

The need for qualified installers and the Eucert Programme

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Why do installers need to be qualified?

- **The common experience of countries with mature heat pump markets is that failure to train installers results in:**
 - Poorly performing installations
 - High energy bills
 - Dissatisfied customers
 - Loss of confidence in heat pump technology
- **The best heat pump in the world cannot work effectively if badly installed!**

UK headlines 2010

The screenshot shows a Windows Internet Explorer browser window displaying a BBC News article. The address bar shows the URL: <http://www.bbc.co.uk/news/science-environment-11200063>. The page title is "BBC News - Heat pumps 'need tighter regulations'". The article is dated 8 September 2010 and was last updated at 12:16. The author is Mark Kinver, a science and environment reporter for BBC News. The main headline is "Heat pumps 'need tighter regulations'". The article text discusses a study by the Energy Saving Trust (EST) that found domestic heat pumps need to be subject to tighter regulations to deliver widespread energy savings. A photograph shows a well-designed heat pump system installed in a trench. The article also includes a quote from Simon Green, the EST's head of business development, and mentions that the trial examined 54 ground source pumps and 29 air source pumps over a 12-month period. The right sidebar features "Top Stories" including "French military jets over Libya", "Power hopes rise at Japan plant", "Comic Relief raises record £74.3m", "Two children killed in house fire", and "Largest student debt hits £66,150". Other sections include "Features & Analysis" with "Live forever?", "In pictures" (Red Nose Day), "Musical sweet spot", and "Keane singer". The "Most Popular" section lists "French military jets over Libya". The Windows taskbar at the bottom shows various open applications and the system clock set to 16:12 on 19/03/2011.

BBC News - Heat pumps 'need tighter regulations' - Windows Internet Explorer
http://www.bbc.co.uk/news/science-environment-11200063

BBC NEWS SCIENCE & ENVIRONMENT

8 September 2010 Last updated at 12:16

Heat pumps 'need tighter regulations'

By Mark Kinver
Science and environment reporter, BBC News

Domestic heat pumps need to be subject to tighter regulations in order for them to deliver widespread energy savings, a report has concluded.

The study called for better standards to ensure the technology consistently delivered energy savings.

The devices transfer heat from the air or ground outside into a building, cutting the use of boilers or heaters.

The study, described as the most comprehensive of its kind, was compiled by the Energy Saving Trust (EST).

The EST said it decided to carry out the study, assessing data from 83 sites across the UK, because there was a general lack of data on the performance of the devices.

"We have a responsibility to make sure that customers' investments are spent on measures that lead to the greatest potential to save carbon and reduce energy bills," said Simon Green, the EST's head of business development.

The trial examined 54 ground source pumps and 29 air source pumps over a 12-month period, monitoring the devices' technical performance as well as the customers' experiences operating the technology.

Top Stories

- French military jets over Libya
- Power hopes rise at Japan plant
- Comic Relief raises record £74.3m
- Two children killed in house fire
- Largest student debt hits £66,150

Features & Analysis

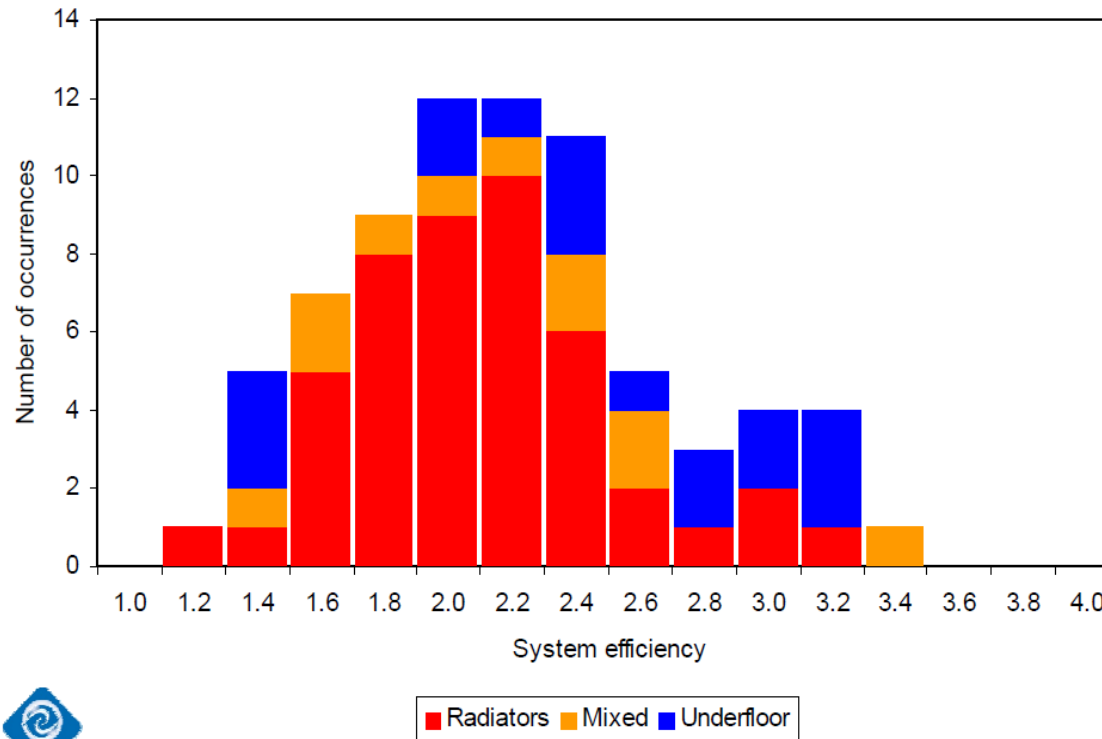
- Live forever? Why there is no 'use by' date for age
- In pictures Red Nose Day extravaganza raises more than £74m
- Musical sweet spot A rocket professor's exploits with 3D sound
- Keane singer Tom Chaplin on group chemistry and pre-gig nerves

Most Popular

- French military jets over Libya

Extract from EST presentation

System efficiency – heat sinks



■ Radiators ■ Mixed ■ Underfloor

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Origins of Eucert

- **2004 EUCERT.HP project begins**
 - 10 project partners & 2 associate partners
 - Part funded by EU Intelligent Energy Programme
- **Objective:**
 - Development of a European Training Programme for heat pump installers
- **Tasks**
 - Compile material based on training experience across Europe, particularly Sweden, Austria and France
 - Run pilot courses
 - Establish a framework for continued development

EUCERT- HP Partners

- Arsenal (Austria)
- MSU (Sweden)
- EHPA
- EdF (France)
- SWS (Ireland)
- BSRIA (UK)
- SDHK (Slovenia)
- BSRIA (UK)
- ARE Liguria (Italy)
- AVTC (Czech Rep)
- BWP (Germany)



EUCERT-HP Deliverables

- Model 5-day training course
- Training manual for installers
 - 200+ pages of material in 14 chapters
 - 5 languages
- Examination questions
- Supporting material for organisers
- Demonstration courses held in 9 countries
- Initial criteria for “European Certified Heat Pump Installer”

Training course

- **4 days theory (based on installer manual)
+ 1 day practical laboratory**
- **Theory examination**
 - 60 randomised questions in 1 hour
 - Multiple choice answers
 - “open book”
 - Pass mark = 70%
- **Practical examination**
 - Supervised exercise

EHPA Education Committee

In 2008 responsibility for “Eucert” development passed to the EHPA Education Committee

Austria

Belgium

Czech Rep

Finland

France

Germany

Hungary

Italy

Slovak Rep

Sweden

UK

2010 Training manual

1. Marketing
2. Costs
3. Environmental relevance
4. Geology & climate
5. Energy efficient buildings
6. Technical details of the heat pump cycle
7. Heat distribution and systems integration
8. Heat sources
9. Operating modes & control
10. Conducting a site assessment
11. Installation & commissioning
12. Electrical basics
13. Customer handover
14. Maintenance
15. Installation errors

European Certified Heat Pump Installer

- **Requirements**
 - Pass examination
 - Provide evidence of installation
 - Sign contract and pay fee to national body
 - Certificate valid for up to 6 years

- **Name & company details placed on EHPA database with web access**



Database for European Certified Heat Pump Installers

The screenshot shows the website for the European Heat Pump Association (EHPA) with a search for certified installers. The search results are as follows:

Company	ZIP City	Certified Person	Certificate
AES Donner GmbH	72138 Kirchentellinsfurt	Donner, Falk	DE 72 I 10 002
aircontherm	56645 Nickenich	Börsch, Michael	DE 56 I 09 004
Andra Hagleitner GmbH & CoKG	6365 Kirchberg	Jordan, Michael	10.v1.0083
Antretter & Rixner Haustechnik GmbH	83714 Miesbach	Hesse, Wolfgang	DE 82 I 09 001
BARELLA GmbH	59505 Bad Sassendorf	Schultenkemper, Martin	DE 59 I 09 001
Baron - Energie	64367 Mühlthal	Baron, Herbert	DE 64 E 09 001
BHG Installationen	6330 Kufstein	Greiner Ing., Wolfgang	10.v2.0127
BLZ Geotechnik GmbH	39245 Gommern	Linde, Günter	DE 39 I 09 001
Bockelmann Haustechnik GmbH	49457 Drebber-Cornau	Croll, Harald	DE 99 I 09 001
Bohnen & Mies GmbH & Co.KG	53949 Schmidheim	Bohnen, Bernward	DE 53 I 10 002
Bredemeier GmbH	32427 Minden	Möller, Frank	DE 32 I 10 002
Burkhardt - Haustechnik GmbH	88074 Meckenbeuren	Burkhardt, Hermann	DE 88 I 10 002
Dreßler, Brunnen- und Teifbau, Sanitär- und Heizungsbau	14473 Potsdam	Dreßler, Bernhard	DE 14 I 09 001
Dreßler, Brunnen- und Teifbau, Sanitär- und Heizungsbau	14473 Potsdam	Dreßler, Thomas	DE 14 I 09 002
Edi Gsaller GmbH	9900 Lienz	Gsaller, Eduard	10.v2.0119

Progress to the end of 2009

27 training institutes

323 courses

3177 trainees attended courses

2657 trainees passed examinations

135 European Certified Heat Pump Installers

Projection for 2010 was 2245 new trainees

The future

- Can Eucert save the world from climate change with 5 days of training?
 - **Certainly not!**
- Can Eucert help installers to avoid the mistakes of previous installations (and avoid damaging the reputation of heat pumps)?
 - **Possibly!**

Thank you for listening

Further information at www.ehpa.org