

## Key Services Provided

- ✓ Bespoke heat pump design specifically for your property
- ✓ Design, supply and commissioning service with full MCS accreditation
- ✓ Training for your local heating installer, or access to our nationwide installer network
- ✓ Handover pack with the necessary certificates and instructions for you to claim Government grants
- ✓ Lifetime technical support and ongoing service & maintenance contracts

## Bespoke Heat Pump Design

We understand that when designing a heat pump for your home, every property is unique. This means that the heat pump design will need to be unique too. For every heat pump that we design and supply, we complete a bespoke room-by-room heat loss assessment and produce a suite of bespoke schematics for the heat pump installation. This design enables us to specify the ideal heat pump for your property, which we supply as part of a package including an appropriate cylinder and relevant ancillary components.

## Lifetime Support

As part of our heat pump package, we provide lifetime technical support, a minimum 5 year parts and labour warranty on all the heat pumps we supply, and of course we take full design and performance liability. Furthermore, we offer ongoing service and maintenance contracts, fulfilled through our own employed engineers, enabling us to continue to maintain your heat pump into the future.

## Our MCS Umbrella Scheme

Alto Energy's MCS umbrella scheme is designed to enable you to use your local plumbing and heating engineer and still achieve a fully MCS accredited, grant-eligible installation. Alternatively, if you do not have a local plumber that you wish to use, we have a national network of partner installers, all approved under our MCS umbrella scheme.

## Best of Both

Heat pumps are all we do, and whenever you speak to anybody at Alto Energy, they'll be a heat pump expert. Our business model enables you to get the benefit of an industry-leading, nationwide supplier of heat pumps, alongside all the benefits of using a local partner installer.

**Get in touch with a member of our sales team today. From there we'll be able to let you know what information we need in order to provide you with an equipment specification right away.**

### WHAT WE PROVIDE

- A package price for design, supply, commissioning and MCS certification
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- An optional quotation for a bespoke underfloor heating solution, should you require it
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- Heat loss calculations in accordance with MIS-3005
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- Detailed performance estimate
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- Room-by-Room Radiator / UFH schedule
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- Ground loop sizing (if applicable)
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- Plant schematic
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- Lifetime telephone technical support
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- Free heat pump installation training for your local installer, or
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- Access to our nationwide network of partner installers
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- Inspection and commissioning by a local, in-house engineer
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- Full end user handover pack including MCS certificate, Building Regulations certificate, insurance-backed guarantee, user manual and technical documentation.
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- RHI application support
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- Minimum 5 year parts and labour warranty
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- Full design liability and professional indemnity
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- Ongoing service & maintenance