20791

Please complete this page and then return in envelope provided.

Customer name: MR + MRS L. DE SWART Date 17-5-14

Address: ASH HOUSE
ASH CLOSE
~~E~~ SWAFFHAM, PE37 7NH

Your email Address: patandleslie@hotmail.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?		✓	

Feed back & comments:

We were very impressed with the installation team - they were speedy, efficient, polite and very professional.

Please complete and sign page behind and then return in envelope provided.

Customer name: MR. RICHARD IAN BREWER

Date 24/12/2013

Address: THE RANGER

BROOM ROAD

STANFORD. BEDFORDSHIRE. SG18 9JE

Your email Address please ribrewer@btinternet.com

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓+
Product			✓
Recommend us?			✓

Feed back & comments:

Although there have been some issues with the installation initially the response from AES has always been prompt and courteous.

Office staff have always presented a good company image.

It would have been more helpful if the GDA process was better organised from the start as this has led to quite a long delay.

Please complete and sign page behind and then return in envelope provided.

Customer name: IAN L. MARTIN Date 28.12.13

Address: 43 HIGH ST
WICKEN
ELY CB7 5XR

Your email Address please i.l.martin@aston.ac.uk

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team		✓	
Office Staff		✓	✓
Product		✓ water heating	✓ house heating
Recommend us?		✓	✓

Feed back & comments:

The technical survey appeared thorough, though on installation it appears that adjustments were required concerning hot water system. There remains a concern about compatibility with solar thermal: to be resolved.
The installation team worked hard but timing adjustments made by another engineer after two weeks, were required: more detail on system control required for owner.
The system appears to work efficiently in heating the house although at this time, the hot water system is not efficient and requires one radiator to be isolated upstairs, in order to control 3-way valve.
Further discussions are required to resolve these issues;

Please complete and sign page behind and then return in envelope provided.

Customer name: MR & MRS P HUDSON Date 30 DEC 2013

Address: EDGEFIELD
WIDDINGTON.
NR SAFFRON WALDEN. CB11 3SB.

Your email Address please philip.m.hudson@BTinternet.com.

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

The hot water heating is quite noisy. Partly this appears to be because the indoor unit is working hard but I suspect slightly amplified by resonanse in the heating coil within the hot water tank.

Please complete and sign page behind and then return in envelope provided.

Customer name: MR D N WHITEHEAD Date 6 JANUARY 2014

Address: 2 LOWER END
SWAFFHAM PRIOR
CAMBRIDGE CB25 0HT

Your email Address please patricia.whitehead@gmail.com

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓ *
Office Staff			✓
Product		✓ **	
Recommend us? YES			

Feed back & comments:

* There were delays in commencing installation, seemingly due to co-ordination shortcomings between all the companies involved.

** The system itself seems to function satisfactory, but the control panel, for changing temperature and timer settings, is over-complicated for a domestic system. Even after at least two teach-ins by the installers, changes to settings need careful following of a long sequence of button presses.

D N Whitehead

Please complete and sign page behind and then return in envelope provided.

Customer name: TIMOTHY GRANT Date 16 JAN 2014

Address: 12 WINDING SHOTT
BRAMFIELD
HERTFORD SG14 2QP

Your email Address please TIMOTHY.GRANT@VIRGIN.NET

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team		✓	
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

The installers were on the whole pretty good, but a few details were left unfinished: e.g. screws left off an electrical junction box in the airing cupboard.

20697.

Please complete this page and then return in envelope provided.

Customer name: Mr Dennis

Date 20.1.2014

Address: 3 meadow Close
Witchford nr Ely
Cambs

Your email Address: _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			good
Technical Surveyor			good
Installation Team			very good
Office Staff			good
Product			good
Recommend us?			good

Feed back & comments:

20713

Please complete this page and then return in envelope provided.

Customer name: D. JENKINS Date 22/01/2014

Address: 3 The Birches
Church Green, Lt. Yeldham
Halstead CO9 4LJ

Your email Address: don.jenkins@btinternet.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Surprisingly straight forward.
Everyone involved was helpful & friendly and did what they said they would when they said they would.

20411

Please complete this page and then return in envelope provided.

Customer name: MRS F. Bridget V. Fry Date 24/02/14

Address: OKEFIELD HENHAM ROAD
DEBDEN GREEN
SAFFRON WALDEN CB11 3LZ

Your email Address: bridgetfry22@googlemail.com.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

I have already recommended this heating system as I am very pleased with it. It is easy to control and I have not had any problems in the 18 months it has been installed.

20739

Please complete this page and then return in envelope provided.

Customer name: KEITH MOBBS

Date 07 - 03 14

Address: 24 CHURCH LANE
KENNETT NEWMARKET
SUFFOLK CB8 7QS

Your email Address: N/A

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor	✓		
Installation Team			✓
Office Staff			✓
Product			
Recommend us?			✓

. eed back & comments:

PRODUCT BRAND NEW SO RESERVE JUDGEMENT

20741

Please complete this page and then return in envelope provided.

Customer name: KEITH HAWKINS

Date 8th March 2014

Address: 28A RECTORY CLOSE
CARLTON
BEDFORDSHIRE MK43 7JT

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product		✓	
Recommend us?			✓

Feed back & comments: The installation team are to be recommended. They were polite, efficient, tidied up when they had finished - I think the place was tidier than it was to start with. I was definitely impressed! I found the office staff very helpful as well. I cannot really comment about the "Product" until it has had time to prove itself. From midday onwards although there is plenty of sun its not actually playing on the panels so I doubt it will be that successful as a source of power

20749 PV

Please complete this page and then return in envelope provided.

Customer name: George + Ellie Pyke Date 9/3/14

Address:

Mrs. Elaine Pyke
5 Orange Row
Terrington St Clement
King's Lynn
PE34 4NN

World Cancer Research Fund (WCRF UK)
www.wcrf-uk.org/learn

Your email Address: elainepyke54@gmail.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

No hesitation in recommending your Company.

20750

Please complete this page and then return in envelope provided.

Customer name: R & P C NEWELL Date 15/3/14

Address: SOUTH STREET NURSERIES
SOUTH STREET WOODHURST
HUNTINGDON CAMBS PE28 3 BW

Your email Address: NONE

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓✓✓
Office Staff			✓
Product			✓✓
Recommend us?			✓

Feed back & comments:

EVERYONE WAS EXCELENT, SALES CONSULTANT HAD THE BENEFIT OF THE SALES CONSULTAN ELLIS WHO WAS AT MY NEIGHBOUR WHEN I WAS THERE (MR HUGGINS) SO I KNEW WHAT WAS COMING. TECHNICAL SURVEYOR ASSURED US THAT THERE WERE NO PROBLEMS that the INSTALLERS COULDN'T DEAL WITH & (HE WAS RIGHT). THE INSTALLATION TEAM. GEOFFREY KENNY PAUL WERE ABSOLUTE WORKING MACHINES, KENNY WAS WITH US EVERY DAY. HIS PLUMBING WAS OUTSTANDING, NEAT TIDY AND WHAT I WANTED. GEOFFREY ACTUALLY MADE THE INSULATED BOX FOR SECOND UNIT. ON SITE AND PAUL COMMISSIONED THE UNIT & BRIEFED US ON ITS OPERATION. HIGHLY DELIGHTED WITH THE INSTALLATION. ELECTRICIANS AGAIN AN OUTSTANDING TEAM.
I WOULD RECOMMEND YOU WITHOUT RESERVATION
ALL THAT WAS PROMISED HAS BEEN DELIVERED

20752

Please complete this page and then return in envelope provided.

Customer name: W. STYLES

Date 31/3/14

Address: 55 MAIN ROAD
STONELY
CAMBS PE19 5EP

Your email Address: ~~[illegible]~~
bill.chris.devclose@btinternet.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			YES

Feed back & comments:

SYSTEM RUNNING WELL, VERY PLEASED WITH INSTALLATION.
ONLY ONE PROBLEM WHEN ALL RADS ARE ON, ONE IN SYSTEM DOES NOT GET HOT, AND CONTROLS ARE A BIT COMPLEX.

20773

Please complete this page and then return in envelope provided.

Customer name: Miss Josephine Martin

Address: 21 Old North Road
Bassingbourn
Royston
Hertfordshire
SG8 5JG

ACTION ON HEARING LOSS

Date 26.4.14

Your email Address: _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product		dont know yet!	
Recommend us?			✓

Feed back & comments:

Thank you

20809

Please complete this page and then return in envelope provided.

Customer name: DAVID COOLER

Date 7.6.14

Address: 51 TOWN STREET
UPWELL NR WISBECH
CAMBS PE14 9DA

Your email Address: dpcooler@linecno.net

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product So far -			✓
Recommend us?			✓

Feed back & comments: Swift attention. Methodical and tidy workers. Neat finish. Good explanation of instructions. So far looks very good and anticipate, on basis of technical information provided, winter will be warm inside. If not I will be in touch.

20777

Please complete this page and then return in envelope provided.

Customer name: John Kenny Date 10.6.14

Address: THE DAIRY
LYNN RD
HILLINGTON NORFOLK PE31 6BJ

Your email Address: JKENNY76@ME.COMM

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

THANK YOU
EXCELLENT SERVICE

20802

Please complete this page and then return in envelope provided.

Customer name: MR + MRS COWHAM

Date 11-06-2014

Address: 7 LEETES LANE
LITTLE EVERSDEN
CAMBRIDGE CB23 1HH

Your email Address: mike@brownsover.orangehome.co.uk

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			?
Recommend us?			✓

Feed back & comments:

? Don't know we have only had product less than 2 weeks. Installation team were excellent and worked late to finish the job

20696

Please complete this page and then return in envelope provided.

Customer name: J.R WILCOCKSON

Date 18/6/2014

Address: NEW STATION HOUSE.
LONDON ROAD, SIXMILE BOTTOM
NEWMARKET CB8 0UJ

Your email Address: RICHHEL.SMB@HOTMAIL.CO.UK

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

PRODUCT RESOLVES MY HEATING/HOTWATER REQUIREMENT.
HOUSE NOT YET OCCUPIED SO PERFORMANCE STILL TO BE EVALUATED.

20771

Please complete this page and then return in envelope provided.

Customer name: GRAHAM WHITE Date 16/7/14

Address: 58-60 HIGH ST
RIDGMONT
BEDFORD, MK43 0TX

Your email Address: grahamwhite500@btinternet.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

The installation team (Aran & Kenny) were very thorough and extremely helpful.

Scanned

20870

Please complete this page and then return in envelope provided.

Customer name: MR + MRS M. TURNER

Date 2 · OCT · 2014

Address: 8A THE CRESCENT
WICKEN Ely
CAMBS CB7 5XN

Your email Address: _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff		✓	
Product NOT SURE Reserved opinion to later Date.			
Recommend us? Would Mother You.			

Feed back & comments:
Would like to think of we have Problems your Company would be available to help.

20874

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: MR & MRS. D. COOPER Date 29-10-14

Address: 15 TOWN LANE
BENINGTON, STEVENAGE
HERTS. SG2 7LA

Your email Address: MJEANIS@SUPANET.COM

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

We were very pleased with the fitters Tony & Bill they were very pleasant and polite. & took the necessary precautions to keep the house clean when inside work was done. We also found the service very high and would recommend Anglian.

20887

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: MAISIE JONES. Date 20.11.14.

Address: 7 BALDWINS CLOSE.
BOURN
CAMBRIDGE. CB23 2TH.

Your email Address: maisie.jones.813@btinternet.com.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Despite the hiccups! which occured I'm glad I decided on the Air Heat Pump, and everyone has been so kind & helpful and here I must mention Jatie in particular. And now I have the Solar Panels, my husband would be so pleased. I can see I might need help with this RHI thing!

Maisie

20879

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: Mr P Williams + Ms L Jolly

Date 21/11/14

Address: 92 Town Lane
Benington
Herts

Your email Address: _____

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

20897

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: I. M. HOLLAND Date 27/11/14.

Address: 1, GLEBE CLOSE
HORRINGER
BURY ST. EDMUNDS SUFFOLK IP29 5PR

Your email Address: lanholland040@btinternet.com.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor		✓	
Installation Team			✓
Office Staff		✓	
Product			✓
Recommend us?			✓

Feed back & comments:

Am concerned about the effectiveness of the control unit which may be incorrectly located.

I. M. Holland

20900

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: T. Brown

Date 1-12-14

Address: 3 Millfield
Cottenham
CB24 8RA.

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant		✓	
Technical Surveyor		✓	
Installation Team			✓
Office Staff			✓
Product to be proven			
Recommend us?			✓

Feed back & comments:

20967

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: G Jondorf

Date 3.12.14

Address: 7 Lowbury Crescent
Oakington
Cambridge CB24 3AG

Your email Address: gillianjondorf@btinternet.com

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product	(not sure yet - too soon!)		
Recommend us?			✓

Feed back & comments:

20895.

Anglian Energy Solutions

Please complete this page and then return in envelope provided.

Customer name: R + K Pethurst. Date 5. 12. 14

Address: 25 FOX ROAD.
BALSHAM
CAMB.

Your email Address:

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:

Please complete and sign page behind and then return in envelope provided.

Customer name: J. B. HORTON Date 20/12/13

Address: 308 WEDON WAY
BYGRAVE
BALDOCK HERTS SG7 5DX

Your email Address please bylorton@aol.com

This will be used for your grant voucher to be sent too.

AES Questionnaire

Please rate your satisfaction level with:	Low	Average	High
Sales Consultant			✓
Technical Surveyor			✓
Installation Team			✓
Office Staff			✓
Product			✓
Recommend us?			✓

Feed back & comments:
Excellent service all round