

A guide to your Air Source Heat Pump



Upgrading your home's heating system

We're upgrading your home's heating system to a cleaner, smarter way to stay warm.

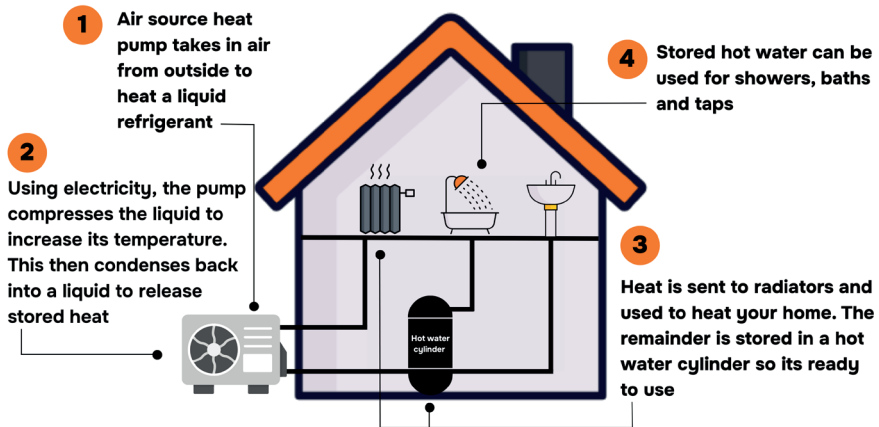
At Gentoo, we invest millions of pounds a week in maintaining our customer's homes. As part of our investment programmes, we focus on ways we can improve the energy efficiency of your home. This includes installing air source heat pumps (ASHP).



What is an air source heat pump?

An air source heat pump (ASHP) is a modern, energy-efficient way to heat your home and hot water. It is a low carbon heating system, they work a bit like a fridge, but in reverse. It pulls heat from the air outside and uses it to warm your home and provide hot water, even when it's cold outside.

How does it work?



What are the benefits?

- Less energy than traditional boilers
- Reliable heating and hot water
- Works in all seasons
- Quieter and safer
- No flames or risk of carbon monoxide release
- Better for the environment

What happens during installation?

During the installation of the ASHP system, there are some key steps we will go through with you:

Pre-installation survey

A certified installer will visit your home for a survey. They will:

- Assess your home's heat loss
- Check insulation levels (loft, cavity walls and glazing)
- Determine if radiators need to be upgraded (ASHPs are more efficient when run at lower temperatures)

Location planning

The installer will assess your home and plan locations for the system, including:

- Space for the outdoor unit (must be at least one metre from boundaries to meet UK building regulations)
- Space for an indoor cylinder (for hot water)
- Review electrical supply for the system

Preparatory Work

We may need to make some changes to prepare your home for the installation, including:

- Scaffolding or wall brackets maybe needed for elevated outdoor units
- Lay a concrete plinth or wall-mount for the outdoor unit
- Install flow/return pipework and refrigerant lines through the wall
- Prepare space for a hot water cylinder if replacing a combi boiler

Installation

We will work with you to make the installation process as simple as possible. Installation usually takes between two to five days and involves:

- Fitting the outdoor unit with minimum noise impact
- Installing indoor units: cylinder, buffer tank, and/or heat interface unit
- Connecting refrigerant and flow/return pipes
- Upgrading or installing radiators if necessary
- Connecting the controls, including a wall-mounted thermostat and/or smart app

Electrical & Plumbing Work

- ASHPs need a dedicated fuse and often a separate circuit
- A plumber will connect the system to central heating and hot water supply
- Installers may fit a weather compensator or sensors to optimise efficiency

Your Customer Experience Coordinator will walk you through all the installation and surveying requirements to ensure that it's as straightforward as possible.



Maintaining your air source heat pump

The lifespan of a ASHP is around 15-20 years. During this time, we will continuously service and maintain the equipment to make sure it's working effectively.

From time to time, we'll need to service and upgrade parts of your system to keep it running at its best and make sure you're getting the most from your ASHP unit. When that happens, we'll let you know what's needed and give you plenty of notice.

We'll take care of monitoring and maintaining your system as part of your rental agreement, so you won't need to sign up for any extra maintenance contracts or pay additional fees. If another company contacts you offering these services, just note their details and pass them on to Gentoo.



How to get the best usage from your ASHP

1. Keep it running at a steady temperature

Don't switch it on and off like a boiler. Heat pumps work best when they maintain a consistent indoor temperature. Let it run throughout the day, especially in colder months, turning it off and on wastes energy.

2. Set the right flow temperature

Aim for 35–45°C. Boilers usually run at 60–70°C, but ASHPs are more efficient at lower temperatures. Your installer will set this up, but you can adjust if needed. Lower flow temperatures mean lower electricity use.

3. Use smart heating schedules

Instead of turning the system off, use the timer to slightly reduce the temperature overnight or when you're out. For example, if it's 18°C during the day, drop it to 16°C at night. Reheating from cold uses more energy.

4. Keep it clear and maintained

Make sure the outdoor unit is free from leaves, debris, or snow. This helps the system run efficiently and prevents performance issues.

Your questions, answered

Does this cost me anything to install?

No. The cost of installing the heat pump is fully covered. You do not need to pay anything for the system or installation.

Does ASHP work in cold weather?

Absolutely, modern ASHPs are designed to work efficiently in cold climates, down to -15 degrees or even lower.

How long is the installation?

Usually between 2 to 5 days, depending on how complex the job is. We will keep you updated during the installation so you know what is happening.

Thank you for your continued support in helping us create warmer, greener homes.



If you have any further questions or queries about your air source heat pump, please call us on 0191 525 5000



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