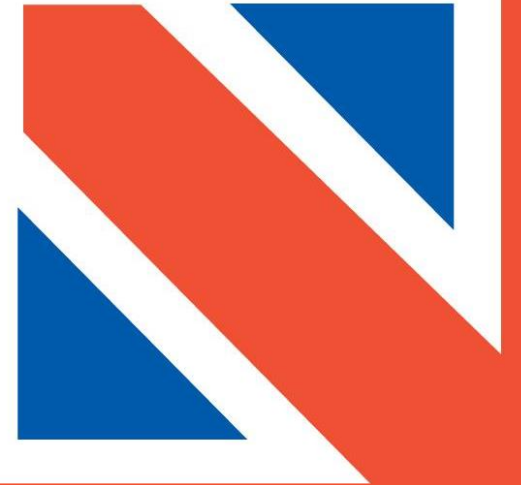


ErP: An Installers Guide

Understanding & complying with ErP Directives for
Ground Source Heat Pumps



Britain's No. 1 manufacturer & supplier of ground source heat pumps



Chapter 2:

How to be ErP compliant

What Kensa is doing

Energy Labelling: What Kensa is doing

- The production of the product label is the responsibility of Kensa.
- Kensa has been completing extensive testing to produce this label for all of the products it manufactures.
- All Kensa products have been deemed ErP compliant.
- Kensa will ensure that every product distributed from the 26th September 2015 has an accompanying ErP compliant product label and technical document called a product fiche.

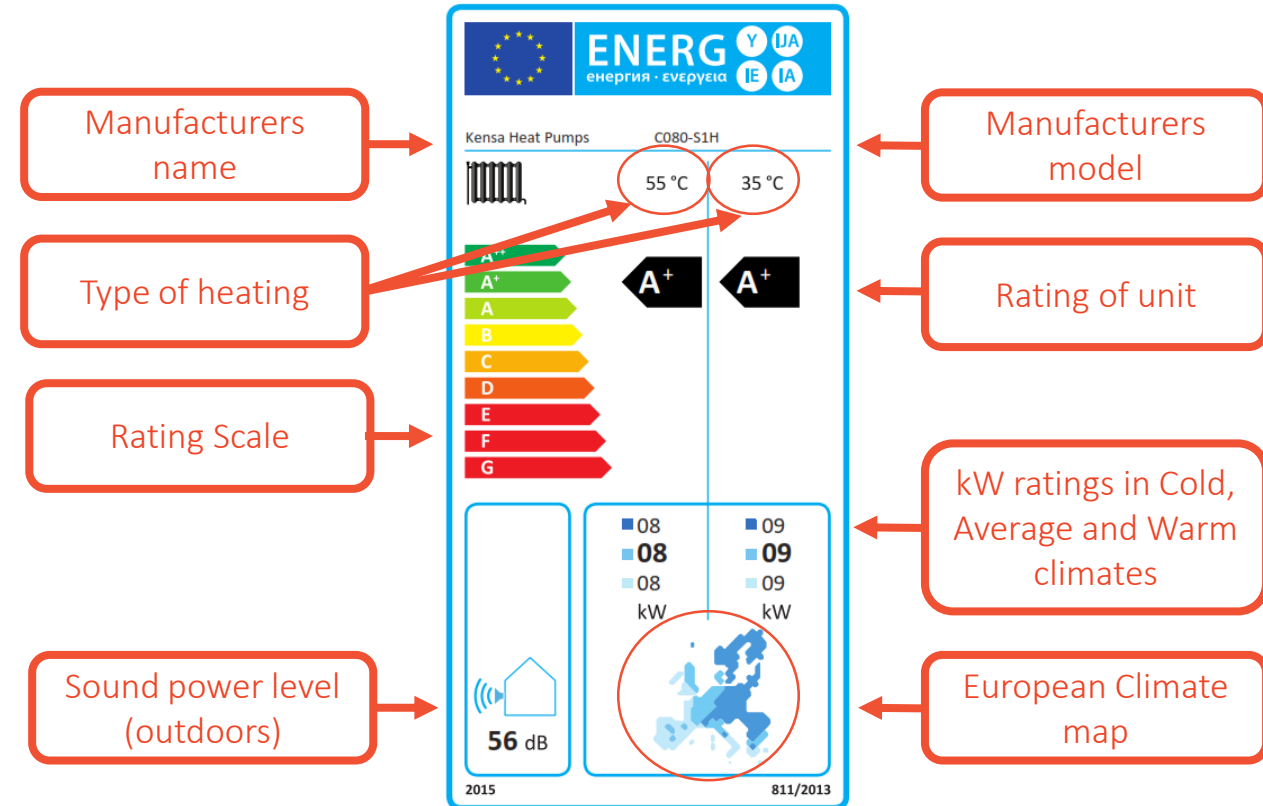


It is the installers responsibility to ensure this product label is provided to the customer upon completion of the installation, as part of the handover pack.”

See a full list of Kensa
ErP compliant products
[click here](#)

Energy Labelling: What Kensa is doing

- All Kensa ground source heat pumps have a product label which provides information about its energy efficiency class, power outputs and noise levels.
- Heat pumps have different energy labels depending on the outlet temperature (rated 35°C & 55°C).
- Each heat pump label also has a map that divides Europe into three different climate zones.
- A power output is specified for each climate zone.
- The UK covers all three climate zones.





Energy Labelling:

What installers need to do

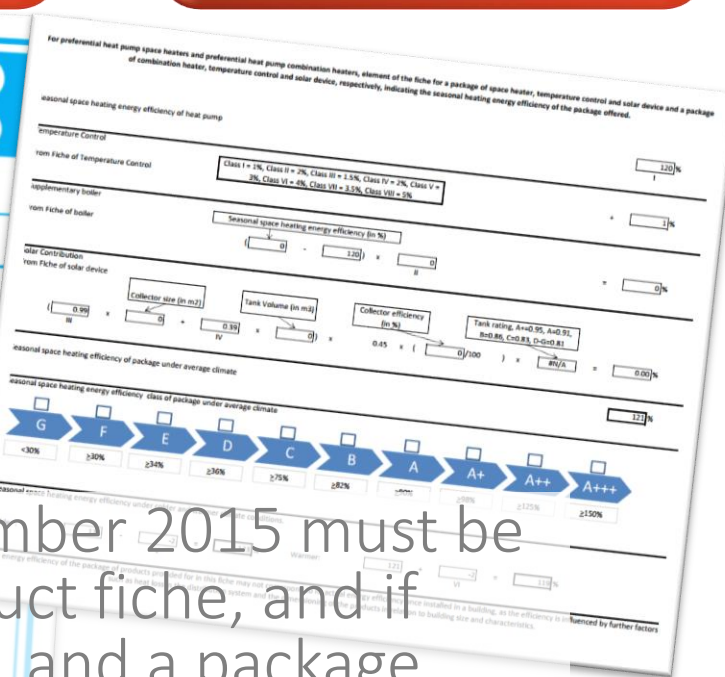
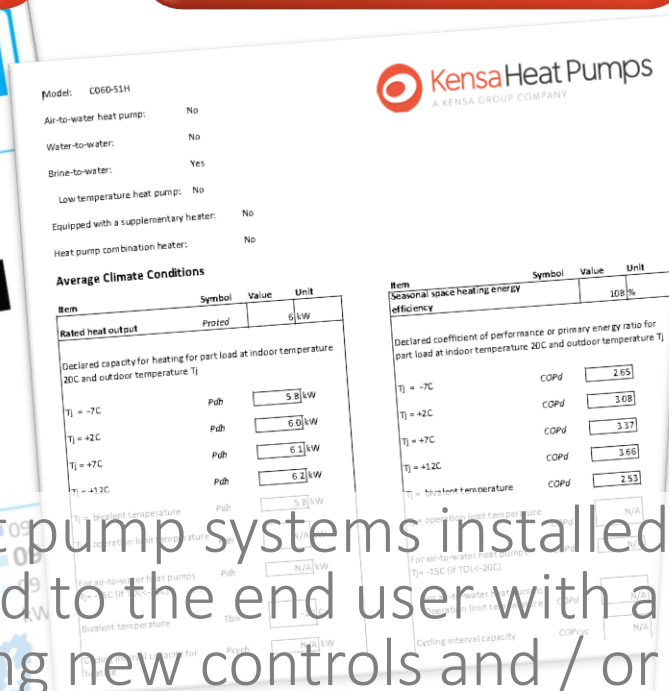
Energy Labelling: What Installers need to do

Product
label

Product
fiche

Package
label

Package
fiche



- All heat pump systems installed after the 26th September 2015 must be supplied to the end user with a product label, a product fiche, and if featuring new controls and / or solar, a package label, and a package fiche - a document outlining the technical details of the system.

Energy Labelling: What Installers need to do

Package label

Package fiche

- Installers will be legally required to produce a package fiche and package label when selling certain combinations of heating equipment to customers.
- The package fiche and the package label should detail the combined energy efficiency rating of the whole system rather than ratings of each individual component.

*Remember:
If you use Kensa's MCS
Umbrella, Kensa will
produce the package fiche
and label for you to
provide to your customer*

Energy Labelling: What Installers need to do

Package label

Package fiche

Packages are defined in the Energy Labelling Regulations (811/2013) as

“Always containing a space heater or combination heater (heat pump or boiler), and a temperature control and / or a solar device.”

- Any installation which features a heat pump, new controls, supplementary heating or solar must have a package label and package fiche produced by the installer.

*More in Chapter 3
'Producing a package fiche
& label' [here](#)*

Energy Labelling: What Installers need to do

Package label

Package fiche

- If existing controls are used then a package label and package fiche are not required.
- The different components of the system do not need to come from the same supplier.

Energy Labelling: What Installers need to do

Package label

Package fiche

- The information input and displayed on the package label and package fiche is based on the collective information provided by product fiches supplied by the manufacturer, supplier, or importer of the individual components.
- This means that both the manufacturer *and* the installer are responsible for ensuring the legal Energy Labelling requirements are met. Failure to do so could result in disciplinary measures via market surveillance.



Energy Labelling:

What dealers need to do

Energy Labelling: What dealers need to do



A dealer is:

A retailer or other person who sells, hires, offers for hire-purchase or displays products to end users - in the UK this will typically be an installer.”

Energy Labelling: What dealers need to do

- Dealers will have to ensure at the point of sale that every heating product on display to the public, in our case every ground source heat pump on display, is clearly showing the manufacturers' (Kensa's) product energy label.
- You also need to ensure any marketing collateral including advertisements, price lists, or technical promotional material which features costs or specific technical details also displays the product energy label rating.

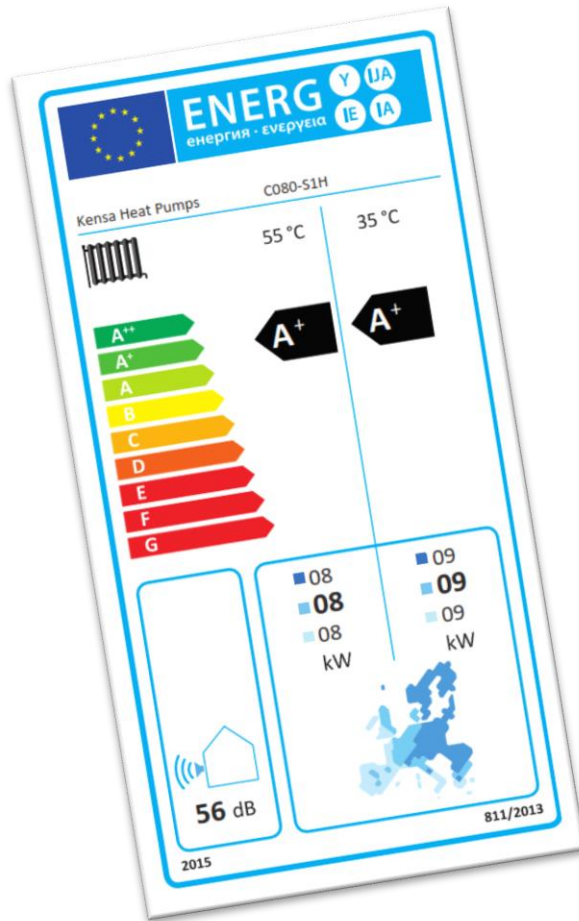


Marketing

How to ensure your marketing is ErP compliant

Marketing: Be ErP compliant

- When showcasing an ErP compliant product it will be your responsibility to display the official ErP product energy label.



- The product's official ErP energy label must always be visible where the product is displayed, including trade fairs, exhibitions, and show rooms.

If you're exhibiting a Kensa product that was supplied before 26th September, contact Kensa to request a label to display on the unit.

Marketing: Be ErP compliant

- Any advertising (including brochures, adverts, posters, webpages) detailing technical specifications for a specific ErP compliant product must detail the products ErP energy label rating by means of an energy rating graphic or text.



Technical (TIS)
TI-Hybrid Twin -4

KensaHeat Pumps
A KENSA GROUP COMPANY

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Performance (based on Average Climate) @35°C		
ErP rating	A+	A+
SCOP	3.92	3.93
Seasonal space heating energy efficiency	149%	149%
Performance (based on Average Climate) @55°C		
ErP rating	A+	A+
SCOP	3.08	3.13
Seasonal space heating energy efficiency	115%	117%
Sound Power Level		
Sound Power Level (dB)	66	63

* The SCOP figure quoted is calculated as per EN14825.
** In full immersion heating will increase running costs and CO2 emissions as they use direct electricity, because of this no heat pumps do not include them.
*** By increasing the flow temperature from the heat pump the efficiency of the unit will drop and the SCOP decrease.
**** Kensa single phase compact heat pumps incorporate smart starts to limit the starting current of the compressor. For full details on how the starting current is calculated please contact Kensa.
Note: Design flow rates are for ground temperature of 10°C and a heat temperature of 30°C and 35°C.

0845 600 4328 | info@kensaheatpumps.com | www.kensaheatpumps.com

Marketing: Be ErP compliant

- Kensa have designed an ErP label to use across its product ranges which you are welcome to use where appropriate.



- To download the logo, visit:

www.kensaheatpumps.com/installer-portal/business-support/erp-support/



Further reading:

Kensa resources to support you with being ErP compliant

Further resources

[KNOWLEDGE HUB](#)[GET A QUOTE](#)[CONTACT US](#)

Call. 0845 680 4328

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Business Support

ErP Support



Access Kensa's Installer
ErP resource at:

www.kensaheatpumps.com/installer-portal/business-support/erp-support/

The below resources will help you with ErP compliance.

Got a question? Call 0845 680 4328

ErP Video Guides



ErP PDF Guides



ErP Factsheets



Further Reading



Product Fiche Template



Package Label Template



ErP Products Price List



Kensa ErP Logo



Further resources

Contact Kensa

Call: 0845 680 4328

Visit: www.kensaheatpumps.com/installer-portal/business-support/erp-support/

Email:

- Darren Veal (darren.veal@thekensagroup.com)
- Alison Harding (alison.harding@thekensagroup.com)
- John Barker-Brown (john.barker-brown@thekensagroup.com)



Chapter 3:

How to produce a package fiche and label

[Click here to continue](#)

