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May Esler

Owner, Nash Manor guesthouse

LPG from Calor Gas has proved a more cost effective, reliable and cleaner heating solution than oil for Nash Manor, a Victorian mansion converted into a high quality guesthouse.

The existing oil system was leaking after 10 years so owner, May Esler, needed to research her options. Upgrading the oil system would have cost thousands of pounds so May considered other alternatives.

Customer: Nash Manor guesthouse

Application: Heating and hot water

Location: Steyning, West Sussex

Project highlights:

- · LPG is a cheaper, cleaner fuel than oil
- Low investment fuel switch
- Reliable, fault-free gas burner
- Eradicating risk of fuel theft
- Underground tanks preserve the view

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No risk of fuel theft

Says May, "The oil tank has rusted and started leaking and I was concerned about the impact that this might have on the environment. I also didn't like the fact that oil was a target for thieves – so I wanted a fuel that could not be easily stolen.

When I enquired about an underground oil tank I discovered that it would cost in the region of £10,000."

Cost effective installation

"I then looked into the economics of replacing oil with LPG," said May.

"I have a large Hoval commercial boiler and I discovered it would be possible to replace the package oil burner with an LPG one for a fraction of the cost.

Calor's solution was to install a four tonne LPG tank underground. Calor's Customer Engineering Team dug the hole, installed the tank, re-landscaped the area and removed the oil tanks.

The whole process took just three days."

Lower bills

May is also impressed with the lower fuel bills. "On paper LPG appeared to be slightly more expensive than oil, but in practice that has not been the case. The bills are slightly lower than before," she said.

And more reliable...

Improved reliability with less servicing is another key advantage of the new system.

May continues, "Before the change we were constantly having trouble with the oil burner – the boiler kept going out and we had problems getting it to fire up. Plus it was dirty and had to be serviced twice a year. The new burner has run like a dream since it was installed three years ago and only requires servicing once a year.

The plumber suggested replacing the boiler at the same time but I declined – we have a boiler room, so space isn't an issue and it's been very reliable. It's a pumped system, and all the guest en-suite facilities can be served easily.

We've never had a problem since switching to LPG."

Calor service

May found the Calor service faultless saying, "We were so pleased with the service Calor provided that we've had more LPG tanks installed underground, with three individual meters to serve three refurbished cottages next to the manor.

LPG is so clean, it is safely out of sight and the cost of an underground LPG tank is far less than the oil equivalent," she concluded.

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