



# Aurora II: Your Journey

Of all the heat pumps on Heat Pump Comparator, Adlår Castra has the most favorable ratio between a (low) purchase price and (high) energy savings. In terms of energy savings, the Aurora II is one of the best heat pumps in its class. On the other hand, the competitive price of the Aurora II is even more striking.

Source: [warmtepompvergelijker.nl](http://warmtepompvergelijker.nl)





**Congratulations on your decision to invest in a sustainable future!**

We understand that installing a heat pump is an important step in your pursuit of energy efficiency and comfort in your home. Our dedicated Adlår installation team is here to make this process smooth and worry-free.

Our team of experienced professionals are fully trained on the latest techniques and best practices in the field of heat pump installations. We ensure that your heat pump is installed perfectly and is accurately tailored to your specific wishes and needs. Our team undergo international training, collaborating with our European partners to ensure best practice for cold and mild climates.

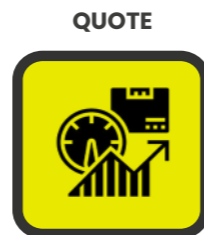
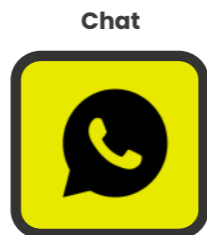
Prior to installation, we thoroughly analyse your home and current heating system, so that we can determine the most suitable location for the heat pump and the necessary adjustments. We take all necessary steps to ensure that the installation is carried out safely, efficiently and in accordance with applicable regulations. We are MCS accredited in manufacture and installation, and adhere to all consumer protection regulations.

We understand that installing a heat pump can raise questions and concerns. Don't worry, we will guide you through the entire process and answer all your questions. Our team is here to ensure that you are fully informed of what is going to happen and that you can enjoy the benefits of your new heat pump with confidence.

Your satisfaction is our first priority. We strive to make your installation experience smooth and caring. If you have any questions or need further support after installation, please do not hesitate to contact us. We are here to help you and ensure that your heat pump works perfectly.

Thank you again for your trust in Adlår. We look forward to providing your home with an efficient, environmentally friendly and comfortable heating system. Together we are working towards a sustainable future!

Warm regards,  
Team Adlår









**SAVE MORE ON YOUR HEAT PUMP**





**What do we do, what do we not do, and what can you save on?**

Installing a heat pump correctly and efficiently can require updates to your electrics, plumbing, and creating an outdoor space for your pump. We try to explain to you as easily as possible what you can do to prepare your property for a heat pump. You can cut the costs of your install down by helping us to prepare your home.

**1 CHECKS - TOTAL POTENTIAL SAVING £7,650 - SEE SECTION 4**

<p><b>-£7,500</b></p>  <p><b>Eligibility Check - £7,500</b> Check your eligibility for the MCS OFGEM government grant.  We apply for your grant 10 days before your install. If you aren't approved you must pay £7,500 and apply for the grant retrospectively.</p>	<p><b>FREE</b></p>  <p><b>Questionnaire - Free savings review</b> Answer our market leading simulation for a detailed quote and heat loss estimate.  You will receive a 23 page report showing your potential costs, savings, and ROI, allowing you to make an informed decision on whether a heat pump is right for you.</p>
<p><b>£55</b></p>  <p><b>Onsite Survey</b> Arrange a site survey with our specialist surveyors.  Following the survey you receive a detailed report updating your costs and provides MCS reports for your heat pump install.</p>	<p><b>-£100</b></p>  <p><b>Basic Pre-Survey Checks</b> If you answer our basic pre-survey checks we give you £100 off your heat pump price.  The questions only involve basic usage of a tape measure, but prepare you and us much better for your site visit.</p>
<p><b>-£150</b></p>  <p><b>Advanced Pre-Survey Checks</b> If you answer our advanced pre-survey checks we give you £150 off your heat pump price.  The questions only involve basic usage of a tape measure and laying out your home's floor plan., This prepares you and us much better for your site visit.</p>	<p><b>20% -£55</b></p>  <p><b>Deposit</b> If you're happy with the results of your survey, we take a 20% deposit to lock in your order.  You'll get your £55 site survey cost off taken out of the price.</p>

**2 GETTING YOUR SITE READY - TOTAL POTENTIAL SAVING £1,753 - SEE SECTION 6**

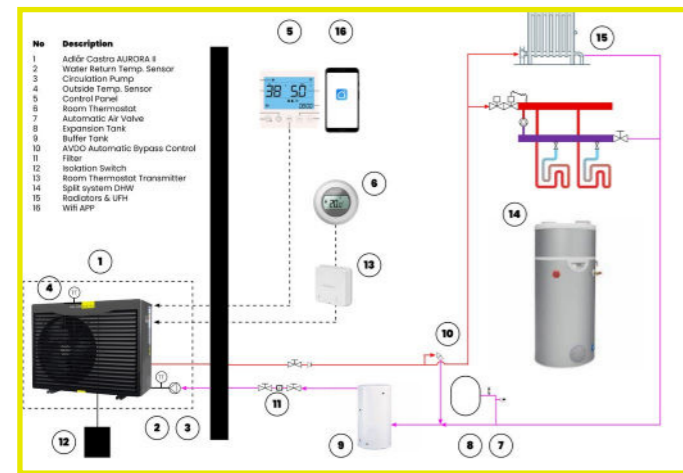
<p><b>-£380</b></p>  <p><b>Heat Pump Ground Preparation</b> If your heat pump will be sited on the ground you can prepare the site in advance of your installation.  Depending on your site you can save between £120 to £380.</p>	<p><b>-£385</b></p>  <p><b>Boiler Decommissioning</b> It can be cheaper to get a local contractor to decommission your existing system.  This should be coordinated with your heat pump install so the decommissioning is done the day before we arrive.</p>
<p><b>-£500</b></p>  <p><b>Fuse Board / Power to Heat Pump</b> In most cases a new fuse board shouldn't be required. If your fuse board does not have capacity or needs upgrading to the BS 7671 + P standard we will need to upgrade your electrics.  If you are able to provide and run a 3-core cable to the heat pump location from your fuse cupboard to your heat pump you will save a further £250.</p>	<p><b>-£588</b></p>  <p><b>System Flush</b> It is not necessary to flush your system, but it can improve the performance of your heat pump and improve its longevity.  It can often be more cost effective to get this done by a local contractor.</p>





### 3 SETTING ADLÅR APART - A SIMPLER, MORE EFFICIENT SYSTEM

#### ADLÅR'S SYSTEM

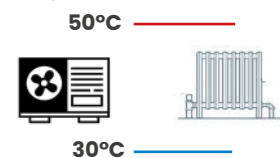


##### System Overview

###### 1. Minimal components

- No high failure point valves
- No additional pump
- No additional immersion heater connection in hot water
- Additional immersion heater connection in buffer tank.
- This however improves your performance by allowing super fast heating (not standard for heat pumps), and covering you on the cold days much more efficiently.

###### 2. Straight to emitters



- Adlår's systems send water straight from the heat pump into the emitters.
- This means the water temperature at your emitters will be much hotter than if they had gone through a low-loss header.

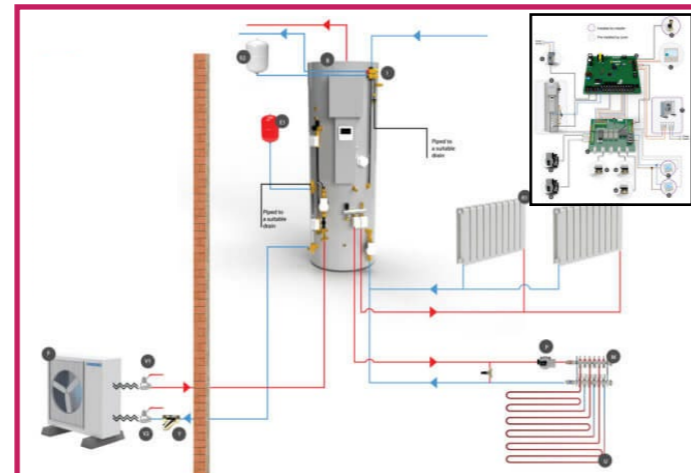
###### 3. Priority Hot Water and Heating

- In our system both heating and hot water can run at the same time, with neither taking away from the other.
- This also gives you much greater control over how and when you heat both your hot water and your heating.
- This means you can be much more efficient and ultimately save more money.

###### 4. Small Buffer Tank

- A buffer tank is an insulated vessel that adds additional volume of hot water to your heating system.
- Due to our system setup and a state-of-art Grundfos pump in the heat pump we turn your home into a buffer tank and thermal store, meaning we only need a very small buffer tank (35 litres).
- It also comes with 3kW extra boost power, which automatically turns on if the weather is extremely cold.
- Heating this small amount of water is also much more efficient.

#### CONVENTIONAL SYSTEM

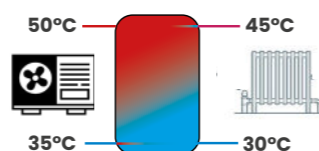


##### System Overview

###### 1. Extra components

- Additional water pump (high failure point and additional operation cost)
- Additional 2-port valve (high failure point)
- Additional 3-port valve (high failure point)
- Additional electrical connection to water pump
- 2 Additional electrical connection to valves
- Additional immersion heater connection between heat pump and hot water
- Additional water connections

###### 2. Low loss header



- You can see in the above diagram how the hot and cold water go into the same cylinder.
- This creates an environment for heat loss, as the cold and hot water interact.
- By the time the hot water exits the low loss header, the water temperature set at the heat pump is no longer.
- In traditional systems that run at 80°C this isn't a problem, but as heat pumps are most efficient at cooler temperatures this has a big impact on your heating and comfort

###### 3. Priority Hot Water

- In this system hot water gets priority. This means if hot water is required (i.e. you run a bath) you heat pump will prioritise heating your hot water.
- During this time, if the capacity required from the heat pump is high (i.e. during cold weather) the heat pump will prioritise heating your hot water.
- This leaves the potential to produce colder water in your heating system.

###### 4. Large Buffer Tank

- As a general rule, 25 litres of water should be used per kW output of your heat pump.
- In a typical 3-bed home with a heat pump of 10kW, you would require a buffer tank of ~150 litres. This takes up a lot of space.
- It is also inefficient to boost heat when the weather is very cold, with most low-loss heater units not even having immersion heaters connected. This means on the coldest days you could struggle to get the heat you want.



#### ASHP Cylinder



#### Greater savings, specifically designed for hot water.

The key component in most of our split system installs is a air source heat pump cylinder. This is a widely adopted technology in Europe and Australasia but gaining application in the UK due to it's superior function.

Some of the additional reasons it is a superior way to heat your hot water include:

- Correct power capacity for the required function. Your heat pump capacity will be specified based on your home's heat loss, meaning it is specifically specified to the capacity needed for heating your home. The capacity you need to heat your hot water is much less and therefore can be done with a much smaller heat pump. Getting the capacity of the heat pump correct influences it's performance. Running at low power or high power is inefficient. Thus using a lower capacity ASHP cylinder for your hot water is a much more efficient and cost saving solution that using a 6-14kW heat pump when 1kW will do.
- Indoor air for heating. If there is sufficient air-flow, the ASHP Cylinder can draw from inside air, rather than outdoor air. An ASHP Cylinder has an COP of 336% drawing from outside air temperatures, but when it can draw from inside air temperatures the efficiency raises significantly. This saves you money and lowers energy consumption.
- More control over settings and preferences. Everyone uses water differently, but having a smart cylinder, controlled independantly from your heatings allows you extra flexibility to understand your hot water usage and build in the most cost saving and efficient settings for you.

A good illustration of how these factors combine to save you money and energy, you can consider a warm summer day. Here you will not want you heating on, but you will still want hot water. Your ASHP Cylinder can work at 500-1000W in eco-mode, instead of 2.8kW (minimum capacity of our 6kW outdoor unit), and if vented inside (especially if vented into or in a loft space where the heat rises to) the heat pump can use 1kW of electrical energy to produce 4-5kW of heating energy into your hot water. Super efficient!

#### Steady heat



#### Slow and steady vs fast ON/OFF. The heating equivalent of the tortoise and hare.

Changing from a boiler to a heat pump requires a rethink in the way you heat your home. As one of our customers recently said "somehow the heat is much nicer than gas".

A boiler burns fossil fuels to super-heat cold water to ~80°C rapidly, to do this a boiler burns at roughly 1,200°C. This isn't an exact process, and not a very efficient process either, and results in a yo-yo effect between the boiler and your thermostat turning ON/OFF the boiler to try to maintain the temperature you desire.

A heat pump, in contrast, maintains a constant flow and changes the water temperature in a much more controlled way, one degree at a time. This maintains a constant temperature in your home resulting in a much more comfortable heat.





## 4 CHECK YOUR ELIGIBILITY



**Click to read more:**  
Learn about all the details of the BUS Scheme grant.

We arrange  
**your BUS grant**  
**£7,500**

- I own my property or have permission from the owner.
- I am replacing a fossil fuel based heating system
- My EPC is up-to-date
- My EPC doesn't have any loft or cavity wall recommendations.
- My property is not classed as social housing or is benefit to other government funding or support for renewables (exc. solar).
- If my property is listed I have planning permission or I have told my Adlar sales support that I have a listed building.

### What we do and your responsibilities.

You must provide us with all relevant information regarding your property to properly check your eligibility.

Adlar will apply for your grant >10 days in advance of your install to confirm eligibility from the government. On receipt of the confirmation email from Ofgem you must confirm your details.

If your application isn't successful due to your EPC or other circumstances we must pre-pay the grant amount and have it retrospectively applied once the grant goes through. Usually this is due to your EPC requiring material upgrades.

## 5 SAVE BY PROVIDING PRE-SITE SURVEY INFORMATION



### Basic Pre-Survey Checks

If you answer our basic pre-survey checks we give you £100 off your heat pump price.

The questions only involve basic usage of a tape measure, but prepare you and us much better for your site visit.



### Advanced Pre-Survey Checks

If you answer our advanced pre-survey checks we give you £150 off your heat pump price.

The questions only involve basic usage of a tape measure and laying out your home's floor plan. This prepares you and us much better for your site visit.

**Links:**

- [1. EPC Certificate Check](#)
- [2. Ofgem Checklist](#)
- [3. MCS Checklist](#)

## 6 GETTING YOUR SITE READY

\*Click on the images to get more information on each.



### Heat Pump Ground Preparation

If your heat pump will be sited on the ground you can prepare the site in advance of your installation.

Depending on your site you can save between £120 to £380.



### Fuse Board / Power to Heat Pump

In most cases a new fuse board shouldn't be required. If your fuse board does not have capacity or needs upgrading to the BS 7671 + P standard we will need to upgrade your electrics.

If you are able to provide and run a 3-core cable to the heat pump location from your fuse cupboard to your heat pump you will save a further £250.



### Boiler Decommissioning

It can be cheaper to get a local contractor to decommission your existing system.

This should be coordinated with your heat pump install so the decommissioning is done the day before we arrive.



### System Flush

It is not necessary to flush your system, but it can improve the performance of your heat pump and improve its longevity.

It can often be more cost effective to get this done by a local contractor.

## 7 INSTALLATION PROCESS



### Installation Date

We work with you to set a convenient installation date.



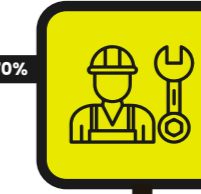
### MCS Grant Application

Adlar will apply for your MCS grant on your behalf, you will receive email confirmations and checks from Ofgem which you will need to sign off on.



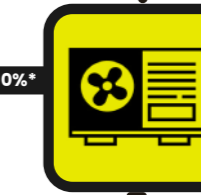
### Fuse Board / Electric Install

If you have the electricity (separate fuse board space, power cable and/or earth leakage circuit breaker) done by Adlar, a separate appointment will be made by an Adlar electrician. Save on these costs by laying the power cable yourself.



### Heat Pump Installation

Your main installation is carried out by the Adlar installation team. Before we start work on day 1 you need to be approved by MCS/Ofgem for your BUS Grant and you need to make an additional 70% payment.



### Commissioning

On the final day of installation the final payment is made and the heat pump is optimised and commissioned.



### Congratulations!

Your new heat pump is running, you save a lot on your gas bill and you leave the planet a much better place. Have fun with your new Adlar Heat Pump.



## 7 MAINTENANCE

	1 YEAR		5 YEARS	
	BRONZE	SILVER	GOLD MOST POPULAR	PLATINUM PREMIUM
Yearly maintenance	●	●	●	●
Support lines always available	●	●	●	●
No mobile app subscription fees		●	●	●
5 Year Warranty			●	●
Breakdown priority			●	●
Efficiency Optimisation			●	●
Annual inspection <small>not including labour resulting from inspection (1x per year)</small>			●	●
Annual water and filter clean			●	●
Full Electric assurance control			●	●
Warranty extension after 5 years				●
No material costs for maintenance				●
No call-out costs for additional maintenance				●
Assistance within 24hrs of issue				●
<b>Per Year</b>	<b>99,-</b>	<b>129,-</b>	<b>149,-</b>	<b>229,-</b>

### Core Details:

- Annual Home Visit for full system service
- 5 year heat pump warranty
- 5 year warranty on your heat pump cylinder
- 10 year warranty on emitters (radiators or underfloor)
- Access to our helpline (see website for open times)
- No call-out fees (if repair covered under warranty)

### Heat Pump Warranty Period

You may ask why our heat pump warranty period changes based on your service package selection. This is because, like anything, proper maintenance ensures the product works and functions as desired.

We like to insist we do your maintenance to ensure it is done correctly and well. By doing this we can easily extend our warranty and equally give you peace of mind.

### What is not covered:

- Pipework; Connections; Electrics;
- Any other equipment not directly related to your heat pump (third party equipment not produced by Adlår).

Any damages or associated costs caused by:

- Lack of care or neglect;
- Accidental damage, malicious damage, misuse, or any alteration;
- Maintenance servicing by any third party;
- Failure to use for installation purpose;
- Lack of power or water, water contamination or scale formation or air pollution.

### Full Terms and Conditions

During your site visit our surveyor will recommend our service packages to you and discuss your options. Following your decision we will supply you with our package full terms and conditions.

If you would like to read these in advance please ask your sales contact or enquire here.



## Declaration of conformity to legal standards

Surrey, UK. 07-04-2023

### Noise Pressure Standards

We declare that the Adlår Castra Aurora II 6, 10 and 14 kW heat pumps comply with the (EU) No 813/2013 standard regarding outdoor sound power, measured directly next to the heat pump. The legal standards apply as follows:

### Noise pressure:

During the day (07:00 to 19:00) maximum 45 db(A).  
During the night (19:00 to 07:00) maximum 40 db(A).

The maximum sound pressure of the AURORA II (open field test) is:

	1 meter away	2 meters away	Nightmode (at source)
6 kW	42 dB(A)	36 dB(A)	Between 27 dB(A) and 38 dB(A)
10 kW	43 dB(A)	37 dB(A)	Between 28 dB(A) and 38 dB(A)
14 kW	47 dB(A)	41 dB(A)	Between 30 dB(A) and 38 dB(A)

For further details on conformity, please refer to the Noise Standard itself (EU) No 813/2013.

### Other legal standards

Adlår Castra also declares that it complies with the following legal standards:

- EN 14825:2018
- EN 12102-1:2017
- EN14511-4:2018
- (EU) No 813/2013
- EU 2016/2282:2016-11-30
- EN60335-1:2012/A15:2021
- EN60335-2-40:2003/A13:2012
- EN62233:2008

Download



With warmest regards,  
**Team Adlår**







## Neighbours

We can pass a significant saving onto you by bundling installation and travel costs together when you get a heat pump at the same time as your neighbour.

If you're both looking for wall or roof mounted heat pumps the savings will be closer to 20%, a standard install closer to 10%.

Adlår Castra appreciates your efforts and rewards it with discounts depending on the installation methods and the number of neighbors participating.

In this way we make sustainable solutions affordable and accessible to everyone in your area.

For neighbours within  
5 miles, save  
**10-20%**

### How does it work?

All you need to do is contact us with you and your neighbour's details. We can give you an indication of your savings over the phone and email, and then during your MCS Site Survey we will confirm the total amount.

**This promotion is valid until 31-12-2023.**

**TIP!**

## Friends & Family

If you don't have a neighbour that is interested, you've already installed your heat pump and you're now the envy of the village, or your friend living a distance from you is interested in one, you can still get rewarded for recommending us.

When your family or friend gets a heat pump you will receive £100.00, and they will get £100.00 off their heat pump also.

For every new customer  
receive

**2x £100.00**

### How does it work

1. Register on our website form - [www.adlar.co.uk](http://www.adlar.co.uk) - **promotions.**
2. You will receive a unique code from us that the new Adlår customer can pass on at the time of purchase
3. You will receive £100 directly upon completion of the install, and your friend will receive an £100 discount off their heat pump.

**This promotion is valid until 31-12-2023.**





Customers  
rate us **9.4**



Heat Pump Experts ●