NATIONAL ACR & HEAT PUMP AWARDS 2025

WINNERS
& HIGHLY COMMENDED

THE MIDLAND HOTEL, MANCHESTER
6th March 2025

ACR & HEAT PUMP REGIONAL EXHIBITION

BIRMINGHAM

15th May 2025

Aston Villa Football Club

Trinity Rd,
Birmingham B6 6HE

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ACR & HEAT PUMP REGIONAL EXHIBITION

LEEDS

25th September 2025

Leeds United Football Ground

Elland Rd, Beeston,
Leeds LS11 0ES

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BOOK NOW

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 6th of March to celebrate excellence within the industry.

Oh what a night!

The great and the good gathered at the Midland Hotel in March to celebrate all the finalists and subsequent winners in what has been described as a very jovial atmosphere.

For myself, I was extremely proud to present the Woman in RACHP winner, Charlotte Lee from the Heat Pump Association with this annual accolade. She, and her team has worked tirelessly to support the Heat Pump Sector and this recognition is well deserved.

In addition, Kevin Glass, Managing Director of Bitzer UK received the Phil Creaney ACR Champion award. This award can't be entered or voted for, it's for someone who I feel has had a lasting impact on the sector and is presented in recognition of those efforts and of course, in memoriam of Phil Creaney, a much loved friend and colleague who passed away far too early.

I must also say thank you for a job extremely well done by Hayley Comey, Events Manager for all of her hard work in bringing this sought after awards evening to successful fruition. I know she's had one or two sleepless nights and cares deeply that everything runs smoothly so all our guests have a superb evening.

Sponsors and supporters

The event would not be possible without the very generous support from our loyal sponsors and supporters. To see these companies visit page 28.

Judges

We must recognise our 11 independent judges, in particular, for their diligence and time and subsequently arriving at clear and worthy winners.

We work very hard to ensure no bias with any of the judging, they are all chosen for their knowledge, technical abilities and experience within their fields.

However, most importantly, we do ensure that if they have any affiliation with ANY of the entries, they are excluded from the scoring processes within those particular categories. Refer to page 29 for information about the judges.

We're looking forward to exciting times ahead. Many of the sponsorship packages and tables for 2026 have already been snapped up. However, if you would like to reserve your places and enquire about sponsorship, please contact;
hayleyc@warnersgroup.co.uk

Best wishes,

Juliet and the team

The team: (L-R) Victoria Liddington, ACR Journal and Heat Pumps Today Sales Manager, Andrew Slater, MCIPR MInstR, Editor of ACR Journal, Juliet Loiselle, FInstR, Publisher of Heat Pumps Today, ACR Journal & The Woman Engineer and the evenings host, Hayley Comey, Events Manager and Stephen Tanner, Musician

CONTENTS

RACHP WOMAN OF THE YEAR

WINNER

Charlotte Lee

Sponsored by

wes
women's engineering society

Hosting the evening, Juliet Loiselle FInstR, Publisher of The ACR Journal and Heat Pumps Today, said of Charlotte Lee, Chief Executive of the Heat Pump Association, the winner of the RACHP Women of the Year Award: "Our recipient joined the Heat Pump Association in April 2023 as their first Chief Executive. Having spent the previous 10 years at NAPIT, a UKAS accredited Certification Body for installers in the Building Services and Fabric sectors, culminating in leading their external affairs function, she has a wealth of knowledge in the practicalities and policy surrounding the retrofit of UK housing stock, specifically relating to heat pumps.

"She has a strong understanding of the vital role of the installer and brings a valuable perspective, commitment and passion to leading the Association in supporting the sector to accelerate heat pump deployment within the UK.

"Currently she leads an impactful team and has developed the Heat Pump Association into a recognised and well-respected industry voice. I am so impressed with the increased visibility and pro-activeness of the HPA since her joining.

"Her day-to-day role includes setting the association's strategic direction, engaging with Government Ministers and Senior civil servants on the policy direction for the heat pump sector, and regular media, roundtable and speaking engagements.

"Just some of her most recent achievements;

1. Growing membership by over 180%
2. Launching an installer membership category with installer engagement growing
3. Increasing the HPA's profile - the HPA has become the go-to for industry statistics on Heat Pump Sales and Training data
4. Strengthening the HPA's relations with Ministers, Government departments and civil servants
5. Growing visibility through events such as the Hear, See and Feel a Heat Pump day in Westminster, where over 30 MPs, Lords and Officials came to see members heat pumps in action.

TRAINING PROVIDER

WINNER

Mitsubishi Electric - The Gamification of HVAC Training

Mitsubishi Electric offers a wide variety of training, continuously developed and delivered by a specialist team of training engineers to meet customer needs in the areas of Heating, Ventilation, and Air Conditioning. Using a blended approach to learning, we are able to train large volumes of engineers online without compromising the quality of the experience – a fact reflected in our high training satisfaction scores from delegates.

We are also, supporting our customers with additional online training through short video tutorials available on our YouTube channels. We have recently become an LCL-accredited training centre, enabling us to deliver Ofqual-recognised Level 3 qualifications, signifying excellence in training and competence in the installation and maintenance of heat pumps, low-temperature systems, and hot water in dwellings. We have collaborated with colleges, including Harlow, to help create their Renewable Energy Training Centre, which enables the next generation of aspiring engineers to receive training in green technologies that will support achieving Government targets. We also partnered with West Lothian to integrate renewable energy courses into their curriculum, upskilling their lecturers while introducing their students to the world of heat pumps.

Embracing virtual reality (VR) and 3-D video has allowed Mitsubishi Electric to take HVAC training in a whole new direction – by 'Gamifying' it. Firstly, it enables engineers to see and access inside equipment in a way that is not physically possible in training rooms. Secondly, it allows the trainers to set 'dangerous' and faulty' situations in a fully controlled environment. This means that safety can be a primary focus and takes it well beyond theory, without compromising on the safety and risks involved for trainee engineers. Thirdly, and to our mind most importantly, it talks directly to Generation Z in a way that they will understand and readily access. The latest development in the VR offering sees the 'connecting phases' between products represented by futuristic 'spaceship' corridors. Reaching out to students and other young people in this way means that they can engage with it more readily and we can encourage more 'new blood' into our industry and begin to tackle the skills gap and shortage of qualified engineers.

Sponsored by QVANTUM Heat pumps for sustainable cities

HIGHLY COMMENDED - MCFT

Our apprenticeship programme in refrigeration is the only employer-provider apprenticeship of its kind in England, currently training 28 apprentices, with plans to expand to 32 additional learners in 2025. It is designed to provide a comprehensive, industry-leading training experience, tailored to meet both the technical and practical demands of the refrigeration sector.

The programme features a unique delivery schedule of 22 weeks, with an innovative 3-month front-loading model. This approach ensures apprentices receive a robust foundation in key technical skills and knowledge before entering the field. It equips them to transition quickly into productive roles, generating revenue and contributing value to their teams early on.

Over the 24-month duration, the programme offers: City and Guilds Diplomas: Core technical competencies in refrigeration systems. Advanced knowledge in maintenance, troubleshooting, and repairs.

It also offers F-Gas certification, practical field training and coaches, and professional behaviours. The combination of theoretical training, field application, and certification opportunities ensures apprentices emerge as highly skilled professionals.

WHOLESALER/DISTRIBUTOR

WINNER

Unitherm

Sponsored by HITACHI

Unfortunately, Unitherm were unable to attend on the evening to collect their award.

Product Range

At Unitherm UK, we offer a comprehensive range of products designed to meet the needs of residential heating systems. Our product portfolio includes heat pumps from Haier, LG, Panasonic and Vaillant, Unitherm underfloor heating systems, Unitherm Pre-Plumbed and Standlone Cylinders, and a variety of renewable energy solutions tailored to provide efficient, sustainable heating. We supply products from leading manufacturers in the industry, ensuring quality, reliability, and cutting-edge technology. Whether you're looking for air source heat pumps, ground source heat pumps, or advanced thermal storage systems, we have a solution that suits every requirement. Additionally, we provide a full suite of accessories, including controls, circulators, and installation kits, ensuring that every system we offer is complete and ready for effective installation. Our range is designed to support the growing demand for energy-efficient and environmentally friendly heating solutions, helping customers achieve lower energy bills and a reduced carbon footprint. From product selection and installation to aftercare and training, we are committed to offering an extensive product range that aligns with the latest industry standards and supports the transition to a greener future.

Pre-and post-sale support

We are proud to offer both pre-and post-sale technical support to ensure that our customers have a seamless experience from initial inquiry through to installation and beyond.

Our knowledgeable team is available to help you choose the right products for your specific needs. Whether you're a heating engineer, installer, or homeowner, we provide expert advice on product selection, system design, and ensuring compatibility with your existing infrastructure. We're here to answer all your technical questions, guide you through the options, and help you make informed decisions.

Our post-sale support includes everything from installation guidance to troubleshooting and ongoing technical assistance. If any issues arise during or after installation, our team is on hand to provide detailed, step-by-step support to ensure your system operates at its best. We also offer training services for installers to ensure they are fully equipped to handle the setup and maintenance of heat pump systems, ensuring long-term performance and efficiency.

Providing product training

We offer comprehensive training programs at our training centers. Our offerings include:
Hands-on training, live online training, interactive manuals, and installation and troubleshooting resources.
This variety of innovative training ensures that both newcomers and experienced professionals gain the skills needed to excel in renewable heating systems.

Branches

We have branches in:

- Exeter: Open 08:30am to 05:00pm - Monday to Friday
- Training Centre: Open 08:30am to 05:00pm - Monday to Friday
- Leicester: Open 08:30am to 05:00pm - Monday to Friday

Other ways customers can buy

Customers can book training through our website, quotes via our Heat Pump Pack Calculator, via phone or via email. Customers are also welcome to drop in and see us with any questions they have or to go through plans.

BEST IAQ INNOVATION

WINNER

AirX Pro from Martin Industries Ltd

Sponsored by BESA

The 2024 AirX Pro Systems have undergone huge technological upgrades over the last 12 months, in the 2 most important efficacy features. We have undertaken these modifications, following extensive research and development, to provide the ultimate and most effective air purification and virus destruction achieving the pinnacle of today's technology. Our largest models now generate a massive 100 million negative ION's per second, over 4 times the number of the original systems. The negative ION's that are the real game changer as they scientifically destroy all viruses in the air at an atomic level. With greater negative ION production, the more efficient the destruction of airborne or surface borne viruses becomes.

In addition, we have upgraded our HEPA-13 medical grade 7 layer cartridge filtration system to a HEPA-14 laboratory specification 7-layer cartridge filtration system, trapping particulates 3 times smaller than our 2024 models.

These 2025 models are the ultimate specification of air purifier filtration and virus destruction.

Why is AirX Pro so different to every other indoor air quality improvement product?

There is a big difference in just filtering air with HEPA filters and UV-C lamps and actually destroying DNA/RNA of airborne viruses. AirX Pro does both, all other systems we have seen need to filter the air. It doesn't need to do this, it blasts the air in the whole room with up to 100 million negative IONs (atoms) every second. This disrupts the DNA/RNA of all viruses in the air and surfaces. It is unique in its technology, and cannot be compared to other 'filter only type' air purifiers, which make up much of the available products on the market. Boasting a class leading 7-layer filtration system, one of the highest specifications in the world. Consisting of laboratory grade H14 HEPA, Active UV-C with Ti02 (Titanium Dioxide) catalyst, and 5 other layers of filter technology. But it's still not enough to make a room safe with Covid-19, Omicron or XEC blowing around and being continuously exhaled.

You need to attack the virus in the air, which is exactly what our massive negative ION generators do. BUPA spent a million pounds on AirX Pro. The world's largest private healthcare company could afford any product in the world. They selected AirX Pro after reviewing the other systems available on the market in Europe. It Pro enabled them to run their business normally without delays due to long fallow times (cleaning the air in the room between patients). The system produces no ozone, which is an incredible achievement of science. The IONs also energise the room so the occupants feel more awake and refreshed.

The systems pay for themselves in over 35% fewer sick days, so less sick pay to staff, more staff on site, more productivity. Creating a more energised and happier workforce. As used by NHS, BUPA, Bank of England, many Universities, Councils, Schools & Colleges.

ANCILLARY PRODUCT

WINNER

Carrier Solutions UK - Toshiba RBC-MTSC1 Mini Touchscreen Smart Controller

Sponsored by THE ACR JOURNAL

The Toshiba RBC-MTSC1 Mini Touchscreen Smart Room Controller is an accessible, user-friendly air conditioning control system designed to prioritise inclusivity and ease of use. The touchscreen interface eliminates the need for complex symbols or button combinations that can be a barrier for people with visual impairments or physical limitations, instead offering easy-to-see menus. It has been updated with some significant features to support and prioritise accessibility and ease of use for all types of users, particularly those with Cerebral Palsy, Parkinson's disease and the partially sighted. The Toshiba team invited feedback from the Royal Society for the Blind and other similar important charities to gain in-depth knowledge and better understand people's challenges in using controllers. For example, people with Parkinson's can struggle to use a touch screen. This prompted the Toshiba team to incorporate delayed touch response UI interactions. If someone mistakenly presses a button multiple times within a short period, the controller temporarily prevents subsequent touches from registering, acting only on the initial interaction.

Key features include:

- Large Capacitive Touchscreen: High-contrast, generously sized display for easy visibility, even from a distance or by users with limited vision.
- Configurable Icons: Enables installers to simplify the user interface by hiding unused functions, reducing clutter and simplifying navigation for a tailored experience.
- Swipe Navigation: Intuitive swipe gestures replace complex button combinations, offering easier control for users with physical limitations.
- Customisable Colour Schemes: Background and icon colours can be adjusted to create high-contrast displays catering to visually impaired users. Additionally, RGB colour sliders enable fine-tuning for individual needs. Up to 30 different backgrounds are available to create different moods or branded promotional messages. Integrated USB for fast upload of images.

HIGHLY COMMENDED - Intatec Ltd - Inta XCEED heat pump magnetic filter

The Inta XCEED Magnetic Filter is a comprehensive all-in-one solution for heat pump systems. It combines several essential components into a single unit, simplifying installation and saving space. The XCEED filter includes a magnetic filter, fine particle filter, dosing point, automatic air separator, flow balancing valve, system pressure gauge, system temperature indicator, and fill and flush valve. This integration eliminates the need to purchase and install multiple separate valves and gauges, enhancing efficiency and reducing installation time.

It is ideal for air source heat pump systems, particularly in residential and commercial installations where space is at a premium and efficiency is crucial. It is designed to streamline the setup and maintenance of heat pump systems.

By combining multiple functions into one unit, it reduces the potential for installation errors and ensures optimal system performance. This integration helps maintain the efficiency of the heat pump system, leading to lower energy consumption and reduced carbon emissions.

REFRIGERATION PROJECT

WINNER

Sponsored by

FridgeHUB CO2 plant for Wilkins Jam Factory

The customer is a specialist jam manufacturer called Wilkins & Sons. They presented a clear set of requirements due to the continued challenges of operating an aging refrigeration system reliant on HFCs.

The existing J&E Hall Screw pack system had become unreliable and, to build some reliability into the freezer rooms, Wilkins had rented a glycol based temporary freezing system that they hired until a permanent solution was identified. With increasing F-Gas restrictions compounded by persistent leaks, the lifecycle costs of the existing plant had soared, resulting in high service and repair expenses. In addition, they had the extra burden of the hire costs for the temporary freezer equipment. Therefore, the implementation of a new refrigeration system was critical.

The unique features of this installation encompass not only the advanced technology and innovative design by SCM Frigo but also the unique collaborative support services, offered by a wholesaler, from FridgeHUB and HVACR. This comprehensive approach demonstrates a deep commitment to enhancing operational efficiency, minimising downtime, and delivering long-term value to the customer, all while setting new benchmarks within the industry.

The project showcases the successful transition of Wilkins' aging HFC-based refrigeration system to a sustainable and efficient CO2-based solution, expertly delivered by Adcock Refrigeration & Air-Conditioning with the support of FridgeHUB. HVACR and SCM Frigo. The project's success is a testament to several key factors:

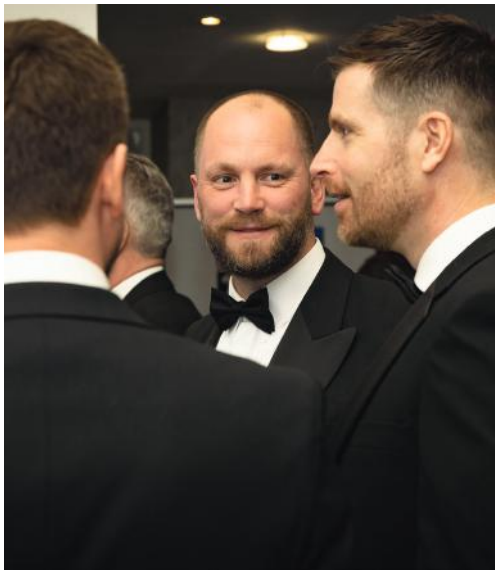
- Addressing Urgent Needs: A critical need for a reliable refrigeration system. This solution provided a swift and effective path to resolving this challenge.
- Sustainable Solution: The project's core strength lies in its environmentally conscious design. The decision to use CO2 (R744), a natural refrigerant with minimal environmental impact (GWP <1, ODP 0), demonstrates a commitment to sustainability and future-proofing the installation.
- Innovative Technology and Design: The project utilises SCM Frigo's advanced LT Booster systems, showcasing innovative technology that resulted in both a cost-effective solution and a reduction in installation time.
- Exceptional Collaboration: This project showcases a remarkable level of collaboration, a key part of its realisation.

HIGHLY COMMENDED - AE Refrigeration

Air Conditioning – Specialist support at Thistle Seafoods Ltd

AE Refrigeration & Air Conditioning (AE) is a design and installation company. It was approached by Thistle Seafoods, to oversee the installation and commissioning of a new spiral freezer, which had been procured by the client's in-house engineering team from a recognised international dealer to keep project costs as low as possible and within budget. The new spiral freezer installation was required because of the company's recent production expansion and relocation. It has a cooling capacity of 580kW, operates on R717 (Ammonia) and is designed at an evaporating temperature of -40°C and a condensing temperature of 35°C with an economised single-stage compression system for energy optimisation. It was selected over alternative freezer methods due to its relatively smaller footprint and gentle freezing process to maintain food integrity. Ammonia was chosen as a refrigerant because of its comparatively low cost compared to other ultra-low GWP refrigerants such as carbon dioxide, the availability of external plant space, and the lower system component cost, keeping within budget restraints.

GALLERY



GALLERY


NATIONAL
ACR & HEAT PUMP
AWARDS
2025
RACHP
Woman
Of The Year
Winner
Charlotte Lee
Chief Executive
Heat Pump
Association


NATIONAL
ACR & HEAT PUMP
AWARDS
2025

GROUND SOURCE PROJECT

WINNER

Waters View, Futureserv with Viessmann Climate Solutions UK

Sponsored by GSHPA

VIESSMANN Climate Solutions

Combining in one place the production operations of UK family-run jewellers CW Sellors, Waters View is a 2099 m2, three-storey building of exceptional architectural merit and an international showcase of modern, high-tech design. Visitors can view exhibitions, browse the boutique, take a tour of the jewellery works, attend a lecture or enjoy a drink in the café with spectacular views of the reservoir. Special planning dispensation was needed to build on its 18-acre greenbelt site, which is of special scientific interest and a popular local beauty and leisure spot. The building's HVAC systems were carefully considered from the beginning of the architectural process and CW Sellors founder Chris Sellors, who was the driving force behind the entire project, was determined to use high-efficiency, low-impact technologies throughout. Sadly, Chris passed away in September 2023, shortly before Waters View completion, but it now stands as a fitting legacy to his vision.

They chose ground source over air source heat pumps, even though the installation costs were considerably higher, because of the greater degree of efficiency they offer. According to Orsler, once the decision to opt for ground source was solidified, it had to be a Viessmann system.

Three Viessmann 45kW Vitocal 350-G ground source heat pumps fed by 21 x 100m-deep bore holes provide year-round under-floor heating and cooling without the need for any gas

connection or backups. They also meet most of the centre's power needs and ensure ample hot water for its toilets and café. The Vitocal 350-G models were also selected because of their exceptional performance.

HIGHLY COMMENDED - Lackington Mill, 18th century corn mill heated with NIBE GSHP

NIBE

Lackington Mill, a former water-powered corn mill nestled along the River Piddle in rural Dorset, had recently changed ownership. A comprehensive refurbishment was planned, including new low-carbon heating system while preserving character of the property and its extensive grounds.

The new owners aimed to future-proof their home by installing a high-performance, low-carbon HVAC system.

With some knowledge of heat pump technology, the owners determined that a ground source heat pump (GSHP) would provide the ideal solution. However, the volume of the indoor space together with the need to preserve the integrity of the interior and grounds, presented challenges.

To achieve their vision, they partnered with Ryan Newman of Holt Plumbing & Heating, a NIBE Pro installer with an excellent reputation for quality installations and innovative solutions.

NIBE F1345-40 GSHP was selected. Featuring two large compressors, which operate automatically for optimal output regulation and reduced wear, the GSHP provides exceptional energy efficiency and a refrigerant volume under five tonnes of CO_2 equivalent per module, meeting the project's sustainability objectives.

AIR CONDITIONING

PROJECT

WINNER

WAVE Refrigeration - Aldi Goole Underfloor Heating and Cooling

Sponsored by CLIVET

Aldi required full store environmental temperature control (heating and cooling) and refrigeration to be provided in the most environmentally friendly way, whilst meeting all relevant regulations. This has been achieved by integrating the refrigeration and HVAC systems to conserve energy wherever possible. This submission represents the new specification that has been developed between Aldi and their consultants and contractors, this is to be applied to every new build project. Plant location is generally to the rear of the store, at ground level in a gated compound. The heating strategy used is an underfloor heating loop, this allows for the best and most efficient distribution of heat throughout the stores. The heat is generated primarily from the refrigeration system and supplemented by two R-290 Vaillant heat pump units. All equipment is connected to a central Carel BMS system and remotely monitored. Other client considerations have been given to the solution for the integrated refrigeration system. The store uses a transcritical R-744 system for chilled cases and coldrooms, freezer cases are R-290 integral units, and freezer coldrooms are served by R-744 condensing units. All refrigerants used on site are low GWP natural refrigerants. The chilled refrigerated cases all have doors fitted, which includes Roll In Milk cases and Produce cases, this is standard specification for Aldi and is unique within large food retailers.

The previous heating/cooling strategy relied on additional R-32 air conditioning split systems to be fitted where space cooling was required. The new strategy utilises the R-290 Vaillant units to cool the under-floor pipework matrix and over door curtains, cooling the store.

HIGHLY COMMENDED - BREng / EBA Climate - Tingley Garden Centre

The original plan for Tingley Garden Centre was to install a full natural ventilation solution augmented with heat pumps. However, calculations showed this would be unable to cope with high summer loads and present problems in winter, when significant additional heating would be needed to warm incoming cold air.

The final design, produced is a fresh air ventilation solution with incoming/outgoing air passed through a high-efficiency Daikin passive heat recovery system, supported by Daikin VRV heat pumps. This provides a high-quality environment for customers and staff, supported by efficient heating and cooling when required. The centre's rainwater harvesting system provides grey water for watering plants, flushing toilets, and hosing down paved areas. The only power input required for the ventilation system is the fans, and these are fed by electricity from the roof-mounted PV system, which produces most power when the sun shines, when ventilation requirements are highest. The site is served by two heat pump systems.

DOMESTIC AIR SOURCE PROJECT

WINNER

R A Brown Heating Services – Retrofit Townhouse, City Centre Riverside Property, Norwich

Sponsored by Bitzer

R A BROWN HEATING SERVICES

The project was a 4 bedroom town house by the River Wensum in the city centre of Norwich, the property is serviced by gas and has an existing gas boiler. The customers were looking to replace their gas boiler and remove fossil fuels from their home and were considering an air source heat pump.

The customers were at the beginning of their green journey. They consider the renovation of their home under two phases, the renovation phase which commenced when they first purchased the property and the green project phase, which was completed in 2023/2024.

They are keen to make sure that any decarbonising technology works for them financially as well as ethically. Therefore, they spent a long-time researching different technologies, so they understood everything they are installing and how it all works and supports each other, this means they feel happy and confident in their decisions. The customer had an integral garage space available as a plant room, they were also using this storage space to house the battery storage, so all pipework and electrical work came from the garage as a central point. The customer had some existing radiators which they were reusing, and they were also adding some additional radiators to the property. The customer visited our showroom in September 2023 to discuss their project and requirements. We produced a bespoke design for the heating system. This project was installed

with a NIBE F2050 6 kW air source heat pump, 200L cylinder & a 100L buffer vessel, with repositioned and additional radiators and towel rails. The property has an annual heat demand of 16,495 kgCO2/kWh for heating and hot water with expected electricity used of 4817 kWh giving us a SCOP of 3.49. This installation over a 15 year period will save 42,132.6 kg CO2/kWh because an air source heat pump was chosen over fossil fuels.

HIGHLY COMMENDED - Custom Renewables, with Viessmann Climate Solutions UK

The client had investigated environmentally-conscious heating technologies. When replacing the 1980s gas boiler in their large 17th Century house in Aylesbury, his heart was set on a heat pump from the outset. The existing heating set-up consisted of a typical gas boiler and radiator network with microbore piping. There was also evidence of previous oil heating before the gas was installed.

Heat loss calculation results directed Liam Barry, Managing Director of Custom Renewables, specification. He found the property wasn't that far away from being able to run off one big 16 kW heat pump, because the heat loss was only around 12/13 kW, which is the output we'd expect for a 16kW heat pump running at -3 degrees Celsius. The fact that the client had already decided on under-floor heating (UFH) throughout the ground floor regardless of the heating system they ultimately chose helped nudge the efficiency equation in the right direction, as it could run with lower flow temperatures. A 16 kW Viessmann Vitocal 150-A air source heat pump was selected on Liam's advice.

Custom Renewables

NON - DOMESTIC AIR SOURCE PROJECT

WINNER

Solaris Energy Mobile Energy Plantroom (MEP) at Wembley Park

Sponsored by DIVERSITECH INTERNATIONAL

SOLARIS ENERGY

The customer requirements for the welfare facility centred around providing comfortable and energy-efficient heating and cooling for the 2000-employee space, which included canteens, dry rooms, showers, and offices. Simultaneous heating and cooling were crucial, as was pre-heated hot water to minimise energy consumption and prevent Legionella.

The system needed to be installed within the project's timeframe, with minimal disruption to construction. The location of the plant was a key consideration, with the mobile container solution offering flexibility and minimising on-site construction.

Working with ADR Consulting Engineers a simple heating circuit was designed using radiators for the welfare facility's ground and first-floor site accommodation, and fan coil units (FCUs) to deliver heating and cooling to the second-floor subcontractor office and Sisk's third- and fourth-floor offices with user friendly controls.

Energy efficiency was paramount, along with minimising environmental impact by reducing carbon emissions and utilising renewable energy sources whenever possible.

The system also needed to be adaptable to future changes in occupancy or operational requirements by carefully considering these requirements, Solaris Energy was able to design and implement the Mobile Energy Plantroom (MEP), effectively addressing the energy needs of the welfare facility while minimising environmental impact and enhancing the working conditions for construction workers.

Some of the benefits included:

- Reduced energy consumption as 50 to 80% of all the required heat needed for the welfare facility is obtained for free, from the air.
- The MEP meant the leased step-down transformer on site could be reduced in capacity from 2MW to 1.5MW, saving a significant amount of money on set up and leasing costs.
- The modular heat pump system has resulted in significant cost savings for the Client by reducing energy consumption by 60% over traditional solutions resulting in monthly savings of £15,000 to £20,000.

HIGHLY COMMENDED - Pure Thermal Ltd Greenpeace make the Natural move

The Greenpeace retrofit is a private sector application, not Public Sector Decarbonisation Funded. A high level of diligence, checking and validation throughout the design stage meant that the outcome is one where the buildings minimised heating flow temperatures, and a full understanding of the required heat load, has enabled the most optimised solution with a Heat Pump operating at the highest level of performance based on the restrictions of this 1920's central London building. Greenpeace made the decision, as part of their environmental strategy, to remove gas from their head office building in Islington which was originally constructed in the 1920's as a printing works.

REFRIGERATION PRODUCT

WINNER

Hubbard Products Limited A2L Industrial monoblock range

Sponsored by Blygold CORROSION PROTECTION

HUBBARD a member of DAIKIN group

The range pushes the boundaries of refrigeration technology by offering a versatile and efficient solution for a wide range of industrial applications.

Key advancements include:

- Wide temperature range: The ability to operate from -30°C to +40°C extends the range of applications, making it suitable for both low-temperature and high-temperature environments or to create flexible storage space depending on your requirements.
- Energy efficiency: Utilising the A2L refrigerant R455A and advanced compressor technology, the range delivers exceptional energy efficiency, reducing operational costs and minimizing environmental impact.
- Plug-and-play installation: The pre-charged units simplify installation, reducing labour costs and minimizing disruption to operations.
- Remote monitoring and diagnostics: The Carel controller with Tera capability enables remote monitoring and diagnostics, facilitating proactive maintenance and optimising performance.

The features ensure optimal performance, energy efficiency, and ease of use and include:

- High efficiency: Employing advanced compressor technology and energy-efficient components, these monoblocks deliver exceptional energy performance.
- Low GWP refrigerant: Utilising the environmentally friendly A2L refrigerant R455A, these units contribute to reduced environmental impact.
- Precise temperature control: Advanced control systems ensure accurate temperature regulation, maintaining product quality and minimising energy consumption.
- Robust construction: Built to withstand harsh industrial environments, these monoblocks are durable and reliable.
- Modular design: The modular design allows for flexible configurations to meet specific application requirements.
- Low noise operation: Designed to minimise noise levels, creating a comfortable working environment.
- Customisable solutions: Available in various configurations and capacities to meet specific customer needs. By combining these key features, the Hubbard A2L Industrial Monoblock Range provides a versatile and efficient solution for a wide range of industrial applications.

HIGHLY COMMENDED - Beijer Ref UK & Ireland SEC (Sustainable Energy Controller)

BEIJER REF UK & IRELAND SUSTAINABLE SOLUTIONS

SEC (Sustainable Energy Controller) is a heat recovery module designed for complete energy harvesting. Unlike conventional systems, SEC captures every single watt of energy generated by a refrigeration system, transforming what would otherwise be wasted heat into valuable hot water – effectively providing free hot water, which could be used for potable water, space heating or indeed washing down prep areas. This is achieved through a sophisticated, patented process.

SEC reimagines the relationship between heating and cooling, creating, effectively, a collaborative, localised heating network. Instead of operating as separate competing systems, heating and cooling are seamlessly integrated. This integration is more efficient than traditional methods because it utilises the existing refrigeration system to its maximum potential.

GALLERY

NATIONAL ACR & HEAT PUMP AWARDS 2025 6th MARCH

FINALISTS 2025

CONGRATULATIONS TO:

ACR CONTRACTOR

- ARH Air Conditioning Ltd
- Forest Group
- SURE Solutions
- The RACA Group
- Climarite Refrigeration

AIR CONDITIONING PRODUCT

- **J-VS Mini VRF**
  Fujitsu General Air Conditioning UK
- **UniPACK-P and UniPACK-P EXP**
  Distributed by Klima-Therm
- **Rhoss POKER290 Heat Pump**
  Distributed by Klima-Therm

REFRIGERATION PRODUCT

- **BBF500**
  Bitzer/David Thirtle Air Conditioning & Refrigeration Services
- **A2L Industrial Monobloc Range**
  Hubbard Products
- **20HP Condensing Units**
  Panasonic Heating & Cooling Solutions
- **ECOV Series Condensing Units**
  Mitsubishi Electric
- **SEC (Sustainable Energy Controller)**
  Beijer Ref UK & Ireland
- **Daikin LMS & LMC R290 Invertor Monobloc**
  Daikin with Hubbard Products

AIR CONDITIONING PROJECT

- **Tingley Garden Centre**
  BREng/EBA Climate
- **Radisson RED, Liverpool**
  CIAT
- **Garsington Studios**
  CIAT
- **Tingdene Caldecott Hall**
  Carrier Solutions UK/SpeedyFit
- **York House, British Land HQ**
  Mitsubishi Electric
- **ArcelorMittal Orbit, London**
  Carrier Commercial HVAC
- **St Michael's Manchester**
  Hitachi Cooling & Heating UK&IRE
- **Aldi, Goole Underfloor Heating and Cooling**
  WAVE Refrigeration

REFRIGERATION PROJECT

- **A2L R454C Heating/Cooling Solution, Gloucestershire meat specialist**
  Bitzer UK/SK Refrigeration
- **Ammonia Project, Pilgrim UK**
  Bitzer UK/Demeva Refrigeration
- **Europe's Largest Industrial IQF Freezer**
  SURE Solutions
- **Dunstaple Farm, Farmer Tom's Ice Cream**
  Panasonic Heating & Cooling Solutions
- **Thistle Seafoods**
  AE Refrigeration & Air Conditioning
- **CO2 plant for Wilkins Jam Factory**
  FridgeHUB

TRAINING PROVIDER

- Unitherm
- MCFT
- Grant Engineering (UK)
- Carrier Commercial HVAC
- Beijer Ref Academy
- Mitsubishi Electric
- The City of Liverpool College

WHOLESALER/DISTRIBUTOR

- Unitherm
- Thermovent

HEAT PUMP INSTALLER

- R A Brown Heating Services
- Wesley Hort of West Hampstead Heating
- IMS Heat Pumps
- Daniel Davies Plumbing & Heating Engineers
- UK-B London

DOMESTIC HEAT PUMP PRODUCT

- **Edge F**
  Clivet Group UK
- **Aerona 290**
  Grant Engineering (UK)
- **Aquarea M Series**
  Panasonic Heating & Cooling Solutions
- **QE Exhaust Air Heat Pump**
  Qvantum Energy Technology
- **NIMBUS NET R32**
  Ariston UK
- **Multi+**
  Daikin UK
- **S735 Exhaust Air Heat Pump**
  NIBE

THANK YOU TO

Absolutely Chilled Ltd. · Bitzer · BESA Building Engineering Services Association · Blygold Corrosion Protection · Cupoli · Clivet · Refra · HVAC Communications · IOR.org.uk Refrigeration Air Conditioning Heat Pumps · IOR Scotland Refrigeration Air Conditioning Heat Pumps · Qvantum Heat pumps for sustainable cities · REFCOM

THE NATIONAL ACR & HEAT PUMPS AWARDS

COMMERCIAL HEAT PUMP PRODUCT

- **REFRA/Absolutely Chilled**
- **Heat Pump Mover**
  Lite Work Designs Ltd
- **FUSION T/ Tplus**
  Adveco
- **YORK YMAE and YCPB**
  Johnson Controls Building Efficiency UK
- **Toshiba Universal Smart X (USX) Series Edge Modular Heat Pump**
  Carrier Solutions UK
- **Thunder R290 Commercial Heat Pump**
  Clivet Group UK
- **150°C Industrial Heat Pump**
  Solid Energy
- **Rhoss FullFLOW Range**
  Distributed by Klima-Therm
- **CZ HT High Temperature Commercial Heat Pump**
  Daikin UK
- **UniPACK-P and UniPACK-P EXP**
  Distributed by Klima-Therm
- **Rhoss POKER290 Heat Pump**
  Distributed by Klima-Therm

GROUND SOURCE PROJECT

- **Suffolk Red Brick Barn Conversion**
  R A Brown Heating Services
- **Kingston Lacy**
  with Viessmann Climate Solutions UK
- **Waters View**
  by Futureserv, with Viessmann Climate Solutions UK
- **Lackington Mill**
  NIBE
- **Queen's University Belfast**
  Geoserv Solutions

DOMESTIC AIR SOURCE PROJECT

- **Harron Homes, Nevison's Fold Project**
  Secon Renewables, Panasonic Heating & Cooling Solutions, UK Cylinders, Honeywell Home, D&R Plumbing & Heating Contractors, Steve Wade Electrical
- **Heat Pump Report - The Financial Tipping Point**
  Mitsubishi Electric
- **R A Brown Heating Services**
  Townhouse Retrofit, Norwich
- **Custom Renewables**
  Viessmann Climate Solutions UK
- **J T Stead Heating & Energy**
  with Viessmann Climate Solutions UK
- **Lea Hall Grade II Listed Property**
  NIBE

NON - DOMESTIC AIR SOURCE PROJECT

- **Hoar Cross Hall Spa Hotel**
  Clivet Group UK/B3 Building Services
- **Decarbonising Chester Zoo Rhino Habitat**
  Mitsubishi Electric
- **Mobile Energy Plantroom (MEP) at Wembley Park**
  Solaris Energy
- **Greenpeace make the Natural move**
  Pure Thermal

ANCILLARY PRODUCT

- **Inta XCEED Heat Pump Magnetic Filter**
  Intatec
- **Inta Klean HP Magnetic Filter**
  Intatec
- **Inta Hydra**
  Intatec
- **Inta Zero**
  Intatec
- **The Heat Pump Mover**
  Lite Works Designs Ltd
- **565i Smart Vacuum Pump**
  Testo
- **Toshiba RBC-MTSC1 Mini Touchscreen Smart Controller**
  Carrier Solutions UK
- **Zeus Articulated Mounting Feet**
  Secon Renewables
- **DRX3 - Atex Rated Leak Detector**
  Fieldpiece Instruments
- **Caleffi HED 5516**
  Altecnic
- **K3 Radiators**
  Stelrad
- **Variable Frequency Drives**
  Carrier Commercial HVAC
- **Rhoss MTM Sequencer**
  Distributed by Klima-Therm
- **Heat Pump Covers**
  Heat Pump Covers Ltd
- **ClearFlow CF20 Compact**
  Kamco Ltd
- **Virtual Heat Pump Planning in 3D**
  Immersight

BEST IAQ INNOVATION

- **AirX Pro**
  Martin Industries Ltd
- **CPS IAQ PRO SmartAir™ Indoor Air Quality Meter**
  Evomart Ltd

RACHP WOMAN OF THE YEAR

- **Charlotte Lee**

PHIL CREANEY'S ACR CHAMPION

- **Kevin Glass FIinstR**

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COMMERCIAL HEAT PUMP PRODUCT

WINNER

Sponsored by HEAT PUMPS TODAY

REFRA / Absolutely Chilled LTD

Excellent efficiency, using inverter driven recip compressors and fully desear compliant recip inverter driven compressors.

The Siemens refrigeration valve in Refra reversible propane heat pump was tested under specific conditions: Heating Setpoint at 50°C, Supply Water Temperature between 30-32°C, and an Outdoor Temperature of -6°C. Both circuits operated at 100% capacity due to the inability to reach the setpoint. The test measured and analysed the transparent benchmark of two circuits, focusing initially on the heating mode to derive efficiency figures. The recorded data was analysed by splitting the investigated time period into 7 or 8 identical time frames randomly. This approach aimed to equalise deviations in fluctuating process values, ensuring reliable mean values for assessment. For the purpose of calculation, several assumptions and simplifications were made. These were Isentropic Efficiency: Set at 0.8, Pressure Drops: Assumed to be 0 bar in the evaporator, condenser, suction, and discharge lines, Sensor Tolerance: Not considered in the calculations, Compressor Characteristics: Both compressors (1 and 2) maintained a consistent volume flow of 35.5 m^3/h, and the volumetric efficiency of the compressors remained constant.

These measured parameters and assumptions provided valuable insights into its operational characteristics.

The results of the analysis clearly demonstrate the profound impact of SH-control on the efficiency of the heat pump.

The benefits of this heat pump for the customer include lower running costs, with the manufacturer boasting over 12 years of experience building hydrocarbon equipment. All components used are sourced from market-leading manufacturers.

Installer benefits include an extensive range from 50kW to 440kW, detailed literature, calculation software, easy access to all parts from local wholesalers, and excellent build quality, making the system easy to work on.

HIGHLY COMMENDED - Toshiba Universal Smart X (USX) Series Edge Modular Heat Pump

The key features of the Toshiba Universal Smart X (USX) Series Edge heat pump include the world's largest capacity DC twin rotary compressor, supporting high-pressure, lower-GWP R32 refrigerant; four independent refrigerant circuits for better redundancy and higher heating output during defrost mode; an advanced module control system for optimised water flow and reduced wastewater; an pulse width modulation (PWM) converter for enhanced power factor and reduced energy losses; modular architecture that allows configurations of up to 128 modules, delivering a maximum power output of 25.6MW; a space-saving 'X Frame' design, reducing installation space by 70% compared to conventional R134a models; an optional inbuilt inverter pump that reduces installation time and space requirements on-site; and availability in three sizes (50HP, 60HP, and 70HP) and three variants (Cooling Only, Standard Heat Pump, and Powerful Heating).

HEAT PUMP PRODUCT

DOMESTIC

WINNER

Qvantum Energy Technologies
QE exhaust air heat pump

Sponsored by

HPA
HEAT PUMP ASSOCIATION

QVANTUM
Heat pumps for sustainable cities

Qvantum entered the UK market with the launch of its QE exhaust air heat pump in November 2024. It has been designed to deliver simplicity and cost-saving measures to customers and installers and provide wider electricity grid benefits. It is suitable for single family houses and multi-residential applications such as apartments and flats where natural gas consumption is high.

The QE is a modular system, fully pre-plumbed, containing the exhaust air heat pump at the top, a thermal battery in the centre and all the water connections at the base.

It is available in 4kW or 6kW models with inverter compressors and a modulating turn-down range of 1kW, meaning that even the lowest load requirements can be met effectively and efficiently. It operates on low GWP refrigerant R513a, with an R290 natural refrigerant option currently being developed, and carries out its defrost using hot gas injection, so it does not remove any energy from the property or stored water. With ductwork connected on top of the unit, it fits under a 2.4m ceiling and has a compact 600mm x 600mm footprint, so will fit in the same space as a kitchen larder cupboard. EAHPs operate by extracting heat from the living space of the property via a simple ventilation system. The heat from this air is used as part of the vapour compression cycle (evaporator to refrigerant to compressor to condenser) and generates heating or hot water up to 65°C.

This water can be stored in the thermal battery and used for instantaneous potable water, heating the property, or a mixture of both.

The system can be operated by charging the thermal battery from the heat pump refrigeration circuit and boosted if required by a 5kW immersion heater using electricity when it is cheap in of-peak periods, when there is an abundance of electricity in the grid, and when the electricity in the grid is generated by a large proportion of renewable energy and, therefore, low carbon. This stored energy can be then used by the homeowner as and when required, saving them money and being more environmentally friendly.

HIGHLY COMMENDED -
NIBE S735 Exhaust Air Heat Pump (EAHP)

NIBE

Exhaust Air Heat Pumps (EAHPs) offer an excellent solution for flats and densely packed inner-city properties where Air Source Heat Pumps (ASHPs) and Ground Source Heat Pumps (GSHPs) may not be suitable. The NIBE S735 is an intelligent inverter-controlled EAHP with an integrated hot water heater, delivering heating, hot water and ventilation all in one package – perfect for apartments and new build houses up to 160m². Using internal air from a property, no outside unit is required so building aesthetics are not compromised and there are no noise issues to contend with. Internally, sound levels are low, just 49dB(A). NIBE's model, the S735, boasts a high seasonal performance factor, low operating costs, quiet operation, compact size and state-of-the-art controls, which enhance energy savings, improve individual comfort levels and are simple to use.

AIR CONDITIONING PRODUCT

WINNER

Fujitsu General Air Conditioning UK for the J-VS mini VRF

Sponsored by IOR SCOTLAND

FUJITSU AIR CONDITIONING

The J-VS mini VRF air conditioning heat pump system has been developed to enable commercial and residential system designs using a compact, lightweight system with minimal refrigerant quantities to bypass leak detection requirements where possible.

Operating on low GWP R32 refrigerant, it is the first R32 VRF system developed by Fujitsu and has enhanced safety features to mitigate risks found using an A2L 'mildly flammable' refrigerant.

The product lineup consists of 12 kW, 14 kW and 15 kW variants, all available from a single fan chassis with horizontal air discharge of a size of 998 x 940 x 320 mm (H x W x D). A choice of up to 13 indoor units can be connected from a dedicated R32 range. These include compact four-way cassettes, including a high-efficiency version, low static pressure ducted units, which include a high-efficiency version and wall-mounted units. The capacities of the indoor units span from 1.1kW to 7.1 kW

The product was launched in July 2024 and is certified by Eurovent, an independent testing body for capacity, efficiency and noise ratings.

The compressor included in JV-S is a new design. Its improvements over previous compressors are notably a more efficient motor with tighter coil windings and a larger refrigerant displacement. The new displacement is 34.8 cm3 an improvement of 17% from previous designs. This means that

the minimum compressor speed can, and has been reduced to 15RPS and is now controllable to every 0.1rps for precise control throughout its range. At this new minimum speed, refrigerant circulation is less, minimum capacity is reduced, and system efficiencies are improved. The minimum speed has also opened up options for using the 1.1kW indoor unit options as load requirements, especially in hotel room applications, which have decreased in design load dramatically over time. Moreover, the overall efficiency of the compressor motor is increased because of its new design.

HIGHLY COMMENDED - Rhoss POKER290 distributed by Klima-Therm

KLIMA-THERM

POKER290 is a new range of high-temperature, air-cooled, reversible, propane-based heat pumps featuring silent, brushless EC axial fans and compressors. It uses scroll technology and a modular design to deliver exceptional performance in cooling, heating, and high-temperature domestic hot water (DHW) production.

Key features include an optimised structure, leak detection, and a ventilation system for total safety with A3 refrigerant. The refrigerant charge is less than 5kg for any installation type, maximising safety and allowing for outdoor installation without any restrictions regarding use or access. In the unlikely event of leaks, detection is rapid, with prompt intervention from evacuation systems. The system also features a single refrigerant circuit and a double compressor (fixed speed) configuration, with low noise operation (44dBA sound pressure level at a 10m distance and 76dBA sound power level).

Other features include a compact, high-efficiency scroll compressor offering whisper-quiet operation, an integrated Rhoss Dynamic Sequencer (SDR) that includes DHW production sequenced management, and an optional three-way diverting valve for DHW production.

HEAT PUMP INSTALLER

WINNER

R A Brown Heating Services LTD

Sponsored by GRANT UK

R A Brown Heating Services has been installing ground and air source heat pumps since 2007. Prior to this Richard Brown had a successful plumbing and heating business initially with a more urban customer base in Norwich but moving out to barn conversions and other rural properties by being a specialist in underfloor heating. The decision to install heat pumps came from Richard's desire to work at the cutting edge of the industry in terms of offering the best technologies to customers. This ethos continues and has been instilled into the current workforce from senior management down to new apprentices. In 2012 the company moved into showroom premises having previously been run from a home office and steadily grew from 7 employees to 22 today. Richard felt strongly that prospective customers need to see these technologies and understand how the system will fit into their property. In the showroom they can see mechanical ventilation heat recovery (MVHR) systems, radiators, underfloor heating (UFH), ground source heat pumps (GSHP) from NIBE & Stiebel Eltron, air source heat pumps (ASHP) from NIBE, Stiebel Eltron & Ariston. We have working displays of MVHR, ASHP, UFH allowing the customer to experience these products in action and they can practice using controls. The showroom adds credibility and shows that the company is a professional establishment. Richard Brown has now been trading for over 35 years. He and his team have one of the strongest reputations in East Anglia for Heat Pump system design and installation. In 2024, R A Brown has been installing heat pumps for 16 years, which we think will make us one of the longest installing companies of heat pumps in Norfolk. As a company, we also believe in developing the industry. This year we have reinstated the CPD events which had a brief hiatus due to Covid.

HIGHLY COMMENDED - IMS Heat Pumps

IMS Heat Pumps was founded in 1997 by Alan Donald, a pioneer in renewable heating who installed some of the UK's first heat pumps while working for Scottish Hydro Electric in the 1990s. His passion for sustainable solutions led to the creation of IMS Heat Pumps—a family-run business built on reliability, bespoke solutions, and a commitment to environmental sustainability.

Fast forward to today, and IMS has grown into a leader in renewable heating, with offices in both Perth, Scotland, and Sheffield, England. Under the leadership of Managing Director Emma Bohan, we've expanded our geographic reach and strengthened our reputation for excellence. In 2024, our journey took an exciting step forward when we joined the Hometree Group, further enhancing our ability to help decarbonise homes across the UK.

WINNER

Forest Group

Sponsored by TOSHIBA

Forest Group is a commercial refrigeration and air-conditioning contractor to the hospitality and healthcare sectors. Operating for over 40 years, we hold long term contracts with many well-known brands such as Greene King, Daniel Thwaites, Whitbread, and many more. We have held some of these contracts for decades following numerous contract tenders (and usually) often expanding our geographical coverage on each occasion based on our exceptional performance and KPI's.

We provide reactive and planned maintenance services and installations of kitchen catering and bar refrigeration systems, servicing thousands of hospitality and healthcare venues across the country. Forest Group is one of the largest and most successful hospitality specialists in the country. With recently gained significant contracts, and existing customers signing new long-term contracts throughout each year, we already have a solid foundation for the business. Our performance year on year is strong both financially and from a customer satisfaction perspective. Our senior management team grows stronger each year allowing the owners the time and space we need to develop the business further. Forest Group's key objective is based around providing our customers with the highest quality of engineers and unparalleled customer service, which ensures long term satisfaction and loyalty. Our strategy combines a customer focus with operational excellence which are core elements of our long-term business plan. Central to this

approach is our belief in blending the passion and expertise of our family members with the best team members and providing them with all the support and training they need to excel in their area of responsibility. Our aim is to create a personalised experience for every customer, where they feel they are being fully supported, whether they're interacting with a family member or a dedicated member of the team.

HIGHLY COMMENDED - SURE Solutions

SURE Solutions was incorporated in August 2016, which has now grown to a team of 61 employees. We welcomed 18 new team members to the business in 2024, who continue to add varied experience, skills and coverage which will only put us in a stronger position longer term and ensure that we exceed the needs of our customers. 2024 has been a year of growth and development via high quality project design, technical skill and close customer focus. We continued to grow our customer base with new clients and expanding with existing customers, taking on 17 new maintenance customers this year with a retention rate of 94%. Over the years our commitment has been key in shaping industry standards, mentoring the next generation of engineers, and delivering innovative and sustainable HVAC solutions to our customers. We believe that the qualifications and ongoing professional development of our team are key to delivering high-quality services and maintaining leadership in the ACR sector.

PHIL CREANEY'S ACR CHAMPION

WINNER

Kevin Glass FInstR

Sponsored by THE ACR JOURNAL

Hosting the evening, Juliet Loiselle CompCIPHE FInstR, Publisher of The ACR Journal and Heat Pumps Today, said of Kevin Glass FInstR, Managing Director of Bitzer UK, the recipient of the Phil Creaney Champion Award: "This year's recipient is one of the very first, friendliest, and most helpful faces I met in the industry, over 23 years ago now.

"He's an individual who's remarkable 40 years of service has left an indelible mark on the sector.

"His journey began with aspirations of becoming a fighter pilot, but fate had other plans. His early passion for working with his hands led him to an apprenticeship with Taylor Woodrow, where he first encountered the world of refrigeration and air conditioning. From those formative years, his technical acumen and relentless curiosity propelled him forward, and soon he found himself immersed in the industry that would become his lifelong vocation.

"His career path is a testament to his perseverance, adaptability, and expertise. Joining APV Hall Commercial in 1986 as an internal sales engineer, he quickly rose through the ranks, embracing every challenge and opportunity that came his way.

"When the company became the UK distributor for a well-known compressor, his deep technical knowledge made him the go-to expert. The acquisition by the company he currently works for, his influence only grew, culminating in his appointment as Managing Director in 2011.

"Beyond his executive role, he has been a tireless advocate for the advancement of the industry. His contributions to the Institute of Refrigeration (IOR) include serving as IOR President and his work on the Board of Trustees and Membership Committee; across the decades, his dedication to education and knowledge-sharing has had a lasting impact. He also volunteered his services as an expert judge for the ACR & Heat Pump Trainee of the Year Awards and of course, for this awards event.

"His famed "Who Killed the Compressor?" presentation has become legendary, embodying his ability to engage, educate, and entertain — a rare gift in the world of engineering.

"His good humour, unwavering professionalism, and generosity of spirit have earned him the respect and admiration of colleagues across the industry. Whether mentoring young engineers or advising on cutting-edge refrigeration solutions.

"His story would not be complete without mentioning his infectious enthusiasm. When not solving complex refrigeration challenges, he can often be found behind the decks as a DJ, entertaining crowds with his wide-ranging taste in music — a testament to his multifaceted talents and ability to bring joy to those around him.

"As he prepares to retire, after 40 years of service at the end of this year, his legacy of excellence will long be remembered."

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QVANTUM
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We also offer remote monitoring, performance analytics, and utility efficiency planning, helping businesses maintain reliable and energy-efficient operations. Whether you need a new system built from the ground up or ongoing support for existing equipment, we're here to help.

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SAVE THE DATE

Join us at the Midland Hotel, Manchester, on 11th June 2026

Congratulations to all and thanks to our sponsors and supporters in 2025

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WORLD REFRIGERATION DAY June 26th every year
WOMEN IN RACHP
wes women's engineering society
THE ACR JOURNAL
HEAT PUMPS TODAY

THANK YOU TO OUR JUDGES

The Judging Team of 2025

The 11 independent judges, who were chosen for their knowledge, technical abilities and experience within their fields.

Allan Harper MinstR, Managing Director at UK Climalife

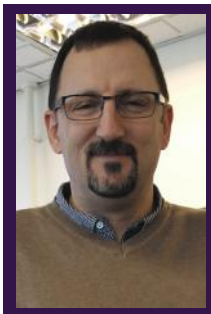
Conor Eaton-Smith CEng MIET MinstR, Technical Director at K2 Engineering (Cooling) Ltd

Emma Bohan, Managing Director & General Manager at IMS Heat Pumps

Kevin Glass FinstR, Managing Director at Bitzer

Mike Gittoes, New Business Development Manager at Hubbard Products Ltd

Rob Vine, Consulting Engineer at 21 Degrees

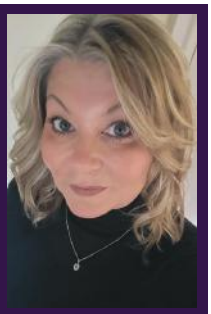


Mark Bailey-Stansfield MInstR, Head of Service - Leeds - at GEA Ltd

Nancy Jonsson FCMI MWES, Technical Consultant to the Heat Pump Association

Graeme Fox CEng MCIBSE FInstR, Director of FGAS Scheme

Andrew Slater MCIPR MInstR, Editor at ACR Journal and Director of HVAC Communications Ltd



Juliet Loiselle CompCIPHE FInstR, Publisher of Heat Pumps Today, ACR Journal & The Woman Engineer

GALLERY


RACHP WOMAN
OF THE YEAR
NATIONAL
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GRANT UK

AERONA 290

OUR 5TH GENERATION HEAT PUMP

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Energy efficient
R290 refrigerant

Ultra low
noise levels

Modern styling
& colourway

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FOR THE NEXT GENERATION

QUIET MARK

A+++

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