homely

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CASE STUDY

Homely & Menai Heating Case Study

About Menai Heating

In 2015, Menai discovered the Energy Company Obligation (ECO) scheme, igniting a new mission to reduce fuel poverty, lower carbon emissions, and support vulnerable homes. Today, they operate as two distinct entities: one focuses primarily on ECO, offering a comprehensive range of grant-funded measures to uplift homes and lives, while the other specializes in private installations of heat pumps and solar systems.

Remote Fault Diagnosis Saves a 6-Hour Trip for Menai Heating

After completing a heat pump installation in South Wales, the Menai Heating engineers left site. Shortly after, the customer checked their hot water and found it wasn't working.

Using Homely Connect, Menai's team remotely accessed the system data to investigate. They saw that the flow and return temperatures were rising and that the room temperature was also increasing.

Further analysis of the data revealed that **the actuator head had been installed the wrong way around *after clearing air from the system on commissioning***. The engineers advised the customer to rotate it 180 degrees and reattach the head - a straightforward task the customer could safely do themselves.

Thanks to Homely's remote diagnostics, Menai quickly identified and resolved the issue without needing to revisit the site, saving an estimated six-hour round trip and restoring the customer's hot water.

Menai