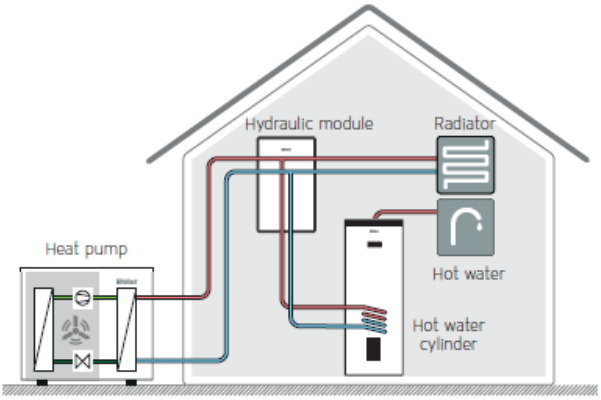
Air Source Heat Pumps

What to Expect?



What is an Air Source Heat Pump?

A heat pump extracts heat from the outside air and converts this into heating and hot water for your home. The outside air is drawn into the heat pump through a ventilator and passed on to a refrigerant via a heat exchanger. The refrigerant absorbs the energy from the outside air, heats up and evaporates. The resulting stem is then compressed to produce further heat.
The stem then heats up the water that runs through your radiators.
The Heat pump is located outside which is very quiet, being no louder than a domestic fridge.

What are the benefits?

Heat pumps use renewable energy with no emissions, so you are lowering your carbon footprint as well as saving money on your energy bills. They are cost-effective and highly efficient, resulting in lower energy bills and reducing repair, replacement and maintenance costs over the system's lifetime.
They are designed to have a higher hot water demand capacity and a very low noise level of 54 dB(A)
Compatible with app-based controls it allows you to control your heating on the go.

What materials are used?

Air source heat pumps require an outdoor unit and no more than three indoor units - a smart control panel, a hot water cylinder, and a hydraulic module. The outdoor unit can be installed on the ground, on a structurally stable balcony, or mounted on an exterior wall. The rest of the system is installed inside your property, usually where your current boiler units are located.
You may also need to have replacement radiators for your heat pump system, but this is dependent upon your retrofit assessment.

Why am I having this done?

We are working with your housing association to support their decarbonisation goals. This means updating homes with more energy-efficient products. This process is called Retrofit.

Is it quite disruptive?

During the installation process, you may experience a temporary lack of heating and hot water for a short time.
We also do our best to keep noise to a minimum and we will always leave your property clean and tidy

What is the installation process?

Step 1 – Assessment

Your property will have undergone a retrofit assessment. This allows the team to come and see your property so they can design your specific Heat Pump System. These will be shown to you before work starts.
Space consideration is very important for the various components of a heat pump as well as making sure you have the right radiators.

Step 2 – Installation booked

An installation date will be agreed upon at your convenience.

Step 3 – On the day: Fitting the inside unit

Our installers will start by positioning the inside unit on an external wall which will be mounted on a bracket. They will drill a hole through the wall and feed the necessary cables and pipes to the outside, where they can be connected to the outdoor unit.

Step 4 – On the day: Fitting the outside unit

The outside unit is secured to the ground using anti-vibration feet or wall mounted outside the property. This is a very quick and easy process.

Step 5 – Connecting and testing

Once both parts of the heat pump are in position, they will be connected together as well as to the rest of your heating system. We will perform a number of checks to make sure everything is working properly and safe to use.

Step 6 – Controls

We will then take you through all the controls and help you set up the app on your phone if required.

How do I care for my Heat pump?

You will be given a full heat pump information pack which you can refer to on how to look after your heat pump as well as how to use it.

We have three easy steps to remember when maintaining your heat pump:

1. Check your heat pump regularly particularly during the winter
2. Do not place or stack items on your heat pump, keep it clear from clutter
3. Annual Service is required and can be completed by LivGreen or other system engineers

Handover Pack

You will be given a full product specification guide upon completion, showing how to use and maintain your new energy-efficient products, and contact details if you have any issues.