



Welcome and thank you for contacting us!

Welcome to the start of your Ecobubl Heat Pump Journey, here is what to expect....

- **Initial Enquiry**

Welcome and thank you for your enquiry with Ecobubl. To begin with we kindly ask; that you could fill in our heat pump enquiry form on our Ecobubl website www.ecobubl.co.uk and select the homeowners option followed Heat Pump enquiry. Once we have received your initial Heat pump enquiry, we contact you with the next steps.

We only work with trusted MCS approved manufacturers, who have been approved/work with Ecobubl, to provide you with a reliable and fantastic quality system install, that works for you and your home.

- **Technical Site Survey**

After being booked in for a site visit. Our engineer will arrive and look at the existing insulation (Loft & Cavity Wall). Identify any potential challenges such as space, current heating pipe arrangement and cylinder locations. They will also gather all the relevant information and measurements for a full heat loss calculation.



- **Heat Loss Calculation**

After the site visit our team will undertake a heat loss calculation to work out the peak heat loss of architect drawings of your property, using a program to calculate the heat loss, or can be drawn up by the engineer on the site visit. Before any heat pump can be selected and designed, a heat loss calculation of your property. Once this has been done, you will have a good idea which heat pump setup is most suitable for your property. Which will be followed up by an estimated quote. Then once you are happy to proceed with this, you would move onto contract and payment plan.

- **Contract & Payment**

This will be confirmed by our team, which can be discussed during your initial conversation. Once the quote has been accepted a contract will be drawn up with a payment schedule. The schedule consists of 3 stage payments. The first stage payment is 25% deposit the second stage payment is a 35% materials payment, and the final payment is 40% to paid within 2 weeks of completion of the work.



- **Now the fun begins**

On the first day of the installation, you can expect a lot of activity. The kit will arrive on site (don't worry you don't need to check the equipment we have already checked it in our warehouse beforehand) and the installer will begin to move it all into place. During your installation you will not have any heating, you will still have hot water. Our installer will set the hot water cylinder up

commissioned. Heat pump installation time can vary depending on the complexity of the project. Easier installations can take as little as 3 days. Whereas a more complex installation can take up to 7 days, but don't worry our installer will always give you an estimate on how many days the job should take.

- **Goodbye**

After the install is complete, we will email over any certifications needed in a handover pack for you, and if you could leave us a review on Trustpilot we would really appreciate it 😊

Please see our FAQ'S on the next page.



FAQ's

How do Heat pumps work?

An Air Source Heat Pump (ASHP) is a system which absorbs heat from the outside air. This heat can then be used to heat radiators, underfloor heating systems, or warm air convectors and provide domestic hot water in your home.

ASHPs can get heat from the air even when the temperature is as low as -25°C.

In the outdoor unit there is an evaporator (grill with fins), a fan draws air across it, latent heat in the air crossing the evaporator is used to increase the temperature of the refrigerant within the evaporator, the refrigerant is now a gas. Once it has absorbed the latent heat this gas is then passed through a compressor which in turn compresses (squeezes) the gas, this compression cycle of the refrigerant increases the temperature to between 25°C – 75°C. Now the higher temperature gas is passed through a plate heat exchanger this is where the high temperature from the gas is absorbed by the primary water within the heat pump system, this primary water, just like your boiler, is used to heat the house or produce domestic hot water.

There are two main types of air source heat pump systems:

- An air to water system distributes heat via your wet central heating system. Heat pumps work much more efficiently at a lower temperature than a standard boiler system would. This makes them more suitable for underfloor heating systems or larger radiators, which give out heat at lower temperatures over longer periods of time.
- An air-to-air system produces warm air which is circulated by fans to heat your home. (Please note, an air-to-air heat pump isn't eligible for the BUS scheme)

An ASHP is installed outside your home, the unit can be fitted to a wall or placed on the ground. It will need plenty of space around it to get a good flow of air.



- **The benefits of installing an Air Source Heat Pump:**

- Reduce your heating bills, although as an Air Source Heat Pump uses electricity, you will still pay for electricity
- Cut your carbon footprint.
- Can heat your home as well as your water.

- **How efficient are Heat pumps during the summer/winter**

Air source heat pumps work at temperatures as low as -25c with continued functionality. As the warmth still exists within the air even after it drops below freezing. Air source heat pumps can lose some efficiency as it gets colder as it does need to use more energy to draw warmth from the air. Compared to the summer which would require less power to draw heat from the air.

- **Heat Pump Maintenance?**

An ASHP requires regular scheduled maintenance, but you can expect them to operate for 20 years. You are likely to be advised to carry out a yearly check that the air inlet grill and evaporator are free of leaves or other debris.

Any plants that have started to grow near the ASHP will also need to be removed.

To prevent freezing in a power cut hydro heat pumps require anti-freeze glycol or antifreeze valves to be used. Here at Ecobubl we use antifreeze valves so no need for glycol.



- **Can an air source heat pumps be used for cooling as well as heating?**

An Air Source heat pump is an efficient way to provide heating and cooling. The air is either pulled or pushed through a coil inside the air source heap pump. This depends on whether you would want cooling or heating.

- **Rubbish Removal**

Whilst our suppliers are working on reducing their packaging there will be some rubbish to dispose of after installation, normally a few boxes and a couple of bags of waste which we aim to clear within a week of installation.

- **Is my property suitable for a heat pump?**

Once a site visit and heat loss calculation has been done, we can let you know if your property is suitable to install a heat pump. Remember the better insulated your house is the lower the heat loss.

- **How long will my heat pump system last?**

They have a long-life span of approximately 20 to 25 years, so they are reliable and provide a steady consistent source of heat.



- **VAT on heat pumps?**

The UK government announced that from the 1st April 2022 domestic air source heat pumps are eligible for a 0% VAT rate.

- **What is MCS?**

MCS is a mark of quality. Using an MCS certified installer ensures that equipment meets good standards of performance and that installers are technically safe and competent.

Make a decision based on three quotes. Trust your instincts and go with a good value quote with an installer you feel you can trust.

Make sure you receive a design for your new system including the location of your new Air Source Heat Pump. You'll need enough space in your garden for the external condenser unit (comparable in size to an air-conditioning unit). When considering the location of your new Air Source Heat Pump note that the condenser units will generate noise and also blow out colder air to the immediate environment.

- **What is the BUS Scheme**

The Boiler Upgrade Scheme supports decarbonization of heat in buildings. The installer applies for on behalf of the owner of the property. You can receive £7,500 off the cost of the installation of your system.