ISSUE 35

MAY 2026

HEAT PUMPS TODAY

ESSENTIAL INFORMATION FOR INSTALLERS

Growing the heat pump market through skills and versatility P09

Enhancing heat pump performance through one-pipe system optimisation P16

Women in the heat pump industry: Laura Bishop P20

ABOUT BLYGOLD

Blygold is an innovative company providing sustainable, high-quality corrosion protection. With over 50 years of experience, it offers advanced products and expertise to solve a wide range of corrosion challenges.

WHAT ARE HEAT PUMPS?

Heat pumps transfer heat using a compressor and circulating refrigerant, extracting warmth from external sources and moving it indoors. They use significantly less electricity than traditional heating methods and can reverse in summer to provide cooling, making them highly versatile.

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Heat pumps are among the most efficient alternatives to gas, oil, and electric heating, delivering more heating and cooling energy than the electricity they consume, with efficiency levels of up to 300%.

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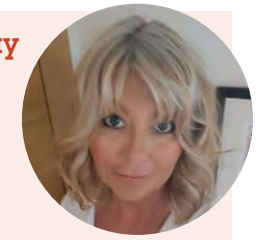
Welcome to the May issue of Heat Pumps Today



It has been an exceptionally busy and exciting period for both the heat pump sector and the Heat Pumps Today team. We have had the pleasure of attending numerous industry events, all of which have enjoyed outstanding attendance and provided excellent networking opportunities. It is always rewarding to connect with our readers, contributors, and industry colleagues.

In this issue, we explore a wide range of important topics, including why reduced costs, enhanced training, and a multi-technology approach are vital to accelerating the wider adoption of heat pumps. We also examine the need for greater scrutiny of thermal insulation standards for heat pump installations, alongside features on one-pipe heating systems, commercial gas absorption heat pumps, and, of course, our Women in the Heat Pump Industry spotlight featuring Laura Bishop, Co-Chair of Heat Pump Association (HPA) UK.

Additionally, we take an in-depth look at the highly anticipated finalists for the 2026 ACR & Heat Pumps Awards. This prestigious awards dinner will take place at the Midland Hotel in Manchester on 11 June.

To book your place, please visit: **www.acrjournal.uk/national-acr-heat-pump-awards**

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HHIC urges UK installers to be vigilant in spotting counterfeit spare parts

The Heating and Hotwater Industry Council (HHIC) is calling on heating engineers to remain alert to the growing number of counterfeit spare parts entering the UK heating market. "These fake components are putting household safety at risk, undermining appliance reliability and exposing installers to potential legal and financial consequences", warns HHIC Director, **Stewart Clements**.

HHIC Director, Stewart Clements

Counterfeits are not limited to spare parts; they can also include accessories such as programmers, timers and flues. Typically, these fakes originate from internet sales sites, such as e-bay, and are not from a specialist spare part supplier with physical premises. If a part is significantly cheaper than the normal cost, that's another indication it might not be genuine.

Counterfeit parts often look similar but are frequently manufactured using inferior materials and without any testing or accreditation. Some even carry false CE markings. Their use can lead to premature failure, breakdowns and unsafe situations such as gas or water leaks. In extreme cases, poorly manufactured seals or components can contribute to carbon monoxide incidents. As a result, fitting fake parts risks invalidating warranties and damaging consumer trust in the installer.

For those working with gas appliances, the implications are even more serious. The Gas Safety (Installation and Use) Regulations make engineers fully responsible for the safety of any component they fit. If a counterfeit part fails and leads to an incident, the installer could face prosecution and serious harm to their reputation.

Businesses that knowingly sell counterfeit or refurbished parts without proper disclosure are treated as manufacturers in the eyes of the law and may be prosecuted under product safety, copyright and trademark legislation.

To read the story in full visit: **www.acrjournal.uk/heat-pumps/hhic-urges-uk-installers-to-be-vigilant-in-spotting-counterfeit-spare-/**

Heat pump sector calls for policy certainty to accelerate adoption in non-domestic buildings

The Heat Pump Association UK has set out key policy recommendations to accelerate the deployment of heat pumps in Commercial, Public Sector and Industrial settings in the UK. The latest publication from the newly merged trade body outlines a series of actions that the heat pump sector and wider stakeholders involved in the supply chain, can take, together with key asks for the Government.

Whilst heat pump sales continue to grow in the UK, with more than 125,000 heat pumps sold in 2025, the vast majority of these are installed in domestic properties. Heat pumps in non-domestic settings remain a small fraction of the market, despite it representing a significant share of the UK's heat demand. The Climate Change Committee expects 88% of non-residential heating to come from low carbon sources by 2040, with rapid electrification required to meet the UK's 2050 targets.

HPA UK key policy recommendations for Government include calls to:

- Publish a national "Plan for the Electrification of Non-Domestic Heat", supported by a dedicated taskforce to deliver this
- Work to reduce the high cost of electricity relative to fossil fuels for all non-domestic energy users to improve UK competitiveness
- Provide clarity on future funding mechanisms for public sector decarbonisation, following the announced closure of Public Sector Decarbonisation Scheme in June 2025
- Identify fast-track grid connection zones for industrial electrification
- Develop business models to unlock private investment in heat pump technologies

Commenting on the publication, HPA UK Commercial and Industrial Consultant, **Bean Beanland,** said: "The confirmation that the Future Homes and Buildings Standard will mandate low carbon heating in non-domestic buildings from 2028 is welcome. But a new build mandate alone is not enough to sustain the supply chains that developed under PSDS, and which are critical to future decarbonisation. Without a clear strategy and stable policy framework, the retrofit market risks underperforming, putting these vital supply chains, including UK companies and employment, at risk. What is needed now is clear direction, aligned incentives, and sustained practical support that gives businesses the confidence to invest, innovate, and scale."

Laura Bishop, Co-Chair of HPA UK, also commented: "Our members are already collaborating on effective solutions to scale heat pump adoption in non-domestic buildings. We look forward to continuing our work with Government, building on the strong progress already made, and putting in place the frameworks needed to accelerate delivery and support the UK's transition to electrified heating."

HPA UK acknowledges that the Government alone cannot drive the market. The association stands ready to support the sector by collating and amplifying information, showcasing best practice, developing guidance, strengthening data collection and market insight, and exploring how to further develop the workforce.

To view the HPA UK's paper in full visit: **https://tinyurl.com/muz2kre9**

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SCAN HERE

Record numbers for the FETA Annual Lunch!

Heat Pumps Today editor, **Juliet Loiselle** attended the FETA (Federation of Environmental Trade Associations) Annual Lunch on the 16th of April.

There were record numbers for 2026, nearing 700 attendees, who enjoyed a sumptuous 3-course meal, plenty of networking and finally, listened intently to **Matt Dawson**, former England Rugby player's interesting stories and anecdotes.

FETA Chair, and President of HEVAC, **Barry Trewhitt** welcomed guests and thanked them for their continued support. His speech covered several important topics about the changing world around us. How it continues to shift rapidly; politically, economically and environmentally. He talked about FETA's expanding role, explaining how at times like these, trade associations matter more than ever.

In addition to welcoming new members, there were also updates from across the associations:

- ADCAS – Association of Ductwork Contractors and Allied Services
- BCFMA – British Flue & Chimney Manufacturers Association
- BRA – British Refrigeration Association
- BCIA – Building Controls Industry Association
- HEVAC – Heating Ventilation Air Conditioning
- HPA UK – Heat Pump Association

Barry sees an industry becoming stronger, more confident and more influential. In closing, he says: "When we work together, there are synergies, our industry is stronger, our voice is louder, and our impact is greater."

Heat Pumps Today are always very pleased to support FETA as a media partner and look forward to 2027 already.

https://feta.co.uk/

TF Solutions appoints Ben Hancock as Sales Director

TF Solutions has appointed **Ben Hancock** as its new Sales Director, bringing nearly two decades of experience in the building services and RACHP sector to the business.

Ben is bringing extensive experience to the role, with an 18-year career spanning electrical wholesale, LED manufacturing and air conditioning distribution. He joins TF Solutions following a successful five-year tenure at refrigeration and air conditioning distributor Kooltech, most recently as Southern Divisional Manager.

His decision to join TF Solutions was driven by the company's people-focused culture, clear leadership vision and strong reputation within the market.

Ben's immediate priority is building strong relationships across the business and developing a clear understanding of its operations, culture and customer base.

Known for his analytical approach and strong people focus, he aims to equip individuals with the right tools and support.

Strengthening relationships with existing customers is one of Ben's key aims, as well as helping customers navigate industry challenges such as refrigerant changes and supply chain pressures.

To read comments on the appointment from Ben and the Managing Director for TF Solutions, **James Boswell**, visit: **www.acrjournal.uk/heat-pumps/tf-solutions-appoints-ben-hancock-as-sales-director/**

Ben Hancock, Sales Director at TF Solutions

MCS launches interactive learning platform

MCS (Microgeneration Certification Scheme), the UK's quality mark for small-scale renewables like solar panels and heat pumps, has launched a new interactive learning platform for installers looking to become MCS certified.

It has been created for anyone that is considering certification, whether they are an experienced installer looking to make the switch to renewables, or just starting out in their career. It covers:

- What MCS does and how it works with industry
- How certification can help installation businesses to grow
- The practical steps to becoming certified

The platform was developed in partnership with a learning and development consultant to optimise the learning experience and is part of MCS's ongoing commitment to supporting the industry as small-scale renewables continue to see record-breaking numbers. It is the latest in a series of investments for installers joining the redeveloped installer Scheme, which is rolling out across 2026 and has already seen MCS invest in new roles and reform requirements for financial protection in the industry.

Learn more about how to become an MCS certified installer visit: **https://mcscertified.com/installers/view-our-guide-to-certification/**

The HEAT PUMP fix

ARE YOU GETTING 100% OF HEAT?

How to mount your air source heat pump

DiversiTech International (formally known as Pump House) has been working in the UK heat pump sector for over 18 years. **Paul Greengrass** –Product Development Director – provides air source heat pump installation solutions.

OPTIMUM AIR FLOW

Heat pumps require good airflow to operate to their optimum. All heat pump manufacturers will have diagrams showing each individual unit installation requirements.

It is extremely important to work with the heat pump manufacturer's instructions to ensure adequate air flow is provided.

Any reduction or restriction in airflow will increase the demand on the unit's compressor and will increase electrical consumption, higher fuel bills, and shorten equipment life. A restriction around the heat pump may also obstruct the airflow of the fan - in turn affecting static pressure of fan.

MOUNTING OPTIONS

The placement of your air source heat pump is important, but you cannot always get the ideal location. The correct siting and mounting of an unit is a critical factor influencing system performance, customer satisfaction, and long-term reliability. As installers know, a well-installed unit (with the correct maintenance) will run efficiently for many years — while a poorly positioned one can lead to callbacks, noise complaints, and avoidable performance issues. Getting it right at the install stage saves time, protects performance, and strengthens client confidence.

GET THE RIGHT BASE


FLEXI Lite Slab and Foot kit

The mounting base must support the unit through its operational life. Movement will lead to vibration, pipework stress and noise transfer. A concrete slab on compacted hardcore needs to be installed level. It needs to be raised slightly above surrounding ground to prevent pooling water. Anti-vibration feet will greatly reduce any noise that the unit makes.

WALL MOUNTING

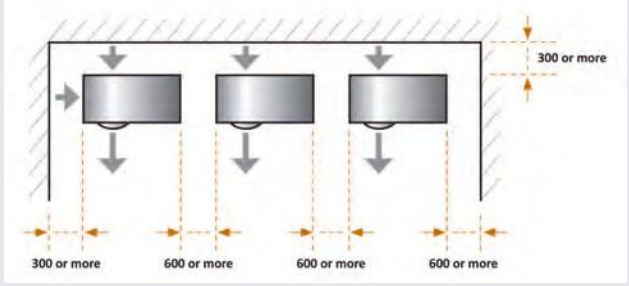

CBR brackets

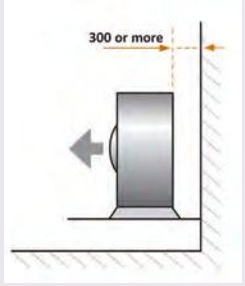
Wall brackets can work well on sites with limited space - or when you need to raise the unit. The wall must be structurally sound and load bearing.

UNEVEN GROUND


Adjustable foot

In some cases, where mounting options are limited and the unit has to be installed on uneven ground - for example an existing patio with a slight fall - there is an option available that features a stable, secure and height-adjustable base, which solves this problem.





Example: The heat pump requires good airflow to ensure it operates to its optimum.

Slab install | Bracket install | Adjustable foot install

Visit our website https://diversitech.global/ or contact our sales team on sales@diversitech.com

Installers expect low-carbon heating to be significant revenue source by winter

Heat pump installers and heating engineers across the UK expect low-carbon heating to quickly become a significant source of revenue - with 1 in 4 (25%) anticipating that between a quarter and half of their income will come from low-carbon heating sources by winter, new polling from Nesta finds.

The in-depth survey of 200 gas heating engineers and heat pump installers, conducted by Censuswide in March, found that the majority (70%[1]) of respondents expect heat pumps will deliver between 10% and 50% of their revenue by the winter. Nesta is supporting this shift through its Start at Home initiative, designed to help installers build confidence with heat pump installations for customers.

UK heat pump sales reached another record high in 2025 and interest in low-carbon technology has increased as fears of an energy crisis grow, with reports that sales for heat pumps have gone up by 30% since the start of the conflict in Iran and the Middle East. Nesta's survey suggests heating engineers who seek hands-on training are best placed to diversify and grow their businesses as the transition to low-carbon heating sources, such as heat pumps, gathers pace.

Six in 10 (60%) respondents say hands-on experience with new kit such as heat pumps – whether testing kit at a wholesaler (26%), seeing it in action in a customer's home (20%) or trying it themselves (14%) – is the most effective way to learn before installation. A previous survey by the Department for Energy Security and Net Zero revealed that only 27% of newly trained heat pump installers completed a heat pump installation within a year of training, due partly to a lack of confidence in the technology and the installation process.

Britain needs tens of thousands more trained engineers to hit 450,000 heat pump installations per year by 2030 – part of the national drive to cut greenhouse gas emissions and reach emission targets by 2050.

By building confidence and know-how during the spring and summer, when heating engineers typically have more availability to upskill, they can expand the services they offer and future proof their businesses through access to reliable, well paid work in the long term. Start at Home, which enables heating engineers to fit a government-funded heat pump in their homes, provides precisely this kind of training opportunity.

Madeleine Gabriel, Nesta's Director of Sustainable Future, said: "Low-carbon heating is becoming central to how heating engineers make a living, so we need to make it easier for them to get hands-on with the technology, build skills that pay and feel secure as demand grows. Our existing heating workforce will help to drive a low-carbon future in homes across the UK - but we have to ensure they are well equipped in order for this to happen."

Matthew Kemp, installer at Leaping Hare Renewables in Norfolk, said: "Heat pumps are a great example of where hands-on learning makes the difference. Once you've installed it and seen how it runs day to day, you understand the design and commissioning details in a way a course can't replicate. For experienced heating engineers like myself, as well as the next generation, including my daughter Hope, it offers a great opportunity to upskill and get ready for the growing demand for low-carbon heating."

Nesta's previous Start at Home pilot scheme saw all participants benefit from improved understanding of system design and installation through hands-on installation practice. Most described the gain as 'substantial' and over half reported a significant boost in confidence in heat pumps.

Those interested in a funded heat pump can find and register for a scheme that works for them at: startathome.org.uk. Nesta's programme brings together companies across England, Scotland and Wales that help heating engineers fit a government-funded heat pump at home.

Through Start at Home, Nesta is providing up to £2 million in funding to companies that supply heat pumps for heating engineers to install in their own homes. Normally, installation companies are not reimbursed right away when they provide a heat pump through the Boiler Upgrade Scheme in England and Wales or the Home Energy Scotland Grant. Nesta's funding will act as a repayable financial buffer, covering costs of up to £500,000 per company, until these companies receive their reimbursement. Since the initiative started in autumn 2025, over 1,000 heating engineers have expressed their interest.

Start at Home can help engineers to get on the path to MCS certification if they seek it. MCS is the UK's quality mark for smaller-scale renewable energy systems including heat pumps and solar panels. MCS, which stands for Microgeneration Certification Scheme, sets the standards that consumers should expect from a certified installer and their products.

nesta

nesta.org.uk

Source
1. '10-24%' and '25-49%' answers combined.

Growing the heat pump market through skills and versatility

Malcolm Farrow, Director of Marketing and External Affairs at OFTEC, discusses the growing interest in heat pumps, which is driving the move toward net-zero heating; however, lower costs, increased training and upskilling, and a multi technology approach are essential for wider adoption.

Malcolm Farrow, Director of Marketing and External Affairs at OFTEC

To achieve the UK's net zero targets, we need to see a profound transformation in how we heat our homes over the next two decades. The heat pump market and consumer interest are growing, but at the same time the cost of living is having an impact on what households can afford.

We've seen positive investment in training and upskilling, however market uncertainty makes it harder for businesses planning ahead. Despite this, there is every reason to be positive and at OFTEC we see a clear path ahead for successful decarbonisation through electrification.

Installations rising and a surge in consumer interest

In recent years we have seen a steady shift in consumer behaviour. Homeowners are increasingly conscious of their environmental impact and are actively exploring low carbon heating solutions. This in itself is reason to be positive. Heat pumps have moved from a niche technology to a mainstream solution at the forefront of the public conversation when it comes to net zero.

Undoubtedly, the government's Boiler Upgrade Scheme, with its £7,500 grant, has provided a crucial catalyst for the growth in installations. It has successfully incentivised early adopters and stimulated the market. The government set incredibly ambitious targets, given the economic climate, so it's easy to be negative about seemingly slower than expected progress. However, this generational shift in how we heat our homes was never going to happen overnight.

The continued long-term success of the heat pump rollout now relies on transitioning to a mature, self-sustaining market which isn't reliant on subsidies. We need to work collaboratively to reduce the baseline costs of installations, ensuring that heat pumps become an affordable and mainstream option for all households.

This shift from a government backed initiative to an independent, thriving commercial sector is the next critical phase. We've seen in the past technologies stumble at this hurdle, but history doesn't have to repeat itself.

The critical role of training and upskilling

Alongside bringing costs down to incentivise consumers, we need to prioritise rapidly growing the workforce of qualified heat pump technicians. This includes both bringing new people into the industry from a young age, and upskilling the existing workforce. To this end, the Heat Pump Training grant and similar schemes have been successful.

OFTEC has supported these consistently. As a result, we are pleased to have seen thousands of technicians complete our own heat pump training courses. In fact, today, nearly one in ten OFTEC technicians is registered for heat pump installations.

However, this is just the starting point. There is clear evidence that not all technicians who complete their training are going on to actually deliver installations. This is likely because there is still market uncertainty and low demand from the customers they currently serve.

The chicken and egg scenario is a well written cliche but it explains the current dilemma. We need qualified technicians to install heat pumps, but we need demand for heat pump installations to drive demand for training. Circling back to the first point, that's why bringing the cost down for consumers is key to unlocking this challenge.

The multi technology approach

So, how do we move forward? Schemes such as the innovative Nesta Start at Home initiative are helping, but we also need to think more pragmatically and strategically about heat pump deployment. We want to see technicians trained in liquid fuels upskill and expand into heat pumps. But crucially, heat pumps should not be seen as the only policy option. Heat pumps can complement different technologies on the market.

OFTEC technicians, qualified for liquid fuels and heat pumps, are then best placed to advise households on which solution is most suited to their property, budget and personal preferences. This includes exploring potential hybrid systems to increase deployment of heat pumps.

This versatility ensures that consumers receive the best possible guidance and technicians are incentivised to invest in training across multiple technologies. We will continue to urge the government to back this technology neutral approach to decarbonisation.

Info
https://www.oftec.org/

The heating transition needs better conversations, not just better technology

Adam Foy, CEO at Ideal Heating

Adam Foy, CEO at Ideal Heating, discusses the shift to low-carbon heating which puts installers at the centre of guiding customer decisions. Success depends less on technology debates and more on trust, reliable systems and strong manufacturer support.

As the UK shifts towards low-carbon heating, installers are being relied upon to guide more complex customer conversations than ever before. But beyond the debate between boilers and heat pumps, it is trust, support and long-term responsibility that will determine whether the transition succeeds.

The focus on low-carbon heating is one of the most significant changes the UK heating industry has ever faced. Policy, technology and consumer expectations are rapidly evolving, and installers sit right at the centre of that shift.

In many ways, installers have become the translators of the energy transition, often carrying the responsibility of helping customers navigate complex decisions while keeping projects on track day-to-day.

Homeowners hear about net zero targets, electrification and heat pumps through the media, government announcements and marketing campaigns. But when it comes to making a decision about their own home, most people still turn to the same person they always have: their installer.

That means the real transition is not happening in policy documents or conference halls. It is happening in kitchens, living rooms and utility cupboards across the country, in conversations between installers and their customers. Those conversations matter more than ever.

The debate is often framed the wrong way

Much of the public debate around heating has become framed as a technology argument. Boilers versus heat pumps. Old versus new. Gas versus electric.

In reality, the situation is far more nuanced.

At Ideal Heating we manufacture both boilers and heat pumps, and we are investing heavily in the future of renewable heating technologies. But our perspective is shaped by more than a century of heating British homes.

What we have learned over that time is simple. The right heating solution depends on the home and the customer's circumstances.

And installers remain the relied-on voice in helping customers navigate the transition.

Renewables are an essential part of the future

There is no question that heat pumps will play a major role in the future of heating.

Manufacturers have a responsibility to support that shift with meaningful drive and investment.

We are currently delivering a £60 million transformation programme at our Hull headquarters, spanning manufacturing, distribution and research and development focused on low-carbon heating technologies.

A key part of this investment is our £19 million UK Technology Centre in Hull, dedicated to developing next-generation heat pumps and renewable heating systems. The centre brings together more than 100 engineers, designers and specialists working on the technologies that will help shape the future of home heating.

Alongside this research and development investment, we have also expanded UK manufacturing capacity for our air source heat pumps, including the Logic Air range. Our ambition is to significantly scale domestic heat pump production, with the capability to manufacture more than 115,000 air source heat pumps annually by 2030 as demand grows.

Supporting infrastructure such as pre-plumbed cylinders, including products manufactured by our sister brand Gledhill, will also scale alongside this growth, helping support integrated renewable heating systems.

The installer remains at the core

As renewable technologies become more common, installers are increasingly expected to guide customers through a wider range of considerations.

Installers are discussing heat loss calculations, system design, cylinder sizing, insulation levels and how systems will operate in day-to-day life.

These conversations require knowledge, confidence and trust. And installers should be supported by manufacturers to be able to do this.

It's why training has become such a critical part of the transition. Through Ideal's Expert Academy training network, installers can access both in-person courses and digital learning designed to support engineers working with both boilers and heat pumps.

The questions customers are not always asking

While the industry debate often focuses on the technology itself, installers frequently find themselves answering a different set of questions from customers.

- Will the system keep my home warm?
- Will I still have reliable hot water?
- And what happens if something goes wrong in a few years' time?

These are simple questions, but they reflect what homeowners really care about: reliability, reassurance and support.

That is where installers again play a crucial role, often going beyond installation to help customers feel confident in their decisions.

Alongside explaining the technology, installers are also helping customers understand the long-term picture, including warranties, service support and who ultimately stands behind the system.

Understanding warranties and responsibility

Warranties are a good example of where clarity is essential.

Across the heating market, many systems are marketed with extended warranty periods. On the surface, these headline figures can make products appear very similar.

But as installers know, the structure behind those warranties can vary.

In some cases, the structure of a warranty can mean installers are more involved in supporting the system over time, which can add pressure to the role if responsibilities are not clearly defined from the outset.

For homeowners, that distinction is not always obvious.

Installers therefore play an important role in helping customers understand what a warranty really means in practice, who provides the cover, how support works and what happens if something goes wrong several years down the line.

For installers, this raises an important point. They are already the trusted face of the industry, often supporting customers long after installation. The question is not whether installers are willing to stand behind their work they do, every day - but who is supporting them in return.

Clear manufacturer-backed warranties, accessible technical support and ongoing training all play a role in ensuring installers are not left carrying that responsibility alone.

Support infrastructure matters more than ever

As heating systems become more sophisticated, the support infrastructure behind them becomes increasingly important.

Technical advice, training, spare parts availability and manufacturer support all play a role in ensuring systems perform as expected over their lifespan.

This is particularly important for renewable technologies where installers may encounter new installation scenarios or technical questions as adoption increases.

Manufacturers therefore have a responsibility to ensure installers are properly supported, not just at the point of installation, but throughout the life of the system.

For us, this includes technical support teams, training through the Expert Academy, and wider initiatives designed to support installers working across both boilers and heat pumps.

Because ultimately, the success of any heating technology depends on how well it works in real homes.

Reframing the conversation

The transition to low-carbon heating represents an exciting moment for the industry. New technologies, new skills and new opportunities are emerging as the sector evolves.

But as the debate continues, it is important that we do not lose sight of what matters most to customers.

Homeowners want systems that work. They want reliable heating, dependable hot water and the confidence that support will be there if something goes wrong.

Installers are the professionals who deliver that reassurance, and they deserve to be supported by manufacturers who stand alongside them.

By guiding customers not only on the technology but also on warranties, service and long-term support, installers play a critical role in ensuring the energy transition works in practice, not just in theory.

The future of heating will undoubtedly include more renewable technologies. That is both necessary and positive.

But the fundamentals of the industry remain the same.

Great products, skilled installers and strong support behind every system. That combination is what will ultimately give customers the confidence to embrace the next generation of heating.

Info
https://idealheating.com/

We cannot ignore thermal insulation in our race to decarbonise the grid

Greater scrutiny of thermal insulation standards is needed for domestic, communal, and commercial heat pump installations, as it is essential for energy security and maintaining public trust.

Chris Ridge, Technical Director of the Thermal Insulation Contractors Association (TICA)

Thermal insulation of pipework is a genuine “no-regrets” option for decarbonisation in both domestic and commercial applications. Yet, thermal insulation of pipework is often an afterthought and energy saving opportunities are often being overlooked.

Chris Ridge, Technical Director of the Thermal Insulation Contractors Association (TICA) will establish the case for greater scrutiny of thermal insulation standards on domestic, communal and commercial heat pump installations. Furthermore, he will argue that with the debate regarding our national energy security becoming increasingly polarised, thermal insulation is a basic tenet that we have to get right if we are to win public trust.

The drivers for change

The new Government Warm Homes Plan[1] reports that 84,000 heat pumps were installed in 2024. The Heat Pump target under "Vision for UK Homes" is for 450,000 heat pumps per year by 2030. This will require a huge increase in heat pump installations over the next five years.

There has been a significant focus on motor efficiencies and the CoP of heat pumps, with equipment manufacturers competing on ever tighter efficiency gains. According to **Laurence Leask** FInstR “we need to broaden our focus to “whole system efficiency” and should be encouraging equipment manufacturers to work collaboratively with the rest of the market”.

There is growing evidence that non-UV resistant flexible insulation is being utilised on many heat pump installations. Non-UV resistant flexible insulation can very quickly become subject to embrittlement, leading to water saturation and degradation. Thermal Insulation is therefore often the weak link in system efficiencies, and this will need to be addressed if Government is to win public trust and realise the ambitious targets laid out in the Warm Homes Plan.

Commercial heat pump installation with metal clad pipework, installed by a thermal insulation contractor

What can be done to improve the thermal insulation specification and reduce inefficiencies? Whilst the general principles are constant, the routes to market are different, depending on whether the heat pump is for a single domestic unit or for a larger communal or commercial application.

The domestic heat pump market

The Domestic Heat Pump market relies heavily on the application of flexible foams such as nitrile rubber or polyethylene. These products are easier to install than other types of pipe insulation such as phenolic or mineral fibre and do not require the appointment of a thermal insulation specialist.

Standard flexible foam products are suitable for internally located applications but not suitable for external locations. Weather and UV-resistant alternatives are marketed but rarely utilised. When non-UV resistant flexible foams are installed in external locations, the embrittlement and degradation process can start within days of the installation.

The installation can be further compromised by poor practices, such as the use of cable ties which can strangle the insulation, reducing thermal performance

Insulation of heat pump pipework is often an afterthought for heat pump installers

and potentially damaging the exterior of the insulation.

A typical domestic heat pump project will require anywhere between two and four metres of UV-resistant flexible foam insulation for the externally located services. The price difference between using the correct insulation and the incorrect insulation is a drop in the ocean compared to the overall cost of the heat pump installation.

Bearing in mind the scale of heat pump installations earmarked between now and 2030, even a small recurring inefficiency could snowball into a national issue.

Lisa Malyon, founder of national energy service WattsWatt[2] has commented: "Accessing heat hours at the best price is what's vital to UK households right now. The reputation of heat pumps has already been tarnished by the UK's national media, so it's vital that those installing the technologies ensure the systems are optimised. Insulation is a crucial element that appears to be overlooked, so we need to change that - and quick - before this winter."

The commercial and communal heat pump market

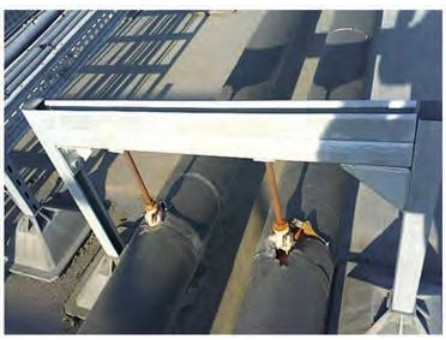
Commercial heat pumps and communal heat pumps (those servicing more than one billing address) typically require larger pipes and longer pipe runs. These installations will typically require a phenolic or mineral fibre specification with an additional cladding product. A specialist thermal insulation contractor (TIC) should always be appointed for commercial and communal heat pump projects.

If the thermal insulation work is not carried out correctly, the client will be left with an inadequate installation and increased energy bills that can only be rectified with an additional financial and embodied carbon cost. However, commercial and communal heat pumps are often located in less visible areas, such as flat roofs, and problems are often "out of sight, out of mind". A regular inspection and maintenance schedule should be considered essential.

There is no single point of failure in the supply chain, and awareness needs to be raised throughout the contractual route to avoid expensive mistakes occurring. Building Services Consultants and Contractors need to be clear in their specifications for externally located insulation.

Even insulation protected with a professionally installed external cladding system can be susceptible to damage and careful co-ordination between trades is required if the usual pitfalls are to be avoided. A classic example is the pipe support detail. Very often pipe support brackets are installed direct to pipe, presenting a weak point for water ingress where the threaded rod penetrates through insulation and cladding.

Careful co-ordination of trades is required on commercial projects. Gaps in the system can lead to heat losses and the potential for Corrosion under Insulation



Conclusion

Everyone has a part to play if we are to promote good practice on heat pump installations. We need to align the goals of consultants, M&E contractors, heat pump installers, distributors and insulation manufacturers with the energy saving goals of the client.

We should also consider the role of equipment manufacturers. Manufacturers of heat pumps can often boast of improved efficiencies for their manufactured products, but perhaps they can be encouraged to engage on the efficiencies of the entire system? For example, equipment manufacturers could lead from the front and specify a suitable thermal insulation system for use with their products!

Finally, we need to consider when a specialist contractor needs to be appointed for the task of thermal insulating heat pumps – and ensure that we verify the competence of the contractor.

The drive to decarbonise has bought about real innovations in equipment design. The thermal insulation solutions, including UV-resistant materials, already exist. However, the current fragmented approach has seen us falling at what should be the easiest hurdle to clear. We will only meet the challenges that lie ahead if we work together.

Installation	TIC Required?
Domestic Heat Pumps *	NO
Communal Heat Pumps	YES
Commercial Heat Pumps	YES
Commercial VRV/\/RF/DX *	NO
Industrial Refrigeration	YES

Breakdown of when a thermal insulation contractor (TIC) should be appointed on heat pump and refrigeration projects

Info
https://tica-acad.co.uk/tica-home/

Source

1. https://tinyurl.com/4233wtz4
2. www.wattswatt.co.uk

NATIONAL ACR & HEAT PUMP AWARDS 2026

11th JUNE

FINALISTS 2026

CONGRATULATIONS TO:

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- Industrial Cooling Equipment Ltd

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- Midsummer Wholesale
- Kooltech Ltd
- City Plumbing

TRAINING PROVIDER OF THE YEAR (CORPORATE)

- Baxi
- Climalife
- Daikin UK
- Ideal Heating Expert Academy
- Carrier Solutions UK

TRAINING PROVIDER OF THE YEAR (COLLEGE/ACADEMY)

- Practical Refrigeration Training Centre Ltd
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AIR CONDITIONING PRODUCT OF THE YEAR

- **Diversitech International**
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- **Johnson Controls Hitachi**
  airHome 200 wall-mounted air-to-air heat pump
- **Testo**
  Testo 558s Digital Manifold
- **Sensata Technologies**
  Low Thermal Drift Pressure Switch
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- **Carrier Solutions UK**
  Toshiba Series 3 Digital Inverter 8–10HP

REFRIGERATION PRODUCT OF THE YEAR

- **Testo**
  Testo 558s Digital Manifold
- **Beijer Ref UK & IRE**
  Quickfridge
- **Multiboxx & Hubbard Products Limited**
  The Single Phase Mini Reefer
- **BITZER UK**
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ANCILLARY PRODUCT OF THE YEAR

- **Lite Work Designs Ltd**
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  K-con KS-KBR41N Heating and Hot Water Control Panel for Heat Pump
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DOMESTIC AIR TO WATER PRODUCT OF THE YEAR

- **Ariston U.K. Ltd**
  Nuos Plus S2 Wi-Fi – Air Source Heat Pump Water Heater
- **NIBE Energy Systems Ltd**
  NIBE S2125 Air-to-Water Heat Pump
- **STIEBEL ELTRON**
  LWZ 07.1 Premium HKL 230 Central
- **Hisense**
  Hi-Therma II
- **Johnson Controls Hitachi**
  airH2O 800 R290 air-to-water heat pump

COMMERCIAL AIR TO WATER PRODUCT OF THE YEAR

- **Adveco Ltd.**
  Adveco PPR0008 with ADVS-W ASHP (Packaged Offsite Constructed Low Carbon Hot Water System)
- **Carrier HVAC UKI**
  The AquaSnap 61AQ air source heat pump
- **ReEnergise with Viessmann Climate Solutions UK**
  Diocese of Guildford
- **Beijer Ref UK & IRE**
  Q-ton ATW heat pump: High efficiency hot water for Commercial applications

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- **Sure Solutions**
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  Warehouse Coldroom Upgrade: Protecting £40m of Pharmaceutical Stock with A2L Refrigerants
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  Houghton Hams Retro-Fit
- **Personal Refrigeration Ltd- Greencore FTG**
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- **Climalife & Coretemp Refrigeration**
  Future-Proof Refrigeration: How a Leading Food Manufacturer Embraced Low-GWP Solutions

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AIR CONDITIONING PROJECT OF THE YEAR

- **Personal Refrigeration Ltd with Air Handlers**
  Sunrise Project
- **Carrier, Gatwick Airport HVAC Partnership**
  Gatwick Airport Strategic HVAC Partnership
- **Weatherite Air Conditioning LTD**
  Pilgrim Quarter HMRC Newcastle

GROUND SOURCE PROJECT OF THE YEAR

- **Evans Energy Heating Solutions with Viessmann Climate Solutions UK**
  Domestic GSHP breaks new ground in Warwickshire
- **NIBE Energy Systems Limited**
  NIBE and Lea Hall

DOMESTIC AIR TO WATER HEAT PUMP PROJECT OF THE YEAR

- **Kraken Plumbing-Heating-Renewables**
  The MacDonalds
- **Home Energy Innovation with Viessmann Climate Solutions UK- Berden**
  An ultra-low temperature solution for a German-engineered home
- **Home Energy Innovation with Viessmann Climate Solutions UK- Saffron Walden**
  Vitocal 150-A Compact transforms energy performance of 200-year-old listed property
- **Qvantum UK**
  The Roundway Tottenham
- **IMS Heat Pumps & Adia Thermal**
  Domestic Heat Pump Retrofit Delivering Comfort, Low Disruption and Near Cost-Neutral Running Costs
- **Daniel Davies Plumbing And Heating Engineers**
  1980's Renovation

COMMERCIAL AIR TO WATER HEAT PUMP PROJECT OF THE YEAR

- **R A Brown Heating Services**
  Aurora Eccles School, Norfolk
- **Carrier HVAC UKI**
  Radisson Hotel Manchester – The AquaSnap 61AQ air source heat pump
- **ReEnergise with Viessmann Climate Solutions UK**
  Diocese of Guildford
- **Qvantum UK**
  The Roundway Tottenham

SUSTAINABILITY PROJECT OF THE YEAR

- **Personal Refrigeration Ltd - Houghton Hams**
  Houghton Hams Retro-Fit
- **Personal Refrigeration Ltd- Greencore FTG**
  Greencore FTG - Multi Compressor Inverter Pack Retro-Fit
- **Daikin UK**
  Daikin UK & GMCA Partnership: A Blueprint for Carbon Reduction
- **Hubbard Products Limited**
  Hubbard & Daikin CO2 CVP Net Zero refrigeration, heating and cooling strategy
- **Sure Solutions**
  "From Waste to Worth: Transforming Refrigeration Heat into Zero-Carbon Production at Cranswick Watton"
- **Clivet UK**
  Fargate House Low-Carbon Hot Water Retrofit - Sheffield Clivet | Enviroheat | Times Group

INNOVATION OF THE YEAR

- **RACES - Refrigeration & Air Conditioning Engineers Society**
  New Society for grass roots of the RACHP Industry
- **Baxi and Travis Perkins WholeHouse**
  Innovation of the Year - Baxi and Travis Perkins' WholeHouse®
- **daa (Dublin Airport)**
  Dublin Airport Geothermal Feasibility & Infrastructure Strategy
- **BITZER UK**
  BITZER IQ Module (CM-RC-02)
- **IMS Heat Pumps & Adia Thermal**
  Zero-Disruption Retrofit: Intelligent System Balancing to Eliminate Radiator Upgrades in Heat Pump Conversions
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  AirX Pro Real Time Virus Destruction Systems
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- **Sea Warm**
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- **Carrier**
  Roadvent

RACHP WOMAN OF THE YEAR

- **Lisa Pogson, Managing Director**
  Airmaster Air Conditioning Ltd
- **Adele Watson, Apprenticeship Programme Lead**
  Carrier Commercial HVAC UKI
- **Astrid Prado, Head of Marketing**
  Star Refrigeration and Co-Chair of the Institute of Refrigeration's Women in RACHP Network
- **Anna Ruddy, Director**
  ACS Air Conditioning Ltd
- **Carrie Young, Marketing Director**
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Enhancing heat pump performance through one-pipe system optimisation

Dr. Peter Meža, Senior Product Manager at Hisense Europe, discusses an efficient project approach to the energy-efficient renovation of one-pipe heating systems in residential buildings using heat pumps and hydronic balancing.

Traditional one-pipe heating systems are subject to differential pressure variations, which lead to unstable room temperatures, poor flow control, and reduced overall comfort and efficiency. The application of pressure independent control valves eliminates the influence of pressure fluctuations and ensures stable flow regulation. Based on measurements from real installations, this study demonstrates that optimized flow conditions improve energy efficiency, enhance occupant comfort, and extend system lifespan.

These improvements are particularly relevant in renovation projects, where upgrading existing systems is essential. Furthermore, stable hydraulic conditions support the efficient integration and operation of heat pumps by enabling lower return temperatures and improved system performance.

One-pipe radiator heating systems were widely implemented across Europe between the 1960s and 1990s, particularly in multi-family residential buildings. Their simple design and low initial investment made them a standard solution during periods of mass construction. Although newer two-pipe systems and advanced control strategies have largely replaced them in new buildings, one-pipe systems remain widespread in existing housing stock.

Despite often being perceived as inefficient, these systems still offer significant potential for renovation. With proper upgrades, they can achieve performance comparable to modern systems. However, retrofitting is technically demanding due to the hydraulic sensitivity of one-pipe systems, where even small changes can significantly affect heat distribution and system stability. Typical problems include unbalanced flows, uneven heating, incorrect radiator replacements, and gradual system modifications over time (Székely, 2015).

Additionally, energy efficiency measures such as building insulation or upgrades of substations reduce heat demand and often lead to system oversizing. This requires recalculation and adaptation of the heating system.

A comprehensive renovation approach - combining system analysis, hydraulic balancing, and careful design - is therefore essential. This is particularly important when integrating heat pumps, which require stable hydraulic conditions and optimized temperature regimes for efficient operation.

Operation and components of one-pipe heating systems

One-pipe heating systems are based on a series connection of radiators within a loop. The heating medium flows sequentially through each radiator, resulting in a gradual temperature drop along the circuit. This characteristic strongly influences heat distribution, radiator sizing, pipe dimensioning, and system control.

Proper operation requires accurate calculation of building heat demand and appropriate component selection (Olesen, 2002). Early systems relied on gravity circulation, later replaced by pumps, which improved responsiveness, control, and system design flexibility.

Main system components include (Meža, 2018) heat source (boiler or substation) (1), circulation pump (2), distribution pipes (3), radiators (4) with associated components (with or without thermostatic valves (5), return flow limiter (6), bypass flow limiter (7), control valves (8) on distribution pipes (for flow adjustment) and safety components (expansion vessel, valves, etc.) as shown on Fig 1.

In renovation practice, four main system types are encountered, each with specific hydraulic behavior (Stasiūnas, 2018):

- Vertical T-design: Flow splits between radiator and riser; highly sensitive.
- Vertical conventional: Simple design without bypass; prone to uneven heating.
- Vertical π-design: Loop configuration with large temperature drops and complex balancing.

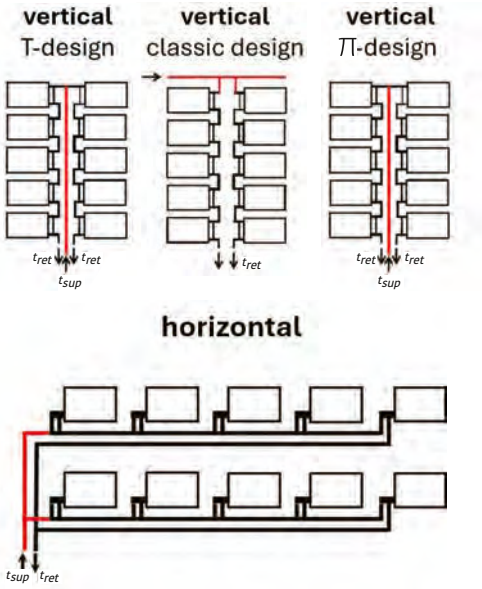


Fig.1 Components of a one-pipe radiator system (example of a conventional vertical one-pipe system; Meža, 2018)

- Horizontal systems: Series-connected radiators per apartment; require precise balancing and often allow individual metering.

Understanding these system types is essential for effective renovation and integration of modern solutions such as heat pumps.

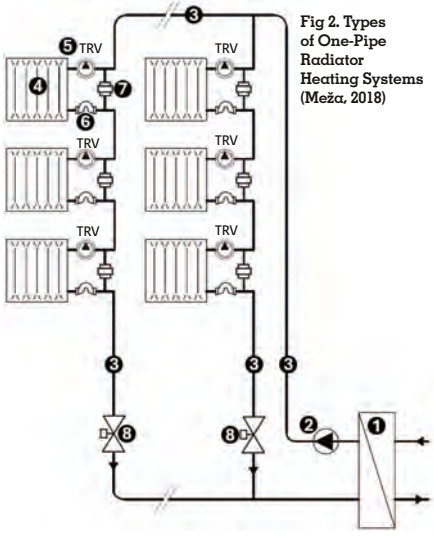


Fig 2. Types of One-Pipe Radiator Heating Systems (Meža, 2018)

Problems and challenges in one-pipe systems

In one-pipe systems, flow in the distribution pipe is always present. Thermostatic radiator valves (TRVs) regulate room temperature by controlling flow through the radiator. When heat demand decreases, water bypasses the radiator through bypass lines, while total loop flow remains unchanged.

At partial loads, this results in higher-than-required flow rates (e.g., due to mild outdoor temperatures or internal heat gains) (Mileikovskyi, 2014). Consequently, return water temperatures increase.

High return temperatures lead to several issues:

- Reduced temperature difference (ΔT)
- Overheating of spaces due to warm return pipes
- Noise in valves and radiators
- Potential unwanted gravity circulation in older systems

After building renovations, these problems are often intensified due to reduced heat demand and system oversizing.

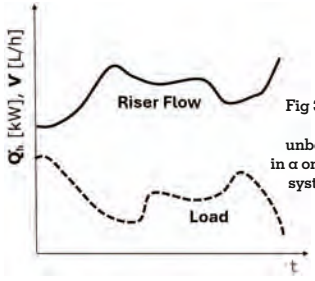


Fig 3. Hydraulically and thermally unbalanced branch in a one-pipe radiator system (Meža, 2018)

Low ΔT negatively affects heat sources. In condensing boilers, it reduces efficiency and increases fuel consumption, often causing short cycling and higher wear (Szekely, 2015).

For heat pumps, the impact is even more significant. Elevated return temperatures increase the required temperature lift, which reduces efficiency (COP), increases electricity consumption, and can limit system capacity.

Overall, these effects lead to higher energy use, reduced comfort, and increased operational issues.

Solutions and approaches for retrofitting one-pipe heating systems

Retrofitting one-pipe systems requires careful planning due to their hydraulic sensitivity. The main objective is to achieve stable, balanced, and energy-efficient operation (IMI, 2019).

A critical aspect is ensuring proper flow distribution through radiators under varying operating conditions, especially due to TRV regulation, while maintaining adequate pressure conditions in bypasses (Yin, 2018). This allows effective heat emission even at partial load.

Maintaining an appropriate temperature difference (ΔT) is equally important, as it ensures optimal flow, improves heat source efficiency, and enhances comfort (Dubnyakov, 2016).

Before renovation, a detailed system assessment is necessary to identify imbalances and faults. Energy upgrades such as insulation or heat source replacement significantly change system requirements, making recalculation essential. Modern tools enable precise hydraulic balancing and component selection (Pyrkov, 2007).

Key steps before renovation (Meža, 2018):

- System analysis: Evaluation of components (radiators, TRVs, valves, pump, controls) and identification of issues (noise, comfort, energy use).
- Measurements: Temperature measurements at different times (outdoor, supply/return at source and branches).
- Selection of solutions:
  - TRVs for automatic flow control and improved comfort
  - Pressure-independent balancing valves for stable and accurate flow distribution
  - Return temperature control for better load adaptation and reduced overheating
  - Heat pump considerations: ensuring low return temperatures and sufficient ΔT for higher COP and efficient operation
  - Integration of control systems (actuators, sensors, BMS)

With these measures, one-pipe systems can operate as efficient variable-flow systems, comparable to two-pipe systems (Figure 4).

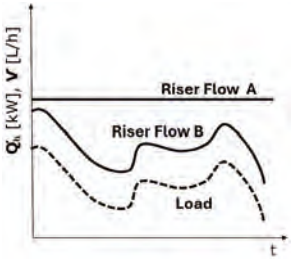


Fig 4. Hydraulically and thermally balanced branch after retrofitting a one-pipe radiator system (A – solution with pressure-independent balancing control valves; B – with branch return temperature control) (Meža, 2018)

Implementation phase

System retrofitting includes:

- Draining, cleaning, and installation of selected components
- Filling the system according to VDI 2035 and proper air venting (multi-day venting protocol)
- Installation of air and dirt separators in problematic systems
- Replacement of pumps (recommended), installed on the supply line with vibration dampers

Commissioning

The commissioning phase ensures proper system operation:

- Flow adjustment: With pressure-independent valves, commissioning is simplified to setting design flows and adjusting pump head.
- Return temperature control (recommended):
  - Weather-compensated supply temperature control
  - Adjustment of return temperature to match operating conditions
- Heat pump optimisation: Maintaining low return temperatures and sufficient ΔT to improve efficiency (COP), reduce electricity consumption, and ensure stable operation.

Conclusion

Although one-pipe heating systems are often considered inefficient, they can be successfully upgraded through proper hydraulic balancing and system optimization.

The main challenges - excessive flow, high return temperatures, and low ΔT - lead to overheating and energy losses, particularly after building renovations. However, solutions such as pressure-independent balancing valves, TRVs, and return temperature control allow dynamic adaptation to actual demand.

A comprehensive approach - including analysis, design, implementation, and commissioning - transforms one-pipe systems into efficient variable-flow systems comparable to two-pipe systems. This results in lower energy consumption, improved heat source performance, and better indoor comfort.

Such optimization is especially important for heat pumps, where low return temperatures and sufficient ΔT are crucial for achieving high efficiency and reliable operation.

The use of pressure-independent valves ensures robust hydraulic balancing, enabling each loop to operate independently with a controlled and limited flow, providing long-term system stability and efficiency.

www.hisense-europe.com

Gas absorption: The alternative heat pump technology

Pure Thermal has relaunched Gas Absorption Heat Pumps (GAHP) in the UK, providing a practical transitional solution on the path to net zero.

Pure Thermal recently relaunched the Italian manufactured Robur Commercial Gas Absorption Heat Pump range back into the UK market as the appointed UK partner.

Commercial Gas Absorption Heat Pumps (GAHP) were widely applied throughout the UK from Robur up until 2014 with hundreds of units successfully operating nationally.

However, during the period where the electrification of heat and fuel switching from gas became the industry priority Robur Gas Heat Pumps left the UK due to the increasing focus on electrically powered heat pumps and direct electric forms of heating.

But as we get nearer to 2050 a realisation has occurred, this being that it is now clear that a need for more transitional measures to accelerate carbon reduction has become apparent.

This is where the application of Commercial GAHP has re-emerged with the potential to provide immediate carbon savings by simply reducing gas usage.

Garry Broadbent, Operations Director, at Pure Thermal

These savings are achieved via Heat Pump technology, but without the need for increased electrical supplies.

Consider that upgrading electrical supplies for retrofit commercial heat pump applications is costly and can be difficult to obtain due to regional or local electricity supply issues. **Garry Broadbent**, Operations Director, at Pure Thermal commented: “We have 25 years until 2050 and it’s clear that a more transitional approach, rather than immediate fuel switching from gas, can really benefit some carbon reduction focused applications”, continuing, “We would ask if GAHP technology has been overlooked, in favour of electric heat pumps, because gas is seen as something that must be removed rather than gas usage being reduced”.

However, it’s clear that the situation can be viewed differently where GAHP are able to provide a transitional heat pump opportunity with electrification to follow.

This means that lower capital cost carbon reduction measures can be applied immediately via GAHP and long delays/costs for new electrical supplies can be avoided.

So, what are the benefits of GAHP and why should they be considered?

Garry states: “GAHP are relatively straightforward to apply as they use the incumbent/existing gas supply and use only 1 kW electricity to generate 40kW of heat”, continuing, “consider that we have a commercial gas heater which is more than 100% efficient offering an immediate reduction in gas usage when compared to boilers”.

Taking the mantra of using less gas rather no gas, the application of GAHP can make real sense for applications that do not have cost effective or timely access to increase electrical supplies in order to install electrically powered heat pumps.

Considering the Robur GAHP track record, the question of proven technology is answered by there being hundreds of GAHP operating in the UK having been widely applied since 2004.

A modular approach is taken to GAHP specification utilising the Robur A-Plus 40kW unit in single or parallel unit configuration. There is also the option to specify factory assembled skids with multiple GAHP units mounted in a single system plus there is also the additional option to select a hybrid system with heat pumps and skid mounted externally located boilers.

This option provides a complete hybrid solution by sizing the Gas Heat Pumps to cover the maximum amount of carbon reductions and only bringing the Gas Boiler into play below an external temperature of say 5°C in order to provide additional capacity support.

With respect to current UK demands, the application team at Pure Thermal are confident that the configuration options and case studies within both the UK and throughout Europe will be able to demonstrate correct GAHP application methods to provide confidence to specifiers and designers.

It must be considered that this is not new technology, on the contrary this is extremely well-established technology with successful application going back over the last 20 years with GAHP simply being a different type of heat pump refrigeration system to the vapour compression refrigeration system found in an electric heat pump.

AR Plus- Gas Absorption Heat Pump providing Heating only

How do they GAHP work?

GAHP units utilise a burner to place heat into the refrigeration circuit unlike the electrical compressor which does the same job in a vapour compression system, however, both types utilise air source or ground/water source renewable energy.

In summary GAHP units use gas to generate heat using renewable source energy, be it air or water, to provide a system that will use circa 40% less gas than the incumbent boiler.

Hence, we have a heat pump system which is practical and easy to apply & integrate with existing gas supplies with an output temperature capability of 70°C.

GAHP PLUS unit available as heating only or heating/cooling

Training and support

Garry said: “Product & application training is an important element of the Pure Thermal package and for GAHP we provide full training for designers and specifiers and contractors that are new to the concept of GAHP”.

Several webinars and training sessions are planned throughout Q1 and Q2 by Pure Thermal that will demonstrate that GAHP are simply just another type of heat pump powered by gas rather than electricity.

Conclusion

The present unknown situation regarding the use of the gas in the future is still to be determined with a consultation concerning the Gas Transition launched in November 2025.

However, when considering the use of gas, it is noted that in Q4 of 2025 a significant investment of circa £150 million was placed by Government into making ready certain sections of the grid to take advantage of hydrogen to a mix of 5%.

Alongside this it should also be noted that Biogas is gaining more momentum as is also the case in Spain and Italy with the objective of supplying the grid with clean renewable gas.

In summary this indicates that the application of GAHP can be viewed as an immediate transitional carbon reducing technology for the next 15 years until remedial improvements to the Electricity Grid ensure that power is more readily available to apply electric heat pumps.

Or importantly it can be considered that GAHP may be a technology that could be viewed as long term to operate for many years with a gas grid circulating clean gas that could be a mix with a Biomethane or Hydrogen base.

But whichever view is taken, whether transition or long term, there is no doubt that GAHP technology is proven and ready to be applied now for both new or retrofit applications.

Info
https://purethermal.co.uk

WOMEN IN THE HEAT PUMP INDUSTRY

Laura Bishop, Director at HI Group, shares with us her transition into heat pumps and her dedication, passion, and determination to improve low-carbon heating design.


Laura Bishop, Director at HI Group

When I left university with an Mech Eng degree and started my design engineering career in manufacturing. My first 'proper job' was as a graduate trainee at Bombardier, designing trains, and I went on to work for several other large engineering companies.

In those environments, I learned that design has to be right and there isn't really any room for getting it wrong. Engineering decisions are tested, challenged and owned, and you're expected to think through how something will actually be made and used. That mindset has stayed with me.

At that stage, I had no exposure to building services. E.ON was my first experience of working on buildings and deploying renewable technologies in real-world situations. The contrast with manufacturing was huge. Buildings are messy, every site is different, and what works on paper doesn't always translate neatly into practice. That really reinforced for me how important good design and system thinking are.

How did you get into the heat pump industry?

I got into heat pumps because I've always cared about the environment and wanted to use my engineering skills in renewable energy, not because I had any particular interest in heating at the start. Like a lot of engineers, my early understanding of renewables was focused on electricity, solar and wind power, rather than heat. Gas and heating systems weren't something I'd really thought about.

That changed when I joined E.ON. At the time, I didn't really know what a heat pump was, but I quickly realised how much of the UK's carbon problem sits in heat. I think that's probably true for a lot of people - heat isn't something you think about until you're in it. Once I started working in that space, it became obvious how important, and challenging, it is to decarbonise it properly.

Alongside my technical work, I became increasingly involved in industry leadership. I chaired the Ground Source Heat Pump Association (GSHPA) from late 2019 until December 2025 and am now co-chair of the newly merged Heat Pump Association UK, which brought together the Heat Pump Federation, the Heat Pump Association and the GSHPA. It took about 18 months and wasn't always easy, bringing different organisations and views together never is, but it was worth it in the end to give the sector a stronger, more unified voice.

What does your current role involve?

In 2023, I set up a new business partnership, Hillside Infinitas, having previously set up Infinitas Design in 2014. It was really about expanding what I do beyond pure design into making projects actually work as a whole.

A big part of our focus is the economics of low-carbon heat. One of the biggest barriers to heat pump adoption is running cost. Even when systems are technically sound, people can end up with higher energy bills, particularly given the current electricity prices. If that happens, it puts people off using their systems properly and undermines confidence in the technology.

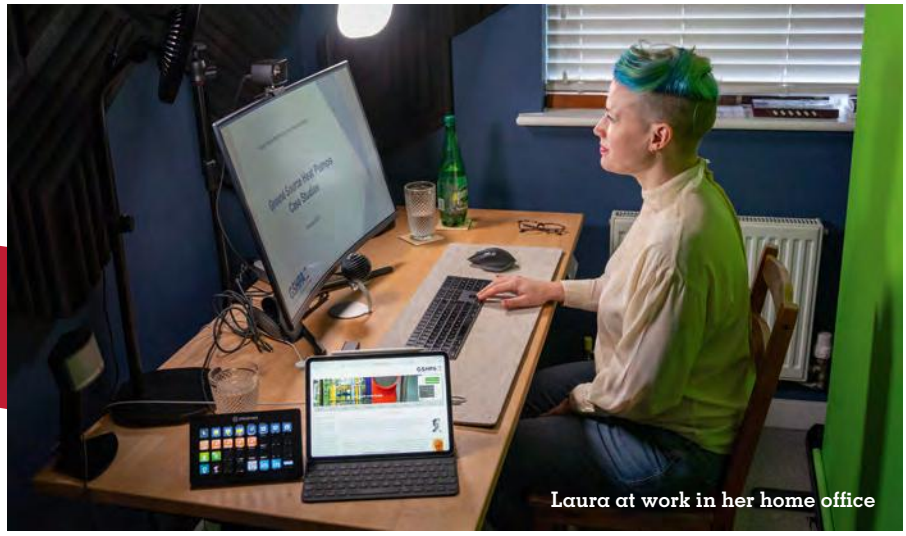
We spend a lot of time looking at how to offset that — using on-site generation, energy storage, and smarter system design to bring running costs down and make systems work better in practice. It's about looking at the whole picture rather than just the heat pump in isolation.

Alongside that, I continue to be involved in industry leadership and advisory work, helping to shape standards and thinking as the sector develops.

How did setting up your own consultancy shape your career?

I left E.ON when the engineering department was removed, at a point where it was clear there was a real gap in the market. Clients wanted renewable energy projects, but there were few independent organisations that could fully design them.

I set up Infinitas Design, which I ran for nine years. We worked on a wide range of projects, including large heat pump schemes and heat networks, as well as other interesting low-carbon infrastructure work. Having never run a business before, it was also an eye-opener into everything else that goes on behind the scenes to make a business fly.


Laura at work in her home office

The aim was always to bring a higher level of engineering discipline into the sector. The standards I'd been used to in manufacturing — being accountable for design, thinking things through properly, and making sure systems actually work — weren't always there in building services and renewables at the time. That's what I wanted to change.

What do you see as the challenges facing the industry?

There are a few big challenges that come up again and again, and we're still not really solving them.

One of the biggest is the price of electricity in the UK, which is among the highest in Europe, compared to relatively low gas prices. That "spark gap" makes it much harder for heat pumps to compete on running costs, even when they're well designed.

Quality is another major issue. Poor design, installation and aftercare are still too common, and that directly affects how systems perform. When things go wrong, it's often the technology that gets blamed, rather than the way it's been implemented.

There's also a big gap in understanding from customers. Many people don't really know how heat pumps work, what's needed in their homes or businesses, or what good looks like. That makes it much harder for them to make confident decisions.

Upfront cost is still a barrier as well, especially when heat pumps are compared directly to gas or oil boilers without looking at the bigger picture.

And then there's the policy side. There's been a lack of long-term certainty from government, with changes to policy and grant support making it difficult for businesses to plan and invest. At the same time, there is private green investment available, but we don't yet have clear, consistent ways of connecting that funding to the clients who actually need to deliver projects. The money is there, it's just not flowing in the right way.

Did you have any mentors or people who inspired you?

I haven't really had formal mentors, but I've worked with people who have had a big influence on how I approach things.

In particular, people who were prepared to challenge decisions, hold the line on quality, and insist on doing things properly, even when that wasn't the easiest option. That kind of mindset sticks with you.

More generally, I've been inspired by women who lead through their expertise rather than trying to fit a particular mould. There isn't one way to lead, and seeing different approaches work has definitely shaped how I do things.

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

It's an industry that's still evolving, which means there's a real opportunity to shape it.

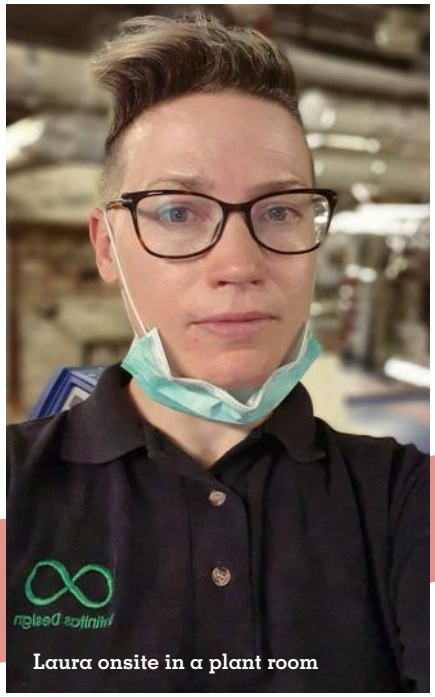
You don't need to know everything at the start. Being curious, asking questions, and thinking things through properly goes a long way. Confidence builds over time.

The industry genuinely needs more women, not just for balance, but because you get better outcomes when you have different perspectives in the room and we generally just need more people to get the job done.

What do you like to do outside of work?

Honestly, I still enjoy talking about heat pumps outside of work. Some of the most interesting conversations happen in pubs or more informal settings, where people are more open about what's really working and what isn't.

Outside of that, I like getting out and about. I enjoy going to the pub, visiting different towns and cities, and spending time in our campervan, Ruby. I spend a lot of time walking my dogs and pottering in the garden, which is a good balance to a largely desk-based job that can be quite full-on. Being outdoors and doing practical things helps me reset and switch off, although the conversation does usually come back to heat pumps at some point.


Laura onsite in a plant room

Heat pumps could save UK homeowners up to 70% on heating costs amid ongoing energy crisis

Peter Beighton, Managing Director at Trianco, discusses how air source heat pumps (ASHP) can cut UK heating costs by up to 70%, run efficiently 24/7, and are more affordable with government grants, offering a greener, cost-effective alternative to electric heaters.

Peter Beighton, Managing Director at Trianco

As UK households continue to face rising energy bills, new analysis highlights how switching to an air source heat pump could dramatically cut heating costs - by as much as 60-70% compared with electric heaters - while providing a more efficient and sustainable long term solution.

Heating oil users have recently experienced some of the most dramatic cost increases. MoneySavingExpert reports that thousands of households have seen prices more than double in just a week, rising from the usual 55 - 65p per litre to £1.20 - £1.45 per litre, with some quotes reaching £1.55 or more. This rapid escalation has placed significant strain on rural and off grid homes, underscoring how exposed oil heated properties are to sudden global price movements - and why many homeowners are now exploring more stable long term alternatives such as heat pumps.

Heat pumps: The most cost efficient heating option in the UK

Modern heat pumps operate at around 300% efficiency, meaning they produce three units of heat for every one unit of electricity used. By comparison, electric heaters are 100% efficient, producing just one unit of heat from the same amount of power.

A simple way to understand the saving:

- Spend £1 on electricity with an electric heater → 1 unit of heat
- pend £1 on electricity with a heat pump → units of heat

To get the same warmth:

- Electric heaters cost £3
- A heat pump costs £1

This is why heat pumps can deliver around 66 - 70% lower running costs than electric heating.

Designed to run efficiently 24/7

Heat pumps work best when running continuously at a low setting, unlike gas boilers that switch on and off. They automatically adjust their output based on the outdoor temperature, keeping homes comfortable while using far less energy.

Many energy suppliers now offer heat pump specific tariffs, allowing households to heat water or run the system during cheap off peak hours. Upcoming technology upgrades will even allow homeowners to tell the heat pump which tariff they're on so the system can optimise performance automatically.

In a reasonably insulated home, this combination of high efficiency and tariff smart operation makes a heat pump the lowest cost heating option currently available.

Installation costs lower than expected

Government support is making heat pumps more accessible. Through the Boiler Upgrade Scheme, homeowners can receive a £7,500 grant, claimed on their behalf by the installer.

This means: Some one-to-two-bedroom homes can have a heat pump installed at no cost, as the grant often covers both the unit and installation.

For a typical 4 bedroom home, the remaining cost after the grant would be around £3,000 - £4,000.

Given the potential for long term energy savings, many households can recover this investment quicker than expected.

A smart, cost cutting solution for rising energy bills

As energy prices remain unpredictable, heat pumps offer one of the simplest and most effective ways for UK households to regain control of their heating costs. Their ability to deliver three times more heat for the same electricity makes them uniquely suited to the current energy landscape.

In today's energy crisis, a heat pump isn't just greener - it's one of the smartest financial decisions a homeowner can make.

Info
https://trianco.co.uk/

Trianco's Activair indoor heat pumps are installed in housing association properties in Argyll

Trianco, has supplied Activair indoor air source heat pumps for a £100,000 development programme in Scotland in partnership with principal contractor, the Procast Group.

The joint trial by Procast and Trianco, on six flats managed by Argyll Community Housing Association (ACHA), serves to test and examine an alternative to communal heating and district heat networks.

The trial project is a first for Scotland as contractor Procast looks for a highly efficient air source heat pump (ASHP) unit that would be suitable for installing in the most difficult to treat flats and tenements throughout the UK.

Peter Beighton, Managing Director of Trianco explains, "This trial is a huge step forward in bringing innovation and practicality together. It is hoped that the new installations, which are far more compact than a typical ASHP, which sits outside of a property, should improve energy efficiency, provide tenants with savings and lead to better insulated homes, as well as being better for the planet. These heat pumps fit into the kitchen just like an additional boiler would. Now completed, the project will have a hugely positive impact on living conditions for tenants as well as help to reduce their energy bills.

Derek Innes, Owner and Managing Director of Procast Group, said: "Innovation and technology is a huge part of what we do at Procast Group and this project is a shining example of that.

"Working with Trianco and Argyll Community Housing Association, we're intrigued to see how Trianco's indoor ASHPs can have a positive impact on the lives of people in the community on Glebe Street.

"The project also highlights yet another important piece of work from Procast Group to help improve the housing stock on Scotland's islands and in our most rural communities."

Peter, said: "Our Indoor Heat Pumps are ideal for apartments and properties without the space outside for a traditional heat pump or where planning rules would restrict an outdoor unit. The heat pump is connected to outside with two air ducts, one to draw air in and the other to expel the air. This project is really exciting for us and will hopefully lead to further projects partnering with Procast".

Indoor air source heat pump

The units are available in 5 or 7kw outputs and can be purchased as a solo heat pump (which can be connected to a third-party cylinder for hot water) or as either a vertical or horizontal configuration with combined heat pump and domestic hot water cylinder. There are also flexible ducting options using either rectangular or circular ducting which can be connected to either the left, right or rear of the heat pump.

Trianco is committed to developing innovative renewable heating solutions.

Info
https://trianco.co.uk/
https://pro-cast.co.uk/
https://www.acha.co.uk/

A better place to live: How a heat pump retrofit turned a house into a home

Expensive electric heating was replaced with an air source heat pump, making the home warmer and cutting energy costs by up to 75%. This case study shows how retrofitted heat pumps can deliver efficient, low-carbon heating for UK homes.

Hailed as England's best preserved cotton town and known for its Victorian architecture, rich textile heritage, and its filming locations for Peaky Blinders and Brassic, the town of Bracup in Lancashire is also home to **John Herden**, a retired art teacher who lives with his son.

Previously, John heated his detached two-bedroom home using an all-electric system, but the house lacked the warmth that John and his son needed, leaving them feeling uncomfortable in their own home. The system was also very expensive to run, and with the added expense of charging John's electric car every night, it was costing him over 27p per kWh. In need of a solution that would make his home warmer, more comfortable and more energy-efficient, John began to research which solutions available on the market could meet his needs without breaking the bank.

During his search, John spoke to a close friend who'd had an air source heat pump installed in his home just 12 months prior. He could feel how much warmer and more comfortable his friend's home felt compared to his own, and with a much lower running cost. Recognising the long-term benefits and cost-effective heating that replacing his old system with a heat pump could bring, John approached Magna Renewables soon after to help him make the switch.

Helping homeowners transition away from fossil fuels

A Renewable Energy and Insulation company, Magna Renewables, helps homeowners to transition away from fossil fuels and give them solutions that will provide a more powerful, cleaner and more efficient way of powering their homes. Operating across the UK with its authorised installers, the company prides itself on ensuring every installation is done correctly and assists customers for the life of the warranty and beyond for renewable technologies, ranging from air source heat pumps, ground source and water source heat pumps and solar PV.

Magna Renewables specialises in retrofits and is well-versed in the misconceptions that still challenge the market and stop people from embracing renewable technologies. Despite the long-term benefits and positive customer accounts, some view heat pumps as sitting at a crossroads between old housing and new technology. And it is fair to say, that when the correct installation methods for retrofit aren't followed, the technology gets blamed rather than the poor installation. However, a company such as Magna Renewables that installs retrofits correctly evaluates heat loss, emitters, controls and insulation to guarantee the heat pump performs as it should.

Last year, Navien UK launched its range of PEM750 monoblock heat pumps into the UK, and asked Magna Renewables to support with the launch. The company was happy to partner with the brand; and installed several field trial heat pumps, including one in the company director's own home.

Vincent Van Hien, Company Director for Magna Renewables, commented: "We installed a few field trial heat pumps, one of them in my own home. We were really impressed with how they performed, so decided to start installing them in our everyday projects. The impact that it had on my own home, was that it actually changed the whole feel of the house, it became so

much more comfortable and warmer, and we saved a lot of money by switching to an air source heat pump."

More than one reason to make the switch

The heat pump installed in John's home is tailored to meet the needs of both retrofit and new build properties, and in both applications will meet customer demand for energy efficiency, consistent comfort and long-term savings.

The installation itself was straightforward, as this particular heat pump is easy and flexible to install. Its monoblock design simplifies installation by housing all critical components within the unit, which allows for easier wiring and faster set-up. Should the installer have needed assistance, Navien offers excellent backup support for installers and engineers while they are working on-site.

Since the installation, John and his son have not felt the cold and can finally feel comfortable at home, especially when they have visitors. While he had to have bigger radiators fitted and the insulation checked, the cost savings and increased energy efficiency have made the transition worthwhile. John also no longer needs to worry about the cost of charging his electric car overnight, as he can charge it fully for only 7p per KwH, giving him a running cost of 1.8p per kWh at night with the air source heat pump.

Because the energy can be stored in a battery storage system, John can also use that energy during the winter months and is likely to reduce his energy bill by 75%. The heat pump also came with smart controls and the Navien Smart Plus app, which tells John exactly where his electricity is being used and gives him full control over his home, as he can now switch on his hot water and adjust the temperature at the touch of a button. Installers can also identify and resolve any issues remotely via the app, improving efficiency and reducing the need for call-outs.

John said: "I've felt great, because I've not been cold – ever. What a difference compared to last year, when I would have to turn on the heating if visitors came. I've been watching the usage during the cold snap we've had over the past two days, and during the night, it's using around 4 kWh, and I have cheap electric most of the night, about 35 pence.

"I have an app which tells me where my electric is being used and where it's going... it's getting easier, put it that way, for an old man."

Retrofit has a big part to play

Demand for heat pumps is growing fast, with around 260,000 heat pumps installed as of early 2025, which is roughly 1% of UK households. And while there are people who think otherwise, retrofit is going to be a big part of decarbonising the UK.

"The technology is improving, and heat pumps have come a long way; they are quieter and more efficient, and with other technology such as battery storage and cheap overnight tariffs, it makes sense for homeowners to consider transitioning their homes to air source heat pumps," continued Vincent.

Jonathan Howarth, Sales Manager for Magna Renewables, added: "The main benefits of fitting a Navien heat pump are the design, which stands out from others on the market, the extended warranty, which gives customers peace of mind and the support for installers that Navien offers, helps us show our customers that they are choosing the right product for their home."

Info
https://magnarenewables.co.uk
https://navien.co.uk

Ealing Hospital cuts greenhouse gases and switches to cleaner energy

A £5.9m project to reduce carbon emissions and improve energy resilience is underway at Ealing Hospital in west London. The work is expected to cut carbon emissions by around 900 tonnes per year and deliver financial saving of over £260K per year.

Stakeholder group comprising members of LNWH, Vital Energi, Salix, and the CEF, alongside Cllr Paul Driscoll and MP Deirdre Costigan

Ealing Hospital is busy district general hospital in Southall west London, run by North West London University Healthcare NHS Trust. The Trust is working with Vital Energi to design and install the major infrastructure upgrade needed to reduce emissions.

At the heart of the scheme is a 1MW air-to-water source heat pump system, designed to meet the fluctuating heating and cooling demands of a hospital environment. The cascading configuration of the heat pumps ensures enhanced reliability and redundancy, which is critical for maintaining stable conditions in sensitive areas such as operating theatres and intensive care units.

Energy conservation measures include upgrades to pipework and roof insulation, secondary side modifications to improve system efficiency, and upgrades to the Building Management System (BMS), including integration with VitalView for advanced monitoring and performance optimisation.

A 100.35kWp solar PV array, comprising 223 panels installed across available roof spaces, will further contribute to the hospital's renewable energy generation.

In addition, three aging gas boilers will be removed and replaced with three 1,500kW low temperature hot water (LTHW) boilers. The new LTHW system has been designed with future compatibility in mind, ensuring it is ready to integrate with potential heat networks should they become available in the area.

Jack Tasker, Account Manager at Vital Energi, said: "This project not only supports the Trust's journey to net zero, but also enhances energy resilience and patient comfort, two critical factors in a healthcare setting. We are integrating advanced

technologies like heat pumps, solar photovoltaic panels and smart monitoring at Ealing Hospital. This will create a much more sustainable and efficient environment for staff, patients, and visitors."

The project is being funded through the Public Sector Decarbonisation Scheme, which is run by the Department for Energy Security and Net Zero. The delivery and administrative body for the scheme is Salix.

Director of public sector decarbonisation at Salix, **Ian Rodger**, said: "The Public Sector Decarbonisation Scheme funding plays a vital role in meeting the NHS net zero targets. Investment isn't just about cutting carbon - it's about creating healthier, more comfortable and energy-efficient buildings that support patient recovery and provide better spaces for staff to work and care."

The Carbon and Energy Fund Framework (CEF) is a specialised procurement framework that supports complex energy upgrades across the public sector. CEF project manager **Will Fairclough** said: "The project work at Ealing includes crucial resilience upgrade works for the hospital, which will significantly improve its energy efficiency. The project team at Salix and Vital Energi are bringing innovation to Ealing Hospital and look forward to integrating future technologies into the Trust's estate."

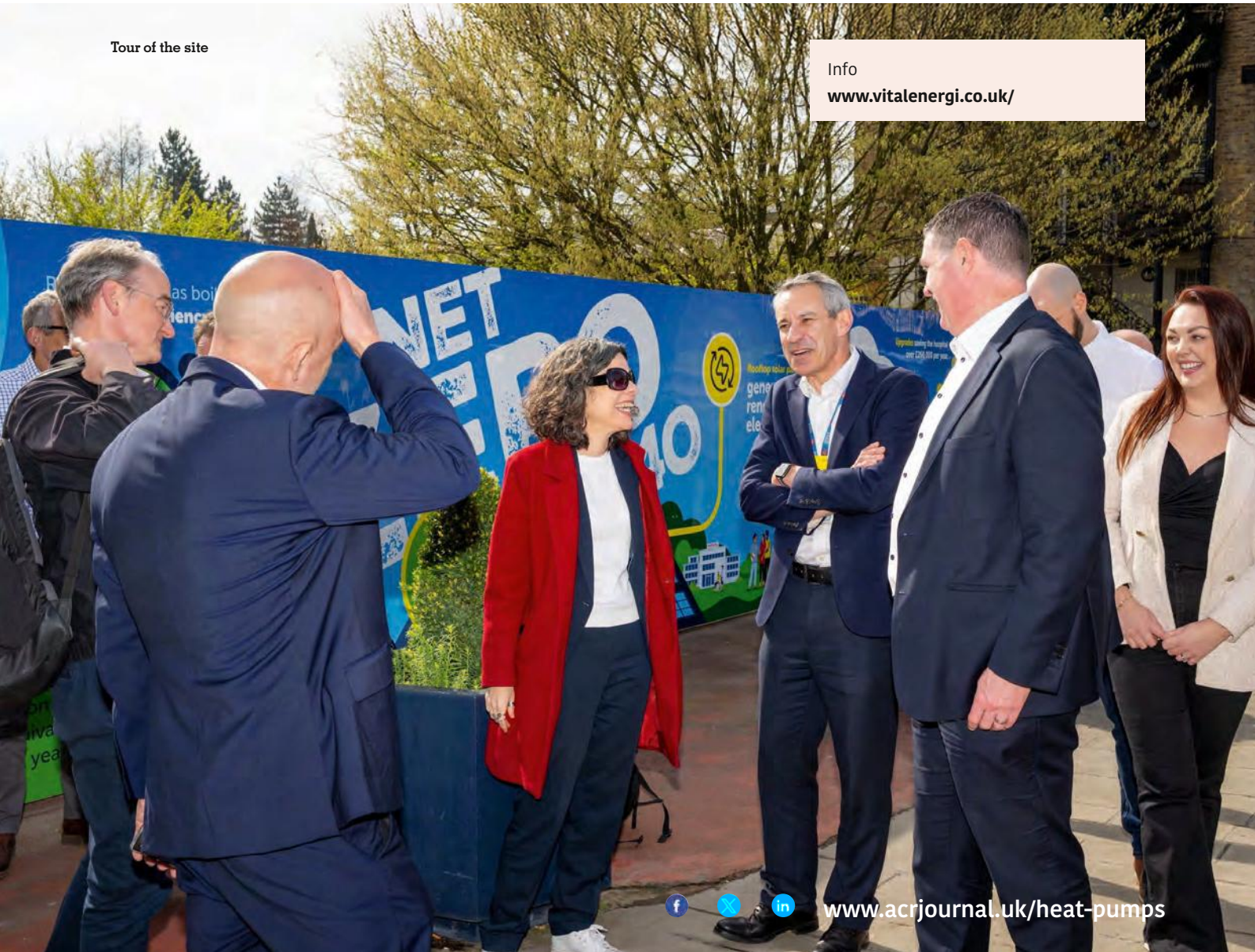
A 'groundbreaking' event was held on the 20 March to formally mark the start of works. Amongst those present was Cllr Paul Driscoll, Ealing Council's Cabinet Member for Climate Action.

Cllr Driscoll added: "We are committed to making Ealing a carbon neutral borough by 2030. I am therefore delighted to learn of the decarbonising work underway at Ealing Hospital, which will make a significant contribution to our commitments. The climate crisis is one of the defining issues of our time and our local NHS Trust is demonstrating that we all need to play our part."

Also present was **Deirdre Costigan**, MP for Ealing Southall, who said: "It's brilliant to see £5.9 million of Government investment going into Ealing Hospital. With new solar panels and an energy saving heat pump system, we're cutting carbon emissions and saving public money. Lower energy bills for our hospitals mean better value for taxpayers and a cleaner, more efficient NHS — a win for everyone in Ealing Southall."

Mark Titcomb, Managing Director of Ealing Hospital added: "We're taking this action to make our hospitals and services more sustainable because climate change is real threat affecting healthcare. By reducing our carbon footprint now, we're protecting patient care today and preparing for the challenges of tomorrow."

The decarbonisation works at Ealing Hospital are expected to complete by April 2027.



Tour of the site

Info
www.vitalenergi.co.uk/

Let's organise our own Heat Pump Show they said... how hard can it be?!?

Stick to what you know, if it ain't broke don't fix it, you can't teach old dogs new tricks… these are all things people *could* have said about Midsummer - one of Britain's leading solar PV and renewable energy tech wholesalers - when we decided to organise the biggest renewable heat event in the UK.

Well, first of all, we're not that old thank you very much! In fact, we think that part of our nationwide success is down to the same youthful attitude that led us to organise The Heat Pump Show in the first place: we were of the opinion that the renewable heating landscape in the UK was in need of some TLC so we set about preparing the menu.

Let's start with the trade shows, because the problem we found is not unique to us. Each year, we would sign up alongside all the other exhibitors and even more attendees to one trade show after another, paying more and more to be one stand among hundreds of others. We struggled to find the right products and the right people without accidentally also finding ourselves draped with 83 tote bags, carrying 200 flyers, and cramming yet another pastry into our mouths. OK, the pastry was good, but you get the idea! Finally last year, when a Bathroom Installation section popped up next to us, we felt that enough was enough. This wasn't the right place to champion renewable heat.

What we needed was a dedicated trade show - no padding, no waffle, just the stuff you actually need to know from the voices and brands leading the industry. Until now, this simply didn't exist.

Enter The Heat Pump Show

On the 22nd April 2026 over 800 installers, industry experts, manufacturers, wholesalers, publishers, and more came together for a fantastic day dedicated exclusively to renewable heat. Industry giants talked tariffs, heat pump system design, BUS grants, and everything in between - one of our valued speakers summed it up better than we could: "Great conversations with some brilliant voices across the industry." Thank you **Aimee Holloran**, and see you next year!

For the installers present, it was a chance to look at the technology in a way that relates to real installs, not just spec sheets. Heat pump system design and installation comes with its own unique set of challenges, and installers are having to learn quickly. Systems need to work in homes that weren't initially designed for them. Customers are trying to make sense of mixed messages on cost and performance while wading through misinformation and uncertainty. Without the right support and guidance grounded in what installers experience on a day-to-day basis, the heat pump revolution will struggle to get off the ground.

And that's the real reason we organised the show. Sure, it gave us at Midsummer a fantastic opportunity to connect with our customers and sure, it feels great to be able to boast about the star-studded lineup of speakers (don't worry, we played it cool when **Graham Hendra** told us it was his "favourite heat pump event"). But mainly it was a long-overdue opportunity for everyone in the industry to get together for the shared purpose of scaling renewable heat across the UK. The real proof of concept was seeing the conversations, connections, and sharing of ideas that had begun at the show spilling out to drinks afterwards where panellists and attendees alike were "putting the world to rights and sharing honest thoughts on where our industry is heading." This was an event that needed to happen.

So, we'd like to say a massive thank you to everyone who exhibited, spoke at, attended, or otherwise supported the event. The response on the day was beyond our wildest expectations, and we're so pleased to have been able to facilitate it. We hope to see you all next year, and in the meantime if you are interested in the products you saw at the show, have any questions, or simply want to know when the next event will be sign up to an account at **midsummerwholesale.co.uk** and meet some of the people who made The Heat Pump Show happen.

"TELL YOU WHAT… THE HEAT PUMP SHOW WAS ABSOLUTELY BRILLIANT. I CAN ONLY IMAGINE IT'LL BE TWICE THE SIZE NEXT YEAR." - **SEAN HOGAN**

Warm wisdom

A couple switched to a heat pump with solar, saving money and enjoying a warm, low-maintenance home.

A warmer welcome home: Why this couple switched to a heat pump

"You come in from outside and it's completely lovely" When Alun and his wife Diana first laid eyes on their home in Norwich back in 2015, they instantly fell in love.

The 1970s terrace was beautifully situated on the banks of the River Wensum but had been neglected for some time.

The couple set about completely renovating the house, installing triple-glazed windows and a new gas boiler. But when the boiler broke down in 2024, they decided to take the leap and install an air source heat pump (ASHP) in the property.

"We wanted to save money, help the environment and to keep the house nice and warm," Alun, 68, said.
"We were concerned it might be too noisy, but they turned one on for us in the showroom and it was fine."

Warm and comfortable

As well as having the ASHP fitted, the couple opted to have solar panels installed to power the system as well as a battery to store any extra electricity.

Two and a half years on, they say they wouldn't be without the pump that keeps their home cosy and warm all year round.

"We're delighted with the system," Alun said.
"We haven't had any problems at all. We don't really think about using it anymore, we just let it run. It's completely automatic."

Lower energy bills

As well as keeping their house warm, the heat pump also keeps their energy bills down. The couple now save around £240 a month.

Alun's wife, Diana, 72, said they would never go back to gas.

"We like green stuff and wanted to be as efficient as possible," she said.

"We love it here. It's warm and comfortable.

"You come in from outside and it's completely lovely. I would definitely advise people to have a heat pump fitted."

https://rabrown.co.uk/

Alun and Diana outside their home

Norfolk expert publishes heat pump guide as demand surges by 70%

Louise Howlett proudly launches her book Warm Wisdom

Norfolk-based heating engineer is publishing a book to tackle the 'confusion and fear' surrounding heat pumps.

Louise Howlett, 58, has run a heat pump installation firm with her husband, Richard, for the past 24 years.

The business, based in Norwich, has seen a 70% increase in inquiries in recent weeks. The surge in interest comes amid recent rising oil and gas prices which have pushed many homeowners to look at alternatives to traditional heating. Now, Louise has written a guide, Warm Wisdom, to help those thinking about using the technology in their own home.

'Fear and Confusion'

"This book is for heat pump curious people," she said.

"There's so much misinformation, confusion and fear surrounding them.

"I want people to feel more comfortable and find the right type of heat pump installer for them with their eyes open."

Louise is a spokesperson for the Heating Trades Network[1] which provides reliable, unbiased advice on the future of home heating and cooling.

She also won Outstanding Achievement of the Year at the 2024 H&V News Awards.

A copy of Warm Wisdom can be bought on Kindle for 99p or ordered on Amazon by visiting: **https://tinyurl.com/5h7twy95.**

Source
1. www.heatingtradesnetwork.org.uk

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The guide to what's new for Heat Pumps Today readers, offering vital industry news.
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Ideal Commercial Heating ECOMOD natural refrigerant heat pump range capacity increases with new 65kw model

Building on the success of its ECOMOD 290HT natural refrigerant commercial heat pumps, Ideal Commercial Heating has expanded the range to include a 65kW model to meet demand for higher output systems. This takes the ECOMOD 290HT range to four chassis sizes and six available outputs, from 15kW to 65kW.

The new ECOMOD 290HT 65kW has a maximum flow temperature of 70°C and an excellent coefficient of performance (CoP) of up to 4.6 which means it produces up to 4.6 units of heat for every single unit of electrical energy consumed.

You can also cascade up to seven of these new 65kW models for where greater heating outputs are required.

idealcommercialheating.com/products/ecomod-290ht

Ideal Heating launches industry-leading service with new Commercial Service Division

Ideal Commercial Heating is set to deliver an even stronger customer experience courtesy of the newly launched Commercial Service Division.

Created as part of the ongoing investment in service and innovation in the UK, the new division provides Ideal Commercial Heating customers with unparalleled access to commissioning, warranty, servicing, and breakdown support through a dedicated nationwide team of highly skilled engineers. This means faster response times, greater efficiency, and an unrivalled standard of technical expertise across the full range of Ideal Commercial Heating products, including boilers and heat pumps.

Customers can now rely on next-day breakdown response under warranty, supported by a 90% first time fix rate on condensing commercial boilers, keeping downtime to an absolute minimum. Reporting has also been streamlined, with commissioning and service documentation delivered within three working days.

For more information on Ideal Commercial Heating, visit

www.idealcommercialheating.co.uk

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MIDSUMMER

Have you opened your account with the UK's leading renewables wholesaler?

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

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

"great to meet the Midsummer team, superbly organised and very well attended"

"Massive shout out to the whole team at Midsummer for putting it together. First class from start to finish."

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

Midsummer supplies the parts that make heat pump systems work properly... not just a fantastic range of heat pumps and cylinders, but the details that matter on site. From controllers and valves to fittings and accessories, we stock the products installers actually need to get jobs finished.

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