

**bassetts**  
bathrooms | heating | renewables

# Partnering with you



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# Building Your Dream Home

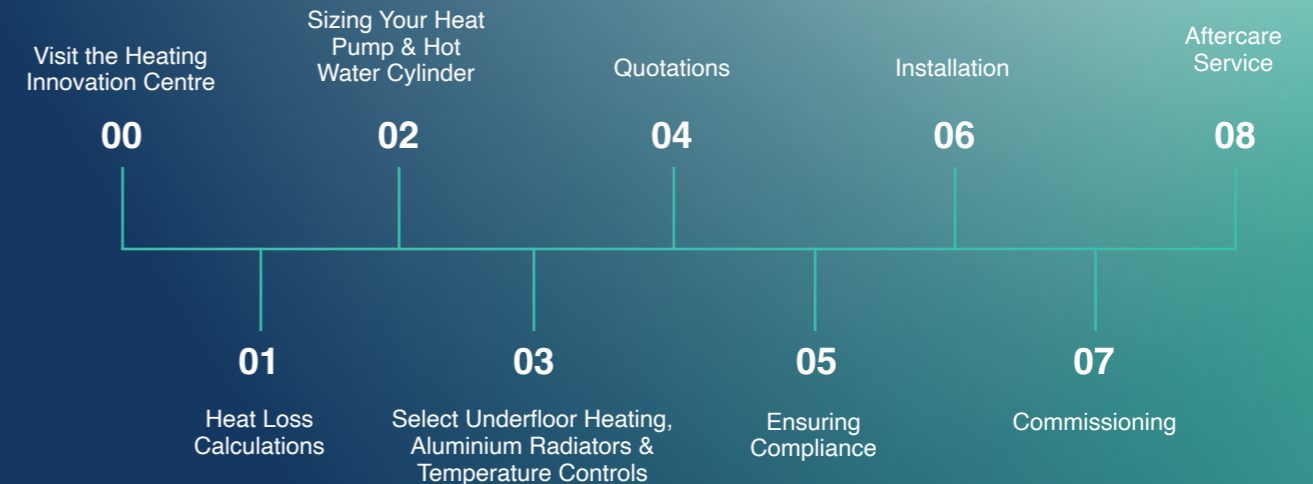
Planning your heating from the outset is crucial when building a new home, as each house has unique requirements. Prioritising reliability and efficiency can help reduce heating bills while ensuring maximum comfort, saving you time and money in the long run.

It's important to consider your current and future needs, whether you prefer radiators, underfloor heating, or a combination. Your choice of heating method will influence the type of heat source that best suits your home. With an increasing focus on sustainability and carbon reduction, incorporating renewable energy into your heating design is key to future-proofing your home.

**Start Your Journey:**  
Send your self-build drawings to our technical specialists at [heatingcentre@bassettonline.com](mailto:heatingcentre@bassettonline.com)



## Your Renewable Journey with Bassetts:



Just like test-driving a car, it's essential to see how your heating system works before purchasing.

## The Journey

To meet building standards, compliance, and other requirements, we offer a complimentary Home Heating Design Service for those planning to install a renewable heating system as the primary heating source in their new home.

This service streamlines your project and provides peace of mind, knowing that our technical specialists are designing a home heating solution tailored to your needs. By partnering with our experts, you can optimise your investment and achieve long-term financial and environmental savings. Our bespoke heating systems are carefully designed to meet the unique requirements of your property, ensuring efficiency and effectiveness.

With over 45 years of experience, Bassetts is a trusted partner for self-builders, architects, and installers. Rated 'Excellent' on Trustpilot, our technical specialists collaborate effectively with your architects, energy performance assessors, engineers, installers, electricians, suppliers, and builders to ensure your project's success.



Rated **Excellent** on Trustpilot



### Heat Loss Calculations

The first step in our home heating design service begins when we receive your house plans. Our technical specialists then carry out detailed, room-by-room heat loss calculations to determine the heat load for each room.

This information is crucial for calculating your home's required heat pump output, hot water demands, and the best underfloor heating and radiator solutions. Our team can work directly with you, your architect, engineer, or specifier to ensure a seamless and time-saving process.

### Sizing Your Heat Pump & Hot Water Cylinder

Once the heat loss calculations are complete, we will specify the heating products that are correctly sized for your property.

### Heat Pumps

**Grant**  
The award-winning Grant AERONA<sup>3</sup> R32 air-to-water air source heat pump boasts an ErP rating of A+++ and an SCOP of up to 5.4:1. It is available in outputs of 6kW, 10kW, 13kW, and 17kW. The 13kW and 17kW models have also been recognised for their quiet operation by the internationally acclaimed Quiet Mark.

### Mitsubishi

The Ecodan heat pump is designed for NI homes and can

operate at temperatures as low as -25°C. It efficiently uses free renewable heat energy from the air, ensuring your home stays warm even in freezing conditions.

Due to their low sound output, our Ecodan air source heat pumps can sit anywhere outside your property and just needs to be connected to electricity and water for it to work. The heat pump provides all the heating and hot water your property needs to provide a constant temperature throughout your home.

### Hot Water Cylinders

Once the heat source is identified, we select a high-performance, energy-efficient hot water cylinder to maximise your system's overall efficiency and compatibility with the air-to-water heat pump.





# Selecting Underfloor Heating, Radiators, or Both, and Temperature Controls

Underfloor heating and radiators are excellent choices for heating individual rooms in your new home. Modern heat emitters are designed to distribute heat effectively and add versatility to your home's design and architecture while ensuring comfort.

**Glo+**  
Bassetts' award-winning bespoke underfloor heating systems, Glo+, are expertly designed to be embedded in the floor construction, making it perfect for areas with tile and hardwood flooring, such as kitchens, bathrooms, and open-plan spaces.



**Smart Controls**  
Smart heating controls allow you to manage your central heating system remotely, giving you complete control and access to data that can help you make informed decisions and reduce energy waste.

Features include:



Multi-room control



Historical data on system performance



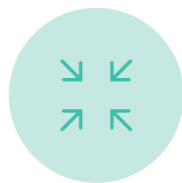
Low maintenance



Remote operation via mobile or PC



Energy bill reduction



Compact size



Easy installation

# Quotations, Compliance, Installation, Commissioning, and Aftercare

## Quotations

Based on your submitted plans, we provide a detailed quotation, including a breakdown of the required air-to-water air source heat pump, a suitable hot water solution, and the agreed-upon heating emitters.

## Ensuring Compliance

Our technical specialists offer a comprehensive home heating design service that saves time for homeowners, architects, engineers, builders, and energy assessors and ensures compliance with all heating regulations for new builds.

## Commissioning Your System

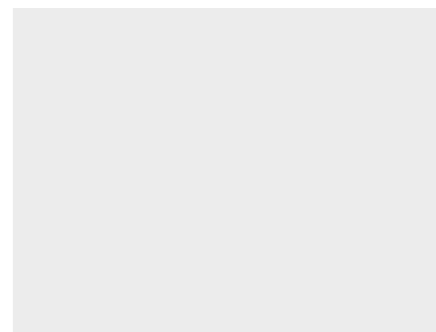
Bassetts offers a comprehensive commissioning service to ensure your heating system is correctly installed and set up to match your home's requirements. We'll also provide a full tutorial on operating your system controls, ensuring you can manage your home's heating.

## Engaging Your Installer

All renewable heating products are supplied through your local Bassetts branch. We can arrange delivery to your site when convenient for you or your installer. A trained and competent installer should carry out the installation. Our technical team is available to assist during the installation process.

## Distribution & Aftercare Service

After installing your system, the manufacturer provides a full aftercare service, including access to trained technicians across Northern Ireland and a prompt supply of required spare parts. Bassetts' Customer Care team can provide additional support and information.





# Customer Case Study

**Building a Greener Future:**  
Clonoe Home's Energy-Efficient Bungalow Journey

**Nestled in Clonoe, County Tyrone, Eithne Lyons and her family embarked on a remarkable journey to build their dream family bungalow, which boasted energy efficiency and comfort.**

This ambitious project was motivated by Eithne's commitment to a greener, more sustainable lifestyle and desire to enhance her family's overall living experience. After extensive research and thoughtful consideration, Eithne opted for an air-source heat pump system as the cornerstone of her home's heating solution.

Eithne's journey demonstrates that informed choices and a willingness to embrace innovative technologies can significantly improve home comfort and energy savings. To ensure this self-build project met the family's specific needs, Eithne chose an integrated heating system with smart controls featuring a cutting-edge *Grant Aerona* air source heat pump and *Bassetts Glo+* underfloor heating.

What sets Eithne's heating system apart is its bespoke design, specifically crafted to meet her family's unique requirements. She emphasises the importance of creating a system custom-tailored to the layout and functionality of her new home.

Each room in Eithne's house has an individual thermostat, granting her precise control over the temperature in every space. For example, Eithne has a dedicated gym in her new home, and she appreciates the ability to independently adjust the temperature in this area, ensuring that it remains cooler than the rest of the house. This level of customisation ensures that the living experience in her new family home is comfortable and convenient.

The quarterly bills, a tangible measure of the system's performance, highlight the remarkable impact of this upgrade. Eithne's household energy expenses have been reduced to a mere £250 per quarter, underscoring her chosen system's cost-effectiveness and long-term savings.

Ultimately, Eithne Lyons and her family's self-build journey exemplifies the power of informed choices and modern heating solutions. Their new family bungalow is not just a home; it is a testament to the efficacy of air-source heat pumps and underfloor heating, offering comfort and a brighter, more sustainable future.

## Why Choose Bassetts?

You should choose Bassetts because we are experts in **designing and integrating heat pumps and underfloor heating systems—our specialty!**

As a multiple award-winning heat merchant, we have the knowledge and experience to **design, supply, and commission** efficient heating systems that keep homes warm and running costs low. We offer a complete heating package that is meticulously tailored to your home and provide one point of responsibility for ultimate peace of mind.



Bespoke Heating Design



40 Years Experience



Free Lifetime Support



Long Warranty on ASHPs



Seamless Integration of ASHP and Underfloor Heating



Award-Winning Customer Service



# Caroline O'Neill's Self-Build Journey with Bassetts

**Client:** Caroline O'Neill

**Project Duration:** 18 Months

**Partners:** Bassetts Bathrooms, Heating & Renewables Northern Ireland

## Background

Caroline O'Neill is one of Northern Ireland's top online media personalities. As Caroline and her husband Gerard embarked on their self-build journey, they were eager to incorporate renewable heating solutions into their new family home. Recognising the importance of sustainable living, Caroline sought a partner who could provide cutting-edge technology and expert guidance. Bassetts, with its extensive range of high-quality products and innovative approach to heating and plumbing, was the perfect fit.

## The Challenge

Caroline's primary goal was to create an energy-efficient home that would meet her family's needs, combining practicality with modern technology. Additionally, Caroline was keen to save money on her household bills. She had heard about the potential benefits of heat pumps, but she was unsure how they could specifically benefit her home. She needed an eco-friendly, cost-effective, and easy-to-manage heating system, ensuring comfort for her family while minimising environmental impact. As a busy mother working full time, she required a straightforward solution to install and operate, providing long-term savings without compromising on convenience or efficiency.

## The Solution

Caroline's journey began with a visit to Bassetts' Heating Innovation Centre. This state-of-the-art facility is designed for customers interested in exploring the latest in plumbing and heating technology, including renewable options. Caroline and Gerard were introduced to various products, from boilers and radiators to underfloor heating systems, all tailored to suit their new home.



Incorporated a cutting-edge, eco-friendly heating system into her new family home.



**Energy Efficiency:** The heating system is designed to reduce energy consumption and household bills.



**Custom Solution:** Bassetts provided a bespoke heating solution tailored to Caroline's specific needs.



**Innovative Technology:** Caroline explored the latest heating technologies at Bassetts' Heating Innovation Centre.



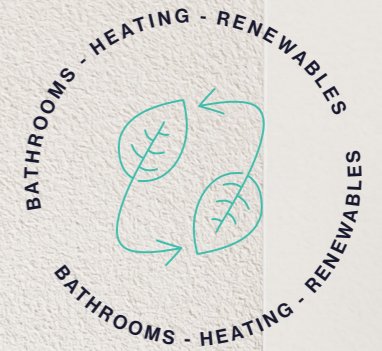
**Sustainable Living:** The system supports Caroline's goal of creating a cost-effective, energy-efficient home.



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heating innovation centre





### Key Products and Solutions Provided:

#### Ecodan R32 Ultra Quiet PUZ Monobloc Air Source Heat Pump:

- ✓ This innovative and stylish single-fan outdoor monobloc air source heat pump utilises advanced technologies and R32 refrigerant to improve efficiencies.
- ✓ Caroline was particularly interested in how the heat pump could reduce her energy consumption and lower her household bills, making it an attractive option for her family.

#### Mitsubishi R32 Slimline Cylinder:

- ✓ This versatile slimline cylinder integrates seamlessly with the Ecodan Monobloc air source heat pump. It's designed for both new builds and existing installations.
- ✓ Features include a coil heat exchanger, rapid SD card commissioning, MELCloud Wi-Fi connectivity, and energy monitoring functions, all in a minimal footprint.

#### Glo+ Underfloor Heating System:

- ✓ Bassetts' award-winning Glo+ system was customised to fit Caroline's home's specific needs. This underfloor heating system is compatible with various flooring types and integrates easily with smart devices, allowing Caroline to control the heating via an app or in-house controls.
- ✓ The Bassetts technical team provided detailed plans to ensure maximum efficiency, making the house both energy and space efficient. This further contributed to Caroline's goal of reducing her household bills.
- ✓ Rather than simply selling products, Bassetts ensures that all heating system components work together seamlessly. This integration maximises efficiency and user-friendliness, providing a tailored solution that meets each home's specific needs.



### The Results

Four months into living in their new home, Caroline has already begun to experience the benefits of renewable energy. The **Ecodan air source heat pump**, combined with the **Mitsubishi Slimline Cylinder** and **Glo+ underfloor heating**, has provided her family with a comfortable, energy-efficient environment. Most importantly, Caroline has noticed a significant reduction in her household bills, fulfilling one of her primary objectives.

*“The Heating Innovation Centre made it incredibly easy to see all the options available for our home.*”

*We already feel the benefits of going renewable—our home is warm and comfortable, and the smart controls make managing*

*the system a breeze. I highly recommend anyone starting a self-build journey to visit the centre, explore the options, and move forward.”*

Caroline's collaboration with Bassetts underscores the company's commitment to providing bespoke, integrated heating solutions tailored to individual homes. By guiding customers through the entire process, from initial consultation to final installation, Bassetts ensures that every project meets the highest efficiency and sustainability standards.

Whether you want to explore renewable heating options, design a stunning bathroom, or create an energy-efficient home, Bassetts has the expertise and products to bring your vision to life. Visit our Heating Innovation Centre and start your journey towards a sustainable future today.



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If you are looking for advice on your project, start here.

Book an appointment at our Heating Innovation Centre to view working models of renewable heating systems.

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