A night of excellence for the plumbing and heating industry

The best that the plumbing and heating industry has to offer was celebrated at Northern Ireland’s Plumbing & Heating Awards 2016 in Belfast.

The biennial awards, which were once again sponsored by Fluesys, attracted a record number of entries this year as it recognised the best projects, people and merchants in the industry. Harvey Group founder, Brian Harvey, received the night’s main award when he was presented with the Overall Achievement Award after the judges recognised him as someone who best exemplifies the dedication to the pursuit of excellence in the plumbing and heating industry in Northern Ireland.

In a new category Des Keenan of Kiddress Plumbing Suppliers and George Nelson of George Nelson Plumbing & Heating received an Unsung Hero Award for their tireless charity fundraising work while 21-year-old Gary Doyle was also recognised with a special award for becoming the first apprentice from Northern Ireland to win a Gold medal at the WorldSkills Finals – just two days before it was announced that he is set to receive a British Empire Medal (BEM) for services to skills as part of the Queen’s Birthday Honours.

Jacqui Fairley, Publication Director of Plumbing & Heating, thanked everyone who entered the awards this year as it recognised the high standards within our industry and all the winners as well as those who received a highly commended award or made the final shortlist proves the high standards within our industry.

“We want to thank everyone who took the time to enter and also all our sponsors who helped make this happen.”

Plumbing and Heating Industry’s Leading Installers, Contractors, Merchants, People, Projects and Products are Recognised at Gala Awards Night...

Overall Achievement Award
- Brian Harvey, Harvey Group plc

Plumbers’ Merchant of the Year
- Winner – Bassett's
- Best Customer Service – PTS
- Best Family/Independent – Begg & Partners
- Highly Commended – Kiddress Plumbing Suppliers

Commercial Contractor of the Year
- Winner – Bassett's
- Highly Commended – O’Kane Plumbing Services

Domestic Oil Contractor of the Year
- Winner – CT’s Projects
- Highly Commended – Maurice Stevenson Ltd

Domestic Gas Contractor of the Year
- Winner – GT Gas Works
- Highly Commended – Safegas NI Ltd

Domestic Oil Installer of the Year
- Winner – David Lindsay
- Highly Commended – V&J Harness

Domestic Gas Installer of the Year
- Winner – Stephen Meneely Plumbing and Gas Ltd
- Highly Commended – V&J Harness

Domestic Project of the Year
- Winner – Handley Heating for Services for Crest Pavilion

Commercial Project of the Year
- Winner – Harvey Group for Queen’s University Belfast

Highly Commended – JBE Mechanical Electrical for Lews Castle

Green Technology Project of the Year
- Winner – Mofti & Robinson Construction for Corick House
- Highly Commended – Thomas Hanna for Greenvale

Innovative Product of the Year
- Winner – Grant for Grant Vortexair
- Highly Commended – Reliance Worldwide Corporation for Radiance

Highly Commended – Classic Marble (Shower) Ltd for GM Seal Tanking for Showers Trays and Baths

Energy Efficient Product of the Year
- Winner – Warmflow for its Ground Source Heat Pump
- Highly Commended – Oktach for Heatboss

Manufacturer’s Representative of the Year
- Winner – George McGuire, Pegler Yorkshire
- Highly Commended – Mark Eccles, Grant Engineering and Trevor Begg, Glen Dimplex NI

Best Marketing Campaign
- Winner – Grant for Think Boilers, Think Grant
- Highly Commended – Beam for Beam Vacuum & Ventilation

Apprentice of the Year
- Special Recognition Award – Gary Doyle for his Gold medal success at WorldSkills in Brazil
- Winner – Aaron Con, Dowds Group
- Highly Commended – Maitiu Cole, CTS Projects

Unsung Hero
- George Nelson, George Nelson Plumbing & Heating, and Des Keenan, Kiddress Plumbing Suppliers

Northern Ireland’s Plumbing & Heating Awards 2016 in Belfast.

The team from JBE Mechanical Electrical celebrate the company’s success in the Commercial Project of the Year category.

The team from Heatboss celebrate the company’s success in the Best Innovation of the Year category.

The team from Handley Heating Services celebrate the company’s success in the Domestic Project of the Year category.

The team from Heatboss celebrate their success in the Best Innovation of the Year category.

The team from Heatboss celebrate their success in the Best Innovation of the Year category.
The plumbing and heating industry showed amazing generosity in raising nearly £3,000 for the Welcome Organisation’s Katie Project.

A leading homeless charity based in Belfast, the Welcome Organisation adopts a non-judgemental approach to addressing homelessness issues, with all of its services based on the principles of harm reduction delivered through low-threshold services. The Welcome Organisation is recognised for accepting people ‘where they are’ as opposed to where others think they should be.

Specifically, the money raised at Northern Ireland’s Plumbing & Heating Awards will go towards The Katie Project’. This new initiative was launched by the Welcome Organisation in memory of Catherine Kenny who died earlier this year. Catherine’s sister, Lee-Maria Hughes, is a Sales Representative for PTS and she has already been humbled by the support of the wider plumbing and heating industry for The Katie Project.

Congratulations to all those involved in the Plumbing & Heating Awards for 2016! We are delighted to have been principal sponsor once again, recognising and rewarding the best across the industry.

But why wait until the next award ceremony? Find out more about our ongoing Installer Reward Scheme and how Flogas can support & reward your business all year round.

T: 028 9073 2611 | E: info@flogasni.com | www.flogasni.com
CONTINUED EXPANSION AND COMMITMENT TO CUSTOMERS IS RECOGNISED FOR THE THIRD TIME IN A ROW, AS BASSETT'S WINS THE TOP TITLE...

Hat-trick for Bassetts

Bassets claimed a hat-trick of Plumbers’ Merchant of the Year titles to mark another year of expansion and growth. The company was formed in 1982 and had enjoyed marginal growth, with five branches and 55 staff by 2004. However, backed by parent company, Saint-Gobain Group, the company has expanded significantly and now has 14 branches in Northern Ireland. The latest addition to the branch line-up is the new Simply Bathrooms showroom at Boucher Crescent, Belfast, while this year has also seen extensive branch expansions in Derry-Londonderry and Coleraine. The company has also invested in cutting edge design technology with the Bassetts Visualiser – a state-of-the-art interactive touchscreen based software that is the first of its kind in Northern Ireland and that allows users to choose from over hundreds of wall and floor tiles. The creation of a new centralised commercial and sanitary ware sales team has boosted the business and is complemented by the company’s two dedicated Regional Sales Managers, a dedicated Bathroom Sales Manager a tile specialist and highly experienced and loyal staff across all 14 branches. All these changes have inevitably generated increased sales but the success of Bassetts is not reliant on a particular customer for any significant chunk of business, demonstrating the company’s diversity in the market and its ability to service the needs of all customer types – from the large mechanical specialists to domestic plumbers. Managing Director, Alan Wright, said, “This recognition is something everyone at Bassetts should all be very proud of, having been awarded this title for a third, successive time. It is a testament to the dedication, and commitment of our colleagues who provide excellent standards of sales and customer service every day at branches right across the network. “Each and every person employed by Bassetts plays a significant role in achieving and maintaining these award winning standards. A massive well done to you all.”

JUDGES’ COMMENT...

“The judges praised Bassetts on their professionalism, recent company growth and glowing customer testimonials.”

Award sponsored by

GRANT

JUDGES’ COMMENT...

“I am sure this award will add to the already glowing customer testimonials.”

WINNER: BASSETTS

OVERALL ACHIEVEMENT

Brian brings vision and drive to Harvey Group

F rom humble beginnings when he founded Harvey Heating Ltd in 1978, working from home in Ballyclare, Brian Harvey has been the driving force behind a company that has grown to be one of the major players in the building services sector in Northern Ireland, and is now also operating on the GB mainland. It is for these achievements that he received the Overall Achievement Award. From those early days, Brian was always there to help his team, working with them right through the night if necessary to get a job completed. On April 4, 1985, the company changed its name to Harvey Group PLC, reflecting the ability to provide a one-stop M&E installation and maintenance facility. Quality installations and customer satisfaction have always been Brian’s passion and, to help realise these objectives across the company, he has always been at the forefront in developing the systems and procedures to allow the company to obtain third party accreditation for its core activities. As a result, Harvey Group gained Independent British Standard certified quality, health and safety, Environmental management systems have been in place since 1993, and Investors In People followed in 2000. This reflects Brian’s commitment to the company’s greatest asset – its workforce - and a culture of continual development, training and excellence in all its staff. In March 2016, Harvey Group became the first UK M&E company to obtain an independent third party accreditation for BIM modelling through the BSI. It has also embraced, and actively promotes, the minimisation of energy consumption and associated carbon emissions in the systems it designs develops, installs, commissions and maintains. Harvey Group enjoys a sound reputation for delivering projects on time, on budget, safely, to a first-class finish and commissioned throughout, and this is in no small part down to the vision and dedication of Brian Harvey.

WINNER: BRIAN HARVEY, HARVEY GROUP
Handley Heating Services won the Domestic Project of the Year for completing a total strip-out and refurbishment of Chester Terrace, a six-storey luxury terraced property in London. The challenge was to provide a high-performing plumbing and heating system within the constraints put upon the design by the regulating authority, Crown Estates. A sizeable factor was the insistence by the regulating authority, Crown Estates. A sizeable factor was the insistence by the regulating authority, Crown Estates, for the company's work on the Chester Terrace project in London from Catherine Russell of sponsors, Vaillant.

Handley Heating Services, 30 Edensorluxury Rd, Banbridge BT32 4HA
T: 028 9269 3588 – E: info@handleyheating.com
www.handleyheating.com

A PASSIONATE APPROACH TO PROJECTS PAYS DIVIDENDS FOR HANDLEY HEATING SERVICES...

Customer care is central to Beggs & Partners offering

Back in 1960, William Beggs and his partners realised the potential of the market and set about establishing a merchant business, initially in Belfast, and then in Ballymena. The aim was crystal clear from day one – to provide innovative, high-quality and true-value plumbing, heating and bathroom products to the Northern Ireland marketplace. The award of the Best Family/Independent Plumbers’ Merchant of the Year accolade has proved the strength of William’s foresight. In addition to Belfast and Ballymena, Beggs & Partners has branches in Newtownards, Portadown, Maghera and Lisburn, meeting the needs of a wide variety of customers, from trade to home-owners, and are staffed by a highly skilled workforce, who are dedicated to finding solutions for every application. In order to provide the best service possible, Beggs & Partners offers massive stock availability, credit accounts, daily deliveries, a ‘call and collect’ service, spare part order and tool sales. The company has recently increased opening hours from 7.30am on week days (Belfast) and is also open on Saturday mornings. The introduction of the company’s own brand, Instinct, has added edge to its range, providing quality engineered and expertly designed products at real value price points. Contract and commercial divisions have seen very strong growth in the past ten years, both in the supply of sanitary ware and industrial scale heating systems. Beggs & Partners is now the preferred supplier for many large developers, contractors, M&E consultants and fit-out specialists. Its key account managers offer technical expertise and logistical solutions both in Northern Ireland and across the UK, regularly being awarded contracts for hotels, schools and hospitals. Major renovations to the company’s bathroom showrooms have helped Beggs and Partners achieve consistent retail growth over the past few years and the company counts architects, interiors designers and home renovators among its expanding client base.

Richard Robinson, Beggs & Partners, receiving the Best Family/Independent Plumbers’ Merchant of the Year Award from Mark Eccles of sponsors, Grant.

Beggs & Partners Takes Pride in Providing a High Level of Service to All Its Customers...

AWARD SPONSORED BY

AWARD SPONSORED BY

JUDGES’ COMMENT...

JUDGES’ COMMENT...

“This was a very competitive project. Handley Heating Services’ project was of a very high standard and completed to the deadline.”

“A very strong business based on solid family foundations that is delivering quality plumbing, heating and bathroom products.”
Mechanical Project of the Year – Commercial, Industrial and Public Sector

Winner: Harvey Group for Queen’s University Belfast

Excellent Achievement by Harvey Group

Harvey Group and the Wellcome-Wolfson Institute for Experimental Medicine continue to win awards with this Mechanical Project of the Year title being added to accolades such as the Overall Award at CEI’s Construction Excellence Awards and the Project of the Year at the RICS Northern Ireland Awards. This purpose-built healthcare building for scientific research is situated in the grounds of Belfast City Hospital. The project has become yet another example of the high quality, highly serviced buildings that Harvey Group has become associated with, and this latest one required a high degree of specialist systems. These included: combined heat and power units, VAV systems, cold room installations, biological safety cabinets, fume cupboards, mist fire suppression, rainwater harvesting, borehole extraction, a chemical treatment system for potable water, medical gas borehole extraction, a chemical treatment mist fire suppression, rainwater harvesting, VAV systems, cold room installations, included: combined heat and power units, a high degree of specialist systems. These associated with, and this latest one required buildings that Harvey Group has become of Belfast City Hospital.

The challenge for Harvey Group was to incorporate a lot of complex services into the building; achieve BREEAM Excellent; address concerns about the choice of pipework for chilled water and heating; and carry out the complex commissioning process within a tight timescale. To help meet these challenges, Harvey’s developed a full BIM model for the building services. It is Northern Ireland’s largest Level 2 BIM project and the model is being used by Queen’s University to inform its BIM strategy for design, construction and building maintenance. The desired BREEAM Excellent was achieved by the use of several novel design features, including passive heating and the use of waste heat recovery to contribute to the underfloor system. Stainless steel pipework was accepted for the chilled water and heating systems in order to overcome concerns about carbon steel. Other factors that speeded up the project included ongoing system pre-commissioning, whenever possible, direct commissioning, whenever possible, direct relationship with the client and planned phasing.

Hanna Mechanical rises to the challenge

A major project at Danske Bank in Belfast city centre entailed the installation/modification of mechanical services. Hanna Mechanical Services pre-fabricated a contained boiler house, complete with all the relevant pumps, boilers etc housed within a steel container which was then shipped to site at Danske Bank’s branch in Donegal Square West. From there it was lifted by crane onto the rooftop of the building. Hanna Mechanical had to organise an early morning road closure, crane hire, and all the relevant health and safety requirements to carry out such work. Once in position, the final connections were carried out between the newly fabricated boiler house and the existing pipework to the building. A new 4” gas line was installed to supply the new boiler house, which ran up the side of the building from ground level to the boiler house. Upon completion of the new installation, Hanna Mechanical commissioned the new boiler house and fired up the boilers before removing the redundant boilers from site. Recognising the challenges of the project to install a heating solution on the roof of the building and integrate this into existing heating systems, the judges agreed that Hanna Mechanical had delivered a smart, turnkey solution for the project.

Gary Hanna, Hanna Mechanical Services, receives the Commercial Contractor of the Year Award for the company’s work at Danske Bank by Shaun Foster of sponsors, Potterton Commercial.

Hanna Mechanical Services, Emerson House, 14b Ballynahinch Road, Carryduff BT8 8DN
T: 028 9081 7841 – E: info@hannamechanical.com
www.hannamechanical.com

Robert Hall, Harvey Group, is presented with the Commercial Project of the Year Award for the company’s work at Queen’s University Belfast by Shaun Foster of sponsors, Potterton Commercial.

Harvey Group, 14 Glenwell Park, Newtownabbey, Co Antrim BT36 7RF
T: 028 9034 2444 – E: info@harveygroup.co.uk
www.harveygroup.co.uk
The superb extension at Corick House Hotel in the heart of the Clogher Valley is this year’s Green Technology Project of the Year Award winner. Moffitt & Robinson Construction, with Ian Short Plumbing & Heating, were selected by the judges for this category, recognising their holistic approach to energy efficiency and sustainability. The judges acknowledged the challenges the team faced in designing solutions within an existing operational build. This was a good project focused on sustainability and efficiency. A very worthy winner in this increasingly significant environmental category.

Every merchant prides itself on delivering the highest standards of customer service, so PTS is rightly proud of the company’s success at this year’s awards. The company is the proud winner of the Plumbers’ Merchant of the Year category, with the judges highlighting how PTS meets the needs of a variety of customers. As one of the 21 trading brands of Travis Perkins Group PLC, PTS provides all the benefits of working with a multinational, while, at the same time offering the personal touch of an independent. Barry Lowe, Area Sales Manager at PTS, said, “Plumbers’ merchants are judged on their customer service so we are delighted to be recognised by the judges for our exceptional service. “We work hard to deliver the highest quality of service, carry the greatest range of stock, be consistently professional and offer effective communication. We take pride in these areas and believe that is why we have such a strong base of loyal customers.”

The PTS philosophy is based around the going the extra mile for all customers and the company continues to prove this in all branches in Northern Ireland and its one branch in Dublin. This is illustrated through the strength of the PTS contract business which sees the company working closely with the province’s leading contractors as well as the strength of its business relationships with smaller, independent plumbers. The strength of these customer relationships is mirrored by the partnerships PTS has created with the industry’s leading manufacturers, allowing the company to deliver the latest product innovations or to give customers access to one of the best spare parts offerings in Ireland. The fact that the company has a 45,000sqft regional distribution centre based in Lisburn also ensures PTS can keep stocks replenished across all branches.

Customer service success for PTS

PLUMBERS’ MERCHANT OF THE YEAR – BEST CUSTOMER SERVICE

WINNER: PTS

JUDGES’ COMMENT…

“The judges commented that PTS’ excellent customer service and extensive product knowledge made them worthy winners of this category.”

JUDGES’ COMMENT…”The judges acknowledged the challenges the team faced in designing solutions within an existing operational build. This was a good project focused on sustainability and efficiency. A very worthy winner in this increasingly significant environmental category.”

Moffitt & Robinson Construction, 40 Backnessilagh Road, Omagh, BT78 1SU
T: 028 8224 3656 or 07803 189 303 – E: info@moffittandrobinson.co.uk
www.moffittandrobinson.co.uk

PTS Head Office – 102-127 Grosvenor Road, Belfast, BT12 4GT
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www.ptsplumbing.co.uk
CTS Projects has won yet another award, with the title of Domestic Oil Contractor of the Year at Northern Ireland’s Plumbing & Heating Awards 2016 joining a growing list of awards. The leading Warrenpoint-based heating installation company, has also been named as Northern Ireland’s Installer of the Year 2016 by Installer Magazine while the company’s Managing Director, Connaire McGreevy, was named as both the Business Person Of The Year at the 2016 Aler Lingus Viscount Awards in London and the Young Business Person of the Year, sponsored by ALMAC, at this year’s Belfast Telegraph Northern Ireland Business Awards. "The awards – and new contracts – just keep coming for Warrenpoint-based heating installation company…"

More success for CTS Projects

CTS Projects Ltd, Miltown East Industrial Estate, Upper Dromore Road, Warrenpoint, BT34 3PN
T: 028 4175 2299 – E: info@ctsprojects.co.uk
ctsprojects.net

Gareth Thompson, of GT Gas Works, receives the Domestic Gas Contractor of the Year Award, from Andrew Sands of sponsors, Calor Gas.

AWARD SPONSORED BY

JUDGES’ COMMENT…

“This was an intricate project. GT Gas Works seamlessly delivered a solution to a difficult project involving two old systems.”

GT Gas Works finds a solution

AWARD SPONSORED BY

JUDGES’ COMMENT…

“The judges praised the technical and detailed approach to the CTS project which clearly recognised the unique circumstances of the project it put forward.”

GT Gas Works, 31A Knappagh Rd, Killylea, Armagh BT60 4PD
T: 028 3756 9610 – E: gareth@boilerdoctors.com
www.boilerdoctors.com

DOMESTIC OIL CONTRACTOR OF THE YEAR

WINNER: CTS PROJECTS

DOMESTIC CONTRACTOR OF THE YEAR – GAS

WINNER: GT GAS WORKS

THE AWARDS – AND NEW CONTRACTS – JUST KEEP COMING FOR WARRENPOINT-BASED HEATING INSTALLATION COMPANY…
DOMESTIC OIL INSTALLER OF THE YEAR

WINNER: DL PLUMBING & HEATING

Skilled team at DL Plumbing

This year’s winner of the Domestic Oil Installer of the Year title is proof that a good grounding as an apprentice can make all the difference. A small, but enterprising company, based in County Fermanagh, DL Plumbing & Heating was established in May 2007 by David Lindsay, a gold medal winner in SkillBuild NI 2004, and a bronze winner of the UK finals. Former apprentice, now employee, Alex Rooney also achieved a silver medal at SkillBuild NI last year, and was highly commended in the 2015 SkillPLUMB UK final.

The business has built up a reliable reputation in the local area, enjoying a steady increase in its customer base for both general plumbing and heating and for renovations. DL Plumbing now offers both general plumbing and heating and steady increase in its customer base for reputation in the local area, enjoying a steady increase in its customer base for both general plumbing and heating and for renovations.

The residential project submitted for judging showed David going that extra mile in the supply and installation and commissioning of a system that included Myson underfloor heating, a Grant Vortex boiler, an Aqua Gold Thermal Store hot water system, fully pumped oil-fired central heating/log burner with a solid fuel stove, convection radiators, above-ground drainage, soil vents, and sanitary ware.

As the hot water system was designed and installed before the enforcement of new Building Control regulations, DL Plumbing had to go back over the completed work and fit thermostat mixing valves in the hot press, draining the hot and cold water supply system and then refilling it again, while checking for leaks. David also spotted that the accumulator tank specified for the log burner was too small for the size of the system. After calculating what was required, he sourced a suitably sized F&E tank, disconnected the existing tank and replaced it with the larger one.

Stephen Meneely Gas & Plumbing Ltd

DOMESTIC GAS INSTALLER OF THE YEAR

WINNER: STEPHEN MENEELY GAS & PLUMBING LTD

Stephen goes the extra mile for customers

With over 30 years’ industry experience, the judges were impressed by heating engineer, Stephen Meneely’s sound reputation in the Belfast area for top quality domestic plumbing services at affordable prices, awarding him the Domestic Gas Installer of the Year title.

Stephen Meneely, Stephen Meneely Gas & Plumbing Ltd, is presented with the Domestic Gas Installer of the Year Award by Ray McClay of sponsors, Worcester Bosch.

Stephen is also willing to help his customers out, no matter what time they need his services or advice, and this was something that was highlighted in the job put forward for his award’s submission. Stephen installed a new gas system and combination boiler at a house in Belfast and was highly praised by the family of the customer, who suffers some ill health. Not only was he able to offer advice and information on the new system, but he was also able to carry out the work around the family’s work schedule.

He has risen to many challenging projects over the years, ranging from specific design requirements on boiler installations to deciding on the routes for condensate pipes, flues and gas pipes so that they are aesthetically pleasing and perform with the utmost safety.

When he meets a new customer who is hesitant about converting to gas, Stephen spends time making them aware of the benefits and advantages of the changeover and putting their minds at ease about the installation work. For older customers who are sometimes unsure if they can cope with the disruption, this reassurance goes a long way towards their decision in employing Stephen to take on the work.

Stephen Meneely Gas & Plumbing Ltd, 656 Oldpark Road, Belfast BT14 6QN
T: (NI) 028 90 391792 – E: stephenmeneely@aol.com
www.stephenmeneelyplumbingandgas.co.uk

Stephen Meneely Gas & Plumbing Ltd uses award-winning products in all of its work.

AWARD SPONSORED BY WORCESTER BOSCH GROUP

JUDGES’ COMMENT…

“The entry clearly demonstrated how the installer overcame several problems associated with using mixed technologies to deliver a smart solution.”

AWARD SPONSORED BY WORCESTER BOSCH GROUP

JUDGES’ COMMENT…

“Stephen demonstrated a good range and high standard of work, coupled with evidence of high customer satisfaction through strong testimonials.”
UNSUNG HEROES

WINNER: DES KEENAN, KILDRESS PLUMBING SUPPLIERS LTD AND GEORGE NELSON, NELSON HEATING

This new category recognised the contribution made by two unassuming characters who have helped raise significant amounts of money for charity...

Des and George’s charity work celebrated

Des Keenan of Kildress Plumbing Suppliers and George Nelson of George Nelson Plumbing & Heating were both recognised for their fundraising feats with special Unsung Hero Awards. Both have devoted their lives to helping others and have raised significant money for various charities. For around the last 10 years, George has regularly organised a day at the races that has raised significant sums of money for various charities. He has also been working hard for local charities. His heats include a 200-mile walk around Northern Ireland and a 100-mile ‘cooker push’. These and other events have generated not only fun, but an impressive amount of money.

JUDGES’ COMMENTS…

“Des has made it his mission to ensure the company invests in the locality and also young people in the community.”

“George has been a dedicated supporter and true friend of Northern Ireland Children’s Hospice for more than 13 years and has made a real difference to the lives of special families that the charity cares for.”

ENERGY EFFICIENT PRODUCT OF THE YEAR

WINNER: WARMFLOW FOR THE GROUND SOURCE HEAT PUMP

The hotly contested Energy Efficient Product of the Year Award was won by Warmflow for the company’s new Ground Source Heat Pump. This category saw a record number of entries, but the efficiency and innovation of the Warmflow Ground Source Heat Pump that put it ahead of the rest. When Warmflow started to develop the Ground Source Heat Pump, the company’s original goal was to design a heat pump that is one of the most efficient appliances in its class. Independent tests have shown the efficiency of the Warmflow Ground Source Heat Pump to be 598% at BOW35. This means that for every 1kW of electricity consumed, 5.08kW of heat are produced. Under the new ErP Directive, the Warmflow Ground Source Heat Pump also has a Seasonal Coefficient of Performance (SCOP) of A+++.

JUDGES’ COMMENT…

“Warmflow are deserved winners of this category for their heat pump which is one of the most efficient and low emission appliances in its class. Designed and built in accordance to EN14511, the judges acknowledged that it is officially the most energy efficient product in the EU.”
Thirst for knowledge and learning new skills drive Aaron on the road to success for career in plumbing industry…

Aaron’s an exceptional apprentice

This year’s Apprentice of the Year is Aaron Corr of Dowds Group. Having completed his Plumbing and Heating Level 2 in just one year, Aaron is currently studying for his Level 3 at Northern Regional College in Ballymena and is employed as an apprentice at Dowds Group.

James Dowds, Managing Director, Dowds Group, commented, “What struck me immediately was that Aaron was a young, articulate man who wanted to make a career for himself. Since then, in everything he has done he has surpassed our expectations and he has completed it all without issue and with the same pleasant nature. I believe Aaron has a very bright future ahead.”

Dowds’ Mechanical Contracts Manager, Karl McFalone, added, “Aaron is a very competent apprentice with high productivity and drive. He can complete tasks easily that some fully qualified plumbers would struggle with. He always has a willingness to learn and used his own initiative when presented with tasks.”

Working for Dowds, Aaron has had the opportunity to gain valuable experience in a number of different areas. His first placement was on a boiler house replacement for Queen’s University at Elmwood, which gave Aaron the opportunity to learn more new skills and knowledge than he may have done on a more conventional apprentice placement. Further jobs included learning more traditional plumbing skills on the larger scale award-winning Finnebrogue factory job, and a major school project in London which gave him experience of the Yorkshire Tectite piping system, further broadening the range of his practical skills. Aaron’s aim is to continue to learn as much as he can about the practical side of the mechanical industry so that he can transfer this experience into other areas such as AutoCAD, estimating and pipeline design, with an overall goal of being able to design heating and domestic piping systems.

George goes the extra mile for customers

The customer-focused attitude of Pegler Yorkshire’s George McGuire impressed the judges as he was named the Manufacturer’s Representative of the Year at Northern Ireland’s Plumbing & Heating Awards. Well-known in the industry, George is currently Pegler Yorkshire’s Areas Sales Manager for Northern Ireland and he works closely with companies involved in all aspects of the domestic and commercial sectors in the province. This ranges from plumbers’ merchants and M&E contractors and consultants to plumbing and heating contractors and installers. George exemplifies the Pegler Yorkshire philosophy of connect and control, which focuses on working closely with consultants and contractors to design and build not just the cheapest job, but the best job. George said, “This often involves offering a different way of thinking and thanks to the extensive and regular training we receive at Pegler Yorkshire we are able to offer this.”

This training keeps George up-to-date with the extensive Pegler Yorkshire product portfolio which, in turn, helps keep his customers informed. This appetite for information has proved significant in recent years as George has continued to put his expertise to the test, in particular for the many contractors from Northern Ireland who are involved in projects in Great Britain.

Initial design services are complemented by George working within the wider Pegler Yorkshire network to source suppliers close to the GB projects and ensure assistance is available on the ground, if required. This was backed by George’s entry form, which highlighted how he helped a Northern Ireland contractor overcome challenges on a project in Aberdeen as well as customer testimonials which praised him for the high regard he is held within the industry.
INNOVATIVE PRODUCT OF THE YEAR AND
BEST MARKETING CAMPAIGN

WINNER: GRANT

DOUBLE SUCCESS FOR
LEADING MANUFACTURER AS
THE COMPANY’S VORTEXAIR
BOILER AND MARKETING
CAMPAIGNS TAKE THE TOP
PRIZES...

Think Boilers, Think Prizes
with Grant

Grant’s boilers received a
double boost by winning the
Innovative Product of the Year
title alongside the Best Marketing
Campaign.
The company’s VortexAir boiler, which is one of the most energy-efficient
boilers on the market, was named the
Innovative Product of the Year in a
highly competitive category, while the
campaign “Think Boilers, Think Grant”
was named as the Best Marketing
Campaign.
The Grant VortexAir is a revolutionary
new product from Grant’s in-house
design team, and is a combination
of the award-winning Grant Vortex
condensing oil boiler with its latest in
‘blue flame’ technology, and the A++
Aerona inverter driven heat pump.
This hybrid product allows the
householder to benefit from the two
most cost-effective forms of fuel –
oil and heat pump – to ensure that
they will never be without heat. The
innovative design also offers the
householder the best of renewable
heating technology on one side and
the Grant Vortex Blue Flame boiler on
the other.
Grant developed the product after
recognising that there was a gap in the
market for a renewable energy heating
system with the trusted attributes
of the Grant Vortex condensing oil
boiler to meet the growing demand
from off-gas customers, and the
industry call for cleaner heating
solutions. Customers can purchase
the new VortexAir from this summer,
through all key plumbing and heating
merchants.
The effective ‘Think Boilers, Think
Grant’ campaign incorporated a fully
integrated advertising campaign
covering print, radio, television and
online adverts alongside Grant’s first-
ever TV advert. This has all helped
to further cement Grant’s place as a
market leader with home-owners.

G

JUDGES’ COMMENT…

“The judges acknowledged
Grant’s innovation in being the first
manufacturer to come to market with
this product.”

Grant Engineering, Unit 117, 21 Botanic Avenue, Belfast, BT7 1JJ.
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DOMESTIC OIL INSTALLER OF THE YEAR AND
DOMESTIC GAS INSTALLER OF THE YEAR
HIGHLY COMMENDED: V&J HARKNESS

STRONG CUSTOMER
SUPPORT HELPS MAKE THE
CASE FOR TWO AWARD WINS
BY V&J HARKNESS...

Double awards
success for V&J
Harkness

V&J Harkness is celebrating two
awards recognitions, having been
Highly Commended as Installer of the
Year in both the domestic gas and
domestic oil categories.
The judges commented on the company’s
strong testimonial support and praised
its commitment of the trade and young
apprentices through continuing contact with
Northern Regional College.
John Harkness and his son Simon carry out
a lot of work through the Affordable Warmth
Scheme and for the award’s entries cited a
case in which they installed an open-vented
oil-fired heating system linked to solid fuel
and an open-vented hot water cylinder. This
included organising other trades, installing
and commissioning the system within one
working day, completing all paper work and
instructing the client on how to use the new
system.

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V&J Harkness

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V&J Harkness

V&J Harkness
**BEST FAMILY/INDEPENDENT**

**HIGHLY COMMENDED: KILDERSS PLUMBING SUPPLIERS LTD**

Impressive approach to business by KPS

The embodiment of a family-owned business (with a son and daughter involved) Kildress Plumbing Suppliers is a company with a great understanding of design and detail, combined with quality merchandise. From baths, showers and tiles to fireplaces, hearths, stoves and cookers (many of them working models) the company’s showroom is stocked full of quality brands such as Laufen, Lefroy Brooks, Roca, Hansgrohe, Jacuzzi, Morso, Charwood, Rajburn, Stanley, Heritage Bathrooms and tiles from Arcana and Unicom Starker. Customers can rest assured that staff have a wealth of experience and the company has been building around the core beliefs of quality products, innovative displays, competitive prices, extensive product knowledge and commitment to customer service. Its showroom is a prime example of those core beliefs in action, with a friendly environment that draws customers from near and far.

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**BEST MARKETING CAMPAIGN**

**HIGHLY COMMENDED: BEAM VACUUM & VENTILATION**

Marketing strategy helps establish brand

Prior to introducing mechanical ventilation systems 10+ years ago to the residential market, Beam was originally known as the market leaders in central vacuum systems. However, as the business grew and diversified into mechanical ventilation, it needed to position itself as a specialist in both central vacuum and ventilation, with a need to communicate the key benefits of the synergy that exists between both products.

To achieve this, a significant marketing investment was made to deliver this message to the company’s target audience. A new visual ‘pomel’ theme running throughout all promotional activity contributed to consistent brand recognition. The diverse use of offline and online marketing activities has also played an important role in Beam’s continuing success and earned the Highly Commended Award in the Marketing Campaign.

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**CONTRACTOR OF THE YEAR - COMMERCIAL, INDUSTRIAL & PUBLIC SECTOR**

**HIGHLY COMMENDED: MAURICE STEVENSON LTD**

Can-do attitude from MSL

The repair and refurbishment of Mount Stewart House presented all the challenges normally associated with a Grade A listed building, but these were magnified by the need for the property to remain operational throughout the project. Maurice Stevenson Ltd (MSL) took the lead in services’ co-ordination and, through the use of the company’s 3D modelling software, mitigated the issues before work commenced on site – two aspects of the project that impressed the awards judges. The team had to deal with the presence of asbestos and associated contamination, which affected the programme schedule. This further complicated a complex job overall due to the age of the pipework and other fittings, plus the limited space for pipework, duct-work routing and electrical services.

However, a combination of expertise, quality workmanship, best practice techniques, and a ‘can-do’ attitude ensured that MSL delivered a bespoke, quality service.

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**MECHANICAL PROJECT OF THE YEAR – COMMERCIAL, INDUSTRIAL & PUBLIC SECTOR - LEWS CASTLE, PHASE 2**

**HIGHLY COMMENDED: JBE MECHANICAL ELECTRICAL**

JBE rises to the challenge

The M&E installation on Phase 2 of the £10million Lews Castle project on the Isle of Lewis presented many challenges for JBE Mechanical Electrical Ltd and how the company overcame these issues certainly impressed the judges. The addition of a modern museum and cultural centre, along with works to repair and restore the interior of the Victorian era castle meant that JBE had to ensure that their works within the castle enhanced and complemented the existing building while also meeting the needs of the modern services installation. The geographical location meant that, to ensure key programme dates were achieved, JBE had to implement a delivery strategy to source and select equipment and fitments, giving careful consideration to distribution strategies and routes. With a policy of engaging with the local community where possible, JBE offered local employment and recruited local apprentices on the project to complement its own experienced team.

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DOMESTIC PROJECT OF THE YEAR - GRAND DESIGNS RURAL CONTAINERS

HIGHLY COMMENDED: QUINN MECHANICAL SERVICES

Can-do attitude wins acclaim for Quinn

Quinn Mechanical Services received a Highly Commended Award for the plumbing services provided on an exceptional house build in County Derry-Londonderry that was constructed using a base of shipping containers, and that featured in Channel 4’s Grand Designs programme.

Quinn Mechanical had to install a Myson PEXcellent 5 low-profile underfloor heating system to achieve required ceiling heights. For the bathroom, a Hammock wall-to-wall hanging bath, complete with bath filler and overhead shower, also required specialist plumbing installation. Steel anchors hidden within the stud wall provided bath supports, while all pipework and wastes for bathroom and kitchen sinks were concealed in the fabric of the building. Commending Quinn Mechanical on the high profile nature of this project, the judges said they were impressed with the company’s ability to work within a tight area and to meet a strict project deadline.

DOMESTIC CONTRACTOR OF THE YEAR - OIL

HIGHLY COMMENDED: O’KANE PLUMBING & ELECTRICS LTD

High level of service from O’Kane

O’Kane Plumbing & Electrics was responsible for two and three-zone installations and the installation of retro-fitted air-source heat pumps for an SEAI community-based project. Recently introduced charges to this type of work by Building Control had to be taken into account and added to O’Kane’s processes in terms of making applications, notifying local authorities of completion, and Building Control requirements in relation to scheme specification etc.

After a project set-up meeting, each area of work was set up incrementally until the work was completed. This allowed O’Kane to monitor the process and make any improvements in the process before it was rolled out to all teams. The judges commended O’Kane Plumbing & Electrics for its proven ability to provide solutions in highly challenging conditions with an evident high level of customer service.

DOMESTIC CONTRACTOR OF THE YEAR – GAS

HIGHLY COMMENDED: SAFE GAS NI LTD

Safe Gas goes the extra mile

Outstanding service and professionalism demonstrated on a difficult project led to Safe Gas NI Ltd being awarded the Highly Commended Award in the Domestic Gas Contractor of the Year category.

The company supplied and fitted all the plumbing and heating requirements, including sanitation, full electrical installation and tiling, for five new-builds in Lisburn. Due to changes by the client, after work had already commenced, Safe Gas NI went the extra mile to accommodate the client’s wishes, removing and relocating radiators that had already been fitted, removing and reroofing bathroom tiles, and even bringing in extra plumbers to ensure the work could still be carried out in the same time frame. Having a management structure in place and through site meetings, Safe Gas agreed a deviation plan with all parties involved and also a time frame to bring in the job as close to the agreed budget as feasible.
RWC UK Radiates Success

RWC UK (Reliance Worldwide Corporation (UK) Ltd) has a long history of supplying product to the UK plumbing and heating market, and has designed its Radiance® Thermal Interface Units (TIUs) for high energy efficiency and performance. Manufactured for use as part of a community heating network to control the delivery of domestic hot water and heating (or cooling) to individual properties, the range offers six different types of base units. These are suitable for instantaneous or storage systems, as well as a cooling unit, although most products are manufactured to meet customers’ specific project requirements. Unlike alternative products on the market which are adapted from European designs, Radiance® TIUs are designed and built in the UK to meet the specific requirements of UK hot water systems and are WRAS approved. The judges praised RWC UK on its innovation in addressing community-based heating solutions.

Highly Commended: RWC UK for Radiance® Thermal Interface Units

Seal of Approval

Highly Commended in the Innovative Product of the Year category, the innovative CM Seal tanking kit has been designed by Classic Marble (Showers) Ltd to ensure that the shower enclosure or showering area above the bath remains 100% waterproof, regardless of any movement that occurs. Manufactured from non-woven polypropylene and polyethylene, the product seals the ledge of the shower tray or bath, as well as waterproofing the entire wall above the shower tray or bath, ensuring that any water ingress in the showering area finds its way into the tray or bath. CM Seal is available in three different kit sizes. The physical membranes of the kit are applied to the walls with tile adhesive. The process takes no more than one hour, and tiling is able to begin immediately after. The product has received extremely positive reviews, with many repeat customers in Northern Ireland.

Highly Commended: Classic Marble (Showers) Ltd
**APPRENTICE OF THE YEAR**

**HIGHLY COMMENDED: MAITIU COLE, CTS PROJECTS**

Maitiu makes his mark

A former student at Southern Regional College, Greenbank Campus, Maitiu Cole gained work experience at CTS Projects as is now employed by the company as a Response Team member. Maitiu assisted the CTS team on its Clannnil Housing Association Curzon complex project. This major job formed part of a boiler replacement scheme and involved replacing 60 boilers and flues with new cupboards and casings. Site Manager, Tom McGreevy commented, “Maitiu was a huge part of the success story of this project. He brought excellence to each job he carried out and played a huge part in helping us to give back to the community and build invincible trust with our customers. It was Maitiu’s entrepreneurial idea to present each of our customers with a £10 voucher to use on their gas as a gesture of good will.”

**APPRENTICE OF THE YEAR**

**HIGHLY COMMENDED: FINTAN MURRAY, APPRENTICE WITH FRANCIS MURRAY & SON**

Fintan Murray continues winning form

Fintan Murray has equaled his previous success at the Plumbing & Heating Awards by being Highly Commended again this year. Demonstrating his commitment to studies at South Eastern Regional College and employer, Francis Murray & Son, Fintan has never missed a day at college or work in four years. Now working on the new Level 4 Gas Higher Level Apprenticeship in Gas Safety Management, he is building on the great depth of gas knowledge and understanding that he has already developed throughout his career. Training and achievement in NI SkillBuild has enabled Fintan to show his competence in applying underpinning knowledge to practical activity. Additionally, his work with Francis Murray & Son, attending local trade fairs and building relationships with suppliers has increased his knowledge in the latest technology and industry appliances.

**MANUFACTURER’S REPRESENTATIVE OF THE YEAR**

**HIGHLY COMMENDED: TREVOR BEGGS, GLEN DIMPLEX**

Commitment and dedication earns recognition for Trevor

Highly Commended in the Manufacturer’s Representative of the Year category, Trevor Beggs, Water Heating Manager at Glen Dimplex NI, is renowned in the industry for his long-serving commitment and dedication to the promotion and business development of the Redring brand for Glen Dimplex over the past 15 years. His vast industry knowledge is supported not only by sales but also through technical support and staff training, along with a strong understanding of the differing needs of merchants and end users. Trevor is particularly known for his work ethic and is very quick to respond to queries and sales enquiries, earning the respect and trust of merchants and installers across Northern Ireland. Positive feedback from merchants included his reputation for always returning a call and visiting sites, if required, and his skill at resolving technical issues.

**MANUFACTURER’S REPRESENTATIVE OF THE YEAR**

**HIGHLY COMMENDED: MARK ECCLES, GRANT ENGINEERING**

Making his Mark

Having been associated with Grant for the last 30 years, Mark Eccles has played an essential role in representing and developing the Grant brand in Northern Ireland and supporting the company’s relationship with key stakeholders here. Manufacturer’s Representative, Mark has achieved exceptional sales in the last 12 months, organising a series of highly successful ‘Grant Product Information Evenings’ throughout Northern Ireland. He represented the company at a number of trade shows and is the official spokesperson for the company in Northern Ireland, as well as providing commentary on industry matters. Other achievements include organising the installation of Grant Vortex boilers for competition winners, and managing the network of warranty/service engineers throughout Northern Ireland, dealing personally with any customers requiring assistance. Mark was commended by the panel on his strong testimonials and high levels of customer satisfaction.