

CASE STUDY: RETROFIT GROUND SOURCE HEAT PUMP & UNDERFLOOR HEATING INSTALL IN EAST SUSSEX

In July 2012, East Sussex residents Jason & Mel Lundin had their Ground Source Heat Pump commissioned as part of a retrofit project of their detached timber-framed home. One year on the Lundin's are enjoying trouble-free heating from their heat pump which distributes heat around their home via a combination of radiators and an Ice Energy underfloor heating system.

What prompted you to investigate heat pumps?

"Rising fuel costs and the impact on the planet. Grant schemes helped but we honestly do have a desire to go 'off-grid' if possible."

How did you find the installation process?

"Ice Energy were very professional and informative, bearing with us during the long process of retrofitting the house which took place between September 2011 and June 2012."

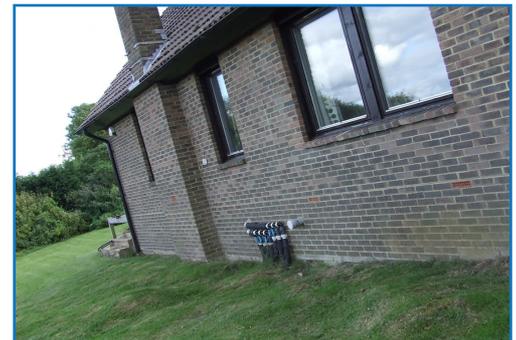
"The ground loop for the heat pump is buried in 3 trenches of approximately 20 metres in length. As part of the retrofit we installed an Ice Energy underfloor heating system on the ground floor with radiators upstairs."

What has it been like living with your heat pump?

"Very easy. We've had no problem at all with the heat pump and we are very happy with it. We've done a bit of fine tuning and have had to phone for advice once or twice but as a general rule it has run itself."

What would you say are the benefits of heat pumps?

"I have more peace of mind that we are not drawing so heavily on non-renewable sources which does worry me. I know there is very little that can break so I think that is also reassuring. Obviously the cost savings are a Brucey bonus!"



KEY FACTS

Property type:
Detached timber-frame house
originally built in 1985

Installation date:
Commissioned July 2012

Product installed:
E9 HT Plus ground source heat
pump 3 x 20m trenches house
'Slinky' ground loop

Distribution system:
Underfloor heating and radiators

Previous heating system:
Electric radiators

Why did you choose Ice Energy as your heat pump provider?

"Ice Energy were most friendly, informative and weren't a hard sell. Also, friends of ours had used Ice Energy and had a very positive experience."

What has the service been like from Ice Energy and would you recommend to others?

"The service we have had from Ice Energy has been outstanding. Theirs is a good product and as I say, they have always provided very, very good service. The Ice Energy staff have always been very helpful, very knowledgeable and have always got back to us."

To find out how you can benefit from heat pumps call free today on

0808 145 2340 or visit
www.iceenergy.co.uk

