

# EXPERT NEWS

NO. 3 2023 | FOR PROVIDERS OF INDOOR COMFORT

## NIBE S1256. OUR BEST EVER GROUND SOURCE HEAT PUMP.

An impressive SCOP of 6.22, a hot water capacity of up to 300 litres and a new, more climate-friendly refrigerant. We have refined our premium product and given it a host of innovative improvements.



# *"The most advanced heat pump to date to start the peak season!"*

Henrik Henningsson  
Sales Manager Sweden  
NIBE Energy Systems



## **Hello to all NIBE friends out there!**

We are now rapidly approaching autumn, not only the onset of darkness, but also the high season for installations. What is most important? Of course, that the products are coming. Our factories are running at full capacity and we feel that we are constantly reducing the delivery times that have existed. Even if the product you received today has taken up to 10–12 months to arrive, this does not mean that the delivery time is the same for a new order placed today. Our goal is to catch up with our deliveries by the end of the year, whether it's ground source heating, air/water or exhaust air.

With the heating season just around the corner, we would all be wise to prepare ourselves and perhaps even be a little proactive. We have seen in previous autumns and winters that the market reacts very quickly. If there is a cold snap or, for that matter, a spike in electricity prices, the conversations between us will increase drastically. We will make sure to be on our toes and provide both products and support!

And if we are to optimise the energy efficiency of our Swedish homes, what would be better than to do it with the most advanced heat pump on the market? This autumn, NIBE is launching our most efficient heat pump ever – our brand new NIBE S1156 and NIBE S1256. With SCOP of up to 6.22.

Read all about our new ground source heating range [here](#).

Happy reading,  
Henrik

A handwritten signature in blue ink, reading "Henrik Henningsson".





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## GICON'S CONCEPT FACILITATES COMMUNICATION IN PROJECTS

This is the view of Gicon, a consultancy that differs from other consultants in at least two respects. They do not have a traditional division of responsibility within the company and they have developed their own concept to facilitate communication in projects.



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## PRIORITISED ADDITIONAL HEAT

With autumn and winter approaching, Patrik Åhman, District Sales Manager in northern Sweden, wants to promote the AXC 40 accessory, which he sells a lot of. –There is a standard connection for both ground source heat and air/water heat pumps, which ensures that it is connected as efficiently as possible. Customers are happy; they can burn as much as they want, whenever they want.



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## WHICH REFRIGERANTS DO WE USE?

The EU is expected to ban environmentally hazardous refrigerants in new heat pumps in the coming years. Through hard work and extensive research, the development is moving forward. "We are at the forefront of using more sustainable refrigerants," says Stefan Oliv, Product Manager for Sweden.

## FROM CONCEPT TO REALITY PART 3: PRODUCTION



**In a series of articles, we follow the path from concept to finished product. Part 3 gives you an insight into how ideas and sketches are translated into production, a large and vital part of the product development process. Especially now that heat pumps are becoming a high-volume market.**

**"It's about precision at every stage of production and in every stage of handling," says Nils Larsson, Head of Production.**

A heat pump is managed by many people. It is welded, painted, assembled and tested. Not everything can be automated.

"The big challenge is to make everyone aware of what it takes to build quality products, and to do it efficiently, so everyone knows what is expected when you press start."

The production department doesn't just work with new products. An important part is also how we can modify existing products and build them even more efficiently. Even after the launch of a product, work continues to streamline and improve quality in every detail.

*Read more on page 10*

Subject to printing errors and misprints.

## NIBE EXPERT NEWS EDITORIAL TEAM & CONTACT



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NEW!

# OUR MOST ENERGY-EFFICIENT GROUND-SOURCE HEAT PUMP EVER.

An impressive SCOP of 6.22, a hot water capacity of up to 300 litres and a new, more climate-friendly refrigerant. The NIBE S1256 is our new top-performing, intelligent, inverter-controlled ground-source heat pump. "We've refined our premium product with a whole range of innovative improvements," says Stefan Oliv, Product Manager for Sweden.

The NIBE S1256 has a seasonal performance factor of up to 6.22\* using the SCOP method, making it a highly efficient climate system with low operating costs and hot water with high performance.

"This is undoubtedly the most energy-efficient ground source heat pump we have ever produced," says Stefan Oliv. Combined with a new, more climate-friendly refrigerant and high hot water capacity, it's the obvious choice for customers who want a premium product.

For many years, we've been working to reduce the amount of refrigerants. We have been below 5 tonnes CO<sub>2</sub> equivalents for a long time and we're proud to say that we're now improving on that even further.

"With a new, more climate-friendly refrigerant, the R454B, with GWP 466, we now have a ground source heat pump that has less impact on the environment without affecting comfort and efficiency," Stefan continues.

*"The S1256 is the obvious choice for customers who want a premium product."*

Another significant benefit is that the S1256 provides more and more efficient hot water. "Thanks to some hard work together with our skilled developers, the heat pump now has significantly higher hot water capacity than its predecessor. "This puts us in the highest efficiency class for product level A+, delivering up to 300 litres of hot water with no assistance from the immersion heater," Stefan adds.

NIBE has extensive experience in output-regulating ground-source heat pumps and one of the widest product ranges on the market. "With an inverter-controlled compressor, we help the customer avoid using more energy

than is needed, as the heat pump automatically adapts to the heating requirements."

## Available in three sizes

The heat pump is suitable for new builds as well as for replacing existing heat sources. It's designed for houses up to approx. 400 sqm<sup>2</sup> and is available in three output sizes: 1.5–8 kW, 3–13 kW and 4–18 kW.

"Although the model is more powerful, it still has a low noise level of less than 47 dBA."

There's also a version of the S1256 without an integrated water heater – the S1156. The model is part of the S series, with the same opportunities to reduce energy consumption without compromising comfort.

"We are incredibly proud of the work we have done in developing this product. Once again, we are demonstrating that we have a strong brand and a skilled workforce who, together, produce world-class heat pumps," concludes Stefan. ■

## NIBE S1256-8, 13 and 18

- Our most energy-efficient ground source heat pump with a seasonal performance factor of up to 6.22.
- A new, more climate-friendly refrigerant, high hot water capacity and low noise level.
- User-friendly touchscreen, wireless accessories and integrated wireless connection with energy-saving smart technology for a high level of comfort.

\*NIBE S1256-18 has a SCOP of 6.22 (cold climate 35°C) according to European Standard EN 14825-2018, i.e. the applicable standard for determining the reference annual efficiency SCOP.







## NEW SPLIT RANGE

Houses up to approx. 140 m<sup>2</sup>  
SVM S332-6 and AMS 20-6

Houses up to approx. 220 m<sup>2</sup>  
SVM S332-10 and AMS 20-10

The new range replaces  
AMS 10 outdoor modules  
BA-SVM indoor modules  
HBS split boxes

NEW!

# NEW PREMIUM RANGE FOR SPLIT IN S-SERIES.

Introducing a new SPLIT range in the S series in two different sizes.

"With the new indoor module, your customers receive efficient heat in the winter and efficient cooling in the summer, while at the same time enjoying all the advantages of the digital platform," says Stefan Oliv, Product Manager for Sweden.

We are now launching the SVM S332 indoor module, which together with the SPLIT AMS 20 forms a complete premium solution for a SPLIT system. It replaces AMS 10 outdoor units, BA-SVM indoor modules and HBS hydroboxes. "We are now getting an indoor unit and an outdoor unit in the S series in two sizes. We are simplifying the range, creating a premium solution that replaces previous solutions, making things easier for everyone," says Stefan Oliv.

"The heat pump works down to an outdoor temperature of -20°C and has a climate-friendly refrigerant for less impact on nature," says Stefan Oliv.

The SPLIT solution has a built-in cooling function that produces efficient cooling in the summer. "Built-in means that no accessories are needed and it is easy to install and manage if you have cooling in 2-pipe systems. A good option for those who want to supplement their system with a fan coil in a living room or bedroom, for example," says Stefan.

The heat pump has reliable hot water production via a stainless steel plate heat exchanger. With the included hot water tank, electric additional heat, self-regulating circulation pump, manometer, safety valve and expansion vessel, it is ready for installation.

"SVM S332 is combined with SPLIT AMS 20 for a complete air/water system and is available in two sizes; 6 suitable for houses up to approx. 140 m² and 10 suitable for houses up to approx. 220 m², depending on the degree of insulation and geographical location of the house," explains Stefan.

The new SPLIT range benefits from all the advantages of the S series. Like the heat pump automatically adapting to your customers' needs, the weather forecast and electricity price together with the Smart Price Adaption Adaption\* function. It provides a pleasant indoor climate all year round, with sustainable energy consumption and full smartphone control.

"A good choice if you want to deliver quality and convenience," concludes Stefan. ■

## NIBE SVM S332 + AMS 20

- Complete climate system.
- Powerful cooling effect.
- Climate-friendly refrigerant.
- User-friendly touchscreen, wireless accessories and integrated wireless connection with energy-saving smart technology for a high level of comfort.

*\*Requires hourly tariff contract.*





## NEWS

# FROM NIBE UPLINK TO MYUPLINK.

## Now we're switching to the next-generation digital platform.

**We are now taking a new step to make your and our customers' everyday life easier. They get the opportunity to upgrade from NIBE Uplink to myUplink free of charge – with several benefits and many new possibilities.**

We are now reviewing our platforms and focusing all our resources on having a single platform, making it easier for everyone. NIBE Uplink has been around since 2012 and has been a success. Now it's time for the next technological leap.

"On the one hand, it's part of the constant

development of our products to give our customers the best experience with the latest technology by upgrading the software," says Tim Olsson, Product Manager. On the other hand, this is a step we are taking to be the most secure alternative on the market when it comes to cloud solutions.

But there are more benefits that make everyday life easier with myUplink.

"Customers can easily update the software themselves. Instead of using USB sticks, we automatically send out new software over the Internet and they just have to say yes

and it will be installed. Another advantage is that all settings and operating status are made in real time, instead of with a few minutes' delay, which is also an advantage for you when you need to troubleshoot or control your customer's heat pump. This also means that you as an installer can gather everything in the same app, myUplink PRO.

If you use myUplink, you will recognise the look, but of course with the F-series' icons and symbol language. All settings in NIBE Uplink are included. If your customers have Premium subscriptions, they will also be transferred.

### Less than 6 months

Customers will be contacted by us via email. "We're now starting by emailing customers, but not all at once," continues Tim. To make the transfer smooth for everyone involved, we spread it over a 6-month period. Over time, we will shut down NIBE Uplink, but this will take some time. We will send reminders and make sure to try to contact everyone.

*"As an installer, you can now gather everything in one app, myUplink PRO."*

### Helping our customers

To make the switch, customers just need to follow the instructions in the email.

It's completely straightforward, there's a link that takes them to a homepage with step-by-step instructions. There is also a FAQ on nibe.se, the possibility to email us in the myUplink team at [help@myuplink.com](mailto:help@myuplink.com) and our usual customer support if customers need more help.

To make the switch, they first need to update the software and then create a myUplink account.

"There are very carefully described instructions that enable most people to do it themselves. So that you know how it works, we've asked Marko for help. Please read how it went on page 25," concludes Tim Olsson. ■





## QUESTIONS & ANSWERS ABOUT THE UPGRADE

### How do customers know when to switch to myUplink?

They receive emails and reminders from us.

### Do they need to switch to myUplink?

Yes, in the long run, to keep the product connected and updated in an easy way – and for best operation and performance.

### When will NIBE Uplink cease working?

In Spring 2024, we expect most people will have replaced it.

### What are the benefits of switching?

A more stable, faster and secure platform with easier software updates – which also means best operation and the latest features as we constantly develop the software. In addition, settings and operating data are real-time instead of delayed – creating peace of mind.

### Does the upgrade cost anything?

No.

### Some benefits for me as an installer?

Convenient to have all facilities gathered in the myUplink PRO app. Easier for customers to update the software themselves without your help. Easier to troubleshoot and control facilities when updates and operational info are real-time.

### What do I need to do as an installer?

Be prepared that the change is happening now and what it means for your customers. If you don't have a myUplink PRO account, get one now and your connected customers will automatically be moved to myUplink PRO.

### What does the customer need to do?

Read the email from us, click on a link and follow the instructions to update the software and create a myUplink account.

### What happens to previous settings?

All settings are included, even for premium subscriptions, if available. However, no connections to third-party integrations, e.g. Tibber, which needs to be once again set up.

### Is there more help for unsure customers?

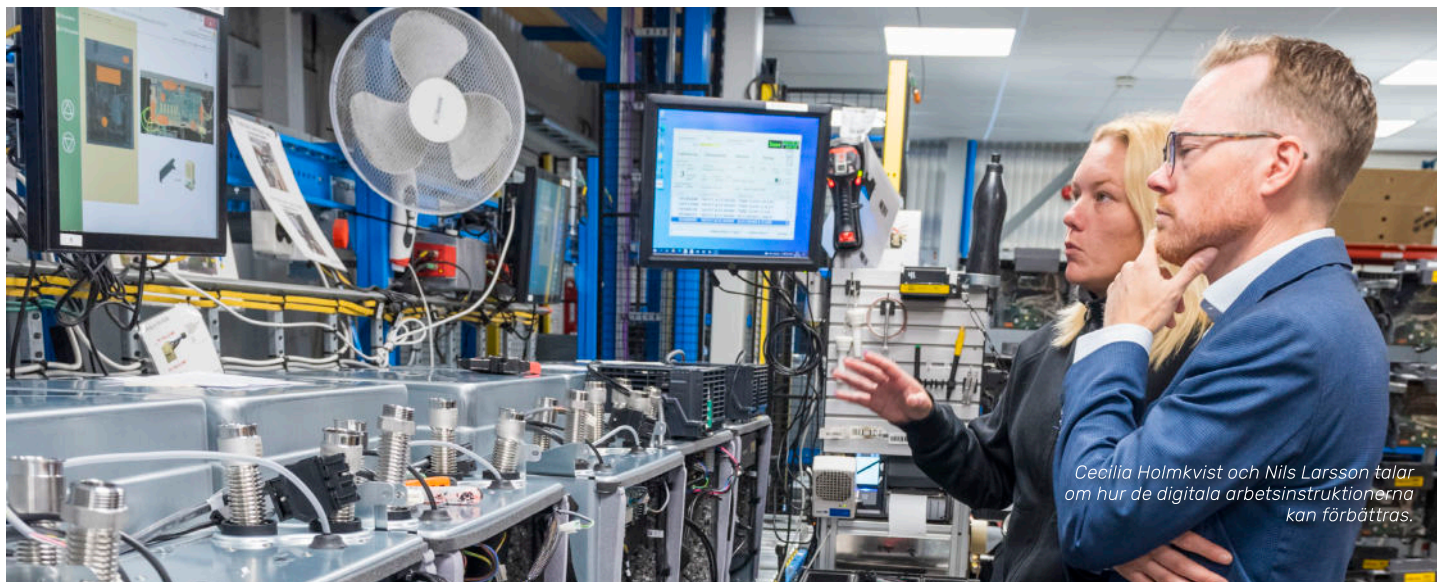
The email contains a link to a website with step-by-step instructions, FAQs and the myUplink team can be reached by email. And of course our regular customer support!



*If you use myUplink, you will recognise the look, but of course with F-series icons and symbol language.*

## FROM CONCEPT TO REALITY PART 3: PRODUCT DEVELOPMENT PRODUCTION

*"It's about precision at every stage of manufacturing and in every step of handling."*



Ceelia Holmkvist och Nils Larsson talar om hur de digitala arbetsinstruktionerna kan förbättras.

**In a series of articles, we follow the path from concept to finished product. Now it's time for production. There is a lot that needs to be planned, reviewed, tested and analysed before the product developers' sketches can be put into production.**

**"A heat pump is handled by many people, so it's important that everyone knows what to do," says Nils Larsson, who is responsible for production.**

When we at NIBE develop a new product, we place extremely high demands on quality, capacity and delivery. This must be weighed against time and costs. Industrialisation, i.e. how ideas and designs are translated into production, is a large and vital part of the work. Especially now that heat pumps are part of Europe's sustainable future and are becoming a volume market. Growth is a challenge.

"It's about having the right machines, equipment and personnel, about looking at and analysing productivity, safety risks and environmental impact. We do a lot in close cooperation with other departments, especially with product development and product

managers," says Nils Larsson.

#### **The concept emerges**

"To get started, we need construction drawings," continues Nils. When we have them, the planning phase begins and we get some idea of what a product might be like. Then we look at what resources are required. The project might be similar to what we have done before, so we can use existing equipment. It may also be a requirement that we are able to use existing equipment in the project. Or perhaps a completely new machine or other equipment is needed.

"We're also looking at productivity: can we produce these details this way or do we need to change something?" explains Nils. And on environmental aspects: "How can we reduce energy consumption and manufacture in a sustainable way without unnecessary use of water or chemicals, for example."

Once we have nailed down the concept, we have a fairly clear idea for delivering the project. We then go into detailed design, a form of implementation in which we pick out equipment and machines, test the concept

and perhaps adjust something in production. Here we create a structure in our data system, perform risk analyses for possible production-related injuries and purchase machines or equipment.

#### **Time for the trial series**

Once everything is in place, it's time to enter the trial series phase.

"It's at this point that we start becoming good at making this product. Here, many pieces fall into place and we ensure that it is possible to build the product. Then there are always some adjustments."

*"The ability to use data will be crucial for competitive power."*

"The examination sample for a given product is the so-called zero series. Here it's up to us to prove that we can deliver quality, then quantity. Then we start building up a warehouse and production is up and running!"



### Is it easy to do the right thing?

Nils explains that there is one central question.

"When we develop machines, we look at all the details: "Is it easy to build the product with a few simple steps, is it easy to manufacture according to specification?" And when it comes to the layout and description of the entire production apparatus, everything must be easy to understand and implement; all instructions, production plans, logistics, load carriers, systems...

"The big challenge is to make everyone aware of what it takes to build quality products, and to do it efficiently, so everyone knows what is expected when you press start." A heat pump is handled by many people. It is welded, painted, assembled and tested.

To achieve this, we need active leadership and communication. We need to prepare everyone in the organisation, inform, have reviews and clarify our plans. We also work with subcontractors and partners when it comes to technology, and, there, it is also important to be clear.

### Strong growth challenges

The new product is just one part of this palette of issues that Nils and his team are working on.

"One thing that is very fun and exciting is that the company is growing so strongly and investing in manufacturing," says Nils. We will grow with existing products in terms of volume and change and expand production, build new factories and more production lines."

"Another issue we are working on is how we can change existing products and build even more efficiently. Even after the launch of a product, the work continues to constantly streamline and increase the quality of every detail."

"Volume growth gives birth to so much. It challenges us in production technology. This means that we need more people to learn how to build a heat pump. We need to train them in building right and building light. If something easily goes wrong, we must correct it, support it with different systems and make it difficult and preferably impossible to make mistakes."

Work should be intuitive and easy.

### Innovation and craftsmanship

But not all operations can be





## FROM CONCEPT TO REALITY

automated.

"We work with both innovation and craftsmanship. It's about precision at every stage of production and in every stage of handling. For example, soft materials or cable routing are difficult to put robots on; it will not be profitable. It's also about making high demands on ourselves and those who work with us. About persistence and commitment, and about time. Providing time for learning, allowing time to pass on knowledge, making sure there is time to make mistakes and time to do the right thing. People need to be able to train and learn, and we need to add tools to make it easy for them, intuitively and with clear instructions.

### Testing the process

The development department tests how new products work.

"What we test is the production process, which should result in the highest quality at an efficient cost. We can provide input early on in a project that makes the process good. For example, modifying a detail to make it easier to do the right thing, making a cable shorter to make it impossible to connect it in the wrong place, or automating processes to eliminate the human factor if it results in a better product.

### Increased degree of automation

There is no doubt that digitalisation in production will increase.

"A megatrend is to become good at managing data in order to be able to digitise and automate fully. Correct data and the right structured data will be very important to us. The ability to use data will be crucial for competitiveness. We are quite early in this process. But we need to expand the data structure and learn to detect errors and actions. For example, through what is called machine learning. This means that production machines are equipped with AI that can warn of necessary maintenance or upcoming disruptions, so that measures can be taken in time and production runs smoothly.

"We have an exciting time ahead of us," concludes Nils Larsson. ■



*Follow-up that work steps are carried out according to a developed method. From left Samuel Wombell, Christian Broman, Cecilia Holmkvist and Jim Norbeck.*



*A work meeting where factory management, design and production technology talk about the new production line and what this means for the new product to be manufactured there.*

*From left Örjan Persson, Pär Sundberg, Peter Svensson, Samuel Wombell, Nils Larsson, Hans Krönlein and Niklas Åhs.*





## 5 QUESTIONS FOR SAMUEL

Samuel Wombell is project manager and head of production preparation and industrialisation projects.

### **How do you make it easy to do the right thing?**

"By making it easy to perform tasks with quality. Of course, things come up along the way, but we build experiences by helping and listening to one other. In my opinion, our corporate culture helps. It's okay to make mistakes. When something goes wrong, we all help to find a solution. It's unpretentious."

### **How have you organised your leadership?**

"I first make sure that the right people are involved and are involved all the way, even when prototypes are built. We have frequent checks and the whole team is involved when we run test series and build for the first time. Sometimes there are several retakes, and then it's important to justify. But in general, there is both motivation and great interest in this project."

*"The boundary between design and production is interesting."*

### **Which characteristics are important to you?**

"Patience and being solution-focused. There will always be things that disrupt a project and it is important to keep calm. The project may be at a standstill, and then all of a sudden a lot happens, as is the case with project management."

### **What is your latest project?**

"I've been working on the development of the new NIBE S1256/1156 ground source heat pump, where much of the focus has been on the refrigerant."

### **What do you like most about your job?**

"It's stimulating to work with many different parts of the business. The boundary between design and production is interesting, and we need to take big steps in terms of development and dare to think big. It's exciting!"

## EXPERT PROFILE:

# GICON ADDS VALUE FOR PROPERTY PORTFOLIO.

A challenge for the construction industry is to make the complex understandable and manageable. The fast-growing technology consultancy Gicon has taken advantage of this. "We are good at creating good conditions for construction projects and taking them to a new level," says Gunnar Isaksson, one of the two co-owners.



When Proffsnytt meets Gicon, it's the middle of August. A typical start-up month. "Many projects are completed before the holidays, so now it's a little calmer, waiting for everything to start again in September," says Gunnar. We are now taking the opportunity to work on our own quality systems, research and development, in order to become even more competitive.

Göran Andersson and Gunnar Isaksson's paths crossed after a few years in the industry, including as entrepreneurs.

In 2001, they founded Gicon, where 15 people currently work.

"When we studied at Chalmers in "Road and Water", the idea was that the engineering profession consists of 90% calculations," continues Gunnar.

Sure, we do really complicated calculations, but in reality, sharing information and creating the best project teams are extremely important and fun. We see a challenge in making something complicated really simple, it's insanely fun. And we need to be at the forefront of technology all the time.

"We are good at creating good conditions for construction projects and taking them to a new level: sustainable, simple, robust systems

with high energy performance. Also, those that are easy to maintain and make people feel good," adds Göran.

## Communication is key

Gicon differs from other consultants in at least two ways. They have no traditional division of responsibilities within the company and they have developed their own concept to facilitate project communication. Göran explains. Communication is the most difficult part of the construction industry. You need to be able to express yourself in both spoken and written form in all areas. That's why we put together project teams that understand the entire product and all stages of the project, and we communicate via schematic diagrams. One of the engineer's best methods is to use paper and pen to convey a vision and direction so that others can understand 100%. This makes the complex understandable and manageable and leads to safe construction processes.

## Near Chalmers

A recurring assignment is teaching at Chalmers.

"We teach prospective architects and civil engineers. We also initiate thesis projects and recruit staff in this way," Göran continues. Our clients are mostly small, but we have some large ones. We are currently planning a hotel and have a number of assignments as environmental building coordinators.

"We have a wide range of assignments; they give us a holistic view of the building, the district and the city," explains Gunnar. It's a lot of fun and inspiring.

## Support is just as important

Gicon has had a long and close collaboration with NIBE.

"Fredrik Snygg is our liason," says Gunnar. He's a very good communicator, and that goes a long way. We discuss different solutions, calculations and coordination issues. For us, support is just as important as the product. If there is a problem in a project, it is rarely the heat pump. Therefore, it's not enough to know just about heat pumps. You

have to understand the system. And when it comes to products, it's reassuring to know that everything we prescribe works.

Last week, all of Gicon visited here in Markaryd. "We visited Vetenskapshuset (The Science Centre) and met your CEO, Gerteric," says Gunnar. It was interesting and inspiring to hear his view of business and that many values were in line with ours. It's great that a Swedish company like NIBE is investing so heavily both locally and globally.

*"For us, your support is as important as the product."*

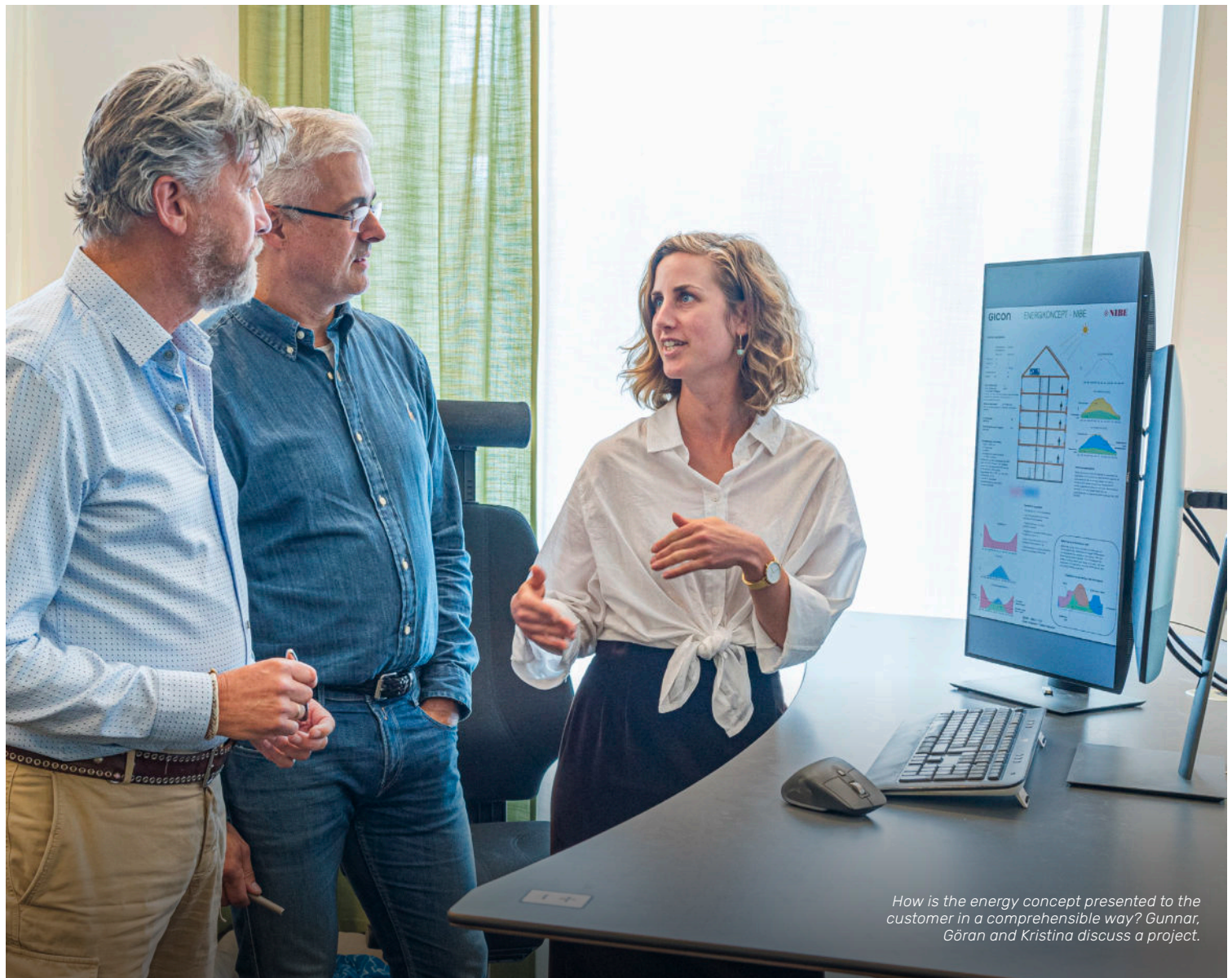
The next day, there was a study visit to Backer Industries where Fredrik explained how they have wisely reduced energy consumption by first analysing heating and cooling requirements, and then creating a really efficient energy solution with heat pumps and geo-energy storage.

## Focus on the future

The world's strong focus on energy and the environment naturally affects Gicon. This is a must for human survival and for us as a company. We need to be at the top of our game when it comes to expertise. It is super important to be able to analyse geoenergy stores and to simulate dimensioned systems. But also to have continuous development and look at the economic, environmental and social impact of our solutions. They must be sustainable in the long term," says Gunnar.

"In the future, there may be a few more assignments outside Sweden's borders," Göran concludes. ■





How is the energy concept presented to the customer in a comprehensible way? Gunnar, Göran and Kristina discuss a project.

*"It's great that a Swedish company like NIBE is investing so heavily both locally and globally."*

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**Consultancy firm Gicon, Gothenburg**

Established: 2001

Owner: Gunnar Isaksson and Göran Andersson

Employees: 15

Operations: Planning, energy and environment, installation management, inspections and training

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Dialogue is needed to illustrate complex systems and translate them into simple solutions. From left: Anna, Göran, Gunnar and Carl-Henrik.



## NEWS

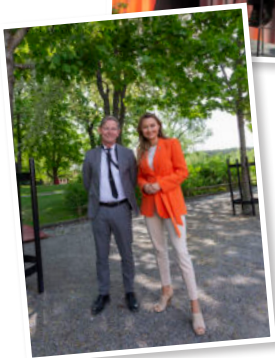
# WORTH KNOWING!

## NIBE hosts European sustainability conference

On 26 May, Europe's leaders looked to Sweden to lead the way in achieving Europe's climate goals. Minister for Energy and Industry Ebba Busch was the opening speaker.

The "Decarbonisation of the European Heating Sector" conference brought together researchers, decision-makers and companies in the industry. The organisers were NIBE AB, the research institute RISE, KTH Royal Institute of Technology and the Museum of Technology.

"I have long been in need of a summit, and now that Sweden holds the EU presidency, I felt it was high time to highlight Swedish industry and show the transition we've undergone," said Martin Forsén, Manager International Affairs at NIBE, who initiated the conference. Martin is the President of the European Heat Pump Association and was one of the speakers.



**Did you know...** In the 1970s, three quarters of Swedish homes were heated with oil-fired boilers. Today, heat pumps have nearly replaced oil in small houses. According to the Swedish Energy Agency, this has reduced greenhouse gas emissions from oil-powered buildings by 95% since 1990. And that's thanks to you!

## Save the date!

Don't miss this autumn's major event.

**October 13-15**

Hem & Villamässan in Stockholm

**16 November**

Swedish cooling and heat pump day



## New subsidy for replacement with heat pump

From 3 July 2023 for three years, owners of small houses heated by electricity or gas can apply for grants for energy efficiency improvements, such as installing a heat pump or connecting to district heating. The contribution is a maximum of 50% of the material costs, but a maximum of SEK 30,000. It is also possible to apply for climate screen measures, but only if a subsidy has already been received to rectify the heating system. Read more at Boverket.se

*"Diversity and equality are important to us! This leads to a better working climate where our business can develop. We want to be a sustainable and attractive employer with motivated and committed employees where everyone feels valued."*

Magnus Blomsterberg, HR Manager at NIBE, following a successful recruitment campaign for more women in production.





## New for this autumn!

If you can't come to us, we'll come to you. That's the idea as we roll out our training vehicle on the road. We also have courses both in Stockholm and Östersund – and in Markaryd, as usual.

Curious about the training vehicle?  
Contact your district sales representative.

### Stockholm: 9 October

Product training for detached homes

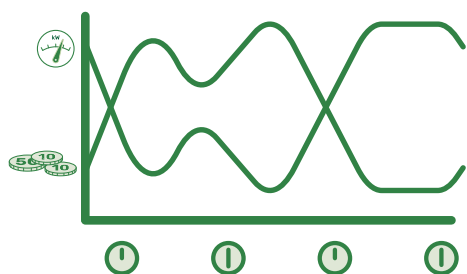
### Östersund: 16 November

Product training for detached homes

Read the full course programme and register at [nibeprofessional.se](http://nibeprofessional.se)



Help your customers reduce their electricity costs with an online heat pump in the F or S series.



### Smart Price Adaptation

- Electricity prices vary throughout the day.
- The heat pump retrieves the electricity prices for the coming day.
- It works best when electricity costs are lowest, and vice versa.
- It uses the same amount of energy, but at a lower price.



## Come rain or shine

This autumn's new marketing material is under the theme "In all weather". Here we highlight our premium products in the S series and the most important benefits: sustainability, tradition, quality and security.

We also focus on your important role as the local NIBE installer and retailer, who is always there and helps to make wise decisions. All to strengthen our joint business and be the obvious choice for homeowners.



## Thank you for coming to the open house!

Thank you to all of you who visited our open houses all over Sweden. It was great to meet you again and talk about the energy solutions of the future for houses and properties in a pleasant atmosphere.

Best wishes from us at NIBE Property, Sales, Training, After Sales Service and Marketing Communication!

## FOCUS ON ACCESSORIES

# Automatically switches between heat pump and wood-fired boiler.

If you want to reduce your electricity costs and have access to wood, it's tempting to burn your wood-fired boiler. Especially in winter. "With this system, it's simple, and safe, because the heat pump is always there, even if you're away or unable to burn," says Patrik Åhman, District Salesman in northern Sweden, where there's a great demand for the AXC 40 accessory.



*"Many people use the wood-fired boiler on the weekend. On Monday morning when the wood has burned out and the temperature starts to drop, the heat pump starts on its own. Smart and convenient!"*

NIBE AXC 40 is an accessory board that is used to connect the heat pump to another energy source. This means that you can offer your customers the option of supplementing their ground source or air/water heat pump with a wood-fired boiler or other energy source.

"It's a very good automated system that can serve as a complement to the heat pump for those who have a wood-fired boiler. It is easy to install and the customer has the benefits of having a complete heating system. It's reassuring to know that the heat pump is always there, even if you go away or fall ill and don't have the energy to burn or just want to be comfortable," says Patrik Åhman.

## Automatic exchanger

In purely technical terms, the heat pump has a sensor in the wood-fired boiler's accumulator tank that senses when it is time to switch between the heat pump and the wood-fired boiler.

"As long as it's at a low temperature, the heat pump can conclude that nothing is burning, and when you burn, the temperature in the tank rises and the heat pump knows that there's now energy here that it should use. When you stop firing and the tank drops to a certain temperature, the heat pump restarts.

## Standard coupling

Patrik thinks it's easy to connect the accessory.

"There's a standard connection for ground source heat pumps that makes connecting it as efficient as possible. Customers are happy – they can burn as much or as little wood as they want, whenever they want.

"What customers like is that it's so simple and convenient. Many people use the wood-fired boiler on the weekend. And on Monday morning when the wood has burned out and the temperature starts to drop, the heat pump starts on its own. There's much less manual intervention," concludes Patrik Åhman. ■





## How to connect priority additional heat AXC 40

Suitable for most wood-fired boilers, all our ground source heat pumps except F1226, all our air/water indoor parts and SMO S40.

1. Connect the pipes on the accumulator tank according to our docking instructions.
2. Mount the AXC 40 box on the wall by the heat pump/firewood-fired boiler.
3. Connect the supplied three sensors where they are to be located in accordance with the instructions; in the hot water tank, on the pipes for supply temperature and return temperature.
4. Connect the existing or new shunt motor to the AXC 40 box.
5. Connect the communication cable to the AXC 40 box
6. Set the DIP switch on the accessory card for shunt controlled auxiliary heater.
7. In the heat pump menu 7.2.1 for the S series and 5.2.4. for the F series, add that you have a mixed additional heat.
8. In the heat pump menu 7.2.3. for the S series and 5.3.2. for the F series go to the auxiliary heater setting and select that the mixed additional heat should be prioritised.







"The best thing is not having to use a fire to take a shower and that the hot water doesn't get too hot."

Thomas and Ulla help each other to prepare the wood in the autumn, when beekeeping doesn't need more attention.





## CASE STUDY: THE S-SERIES

# ULLA AND THOMAS ARE LOOKING FORWARD TO A MORE COMFORTABLE LIFE AND AN ENERGY-EFFICIENT WINTER.

**Up until February, the wood-fired boiler was responsible for the heat and hot water on the farm. But with the new air/water heat pump and a priority additional heat, the couple have made their everyday life easier and cut energy consumption in half.**

**"But the best thing is that you don't have to use a fire to take a shower and the hot water doesn't get too hot," says Thomas Andersson.**

Autumn is on its way to Damshult. Ulla and Thomas Andersson are both retired and are dedicated to beekeeping and arts and crafts. Now the outdoor season is coming to an end and the last of the honey is being collected.

It's a lovely small farm with accommodation and a shop on the forest edge.

"We have a forest," Thomas explains. Ulla's brother manages the forest and transports the logs home. We usually prepare the wood in the autumn, when beekeeping doesn't need more attention. I then saw the wood and Ulla helps me split it.

Until last winter, working with wood and making fires kept the couple warm. Not being so dependent on wood burning has been appealing for some time. Now they want a little more comfort.

"At the time, we started thinking about buying an air/water heat pump because it's so practical," says Ulla. We asked for quotes and decided on Unnaryd Värme & Sanitet, with whom we had previous experience.

**A local plumbing company took care of everything** In February, Unnaryds Värme supplied a NIBE S2125, the latest model in the S-series, which adapts to your home and your weather forecast. The outdoor unit was installed next to the house's facade and the NIBE SMO S40 control module was installed in the boiler room. Ulla and Thomas laid the heat pump on a foundation themselves and built a roof over it.

"Unnaryds Värme och Sanitet managed all contacts with plumbers and electricians, and with a firm that drilled holes in the stone



*–Värmepumpen står utanför köket och även om det är ett gammalt hus som inte är välisolerat så störs vi inte av ljudet, säger Ulla Andersson.*

foundation, so we got the pipes in," Ulla continues. We prepared this and the drain to help the condensation run out before the plumbing company arrived. Everything was done within a few days and it worked very smoothly. And when the accessory for the wood-fired boiler had to be adjusted, they came and showed us how it worked.

## Automatically selects heat source

Ulla is in charge of the new heat pump project, but it is Thomas who starts the wood-fired boiler when necessary. With the Prioritised additional heat accessory, the heat pump itself senses when the wood-fired boiler reaches a suitable temperature and then the heat pump ensures that the compressor is switched off. When the temperature goes down, the heat pump ensures that it restarts.

"It's as simple as that," says Thomas. We haven't had a fire since March-April, but I look forward to this convenient and energy-efficient solution. It's also convenient to keep track of your energy consumption in the myUplink app. But the best thing is you don't

have to start a fire to take a shower and the hot water isn't too hot.

## Halved energy consumption

Ulla and Thomas took the opportunity to review their electricity consumption at the same time as they invested in the new heat pump.

"We switched off a freezer and reduced the lighting in the yard, so in total we've halved energy consumption since then. It will be exciting to see how much we save this winter," Thomas concludes. ■

## Accommodation and farm shop in Damshult

Action items: Beekeeping and arts and crafts  
Heating solution before: Immersion heater and wood-fired boiler

New heating solution: air/water heat pump NIBE S2125, priority additional heat NIBE AXC 40, control module SMO S40 and myUplink app

Savings: Halved energy consumption







## SUSTAINABILITY

## TOWARDS SUSTAINABLE REFRIGERANTS.

**The EU is expected to ban environmentally harmful refrigerants in new heat pumps in the coming years. In order to reduce global warming, the industry is exploring alternatives with a lot of research and hard work.**

**"For us, sustainable refrigerants are nothing new. We have experience with them since the late 1990s and they are already present in several of our heat pumps," says Stefan Oliv, Product Manager for Sweden.**

A refrigerant is a substance that circulates in a closed circuit in the heat pump and it evaporates and condenses alternately through pressure changes. During evaporation, the refrigerant absorbs heat energy and during condensation heat energy is released.

"It's when service or waste management doesn't take place professionally that there's a risk of the environmentally hazardous gas leaking out," says Stefan Oliv.

#### As little refrigerant as possible

"We've always designed heat pumps to contain as little refrigerants as possible. Most conventional synthetic refrigerants are HFCs. They are classified as F-gases (fluorine-based greenhouse gases) and are typically used in heat pumps (for example, the R407 C and R410A). They have a relatively high GWP value," says Stefan.

GWP stands for Global Warming Potential and the GWP is a measure of how strongly the greenhouse effect of the refrigerant is if it leaks into the atmosphere.

"The use of HFC refrigerants needs to be phased out in accordance with EU directives and replaced with more sustainable refrigerants," Stefan continues. One option is synthetic refrigerants with a low GWP, but it would be even better to use natural refrigerants.

In order to be able to design heat pumps adapted for natural refrigerants, the industry depends on both refrigerant producers and

component manufacturers. Hard work and extensive research are driving development forward.

"We're at the forefront of using more sustainable refrigerants. The long-term goal is to primarily use natural refrigerants and, where it is not currently practicable, to use low GWP synthetic refrigerants."

#### We use natural refrigerants

Natural refrigerants have the lowest GWP values. The most suitable is called the R290 and has a GWP of only 3.

Ever since the late 90s, we at NIBE have used the R290 in several of the exhaust air heat pumps, as well as in the new model in the S-series NIBE S735. The latest air/water heat pump NIBE S2125 also works with the R290.

"Several of the best natural refrigerants are combustible, which currently complicates the use in split heat pumps and products placed indoors. At present, therefore, most cases are referred to using synthetic refrigerants. Our new NIBE F2050 air/water heat pump uses the R32, which has a significantly lower GWP value than the R410A, which was previously the dominant alternative."

*"Heat pumps are essential to reduce CO<sub>2</sub> -emissions."*

#### Is a heat pump a sustainable choice?

Everything indicates that a heat pump is a good investment in the long term, both for the household and for the environment. It uses free energy stored in nature, provides four times more energy than it consumes and can reduce your household's energy consumption by up to 75%.

"Heat pumps are crucial for reducing CO<sub>2</sub> emissions and for Europe to reach its 2030 climate goals\*," Stefan Oliv concludes. ■

\* Sources: The Future of Heat Pumps, a special report from IEA's World Energy Outlook series <https://www.iea.org/reports/the-future-of-heat-pumps>



## SPECIALISATION

# NEW NIBE S735. *"We have received fantastic feedback from our customers."*

There is great interest in the new generation of exhaust air heat pumps, which were launched in late 2022. "We've now delivered a lot of them and received fantastic feedback from our customers. The best thing is that they're so quiet," says Arne Gustafsson, who is responsible for house manufacturers at NIBE.

"The main reasons for developing the S735 were to reduce noise levels, choose a future-proof and natural refrigerant, increase the hot water capacity and introduce the S-series platform.

"The connection opens up a number of opportunities to increase comfort and reduce energy consumption," says Arne Gustafsson, "and with our range of accessories and smart functions, the possibilities are even greater.

A long-awaited function is the Weather Forecast Control and also the Smart Price Adaption.

"With a wireless connection, it is possible to control heating and hot water production according to the electricity prices and the coming weather in order to achieve more uniform operation and indoor temperatures and to reduce electricity costs. Both are included as standard," explains Arne Gustafsson.

The most common feedback is a confirmation that we have succeeded in designing the heat pump to provide a low noise level. "The most obvious thing our customers experience and comment on immediately is that the S735 is so quiet," continues Arne. We also have positive reactions to the large hot water capacity. The natural refrigerant R290 is also appreciated. This may not be something that people think of but that is in line with the times, and sustainability is important to us.

The S735 has many important enhancements that make a direct impact on your wallet.

If you switch to an S735 instead of a conventional heat pump, you can save up to 8,000 kWh more per year\*. We can satisfy many households," Arne concludes. ■

## ACCESSORIES & FEATURES

With these accessories and features, your customers will get even more out of their new exhaust air heat pump.

### Large hot water requirements

The NIBE DEW S42 is the docking kit you use to connect to the NIBE VPB 200 water heater when there is a greater need for hot water.

### Heated supply air

The NIBE SAM 42 is a supply air module that was specially developed to combine recycled mechanical exhaust air with preheated supply air.

### Aesthetic with base cabinet

To achieve an aesthetic installation, it is possible to hide the space under the SAM S42 supply air module with the NIBE CAB 12 base cabinet.

### Maximised with solar electricity

Our solar panels and heat pumps combine to give your customers a high yield on their energy system, and the heat pump can adapt to the free solar electricity generated. The NIBE PV consists of panels, installation fittings and inverters with communication module. Ready for assembly.

### Extra comfort

Wireless accessories allow your customers to adapt the temperature, humidity, CO<sub>2</sub>-content and energy consumption even more to their needs and make the heat pump a natural part of their connected home.

### Lower energy costs

With myUplink, your customers can use the smart services Weather forecast control for more consistent heat and operation, as well as Smart Price Adaption\*\*, which controls the

heat pump according to electricity prices – and thereby can reduce the electricity cost by up to 10%.

*\*If you have a house of 150–200 m<sup>2</sup> and switch from the older NIBE FIGHTER 310 exhaust air heat pump to the new NIBE S735, you can save 5,000 – 8,000 kWh more every year.*

*\*\*Requires hourly tariff contract.*







# 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](mailto:maxa@nibe.se)

## JOIN ME WHEN I SWITCH FROM THE NIBE UPLINK TO MYUPLINK!

**It's time to switch to the new digital platform. Something that both you and I will be asked about. So it's best to be prepared and keep track of how it's done. Can your customers install it without help? And can it be done on a coffee break?**

As a customer and NIBE Uplink user, I first receive an email from the myUplink team. If I don't act on it, there will be other reminders via email. The email gives a brief account of the benefits of the switch and how it works.

There is also a link here to a website where I can go to get help to make the change. I'm curious to click on the link and wonder how NIBE has solved this!

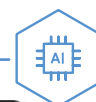
The website feels like a natural continuation of the email. This is where I receive information about the three steps I need to take to make the change. Let's get started!

I followed all the instructions and can say with a clear conscience that this went really easily, and if I can include a refill, I can also

attest that it was possible on the notorious Swedish coffee break.

//Marko

P.S. Please advise your customers to do the exchange as soon as possible. I promise, they won't regret it! And you can gather all your S- and F-series heat pumps in myUplink PRO for even easier management and follow-up.



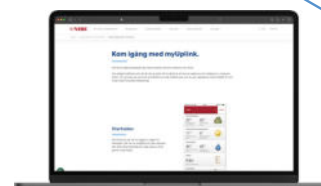
### Step 1. Update the software

- Click on the link: "Download software".
- Insert an empty USB memory stick into the computer, download the software and save it.
- If you're not sure where the USB port on my heat pump is located, scroll down to "Frequently asked questions" and get help finding it. It is located behind the product emblem in the display. Insert the USB memory stick and follow the instructions that now appear on the display; select USB, then "Update the software" and then "Start update". You can also find a guide to this under "Frequently asked questions". When the update is complete, the system will restart automatically.



### Step 2. Create a myUplink account

- Click on the link "Create account on myUplink"
- Register your account with the same email address as the NIBE Uplink account.
- Answer "yes" to the question about moving the account from NIBE Uplink to myUplink.
- Now try to log in, to confirm that the move has worked, and it has!



### Step 3. Test to get started

- Click on the link "Go to myUplink guide" and click around to see how the app works and recognises most things. For example, here you can get help creating a start page with the information you want. Find information about my heat pump with operating data and add more users in your profile.













*\*NIBE S1256-18 has a SCOP of 6.22 (cold climate 35°C) according to European Standard EN 14825-2018, i.e. the applicable standard for determining the reference annual efficiency SCOP.*

## Sometimes, the biggest difference is in the details.

Our new NIBE S1256 ground source heat pump has a SCOP of 6.22\* and a new, more climate-friendly refrigerant. So now you can offer your customers our signature high comfort and energy savings – in an even more sustainable way. It's an easy choice when you're looking to deliver quality and comfort.

**Explore all the innovations in the NIBE S1256 at**  
**[nibeprofessional.eu](https://nibeprofessional.eu)**

