



Air Source Heat Pump – Frequently Asked Questions

What is included in my installation?

The installer will survey, design, supply and fit an air source heat pump unit to the exterior of your property, running pipework into the interior to new wall mounted radiators, with accompanying water cylinder and controls.

All plumbing and electrical connections will be made, commissioned, and certified in line with current regulations.

Why do I need new radiators?

A typical gas boiler produces a water temperature inside your radiators of around 80°C, an ASHP system is designed to run as efficiently as possible at 50°C to reduce the systems environmental impact. Radiators with a larger surface area are utilised to make your home as warm as it ever was.

Every room in your house will have a heat loss calculation carried out to make sure the size of the radiator is large enough to heat the room. The radiators come in a variety of sizes and panel widths to help achieve the temperatures required.

How does an air source heat pump (ASHP) work?

An ASHP essentially works like a fridge in reverse, by absorbing heat from the environment. It extracts heat from the air around and transfers that heat to the inside of your property, keeping you warm and comfortable.

The ASHP contains refrigerant which can absorb heat even when the air is cold, it also has a much lower boiling point than water. The heat is then compressed to make it hotter and passes through a heat exchanger which raises the temperature and then transfers that heat to water.

A gas boiler system runs at approximately 96% efficiency rate, making it 3 times less efficient than the ASHP which runs at approximately 300% efficiency rate.

Is the system noisy?

The technology inside a ASHP is under continuous improvement and is especially evident in the noise omitted from the unit. The average decibel level output for a modern unit is between 40 and 60 decibels when measured from one metre in front of the unit, for comparison a standard household fridge omits 50 decibels.





I have been told my house isn't suitable. Is that true?

It is rare to have a home where it is not possible for an ASHP to be installed. The installer work on a fabric first approach and would need to consider the levels of insulation in your property before installing an ASHP.

The better your home is insulated, the easier it is to heat and retain the heat for you to benefit from.

Aftercare

Your new ASHP is covered by a 7 year manufacturer's guarantee and a 12 month workmanship guarantee.

Installer contact details:

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