

## Vaillant's ecoTEC pro 28 performing well for City of York

**17.01.2008: Vaillant has been providing its high efficiency condensing combi boiler, ecoTEC pro 28, for over 500 homes across City of York. It's part of a continuing programme to update the city's social housing in line with the Decent Homes initiative. British Gas Housing Services Group is installing the boilers on behalf of City of York as part of their three-year partnership with the City.**

Maurice Howard, City of York's Capital Programme Manager explained, "As part of our ongoing commitment to Decent Homes, we have a renewable exclusive arrangement with Vaillant which means we are tending to use their boilers to replace outdated or faulty existing boilers across our housing stock."

He continued, "The Vaillant ecoTEC pro 28 combi boiler is a 21st century boiler, designed to meet the technical and practical needs of its installers and users alike. The boilers have minimal breakdowns, which is important when you are managing a large portfolio of social housing and Vaillant offer excellent back up support if we need it, which is rare. The additional benefits for us are that our installers only need to have one set of training and carry one brand of spares, which makes greater economical sense than before."

He added, "Wherever possible we are fitting Vaillant's combi boilers because they're a much greener option than the traditional system boiler; they deliver hot water 24/7; they're cheaper to run and are less prone to breakdown because they have fewer parts."

British Gas has found the installations to be very straightforward. Neil Halliday, British Gas's Contracts Manager for City of York commented, "The Vaillant combi is very robust and reliable. Since we started fitting them a year ago we've had less than 1% failure rate which is very impressive. They provide plenty of hot water, are silent, and they're easy to install, and include a useful 9m flue for flexible siting."

The British Gas installers attended a training course at Vaillant's Training Centre in Elland, Leeds prior to their first installations. Neil continued, "It meant we were really familiar with the boilers before we began work. The course itself was a very honest and impressive training package, which gave us all confidence in the product before we began. The boilers also regularly get good feedback on the feedback cards we leave for City of York customers."

The relationship Vaillant has established with both City of York and British Gas has been as a result of providing excellent quality boilers, high standards of service and responsive communication channels.

The ecoTEC pro 28 combination boiler features comprehensive status and diagnostic information with simple push button operation for easy commissioning and servicing. With compact dimensions (H: 720mm x W: 440mm x D: 335mm) the ecoTEC pro 28 is one of the lightest boilers in its class (37.5kg) and is SEDBUK Band 'A' rated. Its outputs are from 9 - 24kW and it has powerful DHW performance with an AquaComfort system that delivers instantaneous hot water at constant temperatures. The ecoTEC pro range has a 1-year guarantee.

For more information on our ecoTEC pro 28 combination boiler please [click here](#)