



## Revolutionising Energy Consumption

**CUSTOMER**: Mrs M Adams

**LOCATION**: Thorpe Willoughby, Selby

**HEATING SYSTEM:** Worcester Greenstar Condensing Combination Gas

Boiler

INSTALLED: 03/08

**Property: 4 Bedroom Bungalow with Granny Flat.** 

## **Problem**

This customer had an older system that needed constant attention particularly the radiators which they regularily had to bleed. Their plumber advised on installing a new condensing combination boiler to rectify their problems and also reduce gas bills. The new boiler, a Worcester Greenstar was installed during the summer of 2007. The system still presented noise and problems with radiators, though the gas bill after the first quarter seemed to a little below previous years.

I was asked if Vortex would solve the problem of the noisy system and I advised that it probably would.

## The Solution

Vortex was installed in March 2008 and a follow up call a few days after revealed that the Vortex had immediately rendered the system very quiet. The plumber turned down the main boiler thermostat by 10°C and the domestic hot water slightly.

## **Update 01/09**

I called to see Mr. and Mrs. Adams on 17th January and spoke with them. They report that they got a £40 rebate back from NPower in their September 2008 statement and that they had never had to bleed another radiator. They also reported that for about four weeks after the installation of the Vortex, the radiators became hotter. It must be pointed out that the heating was used through the summer as Mrs Adams mother now lives with them and there is a constant demand for heat for the granny flat which is self contained having its own kitchen and bathroom, but being heated by the main house boiler.