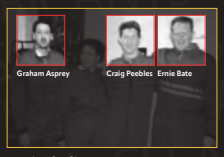
ISSUE 27

HEAT PUMPS TODAY

ESSENTIAL INFORMATION FOR INSTALLERS

25 YEARS IN THE INDUSTRY - OVER 17 YEARS EXPERIENCE IN THE ASHP INSTALLATION MARKET

25 years ago, Pump House was born. There was no way the founders could have predicted the extent of the journey, growth, success and respect that would follow Pump House within this industry.

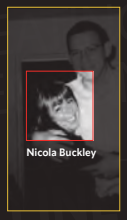


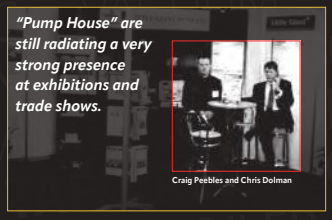
A few members of the original line up including one of the founders, Craig Peebles.

In May 2000, a conversation started between the founders of Pump House - Craig Peebles and Paul Ludlow - about opening a condensate pump distributor company. Craig was employed at the pump division of Furse, who was the Little Giant UK distributor. Craig and Paul both recognised the potential to do it bigger and better. Little Giant is still one of the distributorships at DiversiTech International in 2025.

START SMALL – THINK BIG

Pump House started trading under CP Pumps in May 2000, and later moved into premises located in Lilac Grove, Nottingham, where the name Pump House Pumps was officially registered. Craig assumed the role of Managing Director, with Paul Ludlow, Ernie Bate, Tony Horne, Gary Wheatley, Graham Asprey and Claire Gretton (still with the Company today) comprising the original line up of staff. A few months later, over a coincidental pub visit, Nicola Buckley (still with the Company today) was also recruited into the start-up crew. Dave Bass joined the Company in 2007, and has only just stepped down as Managing Director, with Shaun Gray taking the hot seat in 2024.





"Pump House" are still radiating a very strong presence at exhibitions and trade shows.

In 2016, Pump House became part of the DiversiTech Group.

In 2017 Craig ventured on to pioneer the start-up of ACR Supplies with Tony Horne and Mark Rampling. ACR Supplies was a manufacturer and distributor of air conditioning and refrigeration ancillaries. In June 2021, after negotiating the sale of ACR Supplies to DiversiTech Group, Craig returned to the Pump House fold.

On October 1, 2021, the organisational name changed to DiversiTech International, but Pump House is still the soul, personality and historical reference to this very successful empire.

In May, the "Pump House" celebrations started with an Employee Appreciation Day taking place at a resplendent Uttoxeter Race course, featuring a lavish full hospitality Race Night and dinner.

ONWARDS AND UPWARDS

In December 2025, "Pump House" will be moving to a brand-new purpose-built facility (still in the Nottingham area) to allow for future growth.

"Pump House" sells to over 40 countries globally and currently have over 2,200 products in an HVACR and renewables portfolio.

Roll on the next 25 years!

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Welcome to the June issue of Heat Pumps Today

This month has seen plenty of networking with 'out & about' opportunities for the sector. Most recently was the ACR & Heat Pumps Expo, held at The Villa Ground, Birmingham.

It's very encouraging to see such a 'buzz' in a room when installers and suppliers get together. The next EXPO is being held in September at Elland Road, Leeds. This event is SOLD-OUT for exhibitors but if you wish to attend, visit **www.acrjournal.uk/regional-exhibitions** to register for your FREE entry pass.

An upcoming highlight for both installers and suppliers is the Installer Show, held at the NEC 24 - 26 of June. The Heat Pumps Today team will be out in full force so please come by our stand (5B70) for a catch up and take away a fully loaded goody bag!

This issue shares plenty on funding, industry regulations, surveys showing record numbers of heat pump installations, and important educational content. I hope you enjoy reading this month's Heat Pumps Today.

As always, I'd like to provide a huge thank you to David Crowson, Digital Editor who has helped enormously with bringing together this month's issue of Heat Pumps Today.

Juliet Loiselle FinstR
Editor/Publisher

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A key objective since **Hydratech's** formation in 1998, has been the establishment of technical partnerships with industry leading renewable energy consultants, contractors, and installers. Working with those responsible for heat recovery system design, installation and operation, **Hydratech's** engineers, chemists and analysts implement a fully integrated approach to thermal fluid selection and management - which in turn, maximises performance, reduces operational costs and delivers significant return on investment.

Hydratech Products

Specified by industry experts, **Hydratech's** innovative non-toxic heat transfer fluids and water treatment products are at the heart of the UK's leading housing, manufacturing and agricultural renewable energy projects.

Hydratech's antifreeze solutions have been formulated to optimise thermal efficiency, reduce pumping energy, extend operational life and provide effective frost protection - for all industrial, commercial and domestic projects.

Hydratech Services

The **Hydratech Services** division provides specialist engineering and maintenance services to customers installing, commissioning, operating or optimising heat pump systems.

By combining expertise in water treatment chemistry, fluid thermodynamics and mechanical engineering, **Hydratech Services** delivers a fully integrated fluid selection - fluid monitoring - fluid management approach to process and hydronic system optimisation. This in-turn helps to ensure long-term system efficiency and deliver significant energy savings.

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University of Wolverhampton unveils major decarbonisation project

Heat pumps, solar PV, and a heat network are just some of the technologies being introduced at the University of Wolverhampton as part of an £11m project to accelerate their journey to net zero.

The University has joined forces with Vital Energi to deliver the multi-technology energy solution at their Walsall Campus, which will reduce carbon emissions by over 1,000 tonnes each year.

Gas-fired equipment and end of life boilers will be replaced with an air to water source cascade heat pump system, which recovers heat from the air and boosts it to higher temperatures to provide low carbon heating and hot water to campus buildings.

To enhance the overall efficiency of the heat pump system, Vital Energi will recover chilled water from the air source heat pumps, thereby eliminating the need to run the chillers during summer months, which will save more energy.

Solar photovoltaics systems will be installed across a number of rooftops to allow for on-site renewable electricity generation. Energy efficiency measures will also be installed, such as air conditioning controls, pipework insulation, and improved heating and cooling controls.

An underground network of district heating pipes, known as a heat network, will be installed, which will supply low carbon heat to five campus buildings.

A 'Living Lab' will also be established, which will allow academics, researchers, and students to study the impacts of the heat pump technology, solar, and energy conservation measures. The Living Lab will offer real-life research opportunities for students and researchers, evidence-based recommendations for operational staff, and opportunities for research impact for academics.

The project will be delivered by March 2026.

To read the article in full visit: **www.acrjournal.uk/heat-pumps/university-of-wolverhampton-unveils-major-decarbonisation-project/**

www.vitalenergi.co.uk

HPA highlights the sector's commitment to supporting newly qualified installers

The Heat Pump Association (HPA) has published new survey results highlighting the range of sector support available for newly qualified heat pump installers offered by its members.

The infographic outlines the types of support available from manufacturers, distributors, training providers and installation businesses, as well as feedback from respondents on the effectiveness of current support and plans for future initiatives.

This follows the recent Government announcement of an additional £5 million in funding to extend the Heat Training Grant1 until March 2026, which will support training for a further 5,500 heat pump installers and 3,500 heat network professionals. With over 10,650 individuals already trained through the scheme in the first 2 years, this continued investment represents a vital step in growing the workforce needed to deliver the UK's low-carbon heating targets.

To maximise the impact of this investment, it is key that those completing training are supported in applying their skills in real-world settings. In 2024, a record 9,062 individuals successfully completed a recognised heat pump qualification. However, HPA modelling suggests that up to 39% of those who complete the training do not always go on to actively install heat pumps immediately.

Whilst gaining a qualification is an important first step, further support is essential to help new installers build confidence, gain practical experience, and maintain high standards of heat pump installation when working in UK homes and businesses.

This infographic offers a high-level view of the types of support currently in place across the sector - aiming to help inform ongoing conversations about how to build a strong heat pump workforce.

To read more about the survey results visit: **www.acrjournal.uk/heat-pumps/hpa-highlights-the-sectors-commitment-to-supporting-newly-qualified-in/**

Source
1. www.gov.uk/government/publications/heat-training-grant-for-heat-pumps

Schools strongly support heat decarbonisation, but barriers hinder progress, according to new Baxi research

A survey conducted by Baxi of 200 state school estates managers, consultant engineers and M&E contractors has found that while enthusiasm for net zero and support for low carbon heating systems in schools is thriving, persistent barriers remain.

The survey found extremely strong support for net zero within schools, with 90% of estates managers who responded agreeing that net zero is a priority, a sentiment echoed by 78% of consultant engineers and contractors. 99% of the school estates managers surveyed reported having a net zero plan in place. Experience and satisfaction with low carbon heating systems within schools was also high, with 95% of school estates managers having replaced a fossil fuel boiler with a heat pump in their buildings previously. 97% of all school estates managers (87% of all respondents) viewed heat pump performance and operating costs favourably.

Despite the strong support for low carbon heating and net zero in schools, the study also uncovered significant challenges faced by respondents when opting to install a low carbon heating system. The most prominent was technical difficulty as a barrier to deployment. With 36% and 39% of school estates managers and consultant engineers and contractors respectively identifying the challenge, there may be a skills gap which can stall decarbonisation projects.

Both groups also agreed that additional electricity capacity needed for low carbon heating solutions was a challenge, with 36% of consultant engineers and contractors outlining this as a barrier to decarbonisation.

School estates managers identified other core challenges, including the financial and technical feasibility of school heating system changes, infrastructure requirements, and the length of project timelines as any major refurbishment projects are typically restricted to the fixed window of time of the summer holiday period.

Additionally, the UK's electricity pricing is placing a persistent barrier in front of those at the forefront of decarbonising state schools.

The study did identify potential solutions in the form of hybrid heat pump systems and prefabricated packaged solutions. Among Baxi survey respondents, hybrid heat pumps are a popular solution, with a slight preference for this technology over a standalone heat pump system.

80% of the consultant engineers and contractors surveyed would be likely to recommend a hybrid system, and support for hybrids among school estates managers increased with school size.

This could be attributed to several factors, including costs, integration with existing hydronic systems, and the shorter installation timeframes required to install a hybrid solution versus converting to a standalone heat pump system.

However, grant support for hybrid heat pump solutions under the Public Sector Decarbonisation Scheme (PSDS) is limited, despite strong backing for the technology.

Policy recommendations

Baxi is calling for four clear steps that we believe the Government must take to ramp up the decarbonisation of our state schools and remove barriers preventing the installation of hybrid heating systems within public buildings.

1. Include heating system upgrades for schools within existing public sector support schemes, utilising GB Energy to support
2. Include hybrid heating systems within existing support schemes
3. Address the imbalance in price between gas and electricity
4. Address the skills gap to help deliver clean energy projects.

To read the survey report visit: **www.baxi.co.uk/commercial/help-and-advice/knowledge-hub/decarbonising-heat-in-schools-challenges-and-opportunities**

To find out more about Baxi's solutions for school's visit: **www.baxi.co.uk/commercial/lp/education**

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Carrier Solutions UK celebrates 20 year partnership

Carrier Solutions UK proudly marks another significant milestone in esteemed distributor partnerships, celebrating 20 years of successful strategic alliance with Cool Solutions Distribution Ltd (CSD), a distributor of Toshiba HVAC products. Since its establishment in April 2005, CSD has played a pivotal role in supporting Carrier Solutions UK, providing expert knowledge, outstanding service and a commitment to excellence that has driven the success of Toshiba HVAC solutions across the UK.

Carrier Solutions UK Ltd (formerly Toshiba Carrier UK Ltd) is a part of Carrier Global Corporation (NYSE: CARR), a global leader in intelligent climate and energy solutions. By collaborating with established distributors like CSD, Carrier Solutions UK ensures its customers have access to innovative products that consistently meet the evolving demands of the industry.

CSD, based in Leeds, West Yorkshire, is dedicated exclusively to distributing Toshiba air conditioning equipment. With an in-house project and engineering team, they work closely with installers, consultants and end-users to deliver bespoke HVAC solutions. Their expertise and customer-centric approach have made them a trusted name in the industry.

To read the article in full visit: **www.acrjournal.uk/heat-pumps/carrier-solutions-uk-celebrates-20-year-partnership/**

www.carrier.com
www.csd-ltd.net/

Smart standards, smarter homes:

How smart thermostats align with the UK's low-carbon heating future

The UK government's recent announcement[1] on new smart appliance standards aligns seamlessly with the growing emphasis on low-carbon heating solutions, particularly in the context of the Future Homes Standard. For installers and homeowners, this convergence underscores the importance of integrating advanced smart controls into heating systems.

Government's Push for smart Appliance Integration

As part of the Clean Power Action Plan, the government mandates that new heat pumps and certain electric heating appliances be sold with smart functionality. This requirement enables consumers to activate features that allow appliances to respond to price signals, optimising energy use during off-peak times and potentially saving around £100 annually compared to traditional gas boilers. Additionally, these appliances must be interoperable across different suppliers, fostering competition and providing consumers with the flexibility to choose the best energy deals.

The value of smart thermostats

In this evolving regulatory landscape, smart thermostats - especially those designed specifically for heat pump systems - play a vital role. One example is the Passiv Smart Thermostat, which can improve a heat pump's Coefficient of Performance (COP) by up to 17%, as verified by the Energy Saving Trust. In addition, users can benefit from financial incentives, such as earning up to £100 per year by allowing their systems to respond to grid demand events.

Implications for installers and homeowners

For installers, adopting smart thermostats not only align with regulatory requirements but also enhances service offerings. The integration of such systems can lead to increased customer satisfaction, reduced call-backs, and potential new revenue streams through services like emote monitoring and performance-based guarantees.

Homeowners benefit from improved energy efficiency, lower heating costs, and the flexibility to choose energy suppliers that offer the best deals. The ability to control heating systems remotely adds an extra layer of convenience and personalisation.

The intersection of government policy and technological advancements in smart heating controls presents a significant opportunity for both installers and homeowners. By embracing these solutions, stakeholders can contribute to a more sustainable and cost-effective heating future.

www.passivuk.com

Source
1. www.gov.uk/government/news/new-smart-appliance-standards-will-help-consumers-save-on-bills

Over £100 million investment for clean heat in largest GHNF announcement to date

Landmark Green Heat Network Fund (GHNF) investment will support cleaner heating for homes and businesses across England. Eight low carbon heat networks in London, Bristol, the West Midlands, Lincolnshire, and the North West are set to receive major investment to kick-start commercialisation and heat network construction.

Government funding through the GHNF is having a transformative impact on the heat network sector, helping to build a thriving, self-sustaining market fit for the future. This announcement highlights the broader benefits of the scheme – from advancing research & development to supporting hundreds of jobs and contributing to sustainable communities.

This announcement comes shortly after it was announced that Triple Point Heat Network Investment Management has been contracted to deliver the Government's GHNF scheme until 2030, cementing our partnership with Government, which will now stretch to 12 years.

The following organisations have been awarded GHNF funding:

- Vattenfall receives £21.3 million of support for the Bristol City Centre heat network, combining the Frome Gateway, Canons Marsh, and St Nicks' heat networks.
- 1Energy receives £23.2 million for the Derby Energy Network, using waste water heat recovery technology.
- emiko receives £15.5m for a heat network in Lincoln utilising waste heat from a data centre.
- SWAN Partnership awarded £21m for the development of the South Westminster Area Network which will recover heat from the River Thames.
- Sandwell Metropolitan Borough Council has been awarded almost £5 million to build a town-wide heat network serving buildings across West Bromwich.
- Trafford Council has been awarded £5.7 million to build a heat network using heat pumps to recover waste heat for a range of buildings across Trafford.
- Severn Wye Energy Agency awarded £1.7 million for a waste heat recovery heat network sourced from a biochar production facility, that will serve buildings in a Warrington based business park.
- East London Energy receives almost £9 million for a dual heat pump system network, recovering waste heat from both a local river and existing chillers to heat a number of developments in the Olympic Park area.

To read the article in full visit:
www.acrjournal.uk/heat-pumps/over-100-million-investment-for-clean-heat-in-largest-ghnf-announcemen/

Why attend InstallerSHOW 2025

InstallerSHOW 2025 is a must-attend event for anyone involved with heat pump technology. We run you through four key reasons why you should be there.

InstallerSHOW 2025 takes place 24-26 June at the NEC in Birmingham. This year we are celebrating our 10 year anniversary with our biggest ever event. The show has expanded once again, and we look forward to welcoming over 800 exhibitors and 30,000 visitors in June.

So, why should you attend this year? There are a whole host of new and returning show features, and here are four excellent reasons why it's worth booking time in your calendar to attend.

New products

Heat pump technology is rapidly evolving and manufacturers are releasing new heat pumps and accessories all the time.

InstallerSHOW is the industry's biggest event and all the major players involved in heat pumps will be there showcasing their latest and greatest products. This is your chance to see the newest technologies from the likes of Daikin, Panasonic Heating & Cooling, Samsung Climate Solutions and Vaillant, up close and personal. Our fantastic exhibitors will be on hand to answer any and all questions you may have about their solutions.

In addition, InstallerINVENT will be returning this year to showcase some groundbreaking new inventions from forward-thinking start-up companies. From ingenious tech devices powered by data, to cutting edge digital solutions and revolutionary tools, InstallerINVENT is your exclusive glimpse into the next generation of industry innovations.

Also, make sure to keep up to date with our New Product Showcase in the lead up to the show. This will provide a full rundown of many of the fantastic new products that will be on show at the event this year: **www.installershow.com/new-product-showcase**

Engaging content programme

Heat pumps are driving real change in the heating industry and InstallerSHOW has a comprehensive seminar programme in place to reflect that. Our tailor-made programme will appeal to all professionals working in the heat pump space.

Attendees will be able to hear the latest insight and take part in discussions involving renowned experts and heat pump advocates, including:

- **Charlotte Lee**, CEO at the Heat Pump Association
- **Dr Jan Rosenow**, Senior Advisor at Regulatory Assistance Project
- **Adam Chapman**, Founder of Heat Geek
- **Emma Bohan**, Managing Director at IMS Heat Pumps
- **Ian Rippin**, CEO at MCS.

Visitors will also have the opportunity to hear from government ministers setting the heat pump agenda. **Miatta Fahnbulleh** MP, Minister for Energy Consumers at the Department for Energy Security and Net Zero, will be providing a keynote address at the elemental Arena at 12 PM on Tuesday 24 June.

For the full event timetable, head to: **www.installershow.com/2025-event-timetable**

Networking opportunities

InstallerSHOW is the biggest coming together of the industry, so there will be plenty of opportunities to meet existing contacts and make new ones across the three-day event.

There are a whole host of networking events taking place this year, culminating in the official InstallerSOCIAL on Wednesday 25 June at 7 PM with live music, complementary food and drinks, and great company at Wetherspoons. All attendees are invited, so come along for a chance to meet with your peers and exchange ideas and opportunities.

Freebies and chances to win

As ever, many exhibitors at InstallerSHOW will be giving away some excellent freebies and hosting challenges and competitions with fabulous prizes on offer on their stands.

And, best of all, visitors to the show have the chance to win £10,000 as part of our 10k Giveaway! All you need to do is pick up a 'passport' at the door and get it stamped by each of our partners at the show.

Take part

InstallerSHOW is free to attend for all industry professionals. Parking is absolutely free too, so there's little reason to miss out on the best trade event of the year.

For more information and to register for InstallerSHOW 2025, head to **https://forms.reg.buzz/installer-2025-visitor/heatpumptoday-showpreview**

NIBE Showcases Heat Pump Solutions and Expert Insights at InstallerSHOW

NIBE returns to InstallerSHOW (stand 5F46) with its latest Ground Source and Exhaust Air Heat Pumps, joining in expert panels and hands-on support for installers. On display: the S1156 PC and S1256 PC Ground Source models, offering integrated cooling, and the award-winning S735C Exhaust Air Heat Pump, ideal for tight spaces, retrofits, and new builds.

Hear from NIBE in the expert panels running daily:

Gulam Seedat at The Big Heat Network Debate (24 June, 13:30)
Mike Dungworth at Heat Pump FAQs (26 June, 11:00)
Rick Clarke at Heating the Haus (26 June, 11:00)

Football legend and NIBE ambassador Freddie Ljungberg joins on Wednesday 25 June, so stop by for a meet-and-greet!

Whether you're already fitting NIBE systems or just starting out, the stand offers product insight, practical advice, and expert support.

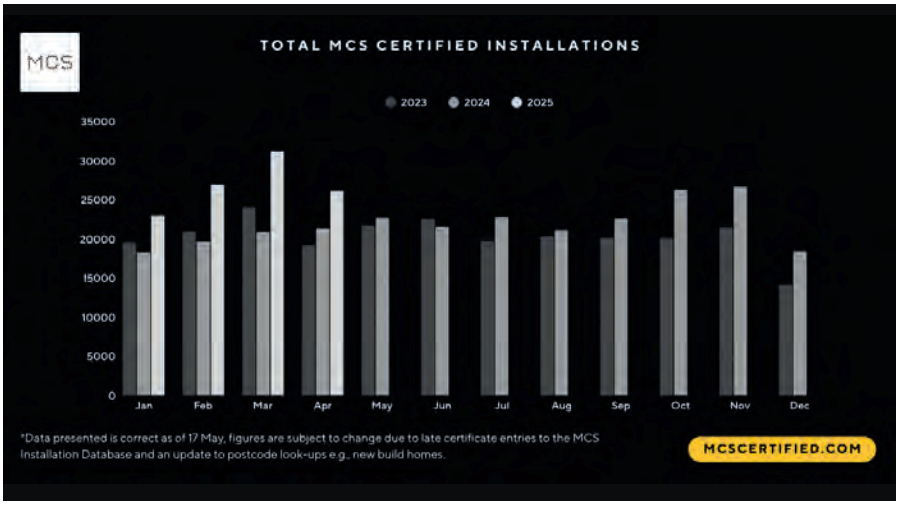
NIBE

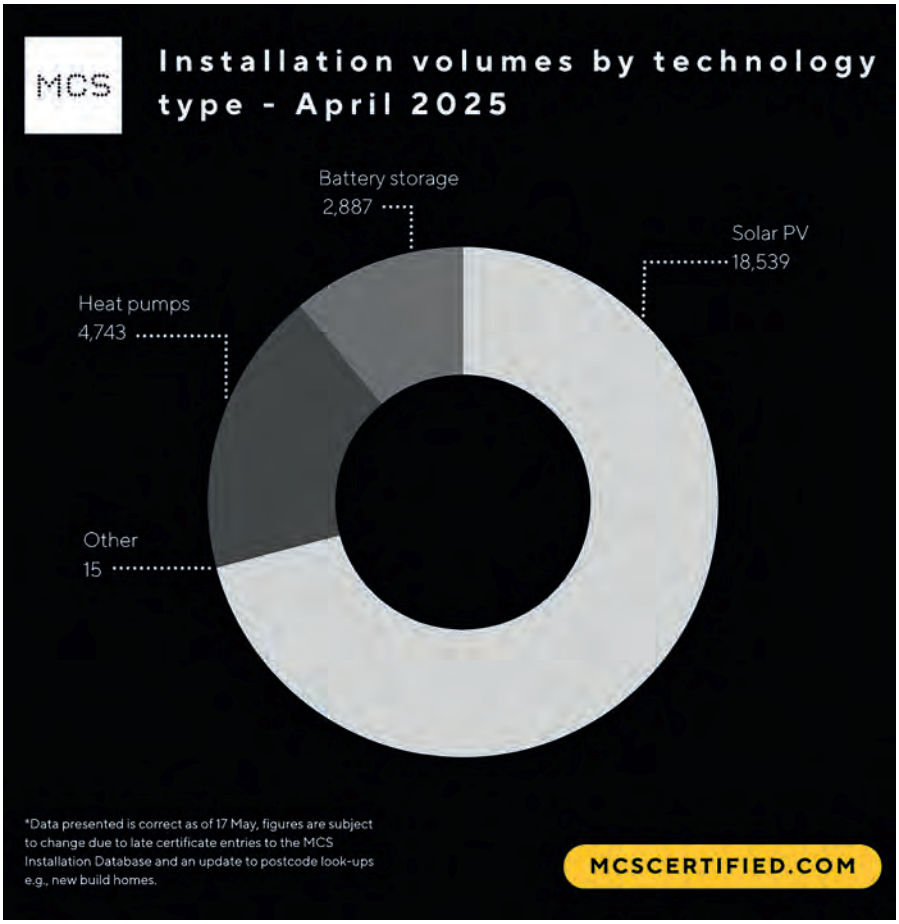
MCS reports the best April on record for small-scale renewables

Ian Rippin, CEO at MCS, comments on the latest MCS data.

Ian said: "April was the best month for certified installations in MCS history, totaling more than 26,000 – a 22% increase on April 2024.

"According to the MCS Data Dashboard, there were over 4,700 certified heat pump installations last month alone. This brings the total for 2025 so far to over 20,000, as the Boiler Upgrade Scheme (BUS) – which requires the installation to be MCS certified – continues to support homeowners in making the transition to low-carbon heating. It is the 3-year anniversary of the BUS on 23 May, which has seen the number of applications to the Scheme rise over the last 12 months.





"Solar PV also had a strong month, with 18,500 certified installations in April. This was a 19% increase on April 2024, building on the strong start to the year for solar, which has had the best start to a year for certified installations in over a decade this year.

"Battery storage continues its record-breaking start to the year with almost 2,900 certified installations in April – up 108% from April 2024 and bringing the total number of installations to over 36,000. After a record-breaking 2024, it's great to see the adoption of low-carbon alternatives is continuing to grow at pace. As this momentum builds and installations are delivered at volume, it's crucial to prioritise 'delivered quality' to strengthen consumer confidence in home-grown energy. That is at the core of the redeveloped MCS."

MCS holds the most comprehensive repository of data on the uptake of small-scale renewable technologies across the UK on The MCS Data Dashboard. For near-real-time updates on renewable installations, you can sign up for free to The MCS Data Dashboard **https://mcscertified.com/about-the-mcs-data-dashboard/**

ACR & HEAT PUMP REGIONAL EXHIBITION

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Nature knows best

Tim Mitchell, Sales Director at Klima Therm explores the challenges and benefits associated with natural refrigerants, dismantling some of the fear factors that have limited adoption of these high-performing, futureproof heat pump options.

Natural refrigerants – those existing in or derived from nature – have a long history that predates the synthetic, man-made alternatives that were commonly used throughout the 20th century. In the mid-1800s, ethyl ether was used in the first mechanical vapor-compression refrigeration systems, including early designs by inventors like Jacob Perkins, who built one of the first such machines in 1834.

However, while early natural refrigerants produced effective cooling, the safety risks – particularly flammability – eventually led to the development of safer natural refrigerants like ammonia, and later by synthetic refrigerants, including chlorofluorocarbons (CFCs), hydrochlorofluorocarbons (HCFCs), and hydrofluorocarbons (HFCs).

It wasn't until 1973 that scientists first raised concerns about the impact of CFCs on the ozone layer, a discovery that triggered decades of research, eventually leading to the phasing out of ozone-depleting substances. With European F-Gas regulations aiming to end the use of HFCs by 2050, the tables have now turned back in favour of natural refrigerants.

Tim Mitchell, Sales Director at Klima Therm

Back to basics

Natural refrigerants, such as CO2 (R744), propane (R290) and ammonia (R717), are recognised for their ultra-low Global Warming Potential (GWP), zero ozone depletion potential and efficient performance in the heating and cooling industry.

Each has its strengths and challenges:

- Ammonia excels in large-scale applications like district heating and cooling, and industrial processes. Its thermodynamic efficiency is hard to beat, but it must be handled with care due to toxicity at higher concentrations and mild flammability.
- Hydrocarbons, including propane, are highly efficient and widely available. They have extremely low global warming potential (GWP) and zero ozone depletion potential (ODP), but due to their high flammability, strict safety protocols are required for their use.
- Carbon Dioxide (CO_2), once sidelined by synthetic refrigerants, is now enjoying a resurgence. It is non-toxic, non-flammable, and (being the baseline of all GWPs) has a GWP of 1 – making it an attractive choice for future-proof cooling and heating applications. It does. However, operate at very high pressures and has some slightly limiting characteristics in HVAC temperature ranges.

Yet despite the obvious sustainability benefits, some in the industry remain hesitant due to safety concerns which in my experience, rarely stand up to real-world evidence.

Myth 1 - Natural refrigerants are too dangerous to be used safely in commercial buildings

While some natural refrigerants pose safety risks, these are well understood and can be effectively managed through smart system design and engineering controls. Propane, for instance, is an A3-class refrigerant — non-toxic but highly flammable — yet it delivers high performance heating and cooling commercial settings.

By incorporating built-in safety measures such as integrated leak detection, mechanical ventilation and limiting the refrigerant charge to below 5kg, the risks can be minimised to acceptable levels. With proper design, installation, and maintenance, natural refrigerants can be safe, efficient, and fully compliant with safety standards.

Over the last 15 years, we've installed more than 300 propane-based heat pump systems across the UK and Europe and there has never been a single incident where the refrigerant has posed any danger. These results are no fluke – they stem from well-established safety protocols, precision engineering and specialist training. When handled correctly, propane is just as safe as many synthetic refrigerants.

Conversely, CO_2 is non-toxic, non-flammable and non-corrosive, making it a safe and environmentally friendly refrigerant. It's also physically stable and forms part of the natural carbon cycle, making it safer and more sustainable than often perceived. It does, however, operate at high pressures - up to 90 bar or so in some HVAC systems – and the machines therefore tend to be more robustly designed to ensure safety overall. Specialist training is required to safely handle, service, maintain and install these systems – again an easily surmountable challenge.

Ammonia is toxic and corrosive, but its use in commercial refrigeration is well-established and safety concerns surrounding leaks or releases can be mitigated with proper ventilation and strict safety protocols. Ammonia is also less expensive than synthetic refrigerants and ammonia HVAC systems are generally more efficient than their synthetic alternative systems.

Myth 2 - Natural refrigerants are outdated and less efficient than synthetic alternatives

The idea that natural refrigerants are outdated is rooted in their long history, which began before synthetic alternatives, like CFCs and HFCs, were developed. It can often seem like a backwards step to return to something that was discovered hundreds of years ago, especially when modern innovations have outpaced it. However, this idea of evaluating older, simpler technologies that were sidelined during the industrial revolution – not because they failed but because modern 'innovations' were more commercially appealing at the time.

An example of this is electric vehicles (EVs) which were first developed in the late 1800s but were soon overtaken by internal combustion engines. Now, with focus on decarbonisation, EVs have come full circle – supported by modern technology, they are a leading solution for low-emission transport. Similarly, natural refrigerants are being rediscovered and refined together with new technological advancements to meet modern efficiency and environmental standards.

The advanced commercial heat pump systems available today are designed to maximise the thermodynamic properties of natural refrigerants to deliver high-temperature, high-performance heating – up to 95°C in some cases, while working efficiently in extreme conditions, including down to -20°C.

Natural refrigerants also tend to achieve higher Coefficients of Performance (CoPs) than their synthetic counterparts, particularly in high-temperature or variable-load scenarios. This results in lower energy consumption, reduced operational costs and a smaller carbon footprint over the life of the system.

With continual advancements in control systems, component design and safety engineering, natural refrigerants are not only as efficient as synthetic alternatives, in many cases they are more efficient, more sustainable and more future-proof.

Myth 3 - Natural refrigerants are complex and impractical

Natural refrigerants may require some specialist training and different design considerations, but 'complex' is a relative term. These technologies are already in use in a wide range of commercial buildings, from supermarkets and schools to healthcare and heat networks. Training standards are well established and many engineers are fully qualified in the installation and maintenance of natural refrigerant based systems.

EU F-gas regulations are steadily tightening restrictions on high-GWP refrigerants, including phase-down quotas and bans on specific HFCs in new equipment. Policy shifts like this accelerate the transition towards low-GWP alternatives, of which natural refrigerants are the most viable, reliable and long-term solution.

Our work with propane systems over the past decade and a half proves that, with the right design and execution, these systems can deliver high performing heating solutions for the commercial sector safely and efficiently. The myths persist for now – but in the real world, they're being discredited, one installation at a time.

https://klima-therm.co.uk

Niall Parkin, Sustainable Fuels Product Manager at Calor

Off the grid, not off the table - Why heat pumps can't go it alone

Niall Parkin, Sustainable Fuels Product Manager at Calor, examines the challenges of an electrification-first approach, and the advantages LPG offers for installers navigating the low-carbon transition in an evolving market.

As the UK pushes for greater electrification, heating installers face challenges with infrastructure readiness, affordability, and the practicalities of heat pump deployment - particularly in rural, off-gas grid areas. While heat pumps are vital for decarbonisation, grid constraints and installation hurdles highlight the need for additional flexible low-carbon alternatives. LPG and the drop in low carbon alternative BioLPG, offer reliable, scalable solutions that can provide instant high temperature heat and hot water, high efficiency, and seamless integration into existing wet heating systems and AGA cookers, making them practical options where full electrification is unfeasible.

Despite hybrid heating systems being successfully deployed elsewhere, such as in the Netherlands, UK Government policy continues to exclude them from the Boiler Upgrade Scheme (BUS), limiting financial incentives for homeowners, landlords and businesses.

Electrification can't go it alone

The UK's commitment to decarbonising its heating systems has seen policymakers prioritising electrification, with heat pumps positioned as the primary solution for reducing carbon emissions from homes. However, an electrification-first strategy presents significant challenges, particularly for off-grid and hard-to-reach areas. The assumption that all homes can transition seamlessly to electric heating overlooks fundamental infrastructure limitations, affordability concerns and practical installation barriers.

Approximately 2 million households across the United Kingdom are not connected to the gas grid[1]. These homes, often located in rural and remote areas, lack access to a connected grid system, making full electrification impractical. Even where electricity is available, grid constraints pose a major barrier to widespread heat pump adoption.

Beyond the limitations of off-grid properties, the broader UK electricity network is not equipped for mass electrification. A study by the Aldersgate Group warns that 42% of large industrial sites could experience grid constraints by 2030, increasing to 77% by 2050[2]. While these figures relate to industry, the knock-on effect for domestic supply – particularly during winter demand peaks – should not be underestimated. Installers in these areas already face challenges in delivering heat pumps systems reliably and affordably[3], and grid constraints are likely to worsen before they improve.

Beyond infrastructure, skills shortages are hampering progress. According to the Heat Pump Association, the UK will need an additional 33,700 qualified professionals to meet government targets for heat pump rollout[4]. With the existing workforce struggling to meet demand, installation delays could further complicate the transition to electrified heating, leaving installers unable to fulfil orders efficiently. Moreover, properties unsuitable for heat pumps – due to insulation, space or design constraints – will continue to require alternative low-carbon solutions.

Affordability is another major barrier preventing widespread electrification. Heat pumps require high upfront costs, with

installation expenses ranging from £7,000 to £13,000 depending on property type and necessary insultation upgrades. While the Boiler Upgrade Scheme (BUS) provides grants of up to £7,500, these subsidies do not cover hybrid heating systems, leaving many homeowners unable to access cost-effective low-carbon alternatives.

This lack of support for hybrid systems is particularly perplexing when compared to international best practices. In Europe, particularly in the Netherlands and Italy, hybrid systems account for roughly 50% of heat pump installations[5], allowing homeowners to reduce emissions while maintaining reliable heat supply. What's more, in the Netherlands, hybrid heat pumps will become mandatory from 2026, ensuring homeowners transitioning from traditional heating systems have affordable, scalable and practical options.

Without similar incentives, UK homeowners and installers are restricted in their ability to deploy hybrid heating systems, forcing them to choose between full electrification or sticking with fossil fuels.

The case for flexible choices

These hybrid systems, which typically combine an air-source heat pump with a gas or LPG boiler, allow homeowners to cut emissions while retaining a backup for high-demand periods. They reduce the pressure on the electricity grid and make use of existing heating infrastructure, making them especially suitable for older or off-grid homes. For installers, hybrid systems offer flexibility, reliability and scalability – but UK policy continues to overlook their potential.

LPG has long been established as an efficient heating solution in rural areas, with suppliers ensuring consistent delivery to off-grid locations. It offers instant high-temperature heat and hot water, and integrates seamlessly with existing wet heating systems, Aga cookers and hot water cylinders, offering a low-disruption pathway to decarbonisation.

BioLPG, the renewable alternative to traditional LPG, further enhances carbon reduction efforts, offering up to 80% fewer emissions compared to conventional LPG[6] – making it a sustainable solution while maintaining compatibility with existing appliances. Installers can position BioLPG as a future-proof heating option, enabling homeowners to cut emissions without the disruption and high costs associated with full electrification.

This policy gap limits installers' ability to recommend practical alternatives to clients. If the UK is to accelerate the transition to low-carbon heating, it must take a more flexible approach by recognising hybrid heating systems as a legitimate solution. Offering incentives for hybrid systems would make them more accessible to homeowners while supporting installers in delivering sustainable, cost-effective heating options.

A smarter path forward

The challenge now is one of recognition and reform. UK energy policy must broaden its lens and accept that decarbonisation cannot be achieved through electrification alone. Installers need support to offer a wider range of solutions tailored to real homes with real constraints. This means expanding the BUS to include hybrid systems, supporting the adoption of BioLPG through targeted incentives and investing in grid upgrades to ensuring the future viability of electric heating technologies. More broadly, it requires a shift in mindset – from a centralised, top-down planning to a more flexible, industry-informed approach that recognises regional variation and technical limitations.

For installers, the low-carbon transition is not a theoretical exercise. It's a day-to-day reality involving complex customer needs, tight budgets and variable site conditions. The success of the UK's heating decarbonisation strategy will depend not just on the technologies we champion, but on how well they fit into the lives and homes of those who rely on them.

For heating professionals, the key to navigating the low-carbon transition lies in adaptability. While heat pumps will play a vital role, installers must also advocate for diverse solutions like LPG and BioLPG, particularly for properties where full electrification is unfeasible. Policymakers should expand financial incentives to include hybrid systems, invest in grid improvements and acknowledge the value of multiple decarbonisation pathways.

The future of heating must balance sustainability with practicality. By embracing hybrid heating solutions and ensuring that policy decisions reflect real-world constraints, the UK can deliver a more resilient, cost-effective and inclusive transition. The future of heating isn't just electric – it's smart, flexible and built on choice.

For more information on Calor, or its products and services, visit: **www.calor.co.uk**.

Source
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Prepare for the future of BUS and help to build a home-grown heat pump industry

Mark Krull, Director of LCL Awards and Logic4training

Mark Krull, Director of LCL Awards and Logic4training, explores what forward-thinking heat pump installers should look out for if proposed plans to expand the Boiler Upgrade Scheme (BUS) come into effect.

If proposed plans to expand the Boiler Upgrade Scheme (BUS) come into effect, it will open-up the heat pump market to a whole new customer base, with previously overlooked technologies such as air-to-air heat pumps and heat batteries meeting the needs of more properties and new finance models improving access to the scheme.

A surge in demand - the data speaks for itself

The demand for heat pumps is growing. March 2025 saw the best month on record for the Boiler Upgrade Scheme (BUS) with 4,028 applications - an 88% increase on the same period last year. The scheme offers up to £7,500 toward heat pump installations, and proposed amendments could extend support to air-to-air (A2A) systems and heat batteries. This data underscores a robust and accelerating market for low-carbon heating solutions, presenting a sustained opportunity for well-prepared businesses in the building services engineering sector.

Following our neighbours' low-carbon footsteps

Under the proposed expansion, A2A heat pumps and heat batteries will be eligible for subsidy for the first time, providing more choice and therefore opening up the BUS to properties unsuited to ASHPs and GSHPs.

In much of mainland Europe, A2A heat pumps are ubiquitous in homes. These reversible air-conditioning systems provide heating (and cooling) but not hot water. They offer lower upfront costs and simpler installation - no groundworks, minimal pipework, and no hot water cylinder - making them ideal for flats, lofts, or supplementary heating. A2A systems suit homes with modest heating needs, especially when combined with solar thermal or heat batteries for hot water, due to their compact size and efficiency in small spaces.

Heat batteries: Storing warmth for later use

Heat batteries store off-peak electricity as heat in insulated units and release it on demand. These can be installed alongside heat pumps or as part of bundled solutions, helping households manage peak tariffs. They integrate well with solar or wind systems, offering a smart alternative to traditional hot water systems. Installer advice is crucial to choose the right setup based on budget, efficiency, and compatibility.

No upfront cost, more uptake

Even with the BUS grant, upfront costs remain a barrier. New finance models - such as hire purchase, leasing, and on-bill repayments - can eliminate this, with customers paying in installments, often offset by energy savings.

There are several options being considered to help spread the cost of heat pump installation, including:

- **Hire purchase**: Households have the option to pay for a heat pump in instalments, meaning they own the equipment at the end of their contract
- **Hire purchase plus**: Households combine paying for a heat pump in installments alongside a separate contract for an energy tariff, simplifying costs into a single monthly payment.
- **Leasing**: The option to lease a heat pump for an agreed term. At the end of the contract, households would either renew the agreement to continue the lease or replace the heat pump.

These 'pay-as-you-save' models could transform heat pump sales. Installers should learn to price with financing in mind, explain terms clearly, and work effectively with BUS-approved finance partners, ensuring they remain competitive in a changing market.

Emerging demographics

While early adopters have been predominantly owner-occupiers in detached or semi-detached houses, new customers cohorts are emerging:

- **Private landlords**: Changes to Minimum Energy Efficiency Standards (MEES) regulations compel buy-to-let landlords to achieve higher EPC ratings. A2A or heat-battery retrofits in flats and multi-occupancy buildings could offer cost-effective compliance routes.

- **Social and affordable housing providers**: Bulk procurement strategies and decarbonisation targets drive demand for large-scale retrofit programmes, creating opportunities for installers who can deploy teams at scale and integrate multiple technologies.
- **First-time buyers and young professionals**: Typically, with limited equity, these customers could benefit from low-entry finance models and smaller-scale air-to-air solutions.

The "Clean Power Army"

In response to emerging demographics and increasing demand for upgrades to cleaner, homegrown energy, the UK government is boosting funding to bolster the 'Clean Power Army' by training up to 18,000 skilled workers to retrofit homes, install heat pumps, fit insulation, solar panels and work on heat networks through the extension of the Heat Training Grant and launch of the Warm Home Skills Programme.

These schemes contribute to the Government's ambition to create a 'home-grown' heat pump industry. It has also invested £4.6 million in heat pump compressor manufacturers, Copeland, based in Northern Ireland, supporting local jobs and economic growth as part of the Plan for Change.

Preparing your business: training & upskilling

Clearly, a significant investment in the UK trades workforce is underway. To capitalise on the BUS expansion and other Government funded initiatives, installers will do well to adopt a multi-faceted approach to developing their knowledge and skills. Now is a good time to consider training, but "training" can cover a wide spectrum:

- **Formal qualifications**: Core qualifications such as the Level 3 Diploma in Heat Pump Systems Installation and retrofit insulation certificates - form the foundation of compliant, future-ready work in the low-carbon sector. Some of these courses are eligible for government funding and essential for installers looking to operate confidently in the heat pump and wider retrofit space.
- **Manufacturer training**: Product-specific training from manufacturers is key to keeping pace with technology. Many Original Equipment Manufacturers (OEM) offer blended courses combining e-learning and hands-on sessions, often focused on emerging solutions like air-to-air heat pumps and heat batteries. Engaging with manufacturers builds versatility and technical confidence.
- **Ongoing learning & industry engagement**: Continued professional development doesn't always mean formal qualifications. Free resources such as webinars, podcasts, and of course, trade magazines offer practical insights into the evolving sector.

Attending events like InstallerSHOW and RenewableUK's conference allows professionals to network, explore new technologies and engage with the wider low-carbon community. Meanwhile, social media platforms like LinkedIn and trade forums enable real-time knowledge sharing and help build professional visibility.

Prepare for a dynamic market

The proposed BUS expansion heralds a transformative phase for the UK's heat-pump market. The inclusion of A2A systems and heat batteries, coupled with flexible finance models, will increase demand across previously inaccessible demographics and property types. However, realising these opportunities will require installers to keep their knowledge and skills up to date in order to join the front line of workers in these emerging sectors.

Professionals wanting to be part of the low-carbon workforce should consider conducting a skills audit, engaging with manufacturer partners and reviewing the qualifications needed to take advantage of emerging markets. By doing so, you will not only secure growth for your business but also contribute meaningfully to the UK's net-zero ambitions.

Info
www.lclawards.co.uk
www.logic4training.co.uk

Heat pumps: How software can impact adoption and installation

Jason Morjaria, Founder of Commusoft, shares his passion for technology and explains how software can help businesses overcome challenges in transitioning to renewable installations and win back valuable time, which is essential.

Is there a heat pump revolution?

Talk of heat pumps is increasing everywhere and the government's push to replace gas boilers is impacting businesses all across the UK.

While the installation targets are high, the industry's ability to deliver on them is far behind where it needs to be. With slow progress being made, it's understandable to wonder whether a heat pump revolution really is upon us...

Of course, there's little question about how effective a heat pump can be - both for residents wanting to save money and for installers who are looking for lucrative opportunities - but there are significant challenges slowing the industry down, which is costing time and money.

Fortunately, as someone who's passionate about technology, I believe that it's through software that businesses can find the solutions they need to overcome many of the challenges in their way.

Let's explore how...

Jason Morjaria, Founder of Commusoft

Challenges for businesses transitioning to renewable installations

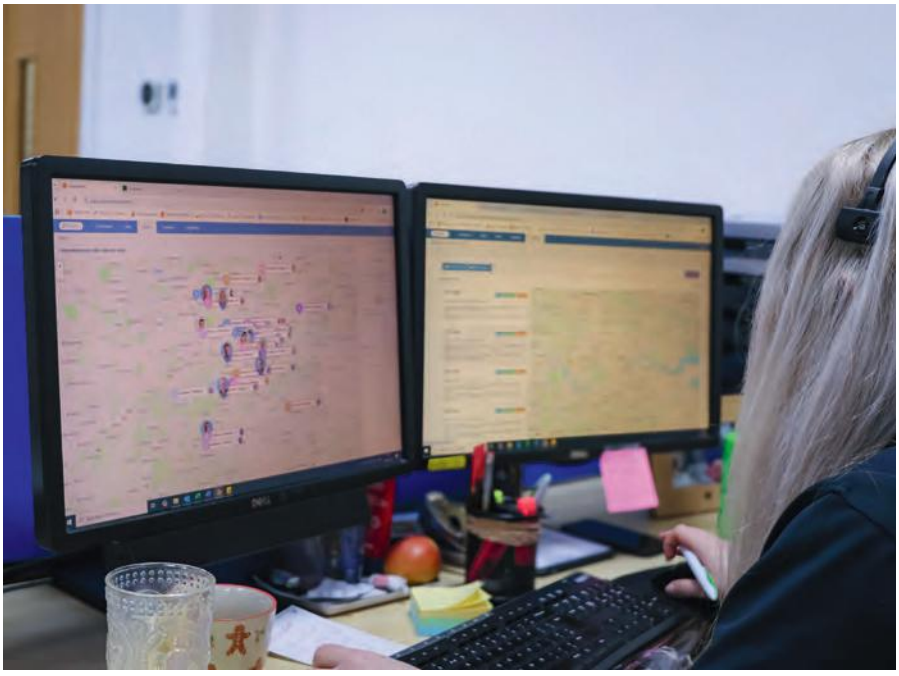
At Commusoft, we believe that transitioning to renewables doesn't need to be overwhelming.

Our mission as an all-in-one job management software provider has always been to empower installation businesses to work more efficiently. We know that with the right tools, they can maximise productivity, profitability, and boost company growth, all without compromising on their customer journeys.

We've seen a growing trend in clients who want to carry out more sustainable-focused installations. Many of them are heating and plumbing installers who are now offering solar panel, EV charging, and heat pump installations alongside more traditional installs.

While there's definitely been an uptick in the adoption of renewables, common issues are getting in the way. For instance, the high cost of parts, or slow adoption rates from customers are amongst their biggest challenges.

Transitioning to renewables is essential though, and while it's great to hear the buzz about adopting sustainable technologies and see financial incentive schemes making it more affordable, businesses also need to focus on efficiency if they're to overcome the core challenges that are holding so many of them back.



Let's take a look the main problems they face:

Problem 1: **Closing the skills gap**: Heat pump installations are significantly different from traditional boiler installers. Engineers need specialised training to understand the intricacies of sizing units and to ensure they run efficiently.

Right now, the industry is grappling with a shortage of qualified installers. Gaining the necessary certifications can be time-consuming and costly, especially for small businesses who lack the resources to train engineers up to the appropriate levels.

Time is one thing and training apprentices is an increasingly costly investment, too. While many businesses may be willing to get to grips with renewables, there is a lack of skilled engineers that can be put to work...

Problem 2: **Operational complexity**: From property assessments, sizing calculations, coordination with suppliers, and time spent educating customers about heat-pumps, it's not just installing them that's a time-intensive process.

The logistics of organising an install means that workflows are more complex, and without proper management, this comes at a cost.

Inefficient processes will hinder a company's ability to deliver the high-quality customer service they've come to expect. It's a shame, but you don't have to search far to hear about installers who are cutting corners and letting their customers down.

Not all businesses are set up or prepared to handle the administrative burden that comes with installing heat pumps.

Problem 3: **Heavy administration**: Whether it's getting an MCS accreditation or working under an umbrella scheme, there's a lot of paperwork involved with heat pump installations. While it's necessary, it doesn't stop it being tedious and time-consuming.

As mentioned, training and assessments take time, too, but acquiring an MCS accreditation can take months as well. When you consider that applying for the BUS grant will also take weeks, it's not surprising that admin effort is a daunting factor for businesses to take into consideration.

How this type of software empowers installers

The problems described above mean installers are facing a "triple burden" of sorts.

They are expected to master new and complex technical skills, act as educators and salespeople and also navigate a disproportionately high administrative load for certifications and grants.

Winning back time, then, is essential. Fortunately, it's something that software tools can help with.

Automation tools (like those listed below) can save users significant amounts of time and this makes creating, monitoring, and finishing jobs easier, freeing up their time for tasks that require greater attention and meaning they can get more done faster.

Here's a little look at how this type of software can help businesses adapt and solve time-consuming problems:

Streamlined job management: Heat pump installations are complex and often require multiple visits, from site assessment to commissioning. A system with this capability enables businesses to schedule and track every step with ease. It will keep everyone on the same page — from the moment the lead is captured to when the installation is complete — which ensures no detail falls through the cracks.

Enhanced customer communication: Educating customers is crucial to increasing heat pump adoption. A platform encourages transparency by enabling engineers to provide clear, detailed quotes and share easy-to-understand documentation. Businesses can also automate updates, such as job and service reminders to keep homeowners informed every step of the way.

Smarter inventory management: Working with heat pumps means relying on specific parts, like compressors and specialised pipework. A system with this capability means that, companies can track their inventory and ensure they always have the right equipment available. Prevent over-ordering and track the location of parts, too. Clients have seen six-figure savings when using our parts management tools and users can sync stock levels with suppliers, reducing delays and helping ensure smooth installations.

Adaptation support: Transitioning to renewables isn't just about learning new skills; it's about building a sustainable

business. That's why it's important the software provider offer training and support to help companies onboard their teams. Tools, like Commusoft Academy, help users get to grips with the features, too. Our goal is to make operational adjustments simple so leaders can focus their energy on growth, simplify training, and give their attention on more complex tasks, instead.

The future is in renewables

Adopting heat pumps doesn't just open doors to new revenue streams; it allows businesses to tap into a growing customer base of eco-conscious homeowners.

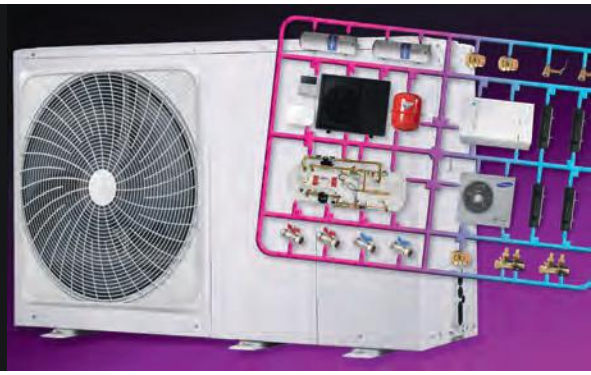
Green technology adoption is only accelerating, and staying ahead of the curve ensures longevity and scalability. Software tools like ours play an essential role in achieving these goals.

We frequently hear from clients about how our tools help them improve productivity, simplify communication, and streamline complex workflows.

While there's a long way to go if the industry is to pick up speed, we are seeing clients update their service offerings and speak more enthusiastically about renewable technologies. While some factors out of their control can mean it's slow going, the good news is that they're optimistic about the tools they use to overcome other challenges, saving them time and helping them pick up the pace to achieve a greener future.

Info
www.commusoft.co.uk

Putting heat pump tech in the hot seat



John Norman, Head of Marketing, Midsummer takes a look at how software is able to help you and your business evolve.

As heat pumps begin to elbow out the old regime of gas boilers, the challenge of specifying systems that are both efficient and suitable for individual homes has come into sharper focus. It has galvanised them-in-the-know to sharpen their data structures, organise some functions, and tinker with their UI and UX, so that installers can download a whatsit, click to activate and watch it work... beautifully. That's how heat pump development platforms such as Heatpunk, a UK-based digital design tool developed for MCS-compliant heat pump system design, are now playing a transformative role in bringing precision, speed, and confidence to an audience of appreciative installers and engineers.

Traditionally, designing a residential heat pump system involved a mix of manual calculations, measurements and spreadsheets. Accuracy was often limited by the available data or the designer's assumptions. However, purpose-built digital tools have emerged that not only streamline system design but also improve overall system outcomes.

One of the core advantages of these platforms lies in their ability to model thermal performance in fine detail. Based on factors such as floor area, insulation levels, window orientation, and local climate data, software tools can calculate a home's heat loss and determine the required system size. This is especially valuable in retrofit scenarios, where existing buildings present a wide range of variables and design constraints. An undersized or oversized system not only impacts performance and comfort but also risks undermining user confidence as they first experience their exciting new heat pump technology.

Smarter systems, better installs

The latest advances in software tech also help optimise system configuration. It can recommend appropriate flow temperatures, buffer tank sizing, emitter upgrades, and even electrical load balancing, giving installers a complete picture of what's needed for a well-functioning system.

John Norman, Head of Marketing, Midsummer

A key development is the automation of what was once time-consuming and error-prone work. Intuitive system design tools which enable installers to complete a full heat loss report and MCS-compliant system design in significantly less time, are helping to lower the entry barrier for smaller firms and new entrants into the market. By simplifying compliance and documentation requirements, innovative software is reducing the administrative burden that can often overshadow the technical aspects of the job.

As wonderful as it is, it's not just about efficiency. The rise of heat system design software has enabled the emergence of feedback loops that drive continuous improvement in system performance. When combined with post-installation monitoring, a program can be used to analyse outcomes, refine future designs, and improve best practice to transform the speed and scale at which it can now be applied.

Looking ahead

Designers are now considering how these advancements might shape the future of domestic heating and power. As policy continues to support electrification and the rollout of low-carbon technologies, digital design tools are likely to evolve into the software equivalent of a Swiss Army Knife, creating integrated systems that include heat, solar PV, battery storage, and EV charging.

By encouraging consistency in design and documentation, heat system software helps reduce the incidence of poor installations that can damage consumer trust. It also opens up possibilities for greater collaboration between manufacturers, designers, and installers, allowing data to be shared seamlessly across the supply chain.

In conclusion

The continued development of heat pump design software is likely to include greater use of AI, real-time simulation, and integration with smart home platforms. As the complexity of residential energy systems increases, so too will the need for tools that help translate that complexity into clear, actionable planning.

While software is already making a noticeable difference to today's installations, its broader impact is still to be fully appreciated. By embedding good design principles into everyday practice and empowering a wider pool of installers to deliver high-quality systems, digital tools are helping to pave the way for a smarter, cleaner heating future.

Info
www.heatpunk.co.uk

Proposals being considered for more choice on home heating upgrades

Homeowners are set to have more choice over ways to access heating systems and bring down costs under proposals being considered as part of the Warm Homes Plan – helping to deliver on the Government's milestone of higher living standards as part of the Plan for Change.

As part of the Warm Homes Plan, proposals under consideration would give working families greater choice in upgrading their home heating systems. This includes access to new products such as air-to-air heat pumps and heat batteries, along with expanded purchase options for heat pumps. Up to 18,000 professionals are expected to be trained to retrofit homes and install heat pumps, insulation, solar panels, and heat networks. This initiative coincides with a £4.6 million Government investment in Copeland to manufacture more heat pump parts at home in the UK.

March 2025 was said to be the best month yet for the Boiler Upgrade (BUS) scheme, with 4028 applications received. This was up 88% on the same month last year.

Changes to the scheme

The new consultation on expanding the BUS scheme could see families potentially access air-to-air heat pumps and electric heating technologies such as heat batteries, which are currently not eligible for grants under the scheme. This is alongside new purchase and ownership options which could spread the cost of a heat pump over several years, or give households the opportunity to lease one for a monthly fee instead.

The Government has also set out plans to bolster the 'clean power army', training up to 18,000 more home retrofitters, to install heat pumps, insulation, solar panels and heat networks, alongside a major new deal to support the UK's heat pump supply chain.

Minister for Energy Consumers Miatta Fahnbulleh said: "Our Warm Homes Plan will mean lower bills and warmer homes for millions of families – helping drive better living standards as part of the Plan for Change.

"Following a record-breaking month for applications to our Boiler Upgrade Scheme, we are now proposing to give working families more choice and flexibility to pick the low-carbon upgrades that work best for them.

"And on top of this, we are investing over £4 million in Copeland to continue building a homegrown heat pump industry and training up the army of skilled workers we need to achieve this."

£4.6 million awarded for expansion

Copeland in Northern Ireland have been awarded £4.6 million to expand their manufacturing for heating compression technology – a key component of heat pumps, which can help protect family finances from the roller coaster of international gas markets by running on clean electricity.

This investment will help to support the industries and jobs of the future, while unlocking economic growth, as part of the Prime Minister's Plan for Change.

More skilled workers

Ministers have also unveiled plans to train up to 18,000 skilled workers to install heat pumps, fit solar panels, install insulation and work on heat networks through the extension of the Heat Training Grant and launch of the Warm Homes Skills Programme.

Under the proposals, all private landlords would be required to meet a higher standard of Energy Performance Certificate (EPC) C or equivalent in their properties – up from the current level of EPC E, by 2030.

This will deliver on the priorities of working people, in line with the Prime Minister's Plan for Change, by requiring landlords to invest in measures such as loft insulation, cavity wall insulation or double glazing – ensuring homes are warmer and more affordable for tenants. Alongside higher standards & funding in the social rented sector, this could lift up to one million households out of fuel poverty by 2030.

Some industry leaders provided their comments on the announcement.

Charlotte Lee, CEO at the Heat Pump Association said: "Following a record year for UK heat pump sales in 2024, we warmly welcome today's announcements which will continue to support growth in the sector and increased deployment of clean heating.

"The additional funding to support those wishing to become qualified to install heat pumps and heat networks is especially welcome, alongside proposals to expand the Boiler Upgrade Scheme to make clean heating solutions an accessible option for more consumers."

Russell Dean, Deputy Divisional Manager at Mitsubishi Electric said: "The continued support by Government for clean heat, the Boiler Upgrade Scheme and training is welcome.

"Better funding models and greater investment in skills are exactly what's needed to meet the increasing demand for renewable energy in homes. Growing the number of trained heat pump engineers is critical to meeting that demand.

"The drive for installers to upskill is there. Recent research commissioned by Mitsubishi Electric shows that 72% of installers agree that providing greener options to homeowner will help their business to be more profitable. Hence, the government's plan to train 18,000 new installers is a welcome step, not just for the environment, but for the economy too. Among those already fitting heat pumps, 73% of installers say they've seen higher earnings, more high-value work, or improved profit margins."

Ian Rippin, CEO at MCS, said: "It's crucial that homeowners are supported in making the move to low carbon technology. Alongside financial support, this means giving consumers confidence in the ability of these technologies to heat and power their homes.

"As the UK's quality mark for renewable energy technologies like heat pumps, MCS sets product and installation standards to give consumers that confidence, and it is a requirement of the Boiler Upgrade Scheme that installations are MCS certified.

"To provide assurance for alternative low carbon heating systems, MCS is currently developing an installation standard for thermal energy storage systems (TESS), or heat batteries. This is to ensure consumers investing in renewable heating systems can be confident in the quality of their installation, across a range of technology types."

Info
To read the proposals in full visit: **www.gov.uk/government/news/families-to-get-more-choice-over-home-upgrades**

Options being considered to help spread the installation cost of a heat pump include:

- Hire purchase, giving households the option to pay for a heat pump in instalments, meaning they would own the equipment at the end of their contract
- Hire purchase plus, combining paying for a heat pump in instalments with a separate contract for an energy tariff, allowing providers to simplify costs into a single monthly payment
- Leasing, offering households the option to lease a heat pump for a set amount of time, like leasing a car. At the end of the contract, households would either enter into another agreement to continue leasing the heat pump, or would replace it.

To find out more

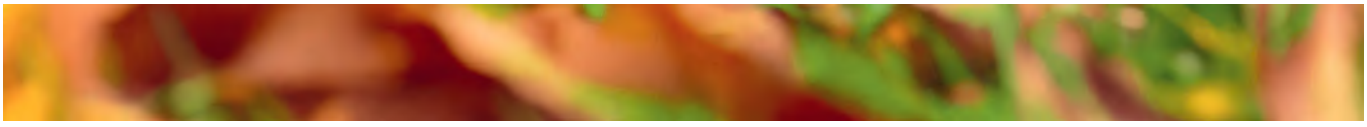
Further information on the Heat Pump Investment Accelerator award to Copeland can be found here: Heat Pump Investment Accelerator Competition successful projects.

The Warm Homes Skills Programme will deliver up to 9,000 training places across England, providing opportunities for people to develop skills in areas including fitting solar panels and installing insulation. More details can be found here: Warm Home Skills Programme.

An extra £5 million will be provided to continue the Heat Training Grant until March 2026, supporting a further 5,500 heat pump installers and 3,500 heat network professionals. The Grant has already trained over 10,650 individuals up to the end of March 2025. More details can be found here: Apply for the Heat Training Grant: discounted heat pump training.

More details on the Heat Training Grant: Heat Network training can be found here: Training providers: apply to offer the Heat Training Grant for heat networks

The Government's consultation on minimum energy efficiency standards for private rented sector homes can be found here: Improving the energy performance of privately rented homes: consultation document.



WOMEN IN THE HEAT PUMP INDUSTRY

Michelle Wright, Head of Strategic Partnerships at Qvantum Energy Technology, shares her fascinating journey into the heat pump industry. Her simple ethos —work hard, play hard, and be transparent which has played a key role in shaping her career. She also discusses what she believes are the major challenges facing the industry, and reflects on the mentors, both professional and personal, who have inspired her along the way.

My career began in sales administration for a roofing company, which gave me my first taste of the sales environment. But it was my five years in the Royal Navy as an Operator Mechanic, specialising in communications, that truly shaped my discipline, resilience, and ability to perform under pressure. It was an incredible chapter full of learning and camaraderie but ultimately not conducive to the family life I wanted to build.

On leaving the Navy, I stepped into my first external sales role and I've never looked back. That move set me on a path through the building services industry.

I quickly learnt the importance of building strong relationships. I entered the field at a time when success often hinged more on who you knew than what you knew. As the only woman on my team, I felt a constant pressure to prove myself, not because of my gender, but because I believed I had to be better. Over time, I realised that success wasn't about being female or fitting a mould, it was about delivering on promises, managing expectations with honesty, and leading with integrity. That was never a gender thing, that was about doing a good job.

There was no secret formula to my career growth. It was simple: work hard, play hard and be transparent. That ethos led me into key account management, a space I'm deeply passionate about. I thrive on the autonomy and responsibility of building strategies and relationships that create mutual success. There's nothing more rewarding than seeing a customer partnership evolve into a long-term, trusted collaboration.

Michelle Wright, Head of Strategic Partnership, Qvantum Energy Technology

Using my transferable skills, especially when paired with strong customer relationships, has opened doors across multiple sectors. That journey brought me to my current role with Qvantum. As the UK embarks on its transition from gas boilers to heat pumps in pursuit of its Net Zero emissions target by 2050, it's an exciting time to be in the industry, especially for professionals like me who are interested in both legacy systems and emerging technologies, and who bring with them the trust and respect of long-standing customer relationships.

What does your current role involve?

I lead the development and management of distribution and key partner relationships for Qvantum Energy Technology. Having just entered the UK market and with no established brand presence, I've leveraged deep industry relationships and market insight to build strategic alliances that drive mutual profitability and market share growth. My responsibilities span the full partnership lifecycle, from crafting and executing joint go-to-market strategies to negotiating and structuring trading agreements tailored for long-term success. Within my first six months, these efforts have been instrumental in establishing a credible market footprint and accelerating commercial momentum.

What do you see as the challenges facing the industry?

The energy sector is going through a major transition, but it still faces a number of serious challenges. As more homes and vehicles are powered by electricity, the strain on the grid continues to grow, especially during peak times. Managing that demand is becoming more complex and expensive. Time-of-use tariffs could help, but many systems still aren't able to respond intelligently to them.

Heat pumps, while highly efficient and environmentally friendly, haven't yet been adopted at the scale needed. Upfront costs, limited public understanding, and the complexity of retrofitting existing homes all act as barriers. At the same time, the growth of renewable energy sources such as wind and solar introduces more variability into the system, making it harder to balance supply and demand.

Policy uncertainty adds another layer of difficulty. Inconsistent incentives and shifting regulations can discourage investment and slow down innovation.

In the midst of all this, it's genuinely rewarding to work for Qvantum — a company that not only recognises these challenges but actively develops smart, flexible solutions to address them. With a clear focus on innovation and sustainability, Qvantum is helping to drive real progress in the shift towards clean, low-carbon heating.

Did you have any mentors or anyone in particular who inspired you?

I've been incredibly fortunate to work with some of the best people in the industry. Throughout my career, I've been blessed with outstanding managers and peers, each of whom has left a lasting impression and helped shape the professional I am today.

- **Adam Turk** was my Sales Director at Polypipe Terrain; he gave me my first real opportunity. He taught me the importance of expectation versus agreement and the art of building meaningful relationships.
- **Rob Erwood** was Sales Director at Baxi Commercial; he knew when to challenge me and when to let me fly. He gave me the space to grow across multiple disciplines while always championing my development.
- **Rachel Brown** was Marketing and Communications Manager at Baxi Heating; when she spoke, the room listened. Her ability to challenge the status quo with such subtlety and insight is unmatched. She has a rare gift for understanding both individual needs and the bigger picture.

Michelle and her 'rock-solid girl gang'

Michelle with the Real Bedford U16's netball team after the last game of 24/25 season, winning by one goal

- **Harriet Evans**, Sales and Marketing Director at Qvantum Energy Technology, has shown me that sunshine yellow is a force to be reckoned with. Her technical knowledge, drive and infectious enthusiasm constantly inspire me to raise my game.

Outside of work, I'm lucky to have a strong circle of friends — my 'rock-solid girl gang' — who've been by my side for over 40 years. Among them are women in senior roles, stay at home mums, and a single mum who gives her all every day. They're my sounding board, my cheerleaders, and my reality check.

Despite being in different industries, we share experiences, offer honest advice, and always support one another. No jealousy, no judgement — just loyalty and tough love when needed. Their influence and encouragement have helped shape who I am and how I move forward.

What do you like to do outside of work?

Netball has been my lifelong passion. From a young age it was my escape, my "me time" away from the noise of life. After 40 years of playing competitively, including through three shoulder surgeries, I finally hung up my trainers two seasons ago. But I couldn't imagine life without netball, so I transitioned into coaching. Now a qualified Level 2 coach, I'm proud to work with Real Bedford, supporting over 150 members from U11s to seniors, including players in regional leagues and even the National Super League. I coach the U16s, U19s, and 1st team — and while it's supposed to be my happy place, watching them play often gets my heart racing more than when I was on court myself!

At home, I'm a simple soul. I cherish time with my family, though with three grown daughters, Chloe, a PR director in London; Georgia, a team manager in Evesham; and Libby, soon graduating from university, it's rare we're all in the same place at the same time. That's given my husband Chris and I the chance to travel more, with a goal to explore somewhere new every year. And then there's Hutton, our lovable labrador (named after the Aston Villa player), who sheds endlessly, eats everything, and brings joy to our lives with his ever-wagging tail every day.

NATIONAL ACR & HEAT PUMP AWARDS 2026

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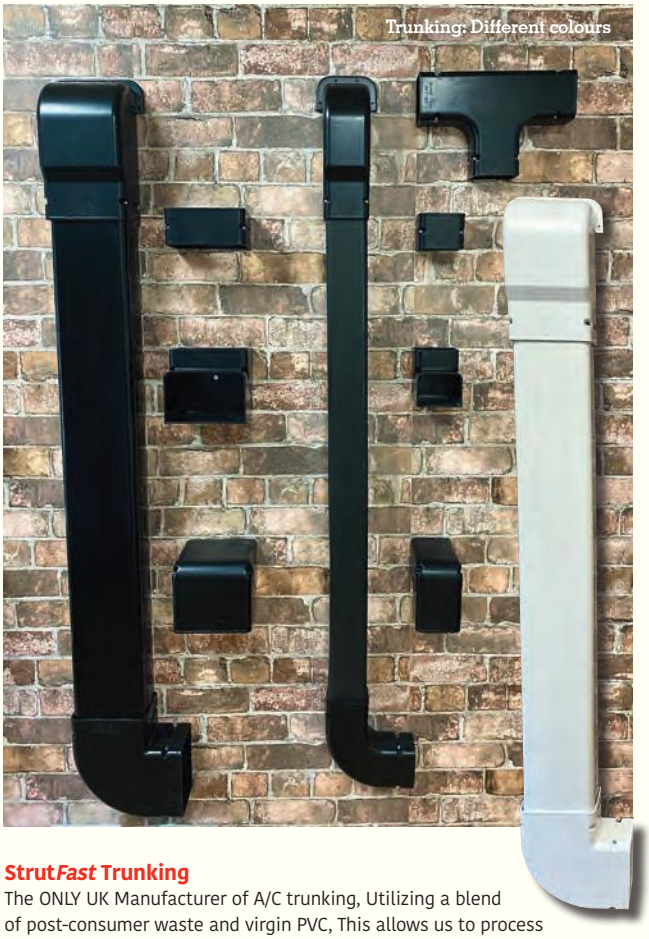
The Innovation Zone

The guide to what's new for Heat Pumps Today readers, offering vital industry news.
To advertise your product in 'The Innovation Zone' section please contact **victoria.liddington@warnersgroup.co.uk**

StrutFast: Trunking and Rubber Feet

Steve Richards, Managing Director of StrutFoot, tells us about their product range, including A/C trunking which utilises a blend of post-consumer waste and virgin PVC, as well as StrutFoot Rubber Feet.



Trunking: Different colours

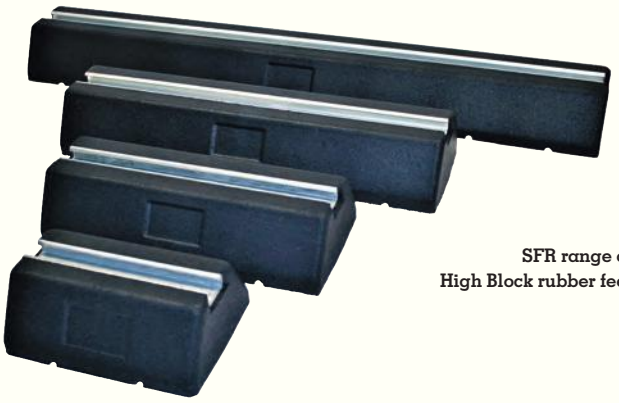
Strut*Fast* Trunking

The ONLY UK Manufacturer of A/C trunking, Utilizing a blend of post-consumer waste and virgin PVC, This allows us to process orders without any waiting time for our customers, and keeps our carbon footprint low. Supplies available form stock and available in White, Black, Grey and Brown.

Custom colours are available upon request, subject to a minimum order quantity (MOQ). Home Branding available to all our partners, the best prices on the market guaranteed, we are as much as 15% cheaper in some cases on like for like products.

Sizes available: 80x60.100x60 and 140x90. The full range of necessary accessories are available from stock for each size and colour. No delay in supply, no running out, no waiting on containers from other countries.

- 24/7 Manufacturing meaning we can supply it quicker than you can fit it.
- Square base for sleek design
- Global Shipping
- Installation kits also available
- Quality products you expect from the StrutFoot Group
- Fixing kits included in the boxes
- No popping off the walls once installed, stainless steel screws fitted to ensure all accessories stay in place.



SFR range of High Block rubber feet

Strut*Foot* Rubber Feet

The SFR range of recycled rubber feet is designed to support loads on non-penetrative roofs, including pipework, cable management, and small units. The SFR Feet are available with an aluminium channel for high corrosion resistance.

Manufactured using SBR recycled rubber bound with moisture-curing polyurethane pre-polymer, these feet are suitable for internal and external applications in temperatures ranging from -40°C to +80°C.

Specifications include Aluminium Strut-41mm x 21mm, profile compatible with our Strut fixings.

All our rubber feet are manufactured in-house in the UK, ensuring no delays in stock availability and prompt order shipments. Home branding is available upon request.

Part No	Model	Length (mm)	Width (mm)	Height (mm)	Max Loading Per Foot (kg)
SF4025	SFR250	250	180	95	160
SF4040	SFR400	400	180	95	240
SF4060	SFR600	600	180	95	450
SF4010	SFR1000	1000	180	95	645
SF4524	SFR250 Low	250	130	50	160
SF4540	SFR400 Low	400	130	50	240

- Quick and efficient customer service
- UK Manufacturing
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- Home Branding available

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Kooltech, gains MCS ASHP Design Certification

MCS Design Certified and an Oftec Registered Renewable Heating Business, accreditations underscores Kooltech's commitment to providing their customers with the highest levels of support around air source heat pumps for sustainable heating, a key technology in the UK's transition towards a low-carbon future.

Jack Kerr, Technical Application Support Specialist at Kooltech, said: "Achieving the MCS Design certification wasn't just a tick box for us, it was a natural progression. By having this certification signifies to our customers, our commitment to adhere to the highest standards."

The Microgeneration Certification Scheme (MCS) for the Design of Heat Pumps Installations to MIS3005/D builds upon Kooltech's already established expertise in delivering decarbonisation and sustainability heat pump projects within the commercial and public sectors. MCS extends this capability to the domestic and light commercial markets, demonstrating the depth of Kooltech's in-house knowledge and skillset.


OFTEC
Certificate of Business Registration

This is to certify that the installation service provided by:

KOOLTECH LTD

has been assessed as meeting the requirements of the Microgeneration Certification Scheme Installation Standard MCS 001 and is certified in the following individual microgeneration technologies

Installation
Design of Heat Pump Installations to MIS3005/D

KOOLTECH LTD is subject to periodic surveillance and is licensed to use the mark of OFTEC and MCS

Company Registration No: C502891
Issue Number: 1
Certificate Start Date: 08/05/2025
Certificate Renewal Date: 08/05/2026

Signed:
Adrian Lightwood, Registration Services Director

Certificates invalid unless the business has a competent Nominated Technical Person for each technology detailed. Failure to comply with the OFTEC Rules for Registration will also invalidate this certificate.
The validity of this certificate can be checked by visiting OFTEC's website www.oftec.org 'Find a Technician' section.

Registration Services

MCS

MCS Design certification reinforces what our customers already know: when you work with Kooltech, you're working with a team that's serious about quality.

The dedicated Applied team comprises of experienced mechanical engineers specialising in decarbonisation projects and heat pump systems. Kooltech not only supply the Mitsubishi Electric range of heat pumps, but all the necessary components up to the point of outlet, including their K-con bespoke solutions; manufactured to UKCA, CE and ISO standards. Providing project owners with a single point of contact and for seamless project delivery.

Kooltech supplies and supports a comprehensive range of heat pump systems, starting from 5 kW. Including the Ecodan air-to-water product line and the high-performance CAHV 40 kW and QAHV 40 kW heat pump units.

www.kooltech.co.uk

About Blygold

Blygold is an innovative and forward-thinking company offering unique and sustainable high-quality protection against corrosion. With over 40 years of experience, we have the know-how and state-of-the-art products and techniques to solve any corrosion problem.

What Are Heat Pumps?

Heat pumps are systems that move heat from one place to another by using a compressor and circulating a structure of liquid or gas refrigerant. Through this, the heat is extracted from outside sources and then pumped indoors. Pumping the heat tends to use a lot less electrical energy than typical methods of turning electricity into heat. Plus, during the summer months, the cycle can be reversed and the unit will act as an air conditioner instead, making it multi-functional.

The use of this particular energy source has been a lot slower in the UK than the rest of Europe. This is due to the fact that the government only recently introduced new schemes to make switching to green energy both easier and a lot more affordable. These moves have helped to increase the popularity of all renewable energy technology among the British public, and so it is starting to take off.

Heat pumps are actually the most efficient alternative to fuel, oil, and electrical systems when it comes to the process of heating and cooling. They supply a larger capacity of heating and cooling than the amount of electrical energy that is used to run it. In fact, the efficiency rate is able to go up to as high as 300%.

Advantages of Heat Pumps

- Heat pumps are much safer than systems that are based on combustion.
- They are cheaper to run than oil and gas boilers.
- The system reduces your carbon emissions & it has an efficient conversation rate of energy to heat.

Blygold coatings can help with...

- Reducing maintenance.
- Protecting the casing as well as the coil blocks.
- Extending the life of the equipment.
- Energy saving.

For more information, contact us on 01895 259346 or ben@blygolduk.com

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Delivered by Midsummer

Heatpunk is the essential tool for an efficient heat pump system design and project management

Heatpunk simplifies and speeds up your processes for planning and executing a heat pump installation.

Specify your complete system which can include the latest Gen 7 R290 heat pumps and cylinders from Samsung (both standard and pre-plumbed). Build accurate floor plans, run heat loss and performance calcs, compare system options and complete all the paperwork.

Discover Heatpunk at midsummer.uk

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