

Service: Air Source Heat Pump (ASHP)
Location: Witham



Alan and Doreen benefit from a warmer, budget-friendly home



Doreen and Alan, Moat customers from Witham, Essex



Doreen and Alan are Moat customers and have lived in their home in Witham, Essex since May 2023. Three months later, they upgraded their heating from storage and immersion heaters to an air source heat pump and a new hot water tank. Since then, they have benefited from a warmer, more comfortable home.

Doreen and Alan told us that the installation process was brilliant. Everything was explained to them clearly, including information on the installation process and how the new system would work. Doreen found the workman was “very good, clean, and efficient” and particularly liked that he arranged a follow-up visit just to check how she was getting on with her new heating and hot water system.

Doreen and Alan had issues with their previous storage and immersion heaters, including some wiring issues.

Doreen explains:

“We had storage heaters before which were awful. We moved in in May and got our air source heat pump in August, so we were really pleased.”

The performance of their new heating has been positive, with their home maintaining a warm temperature and coming on regularly in the mornings.

The maintenance of the system has also been easy to manage and trouble-free, and the couple agree that their new heating system will reduce negative impacts on the environment.



Key benefits delivered:

- Cost-effective solution for heating the customer's home.
- Renewable energy system with positive environmental impacts.
- Warmer, more comfortable home for the customer.
- Quick and informative installation.

“We're absolutely delighted with our new heating and noticed a difference in our first weeks of having it put in. Every room is lovely and warm. You can go into the bedroom and the radiators won't be on, but the room will still be warm. It regulates the temperature in the house and works tremendously. We've noticed our bills are a lot different to what we used to pay. We're very happy.”

Alan - Moat customer

Overall, Doreen and Alan's experience has been very positive and they're happy with the new system, feeling warmer and more comfortable in their home. Doreen says:

“The heating isn't on all day, but it regulates itself. If a room gets cold, it will boost itself up. Once it hits that certain level of heat, it switches off, keeping us and the room warm.”

What is an Air Source Heat Pump?

An air source heat pump extracts warmth from the outdoor air. It transfers this renewable heat energy to water and this provides your home with hot water and heating. The self-contained unit only requires electric and water connections.

Save up to
£1,000*
per year

by switching to an air
source heat pump

Source: Energy
Saving Trust



visit: [energysavingtrust.org.uk/
advice/air-source-heat-pumps](https://energysavingtrust.org.uk/advice/air-source-heat-pumps)

Outdoor unit

The outdoor unit is placed outside your home or in your garden. Freely available heat energy from the air is collected by the outdoor unit and used to provide energy to the central heating system to provide heat and hot water.

The hot water cylinder

The hot water cylinder is used to store your hot water as well as containing various heating parts essential to operating your heating system, such as water pumps and safety valves. Your hot water and central heating system are operated by the control panel, which will either be attached to the front of the cylinder or a wall in your home.

Control panel

The advanced room thermostat includes intelligent temperature control to provide efficient, comfortable heating regardless of the season. It's programmable, with holiday mode and simple room control included as standard.

Radiators

The newly installed radiators will not be as hot as your previous radiators/storage heaters but instead will run constantly at a lower temperature. This makes the new system more efficient and safer.

*figure based on July 2024 fuel prices and customers moving from an old electric storage heater.

Did you know... they work similarly to a fridge!

The technology inside an air source heat pump is very similar to that of a domestic fridge - transferring heat from one place to another. The back of your fridge is warm because it is removing heat from the food inside the fridge out into the room.

Your new central heating system should be left on all the time. It's best to leave the system on and running low rather than switching it on and off.

**TOP
TIP!**

