



ALFEA A.I.

HOME GROUP CASE STUDY



LOCATION:

COCKFIELD, COUNTY
DURHAM

BUILDING TYPE:

THREE-BEDROOM
SEMI-DETACHED HOME

**RUNNING COSTS:
DOWN BY**

32%

INSTALLATION TIME:

TWO DAYS

CARBON SAVING:

>52%

THE PROBLEM

Home Group is one of Britain's biggest housing associations, with more than 55,000 homes in hundreds of communities, almost 3,000 of which are off-gas.

Home Group is working to improve the energy efficiency of its homes, to reduce its carbon emissions and lower the risk of fuel poverty for its customers.

Installing heat pumps in both new and existing properties has been a key part of that strategy and Home Group.

Its engineers also reported commissioning heat pumps was tricky, and households complained that their new systems weren't easy to understand and operate.

THE SOLUTION

In 2020, Home Group was renovating a property in the village of Cockfield, County Durham, which was previously heated using an outdated solid fuel system powered by coal.

A heat pump was the ideal solution for the 1930s semi-detached, three-bed property, but supply issues were threatening to hold the project up.

With a family of six ready to move in, Home Group turned to Ideal Heating to get things moving.

An engineer completed a survey of the property, which calculated the amount of heat required, including the size of radiators and hot water cylinder needed, and where all the equipment would be installed.

The Ideal design team cross-checked and approved the survey, which identified the Ideal Alfea 10kW air source heat pump as the best solution.

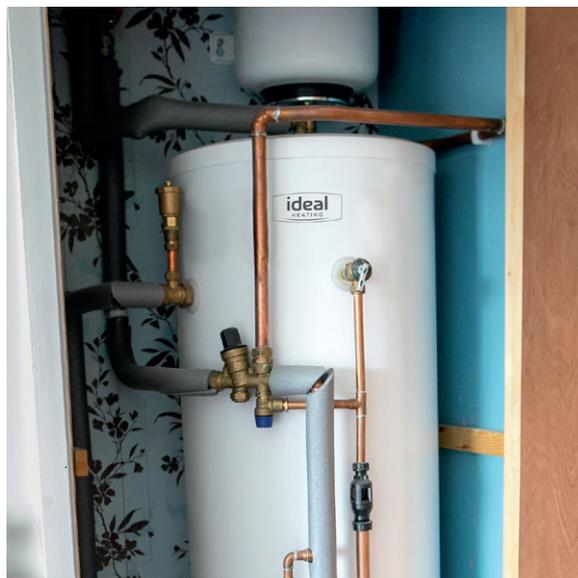
With a plan in place, a Home Group engineer and their apprentice installed the new heat pump and a slimline domestic hot water (DHW) cylinder in just two days, complete with a new control.

Switching to the Ideal Alfea 10kW also helped simplify the commissioning process for the engineer, which Home Group found was a far easier process than with other suppliers.

Their engineer was able to test the new system, set it up to optimise performance and sign it off, safe in the knowledge that they could call on one of Ideal's 140 mobile engineers for support if needed.

Operating the Ideal Alfea 10kW heat pump was also far more straightforward for the end user than other models previously installed across Home Group's housing stock.

The Ideal Alfea 10kW thermostat control has been designed to be as clear as possible for users, with simple controls to keep homes warm and comfortable.



THE RESULTS

The Ideal Alfea 10kW air source heat pump supplied by Ideal Heating has now been in place for more than six months.

Annual running costs are almost £350 less than a comparable new, efficient oil-fired central heating system, and CO2 emissions are more than 52% lower.

The heat pump kept the house warm (21°C) throughout the coldest winter in a decade, and the DHW cylinder continues to meet the hot water needs of the whole family.

Home Group has been so impressed with the results that it plans to partner with Ideal Heating as it continues to roll out heat pumps across its portfolio over the next year.

Key to this decision was the ease and speed at which Ideal systems can be commissioned, and the help available for engineers and end users via Ideal's technical support and customer service teams.

