

Chippendale Retirement Village Modbury.

Case Study

Residential Village Hot Water Upgrade.



Electric Systems Upgraded

25



Gas Systems Upgraded

9



Projected Savings Per Household

\$540/ year



Projected Savings Per Household

\$65/ year



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Located in Modbury, South Australia, the Chippendale retirement village encompasses 42 independent living units. The retirement village property manager engaged Ecovantage to replace their existing hot water systems with energy-efficient heat pumps.



The Upgrade.

34 Ecogenica 215L hot water systems were installed, each with a rated power usage of less than a kilowatt. The old systems included 25 electric hot water units consuming 3.6 kWh of input power, three of which were gravity-fed systems. Additionally, nine gas instantaneous units were also replaced. The gravity fed systems were decommissioned and all other hot water systems were decommissioned and removed from the site.



Old Rheem instantaneous gas hot water unit



New Ecogenica heat pump hot water unit

Challenges.

To take advantage of the maximum available rebate for properties with a gas connection, gas capping was required. Coordinating gas capping and installation of the new units was carefully planned by Ecovantage.

The service provider needs to schedule an appointment with residents for gas capping. Since the service provider couldn't provide a turnaround time to cap off the gas connections, the team at Ecovantage had to be ready to arrange the installation as soon as the capping occurred as capping the gas would leave the residence with no hot water.

Ecovantage successfully executed this through constant communication with the customers and careful consideration of installer availability and logistics.

I am very happy with the heat pump I had recently installed in my unit. The young installers were very polite, friendly and chatty. They took away the old unit and tidied up after themselves. The new tank looks much better than the old unit, especially since it was all rusty and leaking. All the residents have now made the upgrade and it was managed really well.

Veronica, Village Resident

As manager of the village I found working with Ecovantage very professional. They were very responsive and quick to resolve any queries or issues. The representative showed a strong commitment to empowering the residents with knowledge, and ensuring customer satisfaction. Most impressive, and highly recommended.

Margy Nolan, Village Manager