

10 luxury new build homes set to deliver efficient low-carbon heat with Baxi heat pumps

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A South East-based property developer has delivered its latest exclusive development of 10 energy efficient, high-end homes with the support of [Baxi](#)'s air source heat pumps and supporting services.

Riverdale Developments set out to deliver homes with a low environmental impact and a luxury, high specification finish, so the developer's appointed heating contractor, Jackson Plumbing & Heating Ltd., required a suitable heating system to meet such requirements.

As the collection of high-quality three, four and five-bedroom homes is designed to be heated using underfloor heating and radiators, the heating contractor identified air source heat pumps as the most efficient and low-carbon heating source.

With a partnership already established with Baxi through a series of prior projects, Jackson Plumbing & Heating decided to install the brand's HP-50 Monobloc air source heat pump and compatible cylinder in each of the homes. As part of the Baxi ASHP service, the company's experts were at hand to offer their support and expertise at every stage of the project, led by Specification Manager, Matthew Swatridge.

Ahead of the installation, Baxi's experts spent time with Jackson Plumbing & Heating, the electrical contractor and Riverdale team members to provide greater insight into heat pump technology. The project meeting also served as an opportunity for those involved to gain a greater understanding of Baxi's specific products and services and how they would each support the delivery of the project.

As part of its bespoke heat pump service, Baxi took on the design responsibility for the solution that would

be installed in the luxury homes, which included coordinating the system design with the appointed underfloor heating suppliers. Once installation had taken place, Baxi also provided its assisted commissioning service to Jackson Plumbing & Heating's engineers, to ensure the parameters of the systems were set up in line with the design and requirements of the homes.

As an experienced heating and hot water specialist working across the UK, Baxi's aftersales services and established network of engineers were a particular draw for both Riverdale and Jackson Plumbing & Heating. With the peace of mind from the enhanced heat pumps' warranties, the customer support available to homeowners over the phone, and engineers available for call outs, the developer could be sure that the buyers of its homes would be supported with their new heating system over the long term. As a relatively new technology for many, correct heat pump running strategies are important for ensuring maximum efficiency and minimal energy consumption, so making support available to homeowners into the future is vital.

Joe Jackson, Commercial Director at Jackson Plumbing & Heating Ltd., said: "We have had good experience partnering with Baxi over the years and, after seeing the new heat pump range, were confident about carrying out our first heat pump project with them. Beyond installing quality products, it has been great to make use of the additional valuable support package that comes with a partnership with Baxi through our dedicated contact, Matthew.

"Baxi's support with system design and the assisted commissioning process were vital to ensuring the heat pumps were installed correctly and that the parameters were set for maximum efficiency. Given that, for many, this is a relatively new technology, assisted commissioning visits are an excellent service, building on and cementing knowledge gained in the training course. This is also the case for the aftersales support. As an established manufacturer in the UK, Baxi's customer service teams and service engineers will always be on hand for the homeowners as they get used to the technology or in the unlikely event any maintenance work is needed."

Rob Pearse, Distribution Director at [Baxi](#), said: "As heat pumps become prevalent in new build properties, housebuilders and developers will need to establish strategic partnerships with brands like Baxi to ensure they are fitted, commissioned and operated correctly and efficiently. This isn't just the case for large national housebuilders. Regional developers are also needing to work closely with specialists like us to ensure net zero new build homes are delivered to a high standard and at the scale required. This project is a prime example of how a close strategic partnership between an established specialist like us can ensure heat pumps are correctly installed and commissioned and the aftersales support for homeowners is available into the future."