

Argyll.

Dear Mike

I must apologise for not being in touch before now. It is now over two years since you installed our underfloor heating system and we are totally delighted with it.

Apart from the fact that we are nice and "toasty" when the weather is cold the system is proving to be very economical to run.

When we finished the build you told us that the first year or so would be the most expensive as the building dried out. This did prove to be the case but last winter was a big improvement on the first one.

Another factor in our reducing bills is that we are getting more used to the system and feel more able now to "experiment" with setting various rooms at lower temperatures or changing the times for the heating to be on in different rooms.

Another plus point to the system is that there is no apparent source of heating – no radiators to fit furniture around and no "hot spots" about the house.

Yours sincerely

Brian Pennock  
20<sup>th</sup> August 2009