Heatsave Shetland Ltd.
Tonsberg
Brae
Shetland
Ze29qj

Mr Barnabas Mackay
3 Hillside Brae
Gulberwick
Shetland , Ze29fd

Heatsave Shetland Ltd (MCS No. OFT11441)

20/09/23

Quote Ref: BM200923

Dear Mr Mackay,
Further to your enquiry regarding your desired Heat Pump application, we are now pleased to provide our recommendation.

Heatsave Shetland Ltd. provide the high specification range of **Panasonic Heat Pumps, 7 year warranty.**

In addition, we provide a complete support service which includes project-specific system design, installation, technical support, commissioning and full after sales service.

This allows us to provide you with a practical & efficient Heat Pump solution which is fully accredited by the Micro generation Certification Scheme for Heat Pumps, allowing access to available funding for heat pump systems.

Why Choose Heat Pumps?

🕐 **Reduce Heating Costs** –Savings of over 50% can be achieved using heat pumps, significantly reducing the costs of providing domestic heating, hot water and yearly maintenance when compared to using conventional heating boilers.

🕐 **Reduce Carbon Emissions-** A practical renewable energy source with significant environmental benefits, which can potentially reduce home carbon emissions by up to 60%.

🕐 **Achieve Complete Climate Control-** A tremendous way to heat and cool your home whilst providing domestic hot water in a cost effective and sustainable way.

🕐 **Increase Property Value**. As a recognised cost and carbon saving energy solution, simply installing a heat pump application to your property can potentially add significant value.

🕐 **Fully MCS accredited Heat Pump**. Allowing applications for the Government-backed Renewable Heat Incentive.

Your Project Details

Based on your project information provided, we have established the following details:

Type of Heating	**Air Source Heat Pump**
Property Type	**Detached**
Heat loss	**3.71kw**
Hot Water	**7kw**
Heat loss Based on 2023 Regulations	

Equipment Details

Based on the above details, we have established a heating capacity of 4.36kW is required (subject to a technical site survey) Hot water sizing agreed with customer 9kw due to hot water usage, and are pleased to propose the following Panasonic Heat Pump unit and accessories. .

Estimating Details For Air Source Heat Pump

Description	Details	
	Air Source Units	
Panasonic Air Source Heat Pump	**Panasonic Aquarea heat pump, WH-ADC0309K3E5UK 7kW output at A7W35 & 6.7kW at A-7W45 MCS Cert No: 011-1W0605_02**	**£1693**
Installation	**Installation for above heat pump, including, 3 Port diverter valve, temperature probe, Wi-Fi adaptor all pipework and fittings, wiring, and lagging.**	**£1800**
	Accessories	
Radiator System	**Repace all radiators with double and triple panel radiators inc thermostats designed to output 45oc @ -3oc outside temperature.**	**£2600**
Internal unit	**Panasonic 200 Litre Stainless Steel hot water cylinders with large coil suitable for use with above heat pump. Complete with expansion vessel, inlet filling group, and safety valve.**	**£3984**
Services		
Labour for Installation	**Installation of heat pump, plinth, wiring and hot water cylinder. Please see notes below for exclusions**	**£2100**
Commissioning	**Commission of heat pump**	**£400**

Delivery	**Delivery of above components to site.**	**£400**	

Total Ex VAT		**£12977**
VAT	**0%**	**£0**
Total Inc. VAT		**£12977**

Our intention is to give you a full and clear cost for the installation of the system. Providing nothing unforeseen should occur.

We have excluded the following from our estimate but can included if required, please confirm:
Any pipework needing replaced for the radiator system from the indoor unit.
Any domestic plumbing needing replaced from the indoor unit

Additional Services Available

Underfloor Heating Systems	Heatsave Shetland Ltd provides the complete range of underfloor heating components with a full design and installation package. This is an excellent product to be paired with the low temperature Hot Water provided by a Heat Pump.
Mechanical Ventilation with Heat Recovery	MVHR is a whole house ventilation system that both supplies and extracts air throughout a property. It offers a balanced low energy ventilation solution for new dwellings and re-uses up to 95% of the heat that would have otherwise have been lost.

Design Specification

The complete design, supply and installation process will be done in compliance with MIS 3005, the MCS Standard for Heat Pumps and BS EN12831. Domestic hot water calculations are in accordance to BS EN 8558.

Your heat pump is required to provide 100% of your design space heating and shall not include any heat supplied from a supplementary electric heater.

Estimated Air Source Heat Pump Running Costs

Annual Space Heating Load (kWh/yr)	10665
Space Heating provided by Heat Pump	100%
Energy required for Heat Load (kW)	3.71
Annual Hot Water Requirement ((kWh/yr)	2292
Hot Water provided by Heat Pump	100%
Energy required for Hot Water Demand (kW)	7
Total Heat Pump kWh per year (kWh)	12957
Estimated Unit Cost per kWh of electricity	£0.30/kWh
TOTAL ESTIMATED RUNNING COST OF SYSTEM	**£938.63**

***All figures are based on information supplied by the customer, manufacturers guidelines and on completion of a full site survey.**

'The performance of Micro generation heat pump systems is impossible to predict with certainty due to the variability of the climate and its subsequent effect on both heat supply and demand.
Also on hot water demand, room temperatures, house heat loss and emitter performance.
This estimate is based upon the best available information but is given as guidance only and should not be considered as a guarantee.'

Installer: Heatsave Shetland Ltd (MCS No. OFT11441) & Product code is noted above within the estimate.

Costing
This quotation has been based on us being able to install your system as described without interruption. Should there be circumstances beyond our control which cause an interruption to the installation process we will discuss with you the implications of such a delay. If the delay is caused, for instance, by poor weather, there may be additional costs. In this case, we would only pass on to you costs that would be incurred by us from external contractors.
Should you wish to make any changes to the agreed installation after the cooling off or cancellation period has expired, we will prepare a new quotation for you, but we reserve the right to charge for any reasonable costs we have incurred in working towards the original installation details.
If, during the installation process, we come across any situation that we could not reasonably be expected to foresee, for example, remedial work, we will discuss with you the implications and costs involved in rectifying the problem.
Should you request any changes after the installation process has begun that involve additional cost we will provide you with a quotation based on the daily or hourly rate of our installers. The rate that would apply would be £40 per hour or £320 per day.

Contract Terms
We have enclosed a copy of our contract with this quotation. Please read this carefully, and as always, please contact us if you require further clarification.

Timetable for Works
If you decide to accept our quotation, we will contact you and arrange a mutually agreeable date to begin the installation. We will confirm this with you in writing. It usually takes us 3-5 days to carry out an installation. Your installation will usually take place within 6 weeks of receiving your order, subject to workload and availability of materials. We will contact you at the earliest opportunity should there be any delay in obtaining the goods or services required.

Cancellation Rights
Your cancellation rights will vary depending on whether the contract you agree with us is signed on our trade premises or in your own home.
For contracts signed on trade premises you will be given a seven working day cooling off period.
For contracts signed in the home, your cancellation rights are as set out in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations. These regulations give you the right to cancel the contract within fourteen days of delivery of the goods.
If you wish us to begin work within either the cooling off or cancellation period you must give us express permission, in writing, to do so.
You can find full details of your cancellation rights within the contract we will ask you to sign and also on the cancellation form we will issue to you.

If You Wish to Accept the Quotation
If you wish to accept the quotation please read the Contract carefully. If you are happy with the terms of the Contract, please complete the **ORDER FORM** and return it to us together with your deposit payment if we have requested one. We will then contact you to arrange the date for the installation.

RECC and the Renewable Energy Consumer Code
We are a member of RECC, membership number 00070482, and this document is prepared in accordance with its Consumer Code.
The Code can be viewed in full at http://www.recc.org.uk/scheme/consumer-code

Important Notes Concerning this Quotation

Planning Permission Confirmation

By signing the contract, you are confirming that you have received Planning Permission or a Building Warrant for the proposed installation, or ascertained that these are not required. We cannot be held responsible for any installations where Planning Permission or a Building Warrant was required but not obtained, and no refunds will be offered.

By signing this form, you are confirming the order for the Products and Installation Services specified on the attached Quotation. This order will become binding when we notify you of its acceptance and will be governed by our Installation Terms and Conditions.

It is a requirement of the MCS Scheme that you agree to supply feedback on the operation of the equipment if required to do so.

It is a requirement of the MCS scheme that the output of your Heat Pump is measured for research purposes by DECC. To receive the full payment under the Renewable Heat Premium a meter may need to be fitted to measure the heat produced.

Planning Considerations

Planning permission may be needed if the property where the installation is to take place is within a Conservation Area, National Park or an Area of Outstanding Beauty. If the property is a Listed Building you should assume that planning consent would be required. In any of these circumstances we would strongly suggest you contact your local planning authority.

Whilst we will assist you in gaining any particular permission, it will be your responsibility to ensure these permissions are in place. We cannot be held responsible for any installations carried out where planning permission was required but not obtained and no refunds will be offered.

Sub-Contracting installation Works

We may subcontract aspects of the installation work to our approved partner/installers however the whole process will be managed by Heatsave Shetland Ltd. In accordance with RECC, **We** are responsible for ensuring that all sub-contracted works are carried out to standards required by MCS and RECC.

Guarantees

Your equipment is guaranteed by its manufacturer for 7 years but you should contact us in the first instance if anything appears to be wrong. The guarantees are provided with the product manuals.

Should we cause any damage, either to installed equipment or to your property we will rectify such damage without charge to you.

We guarantee our workmanship for 2 years from date of install. This workmanship warranty will be transferable to the new legal owner of the property if it is sold during the warranty period.

As members of RECC we are required to ensure that should we cease trading, due to receivership, administration or bankruptcy, that this warranty will still be honoured.

Insurance

It is recommended that you inform your property insurers about the proposed installation to check if it will increase your buildings insurance premium.

As members of the Renewable Energy Consumer Code, we must have appropriate insurance to cover possible third-party damage, which may be caused by any of our activities.

Commissioning the system

The heat pump installation will be commissioned according to MCS installation standards to ensure that the system is safe, has been installed in accordance with documented procedures and manufacturer's requirements and is operating correctly in accordance with the system design.

Following the testing and commissioning of the system, a detailed operating manual will be provided to you within 7 days.

After Sales Support and Maintenance
If, following installation, the system does not appear to be operating correctly please refer to the operating instructions. We will explain to you, at the handover stage, the safe operation of the system. If you are still in doubt as to any aspect of the systems operation please contact us.
The product literature for the Heat Pump units, providing unit weights & dimensions, water connection sizes and full technical details can be provided in PDF format.

Summary

We trust the above proposal will be adequate for costing purposes. Should you require any further technical or installation information with regard to the Heat Pump or your Heating & Hot Water system, please contact us directly.

Heatsave Shetland Ltd are committed to providing the highest level of service at each stage of the project and we would welcome the opportunity to discuss our proposal and your particular application in more detail.
We look forward to hearing from you in the near future.

Yours sincerely,
Sean
Sean Fillingham
07788113340
admin@heatsaveshetland.co.uk
www.heatsaveshetland.co.uk

Order Form

Please sign and return the following 2 pages to confirm order, without this we are unable to accept an order.

Heatsave Shetland Ltd
Tonsberg
Brae
Shetland
Ze29qj

Barnabas Mackay
3 Hillside Brae
Gulberwick
Shetland
Ze29fd

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Commissioning	**Commission of heat pump**	**£400**
Delivery	**Delivery of above components to site.**	**£400**
Total Ex VAT		**£12977**
VAT	**0%**	**£0**
Total Inc. VAT		**£12977**

To accept the Quotation please sign and return the final 2 pages to us at the above address

We/I agree to the Quotation and confirm the order for the products and installation services specified.

We/I agree to the total cost and payment terms set out above.

We/I have read and agree to abide by the terms and conditions of the Contract provided with the Quotation.

Metering will be required to obtain any Renewable Heat Incentive Payments.

Planning Permission Confirmation:

By signing this Order Form, you are confirming that you have received Planning Permission or a Building Warrant for the proposed installation, or ascertained that these are not required. We cannot be held responsible for any installations where Planning Permission or a Building Warrant was required but not obtained, and no refunds will be offered.

We can accept payment by Cheque or by Bank Transfer.
Bank Account: Royal Bank of Scotland Account Number: 00103557 Sort Code: 83-24-22

Name:	
Signature	
Date:	

REA
RENEWABLE ENERGY ASSURANCE LIMITED

APPROVED INSTALLER
MCS
OFTEC
Registered Business

Aquarea High Performance

NEW Aquarea High Performance Refrigerant Split All in One K Generation Single phase. Heating and Cooling - R32

Wi-Fi adapter included.
Indoor unit (H x W x D): 1642 x 599 x 602 mm.
Operation range down to -25 °C [1] in heating.

Kit		Heating capacity / COP		Cooling capacity / EER	Energy class Heat / Cool		Indoor unit	Weight	Outdoor unit	Dimension	Weight	RRP
		A +7 °C, W 35 °C	A +7 °C, W 55 °C	A 35 °C, W 18 °C	W 35 °C / W 55 °C	DHW				H x W x D		
		kW / COP	kW / COP	kW / EER	A+++ to D	A+ to F		kg		mm	kg	£
1ph	KIT-ADC03K3E5UK	3.20 / 5.33	— / —	— / —	A+++ / A++	A+	WH-ADC0309K3E5UK	100	WH-UDZ03KE5	622 x 824 x 298	37	6,455
	KIT-ADC05K3E5UK	5.00 / 5.10	5.00 / 3.03	5.00 / 4.90	A+++ / A++	A+	WH-ADC0309K3E5UK	100	WH-UDZ05KE5	795 x 875 x 320	55	6,575
	KIT-ADC07K3E5UK	7.00 / 4.86	7.00 / 2.92	6.70 / 4.72	A+++ / A++	A+	WH-ADC0309K3E5UK	100	WH-UDZ07KE5	795 x 875 x 320	55	6,679
	KIT-ADC09K3E5UK	9.00 / 4.55	8.90 / 2.93	9.00 / 4.18	A+++ / A++	A+	WH-ADC0309K3E5UK	100	WH-UDZ09KE5	795 x 875 x 320	55	6,918

Piping information					
Kit	kW	3.0	5.0	7.0	9.0
Piping diameter (liquid - gas)	Inch	1/4 - 1/2	1/4 - 5/8	1/4 - 5/8	1/4 - 5/8
Pipe length range	m	3 – 25	3 – 40 / 3 – 50 [1]	3 – 40 / 3 – 50 [1]	3 – 40 / 3 – 50 [1]
Elevation difference (in / out)	m	20	30	30	30
Pre-charged pipe length	m	10	10	10	10
Additional gas amount	g/m	20	25	25	25

Electrical information (power supply to indoor)					
		Single phase			
Kit	kW	3.0	5.0	7.0	9.0
Electric backup heater	kW	3.00	3.00	3.00	3.00
Recommended fuse	A	16 / 16	16 / 16	25 / 16	25 / 16
Recommended minimum cable size, supply 1 / 2 [2]	mm²	3 x 1.5 / 3 x 1.5	3 x 1.5 / 3 x 1.5	3 x 2.5 / 3 x 1.5	3 x 2.5 / 3 x 1.5

1) Operation range down to -25 °C in heating with 3 ~ 40 m pipe length range, operation range down to -15 °C in heating with 3 ~ 50 m pipe length range. 2) Check local regulations.* EER and COP calculation is based in accordance to EN14511. ** This product is designed to comply with the European Water Quality Directive 98/83/EC amended by 2015/1787/EU. The lifespan of the product is not guaranteed in the case of the use of groundwater, such as spring water or well water, the use of tap water when salt or other impurities are contained, nor in areas of acidic water quality. Maintenance and warranty costs related to these cases are the customer's responsibility.