

# AIR SOURCE HEAT PUMP CENTRAL HEATING

If your property uses electric heaters or solid fuel burners for space heating, installing a new Air Source Heat Pump (ASHP) central heating system will save money on your energy bills and reduce carbon emissions.

## What we will do

- Heat Pump and Radiator Installation: Our team will install a new ASHP and cylinder along with new radiators and associated pipework in all habitable rooms.
- Cylinder: Your heat pump comes with a
- Thermostatic Radiator Valves (TRVs): We will install a TRV on all radiators that currently do not have one, except for one bypass radiator.
- Heating Controls: New heating controls will be installed for optimal efficiency.
- Professional Conduct: Our installers will be polite and courteous at all times, treating your home with respect and ensuring they clean up after themselves.

## Duration and Guarantee

- Timeframe: The work typically takes between 3 and 5 days to complete, depending on the size of your property and the complexity of the installation.
- Guarantee: The installation comes with a 2-year insurance-backed guarantee, registered on the Trustmark Data Warehouse.

## What We Need From You

- Be Available: Ensure you are home at the time of the appointment and provide convenient access for our installers. If parking permits are required, please arrange them in advance.
- Property Access: We will require access to the full property inside and out as well as potential access to your loft space.
- Special Requirements: Communicate any special requirements or access issues to our office team in advance.
- Technical Monitoring: From time to time, technical monitoring is carried out on behalf of Trustmark to ensure industry standards are maintained. Please allow access for this if possible. We welcome independent checks for quality and consistency.
- Spread the Word: Help us reach more people by spreading the word about Carbon Rewind. We aim to assist as many people as we can.
- Enjoy the Benefits: Sit back and enjoy the warmth and savings on your fuel bills, knowing that this work will reduce carbon emissions.

## Disclaimer

- Carpets: Carpets may need to be lifted with the utmost care and re-laid upon completion of the work. The edges will be dressed and refitted to grippers, but please note that our engineers are not professional floor layers, so the carpets may not return to their exact original condition.
- Laminate and Other Flooring: Our engineers may need to lift laminate flooring to access areas for fitting pipework, but this may cause substantial damage to the existing laminate, for which we cannot accept liability. Upon completion of the work, the engineers will attempt to relay the flooring as best as possible, but please understand it may not be to the original standard.
- Surface level pipework: Unless access is made prior to our arrival the pipework serving the radiators will be run at surface level, boxing in is not something we tend to include in our scope of works.

For full terms and conditions, please refer to our website: [www.carbonrewind.com/terms](http://www.carbonrewind.com/terms)