

Meet the ZEB: Your new boiler


Quick Start Guide



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the Quick Start Guide



V1.0 / ZEB-40R

Heat your home, not the planet. 

What to expect from your ZEB

We're so glad you've made the switch to low carbon heating by purchasing the ZEB. Thank you for being part of our growing community! As the ZEB is a heat battery, it will work slightly differently to your existing boiler. This quick start guide will help you set up your ZEB so you're warm when you need to be.



The ZEB uses electricity to supply your heating, charging up and storing most of the heat your home requires at off-peak times. When you have your heating on, it uses this heat to keep you warm. The ZEB intelligently stores the right amount of heat based on your needs, the weather and your tariff, charging up at night and topping up during the day if needed.

How much heat one full charge gives you varies by property size, heating usage and the weather. Follow the tips in this guide for the best experience with your ZEB.
Welcome to a cleaner home heating experience!

Maintenance and care

Like with all boilers and heat pumps, some maintenance is required to keep your ZEB working at its best and maintain your 10 year guarantee.

To help with this, we have two options for you:

Health Check: £149 / year



An annual ZEB Health Check for £149 / year, which includes all the parts that might be needed without any hidden costs.

Care Plan: £10 / month

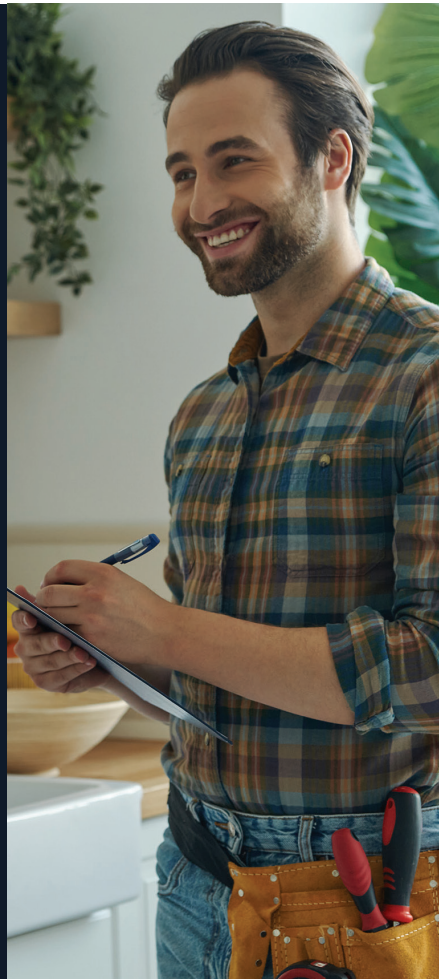


The tepeo Care plan for £10 / month, can offer peace of mind, by providing an annual ZEB Health Check, remote monitoring, alerts and additional member benefits (such as discounted heating system repairs).

There are some parts which will wear faster than others; and like all boiler manufacturers, we provide a 5-year guarantee on these replaceable parts.

This includes the heating elements, heat exchanger and fan - all of which have been designed to be quick and easy to replace.

For more information visit
www.tepeo.com/tepeo-care-plan

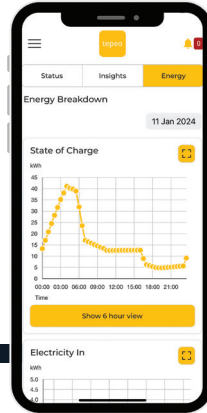


The first 7 days with the ZEB

Day 1:

Your first day with your ZEB

- Download the App & register your account.
- Link the ZEB to your account and connect it to the Wi-Fi.
- Select your tariff - the ZEB needs to know your off-peak hours to schedule charging at that time.
- Optimise your heating system so it works well with your ZEB, by following the instructions in this guide.



Days 2-4:

Learning mode

- The ZEB needs a few days to learn your heating demands. In the meantime it will charge 100% if the average temperature is below 15°C and 50% if it's above.
- This is referred to as Basic charging, and you can always go back to it.

Days 5-6:

Smart charging kicks in

- Now that the ZEB has learned your habits, it will update the charging schedule daily, based on your previous heating usage, the next day's weather forecast and your tariff. Your daily bills might be slightly higher whilst the ZEB is learning, but will normalise by the end of the first week.
- Alternatively, if you don't have a predictable routine every day, you can set up a Custom Charging schedule, where you control the time and charge % for your ZEB based on your home heating needs and lifestyle.



Day 7 and beyond:

Heat your home and not the planet

- If you ever need a bit more charge you can 'boost' charge your ZEB via the App or the Comms Box. This will charge your ZEB for 30min.

To find out more check the tepeo App FAQs or contact our Support Team on www.tepeo.com/contact-us.

Optimising your heating system



Optimise heating schedule:

Set your thermostat between 18-21°C when home, and lower to 15°C when away or asleep. Even a 1-degree reduction can significantly reduce costs.



Increase comfort:

Lower the ZEB flow temperature (through the ZEB settings in the app) to 65°C for example, to increase comfort and reduce noise. Adjust the thermostat to provide heating for slightly longer to ensure you remain comfortable and warm.



Uninterrupted charging:

Avoid turning your heating on during off-peak hours to allow the ZEB to fully charge (approximately 4.5h). For charging in extreme cold nights or long off-peak hours check your App FAQs.



Reduce standing losses:

Minimise the amount of time your ZEB isn't using the stored heat by programming your heating to come on soon after charging.

Energy Tips



Optimised zone heating:

Install thermostatic radiator valves to adjust heating levels in different areas of your home and avoid heating unused spaces.



Energy saving:

Set your hot water cylinder's temperature to 60°C to save energy. This will provide the water temperature you need and avoid legionella risk.



Contain your home's warmth:

Keep warm air in and cold air out by sealing draughty areas with curtains and draught excluders.



Radiator efficiency:

Ensure there are no objects under or on your radiators, and keep the area around them clear from furniture, clothes, or curtains. Regularly clean your radiators, and consider reflectors to maximise heat directed into your room.

Contact Us

We are here to help you with any queries you may have.

Support Operational Hours
Monday - Friday : 8am - 6pm
Saturday: 9am - 2pm
Sunday: Closed

To speak to one of our Support Team



020 7072 5540



**customer.service
@tepeo.com**

For any heating and hot water emergencies, please contact your installer directly.

Installer to enter contact details here:

 www.tepeo.com

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