

Time	Audio	Visual
00:00	Curious about how an air source heat pump is installed? Well then keep watching.	EDF logo emerges from the centre of the video.
00:05	We've partnered up with CB Heating to show you the full heat pump installation process.	The installer drives to the customer's home.
00:10	Air Source Heat Pump Installation Day 1	
00:13	On day one the installer will arrive bright and early, ready to begin work.	Installers unload the equipment in front of the customer's home.
00:20	They'll discuss your design plan with you and explain the work ahead	EDF Heat Pump installers knock at the customer's door and shake hands to greet them. They then walk around the house to discuss the work with the homeowner.
00:30	They'll then unbox your new heat pump and begin prepping their tools and equipment	EDF Heat Pump installers unload and unbox the new heat pump along with the equipment that will be used in the installation process.
00:38	They'll also lay down dust sheets or protection to prevent damage and begin to drain the system	EDF Heat Pump installers check the pipeline and start to drain the system. At the same time, dust prevention sheets are laid in areas that can be affected by the installation inside the house.
00:47	Your equipment may have been delivered before installation day or on day one	The installers offload the equipment from the truck.
00:55	Whatever you've requested, there will often be two pallet loads of equipment	The installers unbox the equipment.

01:06	After unboxing the unit to check for any damage, the installers can make a start, installing your new heat pump.	The installers check the heating units and make necessary adjustments such as tightening screws, putting dust prevention around the construction area, measuring the necessary space, drilling, and making the necessary combinations for the pipelines.
01:32	At the end of each day the installers will tidy up as much as possible, so you can enjoy the rest of your evening.	The scene shows what the construction site looks like.
01:39	Air Source Heat Pump Installation Day 2	
01:43	In some situations, a solid base or soak away may need to be provided before we visit.	The construction scene shows two EDF Heat Pump installers moving the heat pump components to the designated area.
01:49	This will have all been discussed and arranged beforehand during the design process	The installers place the heat pump units outside the house.
01:57	Now the units are in place the installation of cables and pipes can start on the outdoor and indoor units	The installers start to put the cables and pipes in place using tools.
02:05	For a short period, your home's electricity will need to be switched off while the electricians work on certain parts of the system.	Electricians switch off the electricity and work on the lines and cables indoors and outdoors. Pipes are also put in the proper place.
02:13	But don't worry, the electricians will always try to keep this switch over as quick as possible to minimize any inconvenience.	
02:21	Air Source Heat Pump Installation Day 3	
02:26	You may choose to have some radiators upgraded to increase your heat pump's	The installers use tools to change the radiator and update the components.

	efficiency.	Together, they change all radiators to fit the home requirements.
02:31	If this has been arranged, the installers will fit your new radiators during the installation process.	
02:43	The installer will do everything they can to install the heat pump system before removing your boiler, so you're not left without heating and hot water for long.	The installers check the status of the boiler by removing its outer layer and then put down dust prevention sheets before removing the boiler.
03:00	This process will include removing your old boiler and switching over to your new heat pump system.	EDF Heat Pump installers remove the boiler properly and place it on the ground. They also make some adjustments to the wall caused by the old boiler.
03:06	We'll cap off the gas to the boiler so if you use gas for cooking, you're still operational.	
03:15	Air Source Heat Pump Installation Day 4	
03:20	On the final day of installation, your installer will carry out the commissioning of the system as well as setting up the controls.	The installers set up the system for the air source heat pump as well as the controls.
03:29	Commissioning can consist of purging air from the system, checking the temperature of all radiators, checking hot water temperatures and filling up the system.	The installers use relevant equipment to carry out the commissioning process, check the temperature of the system, the hot water temperature, and fill up the system.
03:43	Now that everything's up and running, the installer will hand over the system and answer any questions you may have.	EDF Heat Pump installers show the homeowner how to use the system and controls.
03:51	You'll be walked through each component and shown how to use the heating controls.	The installer guides the homeowner in downloading an app for the heating system.

03:58	The installer will also help you download the app for your device.	
04:03	Once happy with your new system, you can sign it off with the installer on our app.	The installers bring the necessary documents, and the homeowner signs them off using the app.
04:09	The installer will then start to tidy up and remove all rubbish from the site.	The installers start to remove all dust prevention sheets from the site and sweep any dust caused by the installation.
04:18	Once the installation has been completed, you'll be sent all the handover information on a USB stick.	The installers and the homeowner shake hands.
04:26	To find out more information, please visit the EDF website. https://www.edfenergy.com/heating/heat-pumps/air-source-heat-pump-installations	