



Green, slow pulsing: 'Standby'.
Green, fast pulsing: 'heating up'.
Blue: delivers hot tap water
Red: malfunction, please contact DuCoop

Dear customer,

DuCoop distributes sustainable heat through a district heating network at low temperature (55°C). This heat comes from the Christeyns soap factory or from your wastewater from our water treatment plant. This heat station gives off heat to the central heating circuit of your home and serves to produce domestic hot water.

This heat station is the property of the DuCoop sustainability cooperative. If there are any problems with it, DuCoop will solve them free of charge.

Therefore, never do any maintenance to this heat distribution station yourself/do not remove the insulation cover!

Questions, problems or complaints: please contact <https://ducoop.be/contact>.

What can you do yourself? Follow the interactive menu at <https://ducoop.be/faq> for troubleshooting. Here are a few tips:

- When you hear air circulating over the central heating system, bleed the collector tubes and your towel radiator in the bathroom.
- Check whether your thermostat is working properly
- Check the pressure on your heating network (> 1 bar) (be sure to re-close the filling set!)
- Check that the valves on the collector are open.



QR code contactpage DuCoop

