Hot Water to recharge your system.

Temperature control

The central heating system has been designed so as to provide acceptable room temperatures based on an outside air temperature of 1˚C. The temperature of each room can be controlled by using the Danfoss room thermostat (located in each room/on each level). These operate the actuator valves on the underfloor manifold headers that serve the particular room.

These thermostats have been discontinued so may have been replaced.

Danfoss RT1

Bathroom and en-suite heating

Bathrooms are heated by a DEVI individual electric underfloor heating systems
Each bathroom will have an individual thermostat,

The 550 model thermostat is calibrated in numbers in 2-10 and you should find the number that gives you the temperature you are comfortable with and leave it set at that.

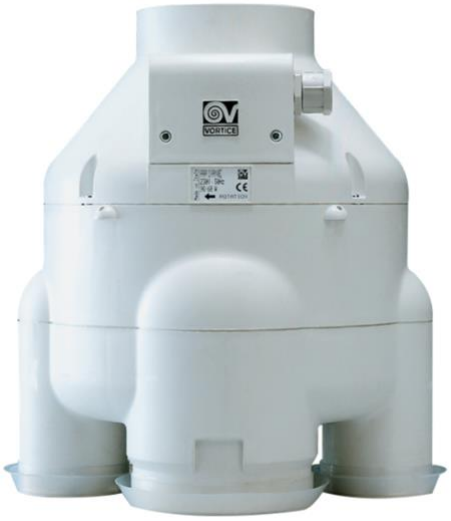
For more details on DEVI 550
https://www.underfloorheating-uk.co.uk/Cache/Downloads/devireg-User-guide.pdf

The system is automatic therefore once you have found your comfort level you should leave it, and it will adjust itself to maintain this level.

Mechanical ventilation

The bathrooms to the houses are mechanically ventilated by means of extract fans and associated ductwork and grilles.

The main fan unit VMC Ariant (Vortice) serving all the bathrooms is located in the accessible roof space. The fan operates at a constant low trickle speed and can be isolated from the electrical supply (must be before maintenance can be carried out) by means of a localised switched fused spur adjacent to the fan.



Some owners may have swapped out the fused spur for a 7-day fused spur timer switch which allows for use only at peak usage times as required.

Some houses may be fitted with Vent Axia multi-vent extractor fans.

Ducting is via 100/125mm circular flexible ducting terminating with specialist ridge tiles on the roof.

For further information on VMC Ariant
https://www.vortice.com/media2/Export/Inglese/Libretti_Istruzioni/70_EN_11899_Libretti_Istruzioni_5371084459__06122007_16974.pdf

For further information on Vent Axia Multivent
https://www.i-sells.co.uk/wp-content/uploads/2024/08/426328-MV250H.pdf?srsltid=AfmBOorNf_NNcpQsKbE8GDrqTzwypR2cSA0hkYlbVOrqKvV3o7bfYloc

Metering

The water meters for houses are owned by Thames Water and are located in the road behind your garage or in the road at the end of your front drive. Generally, these water meters are over 20 years old and therefore if you see a significant rise on your water bill it maybe the meter is leaking, and you will need to contract Thames Water to replace it.

The gas and electric meters are located in your garage or utility room.

House owners are responsible for reading all their own meters.