

Heating Hot water Renewables

Heat pumps in Scotland

Common FAQ's answered



Installing a heat pump

Replacing a fossil-fuelled boiler or direct electric heating system with a heat pump is a considered purchase.

Some key points to think about are:

- Have I reduced the heat escaping my home as much as reasonably possible?
- Has the cavity wall been filled (if applicable)?
- Has loft insulation been completed to a high standard?
- Are my windows double or triple glazed?

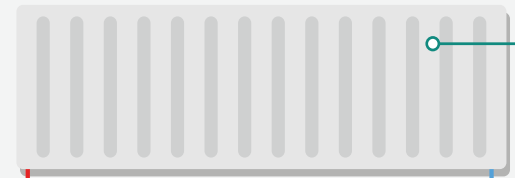
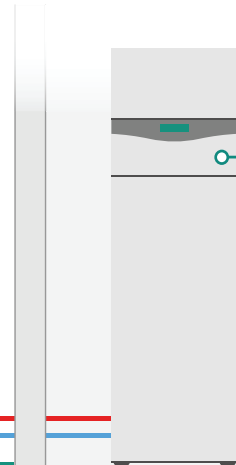
Before replacing your heating system you should make sure you have made your home as efficient as possible first.

Find out more at the Energy Savings Trust website.

If you choose an air source heat pump consider that this will need to be outside - generally in your garden, close to your house.

Space is required for the indoor components; a heat pump needs a hot water storage cylinder to provide hot water, as they do not work like combi boilers.

Depending on the system requirements of your property you may need a buffer tank, which will also require space.



The radiators need to be connected by pipework which allows good flow; heat pumps require the water in your radiators to move quicker.

Your installer will need to check and assess your pipework to ensure it is suitable (this is another reason is it important to make sure you have insulated your property).

A heat pump system runs at a lower flow temperature than that of a fossil fuel boiler system, making it the perfect partner for both under floor heating and radiators.

The heat pump delivers a lower flow temperature and your radiators may feel cooler to the touch. This is perfectly normal and your installer will optimize the performance of the heat pump to deliver the required comfort levels and performance of heating and hot water.

Keeping your heat pump happy



It is important that your installer thoroughly assesses the heating and hot water requirements of the property to select the correct size of heat pump and heating system, and get the best performance.

They will need to complete a survey and **heat loss calculation** of the building to do this.

What is a heat loss calculation?

The installer will visit you to review and assess the fabric of your property, using a calculation method called **MIS 3005** to complete a room-by-room heat loss calculation.

This will show how much heat each of your home's rooms require to keep warm in the middle of winter - this is known as the peak heating requirement.

The installer will then recommend any changes to your system, possibly replacing radiators, the size of hot water cylinder and the size of the heat pump your property needs to keep you warm and comfortable.



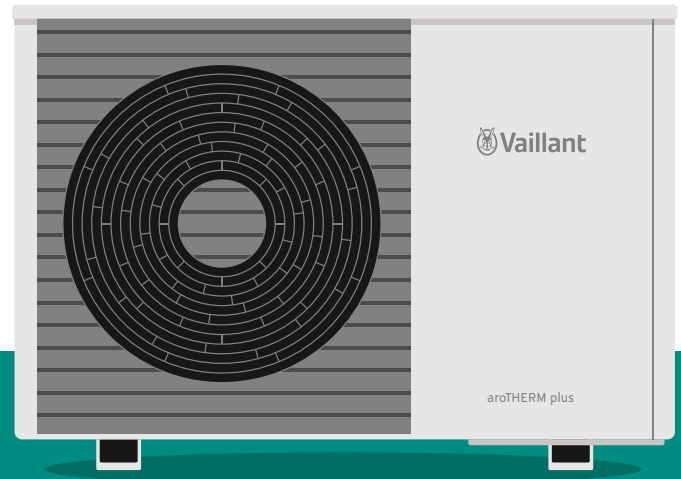
With regular servicing, a well installed heat pump should last over **15 years**.



More information and funding

Where can I go to find out more information about heat pumps?

Homeowners considering a heat pump should review www.vaillant.co.uk for more information and if they wish to go ahead quickly, they can find a local installer for their heat pump system.



What grants are available?

The Home Energy Scotland (HES) grant supports homeowners with up to £7,500 off the cost of heat pump installations in Scotland, rising to £9,000 for households that qualify for the rural uplift.

Will the grant cover all costs, including installation?

Once your installer has completed the site survey and MIS 3005 calculations, they will be able to offer you a quote.

Currently it is unlikely that the £7,500 will cover the full cost of your new

heating system installation. This will vary from home to home and the amount of work required, however, you should be prepared to make a contribution to your heat pump system. Via the HES, homeowners can also apply for an additional loan of up to £7,500 to support with the installation costs. The optional interest-free loans can be repaid up to 12 years.

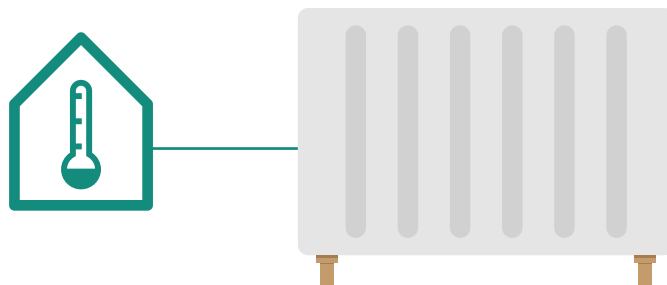
More information on the HES grant and loan scheme, along with information on funding for hybrid systems, can be found by scanning the below QR code.



Is there anything else that should be considered?

Heat pumps are an effective heating solution for many UK houses including older properties as well as new builds. A fabric first approach is best practice to ensure a heat pump delivers the domestic hot water and comfort levels required. Speak with your installer as well as visiting the Energy Savings Trust website to see what improvements you can make to make your home low carbon ready.

Heat pumps run at a lower flow temperature than that of a fossil fuel boiler, between 45-55°C in the radiators where as a boiler would normally run at 60-70°C. Your installer will check the radiators in the property, to ensure that they are the correct size to keep the home comfortably warm with the lower flow temperatures.



Heat pump possible?

Vaillant in 2023 helped demystify the process of heat pump installation, and how modernising with a heat pump has benefited homeowners in a wide variety of homes.



Heat Pump Possible : South Barn

All of the properties that are part of our heat pump possible project are located in the UK. Scan the QR code to see all of the winners.





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Useful contacts

Technical Enquiries

For technical assistance and renewable service:

- Telephone: **0330 100 3540**
- Email: aftersales@vaillant.co.uk

General Enquiries

If you have a general enquiry our friendly reception staff will happily point you in the right direction:

- Telephone: **0345 602 2922**

Fault codes can be found in the user manual and can be addressed with Vaillant's Technical team.

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