



EXPERT NEWS

Driving Growth, Supporting You - a message from Paul Smith, Managing Director

As we head into Q4 of 2025, momentum continues to build for NIBE in the UK. With new team members joining our sales network and exciting additions to our product portfolio, we're strengthening the support we can offer you.

This edition of Expert News looks at the people and products driving that growth, along with key operational updates as we prepare for the busy winter months ahead.

Investing in our sales and technical support team

At NIBE, we know that strong customer support is about more than just great products – it's about the people behind them. That's why we've been investing heavily in growing our teams across the business.

Last year we invested in our sales teams with the appointment of two Internal Account Managers; Rob Whittle and Tom Grimmer, and two new National Sales Managers; [Jerry Gorman](#) for New Build and [Adam Austin](#) for Distribution.

We also welcomed [Gulam Seedat](#) to the team as Specification Sales Manager.

This year we have strengthened our teams further and are delighted to introduce the newest members of the NIBE team:

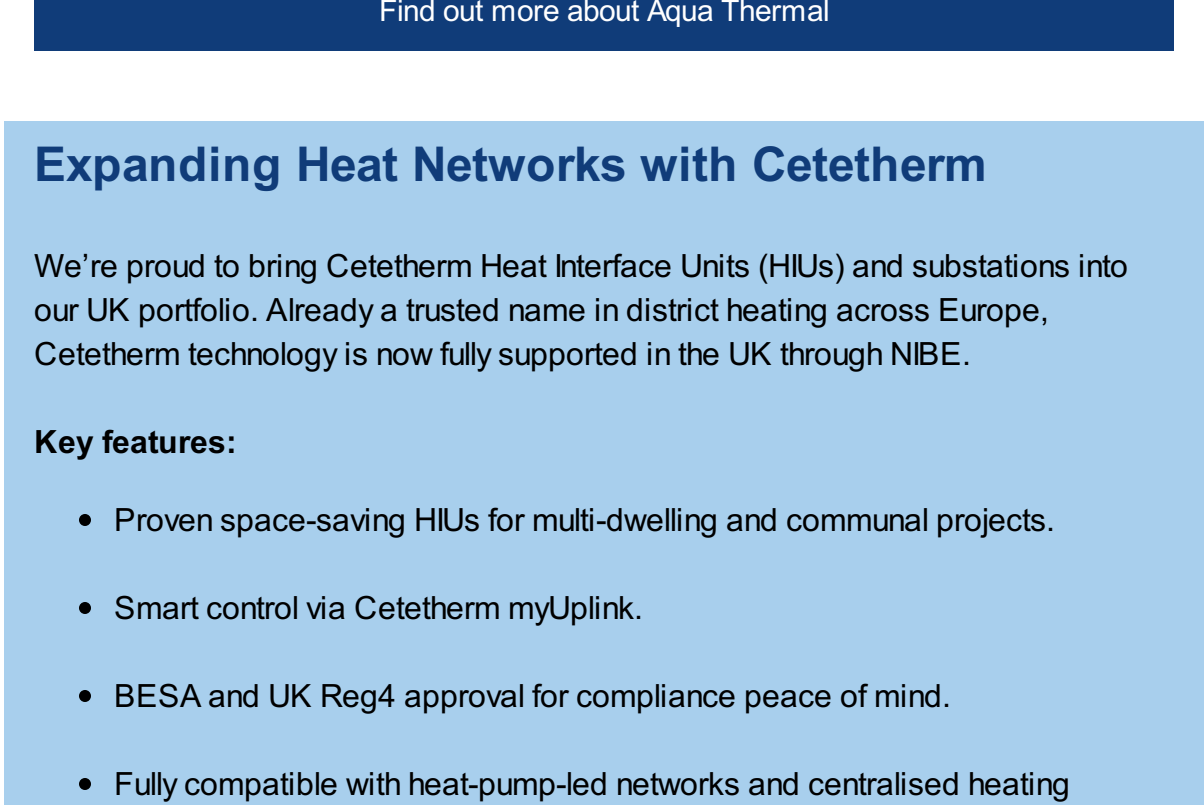
- [Jake Wright](#) – Regional Sales Manager, Wales & West Midlands
- [Matt Sheen](#) – National Partnerships Manager
- [Alan Unwin](#) – Key Accounts and Specification Sales Manager, District Heating
- [Dan Vaughan](#) – Technical Support Advisor

These appointments ensure we are closer to our customers than ever, offering the right expertise and support at a regional level. And we're still recruiting!

[See our latest vacancies here](#)

[Learn more about the incredible team that makes up NIBE UK](#)

Product spotlight



Now available: AquaThermal Domestic Hot Water Heat Pump

We're excited to introduce the latest addition to our product portfolio: the NIBE AquaThermal.

This compact, cost-effective system provides hot water with outstanding efficiency (COP 3.57), and is ideal for new-build flats and apartments. **With its stylish looks, high quality stainless-steel cylinder, ultra-quiet 49 dB(A) operation, and simple plug-in installation** (no electrician required), AquaThermal makes low-carbon hot water accessible for more developments.

Key benefits:

- Fits in small spaces with its compact 660 mm footprint
- As it uses ducted outside air it has a reliable year-round performance
- Simple to install and operate, so it reduces install time and disruption.

When paired with electric panel radiators, AquaThermal provides a fully compliant, low-cost heating and hot water solution for modern homes.

[Find out more about Aqua Thermal](#)

Expanding Heat Networks with Cetetherm

We're proud to bring Cetetherm Heat Interface Units (HIUs) and substations into our UK portfolio. Already a trusted name in district heating across Europe, Cetetherm technology is now fully supported in the UK through NIBE.

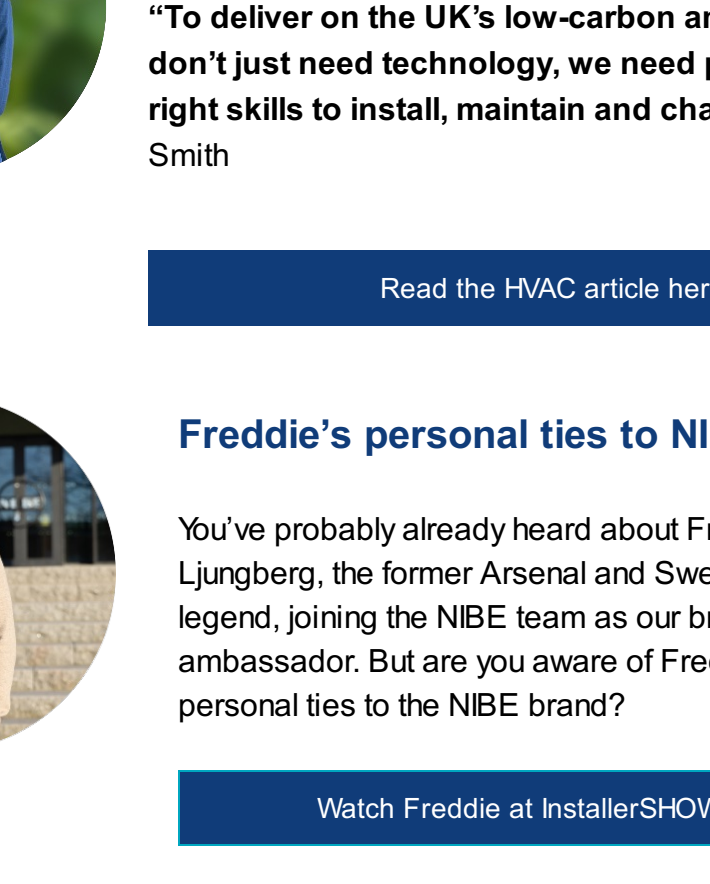
Key features:

- Proven space-saving HIUs for multi-dwelling and communal projects.
- Smart control via Cetetherm myUplink.
- BESA and UK Reg4 approval for compliance peace of mind.
- Fully compatible with heat-pump-led networks and centralised heating systems.

Together with NIBE's market-leading heat pumps, Cetetherm enables a complete, scalable solution for heat networks – backed by our dedicated UK team.

[Discover Heat Networks](#)

NIBE S2125 higher outputs...coming soon



GREAT NEWS! Our award-winning, industry leading S2125 air source heat pump range is about to get even better!

We will be adding to our R290 Quiet Mark certified models with two NEW higher output models:

- NIBE S2125-16
- NIBE S2125-20

Here's a reminder about what makes our S2125 range so great:

- Minimal clearance requirements and no protective zone, which simplifies siting.
- No glycol or antifreeze valves required, which makes installation and servicing easy.
- Extremely quiet operation. So quiet we have Quiet Mark approval!
- Exceptional efficiency with a SCOP up to 5.33
- Available in single phase and three phase

[Discover our current S2125 range](#)

Annual stock take

Our annual stock take will run from **Wednesday 12th – Friday 14th November**. During this time, order processing will pause.

Please review the cut-off dates to avoid disruption:

- DPD orders (for delivery between 12–17 Nov): place by 4pm, Friday 7th Nov.
- Pallet orders (for delivery between 12–20 Nov): place by 4pm, Thursday 6th Nov.

Deliveries will resume as follows:

- DPD: Monday 17th Nov (next-day service resumes).
- Pallet deliveries (England & Wales): Thursday 21st Nov.
- Pallet deliveries (Scotland): Monday 24th Nov.

For any queries, contact installer.care@nibe.co.uk or call 0330 311 2202.



Bridging the HVAC skills gap: insights from Paul Smith

"To deliver on the UK's low-carbon ambitions, we don't just need technology, we need people with the right skills to install, maintain and champion it." - Paul Smith

[Read the HVAC article here](#)



Freddie's personal ties to NIBE

You've probably already heard about Freddie Ljungberg, the former Arsenal and Sweden football legend, joining the NIBE team as our brand ambassador. But are you aware of Freddie's close personal ties to the NIBE brand?

[Watch Freddie at InstallerSHOW here](#)

Stay connected

We'd like to take this opportunity to thank you for your continued trust and partnership. Every project we deliver together helps bring sustainable heating to more homes and communities across the UK. Here's to a successful season ahead, and to keeping customers warm, comfortable and confident in choosing NIBE.

Want to speak to your local NIBE representative, access technical guidance or discuss training options?

[Visit our website](#)

*Currently approved for S2125 8 & 12 only. Pending approval for S2125 16 & 20.



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