

Case Study

Hospice focuses on sustainable comfort

The extension and refurbishment of an existing building has given East Cheshire Hospice the perfect opportunity to increase comfort levels for its patients, staff and visitors.



East Cheshire Hospice is committed to delivering, high-quality palliative care that respects the dignity of every individual and provides exceptional support to patients and to those closest to them.



At the same time, sustainability and cost-effectiveness are important for the registered charity, which relies on donations for almost 80% of its day-to-day funding. The hospice has been caring for people in Buxton, Congleton, High Legh, High Peak, Knutsford, Macclesfield, Poynton, Wilmslow, and everywhere in between since 1988.

The refurbishment work allowed the management team to review heating and cooling across their estate and led to the decision to install air conditioning in six of the rooms as the most efficient way to keep both guests, their families and colleagues comfortable.

“When we were looking at the options, we were offered the MSZ-RZ units, which offer heating and cooling and fits our need for sustainability,” explained Michelle Walker-Brown, Head of Facilities and Hospitality at the Charity. “At the same time, the hospice is reliant on charitable donations, so managing energy costs is something we monitor very closely, and these air conditioning units have automatic features to help us avoid waste.”



In a busy hospice environment, lights and equipment can often be left on unintentionally, increasing energy consumption.



The MSZ-RZ wall-mounted indoor unit has built in 3D i-See sensors, which monitor the room to detect occupancy and optimise temperature distribution and airflow. The sensors can also 'see' when the room is empty and shut down the system, helping the charity to avoid waste and minimise running costs.

The indoor units come with Mitsubishi Electric's unique Plasma Quad-Plus filter, which removes bacteria, allergens, PM2.5 particulates and neutralises viruses, which is so important in a hospice environment.

The six systems were installed by Hewitt's Refrigeration Ltd, which operates throughout Greater Manchester and the north-west, with Director Brett Hewitt commenting how easily the indoor units were to install and connect to the outdoor units on the roof above the client rooms.

"I've been fully supported with Mitsubishi Electric training as these new units use R290 refrigerant, which is still quite new to the industry," said Brett Hewitt. "We managed to install everything in a few days and worked around vacant rooms and the Hospice's guests so we could keep disruption to an absolute minimum".



The MSZ-RZ utilises R290 refrigerant, which has an ultra-low global warming potential (GWP) of just 0.02, yet is still able to offer a high heating performance efficiency in low outdoor temperatures.



The use of R290 helps reduce the environmental impact of the system to support the Hospice sustainability and CSR targets. A built-in wi-fi interface also allows the hospice staff to remotely control and monitor each individual unit.

"I have been really impressed with the new R290 Wall Mounts and have also installed them on my last few projects," added Brett.

With its compact, stylish design, quiet operation and enhanced comfort features, the MSZ-RZ range has proven to be the perfect choice for the hospice.

Michelle Walker-Brown has confirmed they are already looking at the best time to install additional units to other parts of the building, as East Cheshire Hospice is working towards its net zero target for 2032, and the performance and efficiency of these products align well with these long-term goals.

"We pride ourselves on delivering compassionate care in a warm and welcoming place where everyone is treated with dignity, kindness and respect," adds Michelle Walker-Brown.

You can find out more about the important work of East Cheshire Hospice and how you can donate by visiting: eastcheshirehospice.org.uk



Installation Summary

Outdoor / Indoor Units:

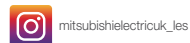
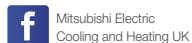
- 6 x MUZ-RZ-VU M Series R290 outdoor units (2.5kW and 3.5kW)
- 6 x MSZ-RZ-VU M Series R290 wall-mounted air conditioning units
 - Built-in wi-fi interface
 - Built-in Plasma Quad-Plus filter
 - Automatic 3D i-see sensor



Mseries **R290**



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Note: The fuse rating is for guidance only and 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), R515B (GWP:292), R454C (GWP:148), R1234ze (GWP:7) or R1234yf (GWP:4). *These GWP values are based on Regulation (EU) No 517/2014 from IPCC 4th edition. Mitsubishi Electric's air conditioning equipment and heat pump systems contain a hydrocarbon, R290 (GWP:0.02). *These GWP values are based on IPCC 6th edition.

Effective as of April 2026

