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HEAT PUMP INSTALLATION - READING



INSTALLER Q & A

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

One side of our company specialises in building new houses and a lot of the planning permission states that you must install an eco-friendly heating system like a heat pump, rather than gas or oil boilers.

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?

Originally, we were working on 2 houses and had already paid for the heat pumps and cylinders from a manufacturer. At the time, the manufacturer was having supply issues. In the end, we pulled out of the order because one of the houses had been sold and we were worried that the owners would be left with no heating system.

We then found Alto Energy, who had stock available, so we ordered the heat pumps through them. The whole process was very good. Big credit to Tris, he was very helpful.

Would you recommend Alto Energy to other installers and why?

Yes, the complete package is great. We've had a lot of help from the support team, who have helped with drawings. The commissioning engineers have been top notch too.