

An OMNIE guide to
air source heat pumps
(ASHPs)



Experience on tap



Tried systems that are innovative.
Tested products designed for the future.
Trusted by the UK construction industry.

Performance Guaranteed

All our systems are tested for heat output and fast warm-up times. To make it easy for products to be compared, either against each other or against competitors – we have set out three simple tests:

1. The water temperature for a heat output at 50 W/m².
2. The heat output at 50°C flow water temperature.
3. Heat maps showing heat diffusion and heat output at 20-, 40-, 60- and 80-minute intervals vs. the nearest competitor product.

Technical Experts

Our team of technical experts are always on hand to help. Whether you need advice on the most suitable system for your project or require installation advice. Every project we undertake comes complete with a comprehensive handover pack including project plans, guides, manuals and commissioning details.

Over 30 years' experience

We have decades of experience delivering the best underfloor heating, ventilation and heat pumps systems money can buy – our Whole House System philosophy underpins our commitment to continually improving the indoor living environment.

Award-Winning Products



Our TorFloor® underfloor heating system scored top marks amongst builders in *Professional Builder Magazine*. Known for its ease of installation, high heat output and fast warm-up times, the floor-in-one system now benefits from AL HEX® technology – further improving heat output and lowering the flow water temperature.

Free Design Service

We provide a comprehensive design service for every project we undertake. This means you can be absolutely assured that the system we specify will work as designed.

Dedicated Project Manager

Every project benefits from a dedicated project manager. Your project manager will guide you through the design process and take care of your project requirements from order to delivery on site.

An OMNIE Guide to air source heat pumps

We want to help OMNIE installers take full advantage of the Boiler Upgrade Scheme (BUS), so we have put in place arrangements to manage all the administration (ie. we'll sort out the paperwork). Plus, we'll also design every OMNIE heating system you fit, ensuring they are all configured to deliver optimum results for your customers.

Introduction

The launch of the Boiler Upgrade Scheme (BUS) grants was announced by the government in May 2022. The Scheme is designed to help homeowners upgrade their heating systems from gas/oil boilers (or electric heating) to more environmentally friendly air source or ground source heat pumps. Eligible households can claim a BUS voucher of £7500 towards the installation costs of their heat pump.

How can OMNIE help support my BUS application/s?

We will manage all the associated BUS paperwork for you completely free of charge, provided that you install an OMNIE heat pump system. This extends to applying for the voucher and redeeming it on your behalf (we will pay your customer directly).

In addition, our expert team can design the entire OMNIE heating system on your behalf and commission it in-line with MCS.

The offer means that not only are you being freed up from some of the burden

of paperwork, you can also be confident that your customer will benefit from an industry leading system; one that works extremely efficiently, while saving energy, money, and of course the planet.

Do I have to be Microgeneration Certification Scheme (MCS) registered?

Importantly, you don't have to be MCS registered to take advantage of OMNIE's offer.

We are partnering with an MCS-registered company who can handle all the application and commission the system. So even if you are not currently MCS registered, you won't need to go through registration to take advantage of the BUS.

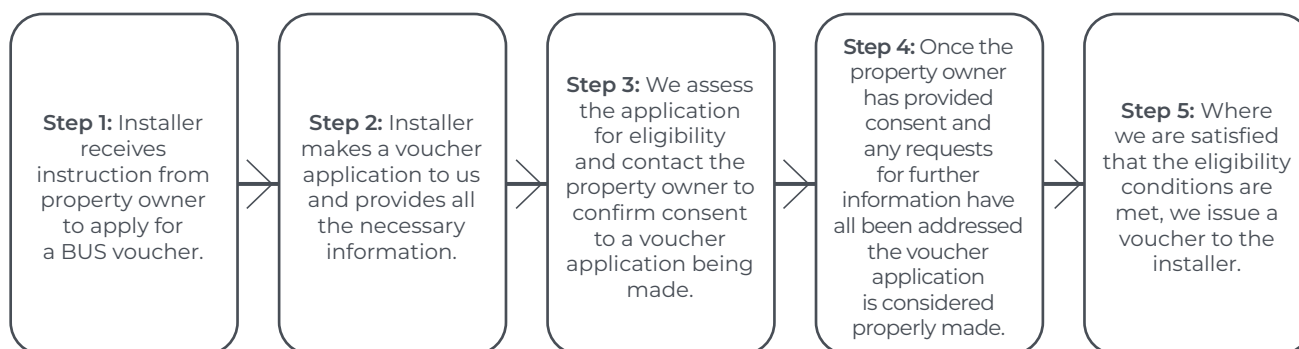
If you are MCS registered, you can still take advantage of our offer, freeing your team up to support your customers while we take care of the paperwork.

Do I need to be a gas-certified engineer?

No

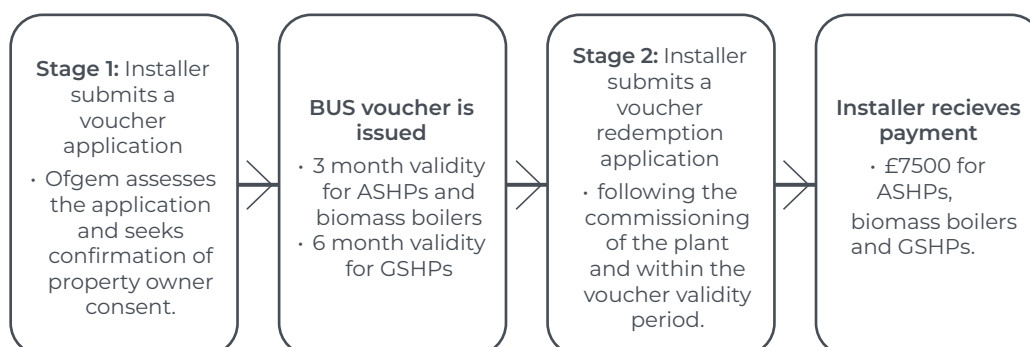
“The offer means that not only are you being freed up from some of the burden of paperwork, you can also be confident that your customer will benefit from an industry leading system”

What is the BUS application process? How long does it take?



Note: After a voucher has been issued, there is a window of three months to complete the installation and commission the system, before the voucher expires.

Once the system has been commissioned, we can redeem the voucher on your customer's behalf and pay the money directly into their account.



How long will the Boiler Upgrade Scheme Run?

The £450 million BUS is planned to run over three years and is designed to support c.90,000 UK heat pump installations, which, it is hoped, will help boost the market longer term.

The government has placed a limit on the availability of funds over the course of the Scheme, capping it at £150m per financial year. Once this annual budget has been committed, any new voucher applications will be placed in a queue for the following year's funding to become available.

But if a voucher has been issued for an installation, you can be confident that there will be money available for that installation, assuming the voucher redemption application is successful.

Are my customers eligible for BUS?

Eligible BUS customers must be living in England or Wales and have an existing gas/oil boiler - or a direct electric heating heat source - which supplies all of their heating and hot water.

The new heating scheme must satisfy all the property's space heating requirements and hot water demands.

The customer must occupy their home on a permanent basis.*

A valid EPC must also be provided (except for self-builders) and your customer will need to undertake any upgrade work recommended in it, such as insulation improvement or window replacement.

* Landlords can apply but must have approval from their tenant. Social Housing is not eligible for the BUS scheme.

What happens if the customer has solar panels/wood burning stoves etc?

Any wood burning stoves, circulation pumps, solar thermal collectors, supplementary electric heaters (including immersion heaters) etc., can remain in the property (as, of course, can radiators) and won't affect the BUS application.

Are self-build properties eligible for the BUS vouchers?

Yes, provided they were built using either the resources or labour of an individual, although there are a few other caveats which we can discuss with you.

However, new build developments built at scale by development companies are not eligible.

Do I (or my customer) have to pay upfront for the OMNIE heat pump?

Your customer will need to pay you as normal.

The BUS voucher is only claimable once the work is done and the MCS accreditation is in place.

If OMNIE and our partner company are administering the scheme on your behalf, then we will redeem the voucher and pay the funds directly into your customer's nominated bank account.

Which part of the new heating system will OMNIE design?

We will design the entire system, including sizing the OMNIE heat pump for optimum performance, and specifying the hot water storage tank, system buffer plus associated controls.

You will only need to consider primary pipework and on-site works such as pipe routing and physical connections to existing systems.

If required, our partner company can commission the heat pump on your behalf and make sure all the MCS accreditation is completed.

“We will design the entire system, including sizing the OMNIE heat pump for optimum performance, and specifying the hot water storage tank, system buffer plus associated controls”

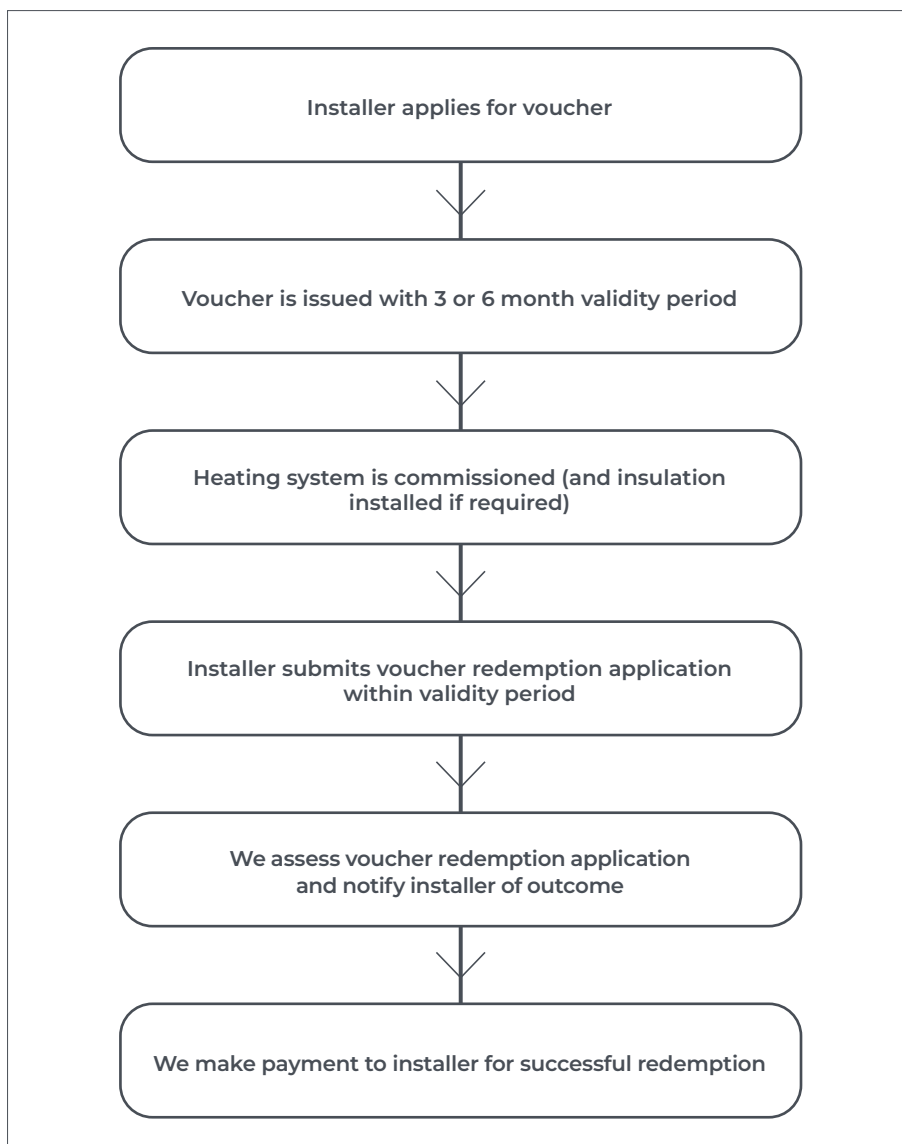
Does an ASHP require underfloor heating?

ASHPs typically work more efficiently with underfloor heating because of the diffuse and even nature of the heat distribution, but the heat pumps will work perfectly well with 2- or 3-panel radiators.

OMNIE specialises in underfloor heating, so if this is something your customer would also like, please let us know.

Note: Underfloor heating installation is not part of the BUS.

Summary of OMNIE's BUS voucher application/redemption



For more information

Call our BUS Advice Line on tel. 01392 36 36 05, or visit our website omnie.co.uk/bus

OMNIE.

Melrose House
Pynes Hill
Exeter
EX2 5AZ

+44 (0) 1392 36 36 05
omnie.co.uk
customer.service@omnie.co.uk