

## Clarendon Homes Chooses Mitsubishi Electric For Sustainable Heating Solutions at Miller's Meadow Development

**HEATING | CASE STUDY**



Sandhurst,  
Kent



15  
properties



MELCloud Enabled



15 Ecodan  
units installed

Clarendon Homes, a renowned developer committed to sustainable building practices, has been partnering with Mitsubishi Electric for over a decade. The award-winning house builder provides homes with traditional facades and modern interiors.

Mitsubishi Electric was once again chosen by Clarendon Homes for its Miller's Meadow development in Sandhurst, Kent. Located on the fringes of a small village, this boutique development comprises of 15 properties, showcasing Clarendon's commitment to high specification standards, smart technology, and quality finish. Integral to this is using Mitsubishi Electric's air source heat pumps. The development comprises of semi-detached and detached houses and bungalows.



## The challenge

For this development, Clarendon Homes sought to reduce carbon emissions while also providing comfortable heating and ample hot water needs without compromising quality.

This aligns with Clarendon Homes' commitment and vision for a sustainable and environmentally conscious heating system. The inclusion of Mitsubishi Electric's Ecodan heat pumps is fundamental to achieving this.

## Solution offered by Mitsubishi Electric

Mitsubishi Electric supported Clarendon Homes by providing guidance on the sizing of the heat pump units required in accordance with the layout of the underfloor heating and radiators of each property. This led to the installation of 15 Ecodan R32 heat pumps, along with pre-plumbed cylinders, complemented by FTC6 controllers that are Smart Grid ready.



### What is the FTC6 Controller?

The Ecodan FTC6 controller is Smart Grid ready with the additional built in quiet mode interface. Other features include an improved easy system set up through step by step installation wizard and intelligent room temperature control as standard. It also includes energy monitoring, showing consumed and produced energy.



## The result

All properties in the completed development are equipped with an Ecodan heat pump, ensuring a comfortable and energy efficient experience for homeowners. Each of the heat pumps is MelCloud app enabled. This cloud-based control allows users to effortlessly manage their heat pumps whether they are out or are just lying on their sofa at home from their smartphones, PCs or tablets. Additionally, Mitsubishi Electric can remotely monitor the performance of each heat pump to ensure they are working at their peak. This facilitates the diagnosis and resolution of any issues without the necessity of an on-site engineer visit.

Mitsubishi Electric has certified Clarendon Homes' installation team, recognising them as accredited heat pump installers. This accreditation guarantees that all Clarendon Homes' installations qualify for an extended five-year warranty, providing peace of mind and continuous support from Mitsubishi Electric.

Clarendon Homes values Mitsubishi Electric's 24/7 phone line support, providing essential post-installation assistance. The freephone service, operational beyond regular office hours, brings comfort to both Clarendon Homes and the homeowners. This offering has been the primary factor influencing Clarendon Homes' partnership choice since the early 2010s.

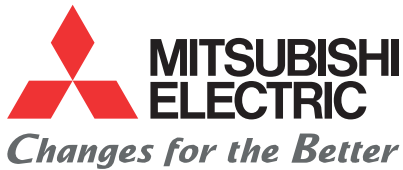
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*We turned to Mitsubishi Electric years ago following the installation of a competitors heat pump. Unfortunately, the support during and after the installation was not what we or our customers required. We researched the Mitsubishi Electric heat pumps and discovered the installation training offered was extensive and that there was a 24 - hour customer support line. We feel the support we received at the beginning has carried on throughout the last 10 years making our partnership one we value and will continue for the foreseeable future.*

**Steve Jarrett, Director  
Clarendon Homes**

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Option 1 - Homeowner

Option 2 - Air Conditioning, Ventilation, Commercial Heating & Modular Chiller Support

Option 3 - Ecodan Installer or Service Provider

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Note: The fuse rating is for guidance only. Please refer to the relevant databook for detailed specification. It is the responsibility of a qualified electrician/electrical engineer to select the correct cable size and fuse rating based on current regulation and site specific conditions. Mitsubishi Electric's air conditioning equipment and heat pump systems contain a fluorinated greenhouse gas, R290 (GWP:3), R410A (GWP:2088), R32 (GWP:675), R407C (GWP:1774), R134a (GWP:1430), R513A (GWP:631), R454B (GWP:466), R1234ze (GWP:7) or R1234yf (GWP:4). \*These GWP values are based on Regulation (EU) No 517/2014 from IPCC 4th edition. In case of Regulation (EU) No.626/2011 from IPCC 3rd edition, these are as follows. R410A (GWP:1975), R32 (GWP:550), R407C (GWP:1650) or R134a (GWP:1300).



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