

Key Services Provided

- ✓ Bespoke heat pump design specifically for your custom built 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 your own home, it will be a property that 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 carry on using your local plumbing and heating installer and still achieve a fully MCS accredited installation. Alternatively, if you do not have a local installer that you want to use, we have a national network of partner installers, all approved under our MCS umbrella scheme.

Heat Pumps Made Easy

Our aim is to make installing heat pumps the obvious choice for your project. We know that you want high-quality, bespoke heat pump for your project that is commissioned correctly, and maintained for optimum performance through its life.

All we need from you to get the ball rolling with a project is a set of plans. From there we'll be able 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