

Key Project Details

Installation Date:

October 2019

Property Type:

2x New Build

Product Installed:

2x 5kW Ecodan

Distribution System:

UFH & Rads

Lifetime RHI Returns:

Approx £4,100 per plot



2 New Build properties with a Mitsubishi Ecodan Air Source Heat Pump providing the complete domestic heating and hot water solution.

Mr Phillips, from Powys, had the aim to have as green an energy source as possible, but without over complicating the design, installation and cost, and he chose Alto Energy to do just that. Mr Phillips had 2 new build properties which both required their own separate heating and hot water solution, and was advised by Alto Energy that a 5kW Mitsubishi Ecodan Air Source Heat Pump, partnered with a 170L Pre-Plumbed Mitsubishi hot water cylinder, would be capable to do so.

"We were looking to be as carbon neutral as possible but within a budget. Coupled with solar panels we were in effect buying power for the future. The RHI grant was a factor but not a game changer." Mr Phillips also decided to install underfloor heating on the ground floor, with radiators distributing the heat upstairs.

Mitsubishi are a pioneer in the development of renewable heat pump technology. They are, and have been for some time, the UK's market leader for air source heat pumps. Alto Energy are a Business Solutions Partner with Mitsubishi which shows we are recognised as having the necessary skill set and expertise to design, supply and commission the Mitsubishi Ecodan Air Source Heat Pump.

"This was the first time we've been involved with anything other than traditional heating installations so we needed a fair bit of persuasion and explanation. Even though the new build was only a matter of a few meters from a suitable gas main we still feel that the additional costs are more than justifiable."

When asked, would you recommend Alto Energy, Mr Phillips said: "Yes, see my Q&A as to why."

Customer Q & A

What made you choose Alto Energy to provide your system?

"We went out into the market place and found Alto Energy to not only be very competitive but also helpful & professional in their approach. The commercial team were prepared to discuss our concerns and allay our fears!"

Did you encounter any issues which Alto Energy helped you through?

"Alto Energy were happy to discuss any technical issues with our on-site installers and these were quickly overcome."

What has the service been like from Alto Energy?

"Clear, concise, professional, timely and friendly."