

# Talk

The official newsletter of **KESTON**



## At Your Service

Kestons new and improved service division.

## Airgen

The air-source heat pump Britain's been waiting for.

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#### Whatever the weather

Help your customers save money and the environment with weather compensation.

#### Keston provides heating solutions where others can't

The latest project news features a versatile flue requirement for 1 Harley Street - London, and LA Fitness' new high efficiency condensing boilers.

# **KESTON**

where others can't

# New and improved service division

Keston has expanded its service division to provide broader geographic coverage across the UK. Keston aims to improve response times and also offer future and existing customers technical support, both on and off-site. With a fleet of fully equipped service vehicles, a team of highly skilled engineers, the latest in diagnostic equipment and extensive spare parts stock, Keston's new improved service division will offer a faster and more flexible service for its customers.

In addition to reacting to breakdown issues, Keston's new service network is intended to assist busy installers and contractors to understand the nuances of Keston's products. Technical support will be readily available, either at the end of a phone, or physically, with an engineer sent to a particular site.

Managing Director, Nick Whitwell, commented, "During my first year as Managing Director of Keston it became very clear that the company needed to develop its after-sales support. Moving its warranty cover to a standard two years was the first action - all Keston boilers are now covered by this



Nick Whitwell, MD, Keston

"Expansion to our service division allows us to support installers and contractors across the entire Keston range."

two-year no quibble guarantee-improvements to the service division is the next step, helping Keston to cement strong relationships with installers and contractors alike.

"Keston provides heating solutions that might prove unattractive or complex to other manufacturers. Some of these solutions are very sophisticated, such as bespoke multi-boiler rigs; some are simple - Keston boilers can be flued with 50mm muPVC waste pipe. The expansion to our service division allows us to support installers and contractors across the entire Keston range, which is set to increase with the inclusion of air source heat pumps. We recognise that boiler engineers do not necessarily have the time to attend manufacturer training sessions, so our service division will help installers with the technicalities of Keston's products."

**Keston's service engineers are available at locations throughout the UK. To find your nearest engineer call: 0208 462 0262 or visit [www.keston.co.uk](http://www.keston.co.uk) for more information.**

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## Whatever the weather

**Help your customers save money and the environment with weather compensation, a cheap, simple and effective way of ensuring that a boiler works efficiently. With Keston boilers, the technology is built in as standard simply add an outside sensor to activate.**

The external sensor measures the outside temperature and adjusts the boiler flow accordingly, avoiding large temperature fluctuations that adversely affect comfort levels and cost financially and environmentally. The built-in controller sets the flow temperature as cool as possible, so the return temperature will be such that

it allows the boiler to condense for longer without compromising the heat in the property.

Replacing an old boiler, 10-15 years old, with a high-efficiency condensing boiler could save the customer up to 30% of their fuel bill. If the new boiler also has weather compensation controls, that figure would increase, with the installation cost more quickly recuperated by decreasing fuel bills.

**Call 0208 462 0262 to obtain a free weather compensation sensor courtesy of Keston.**



Mark Richards,  
Keston Regional  
Sales Manager  
for the Midlands

"If you've fitted a Keston boiler in the last year without activating the weather compensation, tell your customer about the benefits and add on a sensor at the annual service."

To talk to Mark call: 0208 462 0262,  
or email [mark.richards@keston.co.uk](mailto:mark.richards@keston.co.uk)

# Airgen - the air source heat pump Britain's been waiting for

Some ASHP's on the market are adaptations of air conditioning units built for the Far East, where humidity is high and temperatures are tropical. The British Isles is also humid, however the more temperate climate means that flow temperatures need to be greater to satisfy radiator circuits and hot water requirements, bringing domestic hot water up to 65°C, with no need for the support of an immersion heater or direct resistance heater. At the same time Airgen provides space heating for radiators and under floor heating systems at variable temperatures from 35°C to 55°C.

Despite the fact that the Airgen operates from as low as -15°C, with functionality including a heated drip tray and four minute frost cycle enhancing its capabilities, as with all air source heat pumps, efficiency is compromised when the temperature drops. At temperatures below freezing a high-efficiency condensing boiler is a cheaper option so Airgen is available as part of a bivalent heating pack, including the 97% efficient Qudos 285 which is purpose built to interlock with a renewable energy source, such as an air source heat pump, or solar thermal system. The Airgen then provides heating for 85% of the time, with the boiler making up the balance on colder days.

Further Airgen information is available at [www.keston.co.uk](http://www.keston.co.uk).



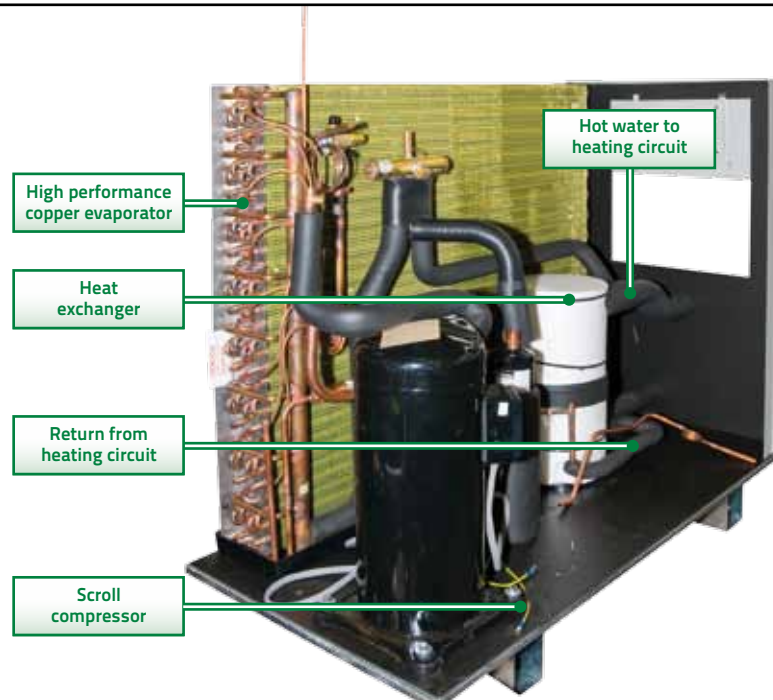
## Airgen Specifications

**Keston Airgen is available in three models to provide a complete spectrum of choice for the domestic market:**

- **4.5 kW** - for small flats
- **9kW**
- **12kW** - for larger properties

The 9kW and 12kW versions can be banked together, with bespoke designs available for light commercial applications.

To optimise efficiency, all units have dual temperature operation. Larger units incorporate twin scroll compressors to further maximise efficiency.



**John Forster,**  
Keston Sales and Marketing Director

“By incorporating Airgen with a high efficiency condensing boiler and weather compensation, the optimum in energy and cost savings can be achieved. Make sure your customers know the types of energy saving measures they can take.”

To talk to John call: 0208 462 0262,  
or email [john.forster@keston.co.uk](mailto:john.forster@keston.co.uk)



# Keston provides heating solutions where others can't



## 1 Harley Street - London

With the existing boilers beyond repair and the use of conventionally flued boilers out of the question, due to certain damage to the brick stack, Keston's versatile flue requirement and bespoke rigs provided the perfect solution.

A four-boiler C55 rig was installed, incorporating controls, including weather compensation, with domestic hot water supplied by a Keston spa cylinder. The system is flued using Keston's 70mm composite flue pipe, running 15 metres from the basement at the rear of the building and then vertically up the outside wall. All works were done without disruption to the client or patients.

## LA Fitness - Aldgate

The existing hot water system, consisting of two balanced flue water heaters, had low-level flue termination, which meant that combustion by-products spilled into the occupied courtyard.

Electrical hot water generation was considered, avoiding the need for flues of any type, however a three-boiler C55 Keston rig, coupled with two Keston spa 300's, to provide 3,000 litres of domestic hot water an hour, was found to be the best solution.

Utilising Keston's unique flue solution, 50mm muPVC waste pipe, which can be extended up to 20 metres from the boiler, the flues now run from the plant room through a ceiling void and terminate on the outside wall, three metres from road level.

Another advantage of the system is that the rig is made up of Keston's high efficiency condensing boilers, meaning an expected reduction in LA Fitness' gas bill of up to 10%.



**Mike Loveluck**, Keston Regional Sales Manager for the South East

"At Keston we pride ourselves on being able to find a solution to almost any heating problem by virtue of our versatile product range and unique flue solution."

To talk to Mike call: 0208 462 0262, or email [mike.loveluck@keston.co.uk](mailto:mike.loveluck@keston.co.uk)

To find out how Keston can provide the solution for your heating requirements visit [www.keston.co.uk](http://www.keston.co.uk), call 0208 462 0262, or email [info@keston.co.uk](mailto:info@keston.co.uk)