

Dear Mike,

I thought I should let you know that the rads arrived promptly at 10.30 on Friday morning and they are all fitted and up and running. I must say I'm very pleased with them - wonderfully easy to fit, easy to programme, (and even quick when you've done a couple!) and so nice to get instant heat the moment you put them on. They really are very well made and packaged, and all together a very good product - just as good as you said it was! How nice when I came in today and it was warmer inside than out which is, believe it or not, a first!!

For people in my situation they are the perfect answer. The house is some way from the road and had no gas supply. It was going to cost £7-8,000 just to have the gas pipe laid - on top of £5,500 I had been quoted for gas central heating. I was also considering electric boilers, (no need to have the boiler on an outside wall, it would fit into a cupboard, very low risk compared to gas,) but the house was too large for just one electric boiler so that option added another £1,000 to the cost. I was also concerned about the running costs of the latter. With a total price of £4,270 (14 radiators) the radiators have obviously saved me some thousands of pounds and that's even after choosing the smart version!

These radiators have saved the mess and inconvenience of having all the floors up for the central heating pipes, and in a wooden house I am more than happy not to have water flowing around it! I did pay an electrician to put some extra sockets in and there was a bit of mess as a result but nothing compared to having a full central heating system installed.

You said they were easy to install. I'm going to be 60 in six weeks and at a very leisurely rate, it took me two days to install 14 radiators, programme them and clear up. If a nearly 60 year old woman can do that single-handed, it's got to be easy!

I shall watch my electricity bills with interest but as you were an accountant I can only suspect that your figures are accurate!

Thanks again for your very prompt and efficient service and for doing us the favour of importing such a good product!

Kind regards,
Pauline Marshall (Aged 60)