Issue 7 | June 2025

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^£500 discount off MCS sign off is only available through MSS and is valid on your first purchase of a Warmflow Zeno R290 air source heat pump full pack only (K1, K2, K3, K4 & K5). No cash equivalent will be offered. Offer valid for purchases between 1st June and 1st September 2025. Can't be redeemed in conjunction with any other promotion. Only 1 x £500 introductory offer can be redeemed per customer and all air source products must be registered on Warmflow Connect to qualify.

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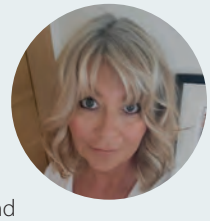
Welcome to the June issue
of Renewable Energy Installer & Specifier (REI) magazine



I'm thrilled to bring you our very first issue under the Warners Group Publications umbrella. This very well thought-of and long-standing brand will sit rather comfortably alongside some of our other renewable and HVAC titles. We're looking forward to providing our readers and contributors with a one stop shop for gleaning and sharing knowledge across this ever growing sector.

The team here at Warners wish to thank Margaret, Adrian, Linda, Rhian and, of course, Nick for all the work they've done in making REI what it is today. I know this title has been a passion for you and we promise to look after it. It will continue to grow from strength to strength.

It's rather timely that we have two superb events on the horizon – the InstallerSHOW 2025 at the NEC, Birmingham in June then Solar & Storage Live, back at the NEC in September. If you are attending, please pop along to our stands to say hello. We're very keen to meet you, gather your feedback and, of course, work with you on any future projects.

Exciting times ahead!

Meanwhile, if you'd like to get in touch with any of the team members, please see contact details below:

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I hope you enjoy reading our first issue and I look forward to hearing all your feedback.

Juliet Loiselle FinstR
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Highbourne Group appoints new Chief Commercial Officer to continue its positive trajectory

City Plumbing, part of Highbourne Group, has appointed *Liz Taylor* as its new Chief Commercial Officer. Joining the senior leadership team, Liz will be instrumental in driving the strong positive momentum that City Plumbing has built across all its branch-managed channels, including its leading renewables business.

Liz joins Highbourne Group with more than 20 years of commercial experience, bringing a retail perspective to the merchanting industry from her different roles including, most recently, Commercial Director at Morrisons.

Prior to joining Morrisons, Liz spent over eight years at Marks & Spencer and nine years at Asda. Throughout that time, she has built up extensive experience in strategic supply base planning; managing complex and high turnover categories to deliver significant commercial and operational benefits through customer-focused and data-led decision-making.

Liz said: "I'm looking forward to joining the Highbourne Group and being part of an organisation with a clear strategy in place, working towards some ambitious goals.

"I'm delighted to be a part of the team that will strengthen Highbourne Group's offering, and using the experience I've gained over the years, meet the complex and ever-changing requirements of its vast customer portfolio."

www.highbournegroup.co.uk

Wates Group secures new Chief People Officer

***James Saunders* has been appointed Chief People Officer for Wates Group, following Paul Rowan's decision to retire.** He took up the post on 6 May 2025 and will sit on the Executive Committee, working closely alongside Paul during a transitional phase. James joins Wates from Highbourne Group, a major plumbing, heating and renewable energy company where he was Chief People & Culture Officer. His career also includes Head of HR roles at Vodafone and Nationwide.

CEO Eoghan O'Lionaird commented: "James is an energetic and agile leader with a passion for creating open, collaborative, purpose-driven cultures where people care deeply about delivering for customers and creating value for society. These attributes are all highly prized at Wates Group, and we look forward to welcoming him."

Paul Rowan has been HR director for Wates Group since August 2014, serving on the Executive Committee. He will retire from the business at the end of 2025.

www.wates.co.uk

STIEBEL ELTRON strengthens UK team as it eyes growth in renewable heating solutions

STIEBEL ELTRON UK has made a series of appointments across its specification and sales teams as it looks to drive forward the adoption of renewable heating solutions across the country.

Nigel Allan has been appointed as Regional Specification Manager with Matt Fitzpatrick being promoted to Specification Manager (see opposite) while Stephen Dean has joined the company's Technical Services Team.

Strengthening the company's expertise and services in the renewable energy sector, these appointments will further enable STIEBEL ELTRON to support the widespread adoption of renewable energy across the UK.

The appointments signal a period of growth for STIEBEL ELTRON, with the heat pump manufacturer recently expanding its Wirral headquarters to unveil a new 20,000 sq. ft. training facility for heat pump installers, which also coincided with the promotion of Shaun Walsh to Training Manager.

Nigel arrives at STIEBEL ELTRON with more than 15 years of experience in the energy sector, having worked in the installation, distribution, and MCS certification of renewable technologies.

Matt Fitzpatrick becomes Specification Manager after spending six years in technical and training roles at STIEBEL ELTRON UK.

Joining the company in 2019 as Technical Administrator, Matt moved into training, eventually becoming Training Manager in 2023 where he led the firm's training initiatives, enhancing knowledge and skills among installers around the installation, servicing and repair of ground and air source heat pumps.

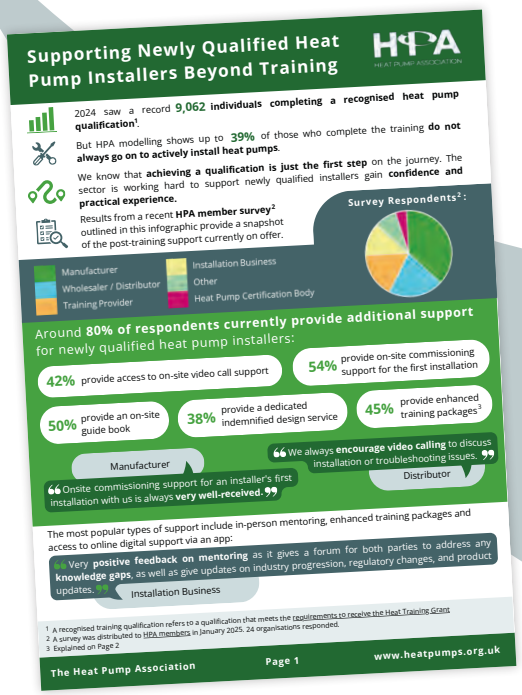
Nigel and Matt will play a vital part in supporting industry professionals to specify heating and renewable energy systems for a range of buildings.

Their responsibilities will include developing relationships with key stakeholders and offering expert guidance on product selection and system design across a range of renewable heating installation projects.

As a member of the Technical Services Team, Stephen will ensure that customers are supported, resolving any issues and providing guidance to help customers maximise the efficiency of their renewable heating products.

www.stiebel-eltron.co.uk

Heat Pump Association (HPA) highlighs support for newly qualified heat pump installers



THIS follows the recent government announcement of an additional £5 million in funding to extend the Heat Training Grant until March 2026, which will support traianing for a further 5,500 heat pump installers and 3,500 heat network professionals. With more than 10,650 individuals already trained through the scheme in the first two 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 infographics above offer 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.

The survey, with responses from HPA member organisations, found that:

- Nearly 80% of respondents currently provide additional support for installers who have recently completed a recognised training course, with over 60% of offerings available at no extra cost.
- The most popular types of support include in-person mentoring, digital support via an app and enhanced training packages which may include sales and customer engagement guidance, service and maintenance training, or a quality check and review of installations.
- Additionally, many organisations recognised the need for further investment – 50% of respondents indicated they have plans to expand their support offerings in the future.
- The HPA will continue to work with industry and stakeholders to explore ways to strengthen support for newly qualified installers and address the barriers they face.

www.heatpumps.org.uk

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Rinnai's R290
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www.rinnai-uk.co.uk

Sync Energy brings EV charging to historic hall

THE on-site parking for guests visiting Pantglas Hall holiday resort in Carmarthenshire has been upgraded thanks to Sync Energy. Three dual socketed EV chargers have been installed in the communal car parks, servicing the 7 holiday lodges and main hall building.

THE historical Pantglas Hall Estate is now home to a resort of self-service holiday lodges, restaurant, café and leisure complex with indoor and outdoor sports facilities. With an increase in requests for electric vehicle charging facilities, Pantglas Hall staff employed commercial property maintenance specialists, Nest Group, to research the best EV charging options for the estate.

Pantglas Hall required three floor mounted, dual socketed units with a payment terminal, that also looked sleek and was easy to use. Nest Group suggested Sync Energy's Pro Charger – Twin Floor Mounted EV Charger with Light.

Anna Thomas, Manager of Pantglas Hall, said: "As an increasing number of guests who use our facilities travel here in electric vehicles, we are now happy to be able to offer EV charging services in our on-site car parks.

"The Sync Energy chargers have delivered exactly what we wanted, and we've already had great feedback from guests who have taken advantage of this new amenity."

Nine in 10 drivers would prioritise industry accreditation when choosing a home EV charger

A CLEAR majority of prospective EV buyers say they would want the provider of a new charge point for their home to have some form of industry accreditation – more than any other criteria that might influence their choice of charger.

The research, commissioned by Andersen – one of Britain's home charge point manufacturers, asked petrol and diesel drivers which factors would most influence their choice of charge point provider if they were to make the shift to EV. 87% of respondents said 'industry accreditation' would be 'very important' or 'somewhat important' to them; a figure that rises to 93% among those aged between 18 and 24.

The survey also revealed that 63% of respondents ranked affordability as a key factor in choosing a supplier, while a long warranty was important for 42%, followed by whether the charge point is compatible with their energy provider (34%).

Andersen's in-house installation team gained Which? Trusted Trader accreditation in 2024, confirming that the business attained the highest standards during a rigorous assessment process. The brand was also named Which? Trusted Trader of the Month for January 2025.

First works funded by the UK Government under the Thames Freeport seed capital programme

FLEETE, a provider of fleet charging solutions, has begun construction on a dedicated commercial vehicle electric charging hub believed to be the largest in the UK, a shared facility located in the Port of Tilbury, with completion targeted for December 2025.

The project is the first works funded by the UK Government under the Thames Freeport seed capital programme, which advances clean energy technology crucial to the Port of Tilbury's drive toward net zero emissions.

The £1 million in Freeport seed capital funding awarded to Fleete supports the development of a 5 megawatt (MW) electric commercial vehicle charging station with 16 rapid chargers that can serve up to 16 electric heavy goods vehicles (HGVs) at once. The investment will accelerate the Port of Tilbury's green energy transition, helping to improve air quality for local communities and supporting businesses capitalise on new opportunities in sustainable transport, driving economic growth and job creation.

Serving as a vital 'clean fuel' charging point along the A13 corridor into London, the new facility will meet rising traffic demands from major developments within the Thames Freeport programme.

The largest of the Thames ports, the Port of Tilbury is a key location for major transportation and logistics operations with more than 10,000 vehicle movements at port every day. With over 60 companies with commercial vehicle fleets registered as tenants at the port, including major hauliers and container transporters, the demand for sustainable transport solutions is more urgent than ever. Currently the Port of Tilbury faces key challenges in decarbonising heavy transport including infrastructure limitations, land availability and grid capacity.

Fleete's new EV Charging Hub directly addresses these barriers to fleet electrification, providing a reliable, high-capacity charging solution.

Strategically designed and located for large fleet operators, the Port of Tilbury EV Charging Hub will feature:

1. 12 ultra-fast chargers each capable of delivering up to 360 kW of power, optimised for heavy goods vehicles and commercial fleets, supplied by Heliox; and four chargers via the Voltempo™ HyperCharging Megawatt Charging System funded through the eFREIGHT 2030 project.[1]
2. Fair and efficient sharing of grid capacity between Port of Tilbury tenants, using intelligent energy management systems.
3. Accessibility to EV charging for fleets operating in and passing through the Port of Tilbury area.[2]

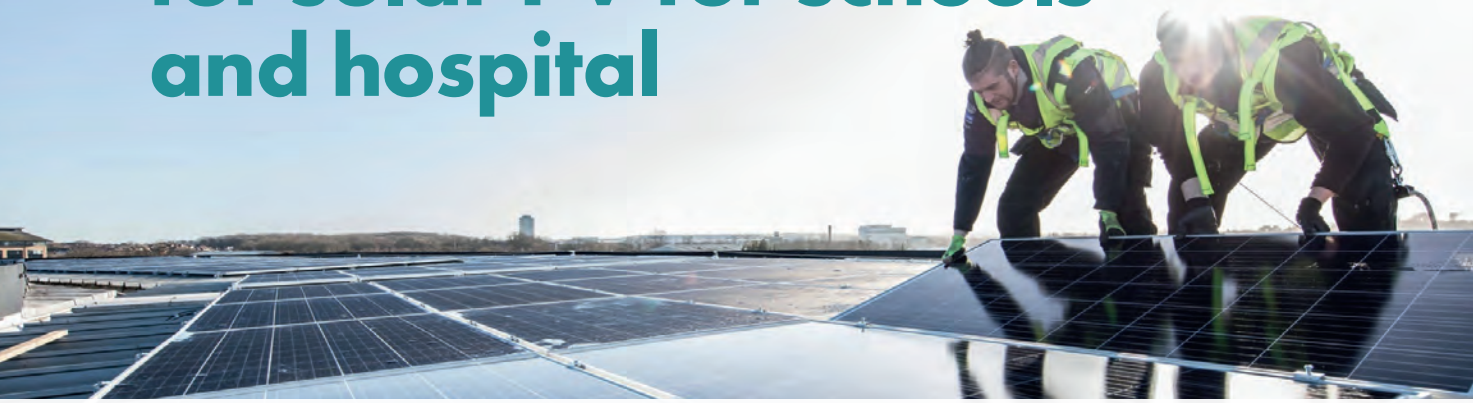
Footnotes

1 eFREIGHT 2030 is part of the UK Government's Zero Emission HGV and Infrastructure Demonstration programme.

2 Services available only to commercial vehicle operators who have agreed to Fleete's Terms & Conditions.

Port of Tilbury

Government's £180m fund for solar PV for schools and hospital



With the public sector finally embracing its renewable energy potential thanks to the latest investment promise from Government-backed GB Energy, the private sector should feel more confident than ever in renewables, according to Anthony Maguire, Managing Director of Longevity Power, the independent strategic renewable energy consultancy.

The £180m earmarked for schools and hospitals is a welcome step in the right direction, with local governments across the country already staking their claim, including London, Cornwall and Dorset.

Solar PV provides proven long-term savings by reducing energy bills., however, the initial capital investment needed has historically been a barrier to rollout, especially for publicly funded institutions with tight budgets.

Many schools lease their buildings or don't directly pay energy bills, which can make it harder to justify capital projects. Until recently, there has been little appetite or support to guide schools through the feasibility, design and installation process for solar PV.

However, Maguire believes the Government's recent investment in solar PV for schools and hospitals will, in turn, encourage organisations in the commercial space to follow suit and commit to renewables as well. Maguire also warned that the Government must address the problems regarding UK's energy grid constraints for the country to fulfil its plans and become a clean energy superpower.

www.longevity-power.com

'Record renewables generation underscores untapped potential of commercial solar' says Solivus

RECENT UK renewables statistics showcase significant progress but also highlight the crucial role that commercial rooftop solar installations must play in the country's renewable energy transition, states solar expert, Solivus.

According to the latest Energy Trends report[1] from the Department of Energy Security and Net Zero (DESNZ), renewable energy accounted for more than half (50.8%) of the UK's electricity generation for the first time in 2024. Solar power alone reached a record high, increasing by 6.5% to 14.8TWh. However, despite domestic solar installations comprising the majority of solar volume, they contribute only 30% of the UK's total solar capacity.

While these figures mark significant progress in the UK's low-carbon economy, lightweight solar specialist, Solivus, argues that commercial rooftop solar remains an underutilised opportunity.

Jo Parker-Swift, CEO and founder of Solivus, stated: "Solar power is central to the UK's net zero ambitions and it's incredible to see the country's solar capacity growing at such an impressive rate. However, much of the focus remains on residential installations, while the real game changer lies in the expansion of commercial solar. This is where we have the potential for a seismic shift in how we generate and consume power.

"A single home installing solar panels is a win, but a large-scale commercial or industrial outlet outfitting its entire facility with rooftop solar is transformative. Businesses, particularly energy-intensive ones, consume significantly more electricity than residential properties. Their adoption of solar not only reduces demand on the grid but also decreases reliance on fossil fuels and strengthens the UK's renewable energy infrastructure."

Despite the benefits, a recent analysis reveals that less than 10% of the UK's non-domestic buildings currently utilise their available rooftop space for solar energy.[2] By harnessing this untapped potential, commercial buildings could generate an estimated 117TWh of electricity annually – enough to power approximately 30 million homes, exceeding the total number of households in the UK. Financially, this could equate to savings of £35 billion, with lifetime savings reaching £703 billion.

www.solivus.com

Footnotes

1 https://www.gov.uk/government/collections/energy-trends
2 https://tinyurl.com/rooftopspace

Anker SOLIX and Segen join forces to expand energy storage solutions in the UK and Ireland

ANKER SOLIX, a provider of innovative battery storage and power solutions, has announced a new partnership with Segen, the UK's largest distributor of renewable energy technologies.

Through this collaboration, installers across Ireland will gain access to the full range of Anker SOLIX X1 Home Energy Storage (HES) systems, including both single- and three-phase models in the future. With its all-in-one, ultra-slim minimalist design and advanced functionality, the X1 sets a new benchmark in the industry.

Kelvin Cao, CEO of Anker SOLIX Europe and President of Energy Storage, says: "We are excited to partner with Segen, a key player in the UK renewable energy market. This collaboration marks a major milestone as we introduce Anker SOLIX to a wider audience. Segen's strong market position, dedication to innovation and outstanding customer service make them the perfect partner for us and our mission."

Christofer Fisher, Segen's Senior Technical Product Manager, comments: "Segen are delighted to be working with Anker SOLIX. This product range perfectly balances market leading technologies and easy-to-use features that customers will fall in love with. Our values and commitment towards providing customers with the best level of support are mirrored by Anker SOLIX, and we are thrilled to be collaborating for the launch of the X1 to our market."

www.ankersolix.com
www.segen.co.uk

So Energy announces solar power payment plan with Hometree to provide solar panels from £75 per month

SO ENERGY has announced the launch of a new solar power payment solution in partnership with Hometree Finance, enabling homeowners to spread the cost of installing solar panels from as little as £75 per month*.

With Hometree Finance's innovative solar lease, consumers can spread the cost of their solar panel installation over five-25 years, and will have access to unique benefits – such as all-inclusive cover for maintenance and repairs throughout the contract lifetime and full replacement protection that promises to replace any equipment that fails during the plan term, at no extra cost.

The cost savings of solar energy already speak for themselves, with So Energy reporting that customers can save up to 70% on their energy bills by using the energy they generate through their panels. As a clean and renewable energy source, solar power also offers homeowners the opportunity to significantly reduce their carbon dioxide emissions – the average home in the UK can save around one tonne of carbon per year by installing solar panels.*

The solar plan is available to both new and existing So Energy customers in England and Wales looking to upgrade to solar power. To receive a quote, consumers simply complete a short home survey and can then apply online through Hometree Finance. Offers are subject to status and finance agreement, with installation by So Energy's expert engineers within four to six weeks.

*Price varies, apply for your personal quote.
Offers are subject to status and finance agreement.

www.so.energy/solar/hometree-solar

Increased concern for rural households

60% of rural households are more concerned about costs of switching to low carbon heating than three years ago, as liquid fuel heating industry sets out recommendations to Government.

THE Government is being urged to set out a clear road map for decarbonising rural households in its upcoming Warm Homes Plan, as a new survey of off-gas grid consumers reveals increasing concerns over the cost of transitioning to low carbon heating.

The survey of 1,364 households that use oil heating, conducted by trade associations OFTEC and UKIFDA, revealed 60% of respondents are more worried about the costs of switching to low carbon heating systems than they were three years ago.

The results have been shared ahead of the Government's expected publication of its Warm Homes Plan which will outline Labour's policy programme to deliver the UK's net zero targets. There are an estimated 1.7 million oil households in the UK who could be affected.

The survey also revealed:

1. Over 85% said the Government's decisions around how rural homes transition onto cleaner technologies will be an important factor in how they vote at the next general election.
2. Almost half of respondents (46%) surveyed have written to their local MP to ask for clarity over the changes they will be expected to make to their home.
3. Over 98% support for giving oil heated homes the choice of switching to a renewable liquid fuel such as Hydrotreated Vegetable Oil (HVO).

Trade associations OFTEC and UKIFDA have written to Miatta Fahnbulleh, the minister responsible for the Warm Homes Plan, outlining five key recommendations to successfully deliver off-grid decarbonisation for rural homes as part of its strategy.

Five key recommendations:

1. The location, age and construction of the UK's 1.7 million oil heated homes creates unique decarbonisation challenges which require a bespoke approach.
2. Focus on desired outcomes, not technology, through a technology neutral approach which provides genuine choice for oil heated households.
3. Have a consistent policy with the devolved and Irish Governments in recognising bioenergy will have an important role in achieving net zero.
4. Alongside heat pumps, encourage alternative solutions such as renewable liquid fuels to make decarbonisation easy, affordable and non-disruptive.
5. Enable a market mechanism for renewable liquid fuels by implementing Section 159 of the Energy Act 2023, which will lower costs for consumers and equalise the duty on these fuels with that of kerosene when they are used for home heating.

www.oftec.org

Grace Homes sets benchmark for sustainable living with Mitsubishi Electric heat pumps

GRACE Homes, a luxury property development company building homes in Northamptonshire and Leicestershire, is setting a high benchmark for sustainable living. The company has integrated air source heat pumps from Mitsubishi Electric at its Sysonby Lodge development in Melton Mowbray.

Sysonby Lodge includes a courtyard of mews-style properties, detached and semi-detached homes and 10 luxury residences in a renovated Grade II-listed lodge. Each property has been equipped with Mitsubishi Electric Ecodan heat pump, alongside other sustainable technologies including photovoltaic (PV) solar panels and battery storage solutions.

This approach has allowed Grace Homes to achieve the highest Energy Performance Certificate (EPC) A ratings, which align with the UK government's Future Homes Standards.

As part of this collaboration, Mitsubishi Electric provided design support with detailed heating and hot water system drawings for each property, ensuring seamless Ecodan heat pump installations. The technical support team offered ongoing assistance, including troubleshooting and video consultations, to ensure smooth project execution.

The heat pumps were installed by Nigel Smith Plumbing & Mechanical Services Ltd, an accredited installer that had completed approved Mitsubishi Electric training.

www.les.mitsubishielectric.co.uk/products/residential-heating

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

The survey results found:

1. More than a third of UK schools continue to grapple with key challenges in achieving heating system decarbonisation.
2. Technical difficulties, power requirements and funding were among the challenges facing schools upgrading to low carbon heating solutions.
3. Despite these issues, 90% of schools report net zero as a key priority, while an additional 99% confirmed that they already have net zero plans in place.
4. 93% of school estates managers would likely consider installing a hybrid heat pump system.

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 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. Both groups also agreed that additional electricity capacity needed for low carbon heating solutions was a challenge.

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 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 they 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.

www.baxi.co.uk/commercial/help-and-advice/knowledge-hub/decarbonising-heat-in-schools-challenges-and-opportunities

Beyond the hire: How rental solutions fuel business resilience

By Russell Boswell-Munday, Sales Director, Carrier Rental Systems UK&I and John Gallagher-Worthington, Sales Director, SLD Pumps and Power, both Carrier companies

RENTAL solutions should form a critical part of a company's business continuity strategy. Russell Boswell-Munday, Sales Director at Carrier Rental Systems UK&I, and John Gallagher-Worthington, Sales Director at SLD Pumps and Power, explain how a proactive approach can help businesses turn temporary solutions into lasting resilience.

Russell Boswell-Munday

John Gallagher-Worthington

In uncertain times, businesses face an increasing number of risks: supply chain disruptions, extreme weather and energy market volatility, to name a few. Yet, many organisations still treat HVAC, power and pump rentals as a reactive measure, a short-term solution to an urgent problem. The reality is far more strategic. Temporary rental solutions are not just about plugging gaps, they are integral to long-term resilience planning, sustainability measures and cost-effective operations.

For industries that rely on HVAC, power and pumping systems, an unexpected failure can be catastrophic. According to data from Companies House, more than 15,000 construction businesses ceased operations in the first 10 months of 2024[1], with more than 70% experiencing major weather-related delays, notably from extreme heat. Manufacturing plants facing a chiller breakdown, data centres experiencing power loss, or construction projects encountering unforeseen

site conditions can all see productivity grind to a halt without the right contingency measures in place.

Yet, we frequently see businesses focusing on what to do when a 'maximum failure' crisis occurs, rather than planning ahead to mitigate potential risks. The truth is, having a robust contingency plan with rental solutions integrated into it can make the difference between hours of downtime and a seamless transition to an alternative system.

Emergency response versus smart planning

Unplanned outages can disrupt operations, damage reputations and result in significant financial losses. Yet, many businesses fail to recognise that a robust contingency strategy goes beyond having backup equipment on standby. It requires a holistic approach to risk management.

A good example is the increased frequency of extreme weather events affecting power infrastructure and HVAC performance. Flooding, heatwaves and storms can all disrupt operations, yet many businesses still rely on ad-hoc responses rather than structured contingency plans.

By integrating rental solutions into resilience planning, businesses can safeguard against the unpredictable. Temporary chillers, for example, can boost cooling capacity during extreme heat events to help meet cooling demand in environments such as data centres and healthcare facilities. Similarly, rental power solutions can mitigate risks associated with grid instability, ensuring uninterrupted operations in energy-intensive industries.

A well-thought-out contingency plan ensures that businesses have pre-arranged rental equipment specifications, logistical pathways and installation procedures. This level of preparedness can reduce reaction time in the event of an emergency. For instance, data centres rely on uninterrupted power supply systems to maintain server integrity, but without a pre-existing plan, even a brief outage could result in significant data loss and operational disruption. By working with a specialist provider in advance, businesses can have rapid-deployment solutions tailored to their exact requirements, ensuring operational continuity when it matters most.

Carrier's rental experts act as strategic partners, helping businesses assess their risks, identify potential vulnerabilities and develop proactive rental strategies that ensure they are never caught off guard.

Continued overleaf

Footnote

1 www.constructionnews.co.uk/sections/long-reads/data-dig-weather-woes-business-failures-and-material-changes-13-02-2025/

"Unplanned outages can damage reputations."

Continued from previous page

The business case for rental is more than just cost savings

The decision to hire rather than buy is often viewed through the lens of cost-efficiency. While avoiding capital expenditure can be a clear advantage, the real value of rental solutions extends far beyond financial savings.

1. **Access to cutting-edge technology**
   Renting equipment ensures businesses are always using the latest, most efficient technology without the risk of obsolescence. HVAC and power solutions are evolving and newer models contain more advanced technology, which helps to improve their energy efficiency, reduce emissions and offer smart monitoring capabilities.
2. **Flexibility and scalability**
   Industries such as construction, live events and utilities, require scalable solutions that can adapt to fluctuating demands. In the events sector, temporary cooling is often critical for maintaining ice integrity at seasonal outdoor ice rinks or ensuring climate control in large marquees and temporary venues. Meanwhile, utility providers may need rapidly deployable backup generators during maintenance shutdowns or emergency repairs. Temporary solutions give businesses the flexibility to scale HVAC and power support up or down as needed, without the cost and complexity of storing and maintaining idle equipment.
3. **Risk mitigation and compliance**
   As regulatory pressures increase, particularly in emissions reduction and energy efficiency, owning equipment can create long-term compliance challenges. As an example, the introduction of low-emission zones and tighter restrictions on diesel-powered generators in urban areas are making some older equipment obsolete or non-compliant. Rental solutions ensure businesses can adapt to evolving legislation without major capital reinvestments.
4. **Lifecycle asset management**
   Rental solutions can form part of a broader and more holistic asset management strategy, where a service agreement can predict when assets need maintenance or upgrading. The rental solution can seamlessly integrate to minimise operational downtime while the maintenance is being completed.
5. **Temperature control emergency planning service**
   Carrier's Temperature Control Emergency Planning Service (TCEPS) offers more than just a contingency against costly downtime. With tailored plans that offer rapid access to rental heating, cooling and steam solutions, TCEPS supports uninterrupted service delivery. It strengthens duty of care, safeguards reputations and ensures compliance, while enabling facilities managers and business leaders to proactively manage risk.

Sustainability and the role of temporary solutions

Sustainability is a key driver for businesses today, with net-zero targets becoming an operational priority. While temporary solutions have traditionally been viewed as stopgaps rather than sustainable options, the rental industry has evolved to actively support decarbonisation efforts.

Inefficient, outdated HVAC and power systems can consume excessive energy, leading to waste and inflated emissions. By incorporating high-efficiency rental solutions into operations, businesses can help reduce their carbon footprint. Modern rental chillers utilise lower Global Warming Potential (GWP) refrigerants, while hybrid power solutions integrate battery storage and renewable energy sources to minimise diesel dependency.

For companies working towards net-zero targets, rental solutions offer a bridge between current infrastructure and long-term sustainable investments. Instead of replacing an entire fixed chiller plant with an immediate capital outlay, businesses can integrate energy-efficient rental solutions while planning for a permanent transition to newer technologies.

There is a growing demand for hybrid rental solutions that combine renewables with traditional power sources. Battery storage, solar integration and ultra-efficient generators are now viable rental options, enabling businesses to reduce emissions without compromising performance.

The future of rental

The landscape of temporary HVAC, power and pumping solutions is rapidly changing. Emerging technologies are driving improvements in efficiency, sustainability and reliability. Smart monitoring and reporting, AI-driven performance optimisation and predictive maintenance are becoming standard features in rental solutions, allowing businesses to operate with greater control and foresight.

As industries face increased regulatory scrutiny, rental solutions will play a critical role in helping businesses stay compliant without long-term financial risk. The ability to adapt quickly to new environmental standards without significant capital expenditure makes rental an attractive option for businesses seeking both flexibility and sustainability.

A smarter way to plan for the future

Business resilience is not about reacting to crises; it's about preparing for them. Temporary rental solutions should not be seen as a last-minute fix but as an essential component of a robust contingency strategy. By integrating temporary HVAC, power and pumping solutions into long-term operational strategies, businesses can achieve greater efficiency, sustainability and reliability.

It's time to shift the conversation from short-term rentals to long-term resilience. At Carrier, through Carrier Rental Systems and SLD Pumps & Power, we are committed to helping businesses transition from reactive problem-solving to proactive resilience planning. When it comes to business continuity, there is far more to us than meets the eye.

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For all your registration needs visit www.oftec.org

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Insight:

Digitalisation and the future of low-carbon housing

By Tom Brough, GTC Sales and Marketing Director

Tom Brough, GTC Sales and Marketing Director

THE UK housing sector is at the forefront of a digital transformation, as the nation pushes towards a sustainable, net-zero future. Digitalisation is reshaping the way homes are built, managed and lived in, playing a pivotal role in reducing carbon emissions and enhancing energy efficiency.

By leveraging smart technologies, digitalisation enables seamless integration between low-carbon heating systems, the electricity grid and user interfaces, making sustainable living both practical and accessible.

Heating, which traditionally depended on carbon-intensive sources, has become a critical area of focus in this digital transformation. Low-carbon heating systems like networked ground source heat pumps and community heat hubs, when coupled with smart technologies like a Passiv smart thermostat, create sophisticated ecosystems where data is used to optimise energy use, enhance comfort and support grid stability. Through this digital integration, homes can achieve high efficiency without placing undue strain on the grid, making electrification sustainable at scale.

The role of digitalisation in decarbonising the UK housing sector

Digitalisation is transforming the UK housing sector by enabling data-driven insights, automation and connectivity between systems. This shift plays a significant role in decarbonising homes, aligning with the Future Homes Standard, which mandates new homes to achieve high energy efficiency and low-carbon emissions. With the help of digital technologies, energy-efficient heating systems can now operate in harmony with the electricity grid, balancing energy demand and supply while giving users greater control over their consumption.

Networked ground source heat pumps: a digital-ready, low-carbon solution

Networked ground source heat pumps, when installed as part of a smart bundled solution, can meet the demands of modern, digitalised homes. Networked ground source heat pumps work by extracting thermal energy stored in the ground, which is then amplified by a heat pump to provide consistent, efficient heating. As an electrically driven system, networked ground source heat pumps represent an essential component of electrification efforts, but their digital capabilities are what truly enhance their value.

When integrated with smart thermostat technology, networked ground source heat pumps enable residents to set their comfort levels. The device then optimises the home's energy use in real-time, making informed adjustments. This removes the need for manual adjustment, creating a seamless, easy-to-use home energy management system.

This smart technology also contributes to grid stability by allowing homes to respond to demand-side incentives. For example, users can be incentivised to reduce their heating demand during peak times, reducing pressure on the grid and lowering overall energy costs. This level of digital flexibility makes homes future-proofed, supporting not only today's energy needs but also those of a rapidly evolving, decarbonised energy landscape.

Westland Heath Community Heat Hub in Sudbury, Suffolk. The first low-rise, low-density heat network of its kind to secure planning permission in the UK, now live and delivering low carbon heat and hot water to new homeowners

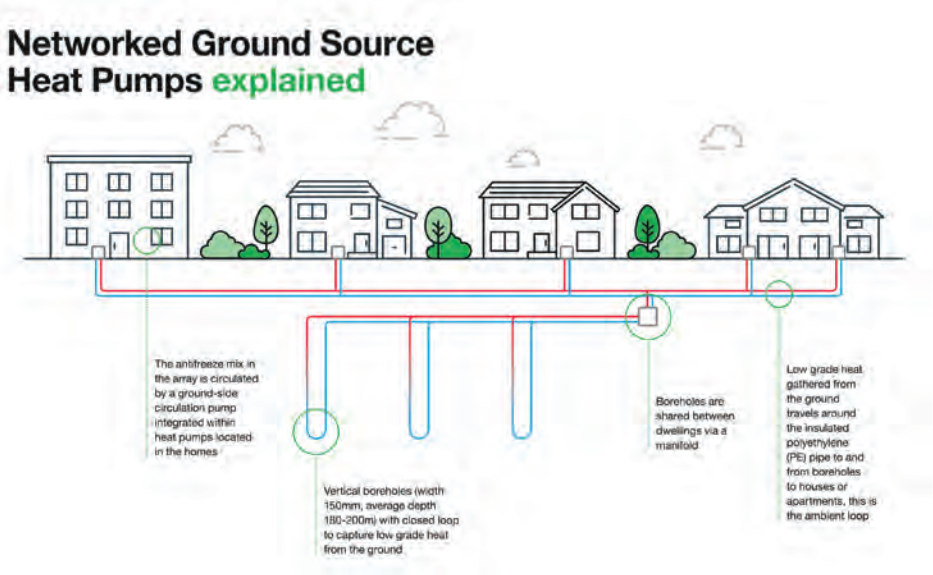
Community heat hubs: centralised, digitalised heating for larger developments

Community heat hubs bring low-carbon heating to multi-unit developments and urban communities, where individual heat pumps may not be feasible. Community heat hubs use a shared heat network to distribute renewable heat to multiple homes, centralising energy use and creating efficiencies that align well with grid demands. Through digitalisation, community heat hubs offer even greater benefits, with smart systems that allow for heat demand to be controlled, monitored and balanced across the development.

By integrating community heat hubs with Passiv's digital energy management platform, a cohesive, adaptable system is created that operates efficiently at scale. The digital energy management platform provides real-time data on energy consumption across the hub, enabling responsive heat distribution that matches both user demand and grid capacity. This digital integration also offers housebuilders a scalable, future-ready solution that supports both cost efficiency and compliance with sustainability standards, making it easier to create smart, low-carbon communities.

Benefits for housebuilders, residents, and the grid: a digital ecosystem for low-carbon living

Combining networked ground source heat pumps and community heat hubs with smart thermostat technology creates a digital ecosystem that benefits housebuilders, residents, and the grid alike, (see panel below):



> "Through innovation and forward thinking we are helping to build a resilient, low-carbon housing market."

Towards a digitalised, low-carbon future in housing

Low-carbon, digital-ready heating solutions are shaping the future of sustainable housing in the UK. Through networked ground source heat pumps and community heat hubs, homes are being created that meet the UK's electrification and decarbonisation goals, supporting a seamless, data-driven experience for housebuilders, residents and communities.

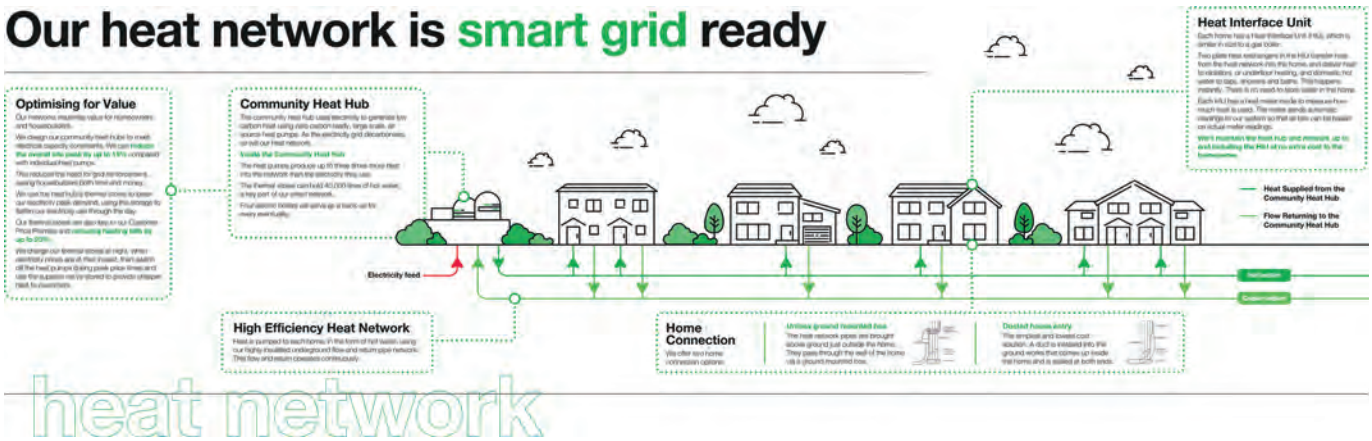
By embracing digitalisation, the UK housing sector can accelerate its journey to net-zero, creating homes that are not only energy-efficient but also intelligent, adaptable and ready for the future. Through innovation and forward thinking we are helping to build a resilient, low-carbon housing market that benefits everyone – from developers and residents to the energy grid that powers the nation.

www.gtc-uk.co.uk

For housebuilders: Digitalised heating solutions provide a direct path to compliance with the Future Homes Standard, reducing the complexity of regulatory requirements while delivering enhanced value to prospective buyers. Networked ground source heat pumps and community heat hubs, coupled with smart controls, make new homes attractive to modern buyers seeking environmentally friendly, tech-enabled features.

For residents: Digitalisation offers unprecedented control and transparency, enabling residents to interact with their heating system in meaningful ways. Smart thermostats allow users to set heating preferences, track consumption and make data-driven adjustments, creating a balance of comfort and cost-efficiency. By taking charge of their energy use, residents can significantly reduce their environmental impact while enjoying a high standard of living.

For the grid: As electrification progresses, the ability to manage energy demand digitally is invaluable for maintaining grid stability. Networked ground source heat pumps and community heat hubs, enhanced by intelligent energy management, allow for demand to be spread across off-peak times, reducing load during peak hours. This digitalised demand management helps balance supply and demand, making the grid more resilient and adaptable as it supports the transition to renewable energy sources.



Optimising energy efficiency in leisure facilities with advanced burner technology

Leisure centres, spas and swimming pools are among the most energy-intensive facilities to operate says Graham Barker, Sales and Service Director, Riello Burners.

HEATING water for pools, saunas and steam rooms, as well as maintaining comfortable air temperatures, places a significant demand on energy resources. With rising operational costs and increasing regulatory pressure to reduce emissions, leisure facility managers are feeling the pressure to look towards smarter, more efficient heating solutions.

One key area that is often overlooked is the choice of burner technology. Traditional heating systems often struggle to balance energy consumption with performance, leading to inefficiencies that increase costs and carbon footprints. However, the integration of high-performance burners, can help leisure facilities make steps to improve energy efficiency, sustainability, and cost-effectiveness.

Reducing energy use with targeted combustion control

Modern burners can incorporate combustion head technology intended to reduce energy losses by improving the way fuel and air are mixed. Some designs include staged air introduction and internal flue gas recirculation to help manage emissions. By maintaining a stable air-fuel ratio – often through independently regulated on-board servomotors with electronic cam controls – burners may curb unnecessary fuel consumption and moderate operating costs.

For facilities that maintain continuous heating (e.g. pools, spas) this approach can contribute to more consistent water and air temperatures by helping to avoid sharp increases in energy use. Actual results may vary depending on factors such as equipment condition, operational practices, and facility size.

Managing operational costs with automated burner adjustments

Certain burner models offer variable speed fans and oxygen trim systems, allowing real-time adjustments of combustion parameters. When properly installed and maintained, these features can lower excess air levels during operation, potentially decreasing electricity use and mechanical strain on the system's motor. Over time, this may also reduce noise and extend equipment lifespan.

Because many leisure facilities operate within strict budget constraints, burners designed to minimise regular maintenance may help lower service expenses and downtime. Actual maintenance outcomes depend on adherence to recommended servicing schedules and overall system usage.

Considering hydrogen-ready burners for long-term planning

With the possibility of hydrogen blends entering the UK's natural gas supply, some burner series (including certain Riello models) are certified to operate on up to 20% hydrogen. This certification is intended to simplify future compliance if regulations or industry practices move toward higher hydrogen content. In some cases, however, additional modifications could be required if hydrogen levels exceed the certified threshold. Facility managers may wish to assess this option in light of potential regulatory developments or strategic planning goals.

Addressing regulatory requirements with low-NOx solutions

In response to stricter air quality standards – particularly in densely populated or environmentally sensitive areas – Riello's ULX burners are specifically engineered to achieve NOx emissions as low as 30 mg/kWh.

This design feature may reduce or eliminate the need for post-combustion abatement measures in settings where NOx limits are tightly regulated. For facilities subject to local emissions rules, selecting a burner with established low-NOx performance can support compliance and help maintain air-quality standards.

Real-world emissions can vary based on factors including installation quality, system tuning, and ongoing maintenance.

> "One key area that is often overlooked is the choice of burner technology."

A practical approach to heating leisure facilities

As an example, Riello's range of hydrogen-ready and low-NOx burners is designed for facilities – including sports and leisure centres – that anticipate stricter emissions requirements and possible future shifts in fuel composition.

These burners feature advanced combustion controls and flexible fuel compatibility, which may help improve heating efficiency under appropriate operating and maintenance conditions. Actual results will vary based on factors such as system design, usage patterns, and adherence to recommended servicing intervals.

For more details on specifications or to discuss how these solutions might fit your facility's plans, visit **www.rielloburners.co.uk**

The role of exhaust air heat pumps in urban decarbonisation efforts

By Paul Smith, Managing Director, NIBE Energy Systems UK

AS the UK intensifies efforts to reach net-zero emissions by 2050, the complexity of decarbonising heat in urban environments remains one of our biggest challenges. High-density housing limited outdoor space and ageing building stock present real obstacles to the wide-scale deployment of conventional low-carbon technologies like air source heat pumps (ASHPs) or ground source heat pumps (GSHPs).

We need a range of solutions to address this. Where alternatives such as GSHPs or shared heat networks aren't viable, and in properties where external units are impractical, exhaust air heat pumps (EAHPs) offer a compelling and scalable answer.

Why EAHPs suit flats and compact urban housing

EAHPs are currently best known for their use in flats and apartments, and for good reason. Our models deliver up to 7kW of heat output, which makes them ideally suited to smaller, better-insulated homes typically found in multi-residential developments. This is particularly relevant as housing regulations evolve. The Future Homes Standard, due for implementation this year, will require significantly lower heat loss properties across new builds. As insulation improves, so too does the suitability of EAHPs for a broader range of property types, including all types of family homes.

Unlike traditional ASHPs, EAHPs extract energy from the warm, stale air inside a property (typically from kitchens and bathrooms) and repurpose it to provide heating and hot water, all without requiring an external unit. This makes them especially suitable for space-constrained, high-density urban settings where planning constraints or limited external wall space might otherwise limit options.

Future-proof technology aligned with policy priorities

EAHPs are more than just compact heat sources – they also serve as integrated ventilation solutions. With indoor air quality (IAQ) gaining increased focus in urban environments, ventilation has become a critical consideration in building design. While we don't need to refer specifically to Approved Document F, mechanical ventilation systems such as extract-only and mechanical ventilation with heat recovery (MVHR) are important components of modern homes. EAHPs are available in both configurations – with our S735 model operating as an extract-only system – helping to maintain indoor air quality, particularly in air-tight, high-density housing.

Separately, overheating in buildings has emerged as another major concern, addressed through regulations such as Part O. To help mitigate overheating risk in new-build urban apartments, active cooling functionality is increasingly being specified. Our S735C model includes active cooling, offering developers and specifiers a powerful tool to help meet these requirements while also delivering heating and hot water.

EAHPs extract energy from the warm, stale air inside a property (typically from kitchens and bathrooms) and repurpose it to provide heating and hot water, all without requiring an external unit

Paul Smith, Managing Director, NIBE Energy Systems UK

In countries like Sweden and Germany, EAHPs are already a core part of the energy strategy for urban dwellings. The UK has the opportunity to follow suit, but we must act decisively.

Unlocking large-scale adoption in the UK

There is strong momentum behind heat pumps. The Government's ambition to install 600,000 units annually by 2028 sends a clear message, yet uptake still lags behind. In 2024, gas boilers continued to outpace heat pump installations by 15 to one. While schemes like the £7,500 boiler upgrade scheme (BUS) are welcome, planning delays and a lack of awareness remain major barriers.

EAHPs offer a practical, readily deployable solution, but they need a level playing field. To accelerate adoption in urban areas, we must:

- Include and champion a broader range of heat pump solutions in industry conversations.
- Educate developers and specifiers on where EAHPs can be used instead of external-unit technologies.
- Ensure ventilation and indoor air quality remain central to the decarbonisation conversation.

Recognition for innovation

NIBE's own work in this space has been recognised across the sector. Our S735 Exhaust Air Heat Pump was awarded a winner at several industry awards.

We need all types of heat pumps to decarbonise the UK's diverse housing stock. But this year, we must go further and deeper. With the right policy support and industry alignment, they can be a future-proof, high-impact solution across a much broader segment of homes.

It's time to think differently, and act boldly, about the role exhaust air heat pumps can play in the future of home heating.

www.nibe.eu/en-gb

When things go wrong: navigating customer disputes in renewable installations

Understanding the tolls of disputes and how to handle them

By Samuel Girven, Marketing and Partnerships Manager at QURE Group

WORKING in the renewable energy sector is not without its challenges. From keeping pace with shifting regulations, renewing certifications and staying on top of new technologies, installers already have more than enough on their plates. Yet through it all, one thing remains constant: the dedication to delivering quality workmanship and excellent customer service and that is something I genuinely admire.

Challenges

But what happens when a customer challenges that work? When a complaint is raised – or worse, a formal dispute? It can be tough, not just because of the practical implications, but because it feels personal. I speak to installers regularly and hear just how emotionally draining these situations can be – especially when you have poured everything into a job you are proud of.

Disputes can be difficult to manage, particularly when you don't know where to turn. But with the right tools in place can make all the difference, protecting your reputation, supporting your cashflow, and maintaining positive customer relationships.

Samuel Girven, Marketing and Partnerships Manager at QURE Group

Beyond the surface: the real cost of disputes

At first glance, a dispute might seem like nothing more than a few awkward emails or a tense conversation. But it runs much deeper – for both installers and customers.

Reputation is often the first casualty, for an installer. In today's digital world, online reviews carry significant weight. One unresolved issue can quickly escalate, leaving lasting reputational damage that is hard to undo.

Then there is the financial impact. Disputes can result in delayed payments, tie up final balances and lead to return visits to site – bringing additional costs. In more serious cases, they may even result in legal action. With the average wait time for small claims court now nearing 12 months*, that is a long and expensive road most businesses would rather avoid.

But the most overlooked cost is the mental toll. As someone who works closely with installers, I have heard time and time again how stressful these situations can be; the frustration, the sleepless nights and the feeling of being stuck with no clear way forward. In some cases, disputes have pushed experienced tradespeople to question whether to stay in the industry at all.

*(Civil Justice Statistics Quarterly: October to December 2024 – GOV.UK)

Not because they do not love the work, but because of the emotional strain these issues can bring.

Disputes do not just affect a single project. They can have a ripple effect, draining your time, energy and resources. Learning how to manage them is essential for any installer looking to protect their business and their wellbeing.

How to manage a dispute – keeping your business moving

Running a business in this industry means wearing a lot of hats. One day you are fitting panels on a roof, the next you're sorting invoices, chasing payments or applying for funding. It is a lot to manage, and let us be honest, no one looks forward to adding 'handle a customer dispute' to their ever-growing to-do list.

But when one does arise, it can throw everything off course. That is why having a clear, consistent process in place can make all the difference. It gives you confidence, keeps the job moving and allows you to focus on running your business.

I am lucky to work alongside by a brilliant team of industry experts and dispute resolution professionals here at QURE Group. One of them is our Senior Mediator, Tracy Dilworth, who's spent years helping installers and homeowners navigate even the most difficult situations and find fair, workable outcomes.

I asked Tracy for her top tips when it comes to handling disputes during the first stages. She has shared a simple, effective three-step approach that is helped hundreds of installers stay in control when things get tense.

> "Reputation is often first casualty for an installer."

Step 1 – acknowledgement

It is fair to say customer complaints are as inevitable as Monday mornings. But while complaints may be unavoidable, turning them into opportunities is entirely within your control. Every business receives complaints, but what is important is how you choose to handle them, which can make all the difference. Therefore, acknowledging customer concerns early is key. Do not ignore or delay a response, as this only allows the issue to get worse, often turning a small problem into a major one. Acting quickly not only shows that you care but also builds trust. Responding to your customers to let them know you are aware of the issue and working on it goes a long way!

Step 2 – gathering the facts

One of the most crucial aspects of resolving a complaint effectively is gathering the right facts. The more accurately you understand the issue, the better equipped you are to offer a fair and reasonable outcome to your customers. Gathering the facts is the foundation of resolving any customer complaints effectively. By listening actively, asking the right questions, confirming details and remaining neutral, businesses can fully understand the problem and find the best solution.

Step 3 – communication

When a customer raises a complaint, be sure to ask clear, open-ended questions to fully understand the situation. What exactly happened? When did it occur? Who was involved? Avoid assumptions, as even well-meaning guesses can lead to misunderstandings that frustrate customers further. Instead, listen carefully and let the customer tell their side without interruption. Not only does this help clarify the facts, but it also shows respect and empathy, qualities that go a long way in building loyalty. Once you have all the information, keep your communication clear and consistent and let the customer know what is happening and when they can expect an update.

What's next? Considering independent support

Sometimes, even when you have done everything by the book, things can still reach a deadlock. But that is exactly why it is worth thinking about independent, impartial support. I have worked in the home improvement sector for almost four years now and seen attitudes shift. It is no longer seen as a weakness to look for support, in fact it shows strength. It demonstrates the additional steps you are willing to take to ensure that your customers are satisfied.

Alternative dispute resolution

Alternative dispute resolution (ADR) may sound a little formal, but at its heart, it is about getting a fair, unbiased helping hand to move things forward. It is not about pointing fingers, but instead about gathering the facts, having an impartial platform to discuss and to find a resolution that works for everyone without dragging things through the costly court process.

At QURE Group, our ADR service provides access to Chartered Trading Standards Institute (CTSI) approved mediators, who are not only trained to listen and understand both sides, but also experts in home improvements, so they understand the issues presented by both parties. Resolutions are usually much quicker but also helps to keep your reputation and relationships intact.

Getting support does not mean you have failed, it means you care enough to get things resolved.

Listen carefully and let the customer tell their side without interruption

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Wolseley Group opens flagship Renewables Centre in Shrewsbury with a discovery day for installers

Juliet Loiselle, Editor of Renewable Energy Installer & Specifier magazine attended the grand opening of the Renewables Centre in Shrewsbury. The launch event welcomed installers, press, industry leaders, VIPs and suppliers from across the UK. The attendees were given the chance to explore the centre's fully operational training space and product showroom.

JOHN Hancock, COO of Wolseley Group, cut the ribbon to officially open the centre and commented: "A huge thank you to everyone for attending today's event here in Shrewsbury, it has been a fantastic opportunity to bring installers, suppliers and press all together to open our first flagship Renewables Centre. There is a demand for installers to really start ramping up installations of heat pumps over the coming years, there's a huge ambition from the Government and from the country to do this and I think we can play a key part in that and as a business be really proud that today as a start to really drive that change."

The Shrewsbury site is the first of several planned locations across the UK with Swansea set to follow shortly. Each Centre will serve as a regional hub, offering what heating professionals need to succeed in the renewables space: accredited training, MCS-certified system design, technical support, product access and business guidance.

Installers can begin fully funded air source heat pump (ASHP) training, thanks to the Government's extension of the Heat Training Grant. Courses are delivered in partnership with the National Association of Professional Inspectors and Testers (NAPIT), providing national accreditation and hands-on practical experience.

The renewables centre offers a fully integrated solution for installers – combining certified training, system design, support with MCS accreditation and access to high-quality renewable products and parts. The initiative is supported by Renewable Equipment Solutions (R.E.S), a Wolseley Group acquisition, providing additional expertise in technical design, commissioning and access to government grants such as the Boiler Upgrade Scheme (BUS).

Installers using the Renewables Centre can expect:

- Accredited training and certification.
- MCS-compliant system design and technical support.
- Fast access to high-performance renewable products.
- Practical help with installation and commissioning.
- Support through DNO approvals and BUS grant applications.
- Ongoing business support and loyalty rewards.

www.wolseley.co.uk/renewables-centre

Are you ready for InstallerSHOW?

The Renewable Energy Installer & Specifier (REI) team will be exhibiting at InstallerSHOW, which returns to NEC Birmingham from June 24th to 26th. We look forward to greeting you on our stand (5B70) with a fully-loaded goody bag.

REI spoke to Joe Sharpe, Head of Content at InstallerSHOW, about what to expect from the event in 2025:

What can visitors expect from InstallerSHOW this year?

We're going even bigger in 2025. More than 800 exhibitors will be joining us at the NEC and we're expecting more than 30,000 visitors. It was a record year for heat pump installations in 2024 and a fantastic 12 months for solar PV and battery storage installations too, so renewables will be a core focus of the show again.

This, combined with the continuation of the Boiler Upgrade Scheme, is showing the clear direction being taken by the industry. It's an exciting time for installers and exhibitors.

InstallerSHOW provides everything installers need to succeed in the renewables industry – the products, the solutions, the technical experts, the suppliers, the business advice, the software, the tools, the vans and everything in between.

Visit **https://www.installershow.com/exhibitors/** to see the hugely impressive list of who's going to be there.

What's new for renewables engineers?

- InstallerSHOW is a 'playground' for renewables engineers. As well as all the products on offer, we have invested even more in our content theatres.
- New for 2025 is the InstallerELECTRIC theatre, which will host tech talks from the ECA, CEDIA, Hager, MCS, Snap One, Voltalis, NAPIT and NICEIC.
- The Solar Pavilion returns with three days of content for those working in solar and we also have the new Build2Perform theatre from CIBSE for those working in building services, plus the NHIC Knowledge Hub.
- We're also introducing The Haus at InstallerSHOW 2025. This full-scale, Passivhaus standard two-storey house will take centre stage in Hall 4 of the NEC, serving as the heartbeat of InstallerBUILD. Designed by award-winning architects IF_DO and built using regenerative materials by Natural Building Systems, The HAUS will be well worth a visit to see the latest offerings in sustainability and innovation.

What live content will be of interest to people working in renewables?

InstallerSHOW 2025 will include a comprehensive schedule of free-to-attend live debates and seminars over 11 content streams.

Minister for Energy Consumers, Miatta Fahnbulleh MP, is leading the line-up of panel discussions, keynote talks, Q&As and interactive seminars in the elemental arena.

Visitors can get the view from the frontline of heating, plumbing and renewables on InstallerPLAZA in partnership with Vaillant.

Discuss heat pumps, World Refrigeration Day and more in the Climate Solutions Theatre, get an exclusive look at new tools in InstallerTRADES, and listen to tradespeople debating the important issues, from tool theft to mental health.

CPD certificates can be claimed for participation as well. See everything that's going on at **https://www.installershow.com/2025-event-timetable/**

It's the 10-year anniversary of the event. How will you celebrate?

We've got big plans to celebrate the industry at InstallerSHOW in 2025. Our special guest, famed science enthusiast Dara Ó Briain, will be joining us on the InstallerPLAZA, in partnership with Vaillant, at 3pm on Wednesday 25th.

Following that, we'll kick off our birthday celebrations with live music, drinks and carnival fun all the way through to our late close at 7pm.

We're excited to be bringing the InstallerSOCIAL into the NEC for the first time as well. From 7pm on Wednesday 25th at The Atrium Wetherspoons, unwind with complimentary food and drinks, live entertainment, an exciting free raffle and great company.

Best of all? Entry is free with your InstallerSHOW ticket!

How can visitors book their tickets?

Pre-registering for your ticket definitely makes things easier for visitors. We're offering REI readers a VIP pass, including:

- Fast-track entry – skip the queues and get straight to the action
- Exclusive access to VIP lounges – refreshments on us
- Unlock all content theatres – attend speaking sessions, live demos and exclusive after parties at the NEC
- Invitations to VIP networking events – connect with industry leaders at drinks receptions and parties
- The legendary InstallerSOCIAL – hosted in the NEC for the first time, bring your InstallerSHOW pass for entry and get access to complimentary food and drink, live entertainment and a chance to win some fantastic prizes
- Personalised business advice – get tailored insights and growth strategies from top industry experts
- And much more! – you won't want to miss it! PS: Parking is FREE courtesy of Amazon Business.

Head to: **https://forms.reg.buzz/installer-2025-visitor/rei-article** to register for your free tickets and use the code VIP25 when prompted.

Renewable
ENERGY INSTALLER & SPECIFIER

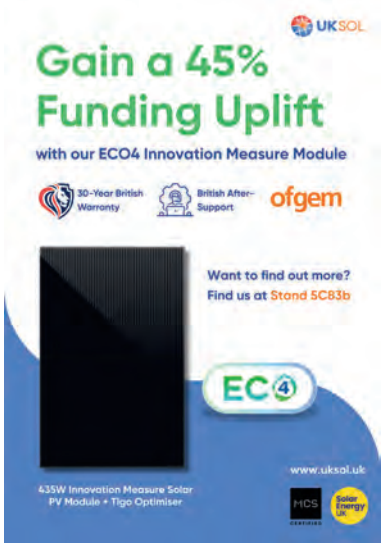
Unlock Maximum Funding with UKSOL's Ofgem Approved ECO4 Solar Module

UKSOL is proud to present its Ofgem-approved 440W Innovation Measure Solar PV Module, optimized for use in ECO-funded projects. Designed to boost performance with anti-shading technology, online monitoring, and enhanced safety features, this cutting-edge module qualifies for an exclusive 25% or 45% ECO4 funding uplift.

Developed in partnership with Happy Energy Solutions Ltd and EDF, this approved Innovation Measure can be deployed to improve EPC ratings in homes with eligible electric heating systems or alongside new installations in social housing (EPC D or below).

To gain the full 45% uplift (IM022 approval), installations must feature Tigo Cloud Connect, ensuring property owners can monitor their solar systems via Wi-Fi or an included 10-year data SIM.

Learn more at Stand 5C83b at the Installer Show or visit **www.uksol.uk** for details.



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

Energy audits are a catalyst for decarbonisation

With energy costs soaring and environmental regulations tightening across the UK and Europe, optimising energy use in commercial buildings is no longer optional – it's essential to achieving decarbonisation, says Alpesh Trivedi, Service Sales Director at Carrier Commercial HVAC UKI & Nordics.

Alpesh Trivedi, Carrier Service Sales Director at UKI & Nordics

BUILDINGS account for 39% of global energy-related carbon emissions, with 28% stemming from the energy required to heat, cool and power them.

To meet global net-zero goals by 2050, the International Energy Agency's (IEA) Net Zero Emissions 2050 roadmap calls for urgent action, including a rapid scale-up of clean energy technologies and building retrofits within this decade. One of the most effective first steps should be an energy audit. It's a practical, actionable tool that can help building owners make positive changes to decarbonise their buildings.

Understanding energy audits and their necessity

In terms of heating, ventilation and air conditioning, energy audits are a method for identifying inefficiencies in a building's HVAC system. These audits not only help to pinpoint areas where energy consumption can be optimised but they also offer a pathway to align with sustainability targets, thereby contributing to the broader goals of reducing greenhouse gas emissions and enhancing energy independence.

Large commercial properties in the UK are often subject to certain legislation around energy, so regardless of the desires to lower emissions, in order to comply with legislation like the Energy Savings Opportunity Scheme (ESOS) and the Streamlined Energy and Carbon Reporting (SECR) it is necessary for building owners to have efficient heating and cooling equipment.

A structured approach to audits

Conducting HVAC system analysis can seem like a complex task, but with the right approach and tools it doesn't need to be. Knowing how to analyse your commercial HVAC system is key to determining if you're getting peak performance from your investment, as well as diagnosing any primary sources of energy loss. At Carrier, we follow five key stages when completing an energy audit:

1. Gathering data

The first step in conducting an energy audit is to gather comprehensive data on the current energy consumption patterns of the system. This involves collecting historical energy usage and costs, monitoring system outputs and using sensors or meters to record real-time energy usage. This data provides a clear picture of where and how energy is being used within the building.

2. Establish performance baseline

With the collected data, auditors establish a performance baseline that serves as a reference point for evaluating the efficiency of the HVAC system. This baseline is critical for understanding the typical energy demands and identifying periods of unusually high or low usage, which might indicate inefficiencies or opportunities for improvement.

3. Setting benchmarks

After establishing the baseline, the next step is to set benchmarks based on industry standards ISO 50002 or BS EN 16247 – both accepted methodologies in the UK. These benchmarks allow auditors to compare the building's performance against the defined minimum set of requirements and best practices, helping to identify areas where the building underperforms.

4. Conducting gap analysis

Using the benchmarks, auditors conduct a gap analysis to determine the discrepancies between the current performance of the HVAC system and the established levels. This analysis helps to pinpoint specific areas where improvements can be made and identifies the potential savings and benefits of making those improvements.

5. Recommending energy conservation measures

Based on the insights gained from the gap analysis, the final step involves recommending specific energy conservation measures.

"Buildings account for 39% of global energy-related carbon emissions, with 28% stemming from the energy required to heat, cool and power them."

Recommendations can include simple fixes and adjustments that enhance system performance without extensive upgrades. These may include recalibrating sensor settings to improve accuracy and responsiveness, or sealing leaks and improving insulation.

If substantial work is needed to improve efficiency, more complex solutions will be recommended. These upgrades often include installing more advanced air handling units (AHUs) that incorporate heat recovery technologies or replacing a chiller's fixed speed drive with a variable speed drive, which allows the unit to adjust its output based on real-time demand.

In some case, more substantial recommendations can be made to replace heating systems altogether. The electrification of heat is a key aspect in achieving net zero and sustainable technology such as heat pumps will facilitate this.

Each recommendation is accompanied by a detailed analysis of the cost of implementation against expected energy savings and CO_2 equivalent reduction potential. This step is critical for prioritising measures that yield the most substantial benefits in terms of energy conservation, sustainability impacts and return on investment.

Additional benefits to energy audits

As well as lowering emissions, there are additional benefits that building owners can expect to see if they implement the recommendations from the audit. These include:

Improved occupant satisfaction

An optimised HVAC system can enhance the indoor environment of a building, significantly enhancing occupant comfort and satisfaction. Improved indoor air quality (IAQ) is particularly important as it directly impacts the health, productivity and wellbeing of occupants.

The first step in conducting an energy audit is to gather comprehensive data on the current energy consumption patterns of the system

Cultural shift towards sustainability

By highlighting the benefits and feasibility of sustainable practices, energy audits can encourage a culture of energy consciousness within organisations, promoting ongoing commitment to energy conservation.

Regular maintenance and expert guidance

Within the audit's recommendations, on-going servicing and maintenance can prevent energy waste that may otherwise occur due to neglected equipment. Regular servicing not only ensures systems operate at peak efficiency, but also provides building managers with the dedicated support of expert technicians who can overcome any challenges during the equipment's lifespan.

Regular servicing ensures that systems operate at peak efficiency

The strategic role of energy audits in lifecycle asset management

It is crucial to ensure your HVAC system is functioning efficiently and effectively. HVAC system analysis and associated equipment involves a thorough examination of the system's mechanical and electrical components to identify any issues or deficiencies that may be impacting its overall performance.

A detailed energy audit is essential for improving the efficiency, sustainability and cost-effectiveness of HVAC systems. By combining proactive assessments with advanced technological solutions, building owners will not only see a marked improvement in their energy performance but also contribute to environmental preservation and achieve tangible financial benefits. These audits align closely with broader energy efficiency and sustainability goals, ensuring that operations are optimised for both immediate gains and long-term sustainability.

Moreover, energy audits form an integral part of a larger, more holistic strategy that focuses on the entire lifecycle of a building's heating and cooling systems. This broader perspective of asset management ensures that every phase of its lifecycle, from design and installation through to operation, maintenance and, eventually, replacement, is managed with an eye toward maximising efficiency and minimising environmental impact. By viewing energy audits as a critical component of this lifecycle approach, organisations can implement a continuous improvement process that not only enhances current performance but also paves the way for future innovations, maximum efficiency, and lower carbon emissions.

To find out more about Carrier's service and aftermarket solutions, including energy audits, please visit **www.carrier.com/commercial/en/uk/service.**

Women in RENEWABLES: Linda Field

Linda Field, Qvantum's New Build and Social Housing Manager

Linda Field is New Build and Social Housing Manager at Qvantum Energy Technology. We learn how she drew inspiration from her father and why she feels more needs to be done to make careers in the industry attractive to younger people.

How did you get into the heat pump/ renewables industry?

I had been in sales roles within the plumbing and heating industry for several years, working for companies such as Porcelanosa, Vaillant and Baxi. When my children were younger, I took a role managing 12 holiday cottages for my husband to enable me to be closer to home. This was not a full-time role and I missed being in the industry so I took a part-time position assisting the director of a small biomass boiler company based in Northumberland, close to where I live. Initially, I was supporting with the many trade shows that the company attended but I found that over time my days increased, along with my responsibilities. By this time my children had grown up and we sold the holiday cottages, giving me the opportunity of a full-time sales role with the biomass company, which I loved. From then onwards, I have always been involved with heating in one form or another, but renewables and providing a suitable solution to customers has always been my driving force.

Qvantum is relatively new to the UK and so Linda's role is evolving each week

What was your first job?

My first job was as a beautician/aerobics teacher (showing my age!) at a health centre. I loved this role. I was 18, straight out of college, with money in my pocket and finding freedom. I have always said that this was what set me on the path into sales. I had to build up a customer base as there were other beauticians that the customers could choose and other aerobic classes they could attend. I had to ensure that they chose me by providing a great service and customer experience. This role taught me a lot. The centre was open seven days a week, from 7am to 10pm, so the hours were long and sometimes anti-social but I learned how to work with people and how to build relationships, skills that I still use today.

What does your current job involve?

My role at Qvantum Energy Technology is like a breath of fresh air! It's so nice to work with great people and sell innovative products that I believe in. The company is relatively new to the UK so my role here is evolving each week, but the thing I like the most is that I am building brand awareness and a customer base and no two days are ever the same.

I head up the new build and social housing team, an area in the heating industry that I have worked in for many years. It is great to be working with customers I have known for a while, while also targeting new customers. There is so much to do but Qvantum products are easy to talk about, as they are different from other heat pumps so customers are interested in how they can benefit from the range and find solutions that previously haven't been available to them.

What are the challenges you see facing the industry?

The uptake of heat pumps has been slow owing to the uncertainty of Future Homes Standard, something that is still ongoing. This makes life hard for housebuilders and developers. The spark gap is also a concern for the end users, buying a new home with a heat pump is likely to cost the end user more than a home with a traditional gas boiler.

The other problem that the industry is facing is the lack of younger tradespeople. Apprenticeships are not readily available or supported so the knowledge is not being passed down to the younger generation

and the industry is not being made attractive to younger people looking for career opportunities.

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

My dad was a great inspiration to me but I don't think I realised this until recently. I lost him when I was in my 30s and he unfortunately has missed some of the great milestones in my life. He was a salesman, back in the day when you wrote to customers and sent your weekly sales reports by post to your manager! No mobile phones or emails in his day and I often wonder how he did his job as it would have been so different from how we work today. He always encouraged me to be the best I could be. I would spend hours with him in his workshop doing woodwork, experiments and mending things. I think this is one of the reasons I wanted to be involved in the construction industry. One expression he used a lot which comes back to me on a regular basis was "The saddest words in the English language are 'if only'. This inspires me to take a chance, to try new things and try not to have regrets.

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

Go for it! The industry has changed a lot. When I started selling heating and plumbing products, I was one of only a few women and it was hard sometimes to be taken seriously, but now the industry is full of inspiring women.

What do you like to do outside work?

Most of my time out of work is taken up by family. My husband and I have six children between us and seven grandchildren (with another one on the way!) so I love to spend time with them. I also enjoy spending time with my girlfriends and having friends over for dinner as I like to cook. We are also building a house… when I say 'we', I mean my husband! I also like to walk my dog, not as far as we used to though, as she is now nearly 14.

www.qvantum.com

Linda in the training room at Qvantum Energy Technology

"When I started selling heating and plumbing products, I was one of only a few women, but now the industry is full of inspiring women."

LINDA FIELD

The guide to what's new for Renewable Energy Installer & Specifier readers, offering vital industry news.

To advertise your product in 'The Innovation Zone' section please contact **victoria.liddington@warnersgroup.co.uk**

Kooltech, gains MCS ASHP Design Certification

Kooltech's commitment to providing its customers with the highest levels of support around air source heat pumps for sustainable heating is underscored by MCS design certification and registered Oftec renewable heating accreditations. The Microgeneration Certification Scheme (MCS) for the design of heat pumps installations to MIS3005/D builds upon Kooltech's 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. Kooltech supplies the Mitsubishi Electric range of heat pumps and all the necessary components up to the point of outlet, including its K-con bespoke solutions. These are manufactured to UKCA, CE and ISO standards. This provides project owners with a single point of contact and seamless project delivery.

www.kooltech.co.uk

Jack Kerr, Kooltech's Application Support Specialist with the MCS design certification

Rointe reinvents electric heating with the world's first inverter for home heating

Rointe has launched the world's first inverter for electric home heating. Rointe's inverter smart adaptive technology combines artificial intelligence, real-time responsiveness and energy savings in one intelligent system. This innovation learns from user habits and optimises heat output accordingly. It delivers 25% faster heating, 35% more stable temperature control and 10% more energy efficiency. Compared to conventional radiators, users can enjoy up to 65% energy savings, immediate comfort, consistent temperatures and a longer product lifespan. Paired with the new Rointe Nexa app, users can remotely control, schedule and monitor all devices. Features include: Turning on heating before arriving home; adjusting power output remotely; and smart modes like 'Night' and 'Away', ensuring comfort while minimising costs. All Rointe products align with UN Sustainable Development Goals, significantly cutting electricity use and CO_2 emissions

www.rointe.com/en/

The Rointe Kyros radiator

Spitfire Homes accelerates sustainable living with Sync Energy EV charging

As part of it's continued investment into sustainability, Sync Energy's Wall Charger 2 and fully compatible, floor-mounted, Single EV Stands, have been installed at the new Spitfire Homes collection of homes, Ellenbrook, Moreton-in-Marsh. Sync Energy's Wall Charger 2 comes with personalised settings such as scheduled charging and optimised cut-off points, so that users can charge dynamically and maximise cheaper rates of electricity, controlled via a smartphone app. Along with a charging capacity of up to 7.4KW, with a standard household single-phase electrical supply, the Sync Energy Wall Charger 2 provides flexibility and maximum efficiency.

www.sync.energy

Spitfire Homes has chosen Sync Energy as its EV charging solution for their development at Ellenbrook

Ecobat Battery grows its ESS business

UK battery distributor, Ecobat Battery, is experiencing rapid expansion into the energy storage system (ESS) sector as the appetite for sustainable power supply shows no sign of slowing down.

To combat power outages, the drive to net zero and climate change remains front and centre for many consumers and solar orientated ESS solutions can provide options for solar installers to present to homeowners and commercial customers.

To support solar installers and help them exploit the opportunities that are emerging, Ecobat Battery has prepared several 'off the peg' combinations to maximise the value for money of these installations for both installers and their clients.

Using indoor or outdoor battery storage as their differentiation, the indoor package consists of two Pylontech US5000 batteries in a cabinet coupled with a Victron Energy Multiplus II charger, 5KVA inverter and solar array to suit the roof space available. In contrast, the outdoor solution replaces the Pylontech US5000 batteries with the IP65 rated Pylontech Pelio 10.24KW.

www.ecobatbattery.com/applications/energy-storage-solutions/

UKSOL: Ethical, Innovative Solar Modules—Backed by Britain

In an era where sustainability and ethical supply are paramount, UKSOL stands as a proudly British solar module company brand, offering ethically produced solar PV modules with a commitment to longevity and exceptional aftercare. With a 30-year British warranty, UKSOL ensures that customers receive not only high-performance solar panels but also steadfast technical support and local expertise they can trust.

At the Installer Show, UKSOL is showcasing its ECO4 Innovation Measure Solar PV Module, a 440W all black integrated solar module with Tigo Optimiser technology. This cutting-edge solution enhances energy efficiency, making installations smarter and more productive. What's more, installers can benefit from an impressive 45% ECO4 Innovation Measure funding uplift, making high-quality solar PV more accessible while reinforcing the UK's transition to cleaner energy.

Beyond innovation, UKSOL champions transparency and ethical sourcing, ensuring every module aligns with the highest standards of quality and integrity. Whether it's for residential or commercial projects, installers can rely on UKSOL's British-backed technical support to navigate challenges and deliver outstanding results.

Want to see UKSOL's latest innovations firsthand? Visit Stand 5C83b at the Installer Show, where industry professionals can discover the future of solar energy and engage with UKSOL's expert team. Explore why UKSOL is the trusted choice for sustainable and ethically driven solar solutions.

30 YEAR BRITISH WARRANTY

UKSOL

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