MITSUBISHI ELECTRIC

There's an Ecodan *for every home*



Renewable home heating *Naturally*

The countdown to end the use of fossil fuels for home heating has begun.

Switch from gas, oil, or LPG to an Ecodan air source heat pump – the energy-efficient and renewable home heating solution.

Powered by electricity, heat pumps are a proven and trusted technology worldwide. They are widely recognised as one of the most effective technologies for decarbonising home heating, reducing greenhouse gas emissions, and helping the UK reach net zero.





The Energy Saving Trust suggests that switching to an air source heat pump can achieve a

70%

reduction in carbon emissions compared to a traditional gas boiler.





Made in Britain, to British standards for British homes

MITSUBISHI ELECTRIC FACTORY – SCOTLAND

Mitsubishi Electric has been a UK leader in renewable home heating systems for over 15 years and is the UK's biggest manufacturer of renewable products.

Ecodan air source heat pumps are designed for UK homes to meet the latest legislation and regulations and are manufactured at our Scottish factory to the highest quality standards.

Mitsubishi Electric places sustainability at the heart of our business.

Our focus is on providing products that lower energy use, reduce carbon emissions and help make the best use of renewable technologies.

Explore our factory with George Clarke

George Clarke Ecodan Brand Ambassador

TV presenter, architect, lecturer and writer, George Clarke is a passionate advocate of design excellence and high levels of quality in the construction industry.

"The way we design, build, heat and power our homes needs to change, and change quickly, and renewable heating is an important part of our future. I'm therefore delighted to associate myself with Ecodan, the market-leading brand of heat pumps built here in the UK, which can lower emissions for any home."

Find out more from George and his take on all things Ecodan



How a typical Ecodan system works

Installing an Ecodan air source heat pump system in your home to provide low cost, renewable heating and hot water all year round is as easy as 1, 2, 3...



George Clarke's introduction to heat pumps

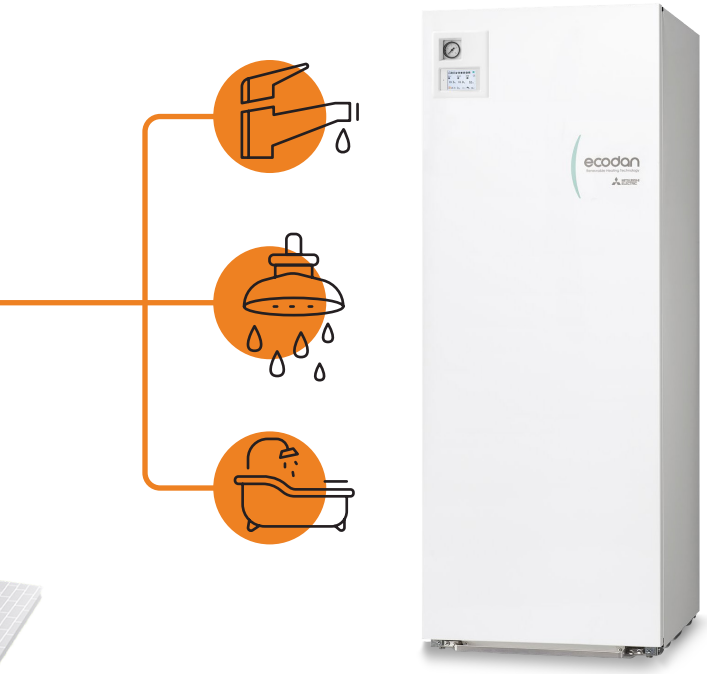


1

Outdoor Unit

Only requiring electricity and water connections, the ultra quiet, low maintenance Ecodan outdoor unit is easy to install and can be situated discreetly outside your home, such as in your garden.

Ecodan upgrades freely available heat energy from the air and transfers it to the home to provide hot water and heating for radiators and / or underfloor heating.



2

Hot Water Cylinder

The Ecodan outdoor unit provides your home with a continuous supply of hot water via a dedicated hot water cylinder.

These cylinders are specifically designed to integrate with the outdoor unit and offer optimum performance and faster heat up times through the use of advanced plate heat exchanger technology.



3

Energy Efficient Control

In the Home – Ecodan's advanced **wireless controller** includes intelligent temperature control to provide efficient, comfortable heating regardless of the season. Fully programmable, holiday mode and simple room control all come as standard.

Away from home – If you're on the move, control your home's heating and hot water from your smartphone, tablet or computer via the internet with Mitsubishi Electric's **MELCloud Home App**.

MEL HOME

MELCloud HOME

Effortless control – wherever you are

Enjoy full control and support of your home heating and hot water effortlessly from your smartphone, tablet, or computer via our MELCloud Home App.

MELCloud Home App.

- → Set your perfect temperature
- → Prioritise hot water
- → Switch your Ecodan on/off remotely
- → Set holiday mode
- → Monitor your energy usage
- → Remote diagnostics
- → Engineer support

You can monitor and control the main features of your Ecodan with your voice using an Amazon Alexa.



amazon alexa



And...relax



Our trusted Partners

PARTNER Programme

We recommend you select a Mitsubishi Electric Heating Accredited Installer or Heating Business Solutions Partner from our nationwide network Partner Programme. We train all of our Partners so they understand our technology. They will work with you to design the optimum Ecodan heating solution for your home, carry out the installation, and commission your system so that it runs at its highest efficiency.

MITSUBISHI ELECTRIC
Accredited Installer

MITSUBISHI ELECTRIC
Accredited Installer

Mitsubishi Electric Partners must:

- → Be financially solvent
- → Adhere to Mitsubishi Electric's Corporate Social Responsibility and health and safety policies
- → Share Mitsubishi Electric's philosophy, integrity and high standards

By using a Mitsubishi Electric Partners, be assured of:

- → A high level of technical expertise
- → High standards of after-sales service and support
- → Up to 7 years warranty (option to purchase an extended warranty)

Find your nearest Mitsubishi Electric Partners.

We've got you covered all year round. From just 0.63p a day*

We advise regular servicing, not only to comply with our warranty conditions, but to maximise an Ecodan's performance, maintain efficiency, and improve its lifespan.

Our Service and Maintenance Plans provide complete peace of mind that your heating system will be professionally maintained and, in the unlikely event of a fault, quickly repaired by an Ecodan expert engineer.

Find out more about our Ecodan Service and Maintenance plans at ecodan.me.uk/3diamond

We offer three levels of cover



Heat pump



Controls

Heat Pump Service Only £237*

- Yearly service of heat pump unit, including controls
- Yearly service report issued by engineer

"Promptly diagnosed and sorted Air Source Heat Pump. Extremely polite and helpful. Went above and beyond to fix."

Review from Scotland

"Phil saved the day, stressless experience from Mitsubishi Electric and perfect service from Phil."

Review from Midlands

"Mitsubishi Electric carried out our annual service on our heat pump today, tremendously helpful and very professional."

Review from South England



*Based on a new customer Heat Pump Service Only plan. Terms and conditions apply. See website for more details.



Heat pump

+



Hot water cylinder

+



Controls

Yearly System Service

*

£323

- Yearly system service; heat pump, hot water cylinder and controls
- Full system health check and engineer report including recommendations to improve system performance
- Priority call-out for repairs
- Discount on parts and labour for repair works

3 Diamond Cover

**

£497

- Yearly system service; heat pump, hot water cylinder and controls
- Full system health check and engineer report including recommendations to improve system performance
- Priority call-out for repairs
- Parts and labour included for repair works
- 1 free call-out per year
- Dedicated time with engineer for tailored advice
- Personal scheduled reminder
- Savings of up to £135 when compared to a yearly system service and customer call-out

* Per year

** Based on 1 year warranty. Ecodan Heat Pump under 1 year old. Scan the QR code to review the terms and conditions.



Get up to £9,000

grant towards the cost of installing a heat pump

Support to help you switch

Data collected by the National Audit Office (NAO Report) found that, in 2023, the average heat pump installation cost was £11,287.

That means that on average heat pump owners were paying £3,787 for a new install, after taking the Boiler Upgrade Scheme or The Home Energy Scotland Grant into account.

The UK and Scottish governments offer financial support to encourage homeowners to install low-carbon heating systems, such as heat pumps.

The Boiler Upgrade Scheme

The Boiler Upgrade Scheme (BUS) is a UK Government initiative that gives homeowners a one-off grant payment of up to £7,500* towards the cost of installing a heat pump, or up to £9,000 for homes currently heated by oil or LPG with off-gas grid status (from 21 July 2026).

The Boiler Upgrade Scheme is an installer-led scheme. This means that your installer will apply for the grant on your behalf. The value of the grant will be taken off the final price you pay.

The Home Energy Scotland Grant & Loan

Scottish homeowners can receive a maximum of £15,000*.

Grant information if you live in England or Wales

Grant information if you live in Scotland.

*Terms and conditions apply.

Ready to make the switch?

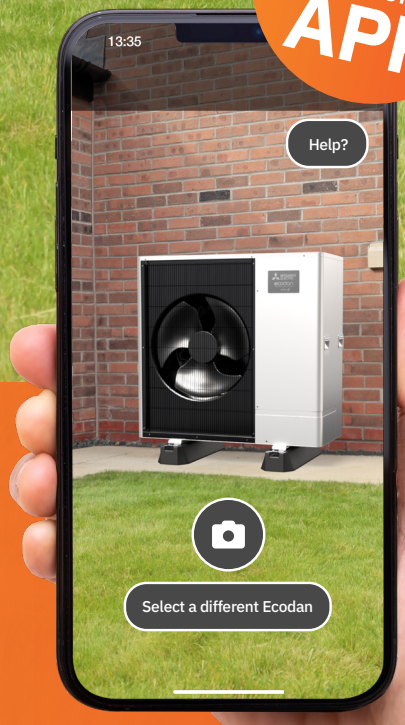
Find your heat pump solution and local Accredited Installer using our online tool.

Our online Ecodan Selection Tool helps you discover the benefits of an energy-efficient, renewable heating solution for your home. Our personalised comparison tool predicts your energy use, running costs and carbon emission savings over time, helping you to make a fully informed decision. It also finds your local Mitsubishi Electric Accredited Installer, who are trained by us to help choose the right system for your needs so that it runs at its highest efficiency.

Scan the QR code



SEE MY MITSUBISHI ELECTRIC APP



Our NEW augmented reality app shows you how an Ecodan will look outside your home.

Scan the QR code to download it now.

ecodan

Download on the App Store

GET IT ON Google Play

Two families enjoy the benefits of retrofit installations

A family recommendation enables two generations to benefit from energy-efficient heating. Norfolk homeowners Gloria and her daughter, Emma, installed 8.5kW and 5.0kW Ecodans.

Gloria and her husband, Les, live in a four-bedroom house in Norfolk in an off-mains gas area. They relied on a 2,700-litre oil tank, refilling it every 18 months. With rising oil prices and a failing boiler, they opted for an Ecodan air source heat pump. The new system works with their existing pipework, providing efficient heating with new radiators for even distribution. No longer needing their wood-burning stove for additional heating, Gloria and Les have ended their reliance on fossil fuels.

Inspired by her parents' experience, their daughter Emma also switched from oil to Ecodan, benefiting from a reduction in their energy bills.

Installation summary

Emma: 5.0kW R32 Ecodan

Gloria: 8.5kW Ultra Quiet Ecodan

Third party cylinders

The heating system delivers heating via radiators.

Watch the full case study with George Clarke

"We've got a young daughter, so she's passionate already, even at seven, about the environment. For us, it's about making that greener choice for future generations."

Emma





Mid-19th-Century cottage receives energy-efficient Ecodan retrofit

Installation summary

8.5kW Ultra Quiet Ecodan air source heat pump

Third party cylinders

The heating system delivers heating via radiators.

Mick and Sally, from Hertfordshire, replaced their inefficient electric boiler with an 8.5kW Ecodan air source heat pump to cut energy costs and reduce their carbon footprint.

Struggling to heat their home following a kitchen extension, Mick and Sally faced rising costs due to their old and inefficient electric boiler, forcing them to use their log burner daily.

Seeking a more efficient system, they replaced the old boiler with an Ecodan, which required only minor radiator upgrades for a seamless retrofit installation.

The Ecodan system, with its two heating zones and easy-to-use controls, has made their home not only warmer but also more energy-efficient. With the MECloud app, Mick can now control the heating remotely, providing flexibility and convenience.

Watch the full case study with George Clarke

"Since we've had the air source heat pump installed, we're now operating at about 40% less electricity than we were using before."

Mick





Here are a few of our FAQ to get you started...

Is an air source heat pump right for you?

After seeing the many benefits that heat pumps can bring to your property, you may be wondering if there are any considerations that make these units more suitable to specific properties than others. Here are a few things you need to consider when deciding on if an air source heat pump is right for your home:

Outdoor Space - With most units coming in at less than 1100mm in height and width and a depth of under 500mm, you don't need a huge amount of outdoor space to comfortably accommodate an air source heat pump.

Is Your Home Insulated? - We'd recommend that your home is fully insulated as a first port of call, then consider installing an air source heat pump to heat your home.

How can I purchase an air source heat pump?

Ready to start your journey toward renewable heating? To get started, simply visit our HVAC installer page, where you can easily find an installer in your area.

If you have any more questions about air source heat pumps, then we'd encourage you to check out our handy heat pump FAQs, which has a wealth of information you may find useful.





Cost of air source heat pump installation

The cost of installing an air source heat pump does vary based on the size of the system being installed, but data collected by the National Audit Office (NAO Report) found that, in 2023, the average heat pump installation cost was £11,287. That means that on average heat pump owners were paying £3,787 for a new install, after taking the Boiler Upgrade Scheme or The Home Energy Scotland Grant into account.

Further reports published by Eunomia (on behalf of UK Gov) give more detail around average cost based on property size, the findings in the report show that a fully installed heat pump requiring upgrades to the radiators are typically in the region shown in the below table.

Property Size	1 – 2 Bed	3 – 4 Bed	5 – 6 Bed
Typical Cost	£8,000	£12,100	£16,700

Table 1
Typical cost of heat pump installation with radiator upgrades

Typical costs reduce in scenarios were there is no need to upgrade the radiators, as shown in the table below.

Property Size	1 – 2 Bed	3 – 4 Bed	5 – 6 Bed
Typical Cost	£6,800	£10,200	£14,200

Table 2
Typical cost of heat pump installation without radiator upgrades

Remember both Table 1 and 2 above represent costs without the governments Boiler Upgrade Scheme or The Home Energy Scotland Grant, of £7,500.

To get a better idea of the installation cost for your home, we would recommend calling out a Mitsubishi Electric's accredited installer, who will be able to assess your property through running a heat loss calculation and recommending the most appropriate heat pump solution for your requirements.

Still have more questions?
No problem, visit our FAQ's page on our website.

Here's what some of our customers think...

Ann Lloyd ★★★★★

Phil and Mark came on time were efficient, polite and considerate. They sorted the problem quickly, gave good advice tested the system to ensure there would be no problems going forward. **Amazing service on the day.**

Paul ★★★★★

Paul has just completed the inspection and service - **highly recommend and full of good ideas to get the best out of the system** and was more than happy to talk us through the controls (several times) - overall a great experience and top service.

Mr Hedges ★★★★★

The kit is first class - heat pumps can be over or undersized for people's homes. Ours is just right and has been set up to suit the way we use our home. Heat pumps get a poor reputation which isn't deserved. **I signed up for the 3 Diamond cover and all of our four services have been absolutely fine.** The staff in Manchester (Angela in particular) are great and we've had Phil from Usk to carry out our service for the last 2 years and he's great.

Richard Gaze ★★★★★

Phil came and serviced the heat pump - he's done it for the last few years and it's great to have that continuity of engineer. Though all their engineers over the years have been great. He has identified something that may become an issue and told me what to do if it does and if not we have a plan for next year. **Proactive and always helpful. The back office folk have always been helpful and have accommodated my requirements on days to visit.**

Steve Drurey ★★★★★

We recently signed up to join the 3 Diamond cover plan. The whole process was very smooth and straightforward. Today Phil, the engineer, turned up to do the initial assessment and service. What a thoroughly pleasant and professional bloke. Nothing was too much trouble and all our questions were answered. **A 5 star performance all round.**

"Perfect service"

Nikola Golakov ★★★★★

L Tokarzewski ★★★★★

Great customer service from Charlene, (office admin) and Paul (service engineer). Both Charlene (who emailed and phoned to remind me that the heat pump and system was due for a service, when I had forgotten) and Paul, (the engineer on the day of the service) were pleasant, polite and professional. Paul alerted us to a component that needed replacing Our heat pump and hot water system is functioning perfectly now. We have signed up for Mitsubishi's 3-Diamond Maintenance cover, giving us total peace-of-mind, especially as Winter will soon be upon us.
I highly recommend ECODAN/Mitsubishi Electric UK.

Trustpilot

"Excellent"

Mrs Jackie Smith

Dean is our regular service engineer, he's courteous, friendly always happy to explain the system if we have any questions and very thorough, leaves no mess even cleaned up the outside unit when he was here cos it was dingy after all the recent wet weather. Really recommend him and Mitsubishi **we are so pleased with our air source heat pump.**

A Walls

Just had our routine heat pump service carried out by the engineer. It was arranged by Lynsey at relatively short notice which suited us. Lynsey was extremely professional and pleasant and explained everything fully. Robert carried out the service and was polite, courteous and also explained everything fully. **Both Robert and Lynsey are a credit to the company.**

"Mitsubishi customer service is the best I've ever come across"

Mr Andrew Sharpe

Natalia James

I just had my annual air pump service carried by Chris (Mitsubishi engineer). **He was very thorough and knowledgeable, explained all details and answered all my questions.** A great asset to the Mitsubishi company. details and answered all my questions. A great asset to the Mitsubishi company.

Mr Norman Savigar

Successful annual service. Arrived at notified time. **Was courteous and respectful of our property.** Completed the annual service in efficient manner. No issues.

Gemma Warburton

Had our first service by Joe this week. We have recently moved into the property and never owned a heat pump system before. **Joe was very friendly and explained things clearly. He got on with his job with ease.** He gave the unit a good clean and gave us lots of good advice. Courtesy call received to say he was on his way was a nice touch too.

Paul Chambers

Robert called prior to arrival to confirm time. Went about his work thoroughly and efficiently. Answered all my queries succinctly and clarified what I wanted to know. **Excellent.**

"Superb service"

Linda

Stay in the loop

Visit our Ecodan Home Portal dedicated to sharing invaluable guidance for a seamless start with a new Ecodan.

→ How to get started with your heat pump

→ Connect your Ecodan heat pump to MELCloud

→ Homeowner support via MELCloud

→ Helpful tips and heat pump FAQ's

Join our community for expert advice and tips on social media. Follow us using the links below to stay connected.



MITSUBISHI ELECTRIC
Changes for the Better

Ecodan home specialist team: **0161 866 6064**
email: **ecodan.service@meuk.mee.com**
web: **ecodan.me.uk/homeportal**

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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, 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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