

Key Services Provided

- ✓ Bespoke heat pump design specifically for each property type
- ✓ Design, supply and commissioning service with full MCS accreditation
- ✓ Training for your heating contractor, or access to our nationwide installer network
- ✓ Handover pack with the necessary certificates and instructions for the end user
- ✓ Lifetime technical support and ongoing service & maintenance contracts for the end user

Bespoke Heat Pump Design

We understand that switching from traditional heating to heat pumps represents a big change for housebuilders. We also understand that when you make that switch, you want to be confident that the system will perform for the homeowner. For every heat pump that we design and supply, we complete a thorough room-by-room heat loss assessment. This design enables us to specify the required heat pump for each property, as well as designing the distribution system and producing detailed installation schematics, all of which are essential for the efficient operation of the heat pump.

Lifetime Support

As part of our heat pump package, the homeowner will benefit from lifetime technical support, a minimum 5 year parts and labour warranty on all the heat pumps we supply, and of course we take full design liability. Furthermore, we offer ongoing service and maintenance contracts, fulfilled through our own employed engineers, enabling us to continue to maintain the heat pump into the future.

Our MCS Package

Alto Energy's MCS umbrella scheme is designed to enable you to carry on using your preferred plumbing and heating contractor and still receive our full suite of certificates. There are many benefits of our certification package including; an uplift in your SAP calculations; formal recognition from NHBC and LABC; Building Control certificate provide specifically for the heat pump installation.

Heat Pumps Made Easy

Our aim is to make installing heat pumps the obvious choice for your project.

All we need from you to get the ball rolling with a project is a set of plans. From there we'll be able to provide you with an equipment specification right away.

WHAT WE PROVIDE

- A package price for design, supply, commissioning and MCS certification
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- An optional quotation for a bespoke underfloor heating solution, should you require it
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- Heat loss calculations in accordance with MIS-3005
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- Detailed performance estimate
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- Room-by-Room Radiator / UFH schedule
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- Ground loop sizing (if applicable)
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- Plant schematic
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- Lifetime telephone technical support for the homeowner
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- Free heat pump installation training for your preferred contractor
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- Access to our nationwide network of partner installers
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- Inspection and commissioning by a local, in-house engineer
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- Full handover pack including MCS certificate, Building Regulations certificate, user manual and technical documentation.
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- Minimum 5 year parts and labour warranty
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- Full design liability and professional indemnity
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- Ongoing technical support, service & maintenance for the end user

