ZENITH ECO SOLUTIONS

Reduce your energy bills with **free** ENERGY SAVING grants

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About Us

Established since 2018, our team of experts with years of experience in delivering energy efficient measures have grown to become **Regional Boiler** and **Heating Installer** of the year 2024.

We specialise in the delivery of boilers and first time central heating and home insulation. Our measures include air source heat pumps, solar panels, insulation, ventilation and one of our core objectives is to help deliver the Government's Net Zero initiative.

Zenith Eco Solutions is a Trustmark accredited company and we're here to help our customers secure the free government grant you're entitled to. Our mission extends beyond installing insulation. We aim to empower households across the UK with government-funded heating solutions, ensuring warmth, comfort and energy efficiency are accessible under all.

Our promise to you

Honesty

We are dedicated to providing accurate and honest information

Commitment

Our commitment is to streamline the ECO4 application process and to ensure the process is as hassle free as possible for you.

Quality

We ensure only the highest quality of workmanship, finish and care.

How can Zenith Eco Solutions Help You?

- ✔ Lower your energy bills
- ✔ Increase the value of your property
- ✔ Increase the energy efficiency of your property

Inside you will find a comprehensive guide to our retrofit services including what you can expect from Zenith Eco Solutions and how you can prepare for the works.

What is ECO4?

What is ECO4?

The UK's ECO scheme, or Energy Company Obligation, is a government energy efficiency program aimed at reducing carbon emissions and helping households, particularly those in vulnerable or low-income situations, improve the energy efficiency of their homes. Introduced in 2013, the scheme obligates larger energy suppliers to provide funding or services to improve the energy efficiency of homes across the UK.

Key Aspects of the ECO Scheme

Targeted Assistance: The scheme focuses on helping households that are considered fuel-poor or vulnerable, such as those receiving certain government benefits. It aims to reduce the burden of energy costs on these groups by making their homes more energy efficient.

Types of Improvements: The ECO scheme typically funds or subsidizes improvements such as insulation (loft, cavity wall, solid wall), heating system upgrades (like replacing an old boiler), and in some cases, renewable energy installations.

Phases: The ECO scheme has gone through several phases, each with different priorities and criteria:

- **ECO1 (2013-2015):** The initial phase, focused on carbon reduction, heating cost reduction, and supporting vulnerable households.
- **ECO2 (2015-2017):** Continued the focus on vulnerable groups, with increased emphasis on fuel-poor households.
- **ECO3 (2018-2022):** Primarily targeted low-income households, offering greater support for upgrading inefficient homes.
- **ECO4 (2022-2026):** The current phase, which continues to emphasize assistance for low-income households, with a particular focus on the least energy-efficient homes and those in rural areas.

Eligibility: Eligibility for the ECO scheme depends on factors like income, receipt of certain benefits, and the current energy efficiency rating of the home. Homeowners, private tenants, and landlords may all be eligible to benefit from the scheme.

Implementation: Energy suppliers with over a certain number of customers are legally obligated to deliver energy efficiency measures under the scheme. They can either provide the services directly or fund third parties to carry out the work.

Impact: The ECO scheme has played a significant role in helping to reduce energy bills for those most in need, lowering carbon emissions, and contributing to the UK's broader environmental and energy-saving goals. It also supports the government's commitment to achieving net-zero carbon emissions by 2050.

The ECO4 scheme is funded by large energy suppliers in the UK. These companies are legally obligated by the government to contribute to the scheme as part of their responsibility to help improve energy efficiency and reduce carbon emissions.

How It Works:

- **Obligation on Energy Suppliers:** The government mandates that energy suppliers with over a certain number of domestic customers (typically more than 150,000) must meet specific energy efficiency targets. This is a legal obligation under the Energy Company Obligation (ECO) legislation.
- **Funding Mechanism:** The costs associated with meeting these obligations, such as the expenses for installing insulation, upgrading heating systems, or improving home energy efficiency, are borne by the energy suppliers.
- **No Direct Government Funding:** The government does not directly fund the ECO scheme. Instead, it creates the regulatory framework within which energy suppliers must operate, setting the rules, targets, and eligibility criteria for the scheme.

What is Retrofit?

Retrofit is the practice of bringing older homes up to modern standards of thermal efficiency. It means taking a 'fabric first' approach to repairing and improving your home, with the intention of:

- Managing ventilation
- Controlling moisture
- Keeping the heat in

If a building is well insulated and properly ventilated, it will take less energy to heat it as less heat will escape. This might mean adding a layer of insulation to walls, plugging up gaps that let in a draught, or insulating around areas where moisture can form.

Retrofitting helps to improve a property's energy efficiency through the addition of new technology or features, and it can help to save you money on your long-term energy bills.

There are different ways to retrofit a house, varying from single-room improvements to whole house retrofits, but each process is ultimately designed to increase your energy efficiency.

This focus on efficiency is why retrofitting differs from renovating a house or making home improvements designed to make a home more aesthetic.

Retrofitting typically involves a significant improvement in the thermal performance and comfort of your home, and by improving the fabric of the building.

ECO4 adopts a whole-house approach to energy efficiency improvement, as set out in Publicly Available Specification (PAS) 2035:2019, whereby multiple measures are installed in a property following a full assessment of the home's needs.

ECO4 projects which involve one or more measures referred to in PAS should follow the domestic retrofit process required by PAS 2035:2019.

ECO4 further introduces a minimum requirement for a property's Standard Assessment Procedure (SAP) rating to be increased. To meet the minimum requirement, any starting SAP band F or G property treated must be improved to at least a band D.

Any starting SAP band D or E property treated must be improved to at least a band C.

A pre-retrofit assessment is the start of the lifecycle of a project and determines the starting SAP rating of the property.

What are the benefits of retrofitting my home?

Lower Bills, Bigger Savings

With rising energy costs, this is a top priority for most homeowners. By thinking 'fabric first', ie improving the fundamental structure of your home, you can prevent heat from escaping. This results in significant energy savings and lower utility bills.

A Comfortable Home

A well-insulated and sealed home is a more comfortable place to live. Say goodbye to annoying drafts and rooms that feel like ovens in the summer and freezers in the winter. Your home becomes a haven of comfort for you and your family.

Eco-Friendly Credentials

Energy-efficient retrofits are not only good for your wallet, but also for the environment. Using less energy means reduced carbon emissions, which is a big win for our planet.

Future-Ready

Your retrofitted home isn't just for now; it's prepared for the future. When you decide to add energy-saving technologies like solar panels or heat pumps, a well-insulated and airtight home makes everything work more efficiently. You're set for the energy-saving innovations of tomorrow.

Staying Cool in the Heat

A well-insulated home is not just about staying warm; it keeps you cool during scorching summer days. It's like having built-in air conditioning, which is a real blessing as our summers get hotter.

How does retrofit work?

A typical retrofit project is done in five stages.

1. Retrofit Assessment

This is where a Retrofit Assessor visits your property to collect
property data/information, such as its heating and ventilation systems, its exterior and interior, and the number of rooms in the property, to produce an Energy Report, an Occupancy Report and a Condition Report.

A selection of tools will be used throughout the inspection. However, homeowners will be pleased to know that the assessment is non-invasive, with no drilling or hammering into walls. Depending on the size or complexity of the property a typical assessment can take between 1-2 hours to complete.

2. Bespoke Plan Created

Using the data from the assessment, the Retrofit Coordinator creates a bespoke plan for your home. This can be completed in stages and often covers a 20-30 year period.

3. Retrofit Work Starts

A preferred contractor is chosen, contracts are signed and work begins.

4. Retrofit Work Completed & Checked

Work is completed and checked to ensure it has been delivered in accordance with the quality standards.

Who is Involved in A Retrofit Project?

Domestic Energy Assessors (DEA)

Trained to assess the energy efficiency of your home, providing you with an up-to-date Energy Performance Certificate (EPC) and providing recommendations for improvements.

Retrofit Assessors (RA)

Trained to undertake a retrofit assessment for dwellings. An RA will evaluate a dwelling's energy efficiency, including insulation, heating and ventilation systems, outside and interior design, and more. The data collected is then passed to the Retrofit Coordinator.

Retrofit Coordinators (RC)

Required for all domestic retrofit projects in order to comply with PAS 2035. An RC oversees the assessment of dwellings as well as the subsequent specification, monitoring, and evaluation of energy efficiency measures. Using data from the retrofit assessment, they will prepare a Medium-Term Improvement Plan for a 20-30 year period.

Please keep reading to find out more about the possible measures that may be installed under a FREE energy saving grant.

Air Source Heat Pump (ASHP)

Benefits

An Air Source Heat Pump operates by harnessing heat from the outdoor air, converting it into a low-temperature liquid refrigerant.

Using electricity, the pump compresses this liquid to elevate its temperature. Upon condensing back into a liquid, it releases stored heat, which can be directed to your radiators or underfloor heating.

This system not only reduces energy bills but also qualifies for an Air Source Heat Pump grant, significantly lowering carbon emissions from your property. Moreover, it eliminates the need for fuel deliveries like oil and gas, contributing to a cleaner environment from the moment of installation.

Zenith Eco Solutions use only the best products on the market including Samsung and Daikan and all Air Source Heat Pumps.

Installation Process

Once this measure is approved, a team of engineers will schedule a visit to your property within an agreed-upon timeframe.

The installation, typically completed within three days, involves setting up the Air Source Heat Pump, potentially including a new cylinder or boiler, and upgrading radiators if necessary.

An electrician will follow up to install controls and commission the ASHP.

Preparation Guidelines

Ahead of the installation, our surveyor will inform you of any necessary preparations. The installation team will confirm these details when arranging the work. To facilitate smooth progress, ensure spaces for new radiators and the installation areas for the boiler and cylinder are clear.

Clear access to your loft an electricity meter cupboard is also essential. Please relocate any valuables from these areas and ensure paths and outdoor spaces are free of obstructions.

Expectations from Us

You can anticipate exemplary work from our experienced team, dedicated to maintaining high standards and ensuring your comfort throughout the process

Before completion, our experts will provide a comprehensive explanation of the system. Once finished, all necessary documentation, including an Electrical Works Certificate and ASHP Warranty & Insurance, will be dispatched to you in a “Handover Pack.”

We prioritise respect for your home, using protective measures like dust sheets, and adhere strictly to agreed-upon schedules, working between 8am and 6pm unless otherwise arranged.

During the Works

Throughout the installation, our team will keep you informed about the daily progress and any adjustments to the plan. While some dust may be unavoidable, we minimise disruption and clean thoroughly postcompletion.

For safety and efficiency, please follow provided health and safety guidance. Notify us if you plan to leave your home, refrain from smoking near work areas, and ensure pets and children steer clear of the installation zones.

Cavity Wall Insulation

Benefits

Cavity Wall Insulation is an effective way to reduce energy bills and minimise your carbon footprint. It swiftly retains heat within your property, providing warmth during winter while acting as a sound barrier against external noise. It's a cost-effective measure to save on energy bills.

Installation Process

Cavity Wall Insulation involves inserting insulation material between the dual layers of brick that form a cavity wall. This can be installed during construction or as a retrofit.

They drill precise 22mm diameter holes in the mortar joints to inject the insulation material and afterwards, they carefully refill the holes with matching sand and cement or paint if your property is rendered.

As a KIWA approved installer our insulation comes with a 25- year backed guarantee with Qualitymark protection.

Preparation Guidelines

To facilitate the installation process, ensure all windows are closed and provide easy access to the rear of your property.

Clear any potential obstacles such as garden furniture, lawn equipment, and valuable items like plant pots or ornaments. Keep pathways clear throughout the works.

Expectations from Us

You can count on our skilled team to deliver highquality work with professionalism and respect for your home. We adhere strictly to agreed upon schedules (between 8am and 6pm).

Our operatives use protective measures like dust sheets and ensure thorough cleanup at the end of each day.

We prioritise your privacy and communicate openly about the progress of the work.

'I have just recently had a brand new central heating system installed by Zenith Eco Solutions and I could not recommend this company enough.

The service I received from start to finish has been very professional and in the current climate with cost of living and energy bills any kind of talk surrounding improvements was a daunting task for myself but all those I have dealt with were very reassuring and a delight to deal with'

A. Singh, ECO4 customer

During the Works

Throughout the installation, our team will keep you informed about the daily progress and any necessary adjustments. While some dust and debris are inevitable, we minimise this and clean up thoroughly upon completion.

For safety reasons, please follow health and safety guidelines provided. If you plan to leave your home during working hours, inform our team of your expected return time.

We kindly request that smoking be avoided near work areas, and ensure pets and children remain away from the working zones and equipment.

External Wall Insulation

Benefits

External Wall Insulation offers significant energy bill savings by preventing heat loss through your property's external walls.

It enhances thermal efficiency, keeping your home warmer in winter and cooler in summer while safeguarding your home's structure against weather damage. The durable, breathable render also improves aesthetics and comes with a 25-year guarantee, reducing your carbon footprint.

Installation Process

Upon agreement of the start date, our scaffolding team will erect necessary scaffolding, which may remain for up to 30 days. Prior to insulation, preparations include adjusting pipework, temporarily removing outdoor fixtures like lights and gates, and relocating TV dishes and cables.

For some properties, roof line adjustments may be necessary to accommodate the insulation.

Our installers will then apply EPS Graphite Board insulation, known for its high thermal value, strength, and durability. This is followed by a base coat with K rend additive for enhanced longevity and weather resistance.

After drying, typically within 24 to 48 hours, we apply the K&A Silicone Textured Finish Topcoat in a clean, modern white or off-white colour. Once complete, we reinstall exterior plastics, such as PVC sills, reconnect utilities, and adjust gates and fixtures.

Preparation Guidelines

To facilitate smooth installation, please remove any items from the external perimeter of your property, including garden furniture and ornaments.

Ensure clear pathways and notify us of any potential obstructions on your driveway. As a courtesy, inform neighbours about the ongoing works, which may take up to 30 working days to complete.

Expectations from Us

Your project will be overseen by a dedicated Site Manager to ensure efficient delivery and adherence to health and safety standards.

A Works Coordinator Officer will also be assigned to address any questions or concerns you may have during the process. Expect high-quality work from our knowledgeable team, respectful handling of your home using protective measures, and adherence to agreed schedules.

Upon completion, all necessary documentation, including warranties and certificates, will be provided in a comprehensive “Handover Pack.”

‘We have benefited from having solar panels and an air source heat pump installed under the government’s scheme, the process was quick, simple & hassle free and we’ve already seen the benefits in our monthly bills. We can’t recommend enough’

R. Begums, Leeds

During the Works

Throughout the installation, our team will keep you informed about daily progress and any adjustments to the schedule. We minimise dust and debris, conducting thorough cleanup post-installation.

For safety reasons, please follow provided health and safety guidance, inform us if leaving your home, refrain from smoking near work areas, and keep pets and children away from the working zones and equipment.

This revised version maintains clarity while emphasising the benefits, detailed installation process, preparation guidelines, our commitments, and considerations during the works for external wall insulation (EWI).

Loft Insulation

Installation Process

Our qualified Domestic Energy Assessors will first survey your property to determine eligibility and assess the loft space. Before installation, the loft should be cleared of all belongings.

If existing insulation is below 250mm, we will top it up to meet the minimum requirement of 270mm, though we typically insulate to 300mm - 370mm based on client preferences.

Our installers will bring their own lighting and ladders, ensuring no need for pre-existing loft access or lighting. Proper ventilation is crucial, so we maintain a 100mm gap between insulation and roof tiles near the eaves or use roof vent tiles if necessary.

Benefits

Loft insulation is an effective way to reduce energy bills, as up to 25% of heat can be lost through an uninsulated loft.

By insulating your loft, you can save money on heating, improve year-round indoor comfort, and potentially increase your home's value. It is a cost-effective upgrade with a long lifespan, often lasting up to 40 years, and can save you up to £250 annually on energy bills. All loft insulation works have a 2-year Qualitymark guarantee

Preparation Guidelines

Clear the loft of all belongings to facilitate the installation. If complete clearing is not possible, inform us, and we may work around minor obstructions. Be present at the agreed installation time, expecting up to three installers to complete the job.

Expectations from Us

You can rely on our experienced team for high-quality work and respectful treatment of your home. We adhere to scheduled appointments, use protective measures such as dust sheets and floor coverings. Our team will keep you informed of progress and address any special arrangements as needed. We respect your privacy and strive to minimise disruption.

During the Works

Our team will inform you of the daily work process and any changes. While some dust and debris are inevitable, we ensure thorough cleanup after completion. Follow all health and safety guidelines provided.

Notify us if you plan to leave your home, avoid smoking near work areas, and ensure pets and children stay away from the work zones and equipment.

This revised version maintains clarity while highlighting the benefits, detailed installation process, preparation guidelines, our commitments, and considerations during the works for loft insulation.

Solar PV Panels

Benefits

Installing Solar PV Panels can significantly reduce your energy bills, with savings starting immediately after installation. You'll benefit from generating your own energy, potentially earning from your energy supplier, and reducing your carbon footprint. Once installed, you fully own the system, and it comes with low maintenance costs.

Installation Process

Upon agreeing on a start date, our scaffolding team will erect the necessary scaffold, which may remain for up to 7 days. A survey will be conducted to ensure your roof is structurally sound for panel installation.

Engineers will then schedule an appointment to install the solar panels on your roof. Following this, an electrician will complete the electrical connections, requiring access to your electric meter and loft. All wiring will be surfacemounted within encasement, as wall chasing is not permitted.

After installation, the electrician will issue an electrical test certificate and explain the basic functions of your solar panel system. A handover pack containing user manuals, certificates, and warranties will be provided.

All solar panels have a 25-year product warranty and have a 30-year performance guarantee and are accredited by the Hies consumer code for ultimate protection.

Preparation Guidelines

Ensure your loft and electric meter cupboard are accessible. Move any valuable plant pots or ornaments to a safe location. Inform us of any potential obstructions on your driveway and keep all pathways clear during the works.

Expectations from Us

Our team will deliver high-quality work, ensuring you feel comfortable while we operate in your home. Our knowledgeable and skilled team will adhere to the highest standards. We will respect your home, using dust sheets and floor protection as needed, and keeping all scheduled appointments.

Work will not start before 8 am or finish later than 6 pm without prior agreement, and the installation should take no longer than 3 days in total.

We will protect your home, clean up daily, and accommodate any special arrangements you may need. We will keep you informed throughout the process and always respect your privacy.

During the Works

Our workers will inform you of the daily work schedule and any changes. Although some dust and debris are expected, we will minimise and clean up any mess.

Follow all health and safety advice provided. Inform us if you plan to leave your home, refrain from smoking near work areas, and keep pets and children away from work zones and equipment.

This revised version maintains clarity while highlighting the benefits, detailed installation process, preparation guidelines, our commitments, and considerations during the works for Solar PV Panels.

Internal Wall Insulation

Benefits

Reduces Energy Bills and significantly reduces the amount of heat escaping through the external walls of your property, enabling you to heat your home faster and keep it warmer for longer.

It can improve the thermal performance of your property by up to 80%! There is no need to change the exterior look of your property. IWI reduces outside noise pollution and your carbon footprint and comes with a 25-year guarantee.

At Zenith Eco Solutions we follow BEIS guidelines for best practice measures for internally insulating walls which includes to not treat kitchens or wet rooms.

Installation Process

Property preparation will be made, including the removal of sockets, shelving, and radiators from the walls we will be insulating. Our installers will proceed to insulate your property with the SWIP IWI system or a Weatherby which will be determined by the design team during the design process, which consists of thermally engineered composite studs and insulation slabs.

We will then apply a vapour control layer and cover it with 12.5mm plasterboard or SWIP PIR Laminate, which is then plastered.

When the insulation has been completed, including plaster, our installers will reinstate anything that was initially moved during preparation, such as sockets, shelving, and radiators.

Preparation Guidelines

Move any furniture and personal belongings away from all internal walls of the property.

Expectations from Us

A Site Manager will be allocated to your property to ensure the works are delivered as efficiently as possible and will ensure that health & safety is adhered to.

A Works Coordinator Officer will be assigned to the project and will visit your property to ensure you are satisfied with the works and discuss any queries you may have. You can expect high quality of work and a brilliant team who will make you feel comfortable whilst they are working in your home.

All our teams will work to the highest standards and are very knowledgeable of the works they are undertaking. All wet rooms will be provided with a Mechanical Continuous Fan, and all windows will receive Trickle Vents to ensure the property is suitably ventilated with the added insulation

On completion, the system will be registered with the system manufacturer, and a “Handover Pack” will be posted to you with all the legal documentation, including Electrical Works Certificate, IWI Warranty & Insurance Backed Guarantee.

We will treat you and your home with respect and will ensure dust sheets and floor protection are used throughout the areas of works where required. Our team will keep all appointments made with you. We will not start before 8am or finish later than 6pm without prior agreement.

Our operatives will protect your home and clear up at the end of each day We will make sure services are only disconnected when necessary for the minimum time. Our team will be sensitive to your needs and agree on special arrangements where possible. We will keep you informed of progress. We will always respect your privacy.

Ventilation

Ventilation is crucial after installing internal wall insulation for several important reasons, primarily related to maintaining good indoor air quality, preventing moisture buildup, and avoiding damage to the building structure.

Moisture Control and Condensation Prevention:

- **Risk of Trapped Moisture:** Internal wall insulation can make a home more airtight, which reduces the natural airflow that would otherwise help to manage moisture levels within the building. Without proper ventilation, moisture from everyday activities like cooking, bathing, and even breathing can accumulate.

- **Condensation Issues:** When warm, moist air comes into contact with cooler surfaces, condensation can form. This is particularly a concern on walls that have been internally insulated, as the insulation can make the external walls colder, increasing the likelihood of condensation forming on or within the wall structure. Over time, this trapped moisture can lead to mould growth and structural damage.

Maintaining Indoor Air Quality:

- **Airborne Pollutants:** Good ventilation helps to remove pollutants, allergens, and excess humidity from the indoor environment. After insulation, without sufficient ventilation, these can accumulate, leading to poor indoor air quality, which can affect the health and comfort of the occupants.

- **Fresh Air Supply:** Proper ventilation ensures a continuous supply of fresh air, which is essential for the health of the building's occupants. It dilutes indoor pollutants and removes stale air, reducing the risk of respiratory issues and other health problems.

Preventing Mold and Mildew:

- **Mold Growth:** Inadequate ventilation combined with higher moisture levels

can create ideal conditions for mould and mildew to thrive. Mold not only damages the property but can also cause serious health problems, including allergic reactions and respiratory issues.

Structural Integrity:

- **Damp and Rot:** If moisture is allowed to accumulate within the wall structure, it can cause dampness, which can weaken the building materials over time, leading to issues like wood rot, peeling paint, and even structural failures in severe cases.

Energy Efficiency:

- **Balanced Ventilation:** Proper ventilation is part of a balanced approach to energy efficiency. While insulation reduces heat loss, ventilation prevents the negative effects of airtightness, such as poor air quality and moisture buildup, ensuring that the home remains both energy-efficient and healthy to live in.

Types of Ventilation Solutions:

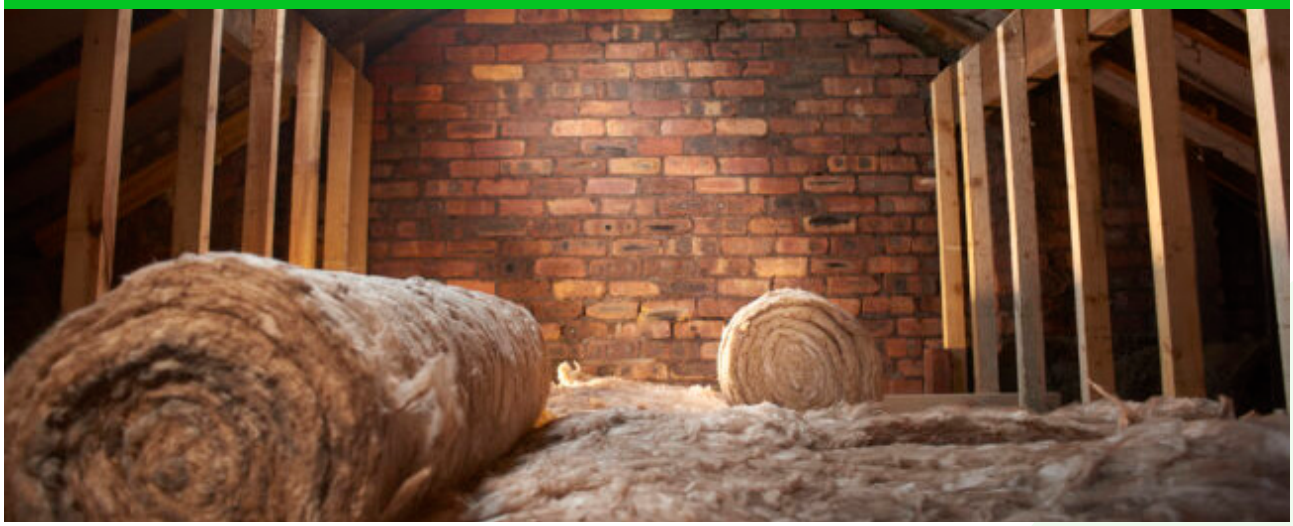
- **Passive Ventilation:** This can include trickle vents in windows, air bricks, or vents in walls that allow a controlled flow of air into and out of the building without mechanical assistance.

- **Mechanical Ventilation:** Systems like Mechanical Ventilation with Heat Recovery (MVHR) can be installed to actively manage the airflow, extracting stale air and bringing in fresh air while minimising heat loss.

In summary, after internal wall insulation, ensuring adequate ventilation is key to maintaining a healthy living environment, protecting the building structure, and avoiding problems associated with moisture and condensation.

At Zenith Eco Solutions we “Insulate tight & ventilate right’ and work inline with PAS 2030 and 2035 so you can be assured that are teams are compliant with the best working practices for retrofitting our customers properties.

Room in Roof Insulation (RIR)



Benefits
Reduces Energy Bills and significantly reduces the amount of heat escaping through the external walls of your property, enabling you to heat your home faster and keep it warmer for longer.

RIR reduces outside noise pollution and your carbon footprint. There is no need to change the exterior look of your property. RIR comes with a 25-year guarantee.

Installation Process

We will send our fully qualified Domestic Energy Assessors to your property to carry out a Technical Survey, which will include inspecting the Room in Roof and taking full measurements of the room to allow a seamless material ordering process.

Our Insulation Team will then be in touch to make arrangements for the property preparation work, which could include enabling electrical sockets switches and radiators to allow for the insulation to be installed correctly and in line with PAS Regulations.

Our installers will then proceed to insulate your property The system is comprised of a ridged polyisocyanurate modified polyurethane foam board insulation board, which is pre-bonded to the plasterboard (SWIP RIR Board). The board is available in a variety of thicknesses to achieve a range of U-values.

We will always use the thickest insulation (95mm) but, where obligated, will use a thinner insulation due to the shape/build of the Room in Roof. The wall will be left with a smooth plastered finish.

Our qualified Gas & Electrical Operatives will then attend to complete the post enabling of any switches/sockets and radiators. Our Site Manager will then

attend to carry out a Handover and make sure the installation is completed to Zenith Eco Solutions standards.

Preparation Guidelines

Move any furniture and personal belongings away from all internal walls of the property.

Expectations from Us

A Site Manager will be allocated to your property to ensure the works are delivered as efficiently as possible and will ensure that health & safety is adhered to.

A Works Coordinator Officer will be assigned to the project and will visit your property to ensure you are satisfied with the works and discuss any queries you may have. You can expect high quality of work and a brilliant team who will make you
feel comfortable whilst they are working in your home.

All our teams will work to the highest standards and are very knowledgeable of the works they are undertaking. Our team will keep all appointments made with you. On completion, the system will be registered with the system manufacturer. A “Handover Pack” will be posted to you with all the legal documentation.

We will treat you and your home with respect and will ensure dust sheets and floor protection are used throughout the areas of works where required. We will not start before 8am or finish later than 6pm without prior agreement.

Our operatives will protect your home and clear up at the end of each day. We will make sure services are only disconnected when necessary for the minimum time.

Our team will be sensitive to your needs and agree on special arrangements where possible.
We will provide Mechanical & Background ventilation required now that the property has been provided the extra insulation. We will keep you informed of progress. We will always respect your privacy.

During the Works

Whilst the works are being carried out, our workers will initially inform you of the process of how the day’s work will be carried out and will notify you of any changes to that process.

Inevitably with works of this nature, there will be some dust; however, our team will ensure that this is kept to a minimum and will clean up any debris after the works are completed. Follow all advice and information given regarding health and safety.

Let the team know if you are leaving your home and what time you expect to return. We would ask that you kindly avoid smoking in or near the work areas whilst our team is present. Keep pets away from the working areas, and make sure that children do not go anywhere near work areas or touch any equipment or materials.

Client Testimonials

Customer feedback is extremly important to us here at Zenith Eco Solutions. It provides us with direct insights into our customers needs, expecations, and saisfcation and we use this feedback to continously improve our services.

“I would just like to say a massive thank you to everyone at Zenith Eco Solutions for the fantastic job you did with our ECO4 installation. From start to finish, the whole process was smooth and stress-free, which is saying something when it comes to this kind of work!

A special shoutout to your engineers who were incredibly professional and respectful throughout. They were a pleasure to have around, and their attention to detail was top-notch. The External Wall Insulation has already made a noticeable difference – the farmhouse feels much warmer, and the heat isn’t just disappearing through the walls like it used to.

The Air Source Heat Pump is working brilliantly too, providing us with efficient and reliable heating. And of course, the Solar Panels are a game-changer; we’re already seeing the benefits in our energy bills. It’s safe to say that these upgrades have made a huge impact on our home and our day-to-day lives. The house feels cosier, we’re cutting down on our energy use, and it’s great knowing we’re doing our bit for the environment.

Thanks again to the whole team for making this happen. I couldn’t be happier with the results!”

Graham Mason, Eco 4 customer

“Zenith Eco solutions did a marvellous job on my EV charger installation. Quick, professional and the installing engineer was incredibly helpful. Highly recommended.

Daniel Barker, Private Installation

"From start to finish, 10/10 Superb, absolutely fantastic! The office staff were great; when speaking to them, they were so pleasant and nice. No faults whatsoever right through the installation.

I would 100% recommend Zenith Eco Solutions to others in the future. Craig was absolutely fantastic, as well as the office staff. Just so relaxing and a superb experience which I have never had before!

Craig's work is so neat. I have been in the building trade industry myself, and his plumbing has been so neat and professional, really!"

Brian Jolley, ECO4 customer

"Zenith eco solutions not only carry out top quality work they also give back to the local community. Zenith and all their staff work tirelessly to make sure all they clients receive the best service from start to finish, as a supplier to zenith I can see this first hand. And with all the charity work school talks and fundraising zenith do to give back makes the difference! Keep up the good work to all involved."

Michael Williams, CEF

"I have just recently had a brand new central heating system installed by Zenith Eco Solutions and I could not recommend this company enough. The service I received from start to finish has been very professional and thorough from start to finish.

In the current climate with cost of living and energy bills any kind of talk surrounding improvements was a daunting task for myself but all those I have dealt with were very reassuring and a delight to deal with. A++ service."

Anthony Singh, ECO4 customer

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