



Ice Energy helps bring warmth to the Pennines

When Sam and Sue Sykes were looking to replace their oil heating system for a more sustainable form of heating, they chose an Ecodan Air Source Heat Pump fitted by renewable specialist, Ice Energy.

They chose this means of renewable energy in order to reduce their energy consumption and carbon footprint and save money on the rising costs of oil.



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ecodan[®]
Renewable Heating Technology



ABOVE: The 14kW Ecodan unit has been installed underneath the home's veranda.

Living in an off-gas location 1,000 feet up in the Pennines, they are now in the process of applying for their Renewable Heat Incentive (RHI) payments which was opened in 2014.

"We undertook a major refurbishment of our home which included relocating the kitchen, installing internal wall insulation (50%) where possible, plus the installation of solar PV panels and an air source heat pump to replace the oil boiler.

As part of the project we wanted to improve the internal space and reduce energy consumption by using renewable energy sources.

A further consideration for us was the rising price of oil and our dissatisfaction with the peak and trough effect of an oil boiler as well as our overall commitment to CO₂ reduction.

There were also potential economic benefits from the government's Renewable Heating Incentive scheme."

With their property situated within the Peak District National Park, there were no permitted development rights so the location of the air source heat pump was subject to planning limitations and had to be hidden beneath a veranda.

Therefore, frequent communications between Ice Energy, Mitsubishi Electric and their planners ensured there was technical compliance with the clearances.

"We used conventional radiators because the solid floors and low ceilings couldn't accommodate underfloor heating.

In the end, installation of the air source heat pump was straight forward, although the couple did have some issues aligning the work of the domestic plumbing team with the commissioning of the heat pump.



ABOVE: Ecodan is available in a range of different sizes to suit almost any property in the UK that has the appropriate levels of thermal insulation.

Sam and Sue have since been adapting to living with an air source heat pump and so far Sam has found it brilliant.

"My wife was a reluctant convert who thought the equipment looked like an old fridge abandoned on the drive and didn't believe it could work. She is now an advocate".

The Sykes quickly got to grips with the intelligent controls, discovering that little work was required because the Ecodan Air Source Heat Pump is a leave alone system that looks after itself.

"We have survived three winters including 2010 -11 when there was a period of -10°C for 10 days with a record low of -18°C.

The air source heat pump worked hard but kept the house warm at an even temperature of 19°C."

For back up heating the Sykes also have 2 wood burning stoves in different rooms of the house, providing a focal point during the winter.

However, the benefits of air source heat pumps have far exceeded their expectations.

"For us one of the main benefits of an air source heat pump is a far better quality of heat and the overall comfort within the house. Then there are the cost savings, low maintenance and reliability.

When we did have a couple of minor issues, both were quickly and effectively remedied by Ice Energy and Mitsubishi Electric.

"Ice Energy have always been easy to contact, good at returning phone calls and getting the right person with appropriate knowledge / authority on the phone. They have been very efficient in dealing with issues - and friendly.

With the addition of the Domestic RHI the Sykes are looking forward to more benefits once their application has been processed.

Until then, they are pleased with their Ecodan and with Ice Energy, who they found after extensive research and testimonies from trusted sources.

"They have been very efficient in dealing with issues - and friendly. We would definitely recommend them and already have several times."

To find out how you could benefit from heat pumps and the Renewable Heat Incentive call Ice Energy free on 0808 145 2340 or visit www.iceenergy.co.uk

Installation Summary

Property type:
Detached farmhouse built c1880 with
Solid stone walls in Yorkshire Pennines

Product installed:
14kW Mitsubishi Ecodan Air Source
Heat Pump / 2.03kW solar PV system

Distribution system:
Conventional radiators

Installation date:
June 2010

Previous heating system:
Oil boiler

Cost saving:
Total energy costs reduced by
approximately a third.



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Certificate Number: MCS 1 P0002
Product Type: Heat Pumps
Product Reference:
PUHZ-W1001HA-BSL, PUHZ-W1001HA2-BSL
PUHZ-W1102HA-BSL, PUHZ-W1102HA2-BSL
PUHZ-SW4001HA, PUHZ-SW7501HA, PUHZ-SW1200HA,
CAW-P5520YA-HPB

