

AIR SOURCE HEAT PUMPS FAQ

Got more questions about air source heat pumps? You should find all the answers below. If you can't, give our Green Energy Team a call on 0800 404 7434*.

What are air source heat pumps?

Air source heat pumps provide heat and hot water, and are a low carbon emitting alternative to a traditional gas or oil boiler. They can help reduce your heating and water heating costs.

They work in a similar way to domestic fridges, which transfer heat from one place to another. (The back of your fridge is warm because it is moving heat from the inside of the fridge out into the room.) Air source heat pumps work in reverse – they remove warmth from the air outside (even in temperatures as low as -20°C) and transfer it inside to heat radiators and to provide hot water.

Can an air source heat pump provide all a home's heat and hot water?

Yes. You just need to make sure that it's the right size to deliver the central heating and hot water that you need in your home.

Is there a difference in warmth levels compared to traditional gas boilers?

Air source heat pumps provide a gentler, more consistent heat within the home. With gas boiler systems you can experience pulses of high temperature. Your central heating and radiator controls work in exactly the same way for both systems.

Do air source heat pumps need a gas supply?

No, air source heat pumps run on electricity.

Do air source heat pumps need a lot of maintenance?

Air source heat pumps don't need much long term maintenance, as they come as factory sealed units, similar to your domestic fridge. We suggest that your air source heat pump is inspected and cleaned annually, clearing any build up of leaves or debris from behind the unit and washing the coil too

Do air source heat pumps work at extreme temperatures?

Yes they can continue to work at temperatures as low as -20°C. However, the output from the air source heat pump will gradually start to fall at sub zero temperatures. This is not a problem because, if the system has been correctly designed, this will be taken into account. And as the average UK winter temperature is between 2°C to -7°C they are ideal for our weather conditions.

Are air source heat pumps a renewable technology?

Yes, they're classed as that in the recent Climate Change and Sustainable Energy Act.

How do they help reduce carbon emissions?

Air source heat pumps can help reduce carbon emissions as they are on average up to 350% more efficient than the best efficient condensing gas boiler available, which is only 93% efficient.

Because of their higher efficiency, air source heat pumps emit far less carbon dioxide.

How do air source heat pumps differ from ground source heat pumps?

While air source heat pumps collect thermal energy from the air, which is renewed daily by the sun, their ground source equivalents draw on energy that's been absorbed and stored in the earth.

Is my home suitable for an air source heat pump?

Air source heat pumps are suitable for the majority of existing houses, as well as new build homes as long as they are already, or can be, insulated to a reasonable level.

For the highest level of efficiency, you should have cavity wall and loft insulation installed. You'll also need a small amount of outside space for the unit to be fitted.

How long do they take to install?

Usually less than two days, subject to site survey.

Are grants available to buy air source heat pumps?

The government has various grant schemes that could help you pay for your air source heat pumps. Our Green Energy Team will be more than happy to provide you with information on what's available. Call them on 0800 404 7434* for free help and advice.

Do air source heat pumps require planning permission?

You should get planning permission before going ahead. To find out more, please call our Green Energy Team on 0800 404 7434*.

Don't forget to call our Green Energy Team on 0800 404 7434 *, so you can start generating your own energy.

*Calls may be monitored and recorded as part of our customer care programme. Calls to '0800' numbers are free from BT landlines; other network operators may charge for these calls.