

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



Sharon benefits from a warmer, more comfortable home



Sharon, a Moat customer from Chelmsford, Essex

Sharon is a Moat customer living in Chelmsford and upgraded from a typical storage heater to an air source heat pump (ASHP) in August 2019. Sharon was happy with the installation process as our contractor provided her with a step-by-step explanation at each stage of the work.

Sharon suffers with a bad back which is made worse by the cold. Her storage and immersion heaters were expensive to run and unable to provide adequate heating to support her needs. This was becoming more of an issue in her day-to-day life, with no warmth coming through her heaters in the evenings or first thing in the morning.

Since the installation of her air source heat pump, Sharon has experienced a warmer, more comfortable home. She explained that there was a huge difference compared to her previous storage heaters and that it was easy to maintain a consistent temperature in her home. When asked, Sharon agreed that having a renewable energy system installed has reduced the negative impacts her previous heating system had on the environment.



“ Changing to an air source heat pump has made a huge difference to me. I suffer with a bad back which is made worse by the cold. My old storage heaters were expensive to run and didn't provide adequate heating for my health issues. I'm now very comfortable in my home and it's certainly warmer, 100%. Sharon - Moat customer ”

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.
- Helping with the customer's physical health concerns.
- Quick and informative installation.

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!**

