



Ground Source Heating Questions and Answers

General

Q: How does Ground Source Heating work?

The ground source heat pump works the exact same way as a fridge. The fridge is cold inside and warm at the back. A heat pump is a big fridge, working in reverse. The warm back is the under floor heating & the cold fridge is the coolant we put into the ground to be re-heated by the boreholes. This heat will provide all your heating & hot water requirements, and is as reliable as a fridge can be.

Cost

Q: How much is it going to cost to run?

The cost to run is approximately 20-30% less than a conventional gas boiler

Q: What other associated costs are there that I will have to allow for?

None other than an annual servicing visit.

Control

Q: Can I control it in the same way as a traditional heating system?

Yes. Except it heats the house 24hours per day in winter, this is the most environmentally way of running. Therefore no timers are required. Simply set the room at one temperature and the style will maintain the warm.

Q: How long does it take to alter the temperature in any one room?

As we heat 24hours a day the temperature will remain constant.

Q: Do I have a boiler?

No, it is not necessary. The heat pump is the renewable alternative to the boiler.

Q: Will I ever run out of hot water/ do I have an immersion heater?

Yes you will have an immersion. Unless excessive hot water usage, you will not run out of hot water.

Q: Do you have a timer for the heating and the water?

Not required.

Q: If I go on holiday do I turn everything off?

No, you turn the heat pump into holiday mode within the system setting.

Maintenance

Q: How often does the heat pump have to be serviced?

The heat pump needs to have a service once a year. This is not a legal requirement; however it is required by the manufacturer in order to remain eligible for the warranty.

Q: Who can service a heat pump? Can regular plumbers help or does it have to be a specialist person?

Be Green would service the heat pump. A specialist engineer (of which there is many) is needed and therefore not a regular plumber

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Q: If a specialist person how many companies exist that can help?

There are multiple and details can be found through the MCS website. As renewables become better known this number will grow.

Q: How much will a service cost?

The service would be approximately £150 per year. This includes the whole house and not just the heat pump. Materials needed would be charged as an additional cost.

Q: What happens if we have a power cut?

If you have a power cut the heating cuts out. When the power comes back on the heat will come back on. The same as any heating system.

Q: What do I do if the heating stops working?

Contact Be Green in the first instance, we will try to rectify the issues however you will be covered for 7 years under the Vaillant (manufacturer) warranty.

Q: How long is the system covered under warranty?

7 years with Vaillant. This can be extended for an additional charge when the service ends.

Q: Can I convert the system to another form of fuel in the future if I want to?

Yes, you could remove the heat pump and replace with an alternative heat source.

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