NIBE

EXPERT NEWS

NO. 2 2023 | FOR PROVIDERS OF INDOOR COMFORT

SWITCHING TO S-SERIES REDUCED ENERGY CONSUMPTION BY 30%

Henrik Larsson is a big fan of myUplink and our smart accessories. He keeps an close eye on his consumption history and indoor climate.

"I have the past ten years of stats in Excel documents."

“The response from the market has been phenomenal!”

Henrik Henningsson
Sales Manager Sweden
NIBE Energy Systems

Hello all you friends of NIBE!

The sun’s rays strengthen and energise. Not only for us humans having endured months of little daylight, but also for our heat pumps that have the sun as their source of energy.

We recently released our latest addition to the S Series family, the NIBE S735. The response from the market has been phenomenal! Extremely pleasing. Those of us who are already well-versed know that the product is so much more than a simple cabinet that provides heat, hot water and ventilation. The system integrates with your home and is accompanied by a host of other ingenuities: Peace of mind, thanks to the myUplink app, which gives you full control of your indoor climate. Smarts in that the heat pump adapts its operation to electricity prices and the weather forecast, and simplicity in the display that guides the customer. In the unlikely event that questions arise, you, our partners, are there for support. If you want, we’re here to help too. All to provide you and the customer with the very best.

I have held several factory tours at Markaryd in recent months and I can clearly see that there are more products on the way. We are working hard to meet the demand and hope that it is noticeable in our delivery times.

Our construction projects are no longer just drawings. During the spring, we opened our second air/water production line and our colleagues in development moved into our new innovation centre.

I heard someone mention the record-breaking heat this summer; luckily we’re so good at heat pumps. Because, not only do they provide heat, but they can also cool hot homes – if desired. It’s worth keeping in mind!

Wishing you all a great summer!

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WE ARE NOW REVITALISING AN OLD FAITHFUL SERVANT
"NIBE F2300-20 is suitable when it's important to get out high output when it is hot outside, such as in campsites and holiday resorts that require a great hot water capacity in the summer," says Stefan Oliv, Product Manager for Sweden.

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COLLABORATION IN THE CITY OF STRÖMSTAD
In the summer paradise of Strömstad, the two Oscars work together with their fathers. One of the Oscars works at HE Rör and the other Oscar at Hanssons Rör & Värme. It's good to be able to help each other, especially when they're going out to the islands and installing heat pumps.

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CURRENT SENSOR – GOOD OVERLOAD PROTECTION
We would like to highlight an, at times forgotten, component that makes a difference everyday for you and your customers. Klas Hellgren, district sales representative in Jönköping and Skaraborg would like to put a spotlight on the current sensors that are included.

NIBE EXPERT NEWS EDITORIAL TEAM & CONTACT

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Scan the QR code here or visit proffs.nibe.se

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PART 2

FROM IDEA TO REALITY PRODUCT DEVELOPMENT

Meet Mattias Nilsson, leading the development of our new NIBE products. In a series of articles, we follow the route from idea to finished product. In the first article, you got to meet the product manager group.
"Both the market and we ourselves make extremely high demands, and our products have become more advanced."

A world-class product portfolio requires both intensive and high-quality product development and an organisation to match.

"Not only does the market make high demands, but we also have extremely high expectations on ourselves," says Mattias. "Our vision is to provide the world with world-class sustainable energy solutions, but we also want these solutions to be a contributor to more quickly transitioning to a resource-efficient and fossil-free society.

Read more on page 8

THE S SERIES

REDUCED ENERGY CONSUMPTION BY 30% IN THE FIRST MONTH.

The Larsson family recently replaced their 19-year-old ground-source heat pump with a NIBE S1255-12. The first month they were surprised to see a 30% reduction in their energy consumption. "But if we compare it to when the immersion heater was running, it's a saving of 200%," says a relieved Henrik Larsson.

Henrik and Carina live in a house in Söndrum, Halmstad, with their three children. Their eldest child lives comfortably in the basement with underfloor heating and their own bathroom. The house has three floors and a living area of 210 m ². The original structure dates from 1954 and the extension from 2010.
"The previous owner installed geothermal heating in 2004," Henrik Larsson explains. "Last autumn, it started to malfunction and run on the immersion heater. We called a NIBE installer and he came the next day. Thankfully, he managed to get a pump to us in a short time because we were available when he had a cancellation. A week before spring break, our new NIBE S1255-16 was installed."

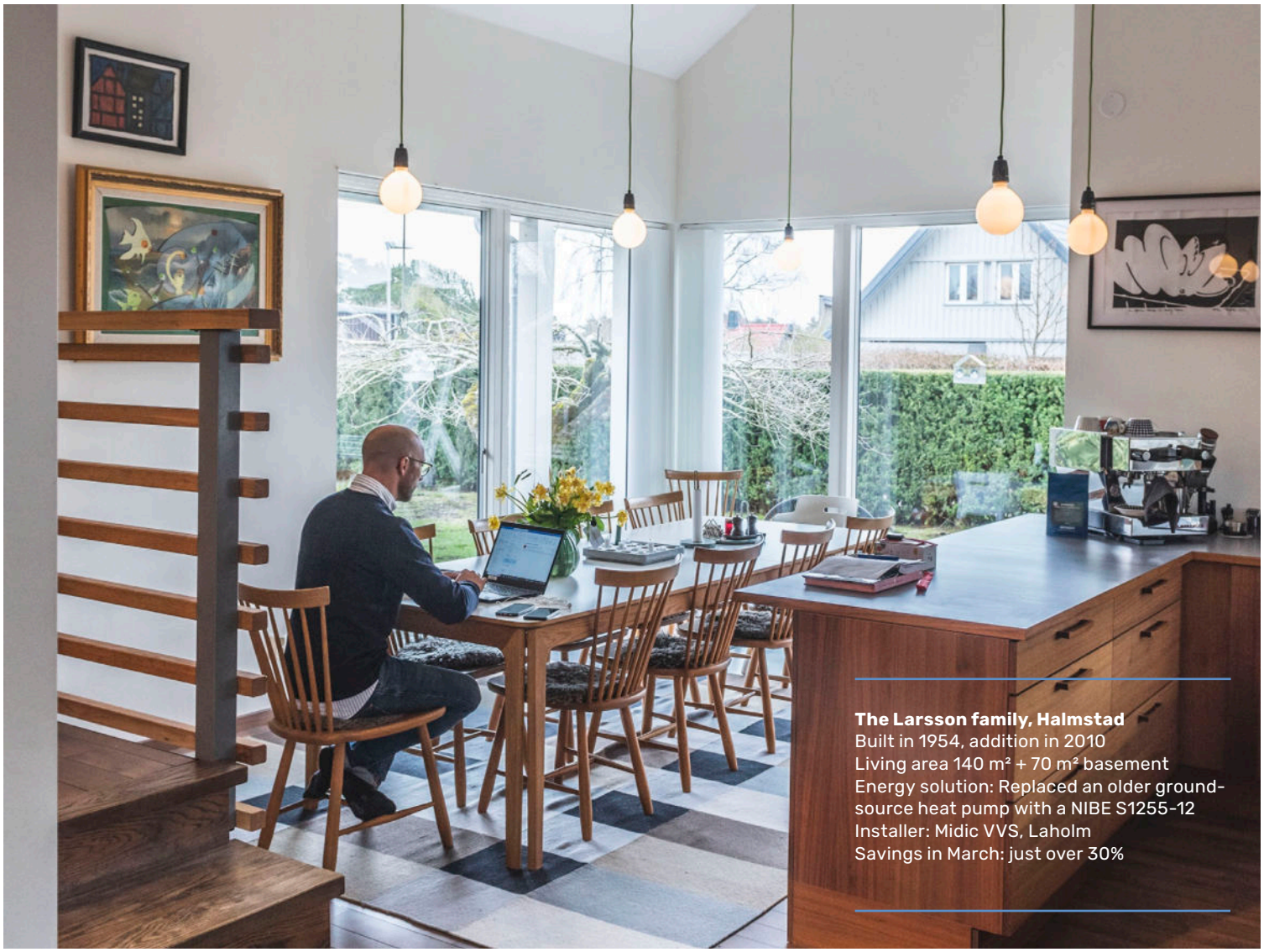
The new heat pump is installed in a classic boiler room where the old oil-fired boiler once stood. "The installer was very happy to be able to disassemble the new heat pump to make it easier to carry down the narrow staircase and through the basement. Midic in Laholm was incredibly professional and the piping is ten times better than before."

"The boiler is in the basement, so it's perfect to have room sensors where we spend most of our time. It serves as a reminder every morning to keep an eye on things."

Next to the new ground-source heat pump there is an extra water heater.
"The hot water capacity of the old pump was not enough, so the previous owner had an extra water heater that we ended up keeping and can decide to connect if we need to," Henrik continues. "But it is not looking like it now because the energy needed to supply our hot water has decreased to a minimum now. This is partly thanks to the efficient pump, but also because two of our children are competitive swimmers and shower at the pool several days a week. Our oldest is away competing every other weekend. But, were this to change and our hot water consumption were to skyrocket, we have a great solution."

Close eye on consumption

Henrik, a big fan of myUplink, keeps a close eye on the consumption history included in the myUplink premium subscription.
"I have the past ten years of stats in Excel documents. March is the first full month that we can compare consumption between the old and new heat pumps. At that time, the old one was at 2,200 kWh in March last year, and the new one at 1,500 kWh in March this year. 250 kWh goes to our electric car, so we are down to a consumption of around 1,250 kWh a month now. And that's considering that we maintain



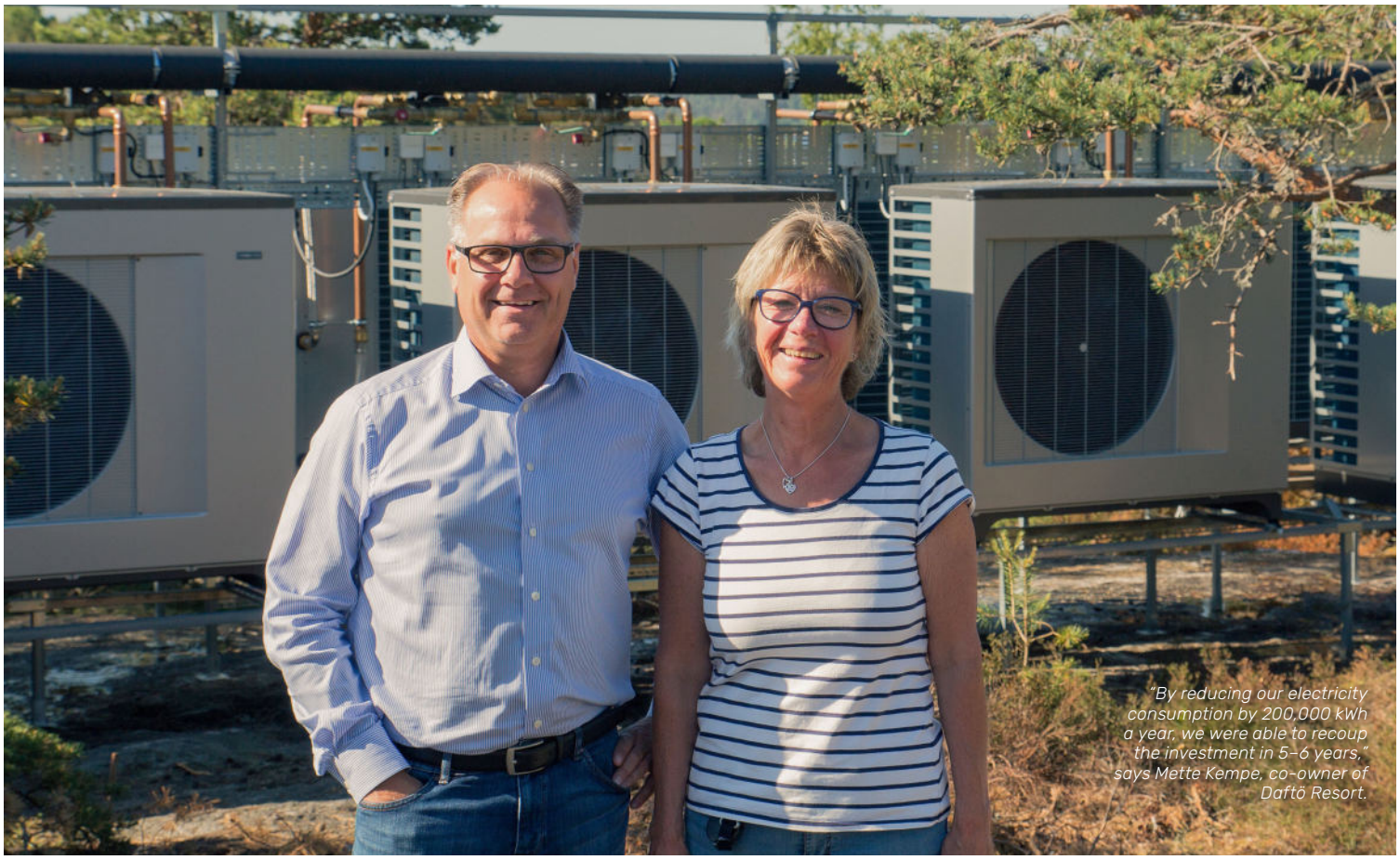
The Larsson family, Halmstad
Built in 1954, addition in 2010
Living area 140 m² + 70 m² basement
Energy solution: Replaced an older ground-source heat pump with a NIBE S1255-12
Installer: Midic VVS, Laholm
Savings in March: just over 30%

a comfortable indoor temperature and do laundry daily.
"It's a historic event; the house consumes 30% less since we installed the new pump. And that's not bad considering that half of the house is old! And if we compare it to the last few months when we were running the old heat pump on the immersion heater, consumption has fallen by 200%."

Smart heat and moisture sensor
For Henrik, it was a given to connect the heat pump to myUplink and its wireless accessories. "We've put room sensors on the upper floor and in the basement to keep track of both heat and moisture. I'm really curious about that. We have a dehumidifier in the basement, but I want to keep it 1 degree warmer there than in the rest of the house, just to be safe. I'm very particular about it not getting damp. We also have an open fireplace with an insert, and when the temperature drops a few degrees, I throw in a piece of wood."

The boiler is in the basement, so it's perfect to have room sensors where we spend most of our time. It serves as a reminder every morning to keep an eye on things. It allows me to follow the temperature and energy consumption on my phone all the time. It also pushes us to reduce our consumption even more by installing solar cells in the future!" ■

For Henrik, it was a given to connect the heat pump to myUplink and its wireless accessories. "We've put room sensors on the upper floor and in the basement to keep track of both heat and moisture."



"By reducing our electricity consumption by 200,000 kWh a year, we were able to recoup the investment in 5–6 years," says Mette Kempe, co-owner of Daftö Resort.

Daftö Resort in Strömstad
Three pools heated to 27 degrees.
8 NIBE F2300-20 kW air/water.
1 accumulator tank of 1,000 litres and 1 SMO 40.
The pools were previously heated using immersion heaters at a cost of 250,000 kWh/year.
Annual savings: approx. 200,000 kWh

NEW!

THE HEAT PUMP FOR LARGE HOT WATER REQUIREMENTS IN THE SUMMER.

We are now revitalising an old faithful servant.
"NIBE F2300-20 is suitable when it's important to get out high output when it is hot outside, such as in campsites and holiday resorts that require a great hot water capacity in the summer," says Stefan Oliv, Product Manager for Sweden.

NIBE F2300 is an air/water heat pump designed to meet significant hot water requirements when it is hot outside. The compressor performs excellently in both warm and cold weather. It has a high temperature range with a supply temperature of max 65°C and a return temperature of max 55°C, as well as an efficient scroll compressor that can work down to -25°C.
"Now that we are reinstating F2300-20, we are strengthening our product portfolio in line with our investment in larger properties," says Stefan Oliv.

Intelligent control
The F2300 has intelligent control that gives optimal control of the heat pump. It can be controlled from the SMO 40 or SMO S40 control unit. This switches the auxiliary heater on and off and controls the transition between room heating and hot water heating. Together with the VVM 500 indoor module and its control unit and immersion heater, the F2300 forms a total heating installation.

Efficient pool heating at holiday resort
"Daftö Resort is a good example of how F2300 has contributed to energy efficiency improvement, major savings and a better environment," says Stefan.

Daftö Resort is a holiday resort that in the summer heats up three pools to 27°C. A few years ago, they made the decision to make their pools energy-efficient. With eight highly efficient air/water heat pumps, the immersion heaters could be removed. Thanks to this, energy consumption fell by around 200,000 kWh a year. Strömstads Värme & Sanitet, which provided the solution, positioned the heat pumps behind a large rock so that they would not be visible or disturb the guests. The accumulator tank and heat exchanger were fitted beside them in what looks like an old castle," says Conny Andersson, CEO of Strömstads Värme & Sanitet.

The installation took about two months. For Strömstads Värme & Sanitet, the project was a milestone and their largest installation of air/water from NIBE.
"It was perfect to invest in air/water to meet the heating demands of the pools. Air/water is definitely on the rise and in many cases it is a very strong alternative to ground-source heating in places you can't drill in," Conny Andersson, CEO of Strömstads Värme & Sanitet tells us.

The investment is intended to grow in the future. The facility has also been prepared to enable connection to their reception building so that they can utilise the heat pumps during the autumn and winter when they are not heating the pools.
"By reducing our electricity consumption by 200,000 kWh a year, we were able to recoup the investment in 5–6 years, which in itself is great, not to mention the fact that we are also more environmentally friendly now than before," says Mette Kempe, co-owner of Daftö resort. ■

NIBE F2300

- Docks to VVM 500 for significant hot water requirements.
- Up to 65°C supply temperature and 63°C at outdoor temperatures of -25°C.
- Intelligent control for optimal control.

"Energy consumption fell by 200,000 kWh per year"

From left: Gustav Engkvist, Linus Ståhl, Mattias Nilsson and Julia Olsson on site at their premises in the new Innovation Centre.

FROM IDEA TO REALITY PART 2: PRODUCT DEVELOPMENT

"The detail development phase has its appeal, a lot is open and there is room for creativity."

In a series of articles, we follow the route from idea to finished product. In the first article, you got to meet those who monitor the market, i.e. the product manager group.
Here you'll meet Mattias Nilsson, who is leading the development work for our new NIBE products.
"Both the market and we ourselves have extremely high demands and our products have become more advanced."

A world-class product portfolio requires both intensive and high-quality product development and an organisation to match.
"Not only does the market make high demands, but we also have extremely high expectations on ourselves," says Mattias. "Our vision is to provide the world with world-class sustainable energy solutions, but we also want these solutions to be a contributor to more quickly transitioning to a resource-efficient and fossil-free society. Our major investment in research and development is now continuing with a new organisation, a new Innovation Centre and external expertise.

From 150 to 200 people this year
"Right now we have 150 employees in the department, but before the end of the year we'll be 200," Mattias explains. "Most of them are based here in Markaryd, but we have also opened technology hubs in other places to get the right skills. We are located in Trollhättan, Lund, Linköping, and Växjö, where we work in close collaboration with our colleagues in Markaryd."

Mattias has worked in product development at NIBE for seventeen years. For eight years now, he has been in charge of internal work and ensures that all internal deliveries are ready after each phase of the project. The department consists of several groups focusing on different areas, such as mechanics, electrical/electronics, thermodynamics, labs, controls, sound design and more.
"Before, it was enough with one mechanical group, but today we need a wide range of skills. Our products are much more complex today, in turn because the world around us is now making greater demands. We own the software ourselves, which also means that we write the program code and develop the control logic/algorithms to make the products as smart and efficient as possible."

Well-thought-out development phases
Each development project begins with an order in the form of a specification of requirements. This could be an improvement of a product, a variant of a product for another country, a brand new product, a spare part or similar. Carefully considered development phases with clear project reconciliations guide the work.
"We start by planning for the start of the project and assess which resources are needed, from hours and budget to tests and lead times. In the next phase, we break down the specification of requirements to a more detailed level, and then initiate detailed development of the product. We design and build prototypes to approach the final product. Here we lay the foundations for the product to meet the requirement specifications. We discuss with suppliers, test and review the design and technical solutions. This phase has its appeal because a lot is open and there is room for creativity. The later in the process we get, the more things are set."

"It will be very much about making designs efficient for manufacturing and handling, for both installers and end customers."

The next step is the industrialisation process. "This is when we build test series, discuss with production and need to feel that it works. We then produce a pre-production series with suppliers, materials and processes that are suitable for long-term serial production and for large volumes. We review and test, conduct risk analyses and conduct field tests. When the product meets all requirements, we start producing and building up stock. Only at this point is the product ready for sale and the project is closed."

Collaboration across all departments
But it is not only the development department that works with product development.
"We work closely with the purchasing, quality and sustainability departments to ensure our performance and quality requirements and to approve suppliers. Also with marketing, technical documentation, sales and service. It is a collaboration between all departments, even finance, who we follow up with every quarter and with HR to get resources. Proximity to production and all the different functions is a major advantage in the process."

Projects often take between one and three years, with some challenges along the way. "Legislative requirements can change during the course of the project and do not always go hand in hand with market requirements. This may involve new requirements for safety and the environment, certain substances and materials that we must handle and that make the products more complex and advanced."

"At NIBE, we are good at developing system solutions. The heat pumps are becoming more and more advanced, with greater demands on control and digitisation. This in turn places greater demands on the interaction between software and physical components. We have also always prioritised having know-how in the building, which means that we are skilled at refining software, for example."

Design for production and service
The heat pump is becoming a high-volume product.
"Design for manufacturing and serviceability is something that we are focusing a lot on today and that is becoming increasingly important to us. For example, our designers need to adapt the product design from small-scale production of a few thousand to 100,000. It will be a lot about making designs efficient for manufacturing and handling for both installers and end customers."

"We are constantly striving to improve by understanding our customers' everyday lives and integrating new technology into our products," Mattias Nilsson concludes. ■

"We're constantly striving to improve by understanding our customers' everyday lives and integrating new technology into products," says Mattias Nilsson, Head of Product Development.

NEW!

VOLUME TANKS FOR DOMESTIC HOT WATER SYSTEMS IN LARGER BUILDINGS.

We are now supplementing our property range with larger volume tanks in order to strengthen our total offering. "We're seeing a growing demand for hot water solutions that make it possible to meet the hot water circulation requirement with heat pump operation rather than additional heat," says Stefan Oliv, Product Manager for Sweden.

The new NIBE AT-TS is a series of accumulator tanks available in 1,000, 1,500, 2,000 and 3,000 litres with connections from DN 65 to DN 80. They are primarily intended for connection to heat pumps combined with the AquaEfficiency hot water module from our sister company Cetetherm.

"This is a unique and energy efficient DHW system that enables a low return temperature on the primary side," says Stefan Oliv. "They work together with the AquaEfficiency potable water module to provide the customer with a reliable and economical high-quality facility."

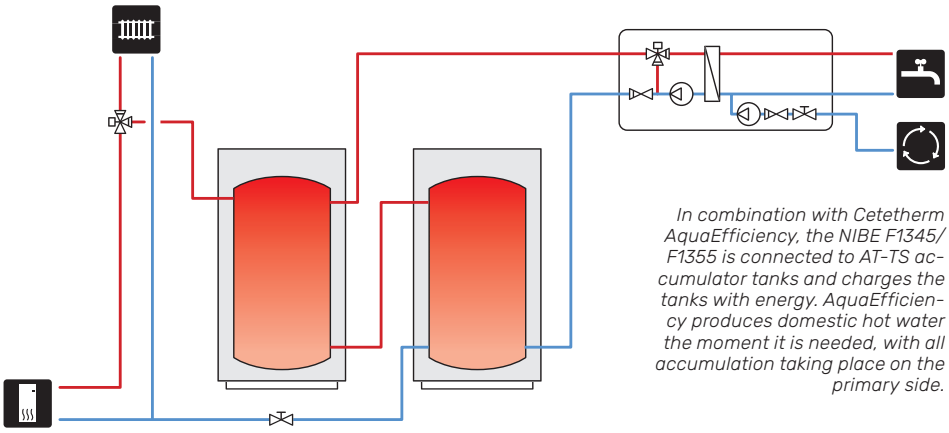
Economical and hygienic

AquaEfficiency produces domestic hot water the moment it is needed, with all accumulation taking place on the primary side. NIBE AT-TS accumulator tanks are made of black steel, where the energy is stored, and combining it with the Cetetherm domestic hot water heat exchanger, makes it both hygienic and energy-efficient.

"We have been delivering these system solutions for a number of years together with Cetetherm for both the Swedish and Finnish markets, and have received a positive response," Stefan continues.

NIBE Accumulator tanks AT-TS can also be used to create a larger volume in the heating system or flow equalisation.
"Thanks to the fact that we can now offer the market larger accumulator tanks with bigger connections, we make it possible to build larger domestic hot water systems. It's also easy for the contractor to get an even larger part of the system delivered by a single supplier," Stefan concludes. ■

Read more at proffs.nibe.se (in Swedish)



In combination with Cetetherm AquaEfficiency, the NIBE F1345/F1355 is connected to AT-TS accumulator tanks and charges the tanks with energy. AquaEfficiency produces domestic hot water the moment it is needed, with all accumulation taking place on the primary side.

"It will now be possible to build larger domestic hot water systems and have an even larger part of the system delivered by one and the same supplier."

NIBE AT-TS 9100/9150/9200/9300 FX

- An energy-efficient domestic hot water system.
- Excellent volume expansion in heating system.
- Flow and temperature equaliser for an efficient and safe climate system without heat spikes.

FOCUS ON PASSIVE COOLING

COOLING FROM THE GROUND-SOURCE HEAT PUMP IS PRACTICALLY FREE.

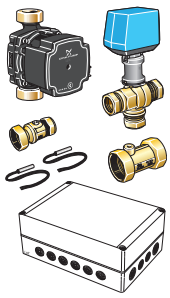
Warm summer nights can be lovely, but not when you're trying to sleep. Then it's nice to have a cool bedroom. It's also wise because it gives you a better night's sleep. If you have a house with ground-source heating, passive cooling is a practical, economical and environmentally friendly solution. Because it is possible to extract cooling from the existing borehole almost free of charge. The installation of the accessory entails an additional cost initially, but over time it is minimal.

For detached houses and properties
Passive cooling is not only of interest to private individuals and detached houses. For properties and industries where there is a need for cooling all year round, there is much to gain from obtaining passive cooling from the bedrock. In addition to not having to add cooling in a more energy-intensive and costly way, more comfortable temperatures in offices and other workplaces can contribute to a good working climate.

Double the benefits for winter
But there is even more to be gained by using passive cooling – for all property owners. While making your space cool and comfortable, you are recharging the borehole with the excess heat. This raises the average temperature of the borehole, which improves the efficiency of the ground-source heat pump. A warm summer with cooling from the rock therefore gives a lower heating cost when the cold and autumn arrive. ■

Read more about passive cooling at proffs.nibe.se

PASSIVE COOLING



- Makes use of the cool rock temperature of the borehole.
- The heat transfer fluid that normally collects heat in the bedrock now collects cooling instead.
- Stores heat in the borehole.
- Low operating costs.

Passive cooling accessories:
NIBE PCS 44. Suitable for our ground source heat pumps NIBE S1155, S1255, F1145, F1245, F1155 and F1255.

From left: Oscar Eriksson and his father Hans Eriksson from HE Rör. Thomas Alfredsson and his son Oscar Alfredsson from Hanssons Rör & Värme.

EXPERT PROFILE:

COLLABORATION IN STRÖMSTAD. *"It's nice that there are two of us and we can help each other."*

The two Oscars work together in the summer paradise of Strömstad with their dads, who are approaching retirement age. One of the Oscars works at HE Rör and the other Oscar at Hanssons Rör & Värme. It's good to be able to help each other, especially when they're going out to the islands. "The ferry runs all year round, so it works well, but sometimes I take my own boat and can enjoy it a little more," says Oscar Eriksson at HE Rör.

It's a cold, sunny spring morning. Oscar Eriksson has just been on assignment close to the scenic Saltö.
"I was at a summer cottage that switched from an electric boiler to a NIBE S2125 with VVM S320," he explains and continues. "They are really good and stable. I install many of them now."

Working out on the car-free islands has its charm and does not bother him.
"Ferry traffic works quite smoothly, but then you have to have the assistance of a year-round resident who has a tractor and can drive you to where you're going. But sometimes I take my own boat and can enjoy the tour even more, it's great," Oscar explains.

His colleague Oscar Alfredsson, who also has a plumbing firm with his father, enjoys working out on the islands and takes on the challenge light-heartedly.
"You can't have your company car with you," he says. "So you have to think about what you need for the assignment. If you're going to have a 1255, you have to plan a little more, and there are a lot of replacements around here."

Oscar Eriksson's father Hans started HE Rör 32 years ago.
"I've always been with my dad in the summer but started working here in 2015. He used to have a few employees, but now it's just two of us," he says. "My father manages the administrative tasks and I go out on assign-

"When our fathers retire, we will help each other even more."

HE Rör
Started in 1991
Owner: Oscar and his father Hans Eriksson

Oscar Hanssons Rör & värme
Started in 2013
Owner: Oscar and his father Thomas Alfredsson

ment. I have now gotten into the business and will take over next year. But my vision is to have five or six employees to do installations, so I can go around calculating jobs. I also envision focusing more on heat pumps."

Oscar Alfredsson has also grown up in the industry.
"I've always liked water and pipes, and interned as a plumber as early as at the age of 12, and then I've stuck to it," he says. I like the practical work! "The plan is for my father to also retire during the year. But he still works 80% in the field and takes care of administration in the evenings.

Help each other out
There are several advantages to having a small company and neither of the two companies have employees.
"You are more flexible and avoid the burden of administration," continues Oscar Alfredsson. After all, it's hard to find the right person, someone who's self-sufficient and has a great sense of responsibility. We'll see how it goes. Perhaps Oscar and I will help each other out even more, it's nice when there are two of us."

"Of course, we enlist each other's help, and I've helped him a lot," Oscar Eriksson adds.

Only NIBE
The assignments come from different directions, but mostly from private individuals. They deal with a lot of bathrooms and heat pumps.
"Air/water has been given an extra boost with the new S2125," explains Oscar Eriksson. "The VVMs are easy to install and there is never a hassle. I only work with NIBE, and I never regret that. I'm also a big fan of myUplink and connect all 'my' heat pumps."

Hanssons Rör & Värme has been installing NIBE's heat pumps since 1995, and Oscar Alfredsson has one himself.
"I've only installed NIBE and I think it has good performance and quality, and it's easy to install. Just the fact that you can disassemble the ground-source heat pumps. When you need to go down into a basement with a round staircase, it would otherwise get stuck."

"It's certainly been a bit difficult to procure the products, but I know that NIBE is working hard to shorten delivery times. It is noticeable. They have great support and contact, and their training courses are fantastic. Now I'm looking forward to going down to Markaryd again; it's been a while," concludes Oscar Eriksson. ■

Would you like to know how a visit to Markaryd works? Keep an eye out in future issues, where we follow Oscar and Oscar for a day at NIBE!

NIBE PROPERTY

NIBE PROPERTY, A TIMELY ADDITION.

A few months have passed since the launch of NIBE Property. Expert News met two of the key people in the property team to hear how things have gone and what is happening now.
"We can see from the property industry's reactions that we're a timely addition," says Kalle Silén, who is responsible for sales.

We have previously presented NIBE's ventilation initiative here in Expert News. This was in connection with Kalle Silén being employed as sales manager for ventilation and commercial properties. After taking it one step further and developing the NIBE Property concept, it was unveiled for the first time at Kistamässan in mid-March.

"The newly started technology group is in place to provide better support."

"Our ventilation project has been given a natural home in the NIBE Property concept and product portfolio, and this has sparked curiosity," says Kalle Silén. This was confirmed by several leading representatives from the ventilation industry who had an insight into the project. It is the perfect time to offer products and total solutions in combination.

"At the fair, we met many property owners and consultants who were curious and asked questions, and we got a lot of leads to take further," continues Kalle. "There is a great deal of interest in how we manage our products and solutions in a smart and efficient way, as well as in hybrid solutions with ground-source heating and air/water solutions, and how we can use passive and active cooling in larger properties and industries in a cost-effective way. We also noticed that many people were positive about our products being manufactured in Sweden and also that we offer project planning support before, during and after the project."

Ventilation training
An internal training course on ventilation was recently held, in which a number of departments got to learn about the products and the people behind the project.
"We talked about the development of ventilation products over the years, dimensioning and legal requirements. There was of course a strong focus on our new series of units,

which is a completely new type of order-controlled production for unique projects. Everyone got to know our prototypes and understand how they are built up. It was great to be able to show how far we have come in the project and give our colleagues insight into the new competence we now have within NIBE. It's impressive stuff, according to many of the participants."
"We're also continuing to work with the rest of the product portfolio to offer more complete solutions for larger properties. We are now releasing the new accumulator tanks for domestic hot water systems that can handle much larger volumes. You can read more about them in this edition of Expert News."

New Technology Group
NIBE Property now has a newly started technology group that has started its work.
"They exist to provide better support in the projects. We currently have NIBE Dim and dockings on the website. The Technical Group is also reviewing how we can provide support for customer-unique dockings in more advanced projects," explains Kalle.

Kalle Sillén, responsible for sales at NIBE Property.

THE HUNT FOR ENERGY

For the past couple of years, we at Backer AB in Sösdala have been working on a really exciting energy and climate control project. In April we connected another 15,000 m² in our hard-to-beat energy and CO2 hunt. At that time, we were able to confirm that the energy demand was 1,500,000 kWh over the past six months and that we have only supplied 250,000 kWh of new energy.

In other words, a savings of 1,250,000 kWh thanks to energy that we have recovered, moved in the cold grid and converted from low-value to high-value energy – and the energy battery in the bedrock has added to the rest.

"In six months, we've saved 1,250,000 kWh thanks to energy that we've recovered, moved in the cold grid and transformed."

Now we're waiting with bated breath to see the results of the next half and the energy savings in cooling in the summer. Not many industrial floors have cooling, but with modern technology it is both sustainable and economical.

Read more about Backer's energy hunt
https://proffs.nibe.se/Proffs/Proffsnytt/artiklar/helt-unik-varmepumpsteknik/

CURIOUS ABOUT
Arvid Johansson, HVAC engineer in the technical group at NIBE Property

Tell us about yourself.
"I started as product group manager for air/water heat pumps in the Swedish market two years ago. Before that, I worked as a HVAC consultant. I'm 32 years old and live in Laholm with my partner and three cats. I like to run in the forest and have just started climbing."

What do you do in the technology group?
"I help consultants, installers and property owners to choose products and systems for their energy solutions. It's everything from ideas to support when they're out and making pipe and electrical connections on site. Those of us who work here have a lot of contact with customers. We also listen to the thoughts and feelings of those who are out in the field to understand what can make their work easier and the facilities better."

You have another role too, tell us!
"I also run our internal technical council, where we in the property team and our different skills and experiences meet regularly. It is a forum for increasing competence and deep-diving into different subjects and products so that we can be at the forefront and be true enablers."

How do you feel about working at NIBE Property?
"We have the opportunity to change and improve, which is a great feeling. Serious investments are made and we can influence our heat pump software and functions according to what the market wants."

NEWS

WORTH KNOWING!

Hello summertime!

As usual, we will be open all summer, but during weeks 28–31 our summer hours will apply:

All weekdays	**8:00 am–4:00 pm**
Closed for lunch	**12:00–1:00 pm**

Did you know...

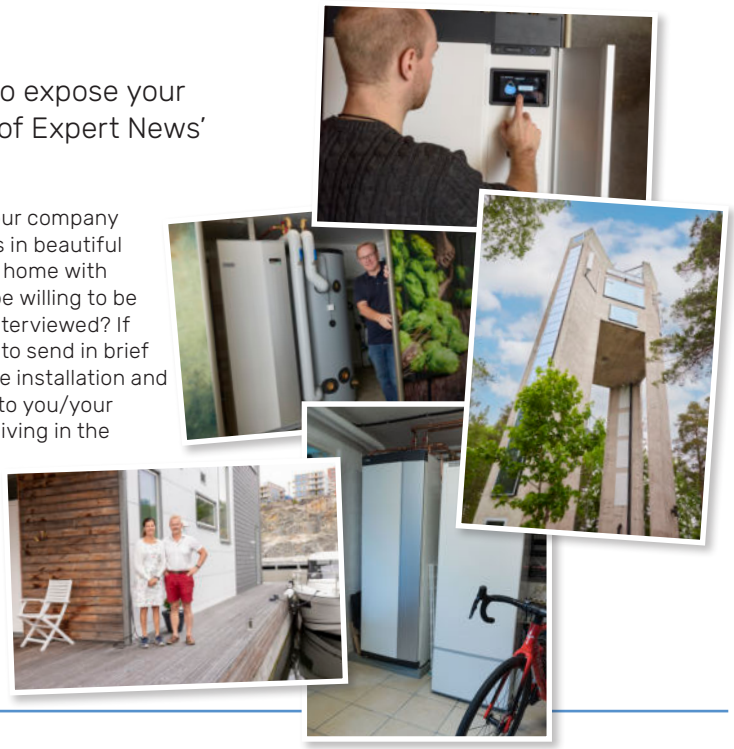
We promise the market to have spare parts for our products for at least 10 years, but we often have them much longer. The very oldest spare part we have is for a product that we stopped selling in the 60s, namely immersion heaters for a hot water heater. Up to this point, we have produced more than 2 million heaters, so it is not uncommon for us to have discussions about heaters that are very old.

Would you like to expose your company to all of Expert News' readers?

And have you and your company installed the S-series in beautiful environments and in home with families who would be willing to be photographed and interviewed? If so, you are welcome to send in brief information about the installation and contact information to you/your company and those living in the house. We will be in touch.

Email
eva.linetti@nibe.se

P.S. Don't forget to ask the family first.



Save the date!

Time to book time in your calendar for this autumn's first fair: Stora Nolia August 9–13, Umeå.

NOLIA mässan

Holiday mode!

Make sure to remind your customers to activate the Holiday mode function if they have an F or S series heat pump. The heat pump then goes into saving mode, so that your house feels comfortable but uses less energy. This feature is also available on our electric water heater Compact Smart Control.

Step-by-step instructions can be found in the user manual for each product at nibe.se

Second assembly line opened at LVC on April 18th

Now we are more than doubling our capacity in the production of air/water heat pumps. Increased automation with more robots, new, more efficient solutions and easier ways to fill products with R290 refrigerant makes the new line even faster.

"The old factory has become the basis not only for a huge investment in the future but also a huge belief in the future. It's gratifying to see how nice the exterior of the building has become, and when you go in, you'll be even more thrilled."

Gerteric Lundquist, CEO

Curious about this autumn's courses?

We'll soon be releasing the calendar. Keep an eye out in our newsletters and at proffs.nibe.se/training

INSIDE THE WALLS OF NIBE

ARNE TAKES OVER RESPONSIBILITY FOR SALES TO HOUSE PRODUCTION.

Our tradition of good relationships and good sales to new construction projects is an important part of our long-term work in Sweden. Arne has solid industry experience in sales, products and technology, as well as a long and broad background within NIBE.

On 1 February, Arne started in his new role. After many years as a salesperson and four years as Head of Sales, Arne is moving on to a new key role.
"It's been a fun and exciting time. The sales department has grown from 20 to 28 people. We have developed the department to deliver our customers faster and better service. It has been a challenge, as we have had to deal with the pandemic and its consequences."

What changes have taken place during your time as Head of Sales?
"Among other things, we've developed the lead function together with the marketing department, which means that we can generate a lot more leads now, combined with the fact that there are more of us managing them. Another change is that the property team has developed into its own sales department, led by Åsa Sunesson. An online shop for spare parts has also been launched in the past year, which has increased the level of service we provide to our customers."

How do you see your new role?
"I'm glad that I now have the opportunity to take over at this point. It brings me closer to the deals. I have direct contact with our customers and can create relationships, which I fully enjoy.

Now I'll try to capture everything and build up contact with our customers. We have started with deliveries of the new S735 and it feels good that we also have one of the market's leading products in this product category. It is also important that we get back to having shorter lead times and more precise deliveries.

Can we expect any changes?
"We can see that there's a need for an even greater presence, and we're therefore looking at whether we can make improvements here. Our continued digitisation will provide more opportunities, such as smoother digital management of contracts. We are also looking at opportunities with a more comprehensive customer portal."

Who will replace you?
"At the time of writing, we're looking for a new hire, but while I wait for it, I am doing two roles. But we have strong teams here in sales and after-sales who take care of much of the daily work."

What will happen next?
"Now, I have a lot of meetings and visits ahead. We hold training courses and show companies around Markaryd. It is important to show how much we are investing in the future, both in product development and in production, which will strengthen our opportunities and prepare us to once again be able to deliver according to demand.

We are optimistic about the future!" ■

FOCUS ON SECURITY

SECURITY FOR CONSUMERS. AND INSTALLERS.

Product warranty insurance, warranty, consumer purchase law, home insurance... There are many consumer protection concepts in terms of heat pump complaints. But what is covered under what? And where do you stand as an installer? Expert News examines the concepts.

All capital goods sold to private individuals in Sweden are subject to the Swedish Consumer Purchases Act. This means that if an item is sold with an fault that existed at the time of delivery and is discovered within three years, the seller of the item is obligated to rectify the problem. When it comes to heat pumps, it's often the installer.

During the warranty period, there are generally no problems, as the installer in turn passes the matter on to the manufacturer or importer, who is responsible for the product warranties.

But if a warranty expires before the Consumer Purchase Act expires, i.e. within three years, there may be discussions about who is responsible. Was the item faulty or was something done incorrectly during installation? Further discussions may arise if there is any uncertainty as to whether the fault was actually present at the time of delivery, or if it was caused by something beyond the manufacturer's or installer's control. External influences, such as operating errors or electrical and water problems. House insurance then comes into the picture. And on top of that heat pump's insurance cover.

"With regard to the warranty, the manufacturer must prove that there was no defect in the product from the outset."

Markus Brunvkist from Arctic insurance works with insurance cover for heat pumps. He believes that the end customer who chooses NIBE is very well protected, as is the installer.

"The difference between the terms of the warranty and the Consumer Purchase Act is that with regard to the warranty, the manufacturer must prove that the product was not defective from the outset, and it is the installer's, manufacturer's or importer's responsibility to rectify the fault."

"If you invoke the Swedish Consumer Purchase Act, you should contact the person from whom you purchased the product.
It is actually also up to the consumer to show that the fault was present from the beginning, but when it comes to technical products,
the consumer generally is released from this as exceptions are made for technically advanced products. With regard to NIBE, this is now no problem, as they have a three-year warranty for their heat pumps and heaters. The warranty means that the installer avoids the problem, and NIBE takes care of any problems immediately.

But what happens when the 3 years have passed? Or if it turns out that the fault is beyond the manufacturer's responsibility? Then it's time to take advantage of your home insurance.
"Home insurance usually has an excess of around SEK 1,500," says Markus. But from the year a heat pump is 3 years old, an 10% age deduction per year is normally also made. So if you have a 5-year-old heat pump, it's 30% off. If damage costs SEK 10,000, SEK 3,000 plus SEK 1,500 for the excess will be deducted for age. That means the customer pays SEK 4,500 themselves."

For this reason, NIBE has chosen to sell its heat pumps with six years' security insurance.
"You could say that the insurance cover is a machine damage insurance that eliminates deductions. It covers costs that home insurance does not cover. In the above case, it covers the age deduction as well as the deductible (SEK 4,500). This results in the customer not having any cost. After the six years are up, the customer also has the option of continuing to extend the insurance for one year at a time."

"Anyone who harnesses this opportunity has the most complete protection possible," says Markus. "Of that I am sure!" ■

"The warranty means that the installer avoids the problems, and NIBE deals with any problems immediately."

The various elements of consumer protection

WARRANTY
Responsibility of manufacturer/importer. Covers all technical faults during the period. Different durations for different manufacturers. NIBE has three years.

CONSUMER PURCHASE ACT
The responsibility rests with the person who sold the product. According to law, it is valid for 3 years.

HOME INSURANCE
Usually has a deductible of around SEK 1,500. After 2 years, an age deduction is made for e.g. heat pumps at 10% per year.

SECURITY INSURANCE
At NIBE 6 years, with the option of extension up to 16 or 18 years, depending on the product. A machine damage insurance policy that supplements the house insurance policy. When the heat pump is more than 10 years old, Security Insurance makes the full compensation.

FOCUS ON ACCESSORIES

CURRENT SENSOR – GOOD OVERLOAD PROTECTION.

We would like to highlight an, at times forgotten, component that makes a difference everyday for you and your customers. Klas Hellgren, district sales representative in Jönköping and Skaraborg counties, would like to put a spotlight on the current sensors that are included.

"We also have a current sensor for larger properties, such as the F1345-60. The CMS 10–200 accessory works up to 200 amps," explains Klas Hellgren.

"In my experience, some installers think that the current sensors are not needed, but when they are connected, the heat pump's load monitor receives general information to make intelligent choices. They are also becoming more and more relevant, given that many people consume more electricity at the same time due to the fluctuating electricity prices. The customer can both see how much current is passing through the current sensors in real time and the history in myUplink."

"Now that everyone is so aware of the price of electricity, many people choose to charge all their technical equipment at night when it's cheaper. With more single-phase machines, for example in the kitchen and older houses with low main fuse (type 16A), the heat pump's current sensor can prevent the main fuse from being tripped. The current sensors can therefore reduce the need to raise the house's main fuse. With current sensors connected, the heat pump's load monitor senses how the different

The enclosed current sensors are placed on the input phase conductors and measure the amount of current.

phases are loaded and can then choose to use an electric element stage on a less loaded phase instead of a heavily loaded phase and thereby avoid blowing the main fuse. Another advantage is that the load monitor can cut down on the immersion heater or slow down the compressor in speed controlled heat pumps if the main fuse is overloaded."

Included and enclosed

Current sensors are included and enclosed in most of our heat pumps, indoor parts and control modules. It is easy to fit current sensors on each incoming phase conductor in the central electric unit and to connect them to the heat pump. But this must be done by a qualified electrician."

Specify the correct fuse

"In the S series heat pumps, go to menu 7.1.9 and in the F series menu 5.1.12. Here you specify which fuse the customer's property has. It is a common mistake to specify the heat pump's fuse protection, but it is the property's main fuse that should be specified. Don't forget to detect the phase sequence. This is easy to do in the Start-up wizard. If you have not done so, the wrong power step may be disconnected and the load will remain too high. The heat pump then proceeds by connecting down another power step until the current does not exceed the set value." ■

NEWS

GET A CORRECT NUMBER WITH STANDARD DEDUCTIONS.

When it comes to ROT, you need to keep track of two standard deductions: one for the replacement and new installation of heat pumps – and one for the green deduction for solar cells. Both make life easier for you!

ROT deduction for replacements too
Did you realise that the ROT standard has also applied to replacements since March 2020? It can be more advantageous and knock off thousands of kronor compared to the usual deduction. The percentages are the same as for new installation. In other words, the labour costs can be calculated at a flat rate of 35% for ground-source heat pumps and 30% for air/water and exhaust air heat pumps.

20% in green deduction
Since 1 January 2023, the deduction to install solar cells has been raised from 15% to 20%. You make the deduction directly on the invoice. The customer pays 80% and you get the difference from the Tax Agency, just as you are used to with RUT and ROT.

However, as with RUT, there are exceptions to what is included in the deductible costs, such as planning and travel costs. So that you don't have to keep tabs on the details, the Tax Agency has come up with a standard rate here as well. It applies when you install solar cells at a fixed price, and the standard rate is 3% of the total amount. To calculate what the customer has to pay, you take the total amount x 0.97 and then deduct 20% as a green deduction. ■

Read more at Skatteverket.se

CALCULATION EXAMPLE FOR GROUND-SOURCE HEATING

Cost of replacing a ground-source heat pump with the standard deduction approx.: SEK 120,000

Standard labour rate (35%): 120,000 x 0.35
SEK 42,000

ROT deduction (30%): 42,000 x 0.30
SEK 12,600

Customer's total cost: 120,000 - 12,600
SEK 107,400

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

WEATHER FORECAST CONTROL – HOW IT WORKS

Weather forecast control is one of the S series' smart functions. But how does it actually work? Is it based on SMHI forecasts? And does it do any good?

Weather forecast control – does this mean that you can finally decide when it's time to barbecue in the sun and heat? Well, it can't actually affect the sun. But the heat, on the other hand! Though small and discreet, this feature is nonetheless important. It aims to reduce electricity consumption and the carbon footprint – and naturally to provide even and comfortable heat regardless of the weather.

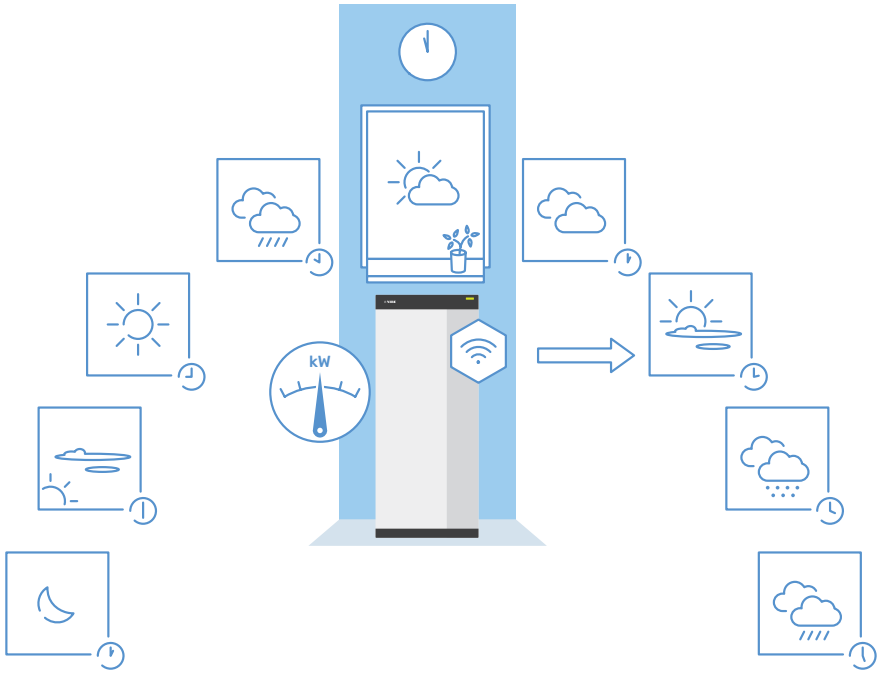
What happens is that the heat pump collects weather data via an international digital weather service based on global weather models. (Not SMHI in other words). We have chosen the temperature information that shows a few hours in the future. This is a suitable time span to ensure accuracy and to enable the heat pump to adapt its operation appropriately.

Good for major temperature fluctuations
A good example is spring when it's cold at night and warm during the day, with major, rapid temperature fluctuations. The heat pump then knows in advance and stops heating earlier than it would otherwise have. This saves energy and provides a more even indoor climate.

In the same way, the heat pump has time to react to a reduction in the temperature and the house does not cool down before the heat pump has increased operation. If you have a heat pump that generates cooling in the summer, this function is also affected.

How to start "Weather control"
1. Connect the S series heat pump to the family home network.
2. Download myUplink onto a smartphone or tablet.
3. Connect myUplink to the heat pump.
4. Activate the "Weather Control" feature in Menu 4.4 in the heat pump's display.

It's as easy as that! /Marko



FACTS AT A GLANCE

- Adapts operation to the forecasted weather.
- Works more efficiently and provides consistent heat, regardless of the weather.
- Especially good in the event of rapid weather changes.
- Reduces electricity consumption and climate footprint.

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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 easy choice.

Would you like to work with heat pumps that make your workday easier? Our S-Series heat pumps automatically adapt to the needs of your customers, and can provide both heating and cooling. They're just as simple for your customers to manage as they are for you to install. With the S-Series, you can provide service remotely and if you have any questions our expert support will be just a call away. An easy choice if you want to deliver quality and comfort for an upgraded feeling of home.

Discover more at proffs.nibe.se