WARMFLOW
HEAT PUMP ASSIST +

Heat Pump Assist+ is Warmflow's MCS umbrella scheme run by our MCS accredited partners which helps your customers deliver a fully MCS accredited installation without the need to complete all the paperwork and be MCS accredited yourself.

Our MCS accredited partners have a wealth of experience in heat pump installations so are ideally placed to help you and your customers with their installation to ensure the system runs as efficiently as possible as well as being able to benefit from the £7,500 boiler upgrade (BUS) voucher application and claim.

Key benefits of working with Warmflow Heat Pumps Assist +

- MCS quality installations and sign-off without the need to complete the costly accreditation.
- All paperwork will be completed by our MCS partner meaning you can focus on providing quality installs for your customers.
- Your customers will be able to benefit from the £7,500 boiler upgrade (BUS) voucher claim (England &Wales) or up to £9,000 home energy (Scotland) grant.
- Heat pump system design and specification. Our team of experts are on hand to help with an initial high level specification to help you provide an accurate price to your customer.
- Benefit from additional rewards through signing up to Warmflow Connect (our on line customer loyalty programme). Visit www.warmflow.co.uk/connect for more information.

Who is eligible for Warmflow Heat Pump Assist+?

Heating engineers who have;

- A WRAS & G3 unvented hot water qualification.
- NVQ level 3 heat pumps certification.
- Part L certified.
- Membership to Warmflow's Connect customer loyalty programme
- Only installations which are part of a retro-fit installation or self-build installation (new build properties are not included)

What's included?

- Full room by room heat loss calculations including radiator/ emitter sizing
- Comprehensive installation schematics
- On site commissioning
- MCS certification
- Completion of the BUS (boiler upgrade scheme) application.
- Full design liability and indemnity

START YOUR HEAT PUMP ASSIST JOURNEY TODAY

Heat Pump Assist+ Working With

MSS MICROGENERATION SUPPORT SERVICES

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ELIGIBILITY CHECK

Installers must verify that they meet the Warmflow Heat Pump Assist + criteria, including necessary qualifications and insurance. For a first installation only, MSS sends the installer all Installer Starter Documents required and will ask them to upload evidence needed.

PROJECT SUBMISSION

Installers submit full project details:

- For self-build or renovation projects – full property plans and SAP calculations.
- For existing properties – full survey details or EPC data for a building heat loss estimate.
- MSS provide a building heat loss estimate with recommended heat pump model for initial product quote
- Warmflow provide a quotation, estimating required components like cylinders and emitters.

INSTALLER QUOTATION

Installer provides the homeowner with a quotation based on the estimated unit size and confirms job.

MCS Scheme Confirmation

Installer confirmed their intent to proceed with an MCS accredited installation. MSS invoices for works and takes payment

Heat Loss Calculations

MSS complete full room-by-room heat loss calculations from plans or after completing site survey. Full design approved by installer and homeowner and sent to Warmflow to confirm quotation.

PRODUCT ORDER

Installer takes Warmflow quotation to an approved merchant to place an order.

Pre Installation Requirements

MSS facilitates the following:

- DNO approval for grid connection
- Sound calculations for permitted development compliance
- MCS engagement letter, quotation and contract paperwork to the homeowner
- BUS voucher application (if applicable)

Product Installation

The merchant delivers the Warmflow heat pump and associated equipment to the site. The installer completes the installation following industry best practices.

Commissioning & Handover

MSS attends site to support:

- Assisted set up
- Customer handover
- Commissioning checklist completed and signed by the homeowner and installer
- Any remedial works identified by the MSS engineer must be completed before final approval

PRODUCT REGISTRATION

The installer registers the Warmflow heat pump installation via their Warmflow CONNECT and provides the homeowner with warranty documents.

MCS HANDOVER DOCUMENTS

MSS compiles the MCS handover pack, which includes:

- MCS certification
- Final documentation for the homeowner
- BUS voucher redemption and payment

MSS | INSTALLER