

CASE STUDY

Mr & Mrs Levene

Mitsubishi Ecodan
Air Source Heat Pump (ASHP)

Project Overview

We completed an installation for Judith & Simon Levene after they discovered our services at a Renewable Energy event in Inverness. A year later, we reached out to check in on how their ASHP system was performing!

The Levenes' Air Source Heat Pump was installed in September 2020. The initial event meeting provided valuable information, and a follow-up visit to our office helped provide a demonstration of an ASHP in action. The survey was scheduled at their convenience, and a quote followed.



Despite installation being due to lockdown, we made sure to keep our clients informed throughout the process. Installation began with the removal of the oil boiler and the installation of a fully insulated 'lean-to' for the hot water cylinder. The system was then fitted, with our team taking care to respect the property.

The installation started on the Monday and was completed by the end of the week with all waste promptly removed. A minor concern from The Levenes regarding uncertainty over the temperature controls was quickly addressed, and the system was adjusted by an engineer. A small issue that arose with the 'lean-to' was also resolved swiftly. The project was managed efficiently, prioritising clear communication throughout and ensuring everything went smoothly including aftercare and setting up the ongoing service contract.

"We have just gone through one of the coldest winter spells in recent times and can honestly say that we have never been so warm and toasty. The system has exceeded our hopes and we are really delighted with it. Everyone who dealt with us was excellent and provided friendly professional service. Thank you to all."

- Judith & Simon Levene

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