

EXPERT NEWS

NR1 2022

NIBE 70 YEARS!

A Swedish success story.
Part 1 of 4.

“Solar panels make excellent add-on sales.”

Tommy Möller, Villabutiken, who's sold around 40 systems in the last two years.

CHATBOT

myUplink 24/7 support.



GOLD-RATED

New sustainable Marketing Centre at Backer.

EXPERT PROFILE

Boom in holiday homes good for business.

NEW

NIBE ERS S40 for our Nordic climate.



“Anniversary and new initiatives get 2022 off to an exciting start.”

Klas Dahlberg Business Area Manager, NIBE Energy Systems

Dear NIBE friends, It's hard to believe that we've been in business with our fantastic products for 70 years! All of you have been part of our journey from a small mechanical firm in Markaryd to an international group making world-class energy solutions, while staying true to our local roots. Expert News is celebrating this milestone with a series of articles about our history, present and future.

to become even better. We'd like to take this opportunity to welcome Stefan Nordenfors, our new sales director for Europe, who will be joining us this spring. Stefan comes to us from a leading manufacturer of industrial automation and interconnection solutions. A sales director for Sweden, focusing exclusively on our domestic market, will also be joining us.



In contrast, this issue's Expert Profile Öregrund EI & VVS has been working with NIBE for many years. You can read how they're opening new doors by learning more about solar and cooling. Villabutiken in Malmö thinks that solar panels are just what a heat pump – and their customers – need. Here they explain their profitable and simple-to-manage concept for meeting increased demand. Don't miss this.

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MARKO TESTS RMU

How smart and simple are NIBE's wireless accessories?

We've kicked off this year with digital initiatives for better service, new product launches, marketing of our S-Series and preparations for this spring's trade fairs, at which we hope to meet you. Another new initiative that will affect you is the change that we're implementing in our sales organisation following the departure of Niklas Rönnäng at the end of last year. To strengthen our presence in Sweden and Europe, we're expanding our organisation

We're now looking forward to spring and the chance to show you more new products at the Nordbygg trade fair in April!

Happy reading!



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NEW WEBSHOP FOR YOU

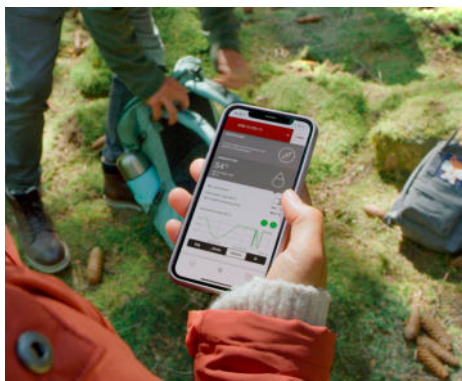
Now there's a faster and easier way for you to order spare parts. Our webshop offers new features, more images and improved search functions. All our spare parts from the last 15–20 years are available here.



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“It's a real luxury to have such consistent and steady heat, whatever the weather.”

Axel Graneskog is a cooling system engineer at NIBE and has been involved in developing our new air/water heat pump. He's now been testing it at home in his own house for two years.



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UPDATE THE SOFTWARE

Did you know that you can help your customers take advantage of all our technological advancements? As soon as a new update is available, we'll send it to your customer's heat pump.

NIBE TRAINING



“Would you like to get even better at what you do, meet industry friends and enjoy an inspiring break from your everyday life?”

Welcome to our training courses, which are now being held at Storgatan 16 in Markaryd, while we wait for the completion of our new Marketing Centre. Read more about our new premises on Page 21.

You'll find our entire spring training programme and a registration form at proffs.nibe.se



NIBE CELEBRATES 70 YEARS

NIBE AB came into existence on 23 January 1952. That was the date on which Nils Bernerup registered the company and began operations in Markaryd, with four employees and a workshop manager.



NIBE AB currently has around 1,500 employees in Markaryd and 12 subsidiaries in Europe employ another 800 people. NIBE AB now consists of NIBE Energy Systems and Contura. There are also a number of central functions, including HR, finance, purchasing, quality, sustainability and IT.

From day one, NIBE's driving force has been a strong culture of enterprise and a passion for responsible business. Success factors have included long-term investments in innovative product development and strategic acquisitions. All this has achieved targeted and strong growth. *Read more about NIBE's 70 years on Page 5!*

NEW IN THE S-SERIES

VENTILATION UNIT FOR OUR NORDIC CLIMATE.

We're now launching the NIBE ERS S40-350 – a new ventilation unit with high efficiency, low energy consumption and humidity control that increases ventilation in humid air and vice versa.

"One major advantage is that it has a rotating heat exchanger and a built-in reheater," says Stefan Lundqvist, product manager for Sweden.

The NIBE ERS S40-350 is a ventilation unit with low energy consumption, a level of efficiency of up to 85%, a built-in humidity sensor and a reheater. Thanks to the rotating heat exchanger, the moisture in the exhaust air is also recycled.

"Humidity recovery is another factor in achieving a good indoor climate," explains Stefan, "it's a sustainable method of avoiding a dry indoor climate in the winter and has a positive effect on our well-being."

"One major advantage is that it doesn't need a condensation outlet and can also be placed in cold spaces."

The ventilation unit is used in houses with surface areas of up to approx. 250 m². "One major advantage is that it doesn't need a condensation outlet and can also be placed in cold spaces. And thanks to the rotating heat exchanger, there's no need for a preheater."

Easy control via the heat pump

To create a complete heating and ventilation system, you combine the ERS S40 with an S-Series ground source heat pump or an air/water heat pump and the VVM/SMO in the S-Series. The ventilation unit can then be integrated into the digital platform and your smart home.

"Via myUplink or the heat pump display, your customers can easily control and monitor the

ventilation system, and ensure even better comfort and even lower energy consumption. If your customer also connects a CDS 10, the sensor detects the carbon dioxide level and can adapt the ventilation accordingly, which saves energy with no impact on comfort."

"Having NIBE as the supplier of the entire climate solution makes everything simple and reassuring for installers," concludes Stefan. ■

ADVANTAGES OF NIBE ERS S40-350

- Ventilation unit with high temperature efficiency, low energy consumption and humidity control.
- Paired with an S-Series heat pump, it offers a complete solution for houses with balanced ventilation.
- Easy to control, and part of your smart home when paired with a NIBE heat pump.
- Supplied with duct connection on the left, but can be converted to right-hand design.

With an ERS S40 paired with an S-Series heat pump, the customer is able to control both heating and ventilation via their smartphone. Read more about the new NIBE S40-350 ventilation unit at proffs.NIBE.se





A SWEDISH SUCCESS STORY TURNS 70!

NIBE has evolved from an equipment manufacturer for gentlemen farmers into an international group with world-class energy solutions. But still with strong local roots.

"A fantastic journey," notes Christel Fritiofsson, Investor Relations Manager for the NIBE Group, who joined the company back in 1978. But let's go back to the beginning.

People tend to stay a long time at NIBE. Like many others, Christel had a summer job at NIBE while she was at sixth form college. She applied for a job in the finance department as soon as she left school. Now she's more than just Investor Relations Manager: she's our CEO Gerteric Lindquist's right hand and one of the early co-owners of the company.

"You never saw men in suits in the corridors back then," Christel remembers with a smile and continues: "Almost everyone who worked here was from Markaryd; they cycled to work and wore wooden clogs or Ecco shoes."

But let's go back 70 years. To when Nils Bernerup bought Ebe-Verken and renamed the company after the first two letters of his first and last name. More specifically, to 23 January 1952 when NIBE-Verken AB in Markaryd was founded.

Dustpans and pig heaters

Nils Bernerup was a Scanian gentleman farmer with a strong entrepreneurial streak. He had a large network and wanted to provide both himself and others with farming equipment.



"He found a factory and invested SEK 5,000," says Christel, who wasn't born at the time but has heard the stories.

She confirms the fascinating fact that no one has ever invested more capital in what is now NIBE AB and which includes NIBE Energy Systems. That the company itself has always generated funds for its expansion. And NIBE grew significantly during the 1950s. In just three years, three employees increased to 30.

Water heaters and seeders

In 1955, hygiene requirements were reinforced by a law forcing farmers to have hot water in milking parlours. This brought about a major breakthrough for NIBE. Erik Andersson came in as the first CEO and taught us how to manufacture copper-lined heaters. Rune Dahlberg was appointed CEO in 1961.

"Rune was one of the first white-collar workers at the company," continues Christel. "He was six foot six, powerfully built, smoked a pipe and was extremely charismatic. He drove the company forwards by focusing on cost consciousness, quality and rational production."

In the mid-1960s, NIBE was awarded a contract for the manufacturing of stoves. The Handöl brand made its debut and



Nils Bernerup, founder of NIBE.

“We wanted to secure the survival of the company and made a counter-offer to those ‘financial yuppies’”

became another product sold directly to consumers. They also started to manufacture NIBEX, the seeder that won a gold medal for new technology at a trade fair in Paris. “This was what brought us outside Sweden, to Europe, the United States and Canada. Eventually, it became an anomaly among the heat pumps and was sold in 1986.”

The first heat pump

The 1970s arrived and NIBE added electric boilers to its product range. It now offered an entire family of water heaters and electric boilers. That opened doors for NIBE as a supplier to the new build market. With new packaging in white cabinets, our water heaters were welcomed into polite society. “We built them into white 60x60 cabinets so they would blend into new modern laundry rooms, and sales took off.”

New demands from the construction industry, along with new regulations on energy efficiency and ventilation, led to a refinement of the product portfolio. At the 1981 HVAC trade fair in Gothenburg the first heat pump from



Christel Fritiofsson, who began in the finance department and is now Investor Relations Manager for the NIBE Group.

NIBE was unveiled. It was a success. New factories and warehouses were built, the hunt

for staff intensified.

“In order to find a workforce, we started our own workshop school and turned to Denmark,” recalls Christel. “But I still knew the name of everyone who worked for us. Maybe we were 200 then, now there are 1,500 of us in Markaryd.”

Nasdaq Stockholm’s ‘longest-serving’ CEO

Rune Dahlberg stayed at NIBE until his retirement, when Gerteric took over as CEO. This was in 1988.

“It was Rune who tempted Gerteric back. It’s not widely known, but Gerteric was export manager for the NIBEX seeder between 1978 and 1982. We started at NIBE at the same time, but then he moved on.”

Shortly thereafter, the Bernerup family decided to sell the company.

“It came as a shock to us, as the family had owned the company for almost forty years.

Investors from a private equity company in Stockholm swooped down on little Markaryd. The locals weren’t happy.

“We wanted to secure the survival of the company and made a counter-offer to those ‘financial yuppies’, or ‘hot shots’ as Gerteric called them. We were successful and a number of employees, plus two external investors, bought the company instead. Gerteric already had a plan with a number of targets. One was – and still is – to grow 20% per year.”

The elation at not being bought up and wiped out laid the foundation for important values at NIBE: to continually tend to local interests and the interests of the companies incorporated into the group, and to focus on long-term perspectives. The last is especially evident in Gerteric’s commitment and perseverance. With 34 years at the helm, 25 of which as a listed company, he is one of Nasdaq Stockholm’s longest-serving CEOs. “Gerteric has had huge respect for the work done before and built on that. We’ve also been consistent in not abandoning Sweden and keeping our production in Markaryd as we expand globally.”

Ground-source heating makes its breakthrough

The 1990s ushered in a serious financial crisis and a subsequent recession. One of the consequences for NIBE was the Swedish government’s decision to subsidise the installation of ground-source heating. Suddenly, it was worthwhile choosing ground-source heating over oil and electricity. But at the same time, new construction of houses collapsed.

“It was a tough transition to adapt the company to this,” explains Christel. “We were so dependent on the Swedish market; so we started to focus more on exports, sent people out in Europe, and learned to speak German.”

In order to continue to grow, NIBE Industrier issued new shares in 1997. At the same time, NIBE Industrier AB was listed on the Stockholm Stock Exchange. This marked the start of an intensive acquisition era and the evolution into a global group of companies. The acquisitions included the Småland heat pump company Energiprodukter i Diö AB that same year and the first NIBE ground-source heat pump was launched on the market.

NIBE, which was once best known for its water heaters, is now synonymous with the heat pumps that are critical to us achieving our climate goals.

“It has been, and still is, incredibly exciting to be part of this journey,” concludes Christel. ■

Read the continuation in our next issue...

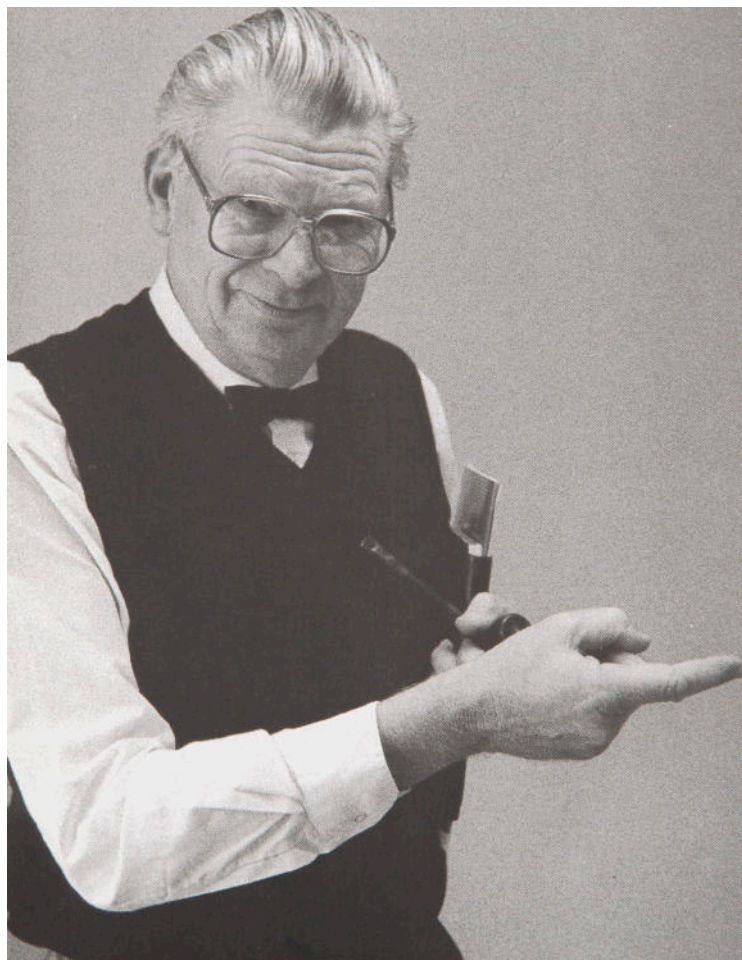


NIBE AB came into existence on 23 January 1952. That was the date on which Nils Bernerup registered the company and started operations in Markaryd, with four employees and a workshop manager. There are now some 1,500 employees in Markaryd and 3,000 more at 12 subsidiaries in Europe. NIBE AB currently consists of NIBE Energy Systems and Contura. The company is part of the NIBE Group, which has a turnover of just over SEK 30 billion and more than 20,500 employees in over 30 countries.



IMAGES FROM THE BOOK NIBE 40 YEARS

*Top: Factory workers sitting on the workshop floor. Photos: Sune Forsberg.
Bottom left: Rune Dahlberg was CEO 1961-1987. He was the one who tempted back Gerteric Lindquist (on the right) the CEO since 1988.*





“We’re showcasing our cutting-edge expertise here and doing everything in our power to keep energy consumption low.”

Joachim Håll is a property technician at Backer. Here he’s standing in front of a wall of moss at the new Marketing Centre.



Ground-source heating, solar energy and ventilation recovery provide heating and hot water. Here are the two power inverters that manage the solar energy.

On the right: A customised NIBE AirSite Green Master XXL recovers the heat in the ventilation air.



CASE STUDY

BACKER HAS THE FIRST GOLD ENVIRONMENTAL BUILDING CERTIFICATION IN HÄSSLEHOLM.

On 29 Nov 2021, the ribbon was cut to open Backer's new sustainable Marketing Centre in Sösdala. A completely new building that meets the highest Gold environmental building standard, a certification awarded by Sweden Green Building Council.

"We're showcasing our cutting-edge expertise at NIBE and Backer, and doing everything in our power to practise what we preach," says Joachim Håll, property technician at Backer AB.

Backer's head office is located here in Sösdala with 300 employees. In the new sustainable Marketing Centre, they welcome customers and showcase their range in an inviting way, hold productive meetings in pleasant conference rooms, and enjoy the bright and spacious staff canteen. "It's a big hit with visitors and employees: it's quiet and calm, and there are large, attractive windows," says Joachim Håll.

Backer, which is part of the NIBE Group, is best known for its tubular heating element, which was patented back in 1921 by its founder

Christian Backer. Backer manufactures solutions for intelligent heating and control for the energy, automotive and process industries worldwide. One example is the flow-through heaters, i.e. immersion heaters, in our NIBE heat pumps.

Evaluates energy, climate and hazardous substances

The new Market Centre is the first building in Hässleholm Municipality in southern Sweden to be awarded Gold environmental building certification. The certification ensures that sustainability issues have been considered throughout the work process. Energy use, energy requirements and energy sources, noise, light, humidity, air and water quality are evaluated. The presence, documentation and phasing out of hazardous substances are also evaluated for materials/chemicals.

Property technician Joachim Håll has been hired to manage the properties. He has been involved since the groundbreaking ceremony in September 2020.

"Opting for Gold environmental building certification was a way for us to show that we practise what we preach – that we're doing

everything in our power to reduce our energy consumption and environmental impact," Joachim explains. "This meant that the process took slightly longer. We had to hold training courses so that everyone involved in construction could learn about green building. It was hard work to elicit the classification for certain products and materials, everything had to be approved. For example, it took longer for the concrete to harden, as it contains no chemicals."

Max. 35 kWh/m² and year

"The permitted energy consumption as per Gold environmental building is considerably lower than the Swedish National Board of Housing, Building and Planning's general guidelines and building regulations. It can be a maximum of 35 kWh per m² per year for heating, hot water, ventilation and cooling," Joachim continues.

For Backer's Marketing Centre, this means a maximum annual consumption of approx. 27,000 kWh.

"With 120 solar panels from NIBE, we produce more solar electricity than we can use in the building. So we export an estimated 15,000 kWh per year and are contributing climate-neutral electricity to the electricity grid."

From roof to bedrock

NIBE's property team, with district manager Fredrik Snygg, has been involved in planning the energy solution, with NIBE products from roof to bedrock. The climate solution consists of two heat pumps, one S1255 for hot water and heating and one F1355 for underfloor heating. In addition to 120 solar panels of 39 kW in total, there's

Marketing Centre, Backer AB, Sösdala

Year of construction: 2021

Size: approx. 770 m²

NIBE products climate solution: 1 x S1255-16 for hot water/heating and 1 x F1355-43 for underfloor heating, 120 solar panels with total power of 39 kW, AirSite GreenMaster XXL, active and passive cooling.

Boreholes: 5 x 230 m

Estimated energy consumption: Max 35 kWh/m² and year

Installer: IVAB



“We were brought in at an early stage of this project and could take a holistic approach to the energy system. This ensures the best and most energy-efficient solution.”

Fredrik Snugg, NIBE's property team

an AirSite GreenMaster XXL, as well as active and passive cooling.

“The AirSite GreenMaster is located in a fan room on the second floor, but the heat pumps are part of the exhibition – we want people to open the doors and look inside,” explains Joachim. “We have one S1255 as master and one F1355 with double compressors as slave. It was exciting to commission a plant with the new control platform. It responded very well to our requirements from the master control system.”

“In addition to this, we cool the building with passive cooling from the boreholes, and when we switch to active cooling this is produced by the heat pumps. This means that when it's sunny and cooling is required, the solar panels generate electricity, which is why the net need for electricity for cooling can be as low as 0 kWh.”

Two-stage certification

Only once Backer can prove that they have not exceeded the set energy consumption for two years will they be fully certified. Some fine-tuning remains.

“We work over Modbus Tcp in the superior system, which also links together all Backer's buildings via networks and has also been integrated with myUplink,” explains Joachim. “By sitting at my computer and studying the operating pattern, I learn about the building and the heating system. There's always something I can do to fine-tune the system.”

Backer is continuing to grow and build. Joachim is now involved in a new heat pump system with NIBE products.

“We're both renovating and building new offices and production facilities. To coincide with this, we're scrapping our old oil-fired boilers, installing eight new F1345 heat pumps and constructing a new borehole storage facility,” concludes Joachim Håll.

A lot of energy can be recovered from Backer's production, and we've decided that all buildings will be climate-controlled with new and better ventilation with cooling. We'll get back to you with new reports about this exciting energy and climate journey. ■



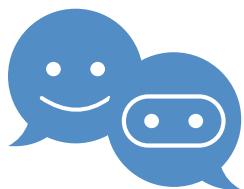
NEW CONTROL PLATFORM

“The most exciting technical aspect of this installation is that we use the new control platform as a master to meet customer demands for modbus performance,” says Fredrik Snugg from NIBE's property team.



NIBE's ground-source heat pumps are part of the product exhibition at the Marketing Centre. You can track the building's energy flows on the adjacent screen.

FOCUS SUPPORT



CHATBOT ANSWERS MYUPLINK QUESTIONS.

NIBE is now taking the first step towards 24/7 support. First up is myUplink. "Availability, connectivity and knowing your customers are key concepts in NIBE's digital journey," explains digitalisation manager Christofer Gordon. "With our automated chatbot, we're taking yet another step towards the cutting edge of technology."

The purpose of our new chat feature is to make things easier for both installers and end customers. It enables us to provide answers to FAQs, and assistance with installation and troubleshooting.

"We're starting with a myUplink chat – since it's a digital service, you need help 24 hours a day," reports Christofer. A mildly inquisitive chatbot can help customers when they get stuck. If the chat is unable to solve the problem, the question will be sent on to our support, who will call the customer.

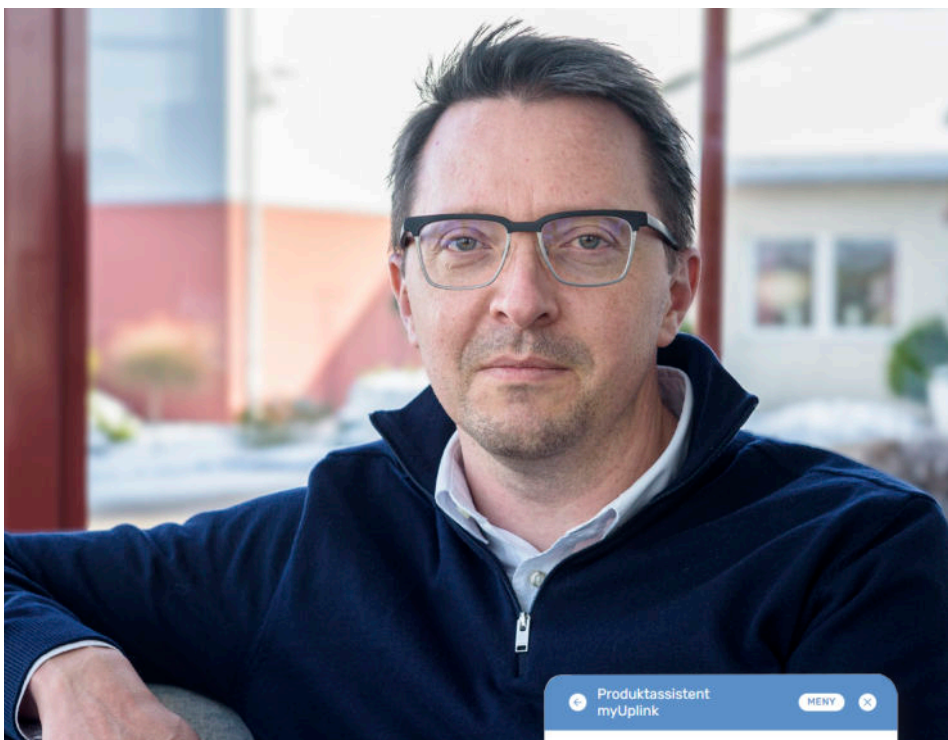
"The aim is for the majority to get the help they need," continues Christofer. "As well as providing customers with faster help, this frees up time for us to work on other forms of support. But it's also a key step on our own digital journey. We're structuring a lot of expertise into a format and a channel that are new to NIBE."

"Our aim is for the majority of people to be able to get help via the chat."

24/7 assistance in multiple languages

The theme of digitalisation at NIBE is availability.

"This means that customers should be able to contact us and get help from us 24/7/365. We can either meet this need by hiring more people or by finding digital communication methods. The next step is a chatbot for ALL our products. The ability to offer support in multiple languages will also be crucial in the future. Our current chatbot speaks Swedish and English."



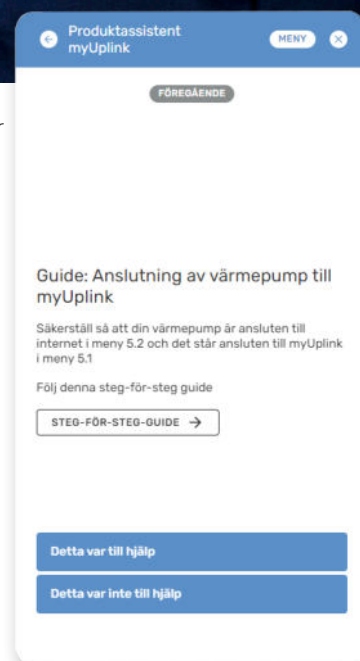
"With the automated chatbot, we're showing that we're now taking a further step towards a digital future," says Christofer Gordon, head of digitalisation at NIBE.

As head of digitalisation, Christofer will secure the path towards an increased digital presence and ensure that it's in harmony with our overall strategy.

"I'm gathering and running several projects and initiatives. We're working on the basis of the customer journeys that we've identified and want to support. Availability, connectivity and knowing our customers are the key concepts in this work."

"Addressing these three areas going forward will go a long way towards meeting many of our customers' needs," concludes Christofer. ■

For faster answers about myUplink, chat with us at nibe.se/support



EXPERT PROFILE

GOOD BUSINESS WHEN HOLIDAY HOMES BECOME PERMANENT HOMES.



It's hardly surprising that Öregrund EI & VVS specialises in holiday homes. Erik Eriksson and his father Hans Eriksson work together and are delighted with the boom in the holiday home market. But a generational shift is imminent. "We want to broaden our scope and NIBE's training courses are invaluable," says Erik Eriksson, who likes to test new ways forward.

It's a Friday morning in January. The previous day, Sweden experienced a nationwide storm. Örskär, the weather station closest to Öregrund, recorded a wind speed of 70 mph. "The storm blew over a few trees, but it wasn't as bad as the one two years ago when every other house was left without power," says Erik Eriksson, managing director and co-owner of Öregrund EI & VVS.

"Many people are switching from wood burning stoves and electric radiators to heat pumps."

More people moving to their cabins

His colleagues have already left for their day's work, but Erik is still in the office. They've had to close the shop today, due to COVID among the staff.

"We've been lucky, it's only now that some people are falling ill here," says Erik, "and we've done really well workwise, with almost

more work than normal." One of the reasons is the holiday home boom. More people have moved out into their cabins and want to live there all year round. But not all cabins are suitable for that, with some lacking both heating and hot water.

Öregrund is a small town with just 1,600 inhabitants. It's located on the mainland in Roslagen, with a view of the sea and the archipelago.

"The population increases tenfold in the summers," says Erik, "there are an incredible number of cabins around here."

Öregrund EI & VVS was founded by Erik's father Hans Eriksson. The location has resulted in a major focus on holiday homes and smaller systems.

"Many people are switching from wood burning stoves and electric radiators to heat pumps. Some want ground-source and others want air/water heating. But not everyone has room for the outdoor unit, and then ground-source heating is the only option. People with an air/air heat pump want a hot water heater, and the wall-mounted EMINENT fits the bill.

"By the way, we've just sold one of your new NIBE S2125 air source heat pumps, but not yet installed it. It will be exciting to see what that's like."

Generational shift is imminent

Erik is a plumber with many years in the industry. In 2004, he started working for the

plumbing company that his father Hans and a colleague ran together. Erik then moved on and started his own construction and plumbing company, where he had two employees. "When dad chose to go his own way, we started working together again. In 2016, we merged our companies and now we each own half."

Erik sees a great similarity between him and his father. They have the same drive to work. "For years he's been saying that he's going to cut back on work, but that never happens. It's his life. He loves his job and his expertise makes him an incredible asset. He's been involved since the beginning of heat pumps and has been working with NIBE ever since."

Erik is now the MD and is making his mark on the company. He's ambitious and has taken a leadership training course to help him in his new role.

"I like structure, order and trying out new things. Since the merger, we've taken over a firm with four electricians, expanded our warehouse and shop, and digitalised everything. There are now 15 of us and ideally we should be 16 or 17."

"We want to learn more"

Öregrund VVS is a loyal partner of NIBE. "We have great confidence in NIBE's products; I consider you to be the leading provider of heat pumps, you're expanding your range and venturing into the international market. We also want to expand, work more with solar and cooling, for example, so we can do everything. We continually take your training courses in Markaryd and regard them as invaluable to us. During the pandemic, we've been taking some online training courses, most recently about the new S2125." ■

Öregrund EI & VVS in Öregrund

Established: 2009 by Hans Eriksson

Managing Director: Erik Eriksson

Number of employees: 15

Turnover approx. SEK 22 million



“What I like most?”

“I really like projects like our latest one in Östhammar, ripping out an old oil boiler, installing a new and modern air/water heat pump and getting a really satisfied customer. Meanwhile, it’s great to have a good team, with fantastic colleagues. It’s fun to meet them every day.”

In addition to this, Erik owns some properties that he renovates, manages and rents out. “I run my own company. But it’s in the forest and nature, hunting with hunting dogs, that I recharge my batteries. It’s thrilling and relaxing, quiet and peaceful. I get out there as often as I can and enjoy taking my kids along too.”

Left: Erik Eriksson.

Bottom: Erik with some of his colleagues: John Herre, Tobias Karlsson Lundborg and Martin Eriksson.





FOCUS ON SERVICE

WELCOME TO OUR NEW WEBSHOP FOR SPARE PARTS!

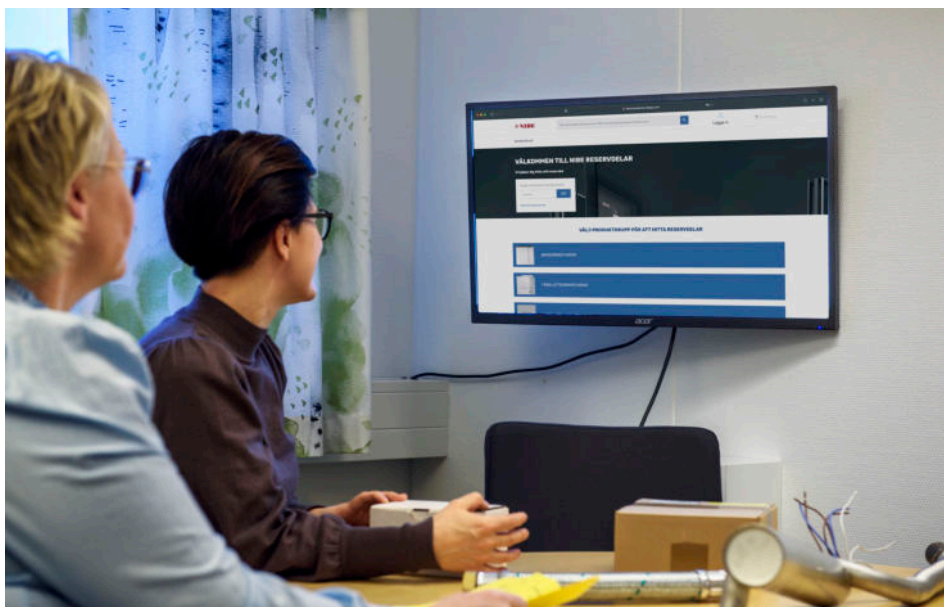
You can now order spare parts online instead of by phone. "It's both faster and easier for installers, and it also frees up capacity for personal service and advice," says Arne Gustafsson, customer service manager at NIBE.



On the right: Project leader Åsa Sunesson. Left: Caroline Johansson will be a familiar face to many of you from her time in sales, where she helped customers find spare parts for 20 years. Since last spring, she's been working in the service department and is one of the people making sure we have the right spare parts for our products and in our new webshop.

GET STARTED WITH OUR SPARE PARTS SHOP!

1. Activate your user by calling us on +46 433 27 31 85.
2. Search for your spare parts by serial number, or use the quick order feature if you already know what you want.
3. Check delivery addresses, order markings and delivery methods.
4. Wait for an order confirmation from us to ensure that the order has arrived and which delivery time you can expect.



The customer service department helps a large number of customers with tens of thousands of cases every year, including spare parts. So in order to provide you and all our dealers with better service, we've developed an online shop. After a few months of a trial run, it's now open to all of you. "It's a way of improving our service and a natural part of digitalisation at NIBE," explains Arne Gustafsson.

Åsa Sunesson has been the project leader

"We've had a good spare-parts search function at NIBE, which many of our service reps and installers use extensively. Our new online shop has the same setup and functions as our previous spare parts search page, but it's now quick and easy to place your order directly as well. It also contains a few new features, such as 'does this spare part match my serial number', images of many of the spare parts and

improved search functions."

Once you've entered the serial number and found the product in the webshop, an exploded view and a list of spare parts are displayed. There you can see which parts are included and if you need to buy any other parts, such as gaskets or insulation. The gross price excluding VAT is displayed, and when you're logged in your net price is also displayed.

Quick order and stock status

If you regularly order a lot of items, you can select the quick order function. "If you already know the item numbers enter them and the quantity, and add them directly to your shopping basket. Another good feature is that you can see the stock status of the items in the basket, so you know what the delivery time will be." The webshop contains all our products and spare parts from the last 15–20 years.

"There are currently just over 2,000 spare parts. If you search for the product's serial number, you'll always get the right part for the right product. Inevitably, there are some exceptions, but our order department in Markaryd is always ready to help you by phone or email."

Payment is via invoice, just as with normal order registration.

"For this to work, you need a customer number. You activate this by contacting our order department or completing the form under 'Apply for account'. You can also set up several users in your profile with their own login." ■

TEST PILOT: AXEL GRANESKOG

“It’s a real luxury to have such consistent and steady heat, whatever the weather.”

After two years as a test pilot for the new NIBE S2125, Axel Graneskog is very pleased with the high performance and low noise level. “It’s a real luxury to have such consistent and steady heat, whatever the weather. Even our cats show their appreciation and have found new favourite hangouts indoors.”

Västra Haghult

The home of Axel Graneskog, developer and test pilot at NIBE

House: 2-storey wood house approx. 150 m² including basement, waterborne radiators

NIBE products: S2125-12, VVM S320, an older NIBE wood-fired boiler with NIBE docking principle with prioritised AXC 40 accessory; RPP 10, THS 10 and RMU S40 wireless accessories

Estimated energy consumption heat/hot water with heat pump: approx. 3,500 kWh/year

Axel is a cooling system engineer at NIBE and has been involved in the development of our new S2125 air source heat pump and the VVM S320 indoor module. He’s also one of the people who has tested how they work in a real-life setting, at his home in Västra Haghult outside Markaryd. His 150 m² wooden house is in a beautiful location on a wooded hillside. It’s just a stone’s throw from the family farm where he grew up.

Before Axel became a test pilot, an old NIBE wood-fired boiler had supplied his house with heating and hot water. It’s still there, but will only be used when it’s really cold. “Not to keep the temperature up, but to keep our electricity bill down! I have the NIBE AXC 40 accessory, so that the wood-fired boiler takes priority over the heat pump. In December, when electricity prices in Sweden were sky high, it probably saved me SEK 1,500–2,000 SEK!

“My parents own the forest here, so the wood



doesn’t cost me anything. That being said, there’s a lot of work involved in chopping, splitting, stacking and bringing indoors 20 to 25 m³ of firewood a year. Now we can sell the wood instead.”

Checks and analyses

As a test pilot, Axel checks and analyses how the heat pump behaves in order to quality assure all parts and functions.

“The monitoring feels reassuring and the heating system works extremely well. Thanks to connectivity and myUplink, I can track my indoor climate in a completely different way than I could with my previous heating system.”

It’s gone remarkably well, despite many cold

days and nights during the test period.

“Last winter it was minus 20° and this winter it’s been minus 15°, but the heat pump has passed this test with flying colours. I enjoy always having 22.5°C downstairs in my kitchen and living room, and 20° in the bedrooms. It’s an incredible difference and so nice not to wake up in a freezing cold house, and to have hot water both morning and evening. Even the cats show their appreciation. They like the fact that the radiators are always warm and have found new favourite hangouts.”

Axel uses both weather forecast control and Smart Price Adaption.

“This makes the indoor climate very stable.

I’ve been running it since 1 December and I’ve

saved a lot of money. The price of electricity has fluctuated enormously between night and day."

Quiet and climate friendly

Low noise levels and good positioning mean that Axel virtually never thinks about the heat pump.

"If there are no other sounds and it's running at full speed, I can hear a very faint hum, but nothing that disturbs me while I sleep. In the summer I never hear it, even when I'm in the garden."

The fact that the heat pump has a refrigerant with a low climate impact is also positive.

"NIBE has always worked to have low quantities of refrigerants, and now with a GWP (Global Warming Potential) of 3, it feels really good for the climate."

Fun to try out smart accessories

Axel has also tested some of the wireless accessories.

"Here in the hallway I've got the RMU S40 room unit. It's like a little weather station. When I walk past, I check the temperature outdoors and indoors, plus the humidity indoors. I also sometimes ramp up the hot water when necessary. In the bedrooms upstairs, I have the THS 10 wireless temperature meter and there are several RPP 10 wireless switches downstairs.

"I've got one for the coffee maker, which is great so I can check remotely if I forgot to turn it off, and one for the TV so it doesn't draw power unnecessarily. And I use a few to schedule the lighting, so that it's switched on and off at certain times, for both comfort and to save energy.

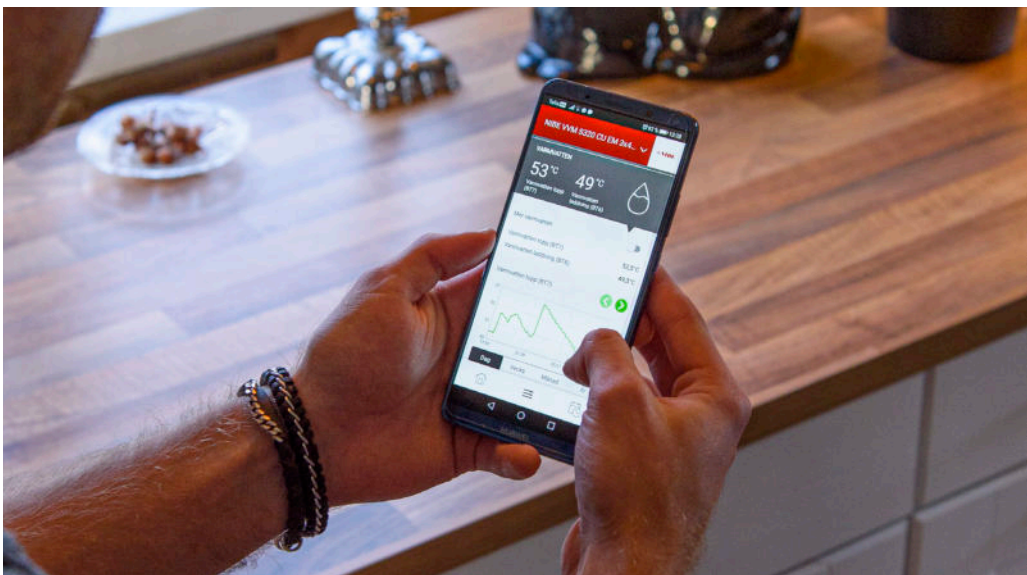
"Especially now it's winter: it's much easier to get up when there are some lights on and the house is warm and cosy," says Axel with a smile. ■

Read more about our intelligent NIBE S-Series at [proffs.NIBE.se](https://proffs.nibe.se)



WHAT AXEL LIKES MOST ABOUT THE S2125

- Consistent and pleasant heat and plenty of hot water, even on the coldest winter day.
- Nice to know it has a futureproof refrigerant.
- That it's smart, and easy to control and monitor.





SOLAR CELLS – EXCELLENT ADD-ON SALES WITH THE RIGHT CONCEPT.

Tommy Möller at Villabutiken has a sales company without employees but with subcontractors. He's been selling NIBE heat pumps for many years. Over the past two years, he's also sold around 40 photovoltaic systems.

"Solar panels are a brilliant complement to the heat pump. Sometimes I even find it easier to sell the solar/heat pump package, instead of just a heat pump – but only when the customer buys NIBE."

Villabutiken is located in Malmö and sells heat pumps to private homes and churches in south-west Skåne. They have been part of NIBE's solar cell journey since 2017. Tommy Möller has seen the potential for add-on sales by helping customers to save money and protect the environment. Especially now, with Sweden's sky-high electricity prices.

"Solar panels make a brilliant complement to the heat pump, but we only sell to customers who buy the concept with NIBE heat pumps. It might not be the cheapest but it's the best. If you can just explain what you get for the money, that's not a problem. If you want satisfied customers,

you need to sell a long-lasting solution that includes everything: inverters, cabling, installation, etc."

Villabutiken is a sales company that Tommy owns and runs together with his wife. "We act as an intermediary that sells and invoices. We always sell at a fixed price. But we don't have any employees, we work exclusively with subcontractors."

Two carpenters and a firm of electricians

Installing solar panels is a challenge that not all traditional plumbing firms want to take on. Tommy has solved this by hiring carpenters. "Skilled builders are needed, and we've got hold of two good carpenters. We already have a firm of electricians, so we're using them for this as well. There are some talented people out there. For example, everyone who's worked on new builds has the right experience."

Tommy estimates that he sells 20–30 solar panel installations a year.

"While we earn slightly less than on the heat pumps, and it's a little more work, it's a really

good add-on sale to a customer with whom I'm already doing business."

Expert News interviewed Tommy in the middle of the Christmas holidays. Yet solar panel sales were already in full swing. Immediately after our conversation, he'll be leaving on his next solar assignment.

"Yesterday we sold three of your new NIBE S2125 air/water heat pumps, and we're fully booked for all of January. We got a good response to our ad about combining solar panels with heat pumps in the 'Sydväst' regional newspaper. But at the moment it's too cold and difficult to work, so the solar panels we sell now won't be installed until March."

In four years, Villabutiken's sales have gone from SEK 4.5 to 14.5 million.

"I was supposed to retire last year, but demand is only increasing and it's difficult to cut back on work when it's so much fun and going so well," concludes Tommy Möller. ■



“If you want satisfied customers, you need to sell a long-lasting solution that includes everything.”

ADVANTAGES OF NIBE'S SYSTEM SOLUTION

Futureproof and energy-saving

Combining our solar panels with our new intelligent, connected heat pump gives you a futureproof investment. The two energy sources can then communicate with each other to reduce the amount of energy purchased without reducing comfort, the heat pump is always up to date, and you can control and monitor it from your smartphone.

Stable and long-term supplier

Having NIBE as a supplier means a high degree of reliability. We are a Swedish company that has been manufacturing sustainable climate solutions for almost 70 years. We provide a 3-year warranty on the entire solar cell package, plus a 2-year material warranty on the inverter and 7 years on the solar panels. In addition, we guarantee 80% power from the solar panels after 25 years. Insurance is included if the solar cells are purchased at the same time as the heat pump.

15% GREEN REBATE

A green rebate for solar cells will also apply in 2022. Your customer will not need to apply for this rebate – you deduct it directly from the invoice.

“One of our satisfied customers lives in this house in Tygelsjö. Here we've set up your system solution with 24 solar panels and an air/water heat pump. They've gone from 40,000 to 6,000 kWh per year,” says Tommy Möller.

UPDATE THE SOFTWARE

“Thanks to their connectivity, our heat pumps are getting better and better every year.”

Did you know that you can help your customers take advantage of all the technological advancements? By continuously updating the software, the heat pump works better, uses less energy and offers features that make everyday life easier.

“With the S-Series, it’s just a click away,” notes Stefan Lundqvist, product manager for Sweden.

NIBE constantly works to develop the software in our heat pumps. As soon as a new update is available, we send it directly to your customer’s heat pump using our new technical platform. All you or your customer need to do is approve the update on the heat pump’s touchscreen.

“When you help your customer to install and connect the heat pump, you see in the display if any software update is available. You’ll see a notification with a message. If the customer uses the myUplink app instead, they’ll get a push notification about the update.”

Innovations in the latest update

Some of the highlights in the latest S-Series update include the new energy log. “Now it’s easier for the customer to monitor their energy consumption month by month and to see their purchased energy. The software now supports the new ERS S40 ventilation unit with a rotating heat exchanger, and when we release new accessories, it will be easy to make the system compatible with these.”

Technological advancements will create new opportunities to connect and optimise our customers’ everyday lives.

“In order to stay at the cutting edge of heat pump technology, we continually develop smarter solutions, identify needs and create new opportunities,” concludes Stefan Lundqvist.

You’ll find more about the latest S-Series update at pro.myUplink.com. ■



myUplink makes it possible to wirelessly update the software to get the best operation and the latest features.

NIBE TRAINING

WELCOME TO OUR NEW VISITOR AND TRAINING PREMISES!

NIBE is now moving its training and conference facilities into newly renovated premises on Storgatan 16. But only while we wait for our new Marketing Centre to be built. "It's bright and functional, yet cosy," says Anna Nilsson, training manager at NIBE.

NIBE's investment in 40,000 new square metres for the future includes a new Marketing Centre. The new training and conference rooms will be spacious, attractive and functional. In the meantime, we'd like to welcome you to our newly renovated premises in what's usually called Villa Ekebacken or Vita Villan. The address is Storgatan 16 here in Markaryd, a stone's throw from the NIBE head office.

The building has been used as a hotel in the past. Some of you may even have stayed here while taking one of our courses. Even further back, it's housed a café and a doctor's office. We now have five new conference rooms and a training room with a product exhibition.

"There's also a cosy kitchen and dining room here for evening events," reports Anna Nilsson, one of the people involved in the renovation. It's been important to preserve the old style and charm of the building, while also refreshing and adapting the premises to our activities."

The oak parquet floor has now been freshly polished and oiled. The walls, ceilings and joinery are newly painted. Curtains and carpets are in place and there are houseplants in the windows.

"We're ready to welcome you," says Anna. ■

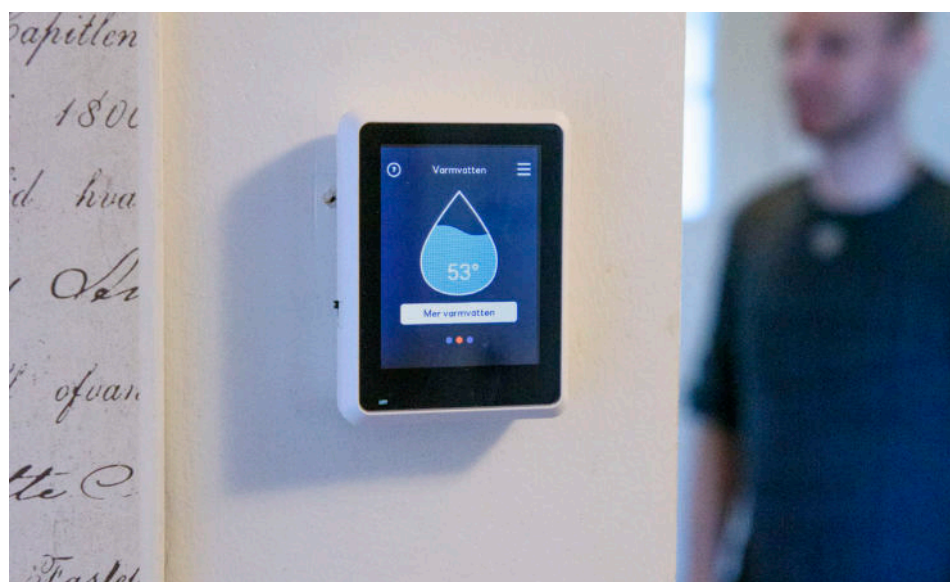
*On the right: Anna Nilsson outside the refurbished training facilities.
Left: One of the fresh new conference rooms.*





MAXIMISE WITH MARKO!

NIBE's technical correspondent Marko Hietaharju shares his smart tips to make life simpler, more fun and possibly happier for NIBE installers. Do you have any issues that you'd like him to discuss here? Email Marko at maxa@nibe.se



MARKO TESTS WIRELESS ACCESSORIES: THE RMU S40 ROOM UNIT.

In the last issue you could read about the RPP 10 repeater, and we could confirm that it was both smart and simple. Now it's the RMU S40 wireless/wired* room unit's turn. Does it qualify in the same category? Absolutely, I think. What do you think?

But first, what is an RMU S40?

It's a room unit, an extension of the heat pump display, which can control several functions, such as heating and ventilation. It displays the temperature and humidity, and also acts as a repeater when connected wirelessly to the customer's system, i.e. it amplifies the network signal between smart myUplink products.

One of the best things about the RMU S40 is that you can place it centrally in your home, so you don't have to run down to the basement to control and monitor your heating, hot water and ventilation system – or even your pool and solar energy generation! The RMU S40 can display information about the accessories installed in the system. If you have a pool, you'll be able to see the water temperature and start or stop heating via the unit. And if you have a solar cell package, you'll be able to see how many kWh the solar cells have generated.

The home/away mode is another smart feature. In other words, what happens when nobody's home. When activated, it can e.g. reduce the ventilation fan speed to save energy. The last person to leave the house can easily activate 'Away' mode via the RMU S40.

GET STARTED IN MINUTES

Follow the steps below to start the room unit

to see if you agree with me. But first – make sure that your/the customer's S-Series heat pump is connected and updated with the latest software. Let's get started!

1. Connect power to the RMU S40 and select wired or wireless connection. I've selected wireless in this article.
2. In the main menu on the heat pump display, go to Connection, menu 5 and select wireless units menu 5.4.
3. Click Add device and wait until it's made contact.
4. In the main menu on the heat pump display, go to menu 1.3.3 Room sensor settings.
5. Select which climate systems the RMU S40 will affect. Click on the relevant climate system and select RMU S40. Then click on the text Heat so that it lights up. Now the RMU S40 controls that climate system.

In the same menu, you can also lock the RMU S40. This means that it only shows the value in the display, but you can't change anything. This is a useful feature if the RMU S40 is located in a room full of mischievous children... And if you want to activate humidity control, go to menu 7.1.6.4.

Now that you're a pro at this, why not tell your customers how easy it is?

In the next issue, we'll be testing the THS 10 wireless temperature and humidity sensor.

Good luck! / Marko

**Requires external power supply, micro USB, purchased separately.*



Deliver an upgraded sense of home.

The S-Series from NIBE enables you to offer your customers a pleasant indoor climate all year round, high energy efficiency and total control via their smartphone. With an intelligent heat pump at the heart of their home, they can discover what true comfort feels like.

Discover the S-Series at proffs.nibe.se

