

Heat pumps

FAQs



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 Saving Trust](#).

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.

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



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.

A heat pump will run at between **45-55°C** in the radiators, where as a boiler would normally run **60-70°C**.

Your installer will check your radiators to ensure they are the correct size to keep your rooms and home comfortably warm with the lower flow temperatures, some of your radiators may need to be replaced with larger ones.



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.



When is the heat pump grant available?

As part of this announcement, **'The Boiler Upgrade Scheme'**, homeowners in England and Wales will be offered subsidies of **£5,000 from April 2022** to help them replace gas boilers with low carbon heat pumps.

We are awaiting further details on what the requirements will be to obtain the funding.

Will the £5,000 grant cover all costs, including installation?

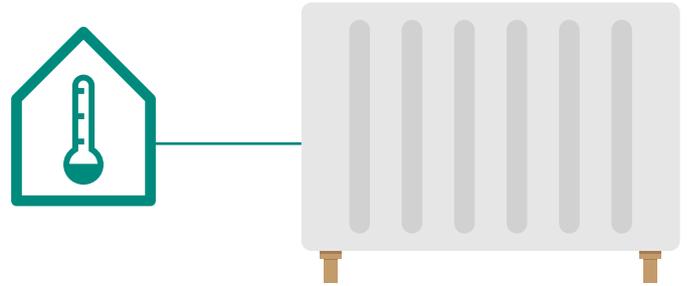
Once your installer has completed the site survey and completed the MIS 3005 calculations they will be able to offer you a quote.

Currently, it is unlikely that the £5,000 will cover the **full costs** 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.

Is there anything else that should be considered?

The boiler upgrade scheme is going to be available for **3 years from April 2022**.

If your home is currently unsuitable speak with your MCS installer as well as visiting the [Energy Saving Trust](#) to see what improvements you can make to make your home low-carbon ready.



Do Vaillant have a hydrogen boiler?

All of our boilers are ready for a 20% mix of hydrogen with natural gas.

We have a 100% hydrogen-compatible solution currently in development.

We expect a decision on hydrogen for heating from the government by 2026.

Is the Renewable Heat Incentive (RHI) scheme still available?

When the RHI scheme ends in March 2022, we expect this to be replaced by the **Boiler Replacement Scheme**.





Heating Hot water Renewables

Vaillant Group UK Ltd
Nottingham Road
Belper, Derbyshire
DE56 1JT

www.vaillant.co.uk

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With its first-rate service, Vaillant can make life more comfortable before your new heating system has even been installed.

The first person to contact is, of course, your heat pump engineer who will provide expert advice on all of the technical aspects. To find a Vaillant renewable heating engineer near you, please visit: vaillant.co.uk/findaninstaller

If you would like details of the latest products and comprehensive information about heating in general, you can visit us online: vaillant.co.uk

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