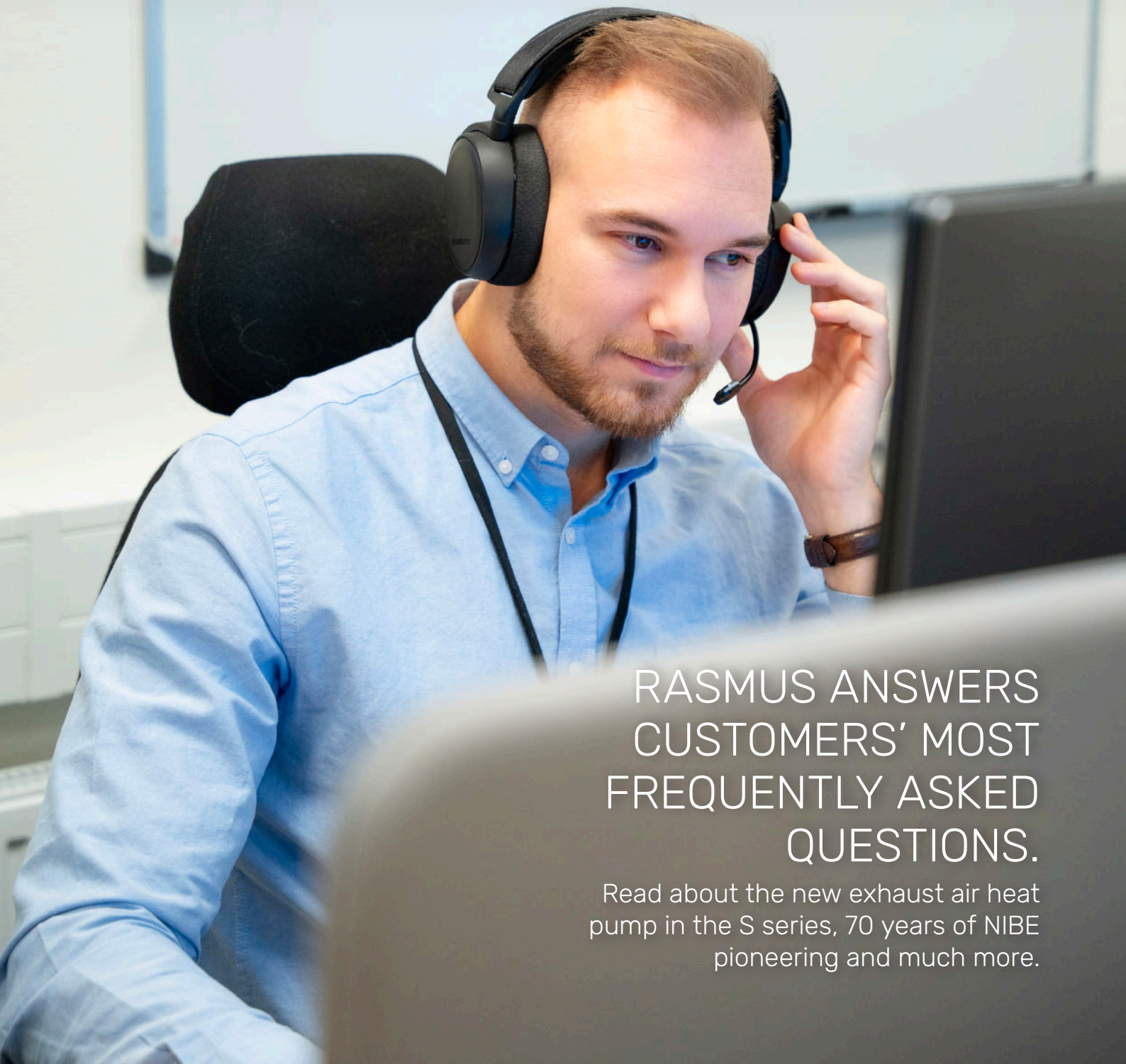
NIBE

EXPERT NEWS

NO. 4 2022 | FOR PROVIDERS OF INDOOR COMFORT



RASMUS ANSWERS CUSTOMERS' MOST FREQUENTLY ASKED QUESTIONS.

Read about the new exhaust air heat pump in the S series, 70 years of NIBE pioneering and much more.

"We're heading towards brighter times."

Hello to all our friends out there!
The darkest hour is just before dawn. It also happens to coincide with the winter solstice and the switching on of the Christmas lights at home. As you'll understand, the title doesn't refer to the number of hours of light per day, but to something completely different...

But firstly, thank you to all of you who have struggled and helped our mutual customers over the past year. As we all know, this past year has been characterised by component shortages, high demand and longer delivery times. I am pleased to say that we are now seeing signs of a gradually improving situation over the coming months. During the autumn, there has been some stability and we are experiencing a noticeable improvement in delivery capacity.

Through thick and thin, we have always been convinced that our products are right for the times – and for the future. Since the onset of troubling times, we have worked tirelessly to straighten out the existing kinks, which has also borne fruit for the future. For us, anychange, whether big or small, always means rigorous testing, evaluation, fine-tuning and documentation. This is to constantly ensure that we provide the market with a product that lives up to the high expectations of a NIBE product. Our responsibility does not end just because the product has been manufactured and delivered. Our customers should feel confident and satisfied throughout their product's life cycle.

Questions from customers about smart energy-efficient solutions continue to be topical. And we continue to work diligently to move developments forward. One example of this is the launch of a new generation of exhaust air heat pumps that are quieter, more powerful and more energy-efficient. You can read about this and many other future initiatives here. All of this leads me to feel that we are now taking a real leap forward.

As our 70th year draws to a close, I would like to wish you all

a Merry Christmas and a Happy New Year!

Henrik Henningsson
Sales Manager Sweden
NIBE Energy Systems

Subject to printing errors and misprints.

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NEW! THE S SERIES EXHAUST AIR HEAT PUMP NIBE S735 is more powerful, has a higher ventilation and hot water capacity and a significantly lower noise level. In addition, it works with the natural refrigerant R290, which has a GWP of 3.

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MULTI-GENERATIONAL LIVING IN THE SUN
"The architect had designed a pellet plant, but I wanted it to be as simple as possible, with underfloor heating everywhere. When I discussed it with my plumber, I said: 'I want you to think about the future.' It was the best investment I've made in my whole life."

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ENERGY HUNT IN THE CITY CENTRE
Property owner Umehem first tried geothermal heating in 2008, and has continued ever since. They recently installed 16 NIBE F1345-60s in three different properties. Expert News visited the Frigg property, where 27 holes were drilled in the basement garage.

TEN ENERGY-SAVING TIPS

HOW CAN I SAVE ENERGY WITH MY HEAT PUMP?

Just by lowering the comfort mode one level for heating and hot water, you can save a lot in a year. Your customers can find tips and instructions at nibe.se

Read the tips on page 8

NIBE 1952-2022

HERE ARE THE ENGINEERS OF TOMORROW

Caring about people and the countryside and investing in the future are fundamental values at NIBE. One goal is to close the gap between the corporate world, university students and school children.
"I want to give students a broader and deeper perspective on what it means to be an engineer and technician," says Gerteric Lindquist, CEO of NIBE.

As a major employer in a small town and a market leader in sustainable energy solutions, we have the opportunity to make a difference both locally and globally. In the last of four articles celebrating NIBE's 70th anniversary, we talk about how we are doing our bit for a better society.

There are now some 1,500 employees in Markaryd and 3,000 more at 12 subsidiaries. NIBE AB 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 20,000 employees in over 30 countries.

Read part 4 of the NIBE 70th anniversary series on page 16.

NEW IN THE S SERIES

A NEW GENERATION OF S SERIES EXHAUST AIR HEAT PUMPS.

The NIBE S735 is more powerful, and has higher ventilation and hot water capacity and significantly lower noise levels. In addition, it provides greater savings in medium and large houses.
"This is the best exhaust air heat pump NIBE has ever produced," says Stefan Oliv, Product manager Sweden.

The NIBE S735 complements our already wide range of exhaust air heat pumps, and has many important improvements.
"With a larger inverter-controlled compressor, the idea is that it can be used for everything from small to large single-family homes," Richard explains. Now even those building houses of around 200–240 sqm can choose a more affordable solution. It is also suitable for the replacement market, for those who want to invest more to reduce operating costs compared with a conventional exhaust air heat pump.

The S735 works with the natural refrigerant R290, which has a GWP (Global Warming Potential) of 3.
"That's extremely low," says Stefan. Another advantage of this refrigerant is that we have increased the hot water capacity by about 20%.

At the same time, the new exhaust air heat pump moves up to the S series, with all that this entails in terms of an intelligent heat pump with Wi-Fi connection.
"Weather forecasting and automatic software updates are two long-awaited features that are now available via the myUplink cloud service," Stefan continues. It can also be paired with our new smart accessories, such as our wireless indoor sensors and our humidity and CO_2 sensors.

The S735 is an evolution of the F730 concept with many technical improvements, and even has a new feature.
"The S735 is also compatible with the accessory for preheated supply air. Our new SAM S42 supply air unit has therefore been fitted with essential components that are otherwise found in the F750, such as volume vessel, circulation pump and reversing valve. "The SAM S42 is wall-mounted as standard, but it also works well on a floor-standing CAB S12 cabinet that can hide additional plumbing equipment," says Stefan.

"The main reasons for developing the S735 were to reduce the noise level, choose a future-proof and natural refrigerant, increase hot water capacity and introduce the S series platform. "Now we can tick off all the points with top marks" Stefan concludes.

The NIBE SAM S42 supply air unit has a high capacity and low noise level and, together with the NIBE S735, provides a complete solution for balanced ventilation. The SAM S42 has more than double the volume in its volume chamber, compared to the one in the F750. Suspension device included. ■

"Now those who build houses of 200–240 sqm can choose a more affordable solution."

NIBE S735

- High seasonal performance factor and low operating costs for both new builds and replacement.
- Low noise level, stylish design and compact size make it easy to put in place and install.
- User-friendly touchscreen and integrated wireless connection with energy-saving smart technology for a high level of comfort.
- Natural refrigerant and large hot water capacity.


"We'll be able to get by just using the compressor much later into the autumn and winter."

TESTPILOT NIBE S735

“It's much quieter, and we could see straight away that it reduced our energy consumption.”

The Fegler family’s heat pump was 17 years old, and it was time to replace it. They are now one of a number of families trying out the new S series exhaust air heat pump.
"It’ll be great to see how much energy we’ve saved in a year," says an excited Mårten Fegler.

–Värmepumpen smälter bra in i vår kombinerade tvättstuga/hall där vi också har en extra varmvattenberedare, säger Mårten Fegler som är testpilot för nya NIBE S735.

The Fegler family in Mellbystrand
House: built in 2005, single storey
Living area: 190 m²
Replacement from: NIBE FIGHTER 360P exhaust air heat pump
Replacement with: new NIBE S735-7kW exhaust air heat pump

The Fegler family live in a house a stone’s throw from the sea in Mellbystrand. The family consists of Mårten, Madeleine, their daughter Fanny and their dog Pysen. They live in a single-storey house built in 2005, with a living area of about 190 m².
“We moved here in 2015, and we're very happy here,” says Mårten.

The previous heat pump, a NIBE FIGHTER 360P, was installed when the house was built. After 17 years, it was time to replace it. "We have good friends who work at NIBE and helped me with the old boiler. When we got the opportunity to be test pilots, we jumped at it. The exchange was a breeze. However, the installer was careful to check that the condensation insulation on the exhaust air duct was sufficiently good – which it was, fortunately.He came in the morning and dismantled the old heat pump, and in the afternoon the new one was in operation.

The heat pump’s powerful, inverter-controlled compressor, intelligent controls and new design match the requirements of the house and the family’s needs.
“It’s much quieter,” says Mårten, "and we could see straight away that it reduced our energy consumption." We have a special electricity meter that only measures the heat pump’s energy consumption, and I kept a few statistics at the beginning. The new one immediately drew between 5 and 10 kWh less per day, but it was during the spring, so of course it'll be more when it gets colder. We'll be able to get by just using the compressor much later into the autumn and winter now with the new one. It'll be great to see how much energy we save in a year," says Mårten, smiling.

"The fact that the heat pump has a natural refrigerant is also a plus. And it blends in well with our combined laundry room and hall, where we also have an extra water heater.

With their new connected exhaust air heat pump, myUplink and the new wireless accessories, the family can enjoy an even more comfortable and energy-efficient everyday life.

“We’re really pleased,” says Mårten. "It feels good to be able to see directly on your mobile that the system's working as it should, especially if we're away or it's really cold outside, and if there's an alarm we can act immediately. Automatic software updates are also convenient, and they mean that the heat pump gets a little better every time."

Read more about the new NIBE S735 at proffs.NIBE.se ■

ENERGY-SAVING TIPS

10 ENERGY-SAVING TIPS FOR YOUR CUSTOMERS.

Here are our top tips for our heat pump customers who want to save energy this winter. Just by lowering the comfort mode one level for heating and hot water, you can save a lot in a year. You'll find the tips, along with instructions, at nibe.se





Lower your indoor temperature

By lowering the room temperature by 1 degree during the heating season, you can save about 6% of your heating costs, depending on whereabouts in the country you live and the type of house you have. An average family in a house with an indoor temperature of 21°C consumes about 4,000 – 8,000 kWh for heating alone in one year, and can thus save about 250 – 500 kWh/year. Imagine how much you could save if you had 23°C at home and lowered it to 20°C — plus perhaps a little more in the bedroom for a better night's sleep.

Review the temperature, room by room.

Can you lower the temperature a little more in your bedroom, guest room or garage? When you have a wireless temperature sensor and a wireless radiator thermostat in the room, they communicate with your intelligent heat pump, which automatically adjusts to the temperature you choose.

Faster showering does the trick

The shower accounts for about 2/3 of a household's hot water consumption. Cut your shower time in half and you and your family can reduce consumption by 30% – 40% and save about 300 – 600 kWh in a year.

Lower Comfort mode on the hot water

Our heat pumps have several comfort modes-for hot water, and most households have the capacity to lower the comfort mode one level. In an average family in a house with a heat pump, the hot water consumes about 1,000 – 1,500 kWh/year. Lowering from normal to low/economy comfort mode can save about 150 kWh/year.

Don't heat hot water unnecessarily

Many of our heat pumps have the Smart Control function, and so do our water heaters in the Compact Smart Control series.
This means that they learn your hot water usage to save energy automatically.

If you use hot water very irregularly, it may be better to have the hot water heater in the lowest comfort mode for everyday use and to activate hot water when you need it.

Turn off the water in the summer house

By turning off the summer house's electricwater heater during the winter months, you'll save about 300 kWh, compared with running it at full capacity but not using it. Turn the thermostat down to the lowest possible temperature or switch it off completely. If you turn it off completely, you must drain the hot water heater or keep some heat on in the house so that the water doesn't freeze.

Less ventilation during the day

Do you have an exhaust air heat pump or a ventilationaccessory connected to your heat pump? There are different ways to reduce ventilation when the demand is lower if you have an intelligent heat pump: either by reducing ventilation when you leave home, and then increasing again when you get back, or by installing wireless carbon dioxide sensors in the rooms that communicate with the S series heat pump — which in turn reduces ventilation when there is less need.

Holiday saving mode

If you're away for a long time, you can use the Holiday mode function if you have an intelligent heat pump. The heat pump then goes into saving mode, so that your house feels comfortable but uses less energy.

Measure the power consumption of the electrical sockets

How much do your electrical products consume? With a "smart plug" between the power socket and the cable, you can measure the energy consumption and choose to turn off functions that consume a lot of energy — or schedule them.

Open the thermostat valves

The heat pump works more efficiently and consumes less energy when you have fully open thermostat valves. So it's better to lower the indoor temperature in the heat pump than to close the thermostat valves. If you find a room unnecessarily warm after you've done this, you can of course use the thermostat to reduce the heating there. ■

Rasmus Blomkvist is one of many people who receive calls with questions from both those who are changing the heating source in their house and those who are building a new house. Here he answers the five most frequently asked questions from our private customers.

ENERGY-SAVING TIPS

THE MOST FREQUENTLY ASKED QUESTIONS FROM PRIVATE CUSTOMERS! RASMUS RESPONDS.

What is the best way to increase energy savings by optimising the heat pump?
For most people who have a heat pump in the F series and S series, Smart Price Adaption is an interesting function to avoid high-price spikes. It works by the pump sensing and adapting its operation according to when electricity is cheap and when it's expensive. With the right optimisation, you save between 5 and 10% on an annual basis. For this to work, you need to have an hourly rate agreement with your electricity supplier.

When should I replace my heat pump?
Instead of waiting until the old one breaks down, it can be a good idea to do a little more forward planning today, due to longer delivery times. Normally you replace a heat pump when it breaks down, but with forward planning you can avoidany possible gaps. The service life of the entire heat pump is somewhere around 15–20 years.

Are the new heat pumps better than their predecessors?
Many of today's heat pumps have a new generation of compressors that avoid start and stop and therefore provide smoother and more efficient operation. The intelligent technology in our heat pumps also helps to make them more efficient and reduce energy consumption. And with control via apps and modern interfaces, they have also become more user-friendly.

How long is the delivery time now?
The high demand for our products, combined with continued component shortages, creates longer delivery times. But we also see that delivery times vary greatly between different product groups and models. Citing a general time does not give a fair picture of the availability of a specific heat pump. At the moment, it's best to be early.

What do you get out of having solar cells from NIBE?
Together with a NIBE heat pump, you get a system solution where all units talk to each other to achieve more efficient operation. What we have is a unit that sends information from the inverter to the heat pump, which in turn can adapt the compressor's operation so that it stores energy in the form of heat, either in the water heater or in the house. In addition, you can monitor the system in the app and see how much energy the sun provides in real time.

Is there a way to store energy at night?
The best way to store heat in the house is to use scheduling during the hours when the electricity price is at its lowest, by increasing the temperature by a couple of degrees. Or use Smart Price Adaption together with an hourly rate agreement, in which case the heat pump works most when the electricity price is at its lowest.

If you have a wood-fired boiler and an accumulator tank and also use our "Prioritised auxiliary heater" accessory, you can choose when you want to use your wood-fired boiler. When you don't want to, or can't, use the wood-fired boiler, the heat pump will work as usual. ■

NEWS

WORTH KNOWING!

"I was approached by various energy agencies and they said that this isn't worth doing; a heat pump is far too expensive and has to be managed by two people, and it will only last two years and has a heat factor of 1.2."

That's what it sounded like in the 1970s, according to Jan-Erik Nowacki, at the time of the interview an employee of the Swedish Heat Pump Association, but a former researcher at KTH in Stockholm, according to Swedish Radio 2011.

Technology hub celebrates its first birthday

Stig Nodin and Mattias Nilsson on site in Trollhättan when the office celebrated its first anniversary.

On 1 November 2021, we at NIBE started up a technical hub in Trollhättan. The aim was to strengthen the work and projects being run from Markaryd, particularly in the development of new products. Trollhättan is an old industrial city with a long history of development, industrialisation and high-volume production, and has a lot of the expertise that suits our current and future operations.
"The journey so far has been fantastic! In less than a year, the workforce has grown to 34. The first priorities have been to find the right skills, to create a good dynamic in the new office and to get to know NIBE. We are part of the work and projects being run from Markaryd, and we've felt like one of the family since day one," says Dominic Ebefors, office manager in Trollhättan.

Did you know...

For a very long time, wells were drilled with so-called rope shock drilling: a weight was attached to a rope on the drill rig so that the weight could be hoisted and released against the drill steel. Between each stroke, the drill was turned slightly. It took weeks and months to drill a well. Around 1960, the Avanti method was developed: a pneumatic hammer that works down in the rock at the drill bit. In addition, the compressed air brought up water and cuttings — drilling dust. The method was developed by the Swedish inventor Sten Engwall, together with a Dutch company. *Source: tekniskamuseet.se*

Electricity crisis? No – electricity price crisis!

Swedish power companies are producing more than ever, yet we are experiencing electricity shortages and 2022 looks set to be a record year. How is it all related? Martin Forsén, International Affairs at NIBE and chairperson of the European Heat Pump Association, replies. "In Sweden, we have become independent of fossil fuels and Russian gas, but our European neighbours haven't.The loss of Russian gas means that we need to export large quantities to them and, due to the design of the electricity market, we import their electricity prices. So it's not an electricity crisis, but an electricity price crisis."

Every cloud has a silver lining, says Martin. "Households are reviewing their electricity consumption and saving more, which is necessary for sustainable consumption in the future."

"Controlling heat pump operation hour by hour according to the electricity price wasn't something the Swedish market was clamouring for in 2014. Even then, there was Smart Price Adaption in NIBE Uplink! But the tide can turn so quickly. Now everyone's talking about it. Here's a screenshot from our own house showing how the system works."

Fredrik Snygg, NIBE's property team

New sustainability target 2022

NIBE is now adding another sustainability goal within the framework of the UN's Agenda 2030: Reducing our carbon footprint through the use of renewable energy in operations and product design. In this way, we will reduce carbon dioxide emissions by 65% by 2030, compared with the base year 2019. We do this by using our efficient energy solutions.

The UN has 17 global goals that guide long-term sustainable development, as well as helping to eliminate extreme poverty, solve the climate crisis and reduce inequality and injustice in the world. As a company, we have a responsibility to drive change and lead the way by working with the goals in which we have the opportunity to make an impact. We have previously focused on six goals and have now added a seventh.

HOUSE CASE STUDY

“A fantastic facility and the best investment I’ve ever made in my life.”

The architect designed a pellet plant, but Håkan Andersson asked for a plant that was as simple as possible, a plant for the future. The goal was to become self-sufficient, but it far exceeded this. "NIBE’s solar panels and ground source heat pump with Smart Price Adaption are a fantastic combination.

The 75 solar panels are bathed in sunshine when Expert News visits Håkan Andersson at his farm just outside Kivik in Skåne. We are high up on the edge of the Linderödsåsen ridge, where the view stretches all the way to Hanö Bay and Blekinge County. The land has belonged to the family since 1921. When Håkan took it over ten years ago, he wanted to build something that could become a gathering place for his family.
“I’ve been dreaming of starting on this project, partly as pure therapy in my free time — I think it’s quite fun to work with my hands,” says Håkan.
There are three properties on the farm. The newly built house where Håkan and his wife Annika live covers 140 m² including the basement, and in addition to that there's a 300 m² “play area”. There's also a 70 m² cottage here, where Håkan’s father lives. Håkan’s electric car is in the driveway.
"What I call the 'play area' consists of a heated garage, car repair shop, carpentry and storage space. I’m interested in American cars. We also have a hot tub up by our house.

Goal to become self-sufficient
Håkan started the project in 2015 and applied for a building permit, but it took a while before they could start construction.
"The architect had designed a pellet plant, but I wanted it to be as simple as possible, with under-floor heating everywhere. When I discussed it with my plumber, I said: 'I want you to think about the future.' The goal was to become self-sufficient. We're self-sufficient in water, and we have our own sewage system. We've also put in a tank for collecting rainwater that we can use for irrigation.

Håkan has previously made use of NIBE.
"I'm very fond of NIBE, and when my plumber suggested it, it seemed a good, serious idea. Together, we decided that a F1355-28 ground source heat pump would →

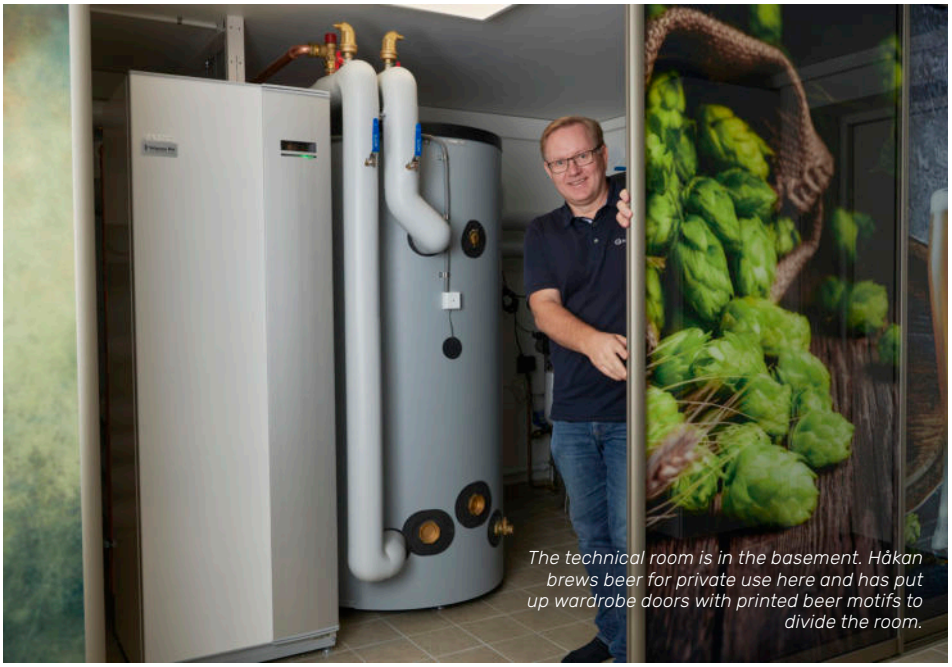
provide the capacity we needed to heat our 500 m² and also provide free cooling in the summer. Then, along the way, this was updated with solar cells and we started looking at what a system could look like. It was bigger than we needed, but I wanted room to grow. I consulted the power company and it wasn't a problem. We now have 75 solar panels in a south-easterly position, which are estimated to generate 24 MWh a year."

Håkan's father's house was also given a major energy overhaul.
"We installed triple-glazed windows, replaced all the electric radiators in the old cottage and put in waterborne electricity there as well. Then we've placed a culvert between the houses to reduce energy consumption. Isn't it amazing that we now have lower total electricity consumption than when only the 70 m² house existed!

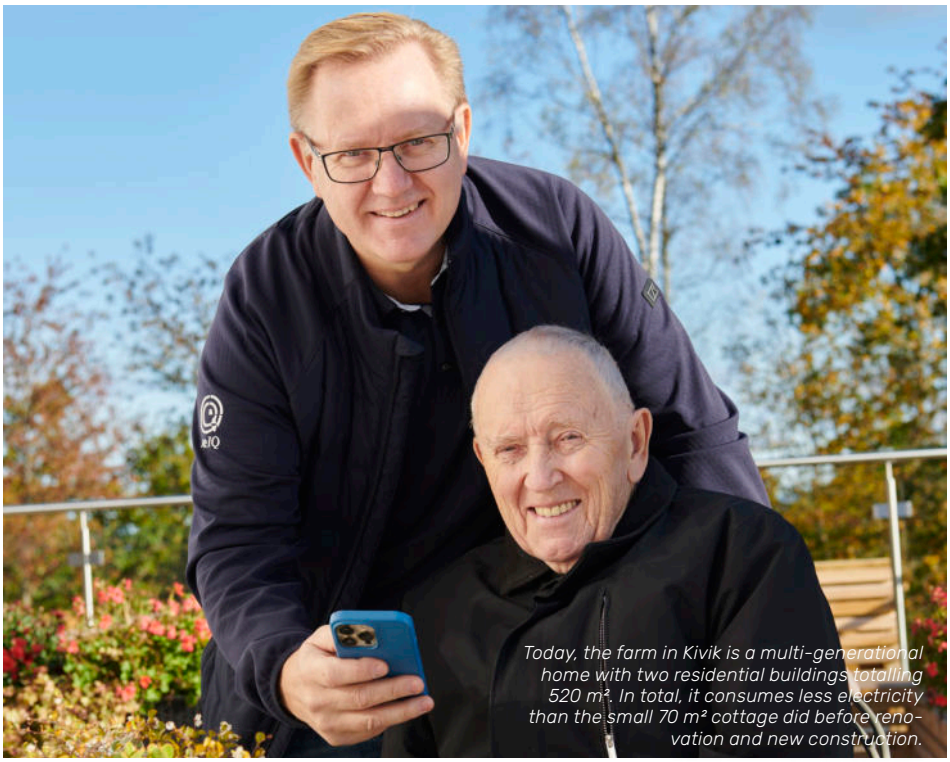
Beer motif hides the technology
Håkan has placed the technical room in his basement. He rarely needs to go there, as he controls and monitors the plant via NIBE Uplink on his mobile. If it wasn't for the beer.
"I brew beer for private use down there too, so I put up wardrobe doors with printed beer motifs to hide the facility a bit. Between the heat pump and the doors, I have a shelving system on castors that can be moved if necessary."

"I want you to think about the future."

Making a profit on your electricity account
The installation of ground-source heating was completed in autumn 2020. After being given the final go-ahead, Håkan and Annika were able to move in during the summer of 2021. In December the same year, the photovoltaic system was installed. They're very satisfied with the outcome.
"We haven't 'paid an electricity bill' since February. The photovoltaic system has generated a surplus of 15,344 kWh in nine months. That includes the sale of surplus production, income of a few cents per kWh from the grid,



The technical room is in the basement. Håkan brews beer for private use here and has put up wardrobe doors with printed beer motifs to divide the room.



Today, the farm in Kivik is a multi-generational home with two residential buildings totalling 520 m². In total, it consumes less electricity than the small 70 m² cottage did before renovation and new construction.

"We haven't 'paid an electricity bill' since February. We think that's absolutely outstanding!"

the tax reduction we'll receive next year, and an approximate saving for the electricity we have consumed from the electricity we have produced ourselves. We think that's absolutely outstanding!"
"We also use hourly rate agreements, so now we're thinking more about how we consume electricity, and in combination with Smart Price Adaption it's absolutely fantastic. This is the best investment we've ever made."

Håkan looks forward to taking new steps towards a more sustainable future and greater independence from electricity.
"In the future, we'd like to store energy profitably and to have the opportunity to go 'off-grid' to be independent of the power companies. It's an interesting development that awaits us!"

The 75 solar panels are bathed in sunshine when Expert News visits the farm outside Kivik. From January to September 2022, they generated 26,167 kWh, much of which has supplied the neighbourhood with locally produced electricity.

Farm in Kivik
Home: Approx. 520 m² heated area, divided between three buildings.
NIBE energy solution: F1355-28 ground source heat pump with PCS 44 passive cooling, ELK 15 (15 kW) electric heater, UKV 300, ECS 41 under-floor heating control, ACS 45 passive cooling control, POOL 40, VPB 300, 75 solar panels totalling 27 kWh, PVI30-36 inverter, NIBE Uplink and Smart Price Adaption.
Energy consumption Jan-Sept 2022: 15,843 kWh.
Electricity purchased Jan-Sept 2022: 11,073 kWh.
Solar energy produced Jan-Sept 2022: 26,167 kWh.
Overproduction of solar energy sold Jan-Sept 2022: 21,397 kWh.

Hasan Erdogdu and Helena Hillerbo are on an assignment to install a NIBE ground source heat pump.

EXPERT PROFILE:

“We have a large order backlog that is constantly being replenished.”

Rörmannen in Bromma are a great team with satisfied customers. Next year they will be opening a new branch in Söder.
“I believe that our breadth, the possibility of the fixed price, our local roots and the fact that we’ve been around for so long are appreciated by customers, and that we have a physical location that invites them to visit,” says Ronnie Ericsson, CEO of Rörmannen.

It’s Friday morning. After a team breakfast, Ronnie Ericsson goes on the first customer visit of the day. It’s usually quiet on Fridays, but there's a lot to do today.
Ronnie explains:
"I was already out at 7.20, measuring for a NIBE air/water heat pump for a family who appreciated the fact that I came by after just three days, then with a family who want to go from direct-acting electricity to water-borne. And soon there'll be an IT meeting. But Fridays are good days, when everyone's in a good mood."

After the rise in energy prices, there is great demand for everything that can reduce energy consumption. The company is fully booked for three weeks ahead.
"We have a large order backlog of six months, and it's constantly being replenished. Right now we have about 40 pumps to be installed, with a delivery time of 4 – 28 weeks depending on the system."

> *“We have a good relationship that only grows stronger over the years, and we get good help quickly when we need it.”*

The company was founded by Ronnie’s father in 1975. When he retired four years ago, Ronnie took over the role of CEO.
"I’ve been involved since 2003, working on digitalising the company and introducing fixed prices, which we were the first to do. We also had a plumbing shop for ten years, which has now been converted into a showroom. I’ve also worked to broaden the scope of our assignments so that we’re not too sensitive when the market turns.
So today we do home renovations, kitchens, bathrooms, heat pumps, the whole gamut."

“Working should be fun!”
The head office is located in the newly acquired property in Bromma, where they gather all their expertise.
“We also have two branches, one on Lidingö and one on Ekerö,” explains Ronnie. We only take local assignments, up to seven km in any direction. This is good for the customer, for us and for the environment. No one wants to be stuck in traffic or travel long distances; this will be a cheaper option. As it is now, we’re not taking any jobs in the centre of Stockholm. But next year we'll be opening a branch on the south side, we have several technicians living there."

Working should be fun, thinks Ronnie, who is sociable himself and makes sure the team do a lot of things together. And staff turnover is low, so this seems to be appreciated.
"We’re a good team who’ve worked together for a long time. Many of us have been here for 20, 30 and 40 years. We thrive here and we have satisfied customers. I believe that our breadth, the fixed price, our local roots and our long history mean that we are appreciated by our customers. 60–70% of assignments are from returning customers."

He also believes that having a physical place that invites visitors is a plus.
"In the showroom we show our ground-source heating system that is in operation, a NIBE S1155-16 with active cooling connected. Many customers want to see how it works. It's educational, and you can point and explain, show the heat pump display and the myUplink app. Next year, we’ll also connect myUplink PRO with the service programme to be able to provide faster and remote service."

Record sales on promotion day
Rörmannen has worked with NIBE for as long as Ronnie has been involved.
"We have a good relationship that only grows stronger over the years, and we get good help quickly when we need it."

This year’s major event took place in October, and NIBE supported it in a number of ways. Patrik Thorén, district salesperson at NIBE and Ronnie’s closest contact, was there with several colleagues and contributed to the successful day.
"It was a record — a hundred visitors and a huge success. This gives us a lot of requests for quotes. The customers were guided through various stages and at the end we handed over a complete quotation. And of course there was sausage grilling, coffee and drinks for everyone. Now a whole month later, we're still collecting the results from that day. So in terms of sales, it was a record." ■

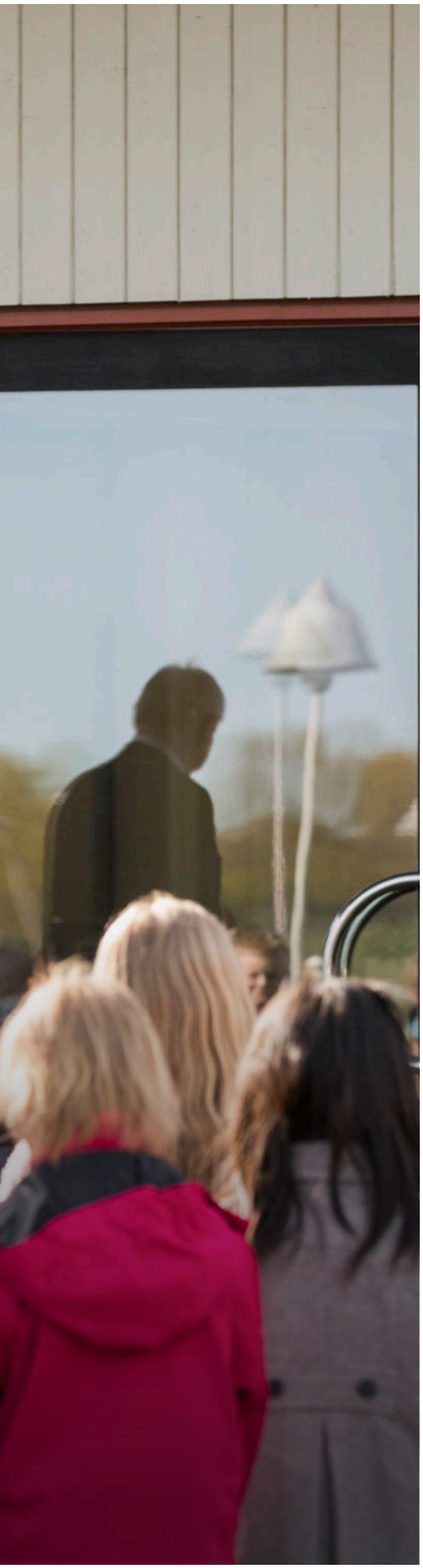
Rörmannen in Bromma AB
Owner: 5 shareholders
CEO: Ronnie Ericsson
Established: 1975
Employees: 15
Operations: All HVAC assignments, 80% private customers

NIBE's CEO Gerteric Lindquist welcomes third-class students to NIBE. They receive tours of production and sit on the "Gerteric school desk" for some NIBE training. Of course, it ends with a little "snack".

HERE ARE TOMORROW'S ENGINEERS.

NIBE is one of Sweden's strongest brands*. Strong values and a clear vision help us to keep our history alive, to care about people and the local region – and to invest in the future. Not least by trying to inspire tomorrow's engineers. For example, to close the gap between the corporate world, students and school children, we organise exciting exhibitions, offer professional supervisors and receive visits to production.

**According to Brand Finance survey 2022.*



Vetenskapshuset is an initiative from us here at NIBE and Markaryd Municipality to act as a meeting place for school children, university students, entrepreneurs and the general public.

NIBE 70 YEARS — PART 4

There's a lot happening in Markaryd. Vetenskapshuset was recently inaugurated, an initiative from us here at NIBE and Markaryd Municipality that will be a meeting place for school children, university students, entrepreneurs and the general public. We are also expanding our premises directly adjacent to Vetenskapshuset.

The expansion is of course a way of meeting increased international demand for sustainable energy solutions, but also strengthens the municipality and is a source of inspiration for young people. School classes are invited to Vetenskapshuset, where they can see exhibitions from the Nobel Prize Museum and the Technical Museum. They can then visit the nearby companies and our production facilities.

"Our goal is to instil a positive image of our municipality and the future."

"When I was a little boy, there was no real opportunity to visit companies and see their operations. For me, companies at that time were something abstract. It wasn't until my twenties that I got in touch with that world, and that's quite late. At NIBE, we believe that children and young people must have a multifaceted view of society, and this includes the business world to a large extent. But for them to receive it, we also need to invite them. We have to show them what a company is and what we do," says Gerteric Lindquist, CEO of NIBE.

Sitting on huge opportunities

In Markaryd, students from the third grade onwards can visit Vetenskapshuset and familiarise themselves with our business. Gerteric also visits universities and colleges and gives lectures to future engineers. "I want to bridge the gap between academia and industry. I want to give students a broader and deeper perspective on what it means to be an engineer and technician. They have a huge opportunity to influence companies and society as a whole in a positive direction, and as engineers they have a social responsibility," he says.

Sustainability mindset for 70 years

When Gerteric talks about social improvement measures, it is from a climate and environmental perspective. Since its inception more than 70 years ago, the business has been based on a sustainability mindset. "We've had a sustainability mindset since long before it became a buzzword. The foundation of our business has always been to conserve energy and resources. Today, it's called sustainability, while 30 years ago it was said to be economical to consume less energy. We're not perfect, but we are proud of our products and feel that we are part of the solution for a more sustainable society," says Gerteric.

With the investment in Markaryd, we want to continue doing our part for a better society. "As a major employer in a small town and a market leader in sustainable energy →

NIBE 70 YEARS – PART 4

solutions, we have the opportunity to make a difference both locally and globally. We have tremendous faith in the future of both Markaryd and the climate and we want to carry this forward. Our goal is to instil a positive image of our municipality and the future. There's always a way out, and it's when we have the courage to believe in it that we can make a difference," Gerteric Lindquist concludes. ■

The visiting children get to walk around the factory and watch the manufacturing process. It's usually very rewarding to see both industrial robots and the manual operations that are carried out.

NIBE 1952-2022

NIBE AB saw the light of day on 23 January 1952. That was when 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 now 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.

NIBE TRAINEE

TRAINEES GROW WITH NIBE.

During the past year, we have had three trainees at NIBE. The fact that we are now gearing up and accepting many more is a necessity if the company is to grow at the planned rate. Hanna Kristensson was attracted by NIBE's sustainability profile and local commitment, and is pleased with the year.
"It's been good to get to know the company from different perspectives," explains Hanna.

The trainee programme is needed to secure NIBE's skills supply and growth. The training is tailored to each individual and includes both theoretical and practical elements. It provides a solid foundation for a career as a manager or specialist within NIBE. This year we welcomed Agnes Adolfsson, 25, who works with purchasing and logistics, David Gunnarsson, 25, who is a production technician, and Hanna Kristensson, 26, who specialises in sustainability and marketing. Expert News met Hanna for a chat.

What attracted you to NIBE?
"What attracted me most is that we have a product that is sustainable and contributes to the transition without compromising people's quality of life, but also the fact that NIBE cares about the local region."

How was your year?
"Good, I've learned a lot. I started in the quality and sustainability department and am now in the marketing department. I'm pleased I got to see the company from different perspectives. It's been a luxury to have the continuous follow-up meetings, with Per Åström, responsible for strategic competence provision, who is my supervisor, and the manager in each department. This has been great for my development." The Southeast Chamber of Commerce has also contributed training and networking sessions for all trainees in the region. This provided valuable input from the outside and the opportunity to meet and talk to others who have similar experiences.

What are you working on now?
"I'm finding out what support our export markets need for their marketing. I've sent out a questionnaire and will have a dialogue with them. This will result in a plan for how we proceed, including the creation of a newsletter. I also have an assignment to plan fairs for other trainees and, together with Per Åström, plan for next year's trainee programme."

How do you envision your NIBE career?
"I enjoy meeting people and working both locally and globally. I'm happy to work in a market-oriented way, and I've studied business administration and leadership, so it would be great to be able to work with it at some point in the future. This is in line with the trainee programme and suits a generalist like me."

What happens after the end of the year?
"I've been given a job as a trainee coordinator, and I'll also be planning job satisfaction activities for our trainees. The rest hasn't yet been fully finalised, but we're going to balance my interests and NIBE's needs with come up with something really great!" ■

PS: We are now looking for 15 trainees for 2023.
Well-educated, talented, young people with drive and humility, mainly local talent or people who want to move here. Applications can be made at nibe.se.

The Frigg property is located on Umeå's business street. With only 20 m² of ground surface outdoors, it took new thinking to squeeze in 27 boreholes and five ground-source heat pumps.

CASE STUDY

ENERGY HUNTING IN THE MIDDLE OF THE CITY SAVES 900,000 kWH.

Umehem tried out ground-source heating for the first time in 2008, and since then it has only continued. Recently, 16 NIBE F1345-60s were installed in three different properties. We visited one of these, where 27 holes were drilled in the basement garage.
"We can now offer heating, cooling and efficient heat recovery, which benefits both our tenants and us – and the environment," says Rikard Ågren, energy manager at Umehem AB.

Umehem is a privately owned local real estate company that owns and rents out, and develops and manages apartments, offices and retail premises in central Umeå.
"What's special about Umehem is that the owners also own a construction company that has Umehem as a customer," Rikard explains. "We work a lot to produce add-ons in wood on two to three floors."

Cooling requirements
Umehem was relatively early to work with heat pumps in central Umeå.
"The background to this was that we built an add-on to a property where the tenants wanted cooling. But the local energy company couldn't deliver district cooling. So that's why we tried ground-source heating. That was 2008 and since then it's only continued," says Rikard.

In 2019, Umehem started a project in which 49 new rental apartments were to be built in central Umeå. In parallel with this, a rebuilding of Frigg 7 and replacement of the existing heat pump in another property was also initiated. When they wanted to buy 16 ground-source heat pumps for three different properties, they turned to NIBE.
"NIBE is a strong brand up here and co-owner Anders Lindgren had good experiences and good contacts."

Five of the heat pumps were intended for the Frigg 7 property, which is located on Rådhus-esplanaden, on Umeå's business street. It's a five-storey concrete building, with shops on the ground floor, offices on the second floor and apartments above. A total of 11,400 m².
"The building dates from 1967 and has some pretty details with marble and copper, but it's very neglected and needs to be renovated. When we bought it in 2019, we wanted to start by redesigning the heating system. With only district heating and the two existing ventilation units, the property consumed 1,300,000 kWh per year for heating and hot water.

Rikard Ågren på Umehem och Anders Lindgren på AR Bygg i fastigheten Friggs teknikrum.

Drilling under the garage
Around the property there was only about 20 m² of ground surface outdoors, but a very large garage in the basement.
"Then this idea was born," says Rikard. "We managed to squeeze in 27 bore holes, which was a bit of a challenging installation. It wasn't possible to bury all the pipes you usually use, but instead we had to pull them up into the basement ceiling. As drilling was to take place indoors, we had to use an electric drill rig and have a diesel-powered compressor outdoors. The challenge with this solution was actually that it took longer than normal and required a little logistics that we resolved together with the tenants. The intervention itself didn't affect the building and we didn't receive any complaints from the tenants. We were able to avoid vibrations in the columns by sawing up the basement floor so that drilling could be done directly in the rock."

There are now five NIBE F1345-60s in the technical room, providing a peak output of 300 kW.
"With 55% energy coverage, we have an energy coverage of 96%. Previously, the peak output was 500 kW, but now we're replacing the old ventilation units that were very energy-intensive, so the output requirement is reduced."

In the spring of 2022, the energy system was inaugurated. The figures say it all.
"We expect the new heating system to →

"Having the heat pumps in place has made the premises more attractive."

save 900,000 kW and reduce CO_2 emissions by 73,750 kg, which we're very pleased with."

To optimise the investment, district heating remains the tip of the curve in the event of power peaks.
"We want to have full control, so we start and stop the heat pumps with our own control system."

The calculation makes sense

When Expert News visits, they are busy completing the premises on the ground floor to rent out to a grocery store.
"Having the heat pumps in place has made the premises more attractive. We can now offer to take care of the store's surplus heat instead of dumping it, which affects their profitability. They don't need a gas cooler to blow heat away in the summer, and we get warmer brine fluid for the heat pumps to work with."
The other 11 ground-source heat pumps are already in place in two different properties.
"This is an energy solution that we can now do, and which works very well when there is a need for both heating and cooling. Electricity prices are tougher now, and if we can sell the cold to our tenants, this will contribute to the calculation coming together."

Rikard and Umehem want to offer business owners and residents more sustainable solutions in the future.
"We haven't been pioneers of solar cells, but we're looking at this now that we're building extensions to the property. And if our tenants have other requests, we'll offer them," concludes Rikard Ågren. ■

To optimise the investment, district heating remains the tip of the curve in the event of power peaks. "We want to have full control, so we start and stop the heat pumps ourselves," says Rikard Ågren at Umehem.

INSIDE THE WALLS OF NIBE

FROM SPARE PARTS SHOP TO CUSTOMER PORTAL.

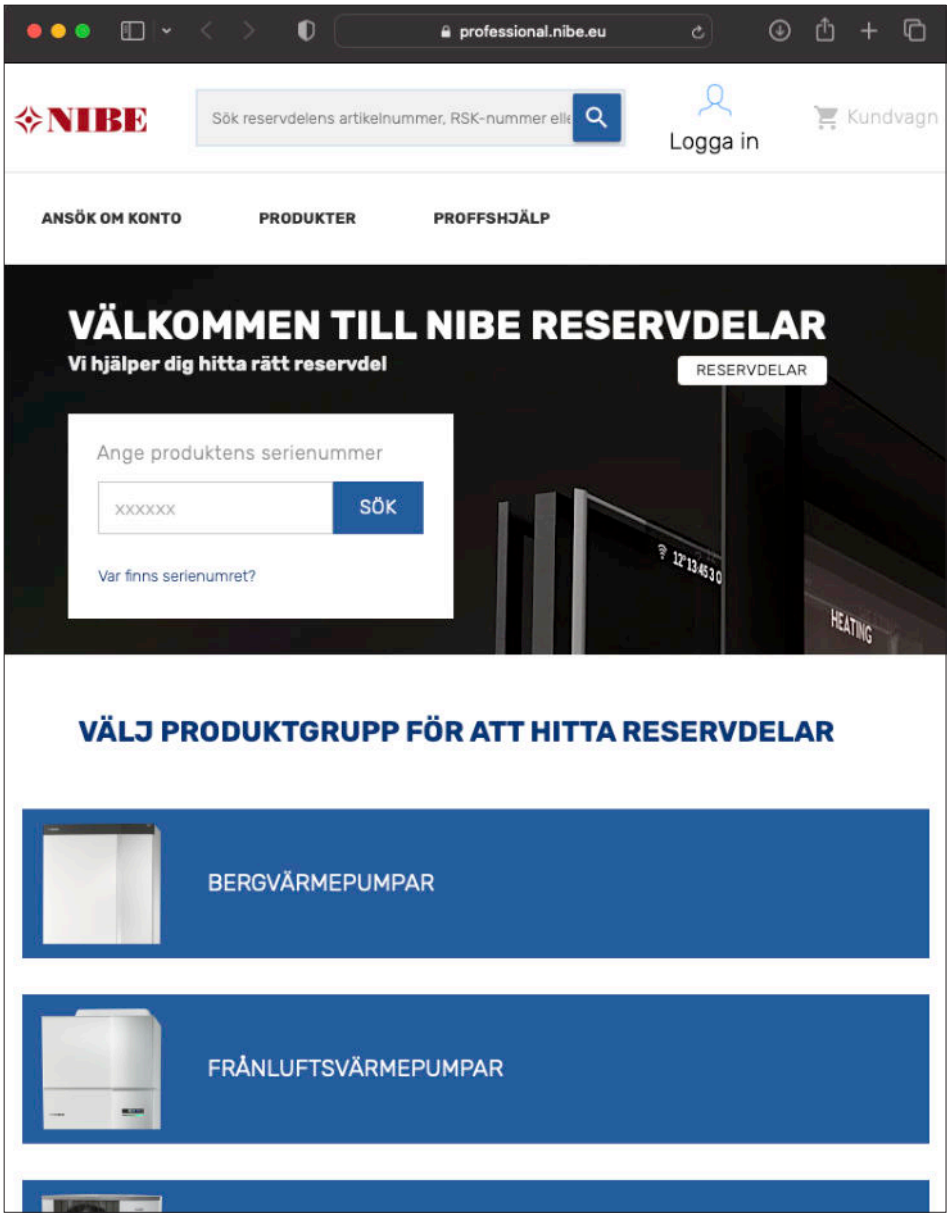
The new customer portal is emerging step by step. The aim is to offer better service with a total solution for installers.
"Here we gather everything you as an installer need in one place and present it in a simple way. We've already broadened the website with more product information, and now we're adding more services," says Harald Källstrand, who is responsible for the development.

After a few months' test drive, we went "live" with the spare parts shop and our new spare parts search in the spring.
"It's been well received. Today, the majority of all spare part orders come in this way, instead of by email and phone. If you want to calculate quotes for a repair, this is a quick and easy tool to use. For example, you can see your net prices for spare parts directly when you are logged in," Harald explains.

"It's great that so many people have found their way here. And even better if more come!"

Everything in one place
But the parts shop is just the first step in the development.
"The page is being expanded and expanded, and existing content is being refined. In November we launched the product pages with technical data, documents and more. Now we're taking the next step and adding more services. For example, as an installer, we want you to be able to view your invoices and order acknowledgements under "My pages", and all documentation and information will be collected on the page."

One open page
Log in to the customer portal is only required when you want to place an order. To get a login, please contact customer service.
"Everything that was open before is open now, such as dimensioning tools and product information, for example. So go in and get to know the page, and get started with the spare parts shop if you haven't already done so," Harald concludes. ■



In November, proffs.nibe.se was updated with the new product pages containing technical data, documents and more. Now we're taking the next step and adding more services.

Scan the QR code and visit the new customer portal with the spare parts shop

NEWS

TEN YEARS OF NIBE UPLINK!

“Today, many people want a connected heat pump.”

20 September 2012 saw the launch of the digital platform NIBE Uplink, which then became standard in our premium products.
"Connectivity was the result of our customers’ desire for ease of use. We took a market-leading role in this development," says Andreas Johnsson, Marketing Manager at NIBE.

The digital platform and the NIBE Uplink app were part of the launch of the NIBE F1345 property product. Within a year, it was also launched in our other premium products.
"Then it was pioneering technology to have connectivity as standard, not just for heat pumps, but for products in general. It was also unique in that we built the connection into the heat pump, and it wasn't just an accessory," says Andreas Johnsson. Before this, the customer needed to buy an external module and insert a SIM card that could then communicate via text message.

More user-friendly
"The step was really natural," says Andreas.
"We realised early on that digitalisation could strengthen our customer offering with the possibility of higher energy savings, greater comfort and better user-friendliness. There was a clear need to be able to control the heat pump for more comfort and greater energy savings in a simpler way, and to be able to do this from your mobile without being an expert."

Working with the digital platform required a completely new way of working.
"We were a tight team that worked across borders and solved problems that we had never before faced. One challenge was to achieve a high level of innovation to be the market leader throughout the product’s entire life cycle."

The response to the field tests was a milestone that Andreas remembers.
"We had a dialogue with the test group before the field tests, but it was only when they had really tested that they understood how great the connectivity really is.

"Listening to customers and understanding their problems is incredibly important for then perhaps being able to solve the problem in a new way, and this is what NIBE Uplink was.

NIBE Uplink made it easier to update the software, and Smart Price Adaption became possible.
"The reception was positive, even though we didn't reach the masses initially, but those who bought a heat pump with NIBE Uplink in 2012 are of course even more satisfied today!"

More mature market now
Today, we are well on our way towards NIBE’s heat pumps becoming connected in Swedish homes as standard.
“This makes us completely unique here in Sweden and is a sign that we are at the forefront of development,” says Sven Hallbeck, who is product manager for connectivity/apps and smart accessories at NIBE. In the beginning, the level of connectivity was modest, but today the majority of our S series products installed are connected. Many people who bought our heat pumps 9–10 years ago have now started to contact us because they want to make use of the benefits of connectivity, for example with Smart Price Adaption and the current hourly rate agreement.

We are currently working on updating NIBE Uplink to meet current expectations.
"The aim is always to make the user experience as simple as possible," concludes Sven Hallbeck. ■

This is how it looked in Proffsnytt when we launched NIBE Uplink 2012!

NIBE TRAINING

WHAT IS AN EXPANSION VALVE!?

Where is the evaporator located, how do you connect the brine to a ground-source heat pump, and why should the level vessel be located at the highest point? These and many other questions are answered during our training courses – on site here in Markaryd, in Stockholm or online.

Take a basic course about our NIBE products, learn all about how to easily replace a heat pump in a house or how to use the NIBE Dim tool for dimensioning properties. You gain new knowledge to take back to work, meet colleagues, share experiences and keep up with what's happening in the industry.

Can't get to Markaryd?
Then we'll help you top up your knowledge bank quickly, easily and free of charge. In our webinars, you can learn more about our intelligent heat pumps in the S series, myUplink, smart features and much more. Either way, it will be a pleasant break in your everyday life and you will be even better at what you do.

New Visitor Centre emerges
Now, with a little imagination, we can all begin to envision the amazing buildings that are emerging. We are investing heavily in the future and will have a new, future-oriented "Visitor Centre", which replaces the Marketing Centre and offers opportunities for more training courses and larger groups. We also have a modern "Innovation Centre". We will soon be able to offer you and all visitors an even more modern, sustainable and welcoming NIBE that is equipped for continued growth and new successes.

This autumn's training programme will soon be out!
Keep an eye out at proffs.nibe.se ■

"After the training courses on connecting the heat pumps to the internet and MyUplink, the reactions are often: 'It's as easy as that?!'."

–Staffan Berg, NIBE Training

MAXIMISE WITH MARKO!

NIBE's technical correspondent Marko Hietaharju shares his smart tips to make life simpler, more fun... and just 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 RADIATOR THERMOSTAT SRV 10.

In the latest editions of Expert News, I have tested one of the new wireless accessories for the S series. Now it's time for the SRV 10 radiator thermostat. Join us and we'll see how smart it is and whether it's easy to get started with.

With the SRV 10, your customer can control the heating in the radiators even more easily and precisely, via the myUplink app, but of course also directly on the thermostat itself. An easy way to adapt heating and energy consumption to your own needs, room by room. So the trick is to heat rooms only when necessary, thus saving energy – for example by lowering the temperature in your bedroom at night.

Get started in a matter of minutes
Follow the steps below, and we'll see whether the SRV 10 is as easy to connect as the other smart accessories. But first make sure that the installation has the latest software update.

1. Insert the batteries into the SRV 10 and wait until P1 appears in the display.
2. Replace the thermostat on the radiator* with an SRV 10 and click the + button until P2 comes on. The device is now calibrated. Wait until P3 is shown in the display, or until the current temperature is shown.
3. On the SRV 10, click the on/off button once. When the display lights up, click again and hold the button for about five seconds.
4. In the main menu on the heat pump display, go to Connection, menu 5 and select Wireless Units, menu 5.4.
5. Click on Add Device and wait until it makes contact.
6. In the main menu, go to menu 1.3.3 Room Sensor Settings.
7. Select which climate systems SRV 10 should affect. Click on the relevant climate system and select SRV 10. Then click on the text Heat so that it lights up. SRV 10 now controls the climate system. All done!

Is there too much distance between the customer's SRV 10 and the heat pump? Add an RPP 10, which amplifies the signal between wireless accessories. The SRV 10 also supports myUplink, and you can see the temperature in the app.

How did the test go?
I think this smart gadget is easy to install and use. I hope you agree!

In the next issue, we'll try out the wireless room thermostat ROT 10. See you then!
/Marko

Replace the thermostat in the radiator with a SRV 10 and control the heating even more easily and precisely, via the myUplink app or directly on the thermostat itself.

The wireless radiator thermostat has a M30 x 1.5 connection, and a Danfoss RA adapter is included so that it fits most heating systems. Adapter ARV 10 for M28 x 1.5 is available as an accessory, sold separately.

Read about the other smart accessories!
Power switch and repeater RPP 10: Expert News#4 2021
Room unit RMU S40 Expert News#1 2022
THS 10 humidity and temperature sensor: Expert News#2 2022
Carbon dioxide, temperature and humidity sensor CDS 10. Expert News#3 2022

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If you have questions about our products you should contact the NIBE subsidiary or partner in your country.

Find NIBE subsidiaries and partners at www.nibe.eu/en-eu/contact/contact-us

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The energy solution for your new house.

Our new, intelligent and compact NIBE S735 exhaust air heat pump gives you what your house needs: heating, hot water, ventilation and heat recovery. It's a sustainable energy solution that adapts to your needs to provide you with the ideal level of comfort and energy saving in your home.

Explore the S-series at nibe.eu