

Key Project Details

Installation Date:

October 2019

Property Type:

New Build

Product Installed:

8.5kW Ecodan

Distribution System:

Underfloor Heating

Lifetime RHI Returns:

£7,555



8.5kW Mitsubishi Ultra Quiet Ecodan providing a complete heating and hot water solution for this new build in Cheshire.

Mrs Hewitt from Cheshire had an aim to incorporate a renewable technology heating system to her new build property in Cheshire. She achieved that by installing an 8.5kW Mitsubishi Ultra Quiet Ecodan, motivated by rising fuel prices and carbon reduction as her main reasons to install the air source heat pump system. Mrs Hewitt chose Alto Energy to design, supply, and commission her heat pump and underfloor heating after being recommended by one of Alto Energy's installation partners.

Through the duration of the build Mrs Hewitt experienced a couple of issues, but was happy that her installers were able to phone up and speak with our technical support team to get the assistance they needed with the installation of the air source heat pump. A key part of our design was to maximise the efficiency of the heat pump to work alongside the underfloor heating system, and so our advice was tailored towards achieving that.

Mrs Hewitt is eligible for a 5 year parts and labour warranty as standard, due to Alto Energy being a Business Solutions Partner with Mitsubishi, where the normal warranty is 3 years. Not only will she save on running costs against that of a conventional boiler, Mrs Hewitt will also claim just over £7,500 in Renewable Heat Incentive (RHI) Payments. These are quarterly payments over 7 years based on the amount of renewable heat the system produces.

When asked for additional comments, Mrs Hewitt said: "Always return telephone calls, answer emails and give any help needed for a successful installation. Also, precise delivery dates given on products. From the design to fitting all flowed perfectly."

Customer Q & A

How have you found living with your system?

"Runs itself."

What made you choose Alto Energy to provide your system?

"Recommended by one of their installation partners."

What has the service been like from Alto Energy?

"Excellent."

Would you recommend Alto Energy to others?

"Yes."