

# Sustainable heating and cooling for your home





# Welcome to Vaanster

Congratulations on your new home! You'll be living comfortably here with sustainable energy from Vaanster. Vaanster has installed the system in your home or housing complex and will be your energy provider from this point forward. We provide heating, cooling, and heated tap water for your home. Rather than a conventional boiler, your home uses a heat exchange unit.

The energy we supply to your home is sourced as sustainably as possible from a natural source. So you can enjoy a comfortable living environment while doing your part for the planet.

This brochure provides a quick guide so you can get up to speed with how everything works right away.

**Vaanster is your sustainable energy provider for heating and cooling.**

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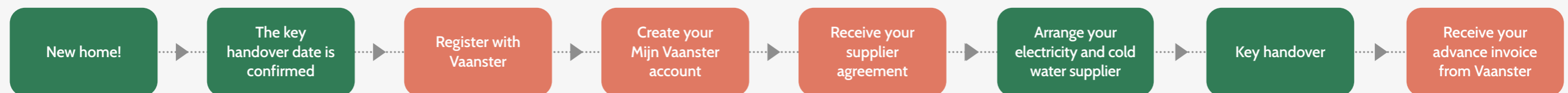
# > Moving into a new home

Moving into a new home comes with a lot to arrange, including setting up a new energy provider.

The steps below walk you through everything you need to get off to a smooth start with Vaanster.



● Contact moment Vaanster



# > Signing up as a customer

Moving into a home with heating and cooling from Vaanster? Make sure to register in good time, before your key handover date. We'll need that date to process your application.

Once registered, create your personal account at [mijn.vaanster.nl/register](https://mijn.vaanster.nl/register). Through your account, you can easily view your details online, including:

- Your energy usage and advance payment amount
- Your supply agreement
- Your rates and invoices
- Your personal details

Find all the information at [vaanster.nl/en/signing-up](https://vaanster.nl/en/signing-up)



Please note: Vaanster does not supply cold tap water or electricity. Please make sure you arrange separate contracts for these services!

Get started with these two simple steps:



1 Register your home with us before the key handover.



2 Create your personal **Mijn Vaanster** account and log on.



# Residents' page >



Once you've registered as a customer, you can find all the information relevant to your home on the residents' page for your property (complex).

Here you'll find technical information and a video about the system installed in your home, as well as guidance on what to do in the event of a malfunction.

Find your project at  
[vaanster.nl/en/projects](https://vaanster.nl/en/projects)



Warm in winter,  
cool in summer.



# > How does the installation work?

Your home is heated and cooled through underfloor heating, powered by a central heating and cooling installation.

- 1 We extract **sustainable heat and cooling** energy from the air or from sources in the ground.
- 2 **Collective heat pumps** store the harvested energy in buffer tanks located in the central plant room.
- 3 The heat and cooling energy is distributed through **the pipework** in the property (complex) and delivered to the heat exchange unit in your home.
- 4 The **heat exchange unit** also heats your tap water.
- 5 Your home is heated and cooled via **underfloor heating**, which you control using the thermostat.



> Visit your **residents' page** to see exactly how the system works.



# > Heating and cooling

Your home is heated and cooled through underfloor heating, which you control using the thermostat.

## Using underfloor heating

Underfloor heating provides an even, comfortable warmth across the floor surface. It heats up more slowly than a radiator and works best when kept at a consistent temperature. Night setback is not necessary.

## Using underfloor cooling

You can cool your home by up to 3 to 4 degrees below the outside temperature. This is different from air conditioning. Keep direct sunlight out as much as possible.

You will receive instructions for the thermostat from your seller or landlord when your home is handed over.

Read more about this here  
[vaanster.nl/en/tips](https://vaanster.nl/en/tips)



## TIPS

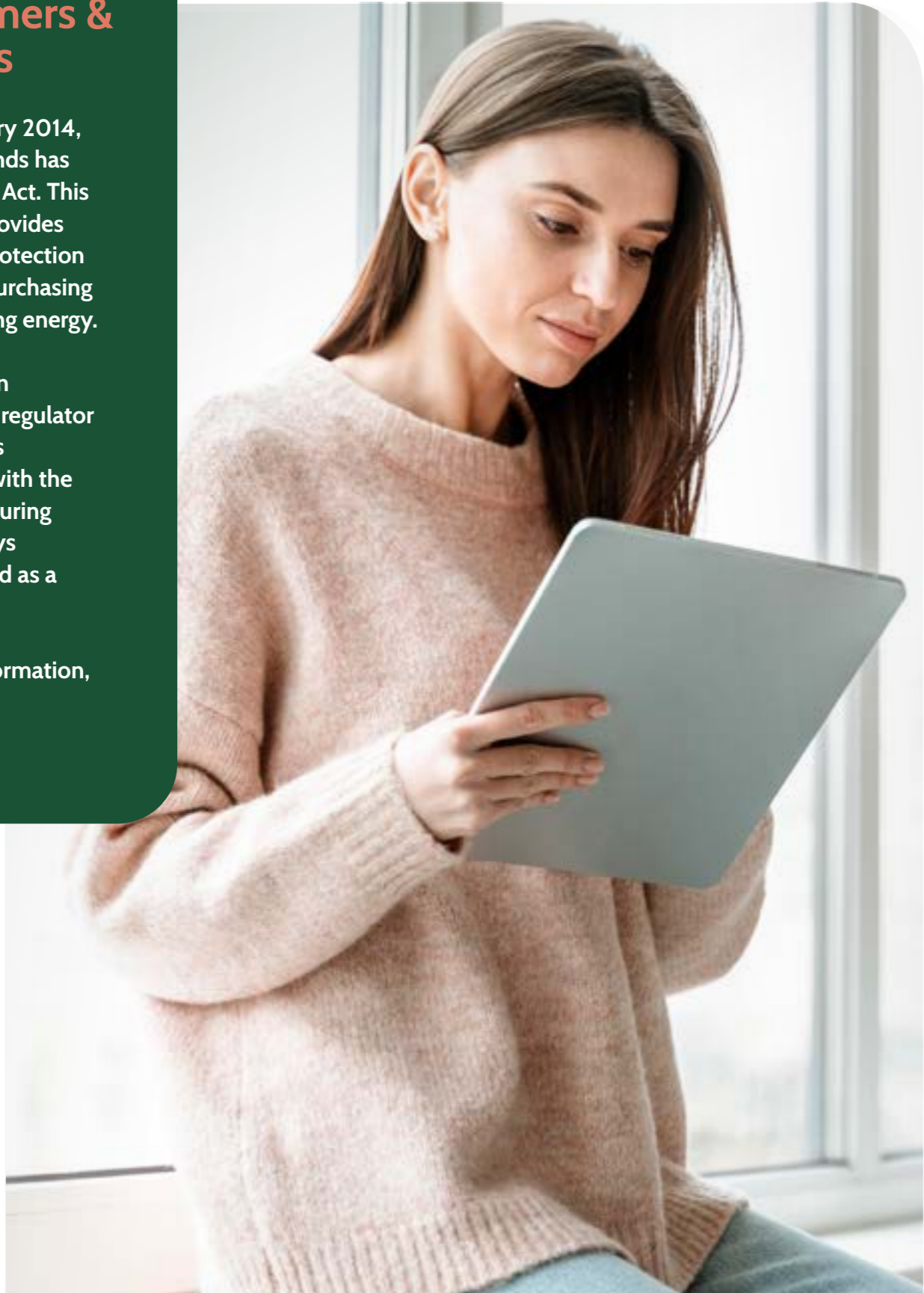
- 1 Not every type of flooring is suitable for use with underfloor heating. Seek advice before making your choice.
- 2 Do not drill or screw into the floor. You risk damaging the pipework.
- 3 Keep approximately 60% of the floor surface clear.

## Authority for Consumers & Markets

Since 1 January 2014, the Netherlands has had the Heat Act. This legislation provides clarity and protection for anyone purchasing heat or cooling energy.

The ACM is an independent regulator that monitors compliance with the Heat Act, ensuring you are always well protected as a consumer.

For more information, visit [acm.nl](https://www.acm.nl).



## > Billing

You will receive a monthly advance invoice based on your estimated usage, calculated according to the size of your home.

Payment is always one month in advance.

Every year you will receive an annual statement with an updated advance payment amount, based on your actual usage. This amount depends on factors such as your thermostat settings, how long you shower, and your choice of flooring.

You can find your rates, invoices, and usage at [mijn.vaanster.nl](https://mijn.vaanster.nl)



Adjust the advance payment amount?

Arrange this yourself at [mijn.vaanster.nl](https://mijn.vaanster.nl) or by mail [klantenservice@vaanster.nl](mailto:klantenservice@vaanster.nl)

# > Property demarcation

The heat exchange unit and energy meter(s) are owned by Vaanster.

- 1 The **heat exchange unit** brings heat or cooling from our system into your home.
- 2 The **energy meter** records your consumption of heating and hot tap water.

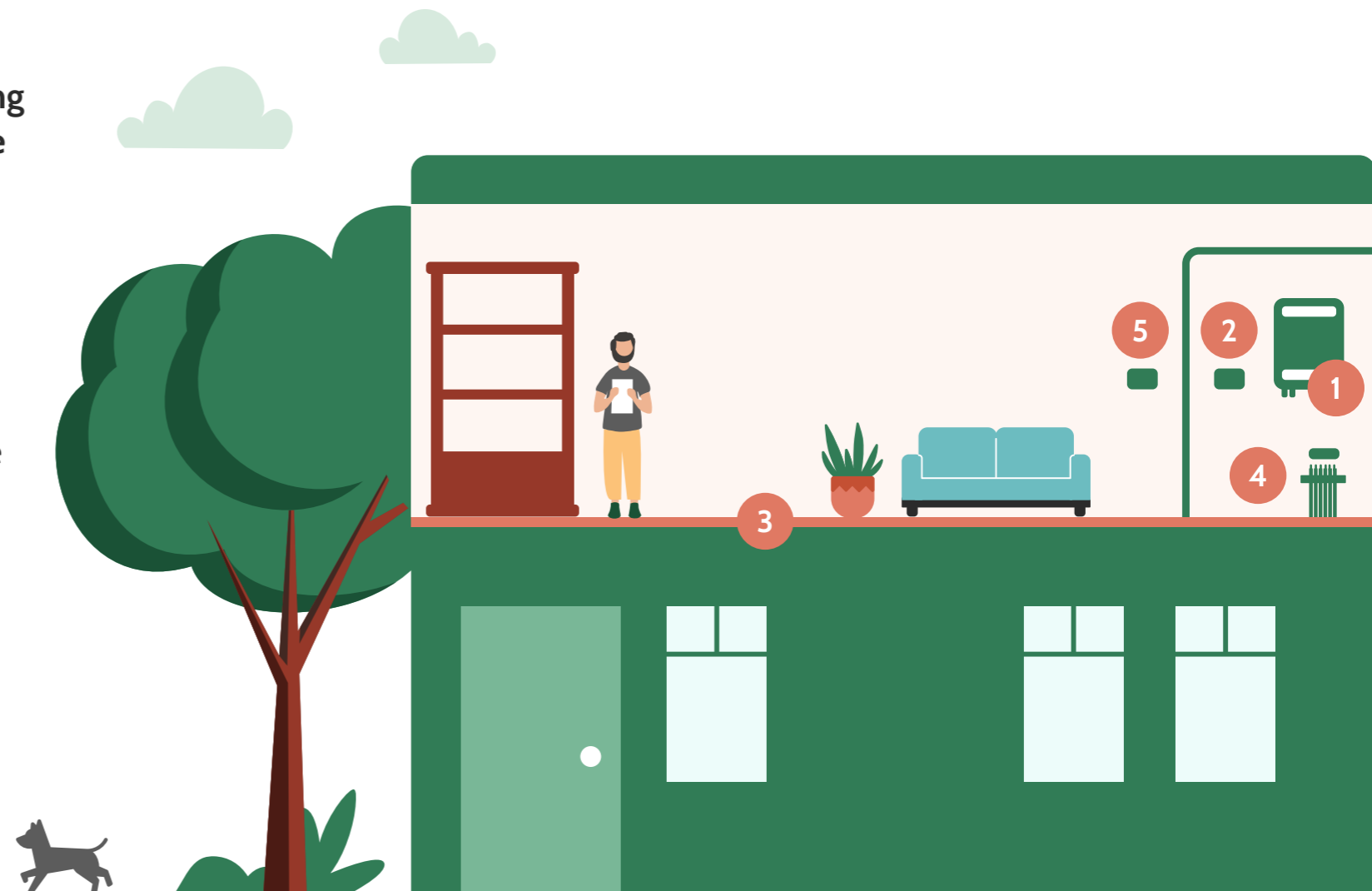
The internal installation consists of the thermostat, underfloor manifold, controller, and underfloor heating pipework. This is owned by the homeowner. If you are renting, your landlord is responsible for this.

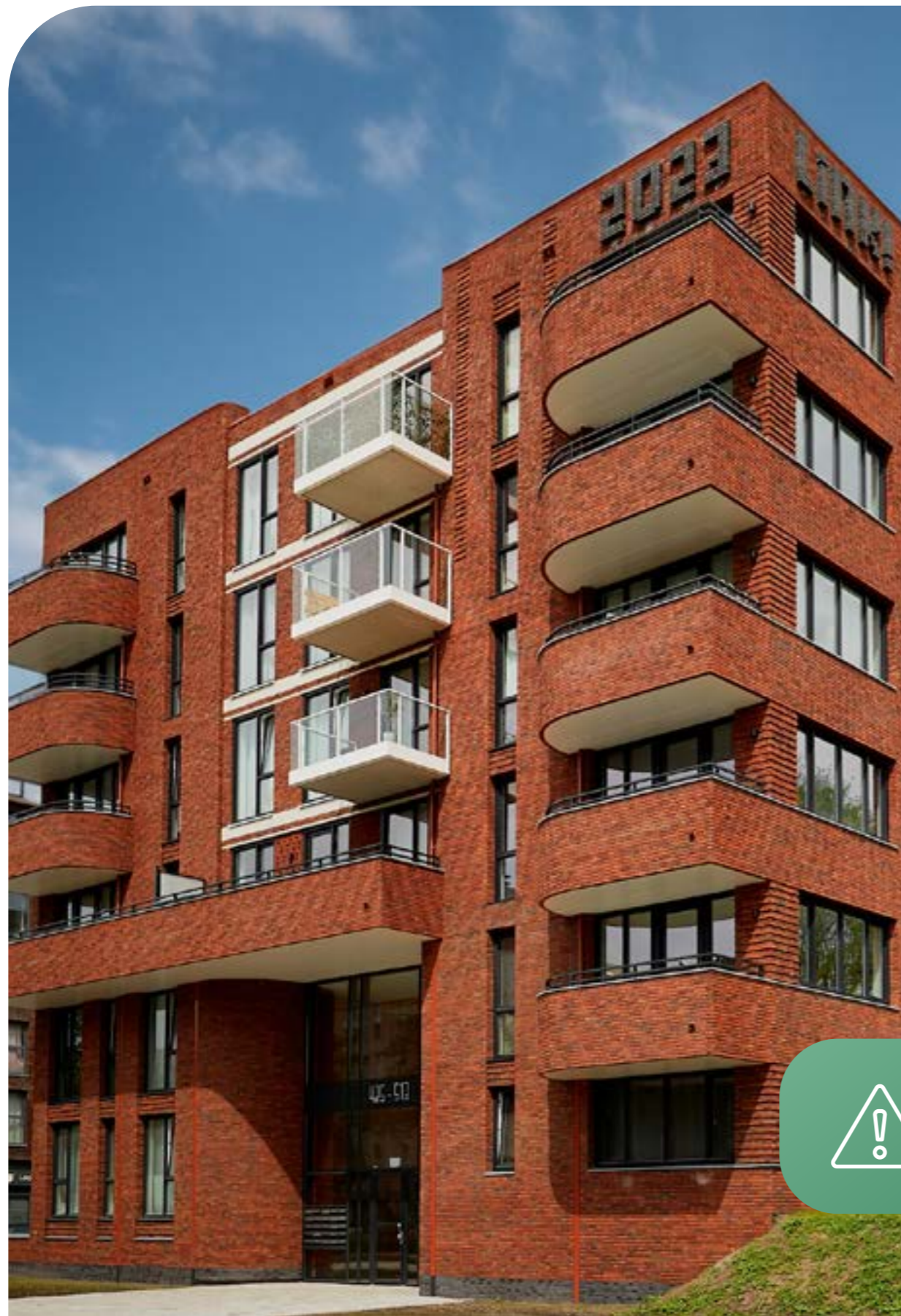
- 3 The **underfloor heating pipework** refers to the pipes running beneath the floor.
- 4 The **controller and underfloor manifold** regulate the supply of heat and cooling to the different areas of your home.
- 5 The **thermostat** allows you to set your preferred temperature.



Please note!

The homeowner is responsible for the complete internal installation. If you experience a problem or malfunction with the internal installation, please contact your installer or landlord.





## > Troubleshooting

Before you move in, the system undergoes extensive testing. Even so, you may occasionally experience an issue with your heating, cooling, or hot water. And when that happens, you'll want it resolved quickly.

When you encounter a malfunction, it's important to first establish whether it is a shared problem affecting the whole building, or an issue within your own home. The residents' page for your property (complex) provides a step-by-step guide describing what to do for each type of malfunction, and who to contact to get it resolved.

Depending on the nature of the problem, this may involve more than one party. Such as your landlord if you are renting, or your own installer if you are the homeowner.

Find your project at  
[vaanster.nl/en/projects](https://vaanster.nl/en/projects).



Please note: read the step-by-step guide carefully to find out who to contact.

## > More information

Visit our website for more information and answers to frequently asked questions.

 [www.vaanster.nl](http://www.vaanster.nl)

Still need help? Contact our customer service team. For urgent issues, our emergency line is available 24/7.

### Customer Support Vaanster

Available on weekdays from 09.00-17.00.

 [0900 822 678 37](tel:090082267837)  [klantenservice@vaanster.nl](mailto:klantenservice@vaanster.nl)

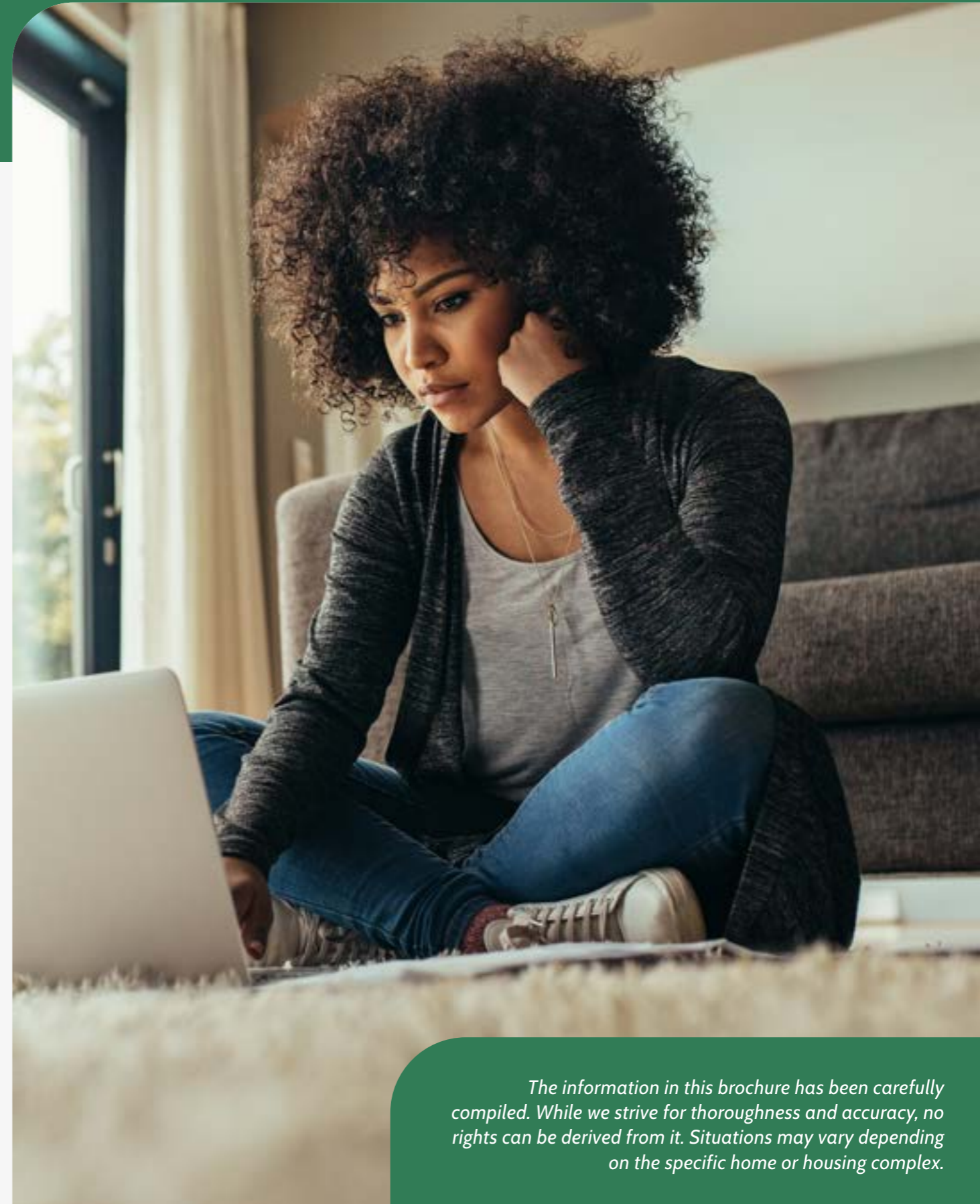
### Emergency Line Vaanster

Available 24 hours a day, 7 days a week..

 [085 760 2992](tel:0857602992)

### Problems with your internal installation

Experiencing a problem with your internal installation or tap water supply? Please contact your installer, landlord, or water utility company.



*The information in this brochure has been carefully compiled. While we strive for thoroughness and accuracy, no rights can be derived from it. Situations may vary depending on the specific home or housing complex.*