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PREVIOUS HEAT PUMP INSTALLATIONS



INSTALLER Q & A

Why do you install heat pumps rather than just doing conventional boilers and what prompted you to start doing so?

There's a generational shift away from fossil fuels, high temperature heating and everything happening with building regulations. I think you'd really struggle to get a gas or oil boiler to modulate down to some of these new passive house requirements in terms of output. For me personally, heat pumps fit the bill perfectly for new builds, especially with the current building regulations. The design concept, the KW requirements.

Why do you order your Heat Pumps through Alto Energy using their MCS umbrella scheme - what are the things that you get from Alto Energy that is most important and valuable to you?

I get back up, I get great service, I can reach anyone at any time. Even your reactive time to get back to me, especially with technical and Matt, it's always been great, and you always follow through on everything you've promised me. Even on heat pumps I've installed that haven't been through Alto Energy. Rich Floyd is easy to get hold of. I've spoken to Scott many times too. It's more of a personal company to me, rather than dealing with a call centre and getting passed around and not getting straight answers. Any commissioning engineer I've had out has been phenomenal and they're always willing to help.

The process is simple too. There's nothing easier than sending over a set of plans, with set requirements and getting everything back, fully costed, all transparent and all clear. It makes it effortless. From an installer perspective, that helps me run my business. It means I can focus on other things rather than being stuck in the office trying to sort out paperwork. And for what you charge for doing it, I think it's invaluable.

A couple of weeks ago, I was desperate for some parts for a job that had nothing to do with Alto Energy, but I wanted to fit it like I do when I complete work for you. I phoned Scott, Scott got in touch with Bradley and in two days I had everything I needed. It was effortless.

Would you recommend Alto Energy to other installers and why?

Absolutely. I get asked quite often on Instagram, who are you, what do you do, and I've given you quite a few referrals. I know a lot of companies and one-man bands that have used you for your services or at least approached you for quotes. If I can help someone as much as you've helped me, it just works doesn't it. I'd recommend you time and time again.