



Geo Green Power



A homeowner's heating upgrade

Northampton-based homeowner opts for premium heat pump to future-proof her home

When a cheap installation becomes a costly problem

When Northampton homeowner Lyn Kemsley began searching for a company to service her existing air-source heat pump, she quickly discovered the hidden cost of choosing a low-cost installer.

Installed in 2009 by a company that had since gone out of business, her old heat pump had been poorly documented and left with uninsulated, inaccessible pipework. Many local businesses refused to service it because they hadn't carried out the original installation - a common



System size: 13.5kWp

"The engineers who installed our new ASHP were excellent - friendly, caring and perfectionists. Nothing was going to stop them fitting the perfect system despite unanticipated problems."

Homeowner

Lyn Kemsley

problem with budget systems, and installers.

Although Geo Green Power stepped in to help with the annual servicing, and worked to resolve multiple issues, the system still unfortunately failed in early 2025. Multiple faults and unknown pipework layouts meant there was no guarantee repairs would restore full function. Lyn faced a choice: spend more money patching a failing system or invest in a premium replacement designed and installed properly from the start.

A premium Stiebel Eltron installation, built to last

Geo Green Power recommended replacing the old system with a 13.5kW Stiebel Eltron heat pump – a premium, high-efficiency model known for performance and reliability.

Our engineers, already familiar with the property, took the time to understand Lyn's specific needs and design a system that would provide dependable heating for years to come. They put a plan together to replace the entire network, ensuring every connection met the highest quality standards.

Determined to deliver the perfect result, our engineers worked late into the evening on the fourth day of the project to keep their promise of completing the installation within five days. Their attention to detail and commitment to customer satisfaction ensured that nothing was left to chance.

A reliable, efficient, and future-proof heating system

By day five, Lyn's new Stiebel Eltron air source heat pump was fully operational – a significant upgrade from her previous system in both performance and reliability. The installation demonstrates that while cheap installations may save money upfront, they often cost far more in the long run through inefficiencies, poor workmanship, and lack of support.

Geo Green Power's engineers not only know the product, but also understand the customer's requirements, ensuring every installation is designed for long-term efficiency, comfort, and peace of mind.

Lyn now enjoys a quiet, efficient, and beautifully installed system that's built to last – a perfect example of why investing in quality pays off.



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