

CLIENT

Mr and Mrs Butterworth

SECTOR: **DOMESTIC PROPERTY**



The team from Blue Flame were excellent. All of the engineers were incredibly polite, neat and tidy and respectful of our home. They did a great job.”

Mrs Butterworth

Introduction

Blue Flame worked with Mr and Mrs Butterworth to change their existing old and inefficient heating system to new economical renewable air source heat pump to provide heating and hot water for the family.

The Client

Mr and Mrs Butterworths three bedroom property in Lanner, Cornwall is in an ‘off mains gas’ area. Previously the property was heated by a solid fuel coal Parkray with an electric immersion providing hot water. The solid fuel system was unreliable and expensive to run.





We are over the moon with the new heat pump. The solid fuel system was not practical for our young family. The coal was expensive and the heating was unreliable in winter. The new heat pump is fantastic. Easy and hassle free to use and heats our house perfectly”

Mrs Butterworth

What we deliver

- ▶ Customer and property focused solutions
- ▶ Customer service excellence
- ▶ Quality products and extended warranties
- ▶ MCS qualified installers

Mr and Mrs Butterworth were initially interested in changing their heating system for a more traditional form of heating such as LPG or Oil but had researched into renewable technologies. After a visit from Blue Flame’s surveyor to discuss the options with the family, the most cost beneficial long term was an air source heat pump.

Estimated calculations from Blue Flame showed that by changing from solid fuel to renewables could save the family around £1000 from their annual fuel bills.

We Do

- ▶ Bespoke system design and specification
- ▶ Removal of existing system, including brick surround and hearth
- ▶ Installation and wiring of new system
- ▶ Completion by our own in-house teams of Surveyors, Installers, Electricians and Builders
- ▶ After Sales Support – RHI Applications, Warranties and Servicing Contracts

Added Value

As well as delivering the new system installation, Blue Flame also carried out the additional building works required when removing the old Parkray. This included removal of the brick surround and slate hearth. Once this was removed the team re-plastered the area and painted this to the customer’s specification. This was all carried out by our in-house teams.

Blue Flame also helped Mr and Mrs Butterworth in their applications for RHI (The Renewable Heat Incentive). As MCS accredited installers, Blue Flame can provide consultation and help for these applications.

The Blue Flame team

Duncan Impey, Gary Rundle, Poppy Gould, Dan Geach



**BLUE
FLAME**
HEATING SOLUTIONS

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