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Welcome to the July/August issue of Heat Pumps Today

It continues to be an exciting time for the heat pump and renewable energy sector. This issue features a wealth of articles covering the latest technology, industry training and real-world case studies, including Haywood Hospital, which demonstrates how heat pump technology is helping the NHS reduce carbon emissions while creating more sustainable, future-ready healthcare facilities.

Looking ahead, the Heat Pumps Today team is delighted to announce an exciting evolution of the brand from September. Driven by changing market demands and valuable feedback from our readers and advertisers, we are expanding the magazine's scope, content and visual identity to better reflect the industry's direction.

It has become increasingly clear that the integration of heat pumps, solar PV and battery storage - the industry's "golden triangle" - is playing an ever more important role in helping homeowners and businesses achieve greater energy efficiency and sustainability. As demand for these integrated renewable energy solutions continues to grow, so too does the need for comprehensive, joined-up industry coverage.

To reflect this shift, Heat Pumps Today will be joining forces with Renewable Energy Installer magazine. From September, the newly relaunched publication will be known as Heat Pumps & Renewables (HPR).

The expanded editorial focus will include:

Heat Pumps

Solar PV

Battery Storage Electric Vehicle (EV) Charging

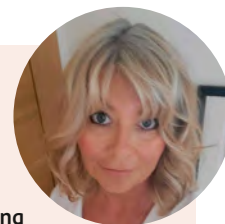
This will comprise 10 issues, each featuring an enhanced 64-page format, Heat Pumps & Renewables (HPR) will deliver even more technical insights, industry news, training opportunities and in-depth case studies. Existing readers of both Renewable Energy Installer and Heat Pumps Today will automatically receive the new publication, ensuring they stay informed across the full spectrum of low-carbon technologies.

For manufacturers and suppliers, the new title provides an even greater opportunity to showcase products and innovations to a wider audience of professional installers and contractors working across the heat pump, solar, battery storage and EV charging sectors.

Finally, I'd like to provide my sincere thanks to David Crowson, Digital Editor for his support with this issue

Juliet

Juliet Loisele MinstR, Editor/Publisher



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Wolseley Renewables Centre celebrates 500 installers trained in its first year

The training centre marks a milestone twelve months after opening, with more installers signing up for renewables courses than ever.

Wolseley Renewables Centre has trained its 500th installer, just over a year after opening in April 2025. Demand for its courses has grown steadily over the year, with more installers now signing up for renewables training.

Since opening, the Centre has expanded from heat pump training into a broader range of courses covering solar PV, EV charging and F-Gas, giving installers more ways to diversify and build a steadier, year-round income. Homeowner interest has been helped along by the Boiler Upgrade Scheme, which offers eligible households £7,500 towards an air source heat pump, rising to £9,000 from 21st July 2026 for eligible off-gas-grid homes replacing oil or LPG.

Andrew Busst, Training Service Manager at the Renewables Centre, said: “Reaching 500 trained installers in our first year is something we’re really proud of. Every one of them is an engineer who can now walk into a home and fit a heat pump with confidence. What I love most is the mix in the room. You’ll have someone with 25 years behind them in the industry, sat next to a plumber fitting their first heat pump, and they learn from each other.

“This is a really encouraging start. The country is going to need a lot more trained, confident installers to reach its heat pump targets, and reaching 500 in our first year shows the appetite is there. We can’t wait to keep building on it.”

The milestone comes as the country works towards an ambitious goal for low-carbon heating. The Climate Change Committee says the UK needs to install around 1.5 million heat pumps a year



by 2035, which will mean training many more heat pump engineers in the years ahead. Renewables Centre’s first year is an encouraging step towards this target.

Installers who want to train in renewables can find out more and book onto the Domestic Air Source Heat Pump course at the Renewables Centre by visiting: <https://tinyurl.com/mr62jfmnd>.

To read the story in full visit: <https://www.acrjournal.uk/heat-pumps/wolseley-renewables-centre-celebrates-500-installers-trained-in-its-fi/>

The real bottleneck to heat pump rollout in new homes: skills, not supply

Griff Thomas, Executive Director of Energy Transition and External Affairs at United Infrastructure and Managing Director at GTEC Training, discuss why having enough competent people to design, install, and commission systems correctly is what really matters.

The industry has made significant strides in increasing the availability of heat pump technology. Manufacturers have invested heavily, product ranges continue to expand, and the Government has rightly signalled that heat pumps will play a central role in meeting the UK’s net zero ambitions. But none of that matters if we don’t have enough competent people to design, install and commission these systems correctly.

Heat pumps are not simply a like-for-like replacement for gas boilers. They demand a different approach to system design, installation and commissioning. If everything is done correctly, homeowners benefit from efficient and reliable heating. If they are designed or installed incorrectly, the consequences can undermine confidence in the technology.

This is why we need to shift the conversation away from just increasing installer numbers and focus more towards building genuine competence. Training is not a one-off exercise or a box-ticking requirement. It must become part of a structured competence framework that gives installers the confidence to deliver quality installations consistently throughout their careers.

The housebuilding sector also has a critical role to play. Developers have ambitious targets for low-carbon homes, but these ambitions must be matched by investment in the people responsible for delivering them. Engaging with training providers early in project planning can help ensure installers, site managers and wider supply chains are equipped with the skills needed before the first heat pump arrives on site.

Closer collaboration across manufacturers, developers, training providers and industry bodies will be essential if we want to avoid creating a skills gap that slows progress as market demand accelerates.

The UK’s heat pump future will not be secured by warehouses full of equipment but will be built by a workforce with the knowledge, competence and confidence to install these systems to the highest standards.

If we are serious about accelerating heat pump adoption in new homes, investing in people is essential. It is the most important infrastructure project our industry has.

<https://gtec.co.uk/>

Griff Thomas, Executive Director of Energy Transition and External Affairs at United Infrastructure and Managing Director at GTEC Training



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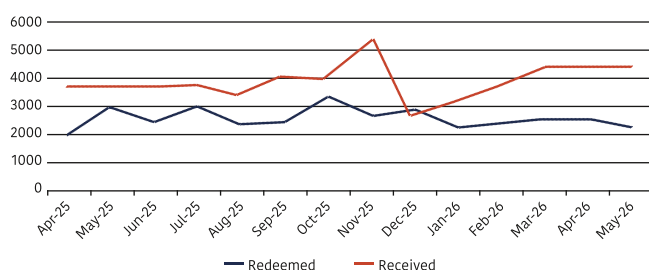
Learn more

Gap between Boiler Upgrade Scheme (BUS) applications and redemptions highlighted to Ofgem

Concerns about a widening gap between applications received and redemptions under the Boiler Upgrade Scheme (BUS) have been formally raised with scheme administrators, Ofgem, following a review of the latest available data.

Analysis of monthly BUS data indicates that, in recent months, the number of applications has increasingly outpaced the number of redemptions. The most recent figures show a notable divergence, with the gap between applications and completed redemptions reaching one of the highest levels recorded to date.

BUS applications received and redeemed - Jun25 to May 26



Year-to-date comparisons suggest that this pattern may be strengthening. For the period January to May 2026, the cumulative difference between applications and redemptions is larger than in the same period in 2025, indicating that application volumes are rising faster than redemptions are being processed.

EUA, Chief Executive **Mike Foster**, who has raised the issue said: "The data suggests something is not quite right with the scheme and how it is administered. Looking at the trends, it suggests the gap between the number of application and redemptions is growing. This warrants further attention.

"We want to ensure that any underlying causes are better understood, including whether the pattern reflects operational factors, timing effects, or changes in the profile of applications. We have drawn any conclusions yet. However, highlighting the trend at this stage is intended to support ongoing monitoring of scheme performance and to ensure that any emerging issues are identified early."

<https://www.eua.org.uk/>



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Ian Rippin to step down as MCS CEO, Lisa Cooke appointed new Managing Director

After more than eight years, **Ian Rippin** has announced he is standing down as CEO of MCS (Microgeneration Certification Scheme), the UK's quality mark for small-scale renewable energy systems like solar panels and heat pumps.

Ian was MCS' first Chief Executive, appointed following its separation from Government in 2018. Under Ian's leadership, annual certified installations have increased by more than 500%, with nearly 6,000 MCS certified businesses now delivering quality installations across the UK.

Lisa Cooke, currently MCS' Chief Operating Officer, has been recruited to succeed Ian and lead MCS as its Managing Director. Lisa joined MCS shortly after Ian in 2018 and has led the redevelopment of the MCS installer Scheme, which is now being rolled out to thousands of businesses.

Commenting on his decision to step down, Ian said: "My time as CEO of MCS has been one of the highlights of my career. With the redeveloped installer Scheme being rolled out and set to transform the consumer protection landscape in the UK, now is the time for MCS to move to a new phase with new leadership. Lisa has been responsible for the

delivery of our Certification Scheme and its newly built Customer Experience function, and has built our redeveloped installer Scheme. So, there is no one better placed than Lisa to lead MCS into its exciting new era – not only as the UK's standard setter and quality assurance scheme, but as a consumer protection organisation."

Lisa will formally take up the role of Managing Director on 1 August and will be supported by Ian in a handover and transition period until the end of 2026, when Ian will leave MCS in a full-time capacity. As Managing Director, Lisa will shape and deliver MCS's next long-term strategy, leveraging its legacy and impact to build lasting confidence in home-grown energy for households and industry alike.

Lisa said: "I am honoured to have been appointed as MCS' Managing Director at such a critical time. With 2026 already tracking to be the sixth consecutive record-breaking year for certified installations and the case for home-grown energy strengthening by the minute, MCS has a critical role to play in accelerating the UK's transition to home-grown energy. But we know that confidence in home-grown energy is vital to this continued growth, and that's why we've



Ian Rippin present CEO of MCS

redeveloped our installer Scheme to put consumer protection at its heart. I'm proud to be leading MCS through this critical chapter, as we roll out the redeveloped Scheme, and prepare for our next phase of growth."

Lisa will be supported by MCS Group CEO **Dr Garry Felgate**, who joined in April 2025 to provide leadership to both MCS and The MCS Foundation, and will also join The MCS Foundation's Senior Leadership Team.

Garry, CEO of The MCS Foundation, said: "Ian has been an exceptional CEO, and over the past ten years has transformed not only MCS, but the small-scale renewable industry itself. It's thanks to Ian's hard work and dedication that MCS is in a stronger position than ever. Great leaders know how to build great teams, and it's for this reason that we have appointed Ian's successor from within. Lisa is a brilliant choice for MCS' next leader, with the extensive experience, industry knowledge and strong stakeholder relationships needed to lead MCS into its critical next chapter. I greatly look forward to working closely together in the years to come, and wish Ian well in this next chapter of his career."

After leaving his full-time role at the end of December 2026, Ian will continue to support the wider MCS Group in a part-time consultancy role.

Karen Shearer, Chair of the Board of Directors of MCS, said: "On behalf of the MCS Board, I would like to express our sincere thanks to Ian for his exceptional leadership and achievements over the past eight years. He has overseen record growth and ensured MCS is in a strong position for the future. I would also like to congratulate Lisa Cooke on her appointment as Managing Director. Lisa has played a vital role in MCS' growth and success for many years, and we are excited to see her succeed in her new role." 🏠

<https://mcs-certified.com/>

www.acrjournal.uk/heat-pumps

Lisa Cooke,
currently Chief
Operating
Officer of MCS



InstallerSHOW Round-up 2026

The Heat Pumps Today team were out in force visiting exhibitors at the InstallerSHOW back in June. With over 25 appointments booked, and many more visits in between, we're able to provide a brief synopsis of some of the equipment and services displayed on a few of these stands.

Baxi dials up end-to-end installer support, bringing 'Baxi's Got You' to the InstallerSHOW

Baxi showcased the smart solutions, expanded services and enhanced installer support at the heart of its 'Baxi's Got You' theme.

Visitors to stand were greeted with fun competitions and covetable prizes, time to chat with Baxi's team of experts, as well as the opportunity to get hands on with Baxi's reliable heating and hot water solutions, all carefully designed to simplify installation, servicing and maintenance and the transition to cleaner heat.

Visitors also had the opportunity to meet the MCS team at Baxi and learn more about the company's newly launched MCS Umbrella Service.

They were also able to speak with Baxi's experts about the company's ASHP training courses and discover its latest low-carbon solutions.

In addition, visitors could get hands-on with Baxi's range of easy-to-install, service and maintain combi, system and heat-only boilers, alongside the new wireless Baxi AmbiZen control, the labour-saving Offset Flue Adapter and the latest Baxi Care Kits.

They also enjoyed a sneak preview of the new Megaflo cylinder range, designed to ensure there is a Megaflo for every installation and budget.

Visitors were also able to see Baxi's Auriga+ high-temperature heat pump, the AquaHeat Direct Heat Interface Unit, the Quinta Ace boiler series and the CHVAC Manager.

www.baxi.co.uk

Renewables Centre launches RenewablesPro to support installers beyond training



A new free service from Wolseley's Renewables Centre, designed to give installers practical support as they grow their business in renewables.

Wolseley has launched RenewablesPro, a free support system for installers working in renewables, with instant quoting, project tracking, sales and marketing advice and more.

The need is clear. The Climate Change Committee says the UK must install 1.5 million heat pumps a year by 2035, nearly fifteen times last year's volume. Yet 74 per cent of installers trained through the Heat Training Grant don't complete a single heat pump installation within six months of qualifying, according to government figures cited in The Wolseley at Westminster report.

Training at Renewables Centre, delivered free in partnership with NAPIT, helps installers take their first step into renewables. RenewablesPro builds on that foundation, giving them practical, ongoing support to take on real jobs with more confidence.

www.wolseley.co.uk/renewablespro

Supporting a smarter approach to heating control at Resideo's installerSHOW stand

Resideo shared all you need to know about their well-known Honeywell Home connected heating control and zoning range. Visitors discovered the latest thinking on effective heating management including zoning and controls that work with heat pumps¹, plus had the opportunity to sign up to the Pro Perks loyalty scheme and review the latest training.

The benefits of smart zoning was at the heart of this year's stand. With Resideo's recent research showing that 43% of homeowners questioned were interested in heating individual occupied rooms rather than their whole home², Resideo's team of experts were on hand to talk through how smart connected zoning products can deliver tailored room-by-room comfort as well as greater control of energy usage. Installers also explored the programmable products that work with both boiler and heat pump technology¹, plus the wider range of sensor products for smoke, heat, CO and water leak detection.

Those looking for a technical skills refresh found out about the latest training from the Resideo Academy. Courses - delivered in-person, online and via YouTube - cover everything from heating controls to system design, wiring concepts and how smart controls can help improve the effectiveness of a heating system.

Source

1. Subject to the connected system, interface type, installer configuration and manufacturer requirements. Please refer to the current compatibility list before specification.
2. November 2025 UK Thermostat Survey (n=500+ UK homeowners aged 18+).

www.resideo.com/gb/en

Trianco launched its new Activair R290 Indoor Heat Pump at the show

Available in 3.2kW and 5kW models, the unit is designed as an ideal retrofit solution for homeowners, while also offering strong potential for the new-build market.

Trianco's new Activair R290 is a revolutionary indoor air/water heat pump designed for locations where an outdoor unit is unfeasible; examples are apartments without balconies or those with limited outside space. Developed to supply both heating and hot water, when fitted with a domestic hot water cylinder, the Activair R290 is available as a wall mounted 3.2kw unit or a floor standing 5kw unit.

On the outside, only the two vents are visible while, on the inside, the elegant unit has similar dimensions to a domestic boiler. It can also provide air cooling where the property is fitted with fan coils instead of radiators – a real step forward in tackling rising temperatures.

The heat pump can be controlled remotely via the Warmlink app. In addition, equipped with a gas separator and R290 leak detector, the system rapidly detects any leaking refrigerant and actively discharges it. One minute after start-up, the system monitors refrigerant concentration in real time. If values exceed pre-set thresholds, it triggers shut-down protection, and the fan adjusts to a pre-set speed to vent and expel the refrigerant outdoors.

Trianco is proud to announce that the company's new Activair Pro air source heat pump range has been awarded the prestigious Quiet Mark certification for its 6kW, 12kW and 17kW models.

www.trianco.co.uk



Viessmann Climate Solutions launched the new Vitocal 200-A ie (intelligent energy) air-to-water heat pump to the UK market at InstallerSHOW



The Vitocal 200-A ie monobloc unit, available this autumn, will set new standards for price-performance ratio, ease of installation and servicing. It places Viessmann firmly in the fastest-growing, entry- to mid-level segment of the UK heat pump market.

This is the first of a new generation of products underpinned by One Base Intelligence. Heat pumps, solar PV, battery storage, ventilation systems and EV chargers – from Viessmann or other brands – can be intelligently networked and managed through a single logic, presented to the customer as one central control unit via the ViCare app.

Crucially, whether a homeowner starts with a heat pump, solar panels or an EV charger, every component will work with the next – so the system can be holistically built up over time, at the homeowner's convenience and as budgets allow, without fear of incompatibility of products or controls. A heat pump bought today can become a complete energy system tomorrow.

The Vitocal 200-A ie at a glance: designed for UK households and pockets

The heat pump is offered with outputs from 4 to 12 kW, which covers approx 70 to 80% of the UK residential housing stock. It has a high flow temperature of up to 75 °C, perfect for legionella prevention, quick hot water recovery times and making it suitable for both newbuild and retrofit projects. It achieves an energy efficiency class of A+++ and R290 is used as the refrigerant (GWP 0.02). The heat pump operates quietly at 54 or 56 dB(A) in noise-reduced operation.

The Vitocal 200-A ie is being launched with a new, improved range of four indoor units as per the existing Vitocal 150-A heat pump range. The pump and electrical heater are now integrated into the outdoor unit, saving installers time and effort. Viessmann's new Universal Controller ie unit, measuring just 45cm x 40cm x 13.5cm, can be fitted to an internal wall or the hot water cylinder inside the airing cupboard.

The Universal Controller ie can also be used as a standalone control unit – for example, to integrate solar PV or brands of other heat pumps and air conditioners into the ViCare app.

<https://www.viessmann-climatesolutions.com/>





Ahead of the curve: Steve's transition from traditional heating to low-carbon engineering

Steve Clark, Heat Pump Trainer at Mitsubishi Electric, speaks to Editor, **Juliet Loisel**, about his journey from traditional heating into low-carbon technology, highlighting the importance of training, knowledge sharing, and developing the next generation of heating engineers.

What led you towards the sector in the first place?

Steve, explain he has always had a fascination with solving problems, and there is a real satisfaction in fixing something that people rely on everyday – and that includes the technology that heats their homes. He said: “That’s why I initially started out in the domestic gas heating and plumbing, where no two days are the same and you quickly learn the important skill of fault-finding on the job.

“My biggest driver to enter the low-carbon sector was how quickly the industry was beginning to change. It seemed obvious to me that the future of home heating was heat pumps and other low-carbon solutions, and I wanted to retrain and develop a specialism that would allow me to stay ahead of the curve rather than be behind it.”

What made you decide to learn how to do low-carbon tech installations?

Steve said: “I used to spend a lot of time fixing issues with boilers that hadn’t been

installed properly. It was frustrating to visit home after home with heating on the blink, when I knew how the issue could’ve been prevented at the time of installation.

“That’s why I wanted to pivot and take on a more proactive role, helping people design the whole heating system from start to finish. Doing so meant retraining and applying my existing skills and knowledge to a completely new range of technology. I completed the BPEC Heat Geek Mastery Course in my own time, to better-understand heating system design – particularly hydronics and low-temperature systems. This transformed my understanding of heating and got me thinking not only in terms of installing heating systems, but how to design them to work better in people’s homes.”



Steve Clark, Heat Pump Trainer at Mitsubishi Electric

How has this changed your work patterns and conditions?

“For me, the biggest shift was moving from being practically based to working in an office. Having had no prior experience of working in a corporate environment, especially at a global company like Mitsubishi Electric, it was a significant but welcomed change of direction.

“While being on call had its perks and gave me more flexibility, I actually found that the structure of a 9-5 was a much better fit for me. By spending considerably less time driving and commuting between projects, I could enjoy a healthier work-life balance,” said Steve.

What does a typical day-in-the-life look like?

Steve commented: “I now work as a Technical Trainer at Mitsubishi Electric, where I deliver training for installers. A big part of the job is taking niche and complex information and making it more accessible for engineers in the real world. This lets me not only coach engineers but also boost their confidence and provide them with the ability to retrain with heat pump systems.

“A typical day on the job involves running practical training sessions, helping engineers with technical questions, and getting hands-on with installations - which is always a fun bonus. Sometimes I might work on wiring schematics, commissioning guides, or even create interactive learning resources.”

Do you find it a friendly sector to work in?

“Yes, definitely. What I like most about the sector is how open and willing people are to share their knowledge and improve the quality of the technology they’re designing. Most people recognise that good installations are essential if the technology is going to succeed, so there is a shared focus on raising standards,” said Steve.

He continued by saying: “But the thing that stands out to me as the biggest barrier preventing more people from adopting heat pumps in the UK is still the cost of electricity. The pressure to keep heating costs as affordable as possible has helped raise the bar across the industry, pushing UK installers to become masters of low-temperature heating design. Whether that’s heat loss calculations, emitter sizing or commissioning, when the margins are

so fine, the outcome has a tangible impact on customers. Good system design is essential, and that collective commitment really shines through across the industry. We all take pride in improving people’s lives and learning from one another.”

What would make it easier for more people to work in the sector?

Don’t get me wrong, upskilling the existing workforce remains a key part of the solution. Experienced engineers already have highly transferable skills but need practical, accessible training that helps bridge the gap between traditional heating systems and low-carbon technologies. By connecting new principles to the existing knowledge engineers already have can make the switch, explained Steve.

He said: “However, I am also a big believer in bringing younger people

into the industry, particularly through accessible apprenticeship opportunities. I remember the challenges I faced when I was starting out myself. I would be told my large firms to approach smaller businesses for experience, but the small firms would signpost me right back to the larger firms. It’s a circular problem which really holds people back from getting a foothold in the industry.”

He concluded: “I think that apprenticeship opportunities are especially important at a time when artificial intelligence is reshaping many professions, and young people are increasingly seeming to bear the brunt of it. Heating and low-carbon engineering still offer a highly resilient career path because they combine technical knowledge, problem-solving and practical ability in ways that remain difficult to automate.”



A smarter twist on traditional heat pumps

Ross Giles, Business Leader for Trane UK, discusses five things that make the multi pipe or four pipe unit, sometimes called a multi purpose unit special.

The key to unlocking energy savings in heating, ventilation and air conditioning (HVAC) system is to think of it as a thermal management system rather than siloed heating and cooling plants. Heat pump technology enables this approach... but did not everyone know that there are different types of heat pumps on the market.

One of the most advanced types of heat pump is the multi pipe or four pipe unit, sometimes called a multi purpose unit.

Here are five things that make a multi-pipe heat pump special:

1. It can heat and cool simultaneously

Unlike a traditional chiller or heat pump, a multi pipe unit can heat, cool, recover heat - or do all of these at the same time. This allows it to satisfy the real time needs of different building zones.

2. It has three heat exchangers

These include:

- A heat exchanger connected to the cooling circuit
- A heat exchanger connected to the heating circuit
- An air heat exchanger

The air heat exchanger plays a balancing role, either handling excess heat or supplementing renewable heat (from the ambient air) when the building needs more. This heat exchanger works either as a condenser in the cooling mode, or as an evaporator in heating mode to balance the difference between the heating and cooling demands.

3. It repurposes energy which would otherwise be rejected

Heat is an unavoidable by-product of any cooling process. In conventional cooling plants, it is typically rejected to the ambient air – an absurdity if you can consider that many buildings (like hospitals and hotels) require simultaneous heating and cooling all year round. Thanks to the additional heat exchanger, multi-pipe heat pumps can simultaneously capture and re-purpose

this waste heat to meet the building's heating demand. This flexibility is the backbone of its efficiency.

4. TER is used to compare different brands of multi-pipe products

Because a multi-pipe heat pump is unique and sophisticated in the way it can deliver heating and cooling simultaneously, EER and COP were not representative enough of its performance level. Therefore, the industry felt the need to create a new energy efficiency ratio called Total Efficiency Ratio, or TER.

What is TER? $TER = (\text{Cooling capacity} + \text{Heating capacity}) / \text{Total power input}$
A high TER means that the cooling and heating demands of a building are completely balanced. For example, the Trane Sintesis™ Balance CMAF offers Total Efficiency Ratio (TER) of up to 8.5, one of the highest levels of all air-sourced multi-pipe units available on the European market.

TER is commonly used by designers to compare Eurovent-certified multi-pipe units.

5. It uses an innovative refrigerant system

Traditional heat pumps operate with a fixed refrigerant charge, but refrigerant charges need to vary depending on whether the system is heating, cooling, or recovering energy. To solve this and optimize efficiency no matter what the operating condition, Trane has designed and implemented the Trane Adaptive Refrigerant System (TARS). This patented technology automatically adjusts the refrigerant charge based on the operating mode, ensuring the system always runs at optimal performance.

Why are multi-pipe heat pumps growing in popularity?

According to Eurovent market intelligence, the multi-pipe heat pump market in Europe has more than doubled over the past five years. Below are the top three reasons why designers and building



Ross Giles, Business Leader for Trane UK

owners are opting for this unique technology for comfort applications.

1. Lower operating costs

Reusing heat from cooling means you pay less to generate heat. Electricity use is becoming more productive. Seasonal energy bills drop significantly.

2. Lower carbon emissions

Because electricity powers the system, and the equipment is 3-4 times more efficient than combustion-based heating, emissions can drop by factors of up to 5 depending on your building's usage patterns. For owners pursuing ESG goals or carbon neutral targets, this is a major enabler.

3. Smaller mechanical footprint

Replacing separate boilers and chillers with an integrated solution frees up space in mechanical rooms, reduces maintenance complexity, and lowers equipment redundancy requirements. In new constructions, this can even reduce capital investment.

Higher Building Value

Investors and tenants increasingly demand buildings that use renewable ready electricity, reduce carbon footprint, lower operating costs, avoid air pollution and, of course, provide stable and comfortable environments. Thermal management systems, including multi-pipe heat pumps, check all these boxes. 🏠

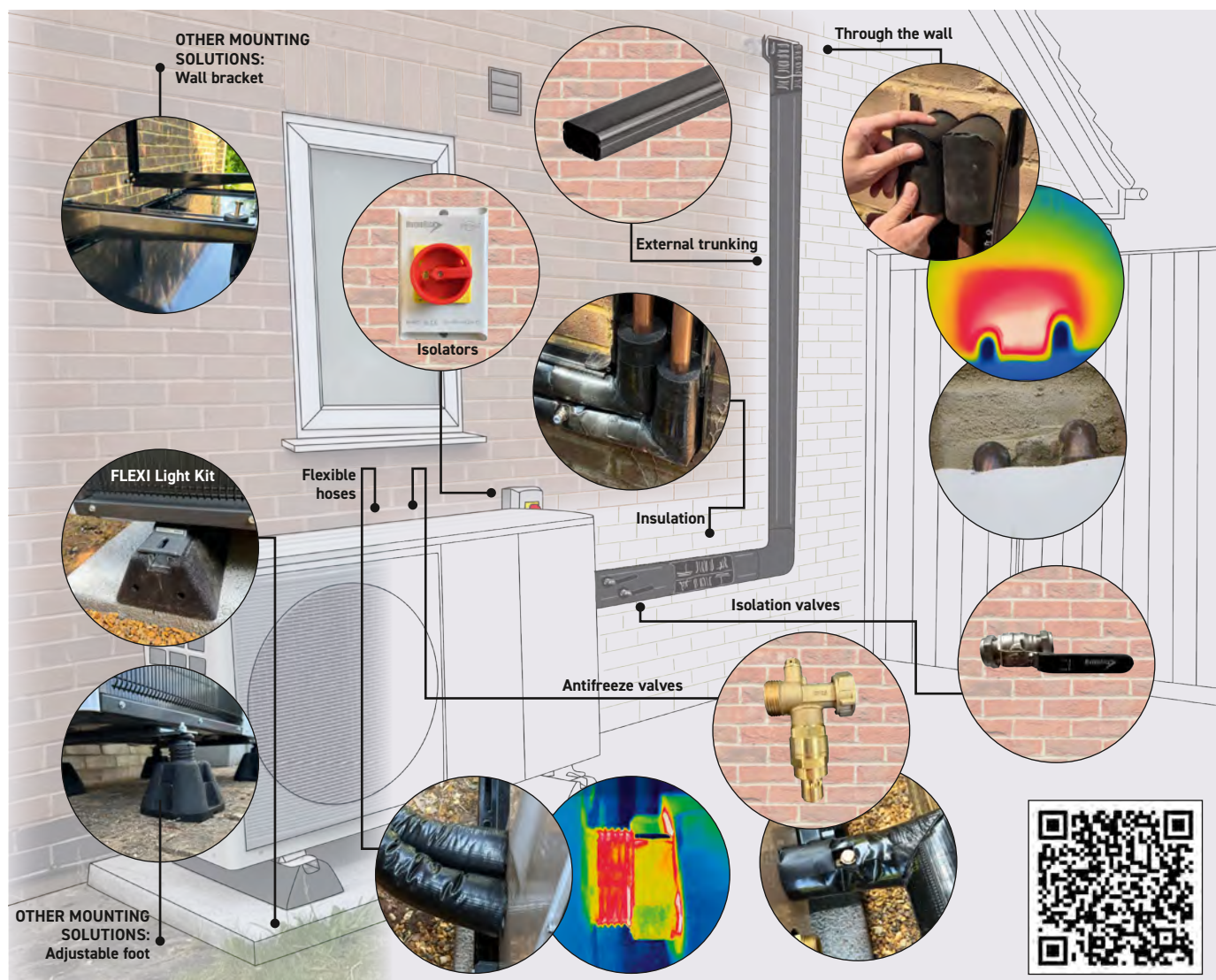
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Clarity through collaboration: Resideo publishes heat pump control white paper

We take a look at a new white paper which draws on installer insights, homeowner research, and market experience from the UK, Germany, and the Netherlands. It explores practical approaches to controlling heat pumps and delivering comfortable, efficient systems.

As heat pump adoption accelerates in the UK¹ – and government targets are ambitious² – installers are navigating a market where guidance on system design, zoning and control strategy remain mixed. While best practice is still evolving, questions around how heat pumps should be controlled in real-world installations are becoming increasingly important, with decisions made now likely to shape system performance and homeowner experience.

To support increased collaborative discussion, Resideo, the global manufacturer of Honeywell Home heating and cooling control products, has published a new white paper called “Practical approaches to controlling heat pumps: What installers can learn from the UK, Germany and the Netherlands.”

This paper explores how different European markets are approaching heat pump control. Drawing on insights from the UK alongside more established markets such as the Netherlands and Germany, the paper highlights where approaches diverge – and where common themes are beginning to emerge.

Ian Little, Resideo’s UK Business Development Manager and Heat Pump Association (HPA) representative, explains why the company has stepped further into the heat pump control conversation, “Installers are at the heart of why we have published our white paper – they are the ones talking to consumers, giving advice and helping guide choices. So, we want to play our role in helping move the discussion forward and supporting the skills and practical application development across the industry.”

The reason the company has focused on the Netherlands and Germany is because the Netherlands is committed to taking 1.5 million homes off the gas grid by 2030³ and Germany’s heat pump sales exceeded gas boiler installations for the first time in 2025⁴.

The white paper considers the questions many installers are already grappling with:

- 1. To zone or not to zone:** The white paper outlines the Dutch experience where zoning is being successfully applied when designed correctly.
- 2. What do consumers want when it comes to room-by-room control:** Resideo research⁵ suggests a growing preference among surveyed consumers for heating only occupied rooms (Netherlands 65%, Germany 49%, and UK 43% of survey respondents told Resideo that for 2025/2026 winter they would focus on heating individual rooms vs the whole home).



Ian Little, UK Business Development Manager at Resideo and their Heat Pump Association UK (HPA UK) representative

- 3. Could separating system control from comfort control offer a more consistent approach to managing heat pump performance:** This means the heat pump’s controller would remain responsible for system behaviour while the comfort controls manage time schedules, room temperatures and zoning.

To read the white paper visit:

www.resideo.com/emea/en/solutions/home-comfort/heat-pump-white-paper 

Source

1. <https://tinyurl.com/2zkpmkta>
2. www.gov.uk/government/publications/warm-homes-plan/warm-homes-plan-technical-annex
3. www.dutchnews.nl/2025/12/more-dutch-homes-switch-to-gas-free-heating-cbs-says/
4. www.warppnews.org/green-tech/heat-pumps-outsold-gas-boilers-in-germany-for-the-first-time/
5. Resideo November 2025 Thermostat Survey – Results are based on the responses of 500+ UK and German and 1,000 Dutch adult homeowners, ages 18 and older, living in the UK, Germany and Netherlands respectively, who completed an online survey.



Higher degree: Zeuner breathes new life into school heat pump network

Zeuner is repurposing a 20-year-old heat ground loop system in a secondary school in Clydebank – a cost-effective alternative to total replacement.

Zeuner is repurposing a 20-year-old heat ground loop system in a secondary school in Clydebank – a cost-effective alternative to total replacement.

Heat pumps are an efficient and sustainable heating system that extracts ambient heat from the air or ground, usually last 15-20 years before needing to be replaced, a process which can cost millions, especially in large civic or commercial buildings.

Coventry-based Zeuner offers an alternative – the installation of a tailored solution that updates and optimises the efficiency of existing systems. Zeuner will assess a system following a consultation and provide replacement components that fit seamlessly into the existing real estate, even if the original manufacturer has gone out of business or left the UK market.

This bespoke process improves operational efficiency, as heat pump technology improves year-on-year and

ensures each property's individual requirements are met.

For example, the school's new 350kW ground source system is designed to use the latest environmentally friendly, natural refrigerants and serves a laboratory with precise temperature control. It will also generate the required heating and cooling in a significantly improved manner by operating a heat recovery circuit from the building, resulting in high efficiency outputs, while providing exclusive chilled water provision.

Founder **Chris Reilly** said: "Balancing the layout and design of the existing installation with the school's specific needs requires we take a tailored, consultative approach.

"Zeuner's engineers take time to scrutinise the existing system and understand the client's needs.

"This collaborative approach also means we can offer the best solution to meet



precise specifications, such as the lab's pinpoint climate requirements."

Chris says a tailored, consultative heat pump solution can meet any building load requirement, saves money over time, and helps organisations fulfil their sustainability and CSR obligations. The process is also effective for complex installations and layouts and usually bypasses planning permission requirements.

"Many commercial heat pump installations are approaching end-of-life, but that doesn't necessarily mean costly replacement," he adds.

"Building managers need to be aware that there are solutions that can save significant amounts of money, while enhancing the energy efficiency of the existing estate over the long-term." 

<https://zeuner.co.uk/>



From carbon reduction to better care: How heat pumps are transforming the NHS

David Evans, National Sales Manager at Aermec UK, highlights how heat pumps can decarbonise hospitals.

Acknowledging the scale of its environmental impact – the NHS is one of the UK's largest carbon contributors with some estimates citing 40% – it has committed to meaningful reductions of carbon and is playing a leading role in addressing the impacts of climate change.

Recognising the need to align with worldwide sustainability goals whilst mitigating the effects of climate change on public health in 2020 the NHS became the world's first health system to commit to reaching net zero emissions by 2040.

This set the NHS on fast paced trajectory of reform and innovation. It is significantly reducing its carbon footprint to reach net zero whilst improving patients' health, employees, and members of the public interacting with the service.

Decarbonising hospital estates is one of the biggest and most complex challenges facing hospital trusts across the UK.

The NHS is committed to decarbonising every aspect of its healthcare services, from the supply chains through to their estates. Various strategies are being adopted to reduce their environmental impact whilst delivering tangible cost saving measures that also improving health benefits for patients and employees.

Trusts across the UK are proactive, drawing on varied approaches. All trusts have sustainability agendas and a comprehensive road map of interventions that covers the entire estate from making buildings more energy efficient waste management, reducing carbon emissions of anaesthetic gases to improving biodiversity.

Buildings account for a significant proportion of carbon emissions. Factor in the varied size, age and condition of buildings and you can see that a roadmap for every site is an essential.

Energy saving initiatives cover many visible projects such as the installation of photovoltaics (PVs) to generate electricity and

energy efficient LED lighting. But the focus on transitioning to low carbon technologies also addresses the non-visible projects such as the HVAC infrastructure. With a move away from gas and less reliance on fossil fuels, there is a move towards the installation of air source heat pumps (ASHPs).

In many respects the NHS has taken the lead in adopting newer technologies to reduce carbon emissions. Heat pump technology is being deployed across many trusts.

Adopters of heat pump technology

The University Hospital of Hartlepool on Teesside was one of the earliest adopters of heat pump technology along with Imperial College Healthcare NHS Trust in London. Many others include hospitals in Nottingham, Manchester, Leeds, and Birmingham as heat pumps gained traction and entered mainstream planning. One of the key trends is replacing aged chillers with heat pump chillers to enable simultaneous heating and cooling.

Upgrading estate and facilities is just one aspect as all new NHS buildings are designed to be fossil fuel free with heat pumps as the primary heat source and gas boilers are steadily being replaced.

Heat pump technology is a popular choice to maximise energy efficiencies as the technology is efficient, delivers low carbon emissions and offers lower maintenance costs.

Benefits

- Reliable heating, cooling and hot water
- Energy cost reductions
- Flexible
- Lower maintenance costs
- Reduced carbon emissions

Health care sectors across the globe are replicating the NHS' approach and implementing heat pump systems recognising that they offer compelling alternatives to gas for reliable heating and cooling.



David Evans, National Sales Manager, Aermec UK

The presence of RACC (Reinforced Autoclaved Aerated Concrete) in some health estates has created an unexpected opportunity to migrate towards a more energy efficient HVAC infrastructure. The associated costs of removing RACC has given rise to the re-building of some facilities. In alignment with the NHS commitment to net zero, as part of the specifications, estates have placed greater emphasis on reducing costs, energy and carbon emissions, resulting in the specification of the latest heat pump, chiller and air handling technologies. Their specification delivers measurable outcomes as well as provide energy-efficient HVAC systems that are fit for the future.

One of the latest 'fit for future' facilities is the new outpatient facility at Haywood Hospital in Stoke-on-Trent.

Located in Burslem, Stoke-on-Trent, Haywood Hospital is part of Midlands Partnership University NHS Foundation Trust (MPFT). The previous outpatients building at Haywood, demolished in 2023, contained RAAC within its roof. Whilst MPFT was allocated £17.4 million through NHS England's national RAAC eradication programme to carry out this work, the Trust took the decision to replace the facility. This has required additional funding, sourced from local capital allocations.

A modern purpose-built outpatients' facility is being developed that will provide a multi-disciplinary unit. It will accommodate services such as rheumatology, diagnostics,



ASHP units at Haywood Hospital

physiotherapy, scanning room and therapy gym along with a new reception, waiting room, staff facilities and offices. The new fit for the future facility will support the best delivery of care for patients.

Hospitals face requirements to reduce CO₂ emissions. So as part of its net zero strategy, MPFT looked to improve the performance of its building services to reduce energy wastage. By leveraging the latest technologies to maximise gains in energy management, efficient construction methods are being used, and the expanse of the roof top space will be accommodating 820m² of Photovoltaic Panels (PV) and Aermec heat pumps have been selected for the provision of air conditioning, space heating and domestic hot water.

The healthcare industry in England generates approximately 18 million tonnes of CO₂ emissions annually. Significant energy wastage is generated by poorly performing buildings. Reducing energy usage can have a significant impact on greenhouse gas emissions whilst saving money in the long term but can also improve healthcare efficiency.

Aermec was excited to be a part of MPFT's strategy to reduce its carbon footprint and promoting environmental stewardship whilst providing a facility that can provide a high-quality delivery of care for patients.

Collaborative approach

Collaborative relationships can help align projects with the end user's goals, funding streams and can provide opportunities to achieve greater efficiencies and budgetary savings. Aermec worked closely with mechanical and electrical engineers CPW, a low carbon consultancy that focuses on designing zero carbon buildings.

CPW provided the MEP design (mechanical, Electrical and plumbing) advice and



WWB units at Haywood Hospital

assessment for BREEAM (Building Research Establishment Environmental Assessment Methodology) with a goal of achieving an 'Excellent' rating and compliance with Part L building regulations. Part L stipulates buildings should be built with the aim of increasing the conservation of fuel and power and a TM52 thermal comfort analysis evaluates the risks of overheating and can aid building designers to minimise energy consumption.

The selection process resulted in 4-pipe multipurpose units, 2-pipe reversible Air Source Heat Pumps (ASHPs), and high temperature water source heat pumps (WSHPs).

The multipurpose NRP units were specified as part of the MEP design as they are the ideal choice for modern buildings that have a heating and cooling requirement all year round.

The 4-pipe system comprises independent circuits which enables it to deliver heating and cooling at the same time or separately, offering flexibility, making the system particularly suitable for buildings such as hospitals with mixed use spaces and varying degrees of temperature and seasonal fluctuations.

As well as flexibility other key advantages include higher efficiencies which lowers operating costs, simplified plant design therefore reduction in installation & maintenance costs and time, and a reduction of CO₂ emissions compared to more traditional heating and cooling systems.

The NRP is a multi-function unit that can accommodate simultaneous or independent production of low temperature hot water (LTHW) and chilled water (CHW). It is fitted

with compact axial fans which provide with reduced sound emissions as well as scroll compressors. The NRP offers a high yield and low electricity absorption. The NRP's efficiency and ability to help meet the low carbon requirements of the brief offered significant advantages over other products.

Hot water and a/c

The 4-pipe ASHP unit generates primary temperatures of 45°C in heating mode and 6°C in cooling mode. The equipment is connected to a thermal store for each water medium to provide the required cooling and heating. The chilled water thermal store is also connected to the mechanical ventilation cooling coils.

The low temperature hot water thermal store also serves the mechanical ventilation heating coils, underfloor heating manifolds, and duct mounted heater batteries. The heating circuit has also been extended to serve two indoor WWB water source heat pumps (WSHPs) to enable generation of domestic hot water up to 80°C and arranged with a thermal store.

Aermec's WWB is a range of water source heat pumps which produces high temperature water from a low or medium temperature source, directly or indirectly via a cascade arrangement. It has been designed with the aim of guaranteeing high efficiency at full and partial loads. The units wide operating range enables integration with numerous applications and can be used as an alternative to boilers and conventional systems that are used to produce high temperature hot water.

The WWB is designed with highly efficient compressors, its plate heat exchangers have reduced pressure drop. There are two independent heating circuits which ensure maximum reliability of the system and electrical panel. A slide-out system enables the unit to be opened from the right or left.

An additional NRG air source heat pump serving the low temperature hot water system (LTHW) is being used to maintain the temperatures of the system during peak winter conditions, and acts as redundancy, ensuring continued operation of the building.

Summary

The NHS's goal is to be a low carbon health service yielding health benefits for the communities it serves. The Haywood Hospital shows what can be achieved. 🏡

www.aermec.co.uk

An amazing night was had at the National ACR & Heat Pump Awards

Hundreds of the best and brightest of the HVACR industry met at the Midland Hotel, Manchester on the 11th of June 2026 to celebrate excellence within the industry. Congratulations to all the winners and highly commended.

To read more about the National ACR & Heat Pump Awards 2026 - winners and highly



RACHP Woman of the Year

WINNER: Carrie Young

HIGHLY COMMENDED: Astrid Prado



Training Provider (Corporate)

WINNER: BAXI

HIGHLY COMMENDED: Daikin UK



Training Provider (College or Academy)

WINNER: Practical Refrigeration Training Centre Ltd

HIGHLY COMMENDED: Chillair (UK) Training Academy



Wholesaler/Distributor

WINNER: Kooltech

HIGHLY COMMENDED: Midsummer Wholesale



RACHP Contractor

WINNER: Sure Solutions

HIGHLY COMMENDED: Industrial Cooling Equipment Ltd



Refrigeration Project

WINNER: Sure Solutions - Engineering Efficiency Under Pressure: A High-Performance CO₂ Refrigeration & Heat Recovery System

HIGHLY COMMENDED: Industrial Cooling Equipment Ltd - Warehouse Coldroom Upgrade: Protecting £40m of Pharmaceutical Stock with A2L Refrigerants



Ground Source Project

WINNER: NIBE Energy Systems Ltd - NIBE and Lea Hall

HIGHLY COMMENDED: Evans Energy Heating Solutions with Viessmann Climate Solutions UK - Domestic GSHP breaks new ground in Warwickshire



Air Conditioning Project

WINNER: Carrier - Gatwick Airport HVAC Partnership

HIGHLY COMMENDED: Weatherite Air Conditioning LTD - Pilgrim Quarter HMRC Newcastle



Domestic Air to Water Pump Project

WINNER: IMS Heat Pumps & Adia - Domestic Heat Pump Retrofit Delivering Comfort, Low Disruption and Near Cost-Neutral Running Costs

HIGHLY COMMENDED: Home Energy Innovation with Viessmann Climate Solutions UK - Berden

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commended visit: https://heyzine.com/flip-book/nacra_winners_supplement_2026



Commercial Air to Water Heat Pump Project

WINNER: RA Brown Heating Services
- Aurora Eccles School, Norfolk

HIGHLY COMMENDED: Quantum UK
- The Roundway, Tottenham



Refrigeration Product

WINNER: Beijer Ref UK & IRE
- Quickridge

HIGHLY COMMENDED: Multiboxx & Hubbard Products Limited
- The Single Phase Mini Reefer



Commercial Air to Water Product

WINNER: Beijer Ref UK & IRE
- Q-ton ATW heat pump

HIGHLY COMMENDED: Advenco Ltd. - Advenco PPR0008 with ADVS-W ASHP (Packaged Offsite Constructed Low Carbon Hot Water System)



Domestic Air to Water Product

WINNER: Stiebel Eltron
- LWZ 07.1 Premium HKL 230 Central

HIGHLY COMMENDED: Hisense - Hi-Therma II



Air Conditioning Product

WINNER: Diversitech International
- REDBOX-TRUNK

HIGHLY COMMENDED: Tetso - Testo 558s Digital Manifold



Ancillary Product of the Year

WINNER: Homely
- The Smart Controller Built For Heat Pumps

HIGHLY COMMENDED: Kamco Ltd - Clearflow CF20 Handheld Powerflushing Machine



Sustainability Project of the Year

WINNER: Daikin UK & GMCA Partnership - A Blueprint for Carbon Reduction

HIGHLY COMMENDED: Hubbard & Daikin - CO₂ CVP Net Zero refrigeration, heating and cooling strategy



Innovation of the Year

WINNER: daa (Dublin Airport) - Dublin Airport Geothermal Feasibility & Infrastructure Strategy

HIGHLY COMMENDED: Sea Warm



Lifetime Achievement Award

WINNER: John Emm

Lessons from an award-winning retrofit

Winning the ACR & Heat Pump Award for Domestic Air to Water Heat Pump Project of the Year was a proud moment for everyone at IMS Heat Pumps. In this article, **Emma Bohan**, Managing Director, IMS Heat Pumps shares with us the award-winning project at her home, which began two years earlier with a challenge that many installers and homeowners will recognise: How do you deliver an exceptional heat pump retrofit without unnecessary cost or disruption?



Installed heat pump



The Adia Unit in the plant room (cellar)



Engineer installing the heat pump

In 2024, my husband and I decided to replace the gas boiler in our 1910 mid-terrace home with an air source heat pump.

As installers, we spend a lot of time asking homeowners to trust us. We explain why heat loss calculations matter, why flow temperatures are important and why a heat pump isn't simply a boiler replacement. This time, however, I found myself on the other side of the conversation. Suddenly, I wasn't just the installer. I was the customer too.

The initial heat loss calculations painted a familiar picture. To achieve a conventional 45°C flow temperature, the design suggested replacing every radiator in the house, adding additional emitters in some rooms, rerouting pipework and lifting floors throughout much of the property. The radiator upgrades alone were estimated at between £7,000 and £8,000, before factoring in joinery, floor reinstatement, redecoration and all the disruption that inevitably comes with it.

There was just one small complication.

My husband made it very clear that ripping up his real oak floors wasn't an option.

To be fair, I couldn't really argue with him.

That conversation reminded me of something we can sometimes forget as installers. Customers don't think about heating systems in the same way we do. They think about the home they've carefully renovated, the disruption an installation might cause and whether the end result will really justify the upheaval.

It also reinforced something I've believed throughout my career: good retrofit isn't about making the house fit the heating system. It's about designing the heating system to fit the house.

Challenging assumptions

One of the biggest mistakes I think our industry can make is assuming there's a standard solution for every retrofit.

There isn't.

Every property has its own construction, its own heating system and its own challenges. More importantly, every homeowner has different priorities. That's why we avoid making assumptions and instead start with understanding the building itself.

For our own home, we carried out detailed room-by-room heat loss calculations, assessed the existing heating system and looked carefully at where changes would genuinely improve performance. Rather than asking, "What do we normally replace?", we asked, "What actually needs replacing?" That might sound like a subtle difference, but I think it's one of the most important questions we can ask.

Designing the system, not just selecting the heat pump

People often ask me which heat pump I'd recommend. The honest answer is that choosing the unit is often one of the easier decisions. The real engineering lies in everything that surrounds it: heat loss calculations, emitter sizing, hydraulic design, controls, commissioning and how the whole system works together.

A heat pump can only ever perform as well as the system it's connected to.

For our own project, we combined a correctly sized air source heat pump with Adia Thermal's intelligent hydraulic balancing technology. Rather than replacing every radiator, we ultimately found that only three needed upgrading: the kitchen, dining room and hallway, where we'd already identified they were underperforming with the previous gas boiler. The result was a more evenly balanced heating system, improved comfort throughout the property and the ability to retain the vast majority of the existing emitters. No pipework alterations were required and those oak floors remained exactly where they belonged.

By avoiding wholesale radiator replacement and pipework alterations, the installation was completed in just three days, around half the time a more conventional retrofit might have taken. That reduced labour costs, but just as importantly, it minimised disruption for the household.

We weren't trying to create an award-winning project. We were simply trying to design the best possible heating system for our home while avoiding unnecessary disruption. Looking back, I think that's exactly why the project was successful.

Measuring what really matters

As installers, we all like to think we've designed a good system. The real proof comes after commissioning.

We deliberately monitored the system under normal living conditions. We stayed on the same electricity tariff, maintained comfortable indoor temperatures of 22 to 23°C (some might say too comfortable, but the husband is a bit nesh... that's Yorkshire for "he definitely feels the cold!") and didn't introduce night setbacks or other optimisation strategies that might have produced more flattering headline figures. We wanted to understand how the system would perform in everyday use with a normal family, not one constantly tweaking settings, but simply living in the house.

The monitored results showed stable comfort throughout the home and annual running costs that were effectively cost neutral compared with the previous gas boiler, despite operating at higher flow temperatures than many people would typically associate with an efficient heat pump system. The difference over the year was approximately £10.

For me, though, the numbers only tell part of the story.

The kitchen and dining room, previously the coldest areas of the house, are now consistently comfortable. The heating quietly does its job without us really thinking about it, which is exactly how a good heating system should behave.

Ultimately, homeowners don't judge success by SCOP figures or flow temperatures. They judge it by whether they're warm... and whether the heating is costing them a fortune.

Why the award mattered

In 2026, the project received the Domestic Air to Water Heat Pump Project of the Year award at the ACR & Heat Pump Awards. Naturally, it was a proud moment for everyone involved.

What meant the most, however, wasn't simply receiving an award. It was the reason the project was recognised.

The judges recognised a different way of approaching retrofit. Instead of assuming every radiator had to be replaced and every floor lifted, the project demonstrated how thoughtful design, intelligent hydraulic balancing and evidence-led decision making could reduce disruption while still delivering excellent comfort and performance.

To me, that's exactly where our industry should be heading.

I've never believed in replacing things for the sake of it. If we can achieve the same or a better outcome with less cost, less disruption and a system that performs exactly as it should, that's the route we'll always explore first.

Success shouldn't be measured by how much equipment we install or how many components we replace. It should be measured by how well the finished system performs and the confidence homeowners have in it once we've left.

Looking ahead

Heat pump technology continues to improve at an incredible pace, and that's something we should all welcome. Modern systems are quieter, more efficient and easier to control than ever before. At the same time, evolving standards are rightly placing greater emphasis on design quality and measured performance rather than simply ticking compliance boxes.

For me, replacing the heating system in my own home reinforced something I already believed, but perhaps appreciated even more afterwards.

Every home deserves its own solution.

Sometimes that solution will involve replacing every radiator.

Sometimes it won't.

Our job as installers isn't to follow assumptions or rules of thumb. It's to understand the property, listen to the homeowner and design the system that delivers the best overall outcome.

Winning an industry award was a wonderful recognition of one project, but I hope the lesson reaches much further than that.

And yes... for anyone wondering...

My husband is still very happy that his oak floors survived. 🏡

<https://www.imsheatpumps.co.uk/>



The team at IMS Heat Pumps receiving their Domestic Air to Water Heat Pump Project of the Year Award.



The MoU supported heat pump deployment across Greater Manchester, with 1,500 installations delivered across the city region.

Partnership working with Greater Manchester Combined Authority: A blueprint for carbon reduction

Rachel McCrystal, Social Impact and Sustainability Manager from Daikin UK, explores how innovative local authority partnerships could be the key to unlocking decarbonisation at scale.

With decarbonisation a firm priority for local government, ramping up the pace of the low carbon heating transition remains a key challenge. Addressing that puzzle calls for a new approach, with closer collaboration between manufacturers, local government, education providers, housing organisations and employers to develop innovative pathways that build capability across the entire supply chain.

Delivering such wholesale system change, however, is no mean feat and in a sector that is rightly cautious with public funds, many public bodies continue to choose the more well-trodden path. Being the first to forge a new route can feel vulnerable, but the mounting successes of early adopters are providing a roadmap for others to follow.

Manchester has always been renowned for technical innovation, so perhaps it's no surprise that the Greater Manchester Combined Authority (GMCA) has embraced this challenge, taking decisive action to reduce carbon across the city region. Indeed, GMCA has set itself the ambitious target of becoming carbon neutral by 2038, twelve years ahead of the UK's national target.

Heating residential and public buildings represents one of the region's largest sources of emissions, making low carbon heating a central part of its decarbonisation strategy. Recognising both the environmental challenge and the skills gap within the industry, GMCA signed a two-year Memorandum of Understanding with Daikin in February 2023 to accelerate the transition.

Importantly, the agreement had a wider-ranging ambition that only an installation programme. Instead, it created a framework that combined several interconnected priorities. These included increasing heat pump deployment, strengthening workforce development, upgrading public buildings with low carbon technologies and using Greater Manchester as a testbed for innovation.

Addressing the green skills gap

That whole system approach reflects an important reality facing the industry today. Installing more heat pumps alone does not create a sustainable market if the workforce cannot grow alongside demand. Equally, training more installers achieves only part of the solution if colleges lack qualified tutors or if housing professionals remain

uncertain about specifying low carbon heating technologies.

One of the strongest examples of this joined up thinking has been the Train the Green Trainer programme, delivered within the partnership. While much attention has rightly focused on increasing installer numbers, the programme recognised that expanding teaching capacity is equally important. Without knowledgeable tutors, colleges cannot produce the volume of qualified installers the sector will require over the coming years.

Through a five-day programme, 35 tutors from nine colleges across Greater Manchester completed Level 3 training in air source heat pump installation and maintenance, alongside manufacturer specific installation and commissioning courses. The initiative also included plans to install heat pumps within colleges, giving students practical experience alongside classroom learning.

Building long term workforce capability starts by investing in those responsible for educating future engineers. It creates knowledge that remains within the education system and continues to benefit learners long after the initial programme has concluded.

However, skills development delivered within the partnership also extended beyond traditional engineering roles. Eight awareness sessions were delivered for local authorities and housing providers, involving around 80 professionals from 12 organisations. Rather than providing detailed technical installer training, these sessions focused on helping housing professionals, retrofit specialists and decision makers understand how heat pumps work, how government policy is evolving and how low carbon heating can be successfully deployed across different property types.

The feedback highlighted another important aspect of the transition. Many misconceptions about heat pumps remain, particularly around retrofit applications and performance. Providing accessible, practical information helped build confidence among those responsible for planning and delivering housing projects, while encouraging knowledge sharing between organisations facing similar challenges.

Deploying technology for the future

Alongside education, the partnership has delivered tangible deployment outcomes.

To date, around 1,500 heat pumps have been installed across Greater Manchester, contributing directly to the region's decarbonisation objectives while providing valuable experience across installation, commissioning and ongoing support.

However, one of the more interesting aspects of the programme has been its focus on learning through delivery rather than simply counting installations. The 5G Innovation Region project demonstrates how digital technology can support the next phase of heat pump adoption. By connecting installed systems within social housing to 5G networks, the project enables remote monitoring, fault diagnostics and performance optimisation. This reduces unnecessary maintenance visits while helping residents benefit from more efficient operation and access to innovative electricity tariffs that reward flexible energy use. Forty homes have already been connected, with further expansion planned.

Projects such as these demonstrate that the energy transition extends beyond replacing one heating technology with another. Future success will increasingly depend on digital connectivity, smarter controls and stronger integration between heating systems and the wider electricity network.

Building social value

The partnership has also recognised that social value should sit alongside environmental objectives. Embassy Village in Manchester provides transitional accommodation for vulnerable men, and Daikin supplied and installed air source heat pumps across the development and village hall. The commitment extends beyond equipment provision to include mentoring, volunteering and future heat pump bootcamp opportunities designed to help residents develop skills that may support future employment.

Looking further ahead, investment in future generations also forms part of the strategy. Renewable heating curriculum content is now being introduced into primary and secondary schools across Greater Manchester to raise awareness of sustainable technologies and encourage interest in future careers within the sector.

Perhaps the most significant lesson from the partnership is that successful delivery depends on structure as much as ambition. Managing the energy transition is unlikely to be achieved through isolated pilot projects or short-term interventions. It

requires long term partnerships that bring together policy, education, technology, housing providers and manufacturers with shared objectives and clear accountability.

The challenges facing the heat pump sector remain significant. Demand is expected to continue growing, local authorities are balancing ambitious climate commitments with financial pressures, and the industry must continue expanding its workforce while maintaining quality and consumer confidence.

No single organisation can solve those challenges alone. The experience in Greater Manchester shows that meaningful progress is possible when organisations work collaboratively to address multiple barriers at the same time.

As other regions develop their own approaches to decarbonisation, the principles demonstrated through this partnership are likely to become increasingly relevant. Building the workforce, supporting informed decision making and creating long term collaboration may ultimately prove just as important as the technologies themselves in delivering a successful transition to low carbon heating. 🏆



Receiving the Sustainability Project of the Year Award

The impact of the partnership was recognised at the National ACR & Heat Pump Awards 2026, where Daikin UK and GMCA won Sustainability Project of the Year.

For Daikin, the award is a proud endorsement of what can be achieved when manufacturers, local authorities, education providers and housing organisations come together with a shared vision and willingness to work together.

It highlights the importance of practical, scalable partnerships that build skills, support heat pump deployment and create lasting social value within communities. The win was a fantastic moment for everyone involved and reinforces the significant role early collaboration will play in accelerating low carbon heating across the UK.

For more information please visit: https://www.daikin.co.uk/en_gb/press-releases/GMCA-collaboration.html

Reframing the skills challenge: Why training for competence is critical in the installer journey to heat pumps

Ian Trott, Head of Training Solutions at Baxi, discusses the vital role of training for confidence and real-world competence to drive the energy transition.



Practical training taking place on an Air Source Heat Pump



Class is in session

Heat pumps might still be divisive, but the UK's Future Homes and Buildings Standard firmly places them at the centre of the clean heat transition. The regulatory change, which comes into force from March 2027, will require new domestic and commercial buildings to use low-carbon heating systems, effectively mandating heat pumps, solar PV and improved building fabric for new build.

While this is undoubtedly a step in the right direction, we know that making heat pumps mainstream can't happen overnight. We need a much larger skilled workforce of installers with the confidence to recommend, design, install and maintain heat pumps. So, what's holding installers back?

At Baxi, our work with installers suggests that the industry conversation needs to move beyond whether heating engineers are 'for' or 'against' heat pumps. The reality is far more nuanced. Many installers are interested, pragmatic and commercially

aware. They can see the direction of travel, they understand changing customer needs, and they know that diversifying skills can help protect their businesses for the future.

But as professionals who take pride in their work and reputation, they are used to being accountable. When a customer has no heating or hot water, the installer is the person they call. When a system doesn't work efficiently or is misunderstood, the installer is expected to explain and resolve it. This direct relationship with the customer means some installers might understandably be cautious about adopting technologies where the design, specification, installation and handover process can appear more complex than a straightforward boiler replacement.

Ian Trott, Head of Training Solutions at Baxi

Appetite versus caution

Our latest Baxi Installer Skills Survey¹ provides useful evidence of this balance between appetite and caution. More than half of the UK heating engineers surveyed are either already developing, or likely to work with other companies to develop, heat pump competencies. This is significant because it shows that installers are not standing still. They are actively considering how to participate in the heat pump market, often through collaboration, partnership and upskilling rather than by trying to do everything alone from day one.

But the survey also found that lack of consumer demand remains the leading barrier to heat pump uptake, highlighting that installer appetite cannot be considered in isolation. If customers are not asking for heat pumps, if the route feels complicated, or if the cost seems too high, all of this can deter heating engineers from expanding into this market.

Continuing challenges around the administrative burden attached to government schemes are also viewed as a deterrent,



although practical support like Baxi's MCS Umbrella Service is addressing these concerns. By taking care of the design, compliance and paperwork, manufacturers can free installers up to focus on delivering efficient, low carbon heating.

Uptick in training

On the upside, the survey showed encouraging progress in training. The number of installers citing a lack of training as a barrier fell compared with the previous year, suggesting that industry investment in training is making a difference. At Baxi, for example, we have seen more than 1,000 installers attend our heat pump training courses over the last 12 months, which demonstrates both the scale of interest and the responsibility manufacturers have to support the energy transition properly.

But here's the caveat: Training courses should not be mere box-ticking exercises. We firmly believe the installer should leave the course with a full understanding of the information they have received and new knowledge and skills that will help them in their day-to-day work. A heat pump is not a difficult technology, but it does need the right approach. We want installers to leave understanding why system temperatures matter, why emitter performance matters, why controls and customer education matter, and why the whole home needs to be considered. At the end of the day, heat pump adoption will depend not on basic awareness, but on whether installers feel able to deliver reliable outcomes in live customer settings.

We also need to make training as accessible as possible for our installer customers who are typically time poor. For us, that means making sure they are never more than 45 minutes from one of our three solutions centres and 13 satellite hubs, all of which are stocked with our ASHPs.

Catering for all learning styles

It's not just about location, either. People learn differently, so it's important to cater for all learning styles, with courses developed around e-learning and pre-learning, live virtual training, and, of course, in-person training.

Our investment in a fully equipped digital studio at our flagship Solutions Academy in Warwick supports our e-learning platform. The digital platform is designed to give

greater accessibility to Baxi's training content, allowing people to move forward in their careers at their pace and convenience. Heating engineers also benefit by being able to extend their in-person training with follow-up out-of-class sessions designed to enrich their overall learning experience. These areas support the delivery of different learning techniques with theory, visual and kinetic learning, ensuring that we accommodate all learners.

And of course it's important for manufacturers not to sit still. We are constantly looking to innovate and improve our ASHP training offering, identifying emerging technologies that will increase our ability to train smarter and enhance our customers' learning experience. This includes adding new courses where they will add value. A case in point is the Heat Pump Masterclass. This new hybrid course, which combines flexible online learning with practical hands-on training, has been specially designed to develop the skills and confidence required to become an expert heat pump installer.

Winning the Training Provider of the Year Award

The company's focus on supporting the installer journey is why being named Training Provider of the Year at the National ACR & Heat Pump Awards is so important to us. It is recognition of the work we do to help installers move from awareness to capability, and from capability to confidence.

The award recognises the people who deliver that training every day. Effective installer training depends on more than

technical content. It depends on trainers who understand the pressures installers face, who can answer practical questions, and who can translate product and system knowledge into real jobsite decision-making.

And perhaps most rewarding of all, the award reflects our own evolution from a traditional boiler manufacturer to an award-winning solutions provider with real competence in low-carbon heating.

Driving change

Clearly there is ongoing work to do in encouraging new talent and providing accessible upskilling pathways to create the skilled workforce needed to accelerate the clean energy transition.

But what about the gap between interest and action? As an industry, we can work to close this by meeting installers where they are and helping them move forward. We know the appetite is there, but it needs to be converted into competence. The competence is growing, but it must be backed with the best tools, solutions, training and technical support that we can provide.

By recognising the commercial realities installers face, removing practical barriers, and continuing to invest in accessible training that builds true competence, we can help build that all-important confidence in working with heat pumps and accelerate progress.

For more information on Baxi's training courses visit: www.baxi.co.uk/professional/training/heat-pump-training

Source

1. www.baxi.co.uk/professional/help-and-advice/news/uk-installers-warming-to-heat-pumps



Baxi receiving the Training Provider of the Year Award

WOMEN IN THE HEAT PUMP INDUSTRY

Fresh from being named RACHP Woman of the Year 2026 at the National ACR & Heat Pump Awards, **Carrie Young**, Marketing Director for the Domestic Business at Ideal Heating, shares her passion for educating and supporting installers and homeowners while helping Ideal Heating shape the future of home heating.

My first job was a Saturday job washing hair in the local salon, I was 13 and eager to earn my own money (£10 cash for six hours)! My first full time role was as a press officer for my local council.

Looking back, communication and people have always been at the heart of what I've enjoyed most. That hasn't really changed.

Whether you're working in local government or in heating, understanding people, listening and helping explain complex things in simple ways are valuable skills.

Those skills have stayed with me throughout my career and have become even more important as the industry evolves.

How did you get into the heat pump industry and what does your current role involve?

I joined Ideal Heating 16 years ago as Marketing Communications Manager, so I've had the privilege of seeing the business evolve first-hand.

Ultimately, my role is to ensure people understand our story. For decades, we were known as the boiler people, but the industry is changing, and we're changing with it.

Heat pumps are now a central part of our product portfolio and one of the things I find most exciting is that we've brought more than a century of heating expertise with us into this next chapter.

We're building on everything we've learned over 120 years, with over £60 million invested in low-carbon heating, including our £20 million UK Technology Centre in Hull.

Alongside UK manufacturing and Expert Academy training, we're supporting installers and homeowners through the transition while continuing to invest in our trusted boiler range and the professionals who install it.

Because we're not turning our backs on our heritage. We're proud of it.

We're still keeping homes warm with boilers today, while helping shape what home heating looks like tomorrow.

And I think that's an exciting place to be.

On a day-to-day basis I oversee the end-to-end marketing strategy for Ideal Heating's domestic portfolio, but the reality is that it's incredibly varied and very much a team effort.

One of the things I enjoy most is helping bring together all the great work happening across the wider business.

Together, we deliver everything from campaigns, PR and events to product messaging, digital communications and loyalty initiatives that support installers throughout their careers.

No two days are ever the same. One day we might be developing messaging for a new product, the next planning a major industry event or working on campaigns that help build confidence in low-carbon heating.

One area I'm particularly proud of is how we've evolved our installer proposition through Connect, our loyalty scheme, and the Premier Club, our industry events.

Seeing it grow year after year has been fantastic. It's about building an installer community and saying thank you to the people who have placed their trust in us over many years.

It's a brilliant example of what can be achieved when the wider business comes together around a shared goal.

What I love most is that we're telling a much bigger story than just products. We're showcasing the incredible investment the business is making.



What do you see as the challenges facing the industry?

For me, one of the biggest challenges is confidence.

For many homeowners, heat pumps are completely new technology. They've never experienced one in their homes before, so naturally there are questions and concerns.

As an industry, we have an important role to play in helping build that confidence.

That's why I'm so passionate about the wider support that sits around the product itself. Training, technical support, digital tools and customer service are all just as important as the technology.

I believe confidence doesn't just come from the product, it comes from knowing you're supported.

And that's true whether you're a homeowner buying a heat pump for the first time or an installer taking your first steps into low-carbon heating.

Did you have any mentors or anyone who inspired you?

My mum has always been a huge support and inspiration to me. Without her I certainly wouldn't be able to manage work and family life.

More broadly, all women who juggle busy careers alongside motherhood and family life are inspiration to me. It seems an impossible task at times, but we all manage to do it day in day out.



Carrie receiving her RACHP Woman of the Year 2026 at the National ACR & Heat Pump Awards

Balancing maternity leave, childcare and demanding roles isn't easy, and I have huge admiration for those who somehow manage to do it with such energy and positivity.

I've also been fortunate to work with some brilliant leaders throughout my career who helped develop me and, perhaps most importantly, showed confidence in me.

I've learned that confidence is something you can give to people, and having someone who believes in you can make a huge difference.

That support has shaped the way I lead and the way I try to support others around me.

What would you say to other women who are considering coming into the heat pump industry?

I'd absolutely encourage them to go for it.

The market is experiencing one of the biggest periods of change and innovation in its history and that's creating so many exciting opportunities.

Businesses change all the time, but it's not often an entire industry transforms while you're part of it. That's a very special thing to experience.

There are opportunities across engineering, manufacturing, customer support, product development, marketing, digital and training.

And one thing I've found throughout my career is that this industry is full of passionate people who genuinely want to make a difference.

Fresh from being named RACHP Woman of the Year, I'm incredibly proud of what that recognition represents, not just personally, but for the wider team around me and for the progress being made across the industry.

I hope it encourages more women to see heating and heat pumps as a sector where they can build rewarding and successful careers.

What do you like to do outside of work?

Life outside work is very busy! I have two young sons, aged one and three, so they keep me on my toes.

When I do get some time to myself, I love holidays, exercise classes, running and good food.

Like a lot of people, balancing work and family life can be challenging at times, but it's also incredibly rewarding.

Having seen so many women successfully juggle both throughout their careers has helped shape my own approach. 🏡

The ACR & HEAT PUMP

Trainee Of The Year Awards

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A Trunking System Purpose-Built for Air to Water Heat Pumps

For years, StrutFoot has been manufacturing high-quality trunking systems in Great Britain. Our products have predominantly supported insulated pipework for air to air heat pumps and air conditioning installations, providing installers with a reliable, professional and aesthetically clean solution. As the UK market has shifted rapidly towards air to water heat pumps, we recognised a growing challenge.



StrutFoot®
STRUTFAST® PRO

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The only Heat pump trunking system approved & compatible with Primary Pro Insulation.

While our existing trunking performed exceptionally well within the air conditioning sector, we identified practical limitations when accommodating insulated 28mm and 35mm pipework commonly used on air to water systems. Rather than adapting an existing design, we chose to design & develop a solution specifically for this application.

A Collaboration Built on Experience

Meeting David Smith, the inventor of Primary Pro, proved to be a turning point in the development process.

That introduction highlighted a clear alignment between Primary Pro's insulation system, created specifically for air to water heat pump applications and StrutFast's commitment to developing practical containment solutions shaped by feedback from industry professionals.

There was also a shared passion for British manufacturing and quality-driven products that genuinely support professional installers.

The collaboration was a natural fit, by combining Primary Pro's product innovation with StrutFast's manufacturing expertise here in Great Britain, we have developed a containment system designed specifically to complement insulated primary pipework used in modern air to water heat pump systems.

Engineered to Perform

StrutFast Pro has been designed to accommodate insulated 28mm and 35mm Primary Pro pipework without constriction, preserving flow rates and system efficiency.

- Accepts 90° soldered bends and press-fit fittings
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- Prevents compression of insulation that could reduce thermal performance
- Internal Clipping System
- Integrated Shroud System
- Vermin Protection
- Cable Management Built In
- Easy Inspection Access

Designed for the future of heating, Air to water heat pumps continue to see significant growth across the UK as part of the wider transition toward low-carbon heating.

Developed collaboratively and manufactured in Great Britain, StrutFast Pro is a practical containment solution intended to meet the needs of professional installers.

To find out more:

Designed to fit Primary Pro insulation. Developed for professional air to water heat pump installations.

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We wouldn't just make it fit. We would engineer it with purpose.



Optimisation - Gain the Home Advantage

To be competitive in the heat pump market, your installs need to pay for themselves. This matters even more now that upfront cost is less of a barrier; the key question has become almost entirely about running costs. Get this right and a heat pump halves a household's heating bill. Get it wrong and it costs more than gas, undoing the entire case for switching. That's a swing worth hundreds of pounds a year, and the biggest lever behind it is no longer mechanical performance - this is already established. It's access to favourable electricity pricing and the optimisation to leverage it.



The right tariff, optimised accurately, adds significant value to an installation.



Since 1 July, gas unit rates have risen roughly 24% under the Ofgem price cap against about 5% for electricity. This ratio is decisively in heat pumps' favour, and makes getting the right tariff even more valuable. On a standard variable tariff, a heat pump costs around 8.4p per kWh of heat delivered against 7.3p for gas - a marginal loss for the heat pump. On Octopus' Cosy time-of-use (TOU) tariff, the same heat pump delivers heat at roughly 4.2p per kWh during three daily off-peak windows provided its schedule is set correctly. Identical hardware, identical household, but a heating cost roughly half that of the standard tariff.

TOU tariffs only pay if the heat pump's schedule is actually set to exploit them. Left on a generic weather-compensation curve, even a heat pump on a great tariff performs like one on a mediocre tariff. This is where payback modelling that integrates tariff data

is key. Software like Heatpunk, Midsummer's system design software, takes tariff choice as a design-stage input, which means you can show a customer the difference between a standard tariff and a dedicated one before the system goes in and then set the schedule to match. Incorporated alongside standard design metrics and full payback model into a project proposal, this makes Heatpunk the most comprehensive tool to convert a sale.

This approach does still involve manual input at the point of installation, and therefore can't be as agile as products that respond automatically to demand signals. Homely, available through Midsummer Wholesale, closes that gap. It's a home energy management system that automates the heating schedule against tariffs and optimises it using weather, internal temperature, and occupancy data, and offers additional flexibility payments.

It does more, for less effort, than any manual setup ever could.

The upside here is straightforward. Get the tariff and the schedule right, and a heat pump stops being a marginal call and becomes an easy yes, demonstrably cheaper to run than gas. Heatpunk lets installers prove that case at the design stage before a customer signs. Homely then locks the saving in for good, automatically, long after the installer has left site. Both are available through Midsummer, alongside the trade pricing and support to back a stronger pitch from the first conversation. Get ahead of the curve and use them in your next quote.

To find out more:

Email sales@midsummerenergy.co.uk
midsummerwholesale.co.uk
heatpunk.co.uk

"Tell you what... the Heat Pump Show was **absolutely brilliant.**"

"Fantastic show, good to see so **many industry friends and customers** in on place."

"great to meet the Heat Pump Show team, **superbly organised** and very well attended"

Absolutely packed, and a **powerhouse of presentations.** Going to be a hard act to follow for the big shows this year."

"Massive shout out to the whole Heat Pump Show team for putting it together. **First class** from start to finish."

Renewable heat is your business, this is your audience.



The Heat Pump Show is the UK's dedicated exhibition for heat pump professionals, bringing together the manufacturers, suppliers, installers and industry experts. Just one hectic day focused entirely on the products, technology and conversations shaping the future of renewable heat.

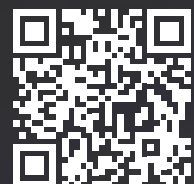
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