

Key Project Details

Installation Date:

October 2022

Property Type:

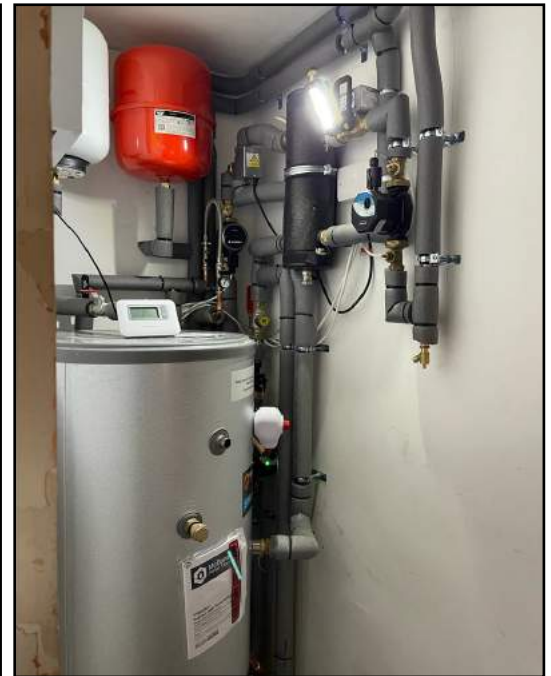
Retrofit

Product Installed:

8kW GEN6

Distribution System:

Radiators



Removing storage heaters and retrofitting a property with a Samsung GEN6 Air Source Heat Pump

Mr & Mrs Guest had recently moved into a property with old, inefficient storage heaters and an immersion tank. The property was bought as a project and one of the first things the couple wanted to do was to remove the old system and replace it with an efficient, eco-friendly alternative. After deciding on a heat pump, the couple contacted Alto Energy for a quote.

"After speaking to a number of other companies, we were shocked at the price we were quoted. The quotes were also unclear and we didn't know if it included the installation of the heat pump.

What we liked about Alto Energy was the fact that everything was included in the price. Plus, the price Alto was able to offer was significantly cheaper (around £4,000 less) than other companies had quoted us."

After making the decision to install an air source heat pump, we applied for the Boiler Upgrade Scheme (BUS) grant on behalf of the couple, as part of our standard service. As a result, they were awarded £5,000 to help cover the expenses of the air source heat pump installation.

The Boiler Upgrade Scheme is a Government scheme that has been set up to encourage home and business owners to replace their inefficient heating systems with low carbon alternatives, like air source heat pumps and ground source heat pumps.

How have you found living with your system?

"It's very good. We've had a couple of power cuts since installing the heat pump and we've had to reset it a few times. The user experience is good which makes it easy to reset."

What benefits do you feel your heat pump system has afforded you?

"We enjoy the constant temperature of the house. Even in the summer when there's a cold spell, the temperature doesn't drop. It's also nice not having to worry about rising gas prices."

Would you recommend Alto Energy to others?

"Yes - the whole process was easy and Alto's communication was good. Tris answered all our questions and concerns and the price was very reasonable."