

Air Source Heat Pumps

Making green energy a breeze

A guide for residents





For a future less reliant on fossil fuels

The price of fossil fuels goes up and down. Those fluctuations create uncertainty and no one knows what the future will bring. But one thing's for certain, the more renewable heat we can generate from fresh air, the better it will be for our environment – and for future generations.

A natural fit for a greener lifestyle

A Monobloc air source heat pump can be installed almost anywhere, external to your property – under a windowsill, or in the smallest of gardens.

It is suitable for replacing an older heating system and wherever it finds a home, it will keep heating bills as low as possible, while helping to reduce your carbon emissions and environmental impact.



User-friendly design

Designed for any home, the outdoor unit, control box and back-up heater will work efficiently with radiators throughout the home. A user-friendly, backlit controller is easy to operate and the settings can be commissioned by your installer for optimal comfort and efficiency.

Reliable and efficient all year round

The system delivers water temperatures of up to 55°C for reliable heating and hot water. Frost protection features and an optional back-up heater mean that your system will provide constant heating and hot water all year round. It will even operate during extreme weather down to -25°C outside, giving you total peace of mind.

Tailored installation

If you have an existing 'wet system' with radiators the Air Source Heat Pump can be installed with only minimal wiring and water connections to the outdoor unit.

If you have existing electric storage heaters we will need to install radiators and pipework around your home. No special groundwork is required.

A hassle-free heating solution

Unlike with other systems, such as oil or biomass, you don't have to worry about fuel deliveries, bulk buying or fuel storage. A heat pump generates no waste that requires regular cleaning. With just a simple annual inspection, carried out by New Forest District Council (NFDC), you can count on the ASHP to perform efficiently, year after year.

Control anywhere at anytime

Take control of your heat pump even when you are away. Whilst fully controllable in the home smart controls also allow you to monitor and adjust your system via your smart device. Using an app, you can adjust the room and hot water temperatures, activate time schedules to suit your life style, switch between heating and cooling modes, enable holiday periods, and so much more.



What are Air Source Heat Pumps and how do they work?

Air Source Heat Pumps (ASHP) are classed as renewable heating, as they extract heat from the outside air.

The system works a little like a fridge in reverse. So rather than your fridge working to extract all the heat from inside the fridge to keep it cool, the heat pump extracts the heat from the outside air and converts it into useable heat inside your home. Even when it's freezing outside, a heat pump can extract heat from the air.

What will I see fitted to my home, inside and out?

On the outside of your home, probably at the side or back of your house, you will have what is called an outdoor unit, which is the heat pump itself, and looks a bit like the air conditioning systems you see on buildings, but this is doing the opposite, i.e. providing heat not cold air.

Inside your home, you will have a new hot water cylinder, new pipework and radiators. You will also have an easy-to-use heating control.

To find out how a heat pump works, visit [youtube.com/daikinuk](https://www.youtube.com/daikinuk) and click on 'How a heat pump works'.

Will the new system provide my hot water as well?

Yes, this is what the hot water cylinder is for. Water is heated and stored in a cylinder for when you need it. The cylinder is insulated so once heated the water will stay hot for several hours, so you will always have hot water for washing dishes and running a bath.

Will I save money on my energy bills?

You should do, yes. If you have existing electric storage heaters, or coal fire systems – these are both expensive to run, so you should see savings. Some residents however that don't use their current heating at all, receive coal and wood for free and have very low energy bills at the moment, may not see any savings.

We can have a look at your existing heat bills and give you a better idea on what you will save before the work starts.

The reason why these systems generally save money on energy bills is that they are very efficient. If you take electric storage heaters, for every £1 of electricity you spend to run them, you only get about 80% of that £1 as heat, as storage heaters are around 80% efficient. Gas boilers run at about 90%, but Heat Pumps are between 300%-400% efficient, so for every £1 of electricity you buy, you can get £3 - £4 worth of heat out of them.

Are air source heat pumps noisy?

There will be some noise from the outdoor unit – at a similar level to what you might hear from an extractor fan – but this is minimised by the use of rubber dampers where the unit is mounted. The sound won't be constant, as the pump only runs when extra heat or hot water is needed. However, this noise is situated outside and we are looking to install the most up to date pumps which are generally the quietest.

A slight gurgling might be heard from the indoor cylinder, especially as the system settles in when first installed. This will most likely be bubbles of air circulating around the system, and it will eventually be released through automatic air vents.

When will work start?

It is likely work will commence in May through to September and the installation to your home could take place any time during that period. We aim to confirm the final 50 properties by the end of April so you will know to expect the installation. At the beginning of May we will work on the order of installations and be able to discuss with you a suitable date to start works for you and your household.

What will the installation work involve?

The work will firstly involve removing your old heating system, so taking out old electric storage heaters, or old coal fires if you have them. The installer will then start to fit new pipework and radiators in each of your rooms, they may need to be in your loft to fit some pipework. A new hot water cylinder will be fitted, and the heat pump (outdoor unit) fitted outside.

What about Covid-19?

It is likely the work will commence post May 2021 through to the end of September 2021 when current restrictions are likely to be reviewed and possibly lifted. All work will follow government Covid safe guidelines, the installers risk assessments and safe method statements. These will be reviewed by our in-house health and safety team to ensure you will remain safe at all times.

How long will the work take?

Most installations should be completed within a few days. Most of the messy work will take place on day one, so taking out the old system, and starting to fit most of the new pipework. Day two will be less messy as they connect everything up, and box in any pipework. Sometimes they may need to come back on day three to finish off small jobs and check everything is working properly, but most of the work is done over two days.

Will I be left without heating?

No, there will be a short time during the day when the old system is removed and the new one is being fitted. Installation is likely post May so if the temperature does drop cold the installer can provide temporary heaters for you for these few hours. At the end of day one, you will either have your new heating operating, or you will be left with temporary heaters overnight. If the new cylinder is not connected up, for hot water you will be able to boil a kettle for dishes and washing, and if you have an electric shower this will still work as normal.

Will I need to move carpets and furniture?

Before the work starts a surveyor will come and look around your home, measure up and advise you where the heat pump will go outside, and where the pipe runs and radiators will go. At this point they will explain what areas of each room they need to work in and will advise you to remove any personal items or breakables from cupboards or cabinets, as well as making sure the loft is reasonably clear. It is your responsibility to do this, to ensure nothing gets broken or damaged during the work.

However, you will not have to move heavy furniture, the installers will do this where access is needed, and will put them back afterwards. The installer will also carefully lift any carpets if they need to get access under the floor, and these will be put back again afterwards.

Will the installers look after my home and tidy up after themselves?

Yes, they are very experienced working in residents' homes, and will lay plastic sheeting over all your carpets, and have dust sheets to cover your furniture and belongings. They will work hard to keep dust and disruption to a minimum for you. At the end of the day all rubbish and tools will be removed.

If there is any damage to your decoration we will meet with you to resolve any issues and leave your property in the same decorative order as at before installation.

Is the new heating system easy to use and control?

Yes, it is. We will set up the system to suit your needs, but generally heat pumps work best if they are left on at a low but comfortable setting all day. The system will boost up in the morning, so your home is nice and warm for you getting up and boost up again in the evening. If you want it warmer during the day you can boost it up yourself on the control.

You will not run out of heat like with storage heaters, and you won't be on day/night tariffs, so you can use heating whenever you need it.

Where will the new radiators be fitted?

Wherever possible, the new radiators will replace your old storage heaters or radiators in the same position. However, as new pipework will need to reach them, there will be times when a new position is recommended. The installer will discuss this with you and consider any suggestions you might have for more convenient positions – for example, underneath windows so your walls are freed up for larger items of furniture.

Will I need to change energy supplier?

No, you can keep with your existing supplier; but if you are on an Economy 7 tariff, with Day and Night tariff rates, you will need to change this to a standard tariff, which your energy company will do for you.

If you did want to change energy supplier, this may be a good time to do it, and there are websites like USwitch that show you which energy companies offer the best rates, and it's a very easy process either online or over the phone.

What happens if anything goes wrong?

If anything goes wrong with your heating, or if it stops working, just contact your housing office/repairs number in the usual way, and someone will contact you to fix it.

Where is the funding coming from for this work?

Renewable energy systems are more expensive than traditional gas systems, as the technology involved in making the systems as efficient as possible and keeping energy bills low is more costly than gas boilers for example.

However, there is a lot of government support for local authorities who choose to install renewable heating projects that reduce carbon emissions. This project is part funded by a central government grant and along with the funds NFDC uses to upgrade its homes.

What will happen after installation?

You will receive a full and detailed handover, including a demonstration of how to operate the system. We will stay in touch with you and be on hand to discuss any concerns you may have. The Council will monitor the energy usage of the pump for one year after installation to help you make the most of savings and overall efficiencies that the pump should achieve.

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