

### Key Project Details

#### Installation Date:

September 2021

#### Property Type:

New Build

#### Product Installed:

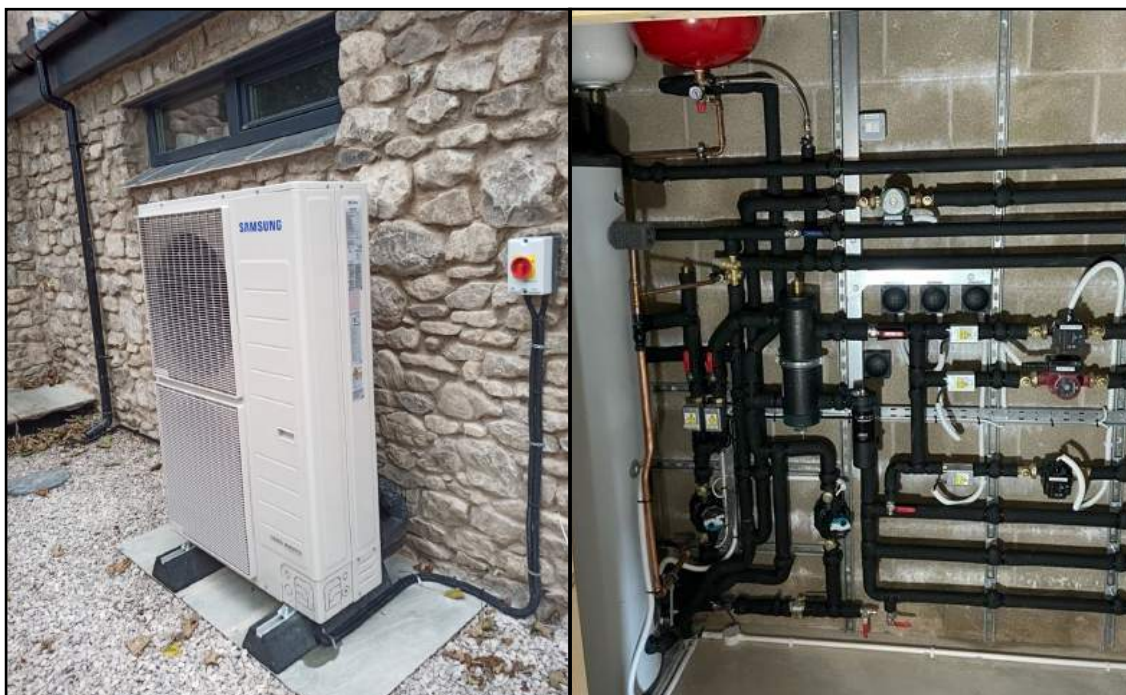
12kW GEN6

#### Distribution System:

UFH + Radiators

#### Grant Awarded:

RHI



## Samsung GEN6 Air Source Heat Pump installed to “future proof” new build property in Lancashire.

Mr Bleasdale’s aim to “provide a new dwelling with minimum fuel bills and good EPC rating” resulted in him looking towards an air source heat pump for his new build project. Alto Energy were recommended through his plumber, Eclipse Plumbing. Not only that, but he is also aware of “gas & fossil fuels being phased out in 2025 and wanted to future proof” his property.

With the heat pump distributed via both underfloor heating and radiators throughout the house, Mr Bleasdale has found the system “easy to look after.” He said: “Just set thermostats in each room / area, and leave it to it!”. With benefits such as “peace of mind regards fossil fuels being phased out, and comfort of underfloor heating (constant temperature)”, as well as achieving the highest possible EPC rating for his new build property. The project did encounter a minor issue very early on, however “Alto Energy talked through on phone and was up and running in no time”.

Having the heat pump installed through a MCS accredited company, and meeting certain eligibility criteria, this installation is eligible for grant funding. At the time of the installation that grant was the Renewable Heat Incentive (RHI) where Mr Bleasdale will receive “£304 every quarter for 7 years.” This grant scheme has since been superseded by the new Boiler Upgrade Scheme.

Samsung recognises Alto Energy as a Value Added Reseller as a result of our ability to support the heat pump through installation and during its lifetime. As such, all Samsung heat pumps supplied by us are eligible for a 7 year parts and labour warranty.

### Customer Q & A

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

“Peace of mind regards fossil fuels being phased out, and comfort of underfloor heating (constant temperature).”

#### What made you choose Alto Energy to provide your system?

“It was chosen by my Plumbing Contractor, Eclipse Plumbing.”

#### What has the service been like from Alto Energy?

“Excellent.”

#### Would you recommend Alto Energy to others and why?

“Yes, definitely.”