

The Waterfall Estate Home Experience

Residential Comfort



Heat Pump H2Oasis: Chasing Waterfalls at Home

Unveiling The Transformation of The Lark Drive Residence into a Heat-Infused Haven

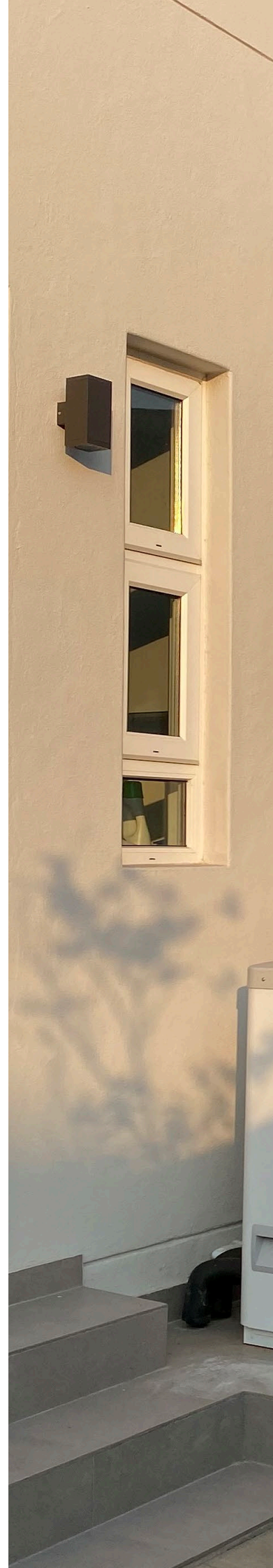
Residential new build home

- › Kerber reference: Lark Drive
- › Heat pump installation
- › Location: Midrand/ Waterfall Country Estate
- › Year: 2023
- › Description: Outdoor home setup
- › Installed products:
 - › Air source heat pump **WPL 25 ACS**
 - › Integral cylinder **HSBC 300**

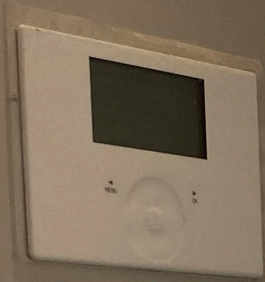
Located in the tranquil Lark Drive within the Waterfall Country Estate in Midrand, this residential new build home has embraced sustainability and self-reliance, addressing the challenges of frequent load shedding in the country. The installation features an Air Source Heat Pump **WPL 25 ACS** and an Integral Cylinder **HSBC 300**, providing an eco-friendly solution for heating water outdoors.

In the pursuit of self-independence amidst power disruptions, the Kerber family home stands as a testament to the commitment to a sustainable lifestyle. Stiebel Eltron South Africa seamlessly created an outdoor home setup transforming this home into a haven of comfort and reliability. The integration of cutting-edge technology not only ensures a constant and efficient heat supply but also aligns with the global push towards eco-conscious living.

As a residential reference, this project not only showcases technological prowess but also emphasizes the importance of a happy home. In a country familiar with the inconvenience of load shedding, the reliability of the installed products ensures uninterrupted warmth and contentment.







STIEBEL ELTRON



The STIEBEL ELTRON commitment to Comfort and Sustainability

Waterfall Estate is a luxury residential estate located in Midrand, South Africa. It offers a range of amenities including a clubhouse, gym, pools, parks, and walking trails. The estate is also home to the Mall of Africa, one of the largest shopping malls on the continent. Mr. Kerber, a discerning homeowner and valued customer, embarked on the journey of building his dream family home from the ground up in the new home market. Seeking top-tier home and energy solutions, he discovered that STIEBEL ELTRON, a long-trusted and expert brand, not only had a presence in South Africa but also boasted an accredited and full-service headquarters. This revelation brought Mr. Kerber a sense of ease, acknowledging the

of reliable and trusted solutions in the process of constructing a new home. Recognizing the blend of excitement and challenges that come with building a new home, our brand appreciates the profound importance of creating spaces that harmonize comfort and sustainability. In collaboration with brand specialists and certified installers, a strategic decision was made to implement an integrated home system featuring underfloor heating throughout Mr. Kerber's newly constructed home, addressing all water requirements comprehensively. Satisfied with this choice, enthusiastically conveyed his positive experience with the product. From consultation to sale, installation, and post-sale service, he encountered no issues,

expressing his confidence in the seamless process. Mr. Kerber gauged the success of the system based on two key performance indicators: the consistent comfort it provided during his wife's showers and the reliability of hot water availability at all times. As a family business and an industry leader, STIEBEL ELTRON prioritizes the creation of spaces that not only offer reliable convenience but also deliver dependable results, recognizing that such qualities are integral to the company's enduring success.



The Client's Perspective on the Experience

Mr. Kerber said: "From the first moment of consultation with at STIEBEL ELTRON's local office, the experience was exceptional.

We delved into extensive discussions covering various aspects, including past experiences with solar integration. STIEBEL ELTRON, along with their specialized partners, guided us seamlessly through the sale, installation, and system design process.

They took the time to understand our specific needs—whether it was hot water, heating, or cooling—and meticulously planned out the system based on the house size and requirements. approach made us feel heard and involved in every decision. Despite negotiations and budgeting, we were reassured that

if the system performed as promised on paper, it was the right choice for us. Even after installation, the support persisted.

Their commitment to service remains unwavering; a simple call and there was immediate expert assist ready on the other side to remotely address any concerns, showcasing the ongoing, consistent dedication to their customer satisfaction and brand experience.

The STIEBEL ELTRON team truly goes above and beyond, making the entire experience, from conception to implementation, a testament to their promise of customer care."

In conclusion, Mr. Kerber expresses his exceptional experience with STIEBEL ELTRON, commending their dedicated and thorough approach from initial consultation to post-installation support.

Mr. Kerber highlights their commitment to understanding specific needs, seamless guidance through the entire process, and unwavering dedication to customer satisfaction.

The STIEBEL ELTRON team's exemplary service makes the entire journey, from conception to implementation, a true testament to their promise of exceptional customer care.







STIEBEL ELTRON's Vision for Sustainable and Comfortable Heating Solutions

Ingo Hamann, Managing Director of STIEBEL ELTRON Southern Africa, said: "As one of the leading suppliers of technology products for building services and green technology, STIEBEL ELTRON South Africa provided a sustainable solution combining energy savings and the highest level of comfort. An air-water heat pump offers heating power in a compact form. The outside-installed WPL extracts enough heating energy from the outside air for the heating supply. The system's timeless design is integrated seamlessly into this home's architectural requirements, and it delivers the highest level of hot water convenience even during loadshedding. The air source heat pump combi-system:

The **WPL 25 AC** and **HSBC**, supplies the hot water and underfloor heating for the entire property." The outdoor air source heat pump excels in providing efficient heating even in extremely low temperatures, ensuring maximum efficiency. Its versatility is showcased through the capability to generate high flow temperatures, making it suitable for heating traditional radiators and various indoor spaces. This appliance offers year-round comfort by easily combining with underfloor heating or fan convectors, enabling both heating and cooling for a consistently cozy home environment. With a focus on top performance, the heat pump operates reliably in diverse conditions.

Essentially making this living heat solution one that is versatile and efficient solution for maintaining indoor comfort throughout the entire year.



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