

## Case study

### Pivot Developments Ltd and why they chose Zypho

Pivot Developments Ltd is an independent property development company established by seasoned self-building team, Richard and Laura Ellam. Founded in 2020, the firm is led by principles of sustainable design, and aims to take a ‘fabric first’ approach to projects by building low-impact, high-quality living spaces, which positively enhance the occupants’ wellbeing.



They are currently building a new development of four houses in Sussex, UK, all designed to be 50% more energy efficient and cheaper to run than the average UK home.

Laura Ellam, Pivot’s co-Director, tells us why they chose [Zypho shower heat recovery solutions](#) as an integral part of the Grouse Grange development: “We first encountered Zypho at the FutureBuild show in London. We already knew a bit about shower heat recovery, and it struck us as a really smart idea that aligned well with our ASHP (Air Source Heat Pumps used to provide homes with heating and hot water), approach and conservation of hot water. Another big plus is there is no servicing required so they can be boxed in and left, which is a shame as they look really good!



RICHARD ELLAM



LAURA ELLAM

*“We received rapid and detailed answers to all of our technical questions, which we found very positive and reassuring.”*

“We’re very innovation-led by nature, and this technology makes a lot of sense: when you think about the amount of hot shower water that just goes down the drain every day, it’s such a waste! We should all be looking at smart ways to reuse some of that energy.

“We spoke to a few different providers while at the show, but we had the best conversation with Andrew of Zypho: it was clear that he had a huge amount of in-depth knowledge and experience with waste water heat recovery – he was passionate about it! We received rapid and detailed answers to all of our technical questions, which we found very positive and reassuring.

*“Just having that extra level of interaction and response has been brilliant.”*

“The houses we’re building are high-end from a sustainability perspective. As well as six Zypho units, we’ve included a variety of other eco and carbon-saving solutions, such as Mechanical Ventilation with Heat Recovery (MVHR) and air source heat pumps (ASHP), as well as PV panels. The buyers will be very conscientious about energy efficiency and about cost savings, especially with energy prices currently going up.

“A big selling point for us with Zypho was the relatively short time it takes to get payback on the financial outlay. It’s important for us that the homes can function sustainably, from both an ecological and a financial point of view. **We were very impressed that Zypho has a 2-3 year payback period, after which you’ve recouped the outlay and are still saving money on your energy bills.**”



## INSTALLING ZYPHO

“Supply and installation of the ZypHo units has been easy and straightforward. We placed our order and received the shipment within a few days. We had the units delivered to our installers, Elite Renewables, who are working on the site, and we took photos of them being installed.

“The installation process was easy, with no snags or problems. When we needed to check anything, our questions were answered quickly and thoroughly by Andrew at ZypHo, and again this was so reassuring; just having that extra level of interaction and response has been brilliant.

“At Pivot, we aim to be ahead of the curve on sustainable tech for housing, and we’re confident that ZypHo, along with the other eco solutions we’ve installed in these houses, will make them comfortable and cost-effective homes for their future occupants.”



## Case study

### Reducing domestic fuel bills



#### Customer background

##### Alison Syfret and family, Bedfordshire UK

- A family of 6, including 4 children
- 2 bathrooms – the main family bathroom has a shower over a bath
- All family members shower once per day

#### Before fitting Zypho shower water heat recovery unit

*“Our household was always an excessive user of gas. We were using more than the national average, even though our thermostat is set to a relatively low 18 degrees Celsius.*

*Even if we set the water temperature right up to 65 degrees, we could never get it very hot.”*

With so many people using the shower, **hot water supply was always an issue**, especially in the winter. Even if we set the water temperature right up to 65 degrees, we could never get it very hot. And by the time everyone had finished showering, there was no hot water for anyone else.

We decided to [fit a Zypho](#) when we were having our bathroom renovated, and the primary intention was to **improve our shower experience and give us more hot water for longer**. To be honest, we weren't even looking at what financial savings we might make on our fuel bills.

### **The difference that Zypho has made**

*“Since fitting the Zypho, nobody ever runs out of hot water in the shower, which is obviously the change we were hoping for.*

*By installing a Zypho, we're making significant savings... **our gas usage is now about 60% of that of the average UK household.**”*

However, something that we weren't expecting is that our **household gas fuel bills have gone down quite noticeably**: we are heating the house the same way we always did, but thanks to [Zypho](#), we've gone from being an above average user of gas, to using only about 60% of what the average UK household uses, so we're **spending far less on fuel**.

By installing a Zypho, and reducing the load on the hot water generation system, we're making significant savings. We had always wanted to find ways to **reduce our gas bill** – and with the recent massive increase in UK fuel prices this has become more important than ever, but for us this was an unexpected – and very welcome! – outcome of fitting a Zypho.

*“For something that only took only a few hours to fit, it's more than worth it!”*

I just wanted to achieve a better showering experience for my family. Now we're seeing that Zypho is making a significant difference to our fuel bill too, and it will end up paying for itself very quickly.