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HVAC Bulletin Three -- Thermostat Operation

As you learn to use and enjoy the many benefits of your new heat-pump HVAC system, one major difference between the legacy system and your new heat pump is that you can now choose to operate the system to fit **your** needs. No longer will Shadowwood residents have to suffer with excessive heat during spring and fall when the legacy system is inefficiently and wastefully operating to suit the needs of the small minority of the community. Among many other benefits, you will be able to switch from heating to cooling mode as you wish any day of the year without having to wait for the entire property to switch from heating or cooling mode to the other mode. In addition, you will be paying for only the energy consumed to heat or cool your unit - and not paying at all when your unit is vacant, when you adjust your system to operate economically or when you turn your system off for any reason. Once all 450 units are converted, you will be billed for your own electricity use, for common use and a monthly billing service fee.

As always, please remember that Shadowwood uses a very sophisticated energy-management system (EMS) to minimize electricity costs for everyone. Since the Association purchases electricity in bulk, we must limit the maximum electricity “demanded” (or used) at any given moment. To do so the EMS may automatically adjust your unit’s thermostat to decrease energy demand. Your system will continue operating at all times, but the temperature may vary a few degrees up or down from your desired set-point temperature on very hot or very cold days. Please be sure to read and understand the Association’s policy on the EMS by reviewing the Association’s current policy found here:

<http://www.shadowwoodcondos.com/docs>

Another major difference of your new system is the digital thermostat installed in your unit - the focus of this HVAC Bulletin. **Please take a few minutes to read and review these brief instructions as set forth below:**

Please be aware that your unit is now equipped with a special-purpose thermostat that is defined as a limited common element. This means that your thermostat belongs to the Association, it serves only your unit, and its maintenance, repair and upgrade is a paid for by the Association with that upgrade, repair and maintenance cost assessed to you or the owner of your unit. (The initial installation of the thermostat is being funded as a common expense, but any future repairs or replacements will be assessed to your unit).

Your new Honeywell Digital / Dial Thermostat is installed and operating in “automatic” mode. This means that the heat-pump system will change to cooling or heating automatically based on the difference between the indoor and outdoor temperatures, overall electrical demand at Shadowwood, seasonal weather and humidity levels and the policies set forth in the Association’s Energy Management System Policy (available for review at the website above).

The thermostat operates as follows:

1. The thermostat’s LCD window normally displays the current temperature in your unit as measured by the thermostat located in the dining area near the patio door.

2. The heat pump operates in either heating or cooling mode based on the temperature you set on the thermostat and whether the set point is higher (for heating) or lower (for cooling) than the measured indoor temperature.
3. There is no typical “heat,” “cool” or “off” setting on these thermostats.
4. **To adjust the temperature in your unit**, turn the dial clockwise (toward the right) to increase the temperature and counter clockwise (toward the left) to decrease the temperature. As you move the dial, the temperature set point changes and is visible on the LCD display. Stop moving the dial when the desired internal set-point temperature is displayed on the LCD display. After 10 seconds of displaying the set-point temperature, the display will revert to the current measured temperature.
5. **To turn the heat pump off**, press and hold the thermostat’s “sun/moon” button for six (6) seconds. The thermostat will, within about 5 seconds, switch the system off and alternate display between the word “OFF” and the interior temperature. Some unit thermostats may flash the moon icon instead of displaying the word “OFF.” In either case, the system will be switched off. When in the “off” mode, the heat pump will not operate regardless of the indoor, outdoor or thermostat temperature settings.
6. **To turn the heat pump on**, press the thermostat’s “sun/moon” button once and release it. The heat pump will either cool or heat your unit based on the set point temperature you select, the overall electrical demand at Shadowood, the outdoor temperature and the measured interior temperature.
7. Lower your thermostat setting in cooler months to save energy and reduce your electric bill.
8. Raise your thermostat setting in warmer months to save energy and reduce your electric bill.
9. The “fan” and the “I/O” buttons have no function and should not be pressed.
10. The heat pump fan will operate, at varying speeds, whenever cooling or heating is being provided by the heat pump. The fan will stop running about 15 seconds after the compressor turns off.
11. If you would like the fan to operate continuously, please send an email to president@shadowoodcondos.com and we can configure your system to do so.

Important Operating Notes:

The Association’s energy-management system (“EMS”) may temporarily override your desired temperature set point based on outdoor temperature and total electricity demand at Shadowood. The system will automatically return your setting as Shadowood’s electricity demand decreases. **Please note that that during periods of peak demand further adjusting the thermostat will not increase the amount of heating or cooling in your unit and will only end up costing you more in electricity assessments.** All 450 heat pump units will be connected to and operated by the Shadowood energy-management system 365 days a year. There are no provisions for exemption or system bypasses.

Peak demand times vary seasonally and daily, but generally are between the hours of 7 -10 AM and 5 - 9 PM during the winter months of October - April and from 11 AM to 10 PM during the summer months of May - September. Peak demands are enforced only on weekdays; weekends are non-peak days.

Damaging, removing or trying to replace the new thermostat with any other equipment, or attempting to defeat the EMS in any way, will shut down your HVAC unit, may result in damage to the HVAC equipment or common elements, and will result in a significant assessment to the unit owner to repair the damage. **DO NOT TAMPER WITH, REMOVE OR REPLACE THE THERMOSTAT OR ANY OTHER HVAC SYSTEM COMPONENTS UNDER ANY CIRCUMSTANCES!** Please remember that the Association owns and operates all HVAC equipment in Shadowood and all repairs or upgrades are made only through authorized agents.

When an EMS is in place and operating, it generally is neither economical nor comfortable to program your thermostat to adjust temperatures based on your unit’s occupancy schedule. This is because in EMS

communities, like Shadowood, programmed operation may fail to deliver comfort at your desired time, as a large temperature change in a short time significantly increases overall demand which delays comfort setting achievement in a particular unit until the entire property demand is reduced. For this reason, your thermostat is not able to be set for programmed operation, and we recommend that you pick a comfortable temperature and leave your thermostat at that comfort setting 24 hours a day.

However, if you are the owner of your unit (not a tenant renting from a landlord), the Association may be able to assist you in programming your unit for set-back operation and/or give you a internet website to adjust and monitor your unit's operating programs remotely. If you are interested in this feature, and are willing to accept the risks of delayed or no comfort during periods of high electricity demand, please send an email to the Board of Directors at the email address above.

The entire HVAC system is owned, maintained, monitored and operated by the Association. Any issues or concerns should be addressed to the management agent at office@shadowoodcondos.com or at the phone number above.

Please remember that "no heat" requests are not considered emergencies unless the outdoor temperature is below 32 degrees and "no cooling" requests are never considered emergencies.

Emergency repairs may be made as soon as possible given the weather, contractor resources and the severity of the issue. Non-emergency-situation repairs, if necessary, will be made on the next business day or as soon as is reasonably possible.

Please note that if you are a tenant and rent your Shadowood condominium, you MUST report all HVAC issues and questions to your landlord and NOT to the Association. There are never any exceptions to this rule. If you have a question, concern or issue, contact your landlord - not the Association.

NOTICE TO ALL

1. Shadowood Condominium uses an energy-management system that may limit or deny heating or cooling services to any given unit at any given time based on total energy demanded by the property. There are no exceptions, waivers or other conditions in which the Association is able to guarantee any amount of heating or air-conditioning service at any time or otherwise provide constant-temperature conditioned air in a unit.
2. Shadowood Condominium, as allowed by the law and the Association's Governing Documents, does and will disconnect or suspend electrical services to those units whose accounts are 60 days or more delinquent. In so doing, both heating and air-conditioning services will be suspended until the account is brought current. We will give reasonable notice should any disconnect be pending, as provided for, but we will make no exceptions to this policy for any reason whatsoever and will not restore electrical services until the account is brought current.
3. The Association makes no claim whatsoever, nor accepts any liability or responsibility for the mechanical ability of any heating or air-conditioning device to achieve and maintain any temperature setting desired by an occupant of a unit. However, the Association shall be responsible for general maintenance and repair and replacement of the heating and air conditioning devices in whole or part, as well as any part of the EMS and any wiring, conduits, pipes and housing as may be necessary for the normal operation and maintenance of such devices under the established and limited electricity consumption level set by the Association.