

NIBE Expert News September 2024 Edition



Change, growth and a positive outlook for heat pumps

Paul Smith, Managing Director

"We have just come through an exciting time for our industry and the UK in general. I write after a very busy summer in the industry, that kicked off an ever bigger and more heat pump focused InstallerSHOW, where NIBE showcased its industry leading products and installer training alongside all the major players in our industry.

"Heat pumps well and truly dominated this year, a real signifier of the shift in the heating sector.

"The InstallerSHOW is always an excellent place to catch up with old 'friends' of NIBE, as well as forge new relationships; watch this space for some exciting partnerships in the future – collaboration is key to ensure installers and consumers get the most out of heat pumps and the roll out goes as smoothly as possible.



"The big news across the country is still the general election. It seems that Labour has a focus on the environment and have already green lighted solar farms previously blocked by the Conservatives, as well as making it easier for wind turbines to get planning permission. Its plans to improve the energy efficiency of housing stock, implement low-cost loans for low carbon upgrades and the introduction of a 'Local Power Plan', which aims to empower local communities with funding allocated for their specific needs all looks good for installers and the renewables sector at large.

"For NIBE, the second quarter of 2024 has seen growing interest in our new S range, in particular the S735 Exhaust Air Heat Pumps – a crucial solution for urban areas, including flats and apartments - and S1256 Ground Source Heat Pumps, which can be combined with our innovative P.V.T panels, delivering solar electricity and water heating for the heat pump, replacing the ground loop. Both of these products have been shortlisted for industry awards, with a win, at the 2024 Energy Awards, already under our belt.



"Going forward, our vision is to be the brand of choice in the UK. As a mature, global business and the largest heat pump manufacturer, by volume, in Europe, I believe NIBE is ready to become one of the British heat pump sector's main players, all with the ethical treatment of our customers, people and supply chain at the core of our operations."

Introducing the NIBE Professional Website

We are thrilled to announce the launch of the new Professional section on the NIBE website! As a leading manufacturer of heat pumps, we are committed to providing our installers and specifiers with the best tools and resources to ensure their success. This dedicated portal is designed to be your one-stop hub for all things NIBE, tailored to support your professional needs.

Through the NIBE Professional Portal, you can:

- **Access Marketing Materials:** Find the latest brochures, imagery, and promotional content to help you effectively market our products.
- **Product Information:** Easily look up detailed information about our heat pump range, including technical information, alarm search, compatibility, and more.
- **Project Enquiries:** Submit and manage enquiries about your projects with ease.
- **Installation History:** Keep track of your installation history, ensuring you have a comprehensive record of all your projects.
- **Technical Diagrams:** Access and download detailed diagrams to assist with installations and troubleshooting, including BIM files and docking diagrams.
- **Training Courses:** Book yourself onto training courses at our renowned NIBE Akademi, enhancing your skills and knowledge about our products.

We believe this website will streamline your workflow, providing you with the necessary resources to excel in your profession. Visit NIBE Professional today and discover how we can support your journey to success.

[Visit NIBE Professional](#)

Representing the very best in heat pump technology at the Science Museum



In March the NIBE S2125 Air Source Heat Pump (ASHP) took an honoured place in the Science Museum's new permanent exhibition – Energy Revolution: The Aston Green Energy Gallery, which includes cutting-edge low carbon solutions and their role in our journey to a sustainable future.

NIBE's S2125 Air Source Heat Pump (ASHP), a high temperature, energy saving model, which uses natural refrigerants, was chosen by the museum to showcase the very best in ASHPs. The most efficient example in NIBE's product range, the NIBE S2125, is the only heat pump of its type in the gallery.

Featured as part of the 'Future Power' section, sitting alongside nuclear fusion experiments, tidal turbine blades and other contemporary technologies, NIBE's heat pump will help educate the Science Museum's millions of visitors on the way energy supply and use is being transformed.

Award nominations and wins

We value the recognition of industry awards, an important way to get our products and services noticed. So far this year, the NIBE S1256 Ground Source Heat Pump (GSHP) won 'Physical Technology of the Year – Heating and Cooling' at the Energy Awards, which took place on 3rd July at Grosvenor House, London.



Boasting a seasonal performance factor (SCOP) of up to 6.22, the NIBE S1256 GSHP uses new climate-friendly refrigerant, R454b, which reduces Global Warming Potential (GWP) by 78% compared to past refrigerants and sets a new standard for environmentally responsible heating solutions.

Ideal for use in both new build and retrofit projects, the NIBE S1256 is available in two output sizes designed for homes up to approximately 400 m². The ability to integrate with P.V.T, NIBE's on-roof solar photovoltaic and solar thermal system, further enhances the efficiency of the S1256 by utilising solar energy to supplement heating needs and, in many cases, eliminating the need for conventional ground loops – one of the biggest barriers to GSHP uptake.

In other award news, we have been shortlisted for the HVR Awards, for two categories: 'Domestic Heating Product of the Year' and 'Heat Pump of the Year', for both the NIBE S1256 and S735 EAHP, and the H&V News Awards, again for the S1256.

We were also pleased to achieve a shortlisting for our NIBE Pro Akademi in LCL Awards' first ever Awards ceremony for its approved training centres. The NIBE Pro Akademi is proud to be an LCL Awards centre, delivering its Level 3 heat pump qualification from our HQ in Chesterfield.



Empowering Installers: Meet our NIBE Pros.

Wayne Slattery – Brian Slattery Plumbers Ltd

Wayne works at Brian Slattery Plumbers Ltd – a business with a remarkable 165-year history in plumbing and heating solutions and a proud record of installing NIBE's heat pump systems. He began his personal training journey with NIBE from scratch, guided step by step through the requirements for MCS Certification, including NIBE's industry recognised training and technical support.

Wayne has been particularly impressed by the benefits offered to NIBE Pro installers. As a NIBE Pro, he enjoys exclusive access to extended warranties and dedicated technical support, providing both him and his customers with that extra peace of mind and confidence in the products. His personal experience with his customers has found that NIBE's Installer benefits have given reassurance that the products will last.

How would you rate your experience working with NIBE when undertaking the NIBE Pro courses?



Testimonial

"My experience with the NIBE Pro Partnership Scheme has shown me that NIBE really knows their stuff. Their MCS recognised training and technical support has been invaluable, guiding me step by step through the MCS accreditation process whilst providing me with hands-on experience with heat pump systems.

I would highly recommend NIBE Pro to anyone thinking of starting out in the heat pump industry, and the added benefit of extended warranties on my customer's installations has really given them that extra peace of mind."

Choose a heat pump partner you can trust

As the journey to net zero gathers pace, building services installers have a real opportunity to diversify and future proof their business by upskilling into heat pumps. To help installers access this marketplace, partnering with trusted manufacturers like NIBE, will ensure a smoother journey.



Chris Easton, Training and Health & Safety Manager

"We need more installers to fulfil heat pump targets", says NIBE's Training Manager, Chris Easton, "so it's important that support is available across the board, whether that's full end-to-end training and MCS certification, or filling in the gaps for installers who may have already completed a heat pump qualification and/or are using umbrella schemes. Sometimes specific product training and a step-up into the marketplace is all that's required.

"If you install a NIBE heat pump, whether you're a one-man band or a national business, you will benefit from access to our in-house technical team, on the phone or by onsite support visits followed up by an installation assessment visit by a NIBE senior engineer, if needs be. If we can't help, we look to the engineering team in Sweden. Ultimately, the buck never stops with the installer."



About NIBE Pro Akademi

NIBE Pro Akademi is our training journey, designed to help you become a heat pump installer regardless of experience level.

For non-MCS Certified installers we offer:

- **Training:** Including Level 3 BPEC and LCL Awards qualifications, Low temperature Heating & Hot Water and product specific training.
- **MCS support:** NIBE will help installers through the process of becoming MCS Certified.
- **Fully redeemable:** The cost is refundable on first installations.

For MCS Certified installers, or those working within an umbrella scheme, we also offer FREE NIBE installation and maintenance courses on all our products. This is part of the upgraded NIBE Pro Akademi offering, designed to make becoming a Pro accessible to wider groups of installers.

You can find out more on our new dedicated website:

[Visit NIBE Professional](#)



Last chance to grab NIBE Pro Deals

Our InstallerSHOW offer of 50% off the full MCS certification journey through the NIBE Pro Akademi has been extended until 30th September*.

Click [here](#), to find out more and sign up!

And that's not all...

NIBE Energy Systems is an approved heat training grant provider, meaning you could claim back up to £500 on your NIBE Pro Akademi training costs. Speak to our training department when booking your course to see if you are eligible.

PLUS! The cost of training is fully refundable against your first NIBE installations!