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“This month's issue includes details on how to enter our next HPM Awards, scheduled for early next year”

Editor's COMMENT

Industry makes award-winning progress in spite of policy delays

Last month it was the Clean Heat Market Mechanism but now hydrogen heating is to be put on the backburner by policy makers in Westminster.

While the government is showing signs of going cold on hydrogen and big on heat networks (see page 6) – it might be all be best taken with a pinch of salt.

Given local elections results this month and the looming General Election, the option to defer is perhaps becoming most attractive of all as time goes by.

Nevertheless, Net Zero and heat decarbonisation targets aren't changing, so the heating and plumbing trade has every reason to take a lead irrespective of who is in power. That is exactly what is happening.

The technology is there and huge strides are being made across renewable heating technologies, upskilling and more efficient heating systems. We want to continue showcasing and acknowledging this progress, as illustrated on page 32's profile of the 2024 HPM Award winner for Best Use of Underfloor Heating, UFHN.

This month's issue also includes details on how to enter our next HPM Awards, scheduled for early next year.

From energy saving projects to inspiring bathrooms and the most innovative plumbing products, the HPM Awards has a wide range of accolades.

This year our 14 categories have been divided into installer, industry and partnership groups, with ample chance to enter online at www.hpmawards.co.uk.

Taking place at the Midland Hotel in Manchester, after a hugely successful 2024 awards ceremony hosted by television celebrity Jenny Powell, the HPM Awards is sure to be a memorable occasion once more in February 2025. We hope as many of our readers can be involved as possible and look forward to welcoming you again on the day.

Before then, of course, we have the chance to meet at the Installer Show exhibition this month. Turn to page 24 for an early preview of some products on display there.

It all shows there is certainly no shortage of innovation in heating and plumbing this decade, with renewable heating, smart technology and a highly skilled installer base a catalyst for this to continue.

Joe Ayling
Editor

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Contact me at:

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HPM

Heating & Plumbing MONTHLY

MISSION STATEMENT

Since its launch in 1984, Heating & Plumbing Monthly (HPM) has established itself as the go-to publication for any professional engineer, installer, or plumber. A solid, reliable brand that readers can trust, HPM contains in-depth features, industry news, installation guides, competitions and much much more. A must-read publication that is the heartbeat of an ever-evolving industry, HPM's unique focus on the domestic market offers an unrivalled overview of this thriving sector.



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MAY 2024 CONTENTS

HPM

Heating & Plumbing MONTHLY

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ON THE COVER

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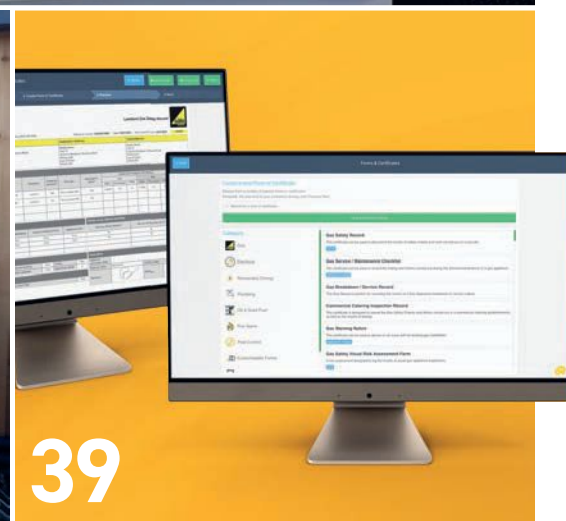
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PEOPLE ▾

Founded in 2022 by Thomas Farquhar, left, and Simon Roberts, right, Heatio has been nominated in the Cleantech StartUp of the Year and the Equity-Backed StartUp of the Year categories in the North West final of the StartUp Awards.

PLANS SUSPENDED FOR HYDROGEN TOWN



Government has decided not to progress work on a hydrogen town pilot until after 2026 strategic decisions on the role of hydrogen in decarbonising heat.

It follows a review on the work in light of a decision late last year not to proceed with the hydrogen village trial in Redcar.

The MCS Foundation welcomed energy minister Lord Callanan's statement that "Heat

pumps and heat networks will be the main route to cutting household emissions for the foreseeable future".

David Cowdrey, director of external affairs at the MCS Foundation, said: "We welcome the decision to suspend the 'hydrogen town' proposals. Today's decision confirms that heat pumps and low-carbon heat networks are the only

viable solution for decarbonising heating at scale.

"Heat pump installations in the UK have been growing in the last few years, but we need long-term policy certainty to ramp up the market. Today's announcement should be followed with a commitment to a massive public awareness campaign to increase heat pump uptake. The government must also take levies off electricity prices so that heat pumps are always cheaper to run than gas boilers, which would address fuel poverty while helping meet climate targets."

Kensa Group's chief technology officer, James Standley, added:

"It's clear that the best and quickest way to achieve clean heat while ensuring the best outcomes for consumers will be through electrification, whether that's using heat pumps or heat networks. The longer hydrogen remains part of the conversation, the further the transition will be delayed, hampering the speed at which these already proven technologies are rolled out."

RUBEN DUGGAN NAMED IN 'SKILLS OLYMPICS' LINE-UP

Ruben Duggan from Caerphilly, Wales, has been chosen to represent the UK in Plumbing and Heating at WorldSkills Lyon 2024, known as the 'skills Olympics'.

Team UK, including Ruben, will be heading for glory on the world stage in Lyon, France, just hours after the Olympic flame in Paris is dimmed, from 10-15 September. A former apprentice who trained at Coleg Y Cymoedd, Ruben now works for PowerServ.

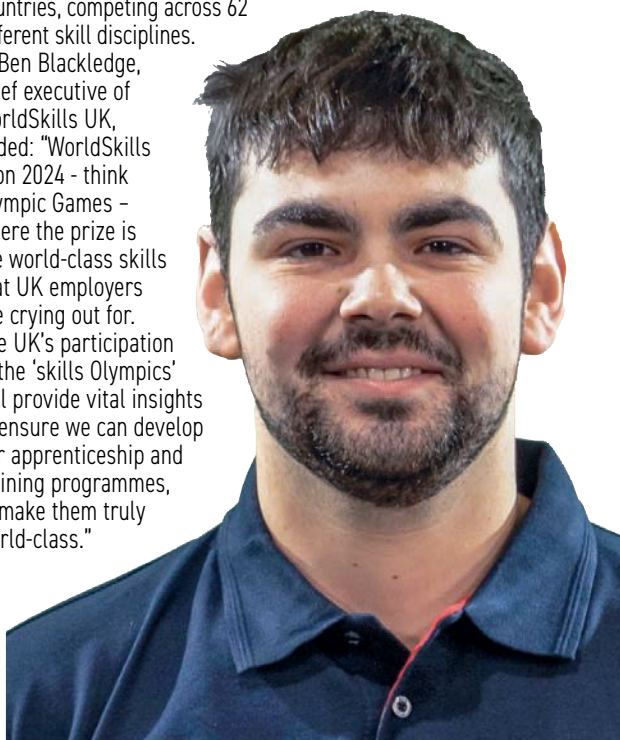
Ruben's training is overseen by Ronnie Ferris MBE, a WorldSkills UK training manager and retired lecturer who previously taught at Southern Regional College in Northern Ireland.

Ruben said: "This means everything to me, I wasn't sure whether I would get through to the end of the process, but now I can aspire to go to Lyon and win a Gold Medal."

WorldSkills Lyon 2024 will host over 1,500 young people from 65

countries, competing across 62 different skill disciplines.

Ben Blackledge, chief executive of WorldSkills UK, added: "WorldSkills Lyon 2024 - think Olympic Games - where the prize is the world-class skills that UK employers are crying out for. The UK's participation in the 'skills Olympics' will provide vital insights to ensure we can develop our apprenticeship and training programmes, to make them truly world-class."



CITY PLUMBING LAUNCHES PLASTICS SUPERCENTRES

City Plumbing has announced plans to launch 10 new Plastics Supercentres across the country.

The centres will stock large quantities of Wavin soil, waste and plastic plumbing products and drainage options, along with other brands, it said.

A statement said the initiative was inspired by feedback from customers that it was "impossible to find enough plastics stock for new build projects in one visit".

Maxine Frost, national sales director at City Plumbing, said: "It is vital that the contractor community has confidence in us to stock the products they need, when they need it and in the volumes that are required.

"Our research suggests they want to order everything from one place rather than having to go elsewhere, and they want to order in bulk with quick delivery.

"The new Plastics Supercentres will meet that need and we are delighted to work in conjunction with Wavin for the launch, which is renowned for its high-quality and sustainable plastic pipe and drainage solutions for above and below ground."

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PEOPLE ▾

The British Institute of Kitchen, Bedroom & Bathroom Installation has announced the appointment of Chris Gliddon as operations director, a newly created position at the government sanctioned organisation.

ENTRIES OPEN FOR HPM AWARDS 2025



Heating & Plumbing Monthly is proud to be returning with our annual HPM Awards, celebrating the fine achievements of the plumbing and heating sector.

The 2024 window for entries is now officially open, marking the exceptional work of engineers and manufacturers across a vast range of categories.

The HPM Awards will return to the Midland Hotel in Manchester on 21st February 2025, after a hugely successful inaugural event

earlier this year.

Our mission once again is to champion best practice, from boilers and heat pumps to bathrooms and shower fittings, providing coveted prizes for installers and plumbing groups to showcase well into the future.

See page 32 for the first in our series of 2024 HPM Awards winners UFHN, or head to the website www.hpmawards.co.uk to begin your brand-new entry.

Across 14 categories, listed on page 22-23, awards will be offered to the very best plumbing and heating engineers, manufacturers, merchants, educators and communicators.

HPM is welcoming entries right up until 20th September 2024, which will be judged by our expert panel thereafter.

HANSGROHE TAKES SUSTAINABLE SHOWER ETHOS TO NEW HQ

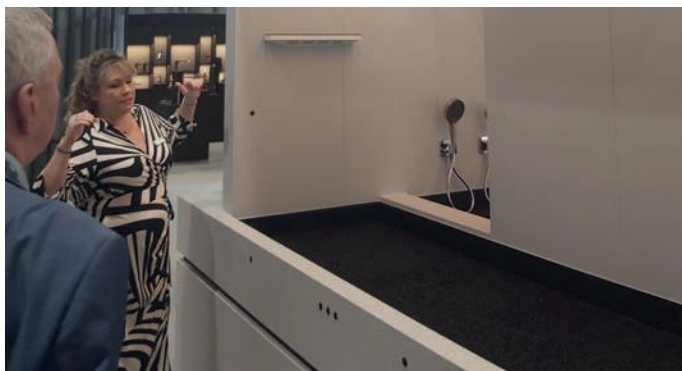
Hansgrohe welcomed guests to the company's new UK headquarters in Warwick this week including a guided tour of its shower and bathroom suite showroom.

Its new home is comprised of 70% warehousing and 30% training and showroom space, as part of a relocation of operations from Esher in Surrey.

Jay Phillips, MD of Hansgrohe UK & Ireland, said: "In order to serve all our customers for the future we were best positioned in the Midlands."

Also at the event, Hans Juergen Kalmbach, CEO of Hansgrohe Group, explained how the German company has kept sustainability as a focus for product development.

"We have to be responsible and take care of the environment," Hans said. With more than 90% of the energy footprint of showers during the usage phase, water saving properties of different shower flow rates and spray patterns were demonstrated at the new installer training area and showroom space.



GEBERIT LAUNCHES NEW SHOWER TOILET IN MILESTONE YEAR

Geberit has marked its 150th anniversary year with the launch of a new more affordable shower toilet.

Designer Christoph Behling, a consultant with experience working with brands including Tag and Nokia, presented latest Geberit ranges during a press gathering in Warwick.

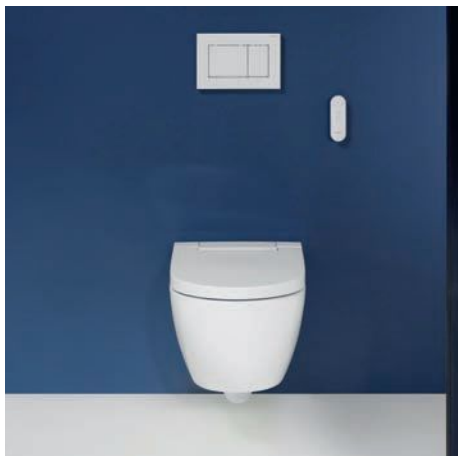
The AquaClean Alba was designed by the company as an "elegant yet affordable shower toilet designed to bring the company's renowned hygiene and comfort features to a broader range of customers so they too can experience washing with water".

Its functions still include Geberit's patented 'WhirlSpray', the quiet TurboFlush 2.0 and a rimless ceramic design to ensure optimum cleaning of the pan.

Sophie Weston, head of marketing at

Geberit, added: "With the addition of the Geberit AquaClean Alba to our portfolio, we're making premium Geberit design and market-leading functionality accessible to every project, regardless of budget."

As part of Geberit's 150-year celebrations, the company is holding customer and employee events throughout 2024, plus an internal initiative for 150 acts of kindness.



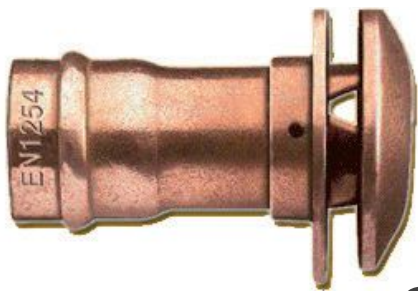
SPONSORED: FERNOX EXPANDS RENEWABLES RANGE WITH TF1 ANTIFREEZE VALVES

Leading manufacturer Fernox has introduced new TF1 Antifreeze Valves to its extensive portfolio of renewable products. Available in two sizes suitable for both compression and BSP fittings, the high performance valves have been specifically engineered for heat pump applications, to prevent ice forming in heating and cooling systems and damaging the heat pump itself.

When temperatures drop, systems that are not treated with a glycol-based fluid can freeze within the heat pump circuit, which can result in harmful and costly damage to vulnerable components and pipework. The Fernox TF1 Antifreeze Valve reduces this risk thanks to its internal sensor.

Specifically, when the circuit temperature drops to 3°C, typically in the event of the heat pump ceasing to circulate fluid due to a power outage or other external factor, the valve opens to discharge a small amount of fluid, allowing the circuit to drain until it returns to a temperature above 3°C, at which point the valve closes.





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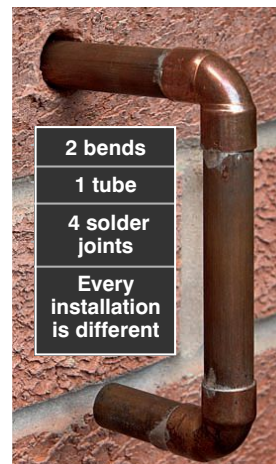
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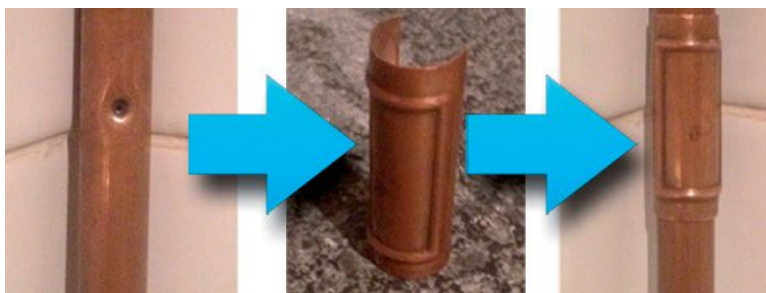
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“Attempting DIY plumbing projects can make things worse and end up costing more”

To the rescue: Consequences of botched plumbing jobs

Earlier this year **Water Regs UK** issued a reminder that plumbing projects are often best left to the professionals. **Nicola Dale** reports on the need to follow this mantra.

According to a statement, many will be tempted to fix up any leaks and install new appliances themselves due to cost-of-living pressures. However, it noted that DIYers can often make costly mistakes.

A survey conducted by Water Regs UK has revealed that plumbing mishaps are the number one DIY disaster in UK homes, with 18% of respondents admitting they had to call in a plumber to rectify attempted DIY plumbing jobs.

The survey, encompassing the experiences of over 2,000 people across the UK, highlighted the prevalence of DIY attempts gone wrong and underscores that plumbing needs the specialist skills of a qualified professional. Plumbers emerged as the most sought-after trade for fixing DIY disasters, it cited, with electricians and plasterers following closely behind.

The research found that 45 to 54 year olds are the most at risk of choosing an unqualified plumber, with 47% turning to friends and family for DIY plumbing, compared with 29%

of 18 to 24 year olds.

The survey also revealed the top plumbing tasks that Brits are most likely to try and do themselves. It found that 58% are likely to try and bleed a radiator, 42% are likely to check a stop tap is working and 41% are likely to try and fix a leaky tap.

A statement said while many homeowners may have the skills to tackle simple jobs like bleeding a radiator or insulating a pipe, complex jobs should be left to a professional. Nearly one in 10 admit they would try to tackle more complex tasks such as installing a new toilet which, it cited, could lead to leaks and even contamination if installed incorrectly.

RISKS OF DIY

Kevin Wellman, CEO at the Chartered Institute of Plumbing and Heating Engineering (CIPHE), told HPM: “At the CIPHE, we work with a number of installers and plumbers who often arrive to customer’s properties to be met with a DIY endeavour that has gone wrong. This traditionally increases over spring and around bank holidays, as long weekends incentivise those jobs that have been put off and encourage people to be a little more adventurous.

“Recently, for many consumers, the cost-of-living crisis has been challenging to navigate and many see DIY as an opportunity to cut back on the pounds. While this may seem an understandable conclusion, rectifying mistakes from DIY can be more costly than paying a professional to get it right first time and there are serious risks to home insurance policies for people who have attempted work that they are not



Anthony Sanders

competent to conclude successfully.

“While customers may have the best of intentions – and there are, indeed, some jobs around the house that can be done at home – any professional will know that DIY can also be dangerous.

“It’s vital plumbers and engineers highlight the risks of DIY to their customers, particularly when approaching heating or plumbing systems. Without correct training, one wrong move could result in a leak, burst pipe, or even carbon monoxide poisoning. Furthermore the cost to rectify DIY mistakes can run into many thousands of pounds.

“As a professional, it is not only right to fix the issue at hand but also to provide alternative solutions. For example, if money is a customer’s concern, it’s an opportunity to suggest smart controls to monitor energy usage or explain how an annual service can make their system work more efficiently to decrease their bills. Of course, both of



Kevin Wellman

these solutions do require some upfront costs, but they will help consumers to save money, and avoid large unexpected repairs, in the mid to long term.

“For any plumber or installer who is called out to a DIY disaster that is particularly tricky to rectify, our technical team is always on hand for guidance and support, so be sure to contact our helpline.”

CALLING IN A PROFESSIONAL

Taps and radiators are among the most common DIY mishaps, as homeowners look to save cash but risk making things worse when they could call in an expert to begin with, HPM heard.

Anthony Sanders, owner of Smart Heating EA in Norwich, said: “As the cost of living continues to rise, more people have begun attempting repair or upgrades themselves in the hope of saving money. However, this often backfires and can be more costly to rectify than it would have been to hire a professional in the first instance.

“The failed DIY attempts we see the most are taps. People try to replace their own taps not understanding high-and low-pressure systems and will for example, fit

a high pressure tap to a gravity fed system and then wonder why it doesn't work.

“After that, it's radiators.

People assume that changing a radiator is a simple job but come unstuck when dealing with different types of wall fixings [especially on heavy radiators], different pipe sizes, misfitting of valves, and then real lack of knowledge of refilling the heating system afterwards especially with older gravity fed systems.”

Water Regs UK encouraged homeowners to entrust plumbing and water fittings renovations to approved plumbers.

Julie Spinks, managing director of Water Regs UK, stated: “In challenging economic times we all want to save money. However, attempting DIY plumbing projects can make things worse and end up costing more.

“If a mishap occurs, it's crucial to hire a qualified plumber. Every day, half of



Julie Spinks

Britain's plumbers are called in to fix mistakes made by unqualified individuals—emphasising the real risks associated with amateur attempts.”

SETTING THE RIGHT STANDARDS IN HEAT PUMPS

Botched jobs are not only being caused by DIY plumbing work. With the rise of renewables and heat pumps in particular, a risk of contractors entering the sector to capitalise on potential earnings and not working to the recognised industry standards was flagged up by MCS.

Ian Rippin, pictured, CEO of MCS, said: “We're seeing a growing number of homeowners turning to renewable energy technology to heat and power their homes, which is great to see as the UK works towards its net zero commitments. However, this increased demand amongst consumers to 'grow' their own energy comes with the risk of contractors entering the sector to capitalise on potential earnings, and ultimately delivering sub-standard installations, that are not working to the recognised industry standards.

“This is why MCS exists - to set standards and provide protection. We give consumers confidence to

invest in renewable technologies, by defining how they should be designed and installed. We work closely with Certification Bodies accredited by the UK Accreditation Service (UKAS) to ensure that our certified contractors install renewable energy and heating systems to industry-expected levels of quality every time.

“It is important to remember that consumers who are moving to renewable energy are often making an investment in a technology that is new to them, so will place a lot of emphasis on the trustworthiness of an MCS certified contractor who they know is going to deliver work to the highest standard.”



“Ensuring a system-wide approach to flexible heating where new heating systems are closely integrated with smart controls, heat storage and programmes that incentivise and reward households that shift energy consumed, could be a prudent solution”

The electrification of heat: A fine balancing act

Alex Hill, managing director of **Whitecode Consulting**, reveals why heat pumps and the electrification of heat may need to be combined with sensible heat storage and load shifting strategies to help reduce the demand on the National Grid.

With the UK aiming to reach net zero in 2050, identifying ways to decarbonise all heat in buildings is becoming imperative.

However, with this comes the likely increased demand for commercial, industrial and domestic usage facilitated through wider UK electrification. As a result, policymakers are currently concerned Britain's power plants may not cope.

As the heating sector is dominated by natural gas, with around 24.5 million UK homes currently using natural gas as their main source of heating, reducing this fossil fuel dependence is a key focus for the foreseeable future.

This is where heat pumps can play a significant role. In fact, the UK Climate Change Committee recommends them as a crucial part of the aforementioned plan to reduce carbon emissions by 2050.

However, switching to heat pumps could increase electricity use at peak demand times, furthering the demand on the National Grid. With that in mind, it's important that system manufacturers and housebuilders look at ways in which heating electrification through heat pumps can be combined with battery technology and renewables to provide a truly sustainable heating solution.

For instance, combining heat storage with photovoltaics and batteries could ensure more effective load shifting and lower the demand on the National Grid.

WHY IS IT IMPORTANT?

With nascent technologies, such as carbon capture and hydrogen power stations, facing an uncertain future, there are fears that Britain's power plants will struggle to meet the surging demand. To add to the concerns, delays to the construction of nuclear plants have led to debates over their costliness and worthiness.

As a result, some doomsday predictions could see Britain with 39 gigawatts less power than previous forecasts. That would essentially mean 28 hours during 2035 when there may not be enough supply to meet demand.

With heat pumps having a much higher efficiency than existing heating technologies, energy demand could be significantly reduced. Indeed, for every unit of electricity a heat pump uses, it moves three to four times as much heat into a home as a gas boiler produces.

Working similarly to air conditioners and refrigerators, but in reverse, heat pumps heat homes and other properties by using electricity to move heat from external sources to inside the building. More efficient than storage heaters and other electric heaters, they're also cleaner than gas boilers, as they don't emit air pollutants.

Furthermore, a recent study by the Energy and Power Group at the University of Oxford revealed that UK households could reduce carbon emissions from heating by nearly 66% in the short term, just by using a heat pump instead of a gas boiler.

FLEXIBLE HEATING

While heat pumps could significantly reduce carbon emissions caused by heating, the resulting increased peak electricity demand could severely impact the National Grid.

Indeed, when this is combined with the increased number of electric vehicles, the electricity networks could require rather expensive upgrades, from local distribution grids and substations right up to large-

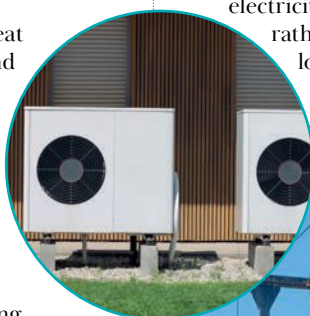
scale transmission lines.

However, ensuring a system-wide approach to flexible heating where new heating systems are closely integrated with smart controls, heat storage and programmes that incentivise and reward households that shift energy consumed, could be a prudent solution.

Additionally, storing heat from heat pumps in a super-insulated cylinder could allow building owners to store energy at a time when demand is low and electricity is cheaper. This energy would then be released to heat the building when it is needed, limiting the need for new generation capacity and staggering the use of electricity throughout the day.

While heat pumps will certainly play an essential role in reducing carbon emissions and a building user's energy usage, it's important that the construction industry understands that they're not the sole technological solution for sustainable heating.

In fact, those involved in the design and construction of buildings need to work closely with heating system providers to integrate energy efficient heating systems, such as heat pumps, with smart controls, heat storage, batteries technology and photovoltaics to help reduce demand on the National Grid and limit the reinforcement of existing electricity networks.



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Plumbzine

The weekly newsletter for the Heating & Plumbing industries

Issue 731 - 29 January 2024

Funding secured for sewer power heating project

Government funding worth £11m will see thousands of Bolton residents benefit from greener heating systems extracting energy from both sewage and waste hot water from washing machines, bathrooms and kitchens. [Read more here](#)

Meanwhile, Samsung and British Gas have announced a long-term venture – integrating customers with Samsung's SmartThings app. [Read more here](#)

I hope you enjoy reading this latest edition of Plumbzine and the week ahead.
Joe Ayling
Editor

LATEST NEWS



Sewer power to heat homes and businesses
Nearly 2,000 homes and businesses could be heated with sewer power, as a new green heating project receives a share of £80.6m from the government.

[Read Full Story](#)



Samsung and British Gas link to help manage energy use
Samsung and British Gas have announced the first step in a long-term venture aimed at helping customers better manage their energy use.

[Read Full Story](#)



Research reveals strangest items blocking UK pipes
New research carried out by Wavin has revealed some of the weirdest things that plumbers have found blocking pipes in UK households.

[Read Full Story](#)



Conex Banninger provides training for Dudley College of Technology
Conex Banninger is collaborating with Dudley College of Technology to provide training in the installation of the >B<

“Thankfully, the government has listened to the industry and proposed that a modulation rate of 15% of maximum output be taken forward”

The Boiler Efficiency Consultation: How has the government responded?

Martyn Bridges, director of technical services at **Worcester Bosch**, reviews the government’s updated proposals to improve gas boiler system efficiency and support low-carbon heating technologies.

The UK government’s Improving Boiler Standards and Efficiency Consultation ended in March 2023. Now, some 12 months on, a response has been published – and by and large it’s reasonably positive.

In this sector, it can sometimes feel like consultations come and go with any guidance the industry provides falling on deaf ears. But in its aim to reduce emissions and improve heating system efficiencies the government has taken on board our views and proposed new strategies to regulate gas-based, hydrogen-based, and hybrid heating systems.

Let’s review some of the government’s updated proposals to improve boiler system efficiency:

1. Lowest performing controls to be blocked from the market

One of the key reforms suggested is that from 2026 onwards, Class I-III controls will be blocked from placement on the market. These are controls that lack the ability to modulate the boiler and lower the flow temperature to increase the condensing mode.

This is a sensible move as new boilers should be operating at higher efficiency levels. But for some people, being unable to install simple mechanical controls may cause a problem. Is it better to have a correctly used set of on/off controls than an incorrectly used weather or load compensation control?

There is a proposal that all heating appliances should have an open protocol for heating controls and combi boilers. That is, you should be able to buy any off-the-shelf open protocol control and connect it to your boiler.

But at present, several manufacturers are not in this position. Many boilers have closed protocols where only controls made by the boiler manufacturer can be used. The government has stated that unless a new open protocol is developed, manufacturers must use the existing OpenTherm protocol by 2028, which controls water temperature and modulates the heating system to the

correct control setpoint at all times.

2. Acceptable modulation rate threshold to be increased

Another proposal addresses boiler modulation rates. Originally, the government proposed that domestic-scale boilers below a 45kW output should be capable of modulating down to a heat output of 10% of their maximum capacity.

Industry bodies advised that this would be very difficult to achieve for appliances with higher outputs of 35 or 45kW outputs and above. This is due to technical limitations such as using a burner design that must achieve the higher output but unable to reliably fire at 3 or 4kW.

Thankfully, the government has listened to the industry and proposed that a modulation rate of 15% of maximum output be taken forward. It’s widely agreed that 15% is a more feasible threshold, providing improved combustion stability while still operating at an efficient level.

3. Low temperature system training to be made a requirement

The government’s proposals include regulations for heating engineers. They require all installers to eventually undertake a low temperature heating system design training course, aiming to improve system design and efficiency.

The regulations are not prescriptive in which specific course installers should undertake, and there are a number of them out there. The department will work with relevant organisations to discuss implementation and the most appropriate timeline.

Ultimately, it’s a good thing if heating engineers can expand their knowledge to help mitigate boiler and heat pump oversizing. With time, they should be able to more accurately size the heating systems they install to operate at the lowest temperatures possible, while still supplying ample comfort levels to consumers.

4. Options to be considered for new system maintenance regulations



Interestingly, the government’s response finally acknowledged options to strengthen heating system maintenance. The industry has debated this point for

years, it makes no sense to have a requirement in place for landlord/tenant properties yet nothing in place for owner/occupied properties.

In a landlord-tenant situation, the boiler legally must receive an annual gas safety check, which tends to result in a service. For owner-occupiers, however, there is no compulsion or regulation to do this.

We have always found this slightly strange, considering that the boilers are the same whether you’re a tenant or an owner-occupier. So, it’s only right that the same servicing and maintenance requirements apply to both property types.

THE NEXT STEPS

These are just a few of the proposals highlighted by the government’s comprehensive document. It’s certainly been one of the more successful collaborations between the government and industry, and we were delighted to participate.

The government plans to implement most of its proposals through a yet-to-be-published update to ecodesign and energy labelling regulations. In due course, they say, a consultation on draft legislation will be published – moving the UK one step closer to more efficient heating systems.



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DAIKIN UK OPENS FOUR NEW SUSTAINABLE HOME CENTRES

Daikin UK has opened the doors of four brand-new Sustainable Home Centres so far this year. There are plans to open more later this year, the company said.

In 2023, Daikin UK expanded its Sustainable Home Network by opening nine centres growing its network by almost 40% year-on-year.

The Sustainable Home Centres that opened this year are Connect Plumbing & Heating Supplies in

Benfleet, Stuart HVAC renewables in Narborough, Jones & Shuffs in Stoke-on-Trent and MKM Building Supplies in Malton.

Working in partnership with builders' merchants, heating specialists and energy companies across the country, Daikin UK stated that it is creating walk-in locations for homeowners to get to grips with the benefits of renewable heating solutions. Once homeowners have

identified the best low carbon solution for their home, it noted, they are partnered with a trusted local installer.

Each of the four new centres invited local homeowners, installers, housing associations, government representatives and councillors to celebrate their openings.

As well as providing a hub for homeowners to learn about renewable heating and for installers to bring their customers, the Daikin Sustainable Home Centres house a heat pump training centre, it cited.

Iain Bevan, commercial manager for heating and renewables at Daikin UK, said: "Our new openings mark the start of another busy year of launches across our network. We are proud to be partnering with Connect Plumbing, Stuart HVAC Renewables, Jones & Shuffs and MKM Building Supplies as, together, we will tackle the green skills shortage and make a significant contribution towards our national net zero targets."



CITY PLUMBING LAUNCHES AIR SOURCE HEAT PUMP KIT-BUILDER



City Plumbing has launched a new online air source heat pump kit builder, which can be found at heatpumpkit.com.

A statement said that the tool helps users identify a heat pump system that is suitable for the home where it is being installed in four simple steps, before building

a kit of all the components needed by the heating engineer for correct installation.

Developed by City Plumbing's in-house digital and heat pump technical teams, heatpumpkit.com helps users select a suitable air source heat pump system for a property, with sufficient output

based on its heat loss.

Hemal Morjaria, managing director of City Plumbing's renewables and electrical division, said: "Getting the right system, with all components needed to complete the install, for a home is the first step for a heating engineer so we've made it easier by building their online basket with all products required."

"There's a belief that heat pumps aren't suitable for many types of homes or that they don't perform as expected once installed, but that's often down to not choosing the right system for the home and the customer's needs at the start. Our new tool takes that pain away."

Once the heat loss is calculated, heatpumpkit.com gives the user a choice of brand before presenting a range of heat pump options that provide sufficient output. The final step is choosing the cylinder size before a complete kit is built for the installer, with options for collection or delivery from their local City Plumbing branch and visibility of the cost and stock availability.



DRAYTON HOSTS FREE PANEL ON UPSKILLING TO HEAT PUMPS

Drayton has said it will be supporting installers looking to upskill to renewables with free live expert panels on The Drayton Community Facebook group.

Drayton welcomed industry experts including Richard Burrows, Kimbo Betty, Damon Blakemore and more to The Drayton Community to discuss the transition of becoming a heat pump installer. As well as sharing advice and tips for anyone looking to upskill in the near future, they also shared their personal experiences and how they found making the switch.

Throughout May there is set to be further expert panel sessions digging deeper into the topic, exploring key themes and questions raised by members of The Drayton Community in the comments and from the Q&As.

Clare Weller, trade marketing manager at Drayton, said: "At Drayton, we're here to support heating engineers along the way, and with our industry expert guest speakers, we hope to provide them with the information and guidance needed to take that step."

"As well as gaining valuable insights, the live interactive expert panels are a great way to connect with their peers who have already transitioned – or are currently doing so – and get any of their burning questions answered either by our panelists or in a future session."



CONEX BÄNNINGER LAUNCHES >B< MAXIPRO 'GOLDEN TICKET' PRIZE DRAW

Conex Bänninger has launched a >B< MaxiPro 'Golden Ticket' prize draw with promotional gifts and prizes.

The company is inviting installers to 'join the press revolution' by entering the nine-month long promotion designed to attract a new

generation of >B< MaxiPro users among apprentices and college students, through to experienced engineers and contractors not yet converts to press-fit.

Everyone who becomes a certified >B< MaxiPro installer and registers their

first purchase of either fittings, jaws or starter-kit will automatically receive a free promotional cap and be entered into a prize draw, Conex Bänninger said. The draws will be taking place in the months of June, September and December and winners

of the quarterly prize will be notified by post and email.

In each of these months a gift worth up to £500 will be up for grabs, it noted. The winner in the June prize draw will receive a 50" TV to watch UEFA EURO 24, which kicks off in Munich on Friday 14 June. The September reward is a £500 holiday voucher, whilst the December winner can enjoy Christmas on Conex, the company added.

To take part, those entering will need to register their first purchase by email to bmaxipro@ibpgroup.com and send a copy of their training number and receipt, using code - BMPTRAINING2024.

Ged Grimes, UK and Ireland business unit director at Conex Bänninger, said: "We will be widely promoting this competition through our UK wide distribution channels, as well as targeted social media posts, e-shots, digital adverts and PR."



SURVEY REVEALS THE IMPACT OF COST-OF-LIVING ON PLUMBING INDUSTRY

New research has revealed that 65% of plumbers have noticed an increase in callouts due to customers not turning their heating on during cost-of-living crisis.

The new research, carried out as part of Wavin's annual 'State of the Nation' survey, shows that plumbers have seen an increasing number of issues as a direct result of customers not turning their heating on.

The survey also found that 60% of respondents are already having to turn work away because their workload is too high, with 65% saying jobs regularly overrun.

Global supply chain challenges means that plumbers will continue to be under significant pressure in the year ahead, it was refelcted.

There are also concerns about the long-term impact on the industry as a whole, it noted. A combination of busy workloads and frequently overrunning jobs is reducing the amount of time being spent training the next generation.

The survey found that 45% of those asked said they had an apprentice, at a time when skills

shortages are plaguing the sector's ability to react to the cost-of-living crisis.

Steve Harris, technical support engineer at Wavin UK, said: "This research lays bare the

situation we are now in. Plumbers are under more pressure than ever before to accept work that they can't realistically handle to ease the strain on their customers. This could have serious repercussions on work / life balance, risking a skills exodus from plumbers who cannot keep pace with the demands being placed on them.

"At the same time, there is already a skills deficit that needs to

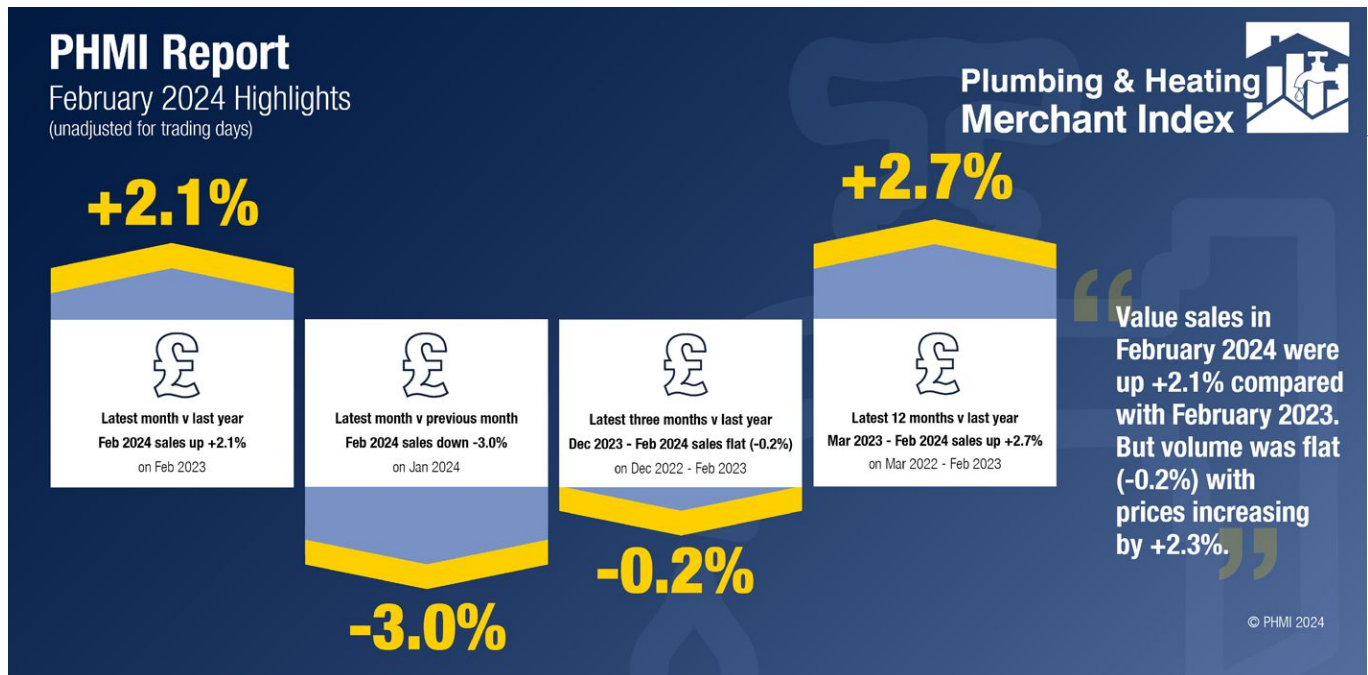
be addressed. We need more plumbers entering the industry, not less, which makes the lack of time that can be given to training apprentices even more worrying."



“The top end of the RMI market is still busy but the middle to lower sector of the market is waiting on the economy to revive”

Merchant sales slow as renovations remain on horizon

Latest plumbing and heating sales results show slow growth, but volume sales continue to suffer as the housing market recovers.



Latest figures from the Plumbing & Heating Merchant Index (PHMI) report, published in April, show total value sales for February through specialist plumbing and heating merchants were up 2.1% in 2024 compared to February 2023. Prices edged up 2.3% while volume was flat, dipping 0.2%.

With one additional trading day in 2024, like-for-like sales for February, which taking trading day differences into account, were 2.8% lower than 2023.

Compared to January, February value sales were down 3%. Compared to January, volume was down 0.9%. Prices also decreased 2.1%. With one less trading day in February, like-for-like sales were 1.6% higher.

Total value sales in the three months December 2023 to February 2024 were flat, again down 0.2%, compared to the same period a year ago. Volume sales were down 4.2% and prices rose 4.3%. With two additional trading days in the most recent three-month period, like-for-like sales were 3.5% lower.

Value sales in the three months December 2023 to February were 10.3% down on the previous three-month period

from September to November 2023. Volume sales were 13.9% down, with prices up 4.1%. With six less trading days in the most recent period, like-for-like sales were 1.2% lower.

Plumbing and heating merchants' value sales in the rolling 12-month period from March 2023 to February 2024 were 2.7% higher than the previous 12-month period. However, volume sales fell 3% while prices increased 5.9%. With three extra trading days this year, like-for-like value sales were up 1.5%.

February's PHMI index was 106.6 with no difference in trading days compared to the base period.

Mike Rigby, CEO of MRA Research, which produces the report, said: "The medium to long term prospects for new build housing could hardly be stronger with housing accepted by most political parties as a priority.

"The same applies to upgrading the existing housing stock so it is more energy and water efficient. But addressing the capacity constraints to tackle the backlog and start meeting demand for both new housing and upgrading the housing stock will take time.

"Although the housing market is

recovering and prices are starting to rise again, housebuilding is way below recent peaks, which is restricting new plumbing and heating installations.

"The top end of the RMI market is still busy but the middle to lower sector of the market is waiting on the economy to revive.

"Research by Confused.com supports the growing sentiment for home repairs and improvements, with a survey revealing that a third, 32%, of UK homeowners are planning a renovation project for 2024. Bathroom remodels, 33%, and kitchen upgrades, 28%, top the wish lists."

Based on data from GfK's Plumbing & Heating Merchant Panel, which represents over 70% of the market by value, the report provides reliable data and a platform and voice for the industry, as well as for leading plumbing and heating brands.

It is produced by MRA Research for the Builders Merchants Federation. There is no overlap or double counting between PHMI and the Builders Merchants Building Index (BMBI) sales data.

To download the latest report, visit www.phmi.co.uk

WWW.PHMI.CO.UK

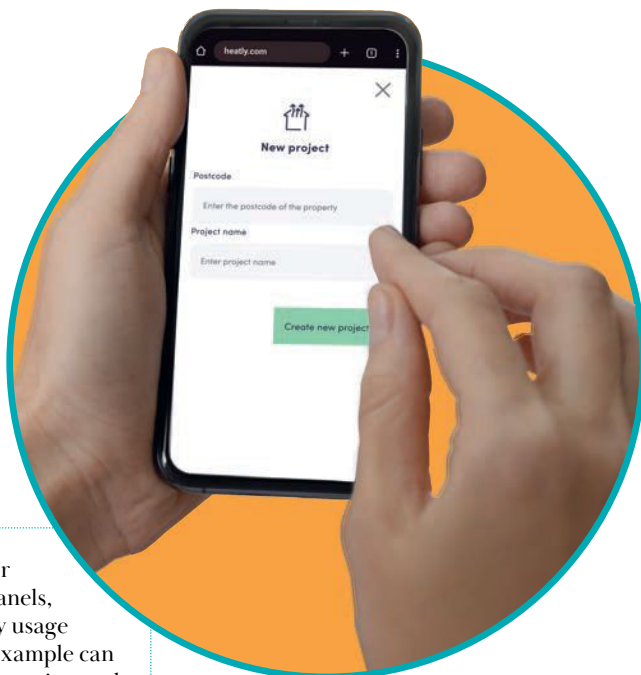
“There has been ‘smart’ support for parts of the equation for some time, from manufacturers and also independent software, but the next phase of smart tools are set to join up the dots”

HPM
TECHNOLOGY



Is the tape measure's day outnumbered?

Paul Spence, technical manager for **heatly**, looks at the clever technology making heat pump installation and use easier, more accurate and efficient.



I have been a heating installer for 45 years, starting off with plumbing, gas and oil-fired heating, commercial and domestic, in recent years seeing most of my time being taken up by heat pumps, in particular rectifying failed installations. I'm not a youngster bought up with smart phones and apps, but it's plain to see that the rapid technological advancements of late bring a host of benefits to installers, heat pump customers and the industry at large.

A future of improved accuracy, speedier installs and more efficient and intuitive heat pump operation is in part here and is only going to get better as technology continues to evolve, how I wish these digital tools were available many years ago.



IT STARTED WITH SMART HOMES

Smart homes have been around for a while. Nearly all of us have smart meters at the very least. Consumers that benefit from technology such as smart thermostats are gaining greater control and understanding of how their building services can be used to optimise comfort and efficiency.

Manufacturers and energy providers have now got in on this act, with some incorporating clever apps into their heat pump package which allows greater control that can also trickle down to cost

savings. We've got apps for our heat pumps, batteries, solar panels, electric vehicles and electricity usage – Octopus' clever tariffs, for example can be tracked and adjusted, encouraging end users to turn on their electrical appliances when prices are low.

Some of this tech all works together, allowing savvy customers to create the optimum environment, while potentially shaving a few pounds off their fuel bills.

A quick note about time of use tariffs - proceed with caution. As yet, the research into running heat pumps at higher loads when electricity's cheap may place the heat pump under prolonged stress, so working harder for short bursts might not be as beneficial as running a heat pump at lower work rate for longer periods. Only time will tell, the facility has not been available long enough for real data to emerge.

NOW INSTALLERS ARE GETTING 'SMART'

Specifying a heat pump is complex, there are various calculations involved – heat loss, flow rates, pressure drops – and the margins of error are very small. There has been 'smart' support for parts of the equation for some time, from manufacturers and also independent software, but the next phase of smart tools are set to join up the dots and truly revolutionise the whole process and its accuracy. As we all know, bad heat pump installs lead to dissatisfied customers and damage the reputation of the industry at large.

So important is the digitisation of the heat pump sector, that many of these exciting developments are being funded by the government under the Heat Pump Ready programme. The end of the tape measure is really in sight.

WHAT'S BEING DEVELOPED?

Calculations made easy: Specialist software is in development that will greatly improve the ease of all the calculations involved in heat pump specification and system design, from heat loss calculations to pipe diameters.

No more measuring: As mentioned, the tape measure's days are numbered, the hours spent measuring rooms to create a survey. Room surveying with the flick of a smartphone is within touching distance.

Automated design tools: Once the calculations and surveying is complete, the latest automated design tools are poised to create an instant and accurate schematic of the heat pump, associated pipework and heat emitters.

Understanding insulation: Software in development will help with this, showing energy bill cost savings based on different levels of insulation, for example.

Customer support: Improving the customer journey is something on the minds of everyone in the heat pump sector, beginning at the point of specification.

Pulling together the data: Ultimately, in our Internet of Things (IoT) enabled world, we are now able to pull together the data – what we know about heat pumps, house building materials, usage and connectivity with other building services.

Heatly, is a new app and supporting software designed to make heat pump installation and specification easier. Part funded under the Heat Pump Ready 2 Programme, Heatly is due for launch later this year and installers can sign up to trial heatly online.

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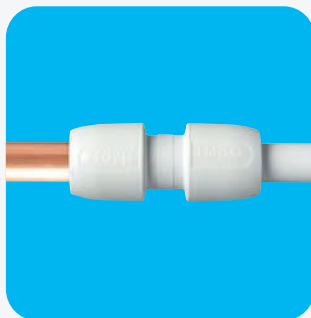
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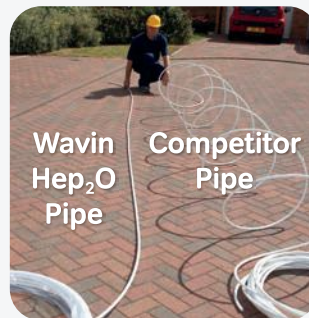
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HPM Installer Show 2024 Preview

The future of home heating has arrived

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P30 Showcasing the next generation of hybrid home heating

VISIT RINNAI AT INSTALLER SHOW 2024

EXCLUSIVE H3 PRODUCT LAUNCHES (Hydrogen & RDME / Hybrids / Heat Pumps / Electric / Solar)

Rinnai

Rinnai's stand at the forthcoming Installer SHOW will be packed with new products and services. The stand will be a serious but welcoming site with refreshments and some attention diversions in the form of darts, golf putting competitions and table football.

The stand will feature the Rinnai heating & hot water system provisions in the H3 initiative that consists of:

- H1- Natural Gas, Hydrogen and BioLPG-ready hot water heating units and systems & Boilers.
- H2 – Hybrid systems featuring a mix of appliances and renewables such as solar.
- H3 – Heat pumps, instantaneous hot water heaters electrically powered

and electric cylinders.

- The extensive range includes technologies for all mainstream varieties of energy including:
- LOW-GWP heat pumps (4kw – 110kw)
- Hydrogen Blends 20% ready continuous flow water heaters and BioLPG ready commercial condensing water heaters

- Naked Energy market leading solar thermal systems.
- Electric hot water cylinders for commercial applications
- An exclusive first look at the new Rinnai instant electric water heater range.

Operations Director Chris Goggin says: "We believe in a practical, economic, and technically feasible approach to finding a cost efficient and durable solution to each and every site – on and off grid. We will be showing the product range and a wide variety of support material."

Visit www.rinnaiuk.com/contact-us/ ask-us-question and leave your name and email to be automatically entered into a prize draw to win £1,000 of Rinnai heating tech.

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What to expect at Installer Show 2024

This year's Installer Show is to take place from 25-27 June at the NEC Birmingham, with 600 exhibitors across two halls. Here is HPM's guide to the must-visit brands and stands.

Returning to the NEC each year, Installer Show has established itself as a notable gathering of heating and plumbing engineers in the Midlands, across three days of product launches, demonstrations and talks.

It returns again next month, with some new sections together with established ones. Thanks to the innovation and ingenuity of industry, there will be plenty of new products on show. The following pages provide a preview of the standout sessions and exhibitors.



INSTALLERFUTURES

InstallerFUTURES is the student and apprentice day at Installer Show, sponsored by Lawton Tubes and Grundfos which takes place on Thursday 27 June. According to a statement, InstallerFUTURES is part of Installer Show's ongoing commitment to inspiring the next generation of installers to improve their skills and find valuable employment opportunities within the sector.

INSTALLERINVENT

InstallerINVENT is to showcase new inventions from start-up companies – as a glimpse into the next generation of industry innovations, from tech devices powered by data, digital solutions and tools. Some of the products being showcased include the Adia Thermal, Mario electric towel rails by Ablutum, SinkFix Direct by Professional Fixings, Vertebrae by Design Odyssey, CS360 by Innovative Heating Solutions, Helios Volt by CrowdHouse Energy, AIM Housing, Carno, EcoCurve 550D Smart Dryer by Savortex and the Aguardio Leak Sensor.

INSTALLERTRADES

InstallerTRADES is a new dedicated tools and workwear zone. A statement said it is designed to give visitors the chance to "see the latest products in action, and to hear from tradespeople trying them out live at the show".



INSTALLERMERIT

InstallerMERIT is a celebration that takes place at Installer Show and recognises achievements by individuals or groups working within the UK plumbing, heating and electrical industries.

INSTALLER KITCHENS & BATHROOMS

Installer Kitchens & Bathrooms is set to debut at Installer Show 2024, offering a blend of technology, tools, innovation and inspiration for attendees. It is to offer a content programme across two theatres covering topics such as water and energy efficiency, design innovation, sustainable and smart technology and changing legislation. It is also backed by a number of organisations including the BMA, BiKBBI, NKBA, AMDEA UK and the Unified Water Label.

GET RETRO FIT

Installer Show and the National Retrofit Hub are to introduce the Get Retro Fit initiative, a collaborative effort to support the industry in scaling retrofit solutions. Get Retro Fit is to offer roundtables and networking opportunities, with a special focus on the three days of Installer Show.

MARK VITOW TO SHOWCASE DOSAFIL PRODUCT RANGE

Mark Vitow is to exhibit the DosaFil Residential Technologies SOLID chemicals product range at this year's Installer Show on stand 5DI6. DosaFil Residential Technologies stated that it is passionate about new product technology, innovative solutions, sustainability and "building a SOLID future".

There are currently four products in the DosaFil Residential Technologies range:

- DR1 – SOLID INHIBITOR (with NSF CIAS accreditation)
- DR2 – SOLID CLEANER
- DR3 – SOLID HEAVY DUTY CLEANER
- DR4 – SOLID BIOCIDES

In comparison to traditional liquid alternatives, a statement said that DosaFil Residential Technologies' range of SOLID products are small and compact. The benefits for merchants is that

these small units are much easier to unload and move around the warehouse, it cited, plus they take up far less space on the shelf. For installers, the small compact box means far less space taken up in the van and no bulky heavy bottles to transport. They're lightweight too, ranging from 20g to 90g. The statement added that there is also the elimination of spill risk too, as a solid product, there's zero chance of the product leaking or spilling, making the product much safer for the user.



STELRAD RADIATORS TO DISPLAY NEW PRODUCTS

Stelrad Radiators is to showcase its range of radiators, with the addition of new products, at stand 5A32 at the Installer Show.

The company is to display an extended range of its K3 radiators which, according to Stelrad, are available to meet the needs associated with low temperature renewable heating systems. K3s offer three panels and three sets of fins, a 50% increase in heat generating radiator surface over a standard K2 for example, but from the same radiator footprint.

Another way of generating the additional surface needed for additional heat is the vertical radiator options available in a range of designer and decorative models, the company said. The latest electric radiator options will also be available, with a range of standard radiators and towel rails for bathrooms with both fluid and drystone technology options.

Also displayed at the stand is a range of 60 models of Stelrad's steel panel radiator, the Compact. A statement said that it was made in partnership with Tata Steel who provided Stelrad with the latest decarbonisation option, via Optemis Carbon Lite, a fully certified in-setting scheme that offers a lower CO2 intensity through the supply chain.

In addition, visitors can find out more about Stelrad's low surface temperature (LST) range of radiators. The statement added that the casing never heats up over 43°C.



SANIFLO AND KINEDO MAKE A STAND TOGETHER

Saniflo stated that it is doubling its presence at the Installer Show this year with a stand design that features Saniflo on one side and the Kinedo shower brand on the other.

A variety of Saniflo's comprehensive portfolio of pumps, macerators and lifting stations will be on display including models aimed at the commercial sector, such as the Sanifos underground lifting station and a Sanicubic GR, one of the larger floor standing lifting stations in the range. A working display of the Sanicubic 2 Pro floor standing pump range and the Sanicom grey water lifting station will also be on the stand.

The domestic range will also be represented with a range of macerators, shower pumps, condensate pumps, sump pumps and two WCs with integrated macerators; the Saniflush and Sanicompact. According to Saniflo, both models are suited for bathrooms with limited access to gravity drainage where space is at a premium or where

the owner prefers to conceal the macerator within the WC.

The Kinedo shower brand is most closely associated with the all-in-one shower cubicles, but also features a range of shower enclosures and lightweight cuttable shower trays; many of which will be showcased on the Kinedo stand. Walk-in models on display include the Ekinox Duo in cobalt blue, along with a Kinequartz solo with smoked glass and a Smart Design Solo Nordic with its oak-look frame.

The Smart Design enclosures with sliding and saloon doors will also highlight the versatility of the range, it noted, whilst all models will be paired with Kinemoon, Kinefine and Kinerock Evo trays in natural stone designs and in a range of five colours. The new Kinewall by Kinedo shower panels launched earlier this year will also be installed in the showers using designs such as banana trees, white waves, herringbone and vertical wood.

Saniflo will be at stand 4E22.



SALAMANDER PUMPS TO LAUNCH DIGITAL DEVICE

Salamander Pumps, a UK-based manufacturer of water boosting solutions, is set to unveil a new technology-based product at the Installer Show 2024.

The company stated that this digital device has been specifically designed by Salamander Pumps' research and development to make it easier to identify issues, offer solutions and deliver 'exceptional' customer service. Salamander Pumps also said that the team is excited to be bringing

this to market and installers who have been involved in the development are already describing it as a "game-changer".

Salamander Pumps will also be offering visitors a chance to win this brand new product at the show.

The company will be at stand 4H15 where visitors can get a first look at the portable hand-held device and speak with Mike Oxley, the company's training manager, for more information.



Salamander Pumps

CISTERMISER UNVEILING WATER SAVING INNOVATION



Cistermiser has announced that it will be launching a new water saving innovation at the Installer Show. The new

product looks set to become an 'essential part of water management' across the public sector and will be unveiled exclusively at the show, according to Cistermiser.

As well as the new product, the stand is to feature Cistermiser's sister company Keraflo, which develops, designs and manufactures electronic tank management systems and delayed action mechanical float

valves, which control cold water storage tanks in commercial and public buildings.

Lisa Moon, Cistermiser's marketing communications manager, said: "The Cistermiser and Keraflo team will be on hand to answer any product related or technical questions and visitors will be guaranteed a demonstration to showcase how our ingenious products work in situ.

"We are really looking forward to welcoming all visitors onto the stand. Keep a look out for our special 'magical' guest on the stand throughout the 25th and 26th June who will be playing some watery tricks designed to show you just how important looking after our precious water supply actually is."

Cistermiser and Keraflo will be on stand 4H20 at Installer Show.

LITE WORK DESIGNS ROLLS OUT HEAT PUMP MOVER

Lite Work Designs is to launch its Heat Pump Mover at this year's Installer Show.

It is designed to help installers manoeuvre pumps around site. The company said that the mover becomes an extension of the pump, making it safer, easier and more effective.

Lite Work Designs also stated that it is launching the Heat Pump Mover at Installer Show at a special price of £195 with free delivery and no VAT.

Mike Wyeth, the company's CEO, is an installer. He said that he previously struggled to move heat pumps around sites without injuring himself or damaging the pump. The size and weight of these pumps often needs up to four people or a forklift to move them safely, Mike said, adding: "When moving a pump across a building or customer site, we really struggle. We get the job done but it's hard work and sometimes a bit embarrassing. The mover simplifies the process – secure the mover to the pump and off you go."



FLAIR VERVE CLICK FIT PRO ON DISPLAY

Flair Showers is to launch a new product aimed at installers in its Flair PRO collection at the Installer Show 2024 on stand 4D20.

The Flair Verve Click Fit PRO is a 1900 mm high, 6 mm thick, glass shower door collection. Flair Showers stated that the new shower door collection, designed specifically for installers and trade professionals, has been engineered with Flair's Click-Fit PRO system that removes the need to fit screws when assembling the product frame, resulting in a quick and easy-to-follow installation.

According to the company, the Flair Verve Click Fit PRO is the 'ultimate easy-fit shower door' for trade professionals with an easy assembly mechanism and design at its core and can be experienced at the Flair demonstration area.

Furthermore, Flair will be screening a new campaign created to support Flair Click-Fit PRO on its stand at the Installer Show.

flair

CONEX BÄNNINGER GETS INTERACTIVE

Conex Bänninger, a global manufacturer of fittings, valves and accessories, is set to have an interactive stand at the Installer Show 2024. The company will be at stand 5D19.

According to a company statement, providing a real exhibitor experience is at the heart of Conex Bänninger's offering

including an interactive 'touch-screen' display to find the right product for a given application, as well as a 'Head-to-Head' >B< Sonic challenge for installers, who will have the chance to win great daily prizes.

On display will be a mix of plumbing, heating and ACR solutions including >B< MaxiPro's new larger size 1 5/8" fitting, >B< Press, and Conex Compression. Visitors will also have a chance to have a 'sneak' preview of new products coming onto the market including >B< Flow, the new 'Y' joint compatible with >B< MaxiPro.

The stand will also feature products and systems from within the IBP Group.



THE RADIATOR COMPANY TO HIGHLIGHT HYBRID

The Radiator Company is to be showcasing its radiator and towel rail collection at this year's Installer Show at stand 5I72.

The company is encouraging installers to visit its stand to learn more about choosing radiator and towel rail models to meet every customer brief and discuss how customisation, finishes and design led valves can add value to projects.

According to The Radiator Company, a key highlight at the show will be the Relax Hybrid that warms and cools depending on user preference. The contemporary radiator is compatible with both traditional boiler heating systems and heat pump installations. This product can also serve as a cooling unit when paired with compatible heat pump systems, by automatically isolating the heating components.

Tracey Morgan at The



Radiator Company said: "Whatever the space, size or décor of the room, The Radiator Company has a model that can meet the heat requirements, and has been manufactured with high quality materials, design-led aesthetics and attention to detail.

"We understand that every brief is different, so we are looking forward to speaking with installers about the options that can complement any interior scheme, even when working to tight deadlines."

ROMAN CONFIRMS INSTALLER SHOW DEBUT

Roman has announced its debut at the Installer Show in June and will be at stand 4E30.

The manufacturer is to unveil its latest offerings from the Innov8, Liberty and Haven Select Wetrooms collections, along with its new upgraded Solid Surface Gel Coat Shower Trays.

Roman's ranges come equipped with Roman Ultra Care as standard. The company said that the solution creates a chemical barrier on the glass, allowing water to glide off the glass, maintaining easy clean.

Roman also said that its service backed guarantee demonstrates its commitment to providing long-lasting solutions for Shower Enclosures, Wetroom panels, Bath Screens and shower accessories.

The company will also be hosting competitions at the stand as part of its exhibition presence, offering giveaways for attendees.

According to a company statement, the

Installer Show serves as an ideal platform for Roman to immerse itself in the trade side of the market, connecting with installers, specifiers and professionals.

David Osborne, CEO of Roman, said: "We are thrilled to showcase our

latest innovations at the 2024 Installer Show. The event presents an excellent opportunity for us to engage with installers and consumers, demonstrating our commitment to quality, innovation and customer satisfaction."



WORCESTER BOSCH INTRODUCES CS5800i HYBRID HEAT PUMP

Worcester Bosch showcases its next generation of home heating, the CS5800i Hybrid Heat Pump, at Installer Show.

Offering year-round, low-carbon comfort, the product offers homeowners the instant heat, control and comfort they are used to by allowing a heat pump and boiler to work seamlessly together.

Co-created with installers input and built for speed and simplicity, the new product pairs the CS5800i Heat

Pump with the intelligent CS5800i Hybrid Unit.

Martyn Bridges, director of technical services at Worcester Bosch, said: "The way we heat our homes needs to be flexible if we are to reach our net zero targets. Heat pumps will certainly play a huge part in this, however many homeowners are put off by the disruption and cost retrofitting properties to accommodate the technology. This is where hybrid systems can make their mark. By combining a heat pump with a boiler homeowners will ultimately see less disruption and also won't need to adapt to a new way of heating their homes."

For more information about the CS5800i Hybrid Heat Pump and other innovative heating solutions from Worcester Bosch, visit www.worcester-bosch.co.uk or the company's Installer Show Stand 5E50.



ENJOY GROHE GAMES AND ACTIVITIES

GROHE is to be exhibiting new launches at the Installer Show 2024 at stand 4G18.

The company said it will be inviting attendees to explore its latest designs from its product portfolio, GROHE Professional.

GROHE is to also showcase its range of concealed product solutions, including a first-look preview at the new GROHE Rapido Shower Frame. According to a company statement, the shower frame provides all the key elements of a concealed shower in a frame-structure for simplified installation. Other concealed solutions being showcased include GROHE's Rapid SL WC Frames and shower systems such as the Tempesta 250 and Euphoria 310.

Elsewhere, the stand



display will focus on hygiene and personalisation within the bathroom. GROHE will be showcasing its new Sensia-Pro shower toilet which offers an entry-level version of its Sensia Arena model, it noted, alongside a selection of its touchless tap offerings such as the Essence E mixer and Euroeco Cosmopolitan E. GROHE's latest handshower model, the Tempesta II0, will also be on display, alongside a wide range of products.

GROHE will also have a number of games and activities available on its stand, including a branded shuffleboard table.

ENERGY EFFICIENT UNDERFLOOR HEATING FROM HENCO

Henco is to showcasing its extensive range of underfloor heating systems on stand 5C84 at the Installer Show 2024.

According to Henco, its sustainable underfloor and wall heating systems are engineered to provide even heat distribution throughout residential, commercial, and industrial spaces. The system is designed so that every cm² in each property can be utilised for optimum efficiency. The system is made of robust ALU ML pipes, is lightweight and most importantly is detectable when installed, the company said. The pipes provide the 'perfect partner' to combine with energy-efficient heating applications such as heat pumps and solar panels, it noted.

Lee Kenney, regional sales manager UK and ROI at Henco, said: "We are pleased to be showcasing our underfloor heating systems at Installer Show 2024. Whether it's residential or commercial spaces, our solutions offer a superior heating

experience that enhance wellbeing, save space and are energy efficient."

Lee continued: "Underfloor heating is considered more hygienic, as there is no dust build up on appliances such as radiators and, as it doesn't

use the traditional heating methods of convection technology, there is no circulation of allergens. The numerous features and benefits of underfloor heating are easy for installers to share with their customers."





ADEY FOCUSED ON "INTERACTION AND EDUCATION"

ADEY will be on stand 5E25 at this year's Installer Show and stated that it will give visitors an opportunity to 'get to grips' with the science behind poor water quality as well as encourage them to get hands on with its range of water treatment solutions and services.

The company said that visitors can expect to see demonstrations from its team showing the role of corrosion in system damage and what can be done to combat it as well as system protection in

action. There will also be a microscope on hand where installers will be able to view up close the corrosion they're preventing, it added.

Claire Miller, ADEY's strategic marketing director, said: "Installer Show is an important event for us and we're looking forward to welcoming people to our stand. This year we wanted to focus on showing rather than telling, which is why our expert lab team will on hand with demonstrations to help bring to life, in an easy-to-understand way, what happens in a heating system once water starts to circulate.

"There will also be products available so that people can see for themselves how they work and ask any questions they might have."



RESIDEO TO OFFER PRIZES AT INSTALLER SHOW 2024

Resideo is to be on stand 5F58 at this year's Installer Show and will be holding a 'Beat the Vault' competition.

The company said that the competition gives visitors the chance to scoop a Playstation 5 in a prize draw, and take advantage of special show promotions worth up to 25% of the order value on selected product bundles.

The company said that visitors can also come to the stand to find out more about how its new online System Builder helps specify a complete, bespoke Honeywell Home evohome smart zoned heating solution for a customer, with ease.

There is the chance to chat with the Resideo team about the range of heat pump compatible thermostat



solutions, including the Honeywell Home evohome, DT4 and now the T3.

According to Resideo, Getting the right control is vital to boost effectiveness of this low carbon technology and the additional parameters included in these models meet the cycle rate and minimum on time and off time demands of a heat pump install perfectly, giving installers a suite of products they can recommend from programmable through to smart zoning options.

AQUALISA GOES FOR THE SMART APPROACH

Aqualisa, part of the Fortune Brands Innovations group, is to be showcasing its full range of smart digital showers and its mixer shower line-up at stand 4H14 at this year's Installer Show.

According to a company statement, most UK homes have smart meters for gas and electricity and many more have smart doorbells, smart speakers, Google Nest or other smart devices. However, it cited that the benefits of smart showers are still

not widely understood. Aqualisa said its new app gives users more control and information while being simpler to use.

Smart showers offer fast thermostatic control via a smart controller and a SmartValve, it noted. For safety, the temperature can be set within the SmartValve, from 35° to 55°C, and cannot be overridden by the controller.

Aqualisa said that another advantage is flexibility, the installer can site the shower controller anywhere up to 7.5m away from the valve box. The smart shower is started using the controller, the app or by asking Alexa or Google, while the display on the controller indicates when the shower is ready so there's no need to lean in and test the water. The statement said that the Aqualisa SmartValve checks and regulates the temperature of the water ten times every second.



MAINCOR TO HOLD INTERACTIVE STRENGTH TEST CHALLENGE

Maincor is to be at stand 5B12 at this year's Installer Show, showcasing its MAINPRESS MLCP plumbing system as well as the opportunity to take part in an interactive strength test challenge.

According to Maincor, the non-demountable saving time, money and resources on site, and the viewing window reduces risk by ensuring a reliable, leak-free connection every time.

As part of the MAINPRESS Tightest Grip Challenge, visitors to the stand will be invited to see how strong their grip is. Using a grip measuring device, participants can compete against each other, with prizes awarded to the winner at the end of each day.

John Gittens, operations director at Maincor, said: "Installer Show is a great opportunity for us to showcase the benefits of using MAINPRESS. The press fittings market is quite crowded and while we know that installers understand why it's a product that can help them, MAINPRESS range is one that installers can trust.



Underfloor heating systems will also be something visitors to the stand can find out more about."

“This award acknowledges our expertise in designing and implementing innovative underfloor heating systems”

An award-winning approach to underfloor heating

UFHN won HPM's Best Use of Underfloor Heating award, installing the Mercury Heating Solutions range. The company provided key examples of its installation expertise, including Old Alresford House in Hampshire.



UNDERFLOORHEATING
DESIGN | SUPPLY | INSTALLATION

Winning the 2024 HPM Award for Best Use of Underfloor Heating was described as a “tremendous honour” for Dorset-based UFHN.

Paul Lines, UFHN's managing director, said: “This award acknowledges our expertise in designing and implementing innovative underfloor heating systems and ensuring the systems meet the client's specific needs.

“It validates our two-decade-long commitment to delivering solutions that are not only effective but also transformative. It means we are leading the way in utilising underfloor heating technology to create comfortable, energy-efficient spaces that enhance the lives of our customers.”

UFHN provided outstanding case studies to support its entry. For instance, Old Alresford House, Hampshire, is a Grade II Listed building built between 1749 and 1751 for Admiral Lord Rodney. UFHN's brief was to equip it with a future-proof heating system that was both efficient and environmentally friendly and remaining sympathetic to the original features of the building.

For Old Alresford House, UFHN designed an underfloor heating system that worked alongside heat pumps to provide a level of heating beneficial for the conservation of a historic building.

The UFHN design involved two floor systems; Mercury Apollo, suitable for screed floor constructions with insulation and Mercury Elara, a system specifically designed for joisted floor applications using 22mm chipboard.

Across its installations, UFHN explained how it looks to offer flexible systems to help upgrade older properties, with latest renewable technologies and smart controls being embraced for each renovation.

Paul said: “Homeowners increasingly opt for retrofit, low-profile heating systems, seeking integration without extensive renovations. These systems offer the flexibility to upgrade older properties with minimal disruption. Another significant trend is the emphasis on heat pumps. With a focus on sustainability and energy

efficiency, many homeowners are turning to heat pumps as a viable alternative to traditional heating methods. This shift aligns with broader environmental concerns and regulatory requirements, making heat pumps a compelling choice for new construction projects and existing properties undergoing renovation. As a Mitsubishi Electric Value Added Reseller, we have seen a significant increase in specifications involving our Mercury underfloor heating systems and Ecodan Air source heat pumps.



HPM's Steve Perry collects the trophy for UFHN on the day from our host Jenny Powell

“Advancements in technology are enabling greater control and accessibility for homeowners. There is a growing interest in remote-controlled systems that can be managed via an internet connection, allowing users to adjust heating settings and monitor energy consumption. This level of convenience and connectivity resonates with modern lifestyles, offering homeowners peace of mind and flexibility. Each of the systems we install is supplied with Heatmiser neo thermostats, with homeowners often upgrading to the smart stat to enable this functionality and freedom to control their heating remotely.

“When reflecting on our proudest installations, it's challenging to pinpoint just one. Our work spans various sectors, from care homes to heritage & listed buildings, schools, multi-residential complexes and leisure facilities. Each installation presents its own set of challenges and opportunities, contributing to the rich diversity of our portfolio. Our team takes immense pride in our ability to understand and exceed the unique requirements of every installation. We approach each project with meticulous attention to detail, utilising our expertise to design and implement underfloor heating systems that are tailored to the specific needs of the client and their projects.”

As a leader in underfloor heating, and now an inaugural HPM Awards winner, UFHN is looking to the future and even the possibility of such systems being lifted off the floor and onto the walls.

Paul added: “There is no doubt that the popularity of underfloor heating will continue to soar in the coming years. The growing demand for sustainable heating solutions aligns perfectly with the inherent efficiency of an underfloor heating system. Whether it's warm water or electric, both are gaining traction as homeowners seek environmentally friendly alternatives to traditional heating methods.

“One notable advancement is the expansion of UFH installation possibilities beyond just floors. This year, we've completed successful installations in walls, unlocking new potential for heating solutions. Furthermore, upcoming regulations favouring LTHW systems complement the characteristics of UFH, further propelling its adoption.

“Heat pumps thrive with lower flow temperatures, a feature that UFH systems excel in providing. We know that the future of underfloor heating is bright and promising. With a combination of sustainability, innovation and regulatory support, underfloor heating is poised to remain at the forefront of heating technology, offering homeowners unparalleled comfort, efficiency and environmental benefits.”



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“One of the biggest myths around heat pumps is that they are unsuitable for older buildings, but this couldn’t be further from the truth”

Case study: Introducing modern heat pumps to heritage home

A 180-year-old home’s heating system has been revolutionised with the introduction of an air source heat pump, combating concerns that heat pumps are unsuitable for older buildings.

Manufacturer of renewable heating technology Stiebel Eltron UK provided its knowledge, support and heat pump hardware to transform a historical heating system in Herefordshire.

The project saw The Willows, which was built in 1840 in Leominster as a former farm workers cottage, renovated so it could adopt sustainable heating technologies.

Challenging the misconception that heat pumps are unsuitable for older structures, the project saw a new underfloor heating system implemented in The Willows, powered by Stiebel Eltron’s WPL 25 air source heat pump.

The installation was led by underfloor heating specialist, Roth UK, which set about changing the building’s infrastructure with a view to maximising the efficiency of the heat pump which would be implemented.

As a result, the team dug up the home’s earth floors and relaid them, installed modern insulation into the building, replaced the dwelling’s original windows with new ones, and installed a new roof.

Following this, Roth UK introduced underfloor heating as a single heating system for the property, with the modifications to the building reducing the potential for heat loss.

“The heating system we have applied marries the old with the new, allowing us to keep the character of the building while using modern technologies and design to ensure it runs efficiently,” Graham Moore, Roth UK general manager, said.

The project was based around an all-encompassing approach to keeping the building’s heat loss to a minimum, such as

introducing new insulation and windows, to ensure it was a success.

Graham said: “A building is always going to have heat loss, but it’s about minimising that as much as possible. When reducing heat loss in buildings you need to take a holistic approach.

“There needs to be education around bringing the building up to scratch and there needs to be knowledge shared about what measures will bring it up to code so the building can fully utilise technologies such as heat pumps.”

The sentiment is shared by Stiebel Eltron, which has been a driving force for the adoption of heat pumps in the UK.

Mark McManus, Stiebel Eltron UK managing director, added: “One of the biggest myths around heat pumps is that they are unsuitable for older buildings, but this couldn’t be further from the truth.

“The Willows is a prime example of how an all-encompassing approach, which looks at all aspects of a home’s heating, will see it adopt sustainable technologies effectively. Graham and the team at Roth UK have done a fantastic job in doing this.

“The building had fairly major measures undertaken to reach the highest efficiencies, which is what everyone aims for. But where this is not possible, heat pumps can still be applied to save carbon and reduce bills with solutions available, such as using bigger radiators.

“With modern advances in technology, heat pumps should always be considered when boiler systems need replacement or an upgrade – no matter the age of the home.”

Providing the most innovative technologies, Stiebel Eltron delivers



comprehensive training to installers, empowering them to share knowledge and advice with their customers during installation, as well as being able to find solutions when problems arise.

Graham said that Roth UK chose the WPL 25 air source product based on the company’s longstanding reputation in the renewable heating technology sector.

He said: “We decided to use Stiebel Eltron’s air source heat pump because it is the best on the market and it comes back to the simple fact that you cannot beat quality, which Stiebel Eltron’s products have in abundance.”

Mark added: “We were delighted to support Graham in implementing our heat pump in The Willows. Roth UK and their ability to advise customers with their knowledge of underfloor heating systems with a view to getting the best results is second to none.

“For anyone who is thinking about implementing a heat pump in their own home, we will happily talk them through how this can be done.”

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“As the adoption of air source heat pumps accelerates, so too does the demand for more trained professionals in this sector”

Navigating air source heat pump installations

Steve Ellison, assistant training manager at **Grant UK**, explains how well-planned installations will help ensure heat pump systems deliver long-lasting, sustainable heating.

Despite the variability in individual setups, the process for installing a heat pump should always include certain essential steps including a comprehensive survey of the installation site including detailed calculations of heat loss for each room of the property, consultation with the homeowner to ascertain their heating needs and the selection of appropriate equipment based on the heating system's blueprint.

The placement of the heat pump is a key consideration. Since heat pumps generate some noise and emit cold air, these factors should be communicated clearly to the customer to manage expectations regarding the unit's location. Ideally, the heat pump should be sited in a sheltered area that minimises exposure to wind and does not block entrances or pathways. It should be placed on a solid, flat foundation capable of bearing its weight, along with enough clearance around to ensure proper air circulation and to facilitate servicing and maintenance. For optimal performance, position the heat pump in a south-facing location as it will be warmer.

A thorough evaluation of the property's electrical infrastructure is necessary to ensure it can accommodate the heat pump. Since the setup always includes electrical components, it is also essential that the engineer is well-trained and skilled in these aspects or that a certified electrician is brought in as necessary throughout the installation.

With each installation, the installer must also contact the local Distribution Network Operator (DNO). If the model is DNO certified, such as Grant's Aerona³ range including the 6kW, 10kW, and 13kW units,

the notification to the DNO can typically be made within 28 days after the installation. For models without DNO certification, you must obtain approval from the DNO prior to the heat pump's connection to the mains.

Correct sizing and installation of heat emitters, such as radiators or underfloor heating systems, is critical to ensure the required heat output is achieved. Proper sizing, installation and insulation of all pipework is also crucial. Appropriate insulation to all pipework within the system must be applied, as inadequate insulation can lead to a significant decrease in system efficiency. The heat pump, heating and hot water must also be comprehensively setup and commissioned.

The final post installation stage must not be overlooked either. Once the heat pump is installed, the engineer must give an in-depth handover for the homeowner, to make sure they are well-informed and comfortable operating their new heat pump heating system.

Start with a good design. This sounds obvious but takes work. The intricacies of installing a heat pump are numerous, so investing time in carefully designing the system in advance simplifies the installation process and results in a properly installed and effective heating system for your customers. The good news is that some manufacturers, like Grant UK, can help installers with the design of a heat pump system.

Ensure that water connections are secured tightly, an appropriate in-line filter is put in place accurately and the pressure gauge is installed properly either on the sealed system pipework or on the expansion vessel manifold. The pipes connecting the system

should have proper support and the size of the expansion vessel must be chosen to match the volume of the system. Unless the system includes a buffer, thermal store, or a combined buffer/cylinder setup, the installation of a volumiser tank is necessary.

The entire heating system must be extensively flushed out, a step that's particularly important if a heat pump is being integrated into an existing setup. Following this, the system should be filled with an appropriate thermal fluid. Install any Legionella safeguards in accordance with a risk assessment tailored to the customer's specific susceptibility. Insulate all piping adequately and install a flow regulator on the heat pump's return pipe to consistently maintain the necessary flow rate within the system.

Depending on humidity levels and operation, heat pumps may generate several gallons of condensation daily. The Aerona³ R32 heat pump model features a condensate outlet on its underside to facilitate drainage. It is crucial for the installer or maintenance engineer to ensure there are measures in place for the safe collection and disposal of this condensate to prevent it from freezing on walkways or driveways in cold weather.

As the adoption of air source heat pumps accelerates, so too does the demand for more trained professionals in this sector. Installers should be adept not only in the mechanics of installation but also in ensuring that these systems are tailored to the unique specifications of each home they serve.

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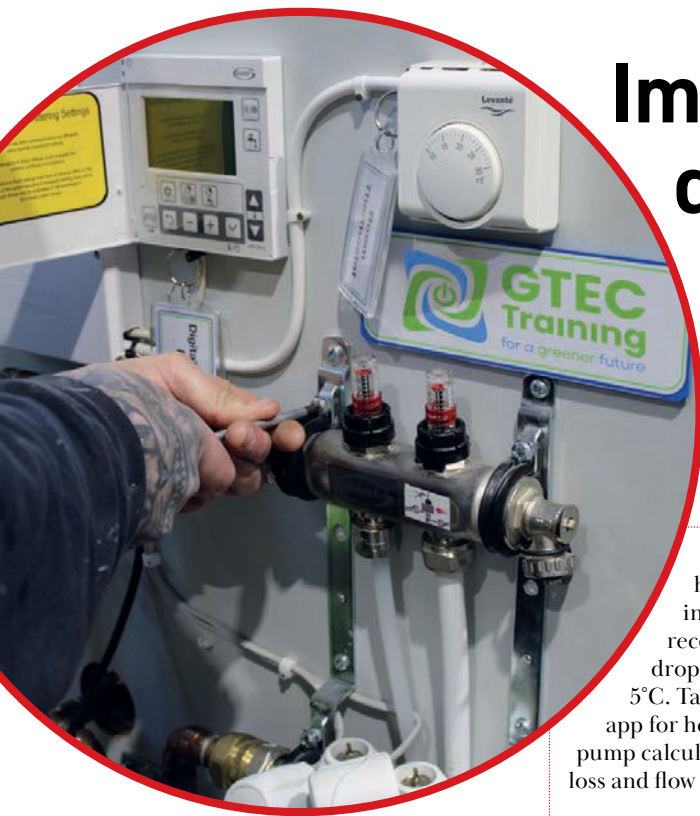
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“A big factor when it comes to pipe sizing is the size of the heat pump, not the required heating output”

Importance of pipe diameter in heat pump system design

Pipe sizing is an incredibly important part of heat pump specification, but there's a lot more to it than just diameter. **Griff Thomas**, from leading renewables training provider, GTEC, explains.



temperature from the heat pump will need to increase. For heat pumps, the recommended temperature drop across the system is around 5°C. Take a look at the new Heatly app for help with all related heat pump calculations, including dt, heat loss and flow rates.

If smaller pipes really can't be changed and improvements can't be made through system design and energy efficiency measures, then you can explore increasing the circulator pump pressure, or including hydraulic separation, for example. These measures will lead to high energy usage, however.

PIPE SIZING TOP TIPS

- Calculate heat demand: Factors such as insulation levels, building size, number of rooms, and local climate conditions should be considered. This calculation will determine the heat output required from your ASHP and its consequent size.

- Radiators or underfloor heating?

Underfloor heating typically requires lower water temperatures compared to radiators. If you're using a mix, ensure the system can accommodate varying temperatures and flow rates.

- Use manufacturer instruction: Refer to manufacturer instructions and building regulations for pipe sizing recommendations. These guidelines consider factors like flow rates, pressure drops, and pipe material.
- Account for pressure drops: Pressure drops occur as water flows through pipes, fittings, and components of the heating system. Ensure that the selected pipe sizes can handle the required flow rates while minimising pressure drops.
- Factor in Insulation: Reducing heat loss is key. In retrofit projects, energy efficiency upgrades can result in smaller heat pumps and less disruption to any existing pipes and radiators.
- Use digital design tools: To help you accurately calculate heat loss, DT, flow rates and pressure drops.



BIGGER HEAT PUMPS NEED BIGGER PIPES

A big factor when it comes to pipe sizing is the size of the heat pump, not the required heating output. An 8kW heat pump will require the same pipework whether operating at 30°C or 70°C. If you increase the size of the heat pump, however, let's say to 16kW, you will need double the flow rate around the system and therefore require much bigger pipe.

This fact raises an important point. Encouraging your retrofit customers to invest in energy efficiency measures prior to installation could potentially lead to a reduction in the size of the heat pump they need, as well as removing the requirement to change all the pipework (and radiators). A smaller heat pump, that doesn't lead to extensive infrastructure changes will cost less to install, which is why the government's recent removal of the need for loft or cavity insulation from the Boiler Upgrade Scheme (BUS) is a bit of a red herring.

The Department for Energy Security and Net Zero (DESNZ) stated that dialling down on energy efficiency upgrade requirements could reduce the costs associated with installing a heat pump on a semi-detached property by around £2,500. The opposite may be true if pipes and radiators end up being changed when they could have stayed the same with some proper insulation.

The simple view is that heat pumps need bigger pipes than traditional gas systems to work properly, queue thousands of disgruntled Telegraph readers declaring heat pumps are not suitable for UK housing stock. The reality is that pipe diameter must be looked at within the context of the design of the system and the house in which it is being installed.

It is true that heat pump systems require a greater volumetric flow than gas boilers for the same kW transfer, but there are ways of working with smaller diameter pipes.

PIPE SIZING BASICS

Put simply, to improve flow, we want to reduce friction. Large diameter pipes will of course facilitate this, but so will reducing twists and turns along the way, changes in direction and overall length. Where possible, pipe runs should be short and bends kept to a minimum. Valves, filters, radiators etc., all induce resistance.

When calculating the flow rate, you need to consider the radiator output required in kW, pipe sizing formulas and specific product friction loss. If the correct volumetric/mass flowrate through the radiator is not achieved, the radiator mean water temperature and consequent room temperature will not be reached.

If water flows at a reduced rate, the differential temperature (dt) will be wider and therefore the required flow

WWW.GTEC.CO.UK

“Being easy to deal with isn’t just about answering the phone and getting back to prospects quickly. It’s also about following up requests for quotes quickly”



Five steps to guarantee that you win sales

Leads aren’t enough, once you get them you need to win the business. **Benjamin Dyer**, CEO and co-founder of Powered Now, looks at how you can turn leads into sales.



TIP ONE: ESTABLISH TRUST

When you get a new lead from a prospect, the first thing to do is to establish trust. Once that’s done, selling becomes easy. This comes naturally to some people but is harder for others. Things that can help to build that trust are:

- Respond quickly to all requests
- Don’t be patronising
- Never mislead
- Make sure your prospects know your capabilities and track record

You don’t need to set the world on fire. All you need is to get your prospect to believe that you are a decent person who will do a good job at a reasonable price.

I have recently had some major landscaping work done on my garden by a company that I had used several times before. The work wasn’t done badly but in discussing further work they told me things which would only be true if water flowed uphill!

They took me as stupid rather than just saying they didn’t want the work or were too busy. The result? Destroyed trust. I will never use them again, despite having used them at my last three properties.

TIP TWO: BE EASY TO DEAL WITH

Being easy to deal with isn’t just about answering the phone and getting back to prospects quickly. It’s also about following up requests for quotes quickly and visiting at a time that works for your prospect.

Simply put, it’s about behaving exactly as you would like someone to treat you if you were the customer.

So, try to work in a way that is convenient to them:

- Find out how your customer likes to be contacted and when. Some prefer email, some mobile, some like to be called in the evening, some just during the working day.
- You may want to visit 9am-5pm during weekdays, but this may not work for them. If you are prepared to visit evenings and weekends, you will likely win more work.

Use email or better still an app from my company, Powered Now, or one of our competitors. A system can hugely improve your communication with customers and speed things up too.

TIP THREE: GATHER THE FACTS

Try to find the key details from the first call and make sure you note everything down so you don’t need to ask a second time.

Always check why they are considering having the work done. This gives you something to refer back to if things slow down.

You should also always ask how they heard about you and keep a record.

The site visit is a great opportunity. “The key is that the

client sees me and I can sell to them at that point. That’s why I will always visit every job at the start” is the advice from Mark Goodchild of electric-call.net.

TIP FOUR: GET THE QUOTE RIGHT

Of course, not every job justifies a formal quote and sometimes time and materials is the best approach. However, where there is a quote, this is the next opportunity to impress.

Here are the main principles that make a great quote:

- Make it look good and provide enough detail to justify the cost
- Be clear whether this is a fixed price or an estimate
- Explain that unforeseen problems could mean an additional charge
- Mention your years of experience, memberships of trust programmes like Checkatrade or Trust-a-Trader. Provide pictures of your neat and tidy previous work

TIP FIVE: DELIVER WHAT YOU PROMISED

If there’s one way to destroy trust it’s by disappointing people. The way you disappoint them is to fail to meet their expectations. So early on try to set expectations on price and when you might be able to start. Then deliver on this.

THE BOTTOM LINE

Funnily enough, sales don’t involve much in the way of tricks. You just need to propose a practical answer to your customers’ needs at a price that is realistic and profitable.

I hope that the discussion here has provided some useful thoughts on how to sell successfully. All of the best.

WWW.POWEREDNOW.COM



STUDENT DAISY TURNER WINS DOUBLE HONOURS

Viessmann Climate Solutions UK, headline sponsor of HIP Female Skills Competition and the HIP Learner of the Year 2024, has congratulated Daisy Turner from Barking & Dagenham College on winning both competitions.

A statement said that during the awards, a team of judges scoured England and Wales for the best up-and-coming Level 2 and 3 plumbing students in the heating industry.

Daisy said: "Winning both the HIP Female Skills Competition and the HIP Learner of the Year Competition in the space of a week has been unbelievable. I'd encourage anyone considering entering next year to absolutely go for it."

Runners-up included Zak Rowan from Grimsby



Institute was close behind in the HIP Learner of the Year competition. Ciah Hooch Llewellyn Davies from Gower College, Swansea, was runner-up in the HIP Female Skills Competition.

Emma-Louise Bennett, active transition support lead at

Viessmann Climate Solutions UK, added: "The sheer determination and skill shown by these young engineers means that the heating industry can only go from strength to strength. We are looking forward to being a part of their careers for years to come."

HPM QUIZ

HOW WELL HAVE you read this month's issue? Tweet us your score out of five with a picture of 'you and your HPM' using the hashtag #hpmquiz

1. What percentage of people have called an expert to repair a DIY disaster?
2. How many UK homes currently use natural gas as their main heating source?
3. By when must boiler manufacturers use the existing OpenTherm protocol?
4. When does this year's Installer Show take place?
5. What percentage of installers report to have an apprentice?

1. 18% (Page 10) 2. 24.5 million (page 12) 3. 2028 (page 14) 4. 25-27 June (page 24) 5. 45% (Page 16)

This Month's Pick of Top Tweets

Follow @hpmmag

Kevin our Lead Engineer on a big commercial install in Sheffield.

@ForceContracts



First little @ViessmannCS_UK compact boiler for a while. 8m flexible flue and sited in the centre of the house exactly where the old one sat. Wired eventually on w/c and cyl loading stat.

@SwannPlumbing



IPS works at Prince Phillip Hospital progressing well. @lewis_building

@dd_plumbers



Nick attended a call-out for a leaking radiator. The push-fit connector had detached from the valve due to the brackets sliding and the radiator falling off them. He removed the radiator, levelled the brackets and replaced the valve. Problem solved!

@LimeHeatingLtd



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GRUNDFOS

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- » RADIATORS
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AQUALLA RESPONDS TO RISING DEMAND FOR METALLIC FINISHES

Leading brassware manufacturer, Aqualla, has broadened its portfolio with the launch of a new trend-led bronze option.

With its deep tone, brushed finish and unique fusion of antiquated and contemporary aesthetics, Brushed Bronze makes brassware the focal point of the bathroom. Available across the Hanna range, Solaris Flush Plates, Design Collection Showers, Luca Radiators and Valves and other accessories, the new colour provides consistency across the collections for a comprehensive bathroom design.

Hanna makes an ultra-modern but timeless addition to any bathroom, with its distinctive spout design with soft, rounded edges and elevated handle. Beautifully crafted for a luxurious finish and designer feel, the collection offers a selection of taps including basin mono's, wall mounted bath fillers and freestanding bath shower mixers.

Alongside Brushed Bronze, Hanna will also be available in a Brushed Nickel variation, which puts a twist on the classic chrome look with its muted tone.

www.aquallabrassware.com



NEW PREMIUM SHOWER AND WALL PANEL OPTIONS IN FREEFOAM GEO-PANEL RANGE

The Geo-panel range of interior wall panels from Freefoam Building Products has been updated with new premium finishes and marketing materials.

Five new high-quality finishes have been added to the Geo-panel range, which includes contemporary matt concretes, classic marbles and diamond options. Three are tile finishes: White Gloss, Light Grey Gloss and Azure Gloss, which feature a routed groove for an authentic grouting effect. Meanwhile, Grey Quartz Matt and Grey Azure Matt are stunning full-panel options.

Geo-panel can be fitted to any interior wall to quickly refurbish and restyle bathrooms, kitchens, utility rooms – even home offices.

"We've upgraded the Geo-panel range in response to customer demand," explained Colin St John, commercial director for Freefoam. "The new designs are really high-



end and more aspirational – perfect for homeowners who want to renovate or improve their properties in days rather than weeks. It's easier to choose the right panel for different projects too."

www.freefoam.com

ALTECNIC LAUNCHES APARTMENT CONTROL ASSEMBLY PLUS

Altecnic, the UK's leading supplier in hydronic solutions and part of the Caleffi Group, has launched the brand new 'Apartment Control Assembly Plus'. The valve assembly offers a combination of functionality and efficiency to allow the easy monitoring and control of water supply to a range of residential and commercial multi-occupancy developments.

The Apartment Control Assembly Plus has been designed to ensure seamless water management with three interconnected monoblocs:

Pressure Control and Isolation: Featuring an isolating ball valve, a high-performance pressure reducing valve (PRV) with a tamper-proof cover, a gauge port, and a strainer, this monobloc provides robust isolation and pressure regulation.

Water Meter & Carrier: Equipped with a water meter carrier and isolation capabilities, this monobloc facilitates accurate monitoring and measurement of water usage.

Backflow Prevention and Isolation: Incorporating a double check valve with a test port, a high-quality isolation valve, and a rotatable 360° drain cock on two axes, this monobloc ensures efficient water flow and maintenance.

Available in six configurations, including various options of water meter with wireless MBUS connectivity, the Apartment Control Assembly Plus can seamlessly integrate into a wide range of residential and commercial developments. The use of wireless MBUS connectivity opens the potential for remote communications from the water meter adding another layer of flexibility for installers and contractors.

The Apartment Control Assembly Plus streamlines installation and servicing with built-in mounting brackets and user-friendly features, making it a preferred choice for installers and contractors alike. By consolidating multiple functions into a single assembly, it reduces the number of connections required during installation, thereby saving time, money, and mitigating the risk of leaks.

www.altecnic.co.uk





BEST OF Q1: NEW KINGSPAN TITAN LOW-PROFILE DOMESTIC OIL TANK



Finding a domestic oil tank that can withstand the worst of the weather and yet also fit neatly into small spaces isn't always easy.

So, the announcement that Kingspan is launching a domestic oil tank which is tough and unobtrusive is expected to be welcomed by all tank installers.

The new Kingspan Titan ESLP1200 Compact oil tank is the latest addition to the brand's renowned EcoSafe bundled oil tank range.

Its sturdy, low-profile design and high-quality, polyethylene

construction means it's well-suited to exposed sites, persistent strong winds, temperature fluctuations, and/or high levels of UV radiation.

Plus, along with the rest of the EcoSafe tank range, the ESLP1200 is HVO-ready, signifying that it can safely store Hydrotreated Vegetable Oil (HVO), a next-generation, low-carbon fuel that is attracting huge market interest. HVO is fully compatible with existing oil-fired boilers making it easy for property owners to switch to greener energy.

www.kingspan.com

BEST OF Q1: HIDEALOO PICKS UP TWO AWARDS

Foldaway toilet innovator, Hidealoo, is celebrating after securing a kbb Innovation 'People's Choice Award', voted for by those in the trades, and a European Product Design Award.

The toilet pan can be swivelled through 90 degrees, meaning it to be concealed within a cabinet or wall recess. This aids the installation of toilets in small and hard to fit spaces, as well as creating new opportunities for households to increase their facilities.

The frame can hold up to 400kg in

weight and has been tested through 250,000 uses. While 25% of current installations are within traditional bathrooms, the majority are being used to fit toilets in locations such as utility rooms and lofts.

Monty Ravenscroft, founder, said: "It's taken more than five years of development, engineering and testing to perfect the Hidealoo and we're delighted to see the frame's unique potential being recognised."

www.hidealoo.com



SNICKERS WORKWEAR SHORTS WILL EASE YOUR WORKDAY THIS SUMMER

New 4-way Stretch Shorts and 'Logo T-shirts' - designed for summer workdays.



When the temperature rises on an active workday, Snickers Workwear's new Work Shorts help you stay ventilated and comfortable all day, every day.

Combining 4-way softshell stretch fabric with sustainable Sorona 2-way stretch fabric, these shorts have windproof sections plus ventilating areas for enhanced comfort and freedom of movement.

With body-mapping designs that deliver superb functionality, the shorts come in range of stylish colour ways to compliment the new Snickers Workwear 100% Cotton 'Logo T-shirts' which will energise and brighten your workday.

Whatever combination you choose, you'll be wearing street-smart working clothes with outstanding functionality and long-lasting comfort - all summer long.

www.snickersworkwear.co.uk

BRISTAN UNVEILS NEW BATHROOM TAP RANGES FOR SPRING 2024



Bristan, the UK's largest supplier of taps and showers, has expanded its portfolio of bathroom products with the introduction of two new tap ranges this Spring.

The two new tap ranges, Molida and Cruzar, have been designed with installers in mind and crafted to the highest standards - in true Bristan fashion.

As Bristan expands its trend-driven offering, the new ranges will provide installers with more choice for their customers - demonstrated through the unique knurling pattern on the handles of both ranges, the

Molida's European-inspired design and the Cruzar's timeless, industrial feel.

Both ranges include a basin mixer, bath shower mixer and bath filler and will include matching showers which will be introduced to the market later this year.

The Molida basin mixer also features Bristan's Eco Start technology. This technology ensures that hot water is only activated when the tap lever is moved from the central position, therefore reducing demand on hot water heating systems.

www.bristan.com



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