

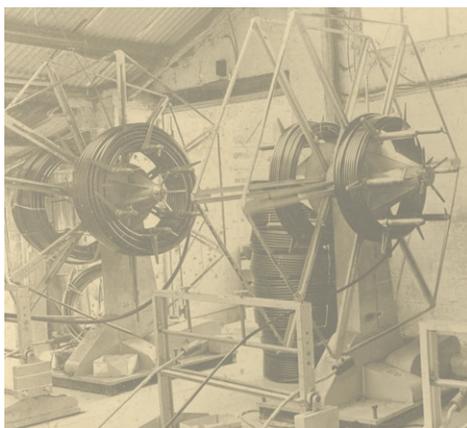
IRELAND'S plumbing & heating

ISSUE 94 - MAR/APR 2020

TRADE MAGAZINE - EST. 2002

IN THIS ISSUE

- HEAT PUMPS
- UNDERFLOOR HEATING
- CASE STUDIES
- MERCHANT NEWS
- PLUMBEX 2020

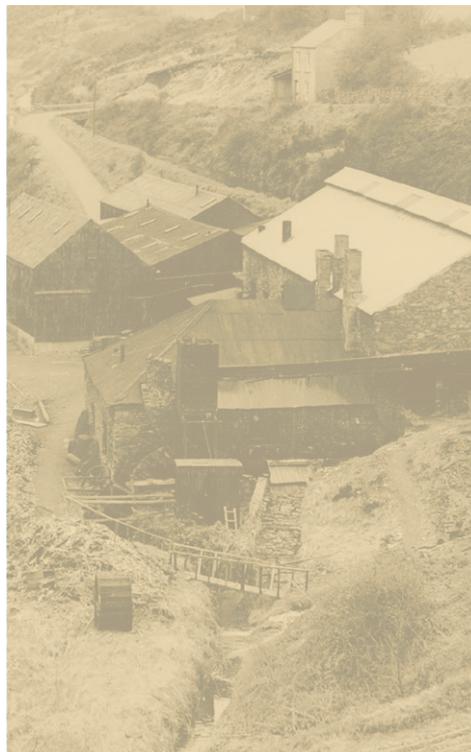


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Issue 94 - March/April 2020

In this issue...



4



50



18



91



49

News & Views

- 4 **Heat Merchants**
New heat pump training course
- 9 **Warmflow**
New Balmoral Show sponsor
- 25 **Myson**
A new strong brand position
- 37 **Grant**
Multi-million pound site investment

Product News

- 6 **Vokera**
Flexible commercial boiler installation
- 15 **Uponor**
Newest additions to the range
- 52 **simPRO**
Revolutionary business software
- 54 **Stuart Turner**
New Mainsboost iTank range

In Focus

- 10 **Pipelife**
Celebrating 50 years of excellence
- 18 **MyLife Bathrooms**
Passionate about bathrooms
- 74 **Dowds Group**
New Belfast Leisure Centres
- 56 **Kerrigan Mechanical**
Clayton Hotel, Ballsbridge refurbishment

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DEMENTIA FRIENDLY TRAINING

Phoenix Natural Gas, the largest gas distribution company in Northern Ireland, has become the latest organisation to become Dementia Friendly. Four Phoenix employees recently completed the Alzheimer’s Society Dementia Friends Community Champion Training and have already delivered the accredited workshop to more than 100 colleagues across Phoenix’s operations. To deliver the course, Phoenix’s Community Champions undertook an intensive two-day training programme, facilitated by the Alzheimer’s Society, which gave

the employees a better understanding of dementia and how it affects the 22,000 people living with dementia across Northern Ireland. The training was then condensed into a two-hour workshop which has been delivered to over 100 Phoenix Natural Gas employees who now carry the Dementia Friendly accreditation. As well as explaining what dementia is, the workshop also highlights how small changes can make a significant difference to the lives of people living with dementia.
 T: +44 (0)3454 555 555
www.phoenixnaturalgas.com

WEBSITE REVAMP FOR WARMFLOW

Warmflow has relaunched their company website to provide an enhanced user experience offering quick and easy access to essential information. The clean uncluttered design, improved functionality and rich content focuses on the company’s mission to offer high quality products and services, while passing on some great savings to installers and homeowners.

“We are excited about our new website launch and the robust information it provides for customers, homeowners and partners to better understand Warmflow’s award winning range of innovative home heating products,” says Oliver Cormican, Sales Director Ireland at Warmflow. “At Warmflow, we are continually looking for ways in which we can deliver benefits to our customers and make their experience of installing and maintaining a Warmflow product as hassle free as possible. The new website will make important information needed, easy to access for all,” added Mr Cormican.

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www.warmflow.co.uk



HEAT MERCHANTS FACILITATES HEAT PUMP TRAINING



Dundalk Institute of Technology (DkIT) School of Engineering will be delivering a level 6 Heat Pump Installer course in the Heat Merchants training centre in Athlone, beginning in April. DkIT is the only third level institution providing this training in Ireland and have designed this course in response to installer and customer demand for a recognised qualification, which is to a high standard. The convenient central location in Athlone and condensed delivery timeline will facilitate an installer’s busy work schedule. The course will commence on 24th of April and will be delivered over two weekends (Friday and Saturday - full days) and two evenings from 6-9pm. Course fees are €565 per candidate and this fee can be redeemed in full against the purchase of a minimum of two air to water heat pumps purchased from Heat Merchants before the end of December 2020. Places are limited to 16 candidates.

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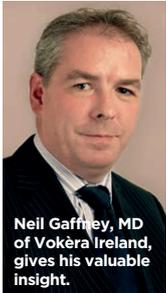
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Neil Gaffney, MD of Vokera Ireland, gives his valuable insight.

NEIL GAFFNEY, MANAGING DIRECTOR OF VOKERA IRELAND CONSIDERS THE BENEFITS OF SYSTEM FLEXIBILITY IN MODERN COMMERCIAL BOILER INSTALLATIONS...

Keeping systems adaptable

GREATER EFFICIENCIES

Commercial boilers have changed significantly over the past few decades. These changes are due, primarily, to the introduction of gas condensing technology, which offers significantly greater efficiencies when compared with non-condensing products. Typically, commercial boilers were big, floor-standing units with a large footprint and, in many cases, they were sectional products that had

to be assembled on site, requiring considerable time and labour. Nowadays, most appliances tend to be designed with heat engines and burners combined in a single box that can be wall mounted (or floor mounted on a frame). This takes up a fraction of the footprint of the old sectional boiler and, thanks to condensing technology and associated innovations, modern boilers are able to offer much higher outputs for their size compared with the old non-condensing units.

among the innovations designed to make our buildings more energy efficient.

Advancements in boiler design, alongside regulatory changes, have driven the market towards smaller, more high-powered appliances. For example, a two-boiler cascade in our new Condexa Pro range offers around 250kW in a small footprint when compared with the larger footprint of older floor-standing units with a similar output. However, that's not to say there isn't still a market for high-power, floor-standing appliances for certain applications, and many manufacturers, including Riello Group, continue to produce them: the key difference is that now there is a choice.

CONTINUOUS PRODUCT DEVELOPMENT

What's been driving the changes? Alongside continuous product efficiency improvements by leading boiler manufacturers like Riello Group, the heating industry has been the focus of increasingly stringent regulations to reduce carbon emissions and address climate change. In the Irish market these include Nearly Zero Energy Buildings (NZEB) regulations aimed at new buildings and improved Building Energy Ratings (BER) for existing housing stock. As commercial HVAC systems account for a high proportion of a building's energy consumption it's not surprising that boiler technology is

DIVERSE NEEDS

At Vokera by Riello we believe the concept of system flexibility holds the key to meeting the myriad requirements of different commercial projects. We know from our extensive experience of working with specifiers and installers throughout Ireland that the challenges they encounter are virtually endless, from single standalone and multiple cascade configurations to all the different ventilation, zoning and control requirements. The flexibility that



The Condexa Pro Linear Cascade.



“We will continue to only develop and market products that comply with the latest legislation.”

The Condexa Pro is Vokèra by Riello's range of condensing light commercial boilers.



“We believe system flexibility is likely to remain an important consideration in commercial boiler specification.”

our products can now offer, together with the added benefits of a five-year warranty and free commissioning, are enabling us to provide an attractive package for a wide range of commercial heating applications; from hotels and leisure centres to student accommodation and nursing homes. An example of this can be seen in a new modular gas condensing boiler system for a Leisure Centre in County Wexford. Offering optimum flexibility and simplicity of installation, the compact 512kW Riello Pro-Plus 1004 we provided for this external boiler installation delivers high efficiency back-up for a CHP unit, replacing a bank of outdated internally mounted wall-hung boilers. The new, multi-functional condensing boiler has the ability to carry the full load, heating the Centre's swimming pool and jacuzzis, providing space heating and domestic hot water for showers, and also feeding the Air Handling Units.

MODULARITY AND CONTROL

Modularity is at the heart of our new flexible commercial boiler concept, enabling a number of output sizes to be combined to achieve the required output. Being modular also means greater ease of

access to various component parts when it comes to servicing. Units can be combined in multi-cascade configurations and in linear or back-to-back cascade applications. In addition, today's more sophisticated control technology can play a major part in monitoring and managing the operation of a cascade at optimum efficiency in relation to demand. In fact, having this high level of integrated control means that in some cases an expensive Building Management System may not even be necessary.

Given the many benefits, we believe system flexibility is likely to remain an important consideration in commercial boiler specification. As a leading manufacturer of heating solutions, we will continue to only develop and market products that comply with the latest legislation and as the regulatory goalposts move, as no doubt they will, we shall have the foresight and flexibility to change with them.

Vokèra Ireland, a part of the Riello group, has been providing heating and hot water solutions for over 35 years. It has state-of-the-art research and development and manufacturing plants in Europe which ensure that its customers get an appliance with the latest technology, highest efficiency, safety and reliability built in as standard.

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PRE-PAIRED Components



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EASY INSTALLATION

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MULTI ZONE

Control up to 6 zones in a home by adding more thermostats. Hot water control is also available with CP4-HW-OT thermostat.



ALEXA VOICE CONTROL

With Alexa, you can control your heating system, check temperatures, boost zones and much more.



OPENTHERM®

Modulate your OpenTherm® boiler for maximum efficiency and minimum impact on our environment.



MULTIPLE CONTROL

Control multiple homes and add multiple users at the touch of a button via your smartphone.



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Reduce your energy bills with time and temperature control of your heating & hot water - anywhere.



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Whether at home or abroad, easy control of your heating system is in the palm of your hand.



PROGRAMMABLE

Allows flexible control by the users via the hardware or the EMBER App. Time & temperature can be programmed for 6 periods per day.



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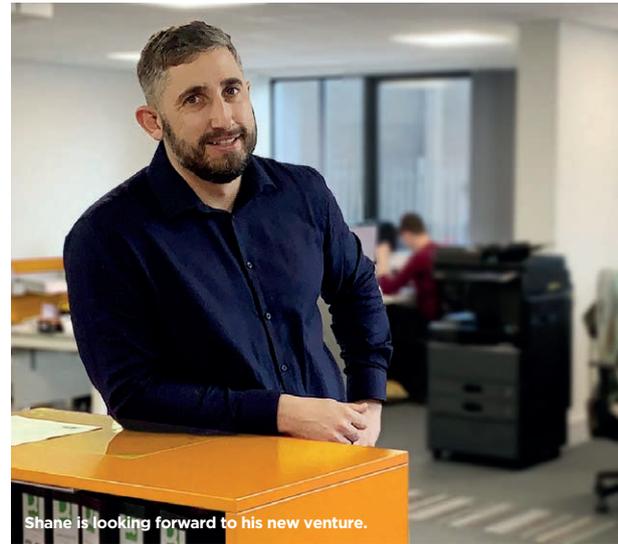




EPH NEW APPOINTMENT

Shane Smith has recently gained a new role, as Business Development Manager at EPH Controls. He has 14 years of experience within the plumbing and heating industry, which will greatly benefit him in his new position, working with consulting engineers, architects and specifiers to promote the EPH brand for their projects in across many Irish counties, including Dublin, Meath, Cavan and more. Shane said: "I'm delighted to have joined such a dynamic and expanding team. I have been made feel very welcome from the minute I walked into the office. EPH has built a brilliant reputation within the industry and this is very evident from the dedication and work ethic shown from everyone from admin, technical support and logistics.

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WARMFLOW SPONSORS BALMORAL SHOW

The Royal Ulster Agricultural Society (RUAS) is delighted to announce that Warmflow has confirmed a new five-year sponsorship deal with the Balmoral Show, supporting the popular 'Show Map' and 'Timetable'. Speaking about the announcement Oliver Cormican, Sales Director at Warmflow, commented: "As we are situated in close proximity to the show grounds, we are delighted to

be extending our sponsorship at the Balmoral Show for an additional five years. The 'Show Map' and 'Timetable' is used throughout the entirety of the show by over 120,000 people and acts as the perfect platform to promote our innovative home heating solutions that are designed and manufactured here in Lisburn." T: +44 (0)28 9262 1515 E: sales@warmflow.co.uk www.warmflow.co.uk



KESTON BOILERS LAUNCHES NEW LOOK

Keston Boilers is entering 2020 with a fresh new corporate identity that now includes the words "By Ideal Boilers", demonstrating that the company is part of the UK's number two domestic and number one commercial boiler manufacturer.

Jo Shepherd, Chief Marketing Officer, explains the change: "Our research showed us that many installers are unaware that Keston is part of Ideal and that it combines all the benefits they regularly get from installing Ideal boilers with the flexibility of Twin Flue Technology. Keston's new look starts the journey of growing that awareness, helped by including the 'smile' from the Ideal Boilers logo to further cement the link between the two brands."

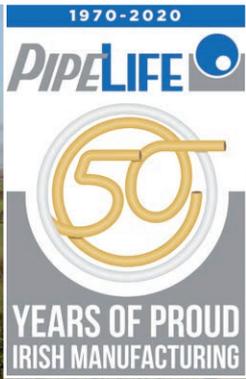
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Pipelife's current manufacturing facility in Cork.

BOLD INVESTMENT IN NEW PRODUCTS AND FACILITIES AND A FIRM COMMITMENT TO THEIR CLIENT BASE: THESE ARE THE KEYSTONES BEHIND PIPELIFE'S HALF-CENTURY AS IRELAND'S LEADING PIPE MANUFACTURER...

Pipelife celebrates 50 years of excellence

Since its first trading day - March 1, 1970 - Pipelife (formerly Quality Plastics) has grown and evolved to be Ireland's leading manufacturer and provider of plastic piping systems. Founded by Garry Horgan, who sadly passed away in 2019, the company's innovative, market-changing product development, dogged tenacity through leaner times and excellent customer

relations are qualities that have driven the past 50 years of business success; and will fuel the next 50 years.

From 1970 to the late '80s, Quality Plastics manufactured basic polyethylene pipe for the water supply, gas and electricity industries. But in the '90s they developed the Qual-Pex brand as a replacement for copper pipe in the plumbing sector. This was a game-changer. Since then, over two billion metres of Qual-Pex Pipe has been produced and distributed to over 30 countries worldwide.

In 2019, they introduced the next evolution of plumbing pipe to the Irish market - Qual-Pex Plus+ Easy-Lay Pipe. However, there have been some tough years. Dependent on the residential building sector, the crash hit the company badly. But their acquisition by Pipelife International in 2007 helped them weather the storm.

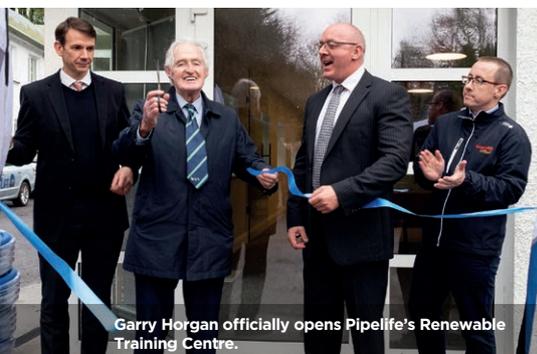
Timmy Mullins, Marketing Executive,

said: "They saw the long-term potential in the Irish market and have invested millions in automating the existing processes; upgrading our facilities and our engineering skills - and that investment has continued to this day."

RENEWABLE HEATING SYSTEMS

Recognising the movement away from oil and gas boilers towards more renewable types of heat sources Pipelife developed expertise in the design of heating systems to maximise the potential of Qual-PEX pipe and has recently expanded its design service to also include air-to-water heat pumps.

Selling exclusively through merchants, their service is tailored to making the supply of renewable products and services easy, professional and painless. Timmy explained: "In the future, we see ourselves moving from what we



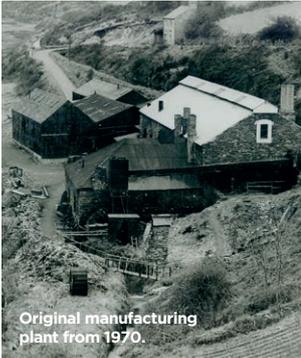
Garry Horgan officially opens Pipelife's Renewable Training Centre.



"We want the industry to know we are willing to invest in their future as much as our own future."



Pipelife Sales Force.



Original manufacturing plant from 1970.

would traditionally have been - a pipe manufacturer - into a full-service provider for renewable heating technology: primarily air-to-water heat pumps, underfloor heating and low-temperature radiator systems."

The company is determined to offer contractors and installers the skills, support and service they need to thrive in the renewable heating sector.

"We opened a Renewables Training Centre in Cork in 2018 which has been a huge success," said Timmy. "There's a huge appetite for it. A lot of plumbers and installers wish to be trained in this relatively new technology, and we pride ourselves in taking the fear factor out of it.

"We provide in-depth, hands-on, down-to-earth training with plumbers to train them in heat pump operation installation and maintenance servicing."

This month, Pipelife opens a new Renewables Training Centre at Mulhuddart, South Dublin, expanding this access to training to a much larger plumbing population. It's part of a major expansion plan that includes a new sales distribution facility.

"The new sales distribution centre will radically improve our delivery service from the current three-day turnaround from

time of order," explained Timmy, "Now we can offer it in 24 hours. If people require it, they can have same-day delivery. So, if it is an emergency situation, the plumber can ring in their order in the morning, and they'll have it by the afternoon."

Pipelife strives to provide the industry with market-leading service and peace of mind.

"Two major things that we offer - that are not standard in the industry - are a 50-year guarantee on all our manufactured pipe products and extended warranties on all our traded products," said Timmy.

"We give full design indemnity insurance on all our designs for underfloor heating and heat pump systems. We also provide full electrical drawings and full layout drawings for the piping and manifold locations and settings. When you get a job from us, everything is specified, and the contractor can talk to the actual designer. If any problem occurs after the home-owner takes possession of the house, we are still available.

50-YEAR ASSURANCE

"We've been around for 50 years, and we are willing to stand over the quality of our pipes to give a further 50-year assurance. We stand over the quality of our traded

products because we only take in heat pumps and fittings from people we have vetted ourselves.

"Pipelife is committed to training and supplying the renewable heating sector as it expands." Timmy concluded: "We want the industry to know we are willing to invest in their future as much as our own future."

Ger Healy, Managing Director, said: "Our aim is to be the first person to call when contractors and installers have a new contract for a heat pump underfloor heating insulation."

An official 50-year celebration takes place later this month in Cork and will be attended by representatives from the Pipelife International board along with members of the Horgan Family.



"Our aim is to be the first person to call when contractors and installers have a new contract for a heat pump underfloor heating insulation."

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- Compatible with Multifit IFOS
- System and Heat Only boilers also available

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- Brass hydraulics block
- Centre flue
- Easy-Fill permanent filling link
- Baxi uSense compatible
- Compatible with Multifit IFOS
- System boilers also available

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“Installers should always be armed with the right information.”

AN INSTALLER'S GUIDE FOR PASSING ON TOP SAFETY TIPS TO CUSTOMERS, FROM BAXI...

Gas safety and the customer

Gas safety is second nature to installers, but explaining its importance to customers can be tricky work. Gas boiler manufacturer, Baxi, suggests installers should always be armed with the right information and has offered some of its top tips for communicating gas safety. Always have your Gas Safe Register (Northern Ireland) or Registered Gas Installer (Republic of Ireland) ID card with you and make it a priority to show customers your card on arrival. It shows you are competent to carry out gas work and adds an extra level of reassurance for people before they let you into their homes. An annual boiler service should never be a nice-to-have, which is why it's so important that installers clearly communicate what's involved with one and the benefits of it whenever they are with customers. Focus on the following: Stress the importance of a service

when you install the boiler. Highlight that the boiler warranty is only valid if the boiler has an annual service. Make a note of the boiler installation date/the last service and then contact the customer when the service is due - they will probably be grateful for the reminder. It's worth noting that most gas and electricity suppliers operate a priority services register to help vulnerable customers. This can include a free gas safety check but also a number of other benefits, including advanced notice of planned power cuts, support in an emergency and many others. You can find out more at www.iberdrola.ie/priorityservice for ROI or at www.ofgem.gov.uk/consumers for UK and Northern Ireland. During the annual service, check the carbon monoxide alarm - firstly that your customer has one and secondly, that it is located in the right place and is working properly. These

simple checks may take just minutes but have the potential to save lives. As a gas engineer, you cannot force customers to have their boiler serviced, but you can educate them about what they need to do to stay safe. Gas safety should never be underestimated and so providing people with the knowledge they need to keep themselves and their family safe is vital.

For more information, please visit www.baxipottertonmyson.ie/information-and-advice/gas-safety
Your Baxi representative for NI is Sharon English, T: 07966 585 902
E: sharon.english@baxi.co.uk
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“Gas safety should never be underestimated and so providing people with the knowledge they need to keep themselves and their family safe is vital.”

Uponor

Introducing the new additions to the MLC range



Uponor UniPipe Plus - SAC 16-32mm

Features a seamless extruded aluminium layer for enhanced flexibility

- Up to 40 % smaller bending radius
- 'Form stable', the pipe stays perfectly in shape after bending
- Up to 15% fewer fittings required, thanks to the improved flexibility and tighter bend radius

Uponor S-Press Plus PPSU 16-32mm

The new plastic fitting range for MLC & SAC pipe

- Cost effective alternative to metal fitting range
- Joint inspection window for peace of mind
- Enhanced flow rates
- Unique breakaway foil pressing indicator
- Size colour coded pressing sleeve

Uponor S-Press Riser 63-75mm

Suitable for riser installations

- Alternative product to the Uponor RS 63mm and 75mm products
- Leak path identification
- Size colour coded pressing guides
- Pipe depth observation windows
- Made from high performance PPSU

To find out more about these products, please visit www.uponor.co.uk

UPONOR HAS EXPANDED ITS MARKET-LEADING COMPOSITE RANGE WITH NEW INNOVATIONS...

The latest in piping and fittings

Uponor has invested heavily in research and development, and prides itself on always delivering the latest solutions and products for its customers. The company is proud to introduce four new products: a unique new pipe system, SAC; a range of high performance 16-32mm PPSU press fittings; fire-resistant pre-insulated composite pipes and an extension to the current PPSU range of press fittings – to include 63 and 75mm.

UPONOR UNI-PIPE PLUS SAC

Demonstrating that it is once again at the forefront of delivering market-leading technology, Uponor's Uni-Pipe PLUS SAC (Seamless Aluminium Composite) is the world's first multi-layer composite pipe with a seamless, extruded aluminium layer, setting a new standard for performance and functionality. The key benefits of this product include:

- Up to 40 % narrower bending radius, compared to conventional multilayer pipes
- 0% readjustment, pipe stays perfectly in shape after bending
- Up to 15 % less fittings, due to the enhanced flexibility
- 100% backwards compatibility with Uponor leading multi-layer pipes and press fittings.

S-PRESS PLUS PPSU (16-32MM)

With market-leading performance and features, the new range offers higher flow rates and lower pressure losses than the current S-Press PPSU press range. Adding all of the features that are currently available from the S-Press PLUS metal range of fittings, launched in April 2019,

the S-Press PLUS PPSU press fitting range offers:

- A cost-effective alternative to its metal counterpart
- Contains two O-rings on each connection, stainless steel pressing collars and an easy-to-read colour-coded size identification
- A unique break-away pressing indicator foil and joint inspection technology for added peace of mind.

S-PRESS 63-75MM

This new product range is suitable for sanitary and heating systems in both domestic and commercial buildings. Overall, it offers the following benefits:

- Fast installation with easy beveling and no need for calibration
- Compatible with Uponor 63 & 75mm MLC pipes
- Colour coding
- Leak path safety function
- Stop ring segments for precise jaw location.

FIRE-RESISTANT PRE-INSULATED MLC

With the growing demands for safer products, Uponor has also introduced a range of fire resistant pre-insulated pipes. In pipe sizes 16, 20, and 25mm, these pre-insulated systems provide the following advantages:

- Available in 50 or 75m coils
- Meet the fire requirements for most building types
- Maintain the effectiveness of the insulation
- Reduced costs with no further insulation or labour required
- Perfect for joint-free plumbing application.

Uponor S-Press Riser 63-75mm.



Uponor UniPipe Plus - SAC 16-32mm.



Uponor S-Press Plus PPSU 16-32mm.



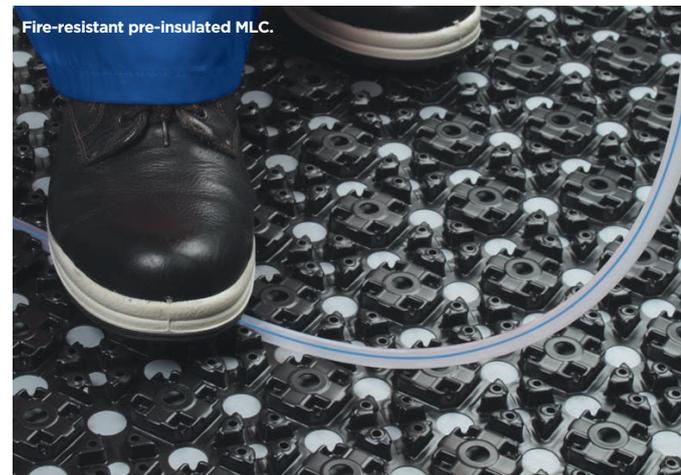
“Uponor has invested heavily in research and development, and prides itself on always delivering the latest solutions and products for its customers.”

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The show must go on

PLUMBEX PROVIDES THE OPPORTUNITY TO TAKE A STAND IN THE FACE OF ADVERSITY...

We may be on the ropes, but just like the electrical industry here we're determined to come out fighting. The current Coronavirus crisis has forced us into a corner, leaving little option but to reschedule PLUMBEX Dublin and Belfast. But it is important to note that this is a postponement - NOT a cancellation. Of course, with the outbreak of COVID-19 the safety of both visitors and exhibitors is our primary concern, and to that end we will continue to follow guidelines supplied by both the Irish and UK Governments. But the show(s) must go on. Now more than ever, we need something to look forward to. We need events like PLUMBEX that will afford us the opportunity to once again rub shoulders with our colleagues and contemporaries, to break out of the isolation and once again celebrate the best the industry has to offer. That is why we

are looking at suitable dates to host Ireland's biggest and best Plumbing and Heating trade events in early Autumn - you can check social media for the latest updates. Not for a second are we ignoring the severity of the situation, nor the pain and suffering that will inevitably impact on unfortunate families. But we have to stay positive. We have to believe we can get through this. PLUMBEX Dublin and Belfast have a role to play in this. Finally, we would like to thank everyone for their support during this difficult time. We look forward to seeing you all later in the year when PLUMBEX will once again bring the industry together under one roof. For more information on how to book your stand at PLUMBEX Dublin and/or PLUMBEX Belfast, please contact Jacqui Fairley on jacqui@kmp ltd.co.uk to book your stand or if you have any queries about either show.

JUST SOME OF WORLD-CLASS BRANDS ON SHOW



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DUBLIN



PLUMBEX TRADE EVENT
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The MyLife Ireland team.

MYLIFE BATHROOMS PREPARES FOR AN EXCITING NEW CHAPTER IN THE COMPANY'S SUCCESS STORY...

Passionate about bathrooms

Passion and ceramics - two words you won't often find in the same sentence, unless you're in conversation with Andrew O'Brien, that is. Founder and Managing Director of MyLife Bathrooms, his enthusiasm for the design, manufacture, and distribution of bathroom products borders on the obsessive. It's a fixation with fixtures and fittings that is nothing short of infectious, and is one of the fundamental reasons the company has grown from five employees to 75 in just seven years. Now boasting three distribution centres - Newry, Wishaw (Scotland), Hailsham (England) - and 130,000 sq ft of warehousing, MyLife Bathrooms has taken the next step towards fulfilling the ambition to be the leading bathroom industry brand in the UK and Ireland.

Considering the company's rapid growth since 2013, MyLife Bathrooms could have been forgiven for sitting back and

admiring their handiwork. Instead, they have re-invested, implementing a series of changes guaranteed to take things to the next level. With new headquarters in Newry's Greenbank Industrial Estate, a new Warehouse Management System, and a new management structure - MyLife is more efficient and more effective than ever.

MASSIVE

"It's going to be a massive next few years for us," said Andrew. "The business was largely built over the first six years on instinct, my gut feeling. Everything came through me and, with a bit of luck, it worked out well. But, it couldn't go on that way if we wanted to continue to grow. We've made the move to the new offices and warehouse, and we invested £100,000 into a new Warehouse Management System that's been up and running since

January. It speeds everything up so much, on the purchasing side, sales, and also the order process. We have also added structure to what was previously a bit ad hoc with me making purchasing decisions. Now we have two buyers, a stock controller, and an analyst. When you're growing so fast, keeping up with stock and cash flow was probably the toughest challenge. You could see how something could go wrong. That's why we have spent a lot of time looking into this over the past six months."

Appropriate stock levels, and the ability to supply those products when and where they are needed by the client, is the lifeblood of businesses like MyLife Bathrooms. "Customer service has, and always will be a massive thing for us," added Andrew. "Now, the guys have a structure. We have the items categorised, they know the buffer stock, the double



"When you're growing so fast, keeping up with stock and cash flow was probably the toughest challenge."



Pictured L-R are JP Quinn, Sales Director; Andrew O'Brien, Managing Director and Grainne Fearon, Financial Director.

stock, everything. We know what to carry so we should never be out of stock. The WMS also tells you exactly where to put the stock and where to pick it from. The WMS and our new loading bays are saving time, saving money, increasing efficiency and getting the products in and out to our customers as quickly as possible. That's what it's all about."

DELEGATE

When you're used to being the first point of contact, the key decision-maker, the go-to guy, it's not always easy to delegate. For nearly seven years Andrew O'Brien was that guy. Everything at MyLife Bathrooms revolved around, or went through him. Not anymore. Don't for a second think Andrew is easing off the accelerator, taking a step back - far from it. As Managing Director and his company's marketing lead, this is still very much a business in his image. It's just that to progress further, things had to change. "It couldn't go on the way it was," Andrew freely admitted. "Now, we have a new management structure in place, with defined roles. J.P. Quinn, who was a General Manager and National Sales

Manager, is now the company's new Sales Director, and Grainne Fearon is our Financial Director. Grainne is a Chartered Accountant and it makes sense to utilize her financial expertise. We are also currently looking for a new Operations Manager... I have full trust in both JP and Grainne and also the rest of the team." If all things numerical are right up Grainne's street and with JP focused fully focused on sales, Andrew is pretty sure what aspects of the business are best suited to his skillset. "The marketing side of the business incorporates product development and brand awareness. Together with our Product Design and Development Manager Cahal Lynch, this is an area I particularly enjoy. We source products from China and all over Europe, and dealing with suppliers, building those relationships, sourcing the products, that is my background. Looking for the product, ensuring the very best quality of production, making sure it's right, seeing what our competitors are doing - that's my favourite bit of the business. Every factory that deals with us knows that we are about quality, quality, quality! MyLife

has a reputation in China and elsewhere, every factory we deal with knows we will only accept the very highest standards. Our business model is geared towards the independent showroom, the person with a bricks and mortar premises. We help them in every aspect of their business, from making sure they get the right products, through to marketing," he explained.

PERSONAL

It's that personal touch and attention to detail that has helped dispel the doubters. Andrew continued: "There are quite a few of our customers who were originally 'tile' guys. They were very wary of 'bathrooms' because in the past they'd had their fingers burnt dealing with people who never had the stock, or had faulty items. Many of them just didn't want to know. They came up to see us, to see how we operate, our expertise, that we know our products inside out. Having taken the chance with us, they're now a nearly 50/50 business, when previously they would have been 80% tiles and 20% bathrooms. They can now see how its helping their business, which is great."

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Warehouse operatives and drivers at MyLife Ireland.

ESTABLISHING MYLIFE BATHROOMS WAS VERY MUCH IN KEEPING WITH A FAMILY TRADITION...

Advice on tap

Sign up for the French Foreign Legion, move to a monastery in the Himalayas, start a rock band - some kids will do anything to avoid going into the family business. Not Andrew O'Brien. As soon as he'd finished his GCSEs, and despite having the grades to carry on studying, he left school and started work at his father's company, where he learned the valuable skills needed to one day start up MyLife. It just felt like the natural thing to do. "You never really think about going to work in your father's business, it just happened. I started working in the warehouse, stayed there a few years learning the trade, learning from very knowledgeable people. I sorted stuff for plumbers, then moved to the bathroom side of the warehouse and eventually started doing a bit of ordering." If the O'Brien family business was plumbing, there was no doubting the

family's favourite pastime. Motorsport, is a shared passion, and it was a crash involving his brother Jonathan that thrust the younger sibling into the hotseat. "My brother, Jonathan, had just started showing me the ropes. He looked after the 3 showrooms and he had a very serious accident that kept him off work for a while. I was thrown in at the deep end. I didn't know what an invoice was. I didn't know how to turn on a computer. You only got the chance to ask the guys something once, then you'd better remember it. It was hard at the start, but in many ways it was the best way to learn," he said.

NICHE

After a couple of years at the coal face Andrew's role began to evolve. It would eventually focus his attention on what he perceived to be a niche in the market. "I

was working in a retail showroom and it was the best learning I could get. I was giving suppliers a lot of business but getting poor service, a product that wasn't great, and no back - up. The lessons learned from that time are what I've built this business on," he said. Embracing the business principles that he learned from his father - surround yourself with the right staff and make great customer service your number one priority - Andrew started MyLife Bathrooms in a new Newry Premises in November 2013. "There were four staff and myself. Never in my wildest dreams could I have imagined reaching where we are now."

POSITIVE

The last place you'd expect to see a sales director is steering a pallet truck past the front of a loading bay. "JP's



"I was thrown in at the deep end. I didn't know what an invoice was. I didn't know how to turn on a computer."



Pictured L-R are Eoin Banahan and Cahal Lynch, Marketing and Andrew O'Brien, Managing Director.



JP Quinn with the MyLife Ireland sales managers.



The technical and after sales team.

in the warehouse today,” Andrew explained. “I’m in with the sales department. That’s the best way to learn about what’s happening and what needs to be done. I know it’s a cliché, but we pride ourselves on being a team. My mentor, my father, has staff who’ve been there for 40-years. He always impressed on me the importance of good staff, and I’m pleased to say we have had very few leave MyLife in the past seven years. It’s not rocket science, but people do forget that when everyone works together as a team it makes some difference. That’s how we’ve grown so fast.”

There is a distinctly positive ‘vibe’ about MyLife Bathrooms, a sense that the workforce actually enjoys coming into work and feel engaged. “Staff are key. We have 13 vehicles in Ireland alone, and our delivery van guys are there early in the morning, they have a good working relationship with their store guy. It starts with them, the girls on the phones talking to customers all day, at every level of the company we have the right people with the right attitude.” Further evidence of that connection

can be seen in the company’s charitable efforts, another aspect of the business to undergo a re-structure. Last year Andrew and his wife Emma spent 14-weeks at the Birmingham Children’s Hospital when their son Leo was born with Congenital Heart Disease. It was a traumatic time that brought the close-knit family structure at MyLife sharply into focus. “We’ve always done something at the end of the year and given money to the local hospice and other charities. When I was over there the staff organised a breakfast morning and raised £2000 which they sent to the Birmingham Children’s Hospital. It was when I was in the hospital that I came up with the idea of doing events throughout the year, all the staff doing events and then splitting the proceeds amongst four designated charities. We’ve picked four for 2020, and next year it will be the turn of four other members of staff to nominate a charity. This year we have put a team together for the Belfast Marathon relay, we have a team in

Scotland climbing Ben Nevis, and we are running breakfast mornings and golf events. It gets everyone involved, and whatever is raised the company will then match the amount. Charities really don’t gain enough recognition for the work they do.”

MyLife Charity Partners 2020

Staff at MyLife Bathrooms will be undertaking a series of charitable events through the year. From running to climbing, golf club swinging to coffee drinking, they will strain every sinew in their efforts to raise funds, with the proceeds then split between the company’s four designated charities:

- Ronald McDonald House Charities
- Cancer Fund for Children (Northern Ireland)
- Air Ambulance Northern Ireland
- Down Right Brilliant (Newry & Mourne Downs Syndrome Support Group).



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KEEPING TABS ON THE LATEST INDUSTRY TRENDS IS THE ONLY WAY TO ENSURE MYLIFE BATHROOMS REMAINS AHEAD OF THE GAME...

Leading the way

The new MyLife Bathrooms brochure is a stunning insight into the comprehensive product range that has under-pinned the company's success. Their sights have always been set on becoming trend-setters and the latest range is a perfect example of MyLife's design experience and industry knowledge. The products, designed in-house, are the result of a collaboration between Andrew, Product Design and Development Manager Cahal Lynch, and the highly-experienced Stanley Weir. "Cahal has a real flair for interior design, colours and a real knack when it comes to producing brochures; I have practical knowledge and an eye for trends, and Stanley has 40 years of technical and after-sales experience. The mix of the three is perfect." So, how do you predict what might happen next? Well, just like the fashion world, attention usually turns to France and Italy.

"There is no doubt that the Chinese have cornered the manufacturing market, but it's still a case of the French and Italians leading the way in terms of design flair in the bathroom industry. We attend trade shows in China, France, and Italy. The tile trade show in Valencia is a great indicator, particularly in regard to colours, which we then factor into our designs. We don't do tiles, but we watch trends in colours: pastels, pinks, greens, and then design our furniture accordingly.

COLOUR

"Colour is now such a big thing in the bathroom industry. Three or four years ago you would have said no way, but now there's brushed brass, matt black, and chrome. Ceramics would always have been gloss white, now basins are coming in matt white and matt black. Another big seller is slate shower trays, something you might

have seen on holidays in Spain ten years ago, but now anthracite and white slate shower trays are incredibly popular." Trade shows remain an important barometer, but social media has quickly altered the landscape. "People were influenced by walk-in showers they saw in hotels, and today things are changing so fast, with Pinterest, Instagram, and Twitter giving a platform to products and influencers. People are seeing new colours and up-to-date trends before they build their new house. I love that side of the business, watching, trying to stay ahead of the trends."

FORMULA

By always learning, updating, adapting, trying to improve, MyLife Bathrooms has found a formula that works, a formula hallmarked by quality. "We design, and find the right manufacturer or supplier,



"In Northern Ireland the brand is there because of hard work and relationship building."



Pictured left, Grainne Fearon with the MyLife Ireland accounts team.



The supply chain team.



The internal sales department.



which could be China, Turkey, or here on the island of Ireland. Then backed up by the great staff here, with sales, and delivery on time, through to after-sales, we follow the process from the very start to completion.”

Sometimes, it's hard to switch off. Not quite sure it's something he should be owning up to, but Andrew confesses that when visiting a hotel or restaurant with his wife, he will check out the bathroom and can tell you what products they are and where they're from.

Well, the company slogan is: 'Passionate about bathrooms'.

ADAPT

Brexit has paralysed companies with its uncertainty, striking fear into the hearts of industry figures who hoped it would all go away. At least, that's what we've been led to believe. MyLife Bathrooms would beg to differ. A growth of 37% in 2019, and a further upsurge of 25% at the start of this year, would indicate that there's something to be said for the simple philosophy of just getting on with things. “The way we've looked at it is that it's going to affect everyone - all our

competitors, we're all in the same boat. It's going to affect their customers the same as ours. You just have to adapt, get on and do it.”

For MyLife Bathrooms that means setting ambitious new targets. “We plan to double our business over the next three years. We have a lot more structure in place to make that happen. Our business model remains the same. A quality product at a competitive price, backed up by the highest levels of customer service. We're ready to go.” Despite being, relatively speaking, the new kids on the block, MyLife Bathrooms is already a leading player on the island of Ireland. The aim now is to take that blueprint for success and apply it to mainland UK. “Scotland is going really well for us, and we certainly can't take our eye off the ball with regard to Ireland, but there really is so much potential in England. We're trying to do it right. We've the foundations laid, the back end that few people see. Together with our Sales Director JP [Quinn] and National Sales Manager Gavin [McCrossan], we have a new strategy for England.”

AWARENESS

“One of the big elements is brand awareness. In Northern Ireland the brand is there because of hard work and relationship building. Many of our customers have been on this journey with us from the start. We liked bringing them up here and showing them how we've re-spent the money, re-investing to grow our brand. Now, it's time to put a real emphasis on MyLife Bathrooms in England.”

Passion, there's that word again, will once more be at the core of what MyLife Bathrooms attempts to achieve going forward. Andrew concluded: “We are passionate about what we do. We're passionate about sales, we're passionate about having the best vans, we're passionate about our products. It's that enthusiasm to do everything to the best of your ability, to maintain standards and quality, that holds the key. It's how you grow a business, and it works! MyLife Bathrooms started in 2013 with myself and four other people. We moved here in May last year and now have 75 staff across three branches, with 50 in Newry alone. We're ready to expand again.”

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Grant is set to launch new hybrid technology later this year which will play an important part in the transition of residential heat to zero carbon. EVOLINK is the first of its kind in hybrid technology and enables the smart integration of heat pumps to a property by combining with existing technology in a home whether oil, gas or biomass. Using intelligent software and complex algorithms to optimise the use of the heat pump throughout the year, EVOLINK optimises the operating temperatures of the two appliances through modulating pumps and hydraulic mixing circuits. It also incorporates smart features like in-built weather compensation. EVOLINK will enable homeowners to

effectively reduce their carbon emissions by 70% - 80% overnight at a fraction of the cost of deep retrofitting with minimal disruption. Over time the homeowner can then carry out renovations when affordable to eventually enable a heat pump to become the sole heating appliance for the home.

This new technology if combined with a Grant Spira condensing biomass boiler, a Grant Aerona³ R32 air source heat pump or indeed a 100% biofuel boiler would offer a zero-carbon heating solution for homeowners.

To keep up-to-date with the latest Grant news visit www.grant.eu or follow Grant on Facebook, Twitter or Instagram @mygrantni @grantirl

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MYSON has introduced a new, strong brand position aligned with meeting customer needs and tackling global challenges of changing climates, scarcer resources and growing populations. The strategy is based on delivering more sustainable and integrated heating solutions. MYSON has also created a new suite of visuals to complement the transition which includes striking new branding designed to reflect its heating expertise. MYSON's promise to the market is 'Comfort delivered' and achieves this through a unique full-system approach that is designed to optimise heating system performance. The strategy is all encompassing to help increase energy efficiency in buildings large and small and offer customers peace of mind knowing that when it comes to heating, they can rely on MYSON as their trusted partner in integrated, sustainable indoor climate comfort solutions.
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After what was a busy winter season for us, it's great to get stuck into the new year. Amidst all the talk about plans to reduce and eventually eradicate our dependence on fossil fuels, over the coming months, we will explore how this will affect so many of us who rely on natural gas and LPG as our livelihood.

We will look at alternatives already in place, BIO LPG and Hydrogen, both of which are already being used effectively, and the extra training involved where required.

Shortly, we will be transferring the funds from our annual charity raffle to the Crumlin Medical & Research Foundation. This year we raised over €21000 from the sale of raffle tickets to our members and donations. We'd like to take this opportunity to thank our generous suppliers, merchants and manufacturers, as without their generosity in donating prizes, the annual raffle wouldn't exist. There are far too many to name in this column, but you will find many of them within the pages of this very magazine, as they are regular contributors.

Thanks also to our members who dug deep into their pockets and supported us over the winter months. Every cent of their hard-earned donations will soon arrive where it's needed, and be put to good use by CMRF.

If you are an RGI or work in the gas industry and would like to join us, search for "Gas Chat Ireland" on Facebook for help, advice, member deals and a bit of craic.

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EFFICIENT AND KIND TO THE ENVIRONMENT

PHOENIX MECHANICAL LTD FOLLOW THEIR BRIEF TO THE LETTER AT THE IMPRESSIVE IDA ADVANCE OFFICE BUILDING IN DUNDALK...

Green is everyone’s favourite colour these days, particularly when it comes to construction. Mechanical services are no exception, with ecology and the environment very much at the forefront of the design for the new Industrial Development Authority (IDA) Ireland Advance Office Building in Dundalk’s Sustainable Energy Zone.

Phoenix Mechanical Ltd was charged with installing a highly-efficient, fundamentally eco-friendly system in a €7m complex, covering close to 33,000 sq ft at the Finnabair Industrial Park, just off Dundalk’s Inner Relief Road. Described as a ‘blank canvas for prospective tenants capable of supporting 100% expansion’, this would involve realising the vision of van Dijk Architects and consulting engineers HOH Design Partnership Ltd.

“This is the first time Phoenix Mechanical Ltd has been involved in a construction for the IDA, and it was a pleasure to work alongside the main contractor Felix O’Hare & Co Ltd,” said Jason Ryan, Director at Phoenix Mechanical. “Work began on the site in July 2018, and we started in November of the same year, with completion nine months later.”

At the heart of the shell and core mechanical services provision was high-powered LPHW (Low Pressure Hot Water) Remeha Quinta boilers from Euro Gas. Compact, with a cast aluminium heat exchanger and other major components contained within a single sealed box, they served air-handling units and metered provision for each floor of the IDA Advance Building. Designed with those future fit outs in mind, the main boiler casing

also has a removable section for easy maintenance. High efficiency (98.1%GCV) allied to unobtrusive operating levels (<52dBA) make them the perfect choice. “We have used the Remeha Quinta range on a number of occasions and they are without doubt some of the very best on the market,” Jason added.

PROJECT TEAM...

- Client:** Industrial Development Authority (IDA) Ireland
- Architect:** van Dijk Architects Ltd
- Main Contractor:** Felix O’Hare & Co Ltd
- Mechanical & Electrical Consultants:** HOH Design Partnership Ltd
- Mechanical Services:** Phoenix Mechanical Ltd

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IDA ADVANCE BUILDING, DUNDALK



TRIED AND TESTED

AT THE IDA ADVANCE OFFICE BUILDING, PHOENIX MECHANICAL LTD EMPLOY PRODUCTS AND SYSTEMS FROM SOME OF EUROPE'S LEADING BRANDS...

Efficiency is a word that keeps cropping up in relation to the mechanical services provided by Phoenix Mechanical Ltd at Dundalk's Sustainable Energy Zone. In addition to securing Remeha boilers from Euro Gas, Phoenix also utilised Cordivari hot water cylinders from the same source, that are capable of storing heating water for long periods thanks to their thermal efficiency and layering properties.

"The landlord areas are also served by fan coil units, from the LPHW system, that supply and return air ductwork tempered from air-handling units, which was run throughout the floor spaces with metered provision on each floor" added Phoenix Mechanical Director, Gary Brennan.

In relation to the system's booster pumps, Phoenix Mechanical again

placed their trust in a tried and tested product range. World-renowned Danish manufacturer, Grundfos, was the choice, based on previous experience working with the brand, and the energy efficient (there's that word again) ability to ramp up and down. "Domestic water services are supplied by a cold water storage tank and Grundfos booster pump, as does the greywater," Gary explained. Chilled water is served via two chillers on the roof. "We are not called to install chiller units that often," Jason Ryan, Director at Phoenix Mechanical explained. "We fitted chiller units from Aermec Ltd, which were supplied to us by EICL Ireland."

Phoenix also utilised another well-established European brand in the heat recovery units supplied to us by Fantech Ventilation Ltd, Komfovent

is a brand that unites 12 separate companies in the production and supply of air ventilation system products and efficient air handling units. "We used the Komfovent Verso range which offers lower energy consumption and operating costs. The compact dimensions also mean they are space savers," Jason concluded.



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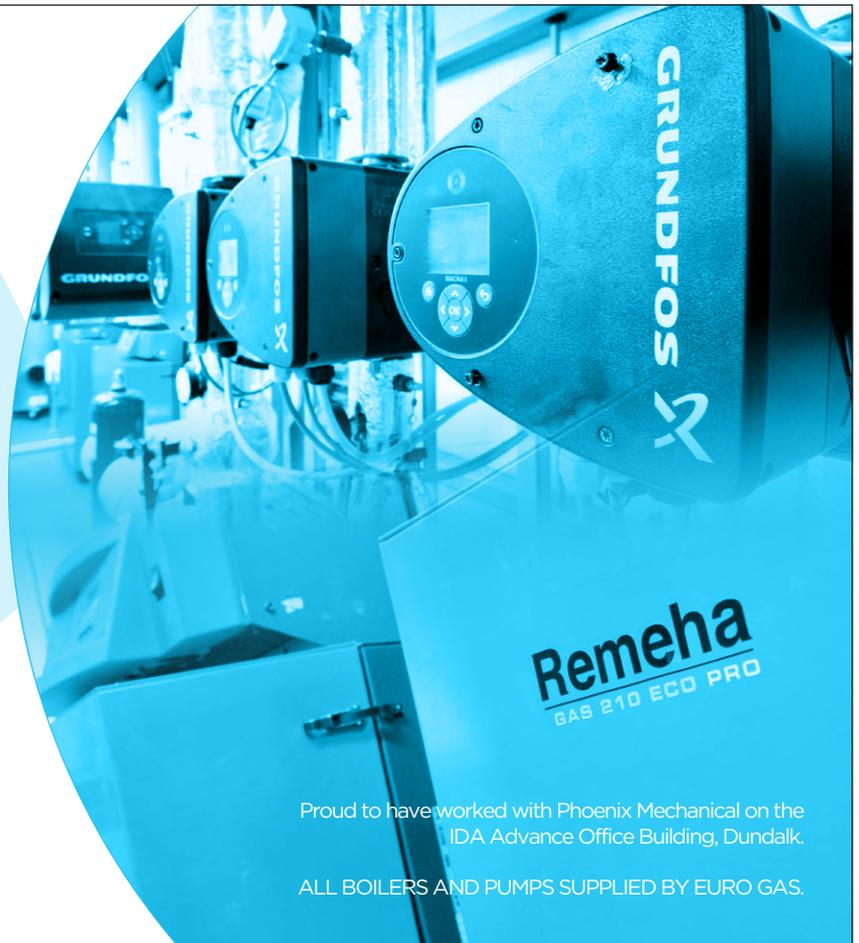
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PHOENIX RISE TO THE CHALLENGE

THE IDA'S STATE-OF-THE-ART ADVANCE OFFICE BUILDING IN DUNDALK PROVIDES AN ECONOMIC BOOST TO THE NORTH-EAST...

During the nine months Phoenix Mechanical Ltd worked on the IDA Advance Office Building in Dundalk, a large portion of that time was spent outside. In addition to the two chillers situated on the roof, and the pipework supports provided by Dublin-based firm Etag, there was also a sizeable commitment to both sun and rain.

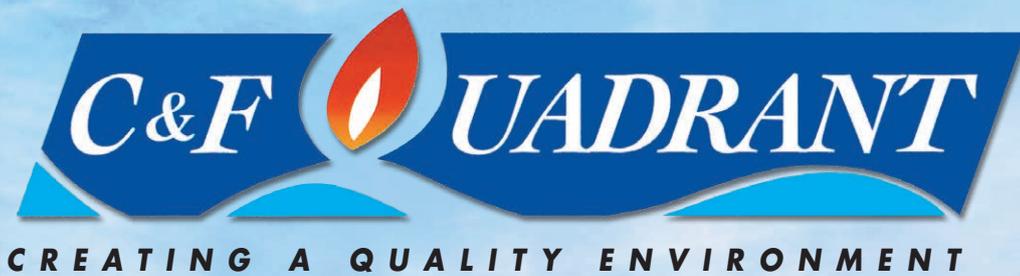
On the precipitation side of things, the work tied in with a siphonic and gravity roof high velocity drainage system installed by RWP Ltd. Director Jason Ryan explains: "We worked with CubicM3 to install a sustainable rainwater harvesting system. Compliant with international standards, it's a solution that saves both money and the environment." The team supplied Joule Evacuated

Tube Solar Panels which were limited to the Twin Coil Cordivari cylinder which supplies hot water to the toilet block. "The domestic water has an LPHW coil, immersion, and solar panels," said Director, Gary Brennan. "The entire system is then managed through Cylon intelligent control. We worked with Ashdown HVAC Controls Ltd to install Cylon's BMS, a system that reduces energy and maintenance costs, and carbon emissions." Designed to accommodate four separate clients, the new IDA Advance Office Building is part of Dundalk's 2020 initiative spearheaded by the Sustainable Energy Authority of Ireland (SEAI). Phoenix Mechanical Ltd's high-profile, high-performance installation is yet another feather in the cap of this progressive, (relatively) young Dublin company.



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THE LEADING DISTRIBUTOR HAS A NEW BRAND AVAILABLE IN ITS ALREADY IMPRESSIVE COLLECTION...

C&F Quadrant partners with ELCO

One ELCO range, available through C&F Quadrant, is VECTRON. These are monoblock burners which can be powered by gas, light oil and dual fuel and works perfectly with the Unical XC-K oil boiler of which C&F Quadrant are exclusive distributors throughout Ireland. To guarantee cost benefits and high performance on all VECTRON models, ELCO has implemented features that simplify commissioning and allow quick and efficient burner maintenance. VECTRON has been the first range of ELCO burners to

integrate the innovative MDE2 System and ELCOGRAM, a universal language composed of pictograms and numerical data. This ensures that information is easier to read more than ever before, constantly giving real-time information to engineers, during the commissioning, operation and at each operation cycle. With VECTRON, ELCO is able to offer a Low NOx range able to meet - or exceed - the highest requirements and comply with the European Emission Standards, as well as those of many other countries, such as the ErP Directive. Versions with FGR System able to reach NOx values below 30 mg/kWh are also available starting from the platform VG5.

Over the years, ELCO has developed long experience in the field of low NOx combustion technologies and is continuously focused on an environmental program with the target to offer efficient, reliable and advanced solutions to the customers. Burner manufacturers had been anticipating this change for several years, developing products that could

offer efficient performance with highly reduced emissions. To achieve these targets, manufacturers had to call upon their own expertise to research the latest technology available. This is where certain companies had an advantage, especially those who are specialists in combustion technology, such as ELCO. Thanks to innovative combustion technologies and the experience developed in the field, ELCO is able to offer an ultra-low NOx range able to meet - or exceed - the European requirement imposed by the ErP Directive, as well as those of many other countries.

*For more information on, or to purchase ELCO products, please visit C&F Quadrant Mill Rd, Newtownabbey, BT36 7BA.
T: +44 (0)28 9036 5555
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“ELCO has implemented features that simplify commissioning and allow quick and efficient burner maintenance.”



MORE THAN JUST OIL

OFTEC, well known for its commitment to oil, also offers registration for solid fuel and renewable heating technicians.

OFTEC's competent person registration for heating technicians covers oil, solid fuel and renewables such as heat pumps, biomass and solar thermal. Join today, or extend your existing registration, and enjoy a range of useful business benefits.



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Update:

PLUMBING & HEATING MAGAZINE PROVIDES AN INSIGHT INTO OFTEC IRELAND AND THE PROMOTION OF THE LIQUID FUEL INDUSTRY IN IRELAND...



“We need [energy] policies to be ambitious enough for net zero but which also reflect the practical challenges and financial constraints.”

OFTEC champions biofuel as “net zero” solution

OFTEC proposes cost-effective and practical solutions to meet Ireland’s Climate Action Plan emission reduction targets. Instead of the Plan’s vision of 600,000 heat pumps installed in Ireland’s homes by 2030, the trade association for the oil heating industry firmly believes the most practical solution lies in replacing kerosene with a low carbon liquid fuel.

The existing Climate Action Plan envisages 600,000 heat pumps being installed in Irish homes by 2030. Of this number it is understood 400,000 will be retrofitted to existing homes. Over 90% of off-grid properties

are below BER C1 in Ireland, and are not considered suitable for moving to air source heat pumps without significant upgrade, disruption and expense.

The trade association proposes having a blended heating fuel on the market in Ireland by 2021; aiming for a fully renewable sustainable biofuel being used by all liquid fuelled homes by 2035. OFTEC believes this option can offer significant carbon reductions at a fraction of the cost of heat pump upgrades. Several demonstration sites will be available later this year for technicians to view the new blend in operation.

Brexit and OFTEC registration

UKAS accredited certificates issued to candidates in ROI will continue to be valid and accepted as a pre-requisite for the OFTEC registration scheme. There is further information at www.oftec.org/brexit

Spotlight on new NI energy strategy

With a functioning government at Stormont up-and-running, the Department for the Economy has been hosting a series of workshops as part of the Energy Strategy Call for Evidence Consultation process. The five themed workshops have been addressing the main topics of energy consumers, energy efficiency, heat, power, and transport.

Given the new assembly, OFTEC is working closely with partners to propose solutions for the home heating sector. That could be a blended fuel mix by the end of 2021 steadily increasing to 2050 so people would be burning a 100% fully renewable sustainable biofuel.

Head of OFTEC Ireland David Blevings said: “We need policies to be ambitious enough for net zero but which also reflect the practical challenges and financial constraints.”



Apprentices called on to tackle climate change

Young adults across the UK are being encouraged to take up an apprenticeship in the heating sector and play an important role in tackling the climate change crisis. It follows a recent report by the National Grid, which revealed 400,000 energy-related jobs will need to be filled to create a workforce fit to achieve net zero emissions by 2050.

In order to reach that target OFTEC training manager, David Blevings, said there is a strong future ahead for liquid fuels “and all those involved in its production and supply, alongside the skilled technicians needed to install and maintain liquid fuel boilers.”

David Blevings, OFTEC Ireland Manager on T: +44 (0)28 9186 2916

Sean McBride, Ireland Representative on T: +44 (0)7540 502 304 (NI) or +353 (0)87 241 7041 (RoI)

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Stephen Grant, founder of Grant Engineering, and Niall Fay, Grant Director.

MULTI-MILLION POUND ONSITE INVESTMENT...

Grant opens new £12m facilities in Offaly

Grant has officially opened its newly expanded state-of-the-art facilities, representing a capital investment of £12 million. The new facilities include an R&D innovation centre, customer services centre, dedicated training academy featuring an auditorium and training suite, and an extension to the existing manufacturing facilities which has seen further investment in robotics and automation. The expansion is in response to increased demand for the company's heating products on a local and international level and the diversification of Grant's product portfolio to meet the needs of customers around the globe. Speaking at the opening event, Grant Founder, Stephen Grant, said: "This investment demonstrates our commitment to innovation, growth and to the local economy. In recent years we have expanded into new markets and developed new products to meet the needs of our customer

base. Our focus on sustainability continues to grow and to help achieve de-carbonisation I believe that home heating fuel needs to follow in the footsteps of transport and transition to electric or 100% biofuel heating. This is impossible to do in the short to medium term in an affordable way, however the introduction of a Biofuel Obligation for home heating could enable homes to become sustainable. We have future-

"This investment demonstrates our commitment to innovation, growth and to the local economy."

proofed our products over the last 5 years so that they can operate using biofuel but to aid transition and further reduce emissions we need the support of fuel suppliers and government." Also speaking at the event Julie Sinnamon, CEO of Enterprise Ireland said: "Grant has experienced strong progress over the last number of years, and I would like to congratulate Stephen, Niall and the team for their continued investment in Research and Development and their commitment

to diversifying in international markets. Hugely important to the local economy, Grant is an excellent example of an innovative company with global ambition that has expanded its reach to build a robust business in the face of challenges like Brexit. This new R&D Innovation and Training facility will enable Grant to continue to grow, and we look forward to continuing our work with the team both here and through our international office network as they progress on this upward trajectory."



Contact the Grant Technical Team:

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MOVING FROM A BOILER TO A HEAT PUMP MEANS SWITCHING TO A TOTALLY GREEN SOLUTION...

Altherma 3 H HT heat pump is a game-changer



Floortherm is one of the largest distributors of underfloor heating and renewable systems to the trade in Ireland. The company has been operating nearly 7 years and is committed to delivering fully designed, energy efficient products and systems to installers, merchants, contractors and self-builders.

Renewable heating is one of the strongest growing sectors in the heating market and will continue to be so as government policies and directives enforce the transition from traditional oil and gas systems to heat pumps. As floortherm specialise in this sector with experienced staff and a history of installations they are well

positioned to cater for the trades requirements.

“Air Source Heat Pumps are the most popular product on the market at the moment and floortherm are excited about the forthcoming release of the new Daikin Altherma 3 H HT heat pump. This heat pump is a game-changer for the retrofit market and the larger exclusive properties says Jamie Byrne, Manager, Floortherm Renewables.

With Bluevolution technology the heat pump is designed to provide a maximum flow temperature of 70c, operating to -28c and maintaining its kw capacity to -15c. The new scroll compressor with double injection

achieves the maximum flow rate whilst maintaining efficiencies.

Daikin is the first company in the world to launch heat pumps equipped with R-32 gas. With a lower Global Warming Potential, the R-32 is equivalent to power to standard refrigerants but achieves higher efficiencies and lower CO2 emissions. Easy to recover and reuse, R-32 is the perfect solution for attaining the new European CO2 emission targets.

The large single fan and black exterior grill are new design features for daikin. The heat pumps also have a unique sound rating of 38 dBA from 3 metres – somewhere between a bird chirping and the inside



“This heat pump is a game-changer for the retrofit market and the larger exclusive properties.”



“This air-to-water heat pump has been designed to replace boilers and is a perfect fit for renovation projects.”

of a library! The H HT is available in three sizes 11, 14 & 16kw and is cloud ready for remote monitoring for engineers and the end user. With this new addition to the daikin product portfolio they now have a solution for every application. The new H HT will be available for viewing in Floortherm's new showroom within the next month.

“Floortherm provide fully designed bespoke Air Source Heat Pump, Underfloor heating, Heat Recovery and Aluminium Radiator packages for every system that is supplied. This an invaluable option as every job has different trades men and with the bespoke detailed drawings this eliminates queries, questions and unnecessary problems on site. Not every company provides this specific detail for every system and it is usually just generic detail,” says Jamie Byrne, Floortherm Manager. Floortherm's design expertise and knowledge ensure that all systems provided are fit for purpose and exceed customer expectations.

They offer complete renewable solutions with underfloor heating, heat pumps and aluminium radiators, all complimented with a full EN12831 heat-loss and design package.

Underfloor heating packages are simple to install and operate, ensuring projects are hassle-free, providing peace of mind to the installer and end-user.

Underfloor heating is widely recognised by architects, consultants and engineers as being the most suitable solution for well-insulated modern homes. It provides higher levels of efficiency and control than conventional radiator systems.

This system uses pipes below the floor to circulate warm water producing a heat source capable of heating the air above it to any required temperature. The typical temperature through an underfloor system is 35 - 45C, whereas a radiator system is 60 - 70C.

Experience is critical, and with over 15 years' experience in this market, Floortherm technical engineers are

best-placed to provide installers with on-going in-house and on-site support if required.

The team designs, supplies, service and commission all their heat pump and underfloor heating systems for the trade – an assurance of quality and dedicated customer care.

How does it work?

The outdoor unit extracts up to 75% of its energy in the outside air to provide heating, cooling and hot water, while the rest is provided by electricity. The air-to-water heat pump relies on a compressor and a refrigerant to transfer the energy from the air to the water, and heat the water up and to deliver it into the house.

Air-to-water heat pumps are among the most economical heating solutions. By relying on air to answer heating, cooling and domestic hot water needs, the heat pump achieves the highest energy labels.



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HEAT PUMPS

RENEWABLE DIVISION - WATERFORD STANLEY



The SOLIS K100 Pellet Stove is available in four finishes: grey, white, black and claret.

WATERFORD STANLEY HAS ADDED HEAT PUMPS TO AN ALREADY EXPANSIVE PRODUCT PORTFOLIO...

The Waterford Stanley difference

With a proven track record in residential heating – an impressive 84 years and counting – Waterford Stanley is pleased to showcase its latest range of renewable heating products, namely Stanley SEAI, approved air to water heat pumps and Stanley Ecodesign 2022 room heating and central heating pellet stoves. Customers can take comfort in the company's heritage, superior support and quality with inbuilt intelligent heat pumps, technical call centre and R&D backup, remote diagnostics and products designed especially for Irish lifestyles. Robert Moore, Head of Sales at Waterford Stanley said: "It's an exciting and challenging time. Our product portfolio has undergone tremendous change with a significant move to renewable energy solutions including electric, pellet and Heat Pumps. We also have the largest range of Ecodesign stoves in the Irish market. We are delighted to launch our training facility incorporating live working models which is open to all based on appointment."

FEATURES OF STANLEY HEAT PUMPS

- Variable Heat Pump Output options: HP7: 7kW, HP12: 12kW – both models are inverter controlled so the electronic control system matches the heat pump output to the heat requirement of the

house. The Stanley heat pump has an intelligent software that will adapt to the heat requirement of the house over approximately the first three days of use.

- Two internal units: WSL141 comprises a 50-litre buffer tank including a circulation pump for homes with an existing cylinder. WSL142 combines a 200-litre glass-lined cylinder together with a 50-litre buffer tank and circulation pump and heater, all in a single unit. The cylinder is fitted with a magnesium anode.
- Cost efficient - Any unit within the A++ rated Stanley range can deliver up to 5 times the amount of energy for every 1kW of electricity.
- Smart remote access to your heating system lets you control settings and temperature.
- All models feature a web module which enables full remote diagnostic access. Independent data logging of electrical energy is used in the provision of central heating/domestic hot water.
- Full Stanley technical advisory services are available.

Noel Hannan, New Product and Technology Introduction Manager, said: "We are excited to add heat pumps to our Waterford Stanley range of heating products. Our offering includes new solutions for homes with a lower heat requirement. Along with the heat pumps we now also offer a range of pellet stoves and a range of electric fire

units with a low heat output. " Always at the heart of the home, Waterford Stanley offers cookers, stoves, refrigeration, sinks and taps designed with customers in mind. The company is proud to bring premium brands such as Stanley, Rayburn, Falcon, Mercury and Rangemaster range cookers, appliances, sinks and taps to the market - all of which showcase our style and functionality. (Rangemaster available in ROI only) Waterford Stanley will also be attending the PLUMBEX show in Dublin, 20 and 21 May at Stand 62. Why not pop by and learn more about their range of heat pumps?
T: +353 (0)51 302 300
E: heatpump@waterfordstanley.com
www.waterfordstanley.com



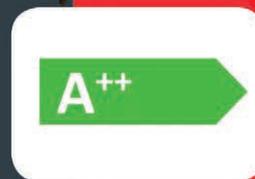
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Up to 555% efficiency at A7W35



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HEAT PUMPS

MANUFACTURER - **WARMFLOW**



Range features almost silent running when quiet operation mode is on.

NEW ADDITION BOOSTS HIGH EFFICIENCY HEATING OPTIONS...

Warmflow launches Zeno air source heat pump

The launch of the new Zeno inverter-driven range of air source heat pumps is the latest in a long list of market-leading innovations from Warmflow.

The company's game-changing range of products already includes the UK and Ireland's only AAA-rated oil boiler, which saves home-owners up to 5l of fuel per week and the Zeno ground source heat pump range - one of the most efficient in its class.

The Warmflow Zeno inverter driven air source heat pumps' range is one of the most intelligent and advanced heating systems out there. It offers unmatched efficiency and is more eco-friendly while also being incredibly productive. Only requiring electricity and water connections, the outdoor unit is easy to install and can be placed discreetly outside your home or in your garden. With excellent SCOPs, the new Zeno air source heat pumps boast an ErP A++ rating which helps home-owners to reduce their annual home heating bills

while also being environmentally friendly. The Zeno range has been developed to a high-quality spec and includes several market-leading components including a Mitsubishi inverter-driven compressor and a Grundfos circulating pump. Labour-saving features include an easy-to-use touchscreen controller and simple wiring centre, which will reduce installation time.

“With excellent SCOPs, the new Zeno air source heat pumps boast an ErP A++ rating.”

An in-house design team can advise and support engineers on planning their installation if needed.

Consisting of three single-phase models - 6kW, 11kW and 17kW - the Zeno heat pumps provide heating and hot water cost-effectively and efficiently. Each unit comes in a no-maintenance, weather-proof, anthracite grey casing with a range of accessories as standard. These accessories include a heated drip tray, Y strainer, flexi hoses, isolating valves plus additional fittings to ensure ease and speed of installation. A unique 'Tube In Shell' heat exchanger means maximum efficiency and long operational life of the unit.

The Warmflow Zeno heat pumps operate at high efficiencies even when the external temperatures are low, making for a cost-effective renewable alternative to traditional off-gas heating methods. Monobloc in design, the Zeno range of heat pumps is suitable for use with S-Plan and Y-Plan heating control systems and is simple to work with for installation and maintenance.

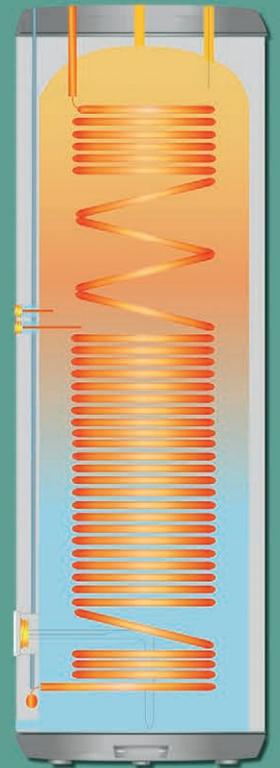
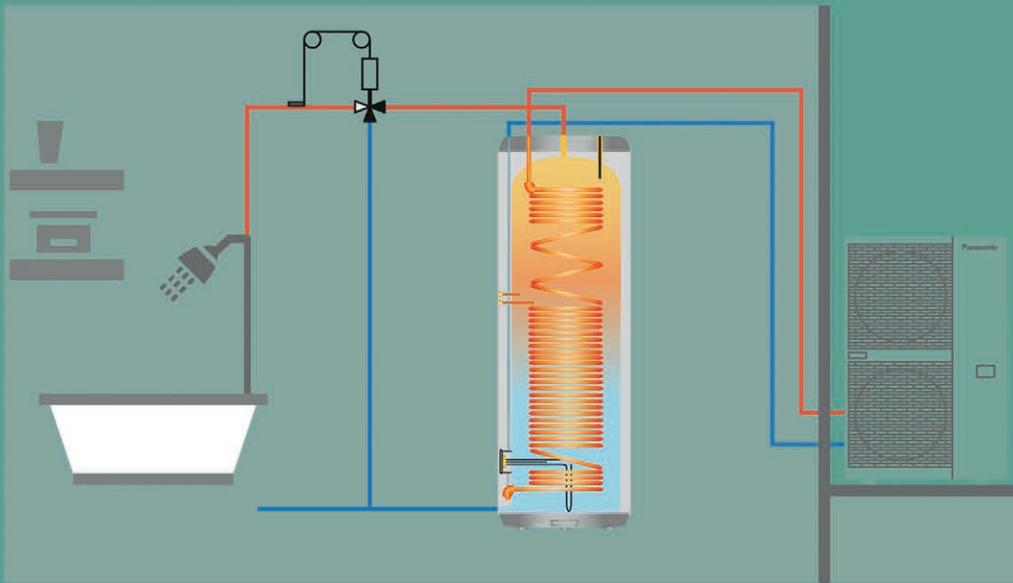
The units also comprise many high energy and money-saving features including an 'Intelligent Defrost Method' which calculates the best time to perform a defrost, and the most efficient way to do it. In addition, a 'Quiet Operation Mode', feature further reduces the noise of the units, leading to almost silent operation. This quiet operation mode is programmable to function at certain times of the day when lower noise is required - all units have Quiet Mark accreditation.

The new Warmflow Zeno air source heat pumps range is now available and comes with five years parts and labour warranty*.
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TMVs reduce the risk of scalding.

TMVs ARE ESSENTIAL SAFETY DEVICES. CHRIS REILLY, ALTECNIC COUNTRY MANAGER FOR IRELAND, EXPLAINS HOW TO CHOOSE THE RIGHT TYPE AND CLASSIFICATION TO MEET BUILDING REGS...

Commercial washrooms: Which TMV is right for your project?

When you embark on a commercial washroom project, whether for a gym, hotel or other public spaces, the components you select will have an impact on overall user experience. A balance between hygiene, comfort, aesthetics and budget needs to be found. However, a component sometimes overlooked - but is essential to user safety and comfort - is the Thermostatic Mixing Valve (TMV). Consideration must be given to what type and classification of TMV is used for the application in question. TMVs are used to blend hot and cold water and to maintain this at a set constant outlet temperature. This ensures safe and comfortable hand washing, shower and bath temperatures

and significantly reduces the risk of scalding. There are two classifications of TMV that could be used in a commercial washroom setting, each used for applications with differing regulations: TMV2 and TMV3. TMV2 valves are designed and tested to be used in domestic environments in order to reduce the risk of scalding at home and in other domestic type settings. In 2010, the TMV2 scheme became part of the British building regulations to control the temperature of hot water to a safe maximum in domestic bathrooms, specifically for baths and bidets. The regulations apply to all new build domestic properties in the UK, along with homes where bathroom renovations are being

undertaken involving any movement or replacement of bath, bidet or shower outlets. TMV2-designated thermostatic mixing valves are compliant with BS EN 1111 (high pressure) and/or BS EN 1287:1999 (low pressure). The UK Building Regulations Part G states that mixing valves must be compliant with BS EN 1111 and/or BS EN 1287:1999 to reduce the risk of scalding. NSF International delivers TMV2 testing and certification against the updated performance standards BS EN 1111:2017 and BS EN 1287:2017.

Altecnic recommends:
The WRAS approved Mixcal III TMV adheres to all the necessary requirements outlined by the TMV2



“TMVs are used to blend hot and cold water and to maintain this at a set constant outlet temperature.”

“The conflict between delivering water at safe temperatures and fighting off harmful legionella bacteria should always be taken into consideration with TMVs.”

scheme, effectively maintaining a constant and safe temperature. The Mixcal III has been designed especially for centralised or group systems, which demand high flow rates, for example with multiple outlets such as showers and washbasins.

The TMV3 scheme applies to thermostatic mixing valves for use in high-risk commercial healthcare applications within the UK. These valves offer a high level of protection, reacting much more quickly in shutting off the flow of water if the cold water fails, or a safe temperature is exceeded. Testing bodies must ensure that the valve adheres to the NHS D08 regulatory standard, which provides stable temperature output despite varying supply pressures and temperatures.

Altecnic recommends:

The WRAS approved 5213 Merchant TMV is TMV2 and TMV3 compliant. It has been specifically designed and manufactured to meet the requirements of the latest NHS model engineering specification – D08 and BS 7942 for use in care homes. This versatile TMV adheres to both TMV2 and TMV3, making it suitable for both domestic and commercial applications.

TMVS AND LEGIONELLA

The recommended temperature range for delivery of safe hot water where a TMV is installed is: 39C to 43C. The maximum mixed water outlet temperatures for both TMV2 and TMV3 valves are outlined in the table below:

Maximum temp. setting (°C)	Application
44°	for bath fill (46° for assisted filing)
41°	shower
38°	bidet

The conflict between delivering water at safe temperatures and fighting off harmful legionella bacteria should always be taken into consideration with TMVs. Water should be stored below 20C or above 60C to prevent the growth of legionella bacteria, which can be extremely harmful and even fatal if exposure occurs. As TMVs allow for high-temperature water storage, the risk of bacterial growth is reduced. However, it is not eliminated altogether.

The location of the TMV plays an important role here. Any space between the TMV and outlet where blended water is stored provides a breeding ground for such bacteria. For this reason, it is recommended that:

- TMVs are installed as close to the water outlet as possible, mixing water at the point of use where possible
- Multiple TMVs should be used in the case of multiple outlets; the use of a single TMV increases the risk of bacteria growth.

Overall, it is essential that we consider what level of safety and performance is needed within both domestic and commercial settings, whether it is TMV 2 or TMV 3. The Altecnic range of TMVs is designed for high flow rates that group applications require, and are guaranteed to meet the requirements of the relevant TMV scheme.

Altecnic, the UK’s leading supplier of hydronic solutions and part of the Caleffi Group, has expanded its product range once again with the addition of the highly anticipated SILFRA Commercial Washroom range. The range embodies the typical high quality associated with the Altecnic brand, bolstered by the SILFRA 5-year warranty.

The SILFRA Commercial Washroom range includes taps, showerheads, flow controls, thermostatic regulators and thermostatic mixing valves alongside the existing shower fitting kits.



Mixcal III TMV2 approved.



5213 Merchant Mixing Valve: TMV2 and TMV3 WRAS approved.

For more information, contact Chris Reilly, Country Manager for Ireland, on 00353 85 2152288 or e-mail chris.reilly@altecnic.co.uk or Gary Swann, Northern Ireland Sales Manager on 07760 596727 or e-mail gary.swann@altecnic.co.uk or visit the website at www.altecnic.co.uk





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DUBLIN-BASED BATHROOM BRAND EXTENDS
INSTALLATION SERVICE TO NI RETAILERS AND BEYOND...

SONAS Bathrooms appoints NI field engineer

Technical support and aftersales are vital elements of the service proposition for SONAS Bathrooms, which is why they've added a new hire to its dedicated customer support team. Colin Lloyd joined the business in January 2020 as a Field Service Engineer and the latest addition to the company's dedicated technical aftersales team. The team comprises two field engineers, two in-house qualified plumbers and a specialist administrator to coordinate all after sales queries. "The company has built a strong reputation in the industry for providing retailers, installers and consumers with quality products," said Richard Sloan, Managing Director. "Supporting our customers with qualified technical expertise in both domestic and commercial applications is fundamental to our business model."

Colin brings with him a wide breadth of knowledge and know-how, having qualified in 1989, with a City & Guilds Craft and Advance Craft Plumbing Qualification. Since 2000, Colin has operated his own business providing a full bathroom refurbishment service to

domestic customers across Northern Ireland.

SONAS Bathrooms also provides a free installation service for showroom display products to its network of retail bathroom showroom and plumbers merchant customers. Based in Northern Ireland, Colin will support this service from SONAS Bathrooms to retailers in Ulster and beyond, ensuring displays of their product are expertly fitted to the highest standard of presentation.

"I am delighted to join the business at what is an exciting time for SONAS, following another year of record sales, the company is clearly committed to investing in people to provide the best possible service to it's customers," said Colin. "I have always taken great pride in my work and have focussed on attention to detail, and these values are very much in line with the ethos of the existing team at SONAS."

The company has recently launched its latest collection for 2020, and retailers who are interested in selecting products for display in their own showrooms can view the entire range at the SONAS



Colin Lloyd, SONAS Bathrooms Field Service Engineer NI.

HQ's 4,000sqft product showroom in Ballycoolin, Dublin 15. Along with their new ranges - which include its latest Scandinavian furniture collection - the showroom has been updated with an impressive new example of an in-store display concept that provides inspirational bathroom settings for showcasing the SONAS product offering.

T: +353 (0)1 817 9755

E: info@sonasbathrooms.com

www.sonasbathrooms.com



"Supporting our customers with qualified technical expertise in both domestic and commercial applications is fundamental to our business model."



Warmflow employees are pictured with Ana Wilkinson, corporate fundraising manager at Friends of the Cancer Centre, to present their cheque for £20,000

WARMFLOW CONTINUES SUPPORT FOR CANCER CHARITY

Warmflow has pledged a further £20,000 in 2020 to their chosen charity, continuing on from the 2019 £20,000 raised.

The money was raised from various fundraising and sponsorship activities including colleagues taking part in the charity's 'Take on The Tower Abseil' and 'Slieve Donard Challenge' event.

Huge thanks to everyone at Warmflow Home Heating Solutions for their continued support, which will make a huge difference to local people affected by cancer. For 35 years, Friends of the Cancer Centre

has been dedicated to making a real and meaningful difference to cancer patients and their families across Northern Ireland. The charity's work includes funding additional nurses, supporting local research, funding vital medical equipment and providing practical support, such as financial grants and free complementary therapy treatments, which can help patients through a difficult time.

Find out more about the charity's work at www.friendsofthecancercentre.com
 T: +44 (0)28 9262 1515
 E: sales@warmflow.co.uk
www.warmflow.co.uk

NEW YEAR, NEW HOME FOR SANIFLO

As one of the most recognisable brands in the UK plumbing sector, Saniflo has been based in an office block in South Ruislip in South West London for more than 30 years with separate warehousing and showroom facilities in Bedford. Now, in time for a New Year start, the company has moved to a fantastic new facility in Watford which brings together all the elements of the business under one, much larger roof. The new premises in Colonial Way, Watford has extensive office space, a brand-new showroom, meeting rooms, staff break-out area, warehousing and plenty of parking. The building was selected with an eye on future growth; providing room to expand as the business grows. To the delight of Saniflo MD, Tim Pestell, every member of the existing team is happy to work from the new premises and he is looking forward to the efficiency gains that will benefit the business.

T: +44 (0)20 8842 0033
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The new premises in Watford.

In 2020, we're formally supporting 4 charities as part of our charity partnership programme.

MYLIFE CHARITY OVERVIEW

During 2020 MyLife staff will be taking part in a variety of fundraising events to raise vital funds for our charity partners. Any money raised will be matched by MyLife and divided between all four charities at the end of the year. The 4 chosen charities are: Ronald McDonald House Charities United Kingdom, which helps families stay close to their children in hospital by providing free 'home away from home' accommodation; Cancer Fund for Children, which is Northern Ireland's leading children's cancer charity; Air Ambulance Northern Ireland, which provides the only Helicopter Emergency Medical Service (HEMS) for Northern Ireland; and Down Right Brilliant, which provides support, clubs and activities for individuals with Down Syndrome and their families.

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The logo for simPRO, featuring the word "simPRO" in a white, lowercase, sans-serif font. The letter "O" is replaced by a white gear icon with a central hole. The logo is set against a blue background that is part of a larger image showing a person's hands holding a tablet in front of an electrical panel with various wires and components.

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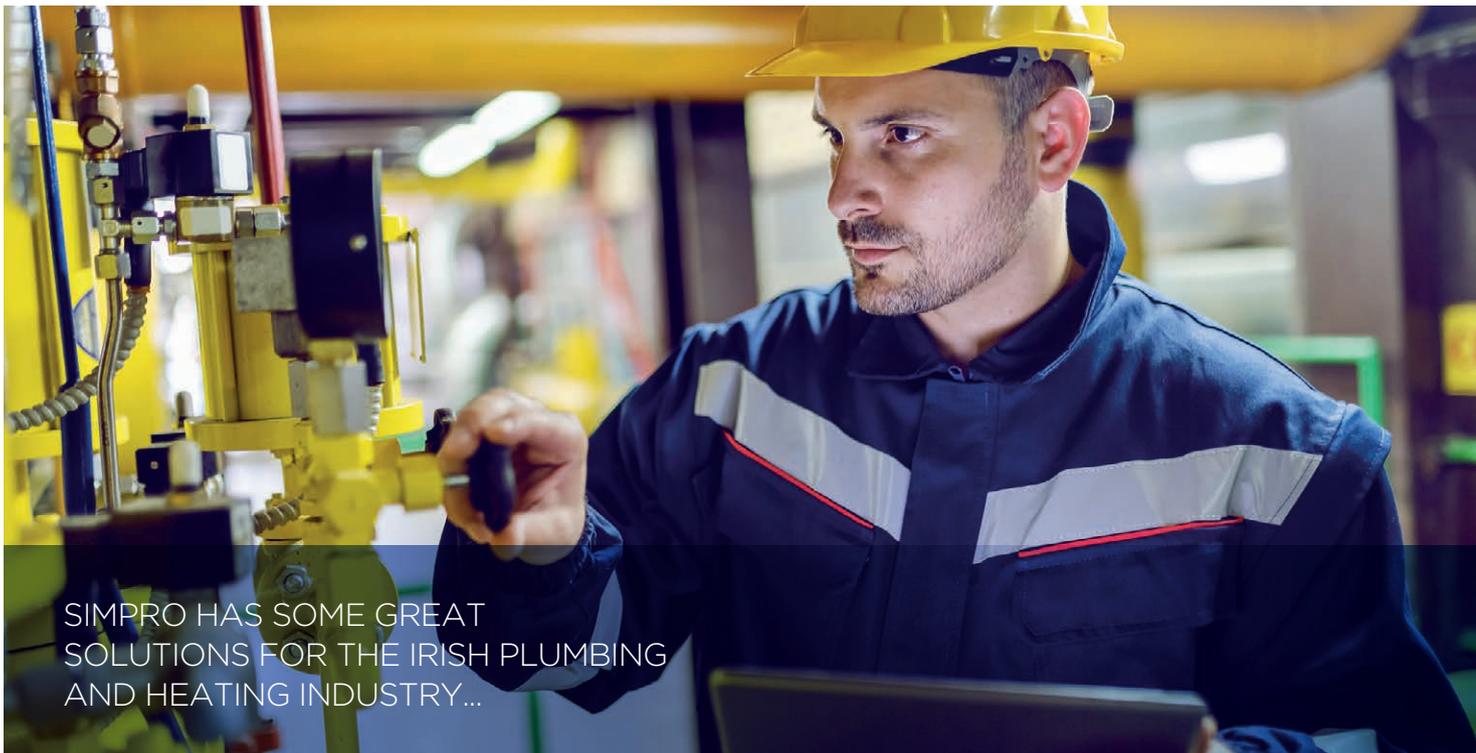


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SIMPRO HAS SOME GREAT SOLUTIONS FOR THE IRISH PLUMBING AND HEATING INDUSTRY...



“simPRO has revolutionised the way we manage our business. Over the last two years that we have been with simPRO, we have been able to digitise 90% of our processes,” says Solv Group’s Lauren McDonald. “Further, the support we received whilst going through the transition to simPRO was incomparable, and we appreciate that the simPRO team are always on hand when needed. I can’t recommend simPRO enough to anyone in the industry.”

Achieve business growth through software

Ireland’s trade industry is currently dealing with a shortage of skilled labour. In a 2019 survey conducted by PwC, more than 80% of survey participants noted they struggled to find plumbers, as well as other engineers in the field service industry. However, despite the labour shortage, the need for trade contracting services continues to grow. How can trade businesses, especially plumbing and heating businesses, continue to grow and meet demands in the marketplace? In today’s technology-driven world, the trade industry can find a simple solution in software.

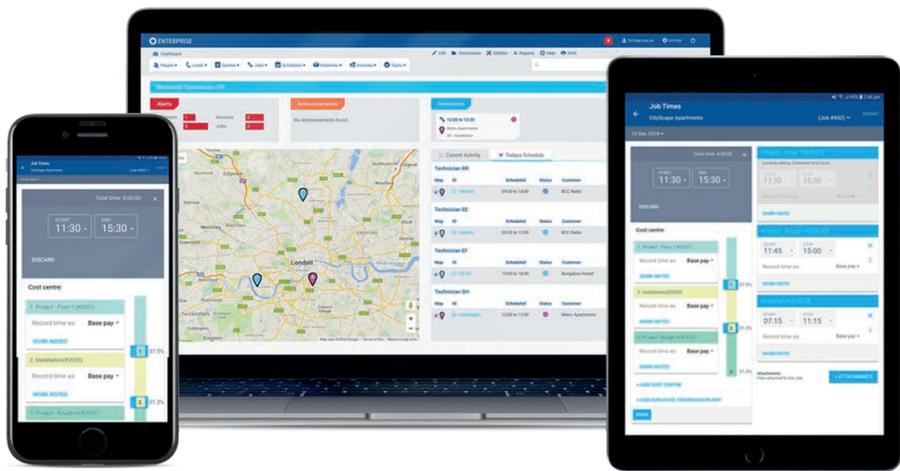
Field service management (FSM) solutions provide cloud-based software to streamline operations and simplify processes. This helps alleviate challenges posed by the labour shortage such as retaining staff and attracting good talent.

STREAMLINE PROCESSES TO MAXIMISE RESOURCES

Creating quotes, purchasing and assigning inventory, and scheduling engineers can all be time-consuming, especially without the proper tools. With FSM solutions, all of the information you need to generate quotes and organise projects is housed in one place. This cuts down on the time it takes to complete these tasks. Furthermore, with software solutions, your team is able to cut down on manual and double data entry which can often lead to errors and, again, takes up valuable time. Maximise your resources and increase billable hours by automating manual processes so engineers can spend more time completing work in the field. Another way FSM software can help maximise resources is through an efficient scheduling process. With



“simPRO has helped 5,500+ businesses achieve their goals.”



TRADE UP WITH SIMPRO
 The simPRO software solution for field service management was created by a trade contractor with field service workflows and challenges in mind. Streamlining processes, simplifying operations, and increasing visibility are all benefits of the platform. Founded in 2002, Stephen Bradshaw and Vaughan McKillop built simPRO with a simple goal in mind - to design software that made running a trade business easier and ultimately to help those using simPRO to succeed. With their sincere passion for what they do, Stephen and Vaughan turned simPRO from a small startup into a global business, now running in the UK, US, Australia and NZ.

Today, simPRO recognises the potential growth with the booming trade industry in Ireland, and starting this year, has expanded its presence into Ireland to help support Irish trade businesses with the appointment of BDM, Stephen Goodall. Stephen has a wealth of experience in selling software solutions and a passion for helping Irish businesses succeed. simPRO has successfully helped 5,500+ businesses achieve their goals and continues to develop software solutions for the future.

“Field service management (FSM) solutions provide cloud-based software to streamline operations and simplify processes.”

automated schedule notifications and a clear picture of where jobs and projects stand, trade businesses can make better scheduling decisions in order to complete more work.

SIMPLIFY OPERATIONS TO ATTRACT BETTER TALENT

If you're trying to attract skilled contractors so you can complete more jobs and meet demand, you want to provide a workplace where engineers and other staff are eager to come to work. If you make life easier for your team, they have better job satisfaction. This is another area where FSM software provides a helpful solution. Eliminate frustrating and unorganised processes with software features for job management, inventory tracking, generating quotes, automating invoicing and more. When these tasks are paper-based or in multiple disconnected systems, information can easily become lost. Project managers and office staff have noted that without FSM software, it can be difficult to assess whether or not information is getting to where it needs to go. Is your important information in

the right place and easy to access? If not, a streamlined software solution could be your saving grace. Teams of engineers and back-office staff are better able to work cohesively when information is easily accessible, making processes more organised.

With better organisation, you'll not only attract good quality talent, but you'll also retain the staff you already have.

INCREASE VISIBILITY INTO YOUR BUSINESS TO MAKE INFORMED DECISIONS

With a shortage of labour, you don't have extra time or room for error. With this in mind, you must be able to make informed decisions to keep your trade contracting business running smoothly. Do you know which of your engineers are most productive? Do you know which jobs are bringing in the most profit and which jobs are losing you money? With a good FSM software solution, you will have reporting tools to gain key insights into the profitability of your operations. Use the insights provided by software tools to make better informed decisions in situations where resources are limited.



Stephen Goodall,
 Business Development Manager, simPRO.

For more information about how simPRO can help plumbing and heating businesses streamline operations to increase profits and grow despite the labour shortage, visit www.simpro.co.uk or contact Stephen Goodall, stephen.goodall@simpro.co.uk

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When you choose a Stuart Turner pump you are investing in a name you can trust to deliver quality, reliability and design innovation. All Stuart Turner pumps are supplied with industry leading guarantees, and are CE compliant. The lifespan of their products is second to none and many customers choose to regularly service their Stuart Turner pump to optimise the life cycle of the product.

Stuart Turner Sales Director, Kevin Moore commented: "We have seen an increase in non-genuine spare parts for sale and aimed at our market leading Monsoon range of pumps. This is very concerning, not only can these inferior spare parts damage our reputation, the quality is so poor they can damage the pump or worse, in some cases have resulted in overheating"

He went on to say: "After all, if you have a trusted product, supplied by a trusted manufacturer, with a reputation for 'engineering excellence' why would you risk fitting parts not specific to the pump and not supplied by the pump manufacturer?"

Stuart Turner genuine spare parts and service kits are available through all the main merchant groups across the UK and ROI. Each component meets stringent standards, are certified safe to use and supplied with an instruction guide. Unless you are 100% confident that the required component part meets the same exacting standards and rigorous testing as the original Stuart Turner pump, then you probably should not risk fitting anything less!

Genuine Spare Parts are available to purchase from your local stockist but if you need a trusted service engineer, The Shower Doctors are Stuart Turner's approved service agents for Dublin and the rest Ireland. If you want help diagnosing a fault or need your pump serviced or repaired, The Shower Doctors offer a very efficient and cost-effective service using

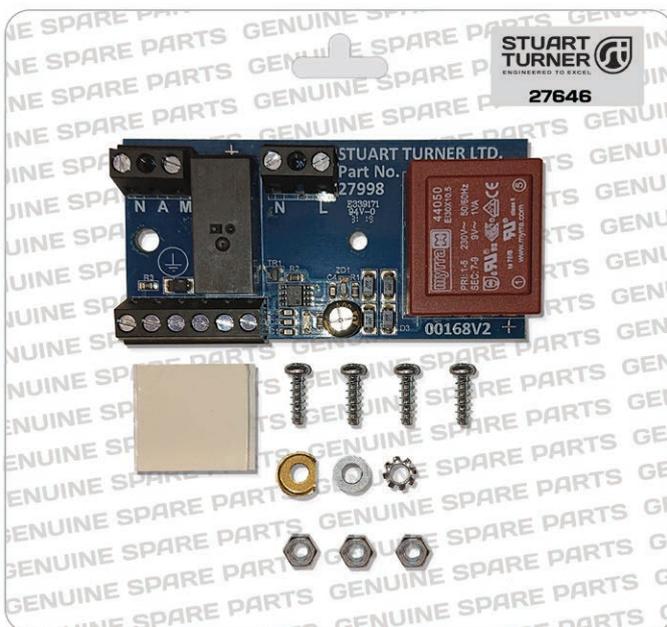
only genuine Stuart Turner spare parts. Stuart Turner brands are specifically designed and developed to provide a comprehensive range of solutions, from a simple domestic shower pump to large water boosting systems for commercial and industrial projects. Every single product has been engineered to benefit customers. Many projects can be satisfied by the standard range of products, which includes excellent advancements.

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THE LATEST IN THE STUART TURNER PORTFOLIO...

New iTank range

The Mainsboost iTank units offer a compact and economical solution to the problem of low or intermittent mains water pressure, exclusively designed for domestic applications within the Republic of Ireland. This new range of integrated, high performance, cold-water mains boosters features a water storage tank, high performance Stuart Turner submersible pump and highly reliable Fluidmaster Pro 75B inlet valves. They will deliver high water pressure and high flow rates to multiple outlets simultaneously and as these units utilise submersible pump technology, they are extremely quiet in operation, meaning they can be sited anywhere without additional noise within the home becoming an issue. The Mainsboost iTank range consists of four units which are available in a variety of tank sizes and suitable for installation in a wide range of locations. Each unit is designed for a specific purpose,

for example: a low-profile option for restricted access through to a roof space or a perfectly angled model to maximise the use of space under a staircase. Stuart Turner always offer a solution. Mainsboost iTank water boosting systems are ideal for properties with poor pressure and flow rates, including old or shared mains water supplies, multiple bathrooms or high demand outlets. Some product features include;

- 320 - 503 litre usable water storage capacity options
- Robust polyethylene single piece moulding
- Securely fitted access cover, screened overflow and vent
- Drain port simplifies tank emptying for maintenance
- Secondary gravity feed outlet
- High quality brass fittings
- Optional accessories such as insulation jackets and drip-trays.



Mainsboost MBI 300T.



Mainsboost MBI 490A.

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Available in a variety of sizes and ideal for properties with poor pressure and flow rates, including old or shared mains water supplies, multiple bathrooms or high demand outlets.

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Clayton Hotel Charlemont

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KERRIGAN MECHANICAL



CLAYTON HOTEL CHARLEMONT



A 'GRAND' PROJECT

KERRIGAN MECHANICAL PLAYS AN INTEGRAL ROLE IN A MULTI-MILLION EURO CITY CENTRE HOTEL DEVELOPMENT...

Situated just a stone's throw from the Grand Canal, the Clayton Hotel Charlemont is the latest addition to Dublin's impressive hotel portfolio. The €40m investment by the Dalata Hotel Group is a 4-star 188-room hotel that fuses old and new. Combining three listed 18th century Georgian buildings with a contemporary structure via an atrium, this ambitious two-year build presented a substantial logistical challenge. Fronting onto Charlemont Street and Charlemont Mall in the heart of Dublin's vibrant city centre, space was most certainly at a premium for main contractor McAleer & Rushe, and for the project's sub-contractors. "Undoubtedly, one of the most challenging aspects of the project involved logistics and deliveries," explained Adam Dent, Project Manager for Kerrigan Mechanical. "We were contracted for the provision of complete mechanical services - rainwater and sanitaryware - but with the city centre location there was only one crane and one delivery point. The plant room was

located on the roof, and the success of the build from our perspective was in no small part down to the collaboration and coordination with the builder and crane team."

Kerrigan Mechanical is a division of Midland Heating & Plumbing, first established by Ronan Kerrigan back in 1998. The Athboy-based company has expanded in recent years to include electrical services, offering a full M&E solution, and now has considerable experience across the healthcare, education, commercial, retail, high density residential, and hospitality sectors. For Project Manager Adam Dent, however, the Clayton Hotel Charlemont broke new ground.

"This was a very satisfying project from a personal point of view," said Adam. "It was the first time I had worked with 'protected structures', with the project integrating the old listed buildings at number 35, 36, and 37 Charlemont Street with a new build. All the pipework risers were existing, so we had to be extremely careful with the route taken. It was no easy task."

PROJECT TEAM...

Client: Dalata Hotel Group

Main Contractor: McAleer & Rushe Ltd

Architect: Urban Innovation

Consulting Engineers:
Caldwell Consulting

Mechanical Services:
Kerrigan Mechanical



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Chadwicks Walkinstown are proud to have worked with Kerrigan Mechanical on the Clayton Hotel, Charlemont.

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CLAYTON HOTEL CHARLEMONT



IN HOT WATER

KERRIGAN MECHANICAL TEAMS UP WITH WORLD-RENOWNED TECHNOLOGY GROUP TO PROVIDE HOTEL GUESTS WITH CONSTANT HOT WATER...

Hot water, and lots of it, is a prerequisite of any hotel. The Clayton Hotel Charlemont is no exception.

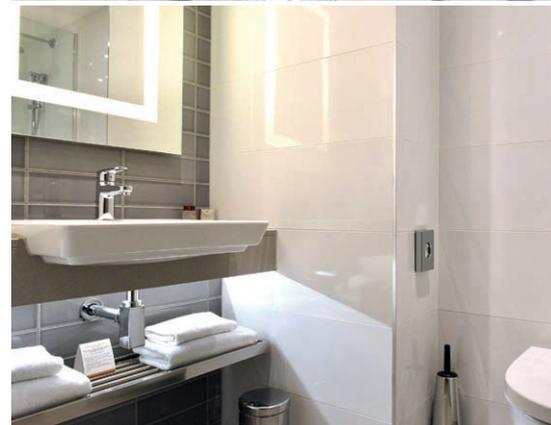
Kerrigan Mechanical worked in partnership with Caldwell Consulting Engineers. Together, they devised a system tailored to the Clayton Charlemont.

Given the demand, Kerrigan Mechanical turned to a leading manufacturer of high quality central heating and hot water products since 1968. "The hot water cylinders are fed from our boiler cascade which consists of three stainless steel 600kW Rendamax boilers," Project Manager, Adam Dent, explained. "The boilers provide constant hot water to the hotel, to the radiators, and also the AHU heating coils."

Given the scale of hot water provision required, storage is fairly substantial. "With such high demand, the plant room incorporates 8000 litres of storage via four stainless steel buffer tanks. They have a constant demand de-stratification pump to guard against

legionella bacteria contamination." "Working with Xylem too was a breath of fresh air due to their team's professionalism and support," added Adam. "The Lowara GHV booster set with Hydrovar smart control heads supplied to the site were pre-commissioned through Paddy Hearty, Commissioning Engineer, Xylem Water Solutions, Ireland. They allowed us to successfully test and hand over rooms to the builder for decorating within the designated timeframe. Once we had live power, and after a few on-site modifications by Xylem, the system was fully commissioned."

"With such high demand, the plantroom incorporates 8000 litres of storage via four stainless steel buffer tanks."





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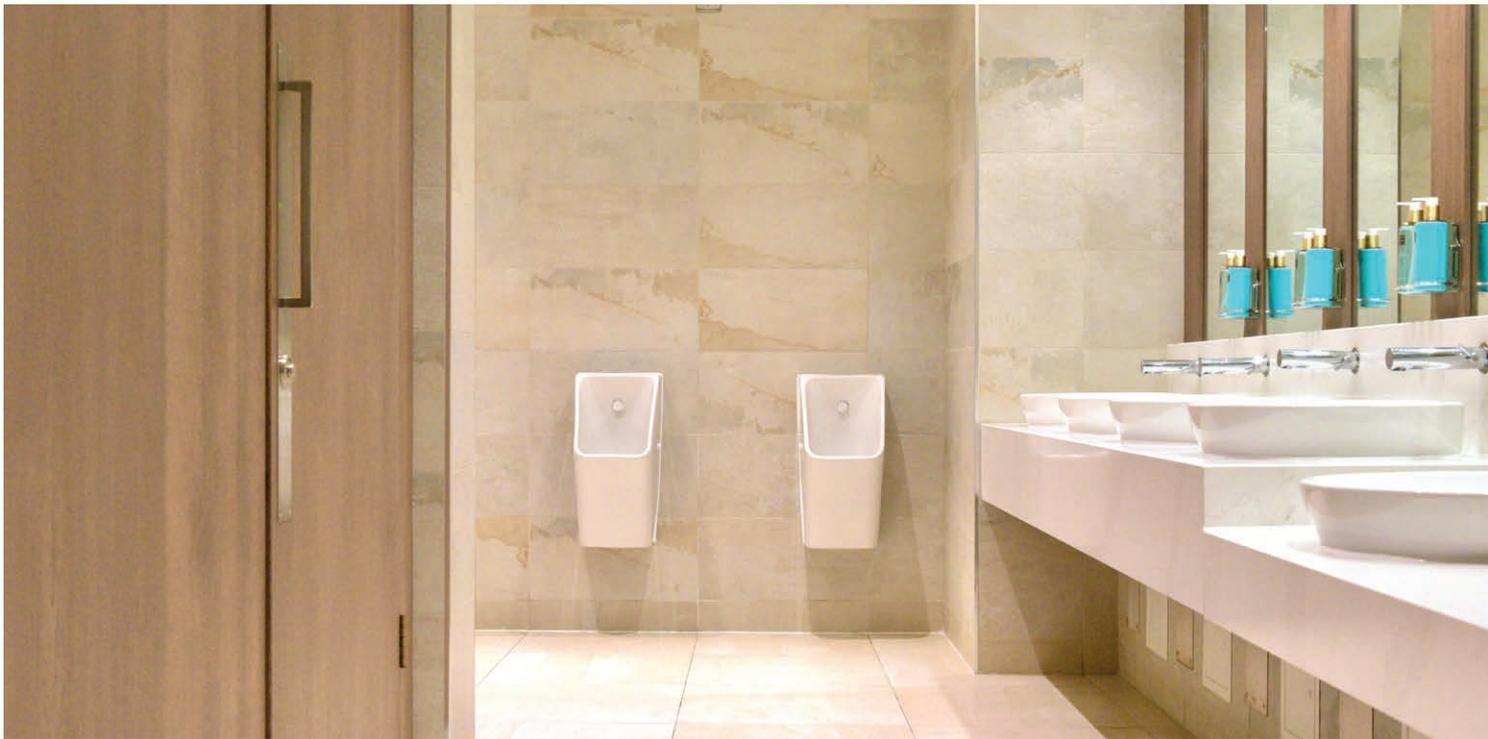


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CLAYTON HOTEL CHARLEMONT



GO WITH THE FLOW

THE CLAYTON HOTEL CHARLEMONT BENEFITS FROM A SUSTAINABLE VENTILATION SYSTEM INSTALLED BY KERRIGAN MECHANICAL...

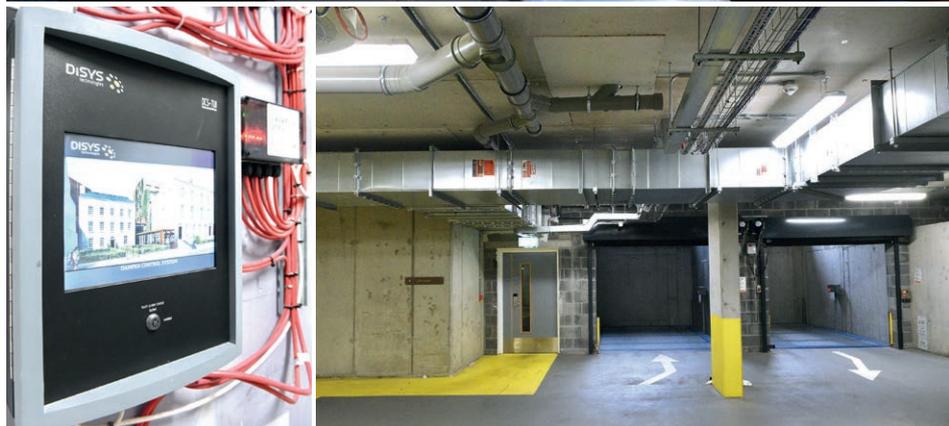
In keeping with the trend towards sustainable industry solutions, passive ventilation makes use of natural forces such as wind and thermal buoyancy to circulate air to and from an interior space. The system regulates the internal air temperature, bringing fresh air in, and sending stale air out.

In addition to the installation of supply and extract ventilation to all 188 hotel bedrooms, Kerrigan had to factor in four meeting/conference rooms, each with their own heat recovery system, the complex's Gauden Restaurant, Lockside Bar, a fitness suite, and an open plan lobby area and event space. In total, more than 3km of ductwork along with over 500m of fire rated ductwork was installed.

Adam explains this further: "The complete passive smoke ventilation system, with all ductwork fire rated, included 14 passive normally closed dampers as part of the fire safety system. We installed over 570 Fire Smoke dampers which are inter-faced with a central touch screen panel. "The Kerrigan Mechanical provision also included the supply of high-end sanitary ware that was installed in situ, not pods, and the fitting of three automatic opening vents and fire fighting dry risers in every staircase core."



In total, more than 2km of ductwork was installed.



CLAYTON HOTEL CHARLEMONT



STRENGTH TO STRENGTH

THE CLAYTON HOTEL CHARLEMONT IS PART OF KERRIGAN MECHANICAL'S GROWING LEISURE AND HOSPITALITY PORTFOLIO...

The Clayton Hotel Charlemont is just part of Kerrigan Mechanical's burgeoning project portfolio. Having won the award for Medium Contractor of the Year at the 2019 Plumbing & Heating Awards, it is clear this is a progressive company that is becoming an increasingly influential player in the commercial sector. A multi-disciplined business that boasts a diverse, talented and professional workforce, Kerrigan Mechanical can now offer clients a comprehensive range of mechanical installation solutions. From initial design stage right through to final commissioning and handover, the company can supply and install commercial plumbing, heating systems and controls, renewable energy solutions (including heat pumps, underfloor heating systems, solar panels), plus ventilation and extract systems, and commercial plant room solutions. Kerrigan has undertaken a diverse range of the work in recent years, with the hospitality and leisure sector well represented. The ability to bring the

latest technologies to bear on historic facades, in evidence at the Clayton Charlemont, was also a feature of two previous projects. The Castlebellingham Hotel and Markree Castle Manor House Hotel, both 17th century buildings, are further proof of the ability to work within the restrictions placed by protected structures. Of course, Kerrigan Mechanical can also turn its hand to more contemporary works. Working alongside Parsons Building Services Ltd, they provided plumbing and gas installations for a modern hospitality phenomenon, Nando's Restaurants, in Cork, plus Mary Street, Santry, and Liffey Valley (all Dublin). Kerrigan Mechanical Project Manager Adam Dent is adamant that the Clayton Hotel Charlemont project is another important milestone. "This was a tremendous project for Kerrigan Mechanical to be involved with. We are delighted to have worked hand-in-hand with McAleer & Rushe, Caldwell Consulting Engineers and, of course, the Dalata Hotel Group."



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PLUMBING THE POSSIBILITIES



L-R Sean Giffney, APHCI; Jason Doyle, Wayne Evans and Paul McGuire, Mira Showers and Crozier Deane, APHCI.

MIRA SHOWERS SHOWCASED THEIR NEWEST PRODUCT AT THE APHCI MEMBERS ONLY EVENT...

Introducing: the Mira Elite SE

At the Louis Fitzgerald Hotel, Dublin on March 3, attendees at the APHCI members event were treated to an exclusive presentation on the brand-new Mira Elite SE, which is the first dual outlet, silent pumped electric shower in Ireland. Mira will be a supplier sponsor of the APHCI for 2020 and is pleased to be working with the organisation. The APHCI kicked off the event with a review of its recent activity, with Chairman, Sean Giffney saying: "The APHCI personnel on the IRP Panel have been engaged in monthly meetings with the RGII on protecting installer interests, with the RGI fees and Certs consuming

many hours of discussion." In addition, he mentioned the new regulations that were coming down the tracks and congratulated Ken Lawrence on his election to the IRP Panel. Paul McGuire, Associate Channel Manager- Installer Communications at Mira Showers commented on the success of the event: "Staying close to trade associations like the APHCI is critical for us as a manufacturer to provide solutions for installers and their customers. The event was a pleasure to attend and we were really pleased with the amount of interest from the APHCI members around the product, it's new features and the best

installation practice for pumped electric showers."

Mira recognise how important it is to teach installers first about a product, as they are the most valuable and trusted source of information for the customer, so this event presented the perfect opportunity to do so and launch the fantastic new shower. At the event, 10 installers won a free Elite SE in a prize draw. The Elite model was first released in Ireland in 1994 and Mira have worked on its continual evolution and refinement to get to where it is today, with a new diverter mechanism has been designed specifically to work on electric showers and ensure no loss of pressure or temperature fluctuations when flow is diverted. The product also features Mira's unique Clean-flo™ filter technology which allows the filter to be removed without removing the cover from the shower. This includes a built-in isolator to isolate the water when the filter is removed from the housing using a coin. Elite SE dual range has been awarded the Quiet Mark and is so quiet (an incredible 54.2 Db) the pump cannot be heard when the water is running.

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flair

Congratulations to PTS, on the super refurbishment of their showroom in Enniskillen from the team at Flair Showers

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PLUMBING TRADE SUPPLIES (PTS) INVESTS IN THE WEST TO GUARANTEE A MEMORABLE CUSTOMER EXPERIENCE...

Enniskillen is the perfect showcase

Creating a 'memorable customer experience' may have seemed like an ambitious goal when PTS decided to pull the plug on its former bathroom display area in Enniskillen, but the gleaming new showroom appears to have done just that.

Completely re-designed and refurbished, PTS Ireland's new state-of-the-art showroom on the Sligo Road is a remarkable achievement.

"The feedback from manufacturers and customers has been incredibly positive," said PTS Regional Sales Manager Barry Lowe. "That has been reflected in sales, which have increased since the showroom's re-opening."

Enniskillen is one of seven Plumbing Trade Supplies branches in Ireland. Time, however, does not stand still and the powers that be at PTS were acutely aware that their showroom in the west of the province was starting to show its age. With consistency in mind, it was decided that considerable investment was required to bring Enniskillen into line with the showroom at PTS's headquarters on

PTS ENNISKILLEN



Lisa Cadden and Nicola Purdy, showroom sales advisors, Enniskillen.

Belfast's Grosvenor Road. "The old showroom had just become dated," Barry explained. "It did not provide the right customer experience, and in many ways, it also didn't showcase the manufacturers in the same way as our Belfast showroom. That was recognised and the plans were set in place for a total refurbishment."

The Enniskillen branch continued trading throughout the five-month upheaval, with Branch Manager Ronnie Pearson and his staff making light of the less than ideal conditions. Now, the high levels of customer service PTS prides itself on are matched by a top-level display area.

"A lot of thought went into the layout of the new showroom," added Barry. "As soon as the customer enters PTS Enniskillen, they will be greeted by smiling faces and a welcoming environment before being taken through the showroom. Customer experience and comfort was very important to us in the redesigning process and we are very pleased with the final result."

As you would expect from PTS,

all the major manufacturers are represented, all budgets catered for, and there is every style from the most contemporary to a more traditional look.

Enniskillen is, of course, part of the wider PTS network, and is supported by the Regional Distribution Centre, which means the company can ensure unrivalled levels of service.

Barry concluded: "We are absolutely delighted with the end result and I would like to thank our staff for once again going the extra mile to make this possible, and also the support of those manufacturers that helped out too. We do look forward to seeing our Enniskillen showroom prosper for many years to come."

"All the major manufacturers are represented, all budgets catered for, and there is every style from the most contemporary to a more traditional look."



PTS launch new website

Plumbing Trade Supplies (Ireland) is preparing to launch its new and improved website in the next few weeks. Hard to believe, but the company's already impressive website is about to get even better. Boasting enhanced visuals and video, it will also utilise Google technology to automatically steer you to your closest branch.



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Altecnic Caleffi 313 Series Safety Relief Valve WRAS Approved.

MARK MOGEY, HEAD OF OEM SALES UK & ROI AT ALTECNIC GIVES A QUICK GUIDE TO COMMON SAFETY RELIEF VALVES ISSUES...

Overpressure protection: safety relief valves

A safety relief valve (SRV), sometimes known as a pressure relief valve, is primarily a safety device and in many cases the last line of defence. A SRV is not a process valve or pressure regulator and should not be misused as such. It operates for one purpose only: overpressure protection. SRVs are normally installed in sealed heating systems that include a closed expansion vessel or a hot water cylinder. These valves are used for relieving excess pressure on boilers in heating systems and on stored hot water cylinders in domestic hot water systems. SRVs are also used in solar heating systems and in water distribution systems generally.

COMMON SRV ISSUES

If the valve is passing water, then the system has reached the pressure set point of the SRV, so the valve has activated - this is exactly what the valve is designed

“To comply with water regulations, valves should not be connected directly to a drain.”



Mark Mogey, Head of OEM Sales UK & ROI, Altecnic.

to do. The most common reasons for activation are an incorrectly sized expansion vessel, incorrect pre-charge setting in the vessel or a failed expansion tank - so there is nowhere for the expansion to go. Occasionally the system pressure may be correct but the valve has activated and has not correctly re-seated. This can be due to a few factors, which include:

- System debris is sitting under the seat, not allowing it to re-seat correctly
- System pressure has not reduced significantly for the seat to drop and is being held open via pressure
- System pressure is very close to set point of the valve; the water can create a valley so water can pass through.

INSTALLATION GUIDELINES AND REGULATIONS

In a sealed heating circuit building regulations state, where possible, to install an SRV close to the heat source on the flow circuit. It should be installed in the cold water

supply before the water heater, ensuring that there are no other fittings or narrowing of pipework between the water heater and the valve.

To comply with water regulations, valves should not be connected directly to a drain - the discharge should pass through a visible tundish with an AUK3 air gap and be located adjacent to the SRV, to allow vented water to escape. The discharge pipe must be the same size as the valve discharge outlet; must not be longer than two metres; and have no more than two elbows. The SRV should be located at a maximum distance of one metre from the boiler.

Due to the high temperature of the discharge, the terminal point of the discharge pipe should be located where sudden discharge cannot cause scalding or injury. Altecnic Product:

The Altecnic 311 Series and 313 Series (pictured) are high quality examples of WRAS approved SRVs.

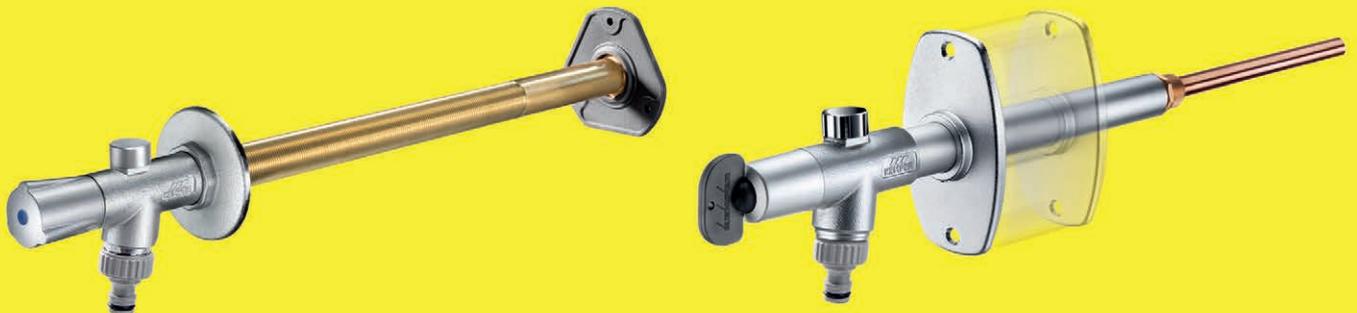


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NEW BOILER RANGE OFFERS INSTALLERS TOP-NOTCH TECH AT LOW COSTS...

Blue flame, bright future

At MacBlair Plumbing Coleraine, the emphasis is on providing customers with the best products, prices and level of service, which is why they've introduced the Navien blue flame LCB boiler range.

Installers are calling this new range a game-changer, but you can judge for yourself during the branch's Trade Week (March 9-14).

Eamonn Murray, Watershed/Plumbing Manager at MacBlair Coleraine, said: "We're constantly striving to improve our offering to customers and try to offer products that other trade counters perhaps wouldn't."

Navien might be an unfamiliar brand to some UK oil heating installers, but the South Korean manufacturer has 40 years of history as a dominant force in North America, Russia and Asian markets. Their highly automated and 5G-equipped factory produces over 200,000 oil boilers every year. The LCB boilers feature a blue flame burner, stainless steel heat exchanger and smart controls, and claim to provide installers with the latest in oil technology, without the premium price tag. This echoes MacBlair Plumbing's commitment



Eamonn Murray,
Watershed/
Plumbing
Manager
at MacBlair
Coleraine.

"We offer our customers quality products at the best price and that's why we have such a high level of repeat business,"

to delivering value for money.

"We offer our customers quality products at the best price and that's why we have such a high level of repeat business," said Eamonn.

Boasting the industry's lowest NOx emissions, the LCB's energy-saving tech and lightweight, easy-to-handle design features have been developed with installers and end-users in mind.

The range includes regular, system and combi boilers, available with outputs of 21, 28 and 36kW. A range of gas boilers are also available. All models are available in interior and exterior options, and with a user-friendly panel control. The full text-driven display clearly states problems in plain English, eliminating the need to decipher fault codes.

Other key features that have proven popular with installers include the boiler's low lift weight of 67kg (up to half that of competitor models), making it easy for just two people to manoeuvre a Navien boiler into a kitchen. A space-saving combined pipe for PRV and condensate drainage further simplifies the install process. Exceptionally low flue outlet

temperatures allow the use of a simple multi-directional flue system (21m up and 20m across), which eliminates the need for buying a more costly stainless steel flue. All Navien boilers come with a 10 year warranty.

You'll discover more about the range from the experienced MacBlair Coleraine team who will be on hand to answer queries during the branch's Trade Week.

Customer satisfaction is at the heart of the Coleraine branch and is something they all take seriously. "We have 11 members of staff and each, and every one is trained to the highest standards," said Eamonn. "That's another reason that makes us stand out - customers keep coming back to us because of our staff and the time they take with each customer, ensuring they leave with the right product for the job."

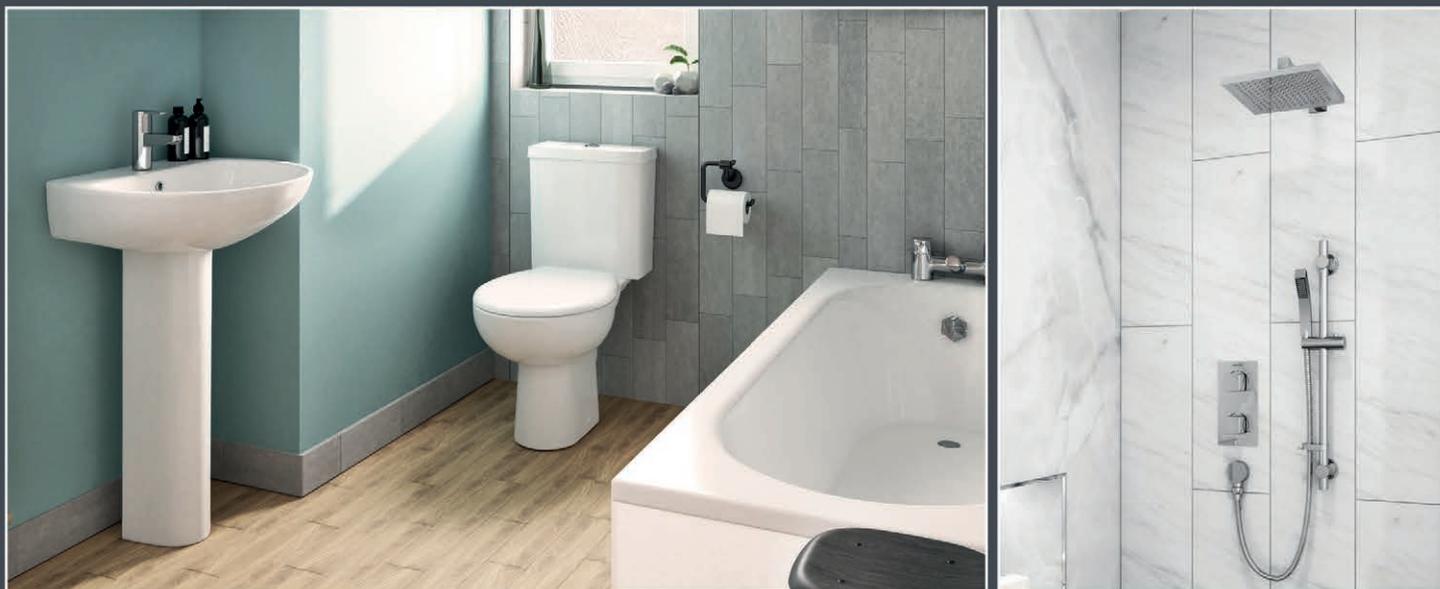


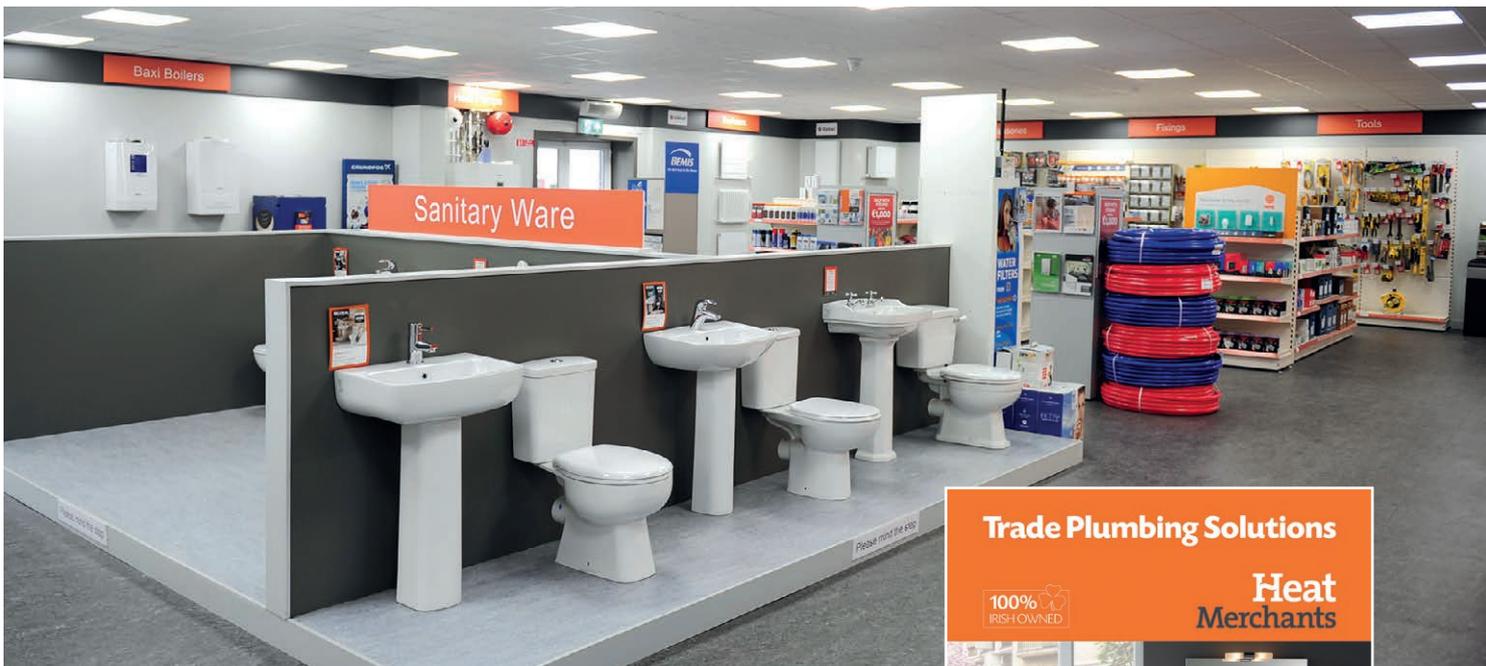
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SPOTLIGHT ON NEWLY EXTENDED DOMESTIC AND COMMERCIAL RANGE...

Heat Merchants launches product catalogue

Heat Merchants launches their new Trade Plumbing Solutions catalogue and price guide in March to showcase their extended domestic and commercial product range, which is tailored to meet the needs of the plumbing trade customer.

The catalogue features a wide variety of bathroom furniture, sanitaryware, showers, brassware, bathroom accessories and commercial plumbing products which are available for collection from all 32 branches nationwide or available for delivery to site.

An extended range of commercial plumbing products including specialist solutions for multi-dwelling projects, schools, healthcare, leisure and hospitality, accompanies this core range.

Heat Merchants has a specialist commercial team who can advise on all technical requirements and provide a full specification and estimation service with an extended designer plumbing collection available to be specified on request. Too busy to travel to one of the branches? No need to worry - the plumbing range is also available to order online on www.heatmerchants.ie for your

convenience. Once registered, you'll be able to find product information and see up-to-the-minute pricing for all online products before you make your purchase. Check if the stock is available in your local branch or choose to collect your order or even have it shipped to your local site. If you're interested in pricing for large-scale projects you can speak with a member of the plumbing estimation team. Heat Merchants Group is a wholly Irish-owned company, supplying a comprehensive portfolio of heating, plumbing and renewable energy solutions for both domestic and commercial projects. The company also provides technical support services to customers, including heating system design and specification, commissioning, ancillary certification, aftersales service and installer training.

Through their national network of 32 branches and central distribution hub based in Athlone they aim to have an extensive range of stock available either in your local branch or for next day collection or delivery to ensure faster, more efficient customer service. This focus on efficiency in all their

operations has resulted in a strong business which allow the company to offer the best value and service in the industry. Heat Merchants is committed to continuously developing both their product range and the expertise they can provide.

The company has been recognized as Overall Merchant of the Year, received the Deloitte Gold Standard for Best Managed Company and Business All-Star Accreditation and the "McEniff Trophy" for the Best Business in Ireland 2019.

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"An extended range of commercial plumbing products including specialist solutions for multi-dwelling projects, schools, healthcare, leisure and hospitality, accompanies this core range."

Belfast City Council's Leisure Programme

LISNASHARRAGH AND BROOK
LEISURE CENTRES



Belfast
City Council

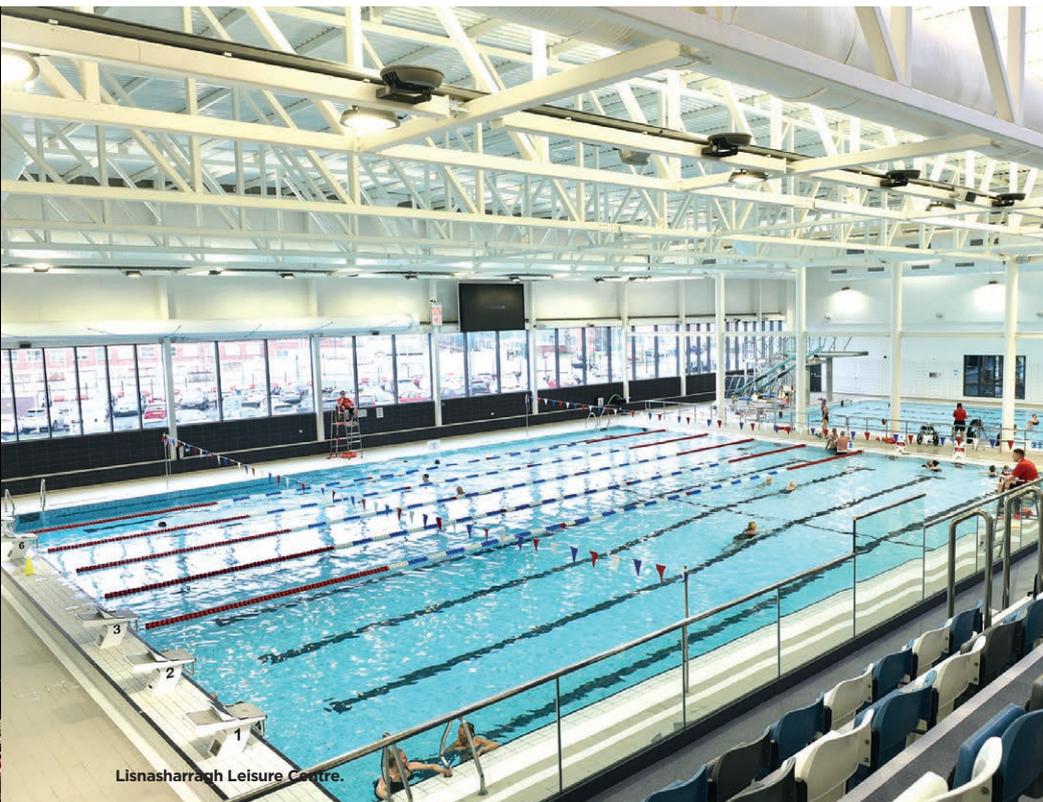


Lisnasharragh Leisure Centre.



Brook Leisure Centre.

BELFAST'S LEISURE SERVICES



Lisnasharragh Leisure Centre.



Brook Leisure Centre.

ACHIEVING THEIR GOALS

DOWDS GROUP PLAYS A PROMINENT ROLE IN PHASE ONE OF BELFAST CITY COUNCIL'S LEISURE TRANSFORMATION PROGRAMME...

The Dowds Group was an integral part of the team that completed two state-of-the-art leisure centres in the first phase of Belfast City Council's ambitious Leisure Transformation Programme. A third leisure centre has been completed, shortly after Brook and Lisnasharragh, which Dowds also provided its services to - The Andersonstown Leisure Centre. The Ballymoney-based company was contracted to provide comprehensive Mechanical and Electrical services for Lisnasharragh Leisure Centre, formerly the Robinson Centre on the Montgomery Road; and Brook Leisure Centre, on a site close to the former Brook Activity Centre in Twinbrook. Part of a £105m investment in Belfast's leisure services, M&E work on the new sports facilities would eventually overlap. Fortunately, the shared

DNA between the two projects helped offset many of the issues created by working in the east and west of the city simultaneously.

"From a mechanical services perspective, the systems installed in each of the projects are similar in design, and detailed out to suit the building layout and the needs of the client," explained Jack Gourley, Operations Manager at Dowds Group. "We worked closely with the main contractor Heron Bros, JCP Consulting Ltd, McAdam Design, and Belfast City Council from initial design concept through to completion. Together we were able to deliver the projects on budget, each tailored to their particular needs."

Although clearly there was common ground between the two centres, there was still a level of customization with

Belfast City Council keen to ensure both would have their own unique selling point. For Lisnasharragh that would come in the form of an eight-lane swimming pool and the role as leading Aquatic Centre in Belfast; whilst Brook's emphasis would be on 'outdoor leisure provision', with eight 3G pitches.

PROJECT TEAM...

Client: Belfast City Council

Architect: McAdam Design

Main Contractor: Heron Bros

M&E Design: JCP Consulting Ltd

M&E Services: Dowds Group

Structural Engineer: McAdam Design

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BELFAST'S LEISURE SERVICES



Sensory pool at Brook Leisure Centre.

ALL SYSTEMS GO

DOWDS GROUP WAS RESPONSIBLE FOR THE FULL M&E INSTALLATION AT BOTH LEISURE CENTRES...

For some companies the prospect of working on a complex focussing on aquatics would be a daunting one. Not Dowds. Having already completed installations at the Aurora Pool and Leisure Complex for North Down Borough Council, Dowds Group was perfectly placed to assist in the delivery of Belfast City Council's vision for a new Aquatic Centre. In Bangor it had been an Olympic-sized ten-lane swimming pool; at Lisnasharragh it was a 25m eight-lane pool, the biggest in Belfast, a designated area for the Tom Daley Diving Academy, plus a children's wet play adventure area. Dowds started M&E work in August 2018, with an all-encompassing remit that included domestic water services installation, drainage systems, sanitary ware, LTHW heating system, ventilation system, natural gas installation, air-conditioning, and a building management

system. In addition to the 'wet areas', Lisnasharragh Leisure Centre also features a traditional sports hall, fitness suite, multi-function studios/rooms, and five-a-side pitches. The facility also incorporated the Clonduff Community Centre. In the west of the city, M&E work began at Brook in February 2019. As with Lisnasharragh, Dowds' responsibility included heating, water, ventilation, air-conditioning, and building management systems. Of course, leisure centres by their very nature are 'complex' building, and Brook was no exception. M&E work combined an extensive array of outdoor pitches (both covered and uncovered), high-tech fitness suite and spin studio, and a swimming pool, the first in the 'Colin' area of the city, that transforms into a specialised sensory pool (the biggest of its kind in a public leisure facility anywhere in the UK).



Brook Leisure Centre.



Brook Leisure Centre.

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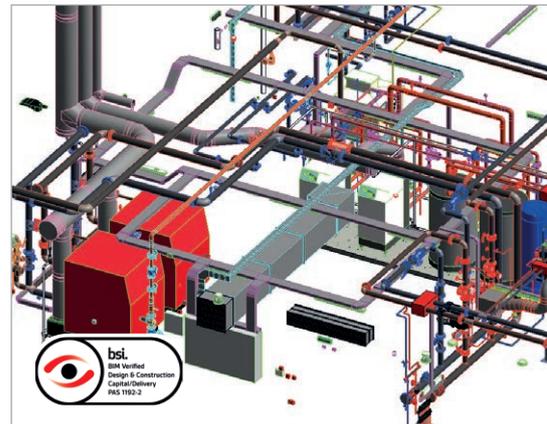
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We are pleased to have supplied and installed the air conditioning systems in both Lisnasharragh and Brook Leisure centres for Dowds Group.

BELFAST'S LEISURE SERVICES



Brook Leisure Centre.



INTELLIGENT DESIGN

DOWDS GROUP UTILISES TOP QUALITY PRODUCTS THAT FIT THE BILL FOR LEISURE COMPLEXES...

Dowds Group's in-house BIM Department implemented their BSI BIM certified methods and procedures to deliver the BIM Level 2 projects. By utilising the latest BIM software and hardware, including cloud based centralised models and 3D scanning technology for model validation, provided the client with an accurate digital representation of assets to support efficient operation and management throughout the buildings life cycle.

AirSource Ventilation was chosen for the air-handling units. Specialists in air heating, cooling, and recovery, they guarantee the correct temperature and humidity levels required in swimming pool areas.

All sanitaryware was supplied by Beggs & Partners, which included the Sandringham range from Armitage

Shanks; back to wall WCs with flush plates, Monaco Doc M Packs and Concept Sphere semi recessed basins which were all used in the fully compliant accessible washrooms at both leisure centres. Boilers came courtesy of Hoval Ltd and the now ubiquitous booster pumps from Grundfos; and Ventilation grilles were supplied by one of the industry leaders in air distribution, Waterloo Air Products. Like Dowds, Waterloo have extensive experience in the leisure sector, having been involved in the impressive Wellness Hub at Warwick University, and Glasgow's Emirates Arena. B.L. Refrigeration, based at Belfast's Sydenham Business Park, completed the Toshiba air-conditioning, an energy-efficient, ultra-reliable system that operates on non-ozone depleting refrigerants. Commissioning and water treatment solutions, were entrusted to Lisburn's Flowtech Enviro Ltd.

"All the brands, products, and sub-contractors were engaged through the design process to ensure delivery of systems that were suited to the needs of the project," said Dowds Group Operations Manager, Jack Gourley.

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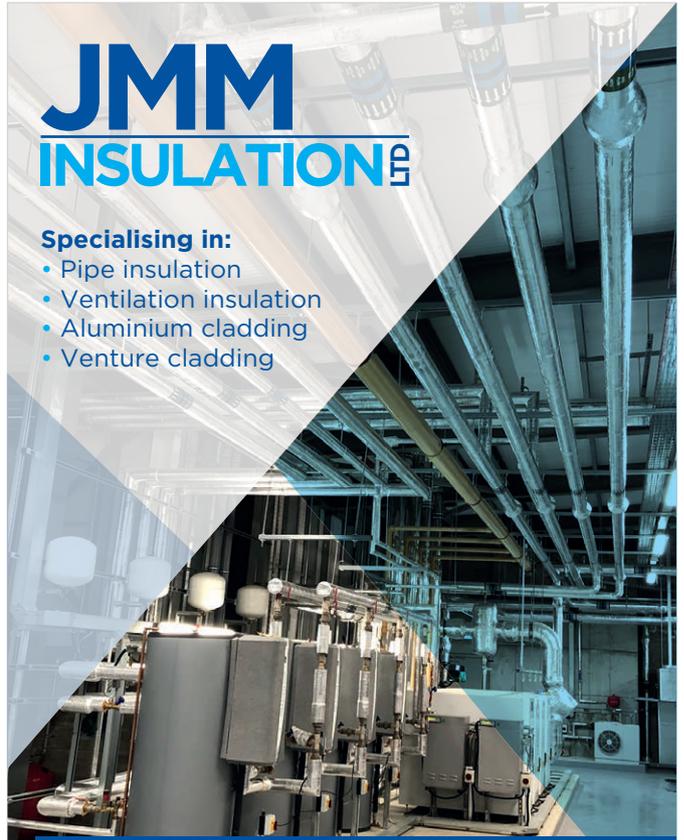
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BELFAST'S LEISURE SERVICES



Lisnasharragh Leisure Centre.

FIT FOR PURPOSE

DOWDS DELIVERS QUALITY INSTALLATIONS ON WHICH THE COMPANY'S REPUTATION HAS BEEN BUILT...

Mechanical and Electrical work was completed at the £15m Brook Leisure Centre in November 2019, with the £20m Lisnasharragh Leisure Centre following suit. Not only was the installation on budget and fully fit for purpose, it also proved particularly client-friendly. "We streamlined the supply chain we used for plant manufacturers and specialist systems which allows Belfast City Council to set up maintenance contracts across each of the centres," said Operations Manager, Jack Gourley.

For more than four decades Dowds has been delivering quality installations to a diverse range of clients throughout the UK & Ireland, earning a glowing reputation across the Health, Education, Commercial and Industrial sectors. The new facilities at Lisnasharragh and Brook also provide further evidence of expertise in the multi-faceted and often complicated leisure arena.

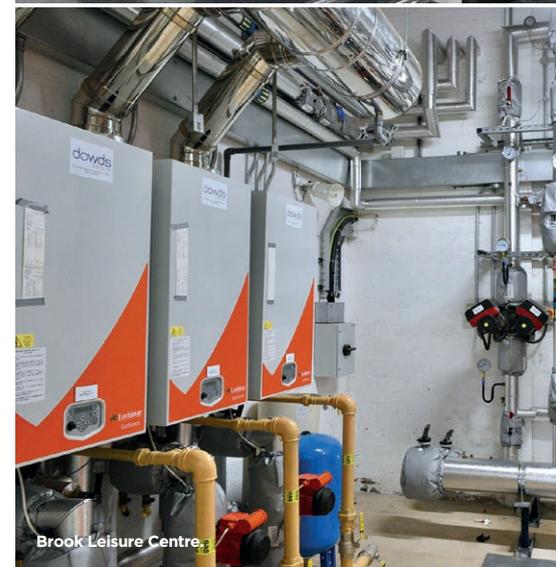
"For Dowds Group this was a great opportunity to work with Belfast City Council to deliver these fantastic new leisure facilities for the community," Jack added.

Lord Mayor of Belfast, Councillor Daniel Baker, who opened both Lisnasharragh and Brook, is in no doubt that the Dowds' efforts, and those of the entire construction team have achieved their goal: "The facilities will play a vital role in improving health and well-being in the local communities, which is a central aim of the Belfast Agenda, the city's community plan, he commented."

"For Dowds Group this was a great opportunity to work with Belfast City Council."



Lisnasharragh Leisure Centre.



Brook Leisure Centre.

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PROUDLY ANNOUNCING THE INDUSTRY'S ANSWER TO THE OSCARS...

NI Plumbing & Heating Awards 2020

Northern Ireland's top plumbing and heating contractors, consultants, merchants, manufacturers, people, products and projects will be recognised and rewarded at a gala ceremony on Friday 6 November, at the Crowne Plaza Hotel. With categories designed to ensure that every section of this diverse industry is recognised - there will be something for you and your company. The awards have been hosted by Plumbing & Heating Magazine since the first ceremony in 2012 and we are pleased to announce that the awards this year are sponsored by Flogas, who have also been involved since the first ceremony. The awards are judged by an independent panel of respected industry experts who have unrivalled experience and industry knowledge, who have a difficult task of selecting winners - it's set to be a fantastic evening for the whole industry, so why not enter?



how to enter

STEP 1

Tel +44 028 9261 2990 or e-mail karenj@kmp ltd.co.uk to request an entry form for the relevant category/categories.

STEP 2

Complete the entry form providing as much information as possible. Give the judges detailed information, including testimonials, images and facts and figures.

STEP 3

Return your entry forms to us **before Friday 21 August 2020**

STEP 4

The independent panel of judges will meet to go through all the entries and, using a scoring matrix, will select the finalists and winners.

STEP 5

The shortlist will be announced in September 2020 and we will contact you directly if you've been successful.

STEP 6

Attend the Gala Awards Night at the Crown Plaza, Belfast on November 6 to find out if you've won.

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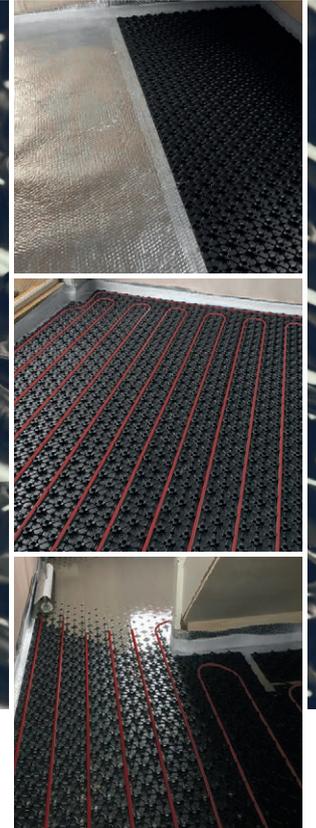
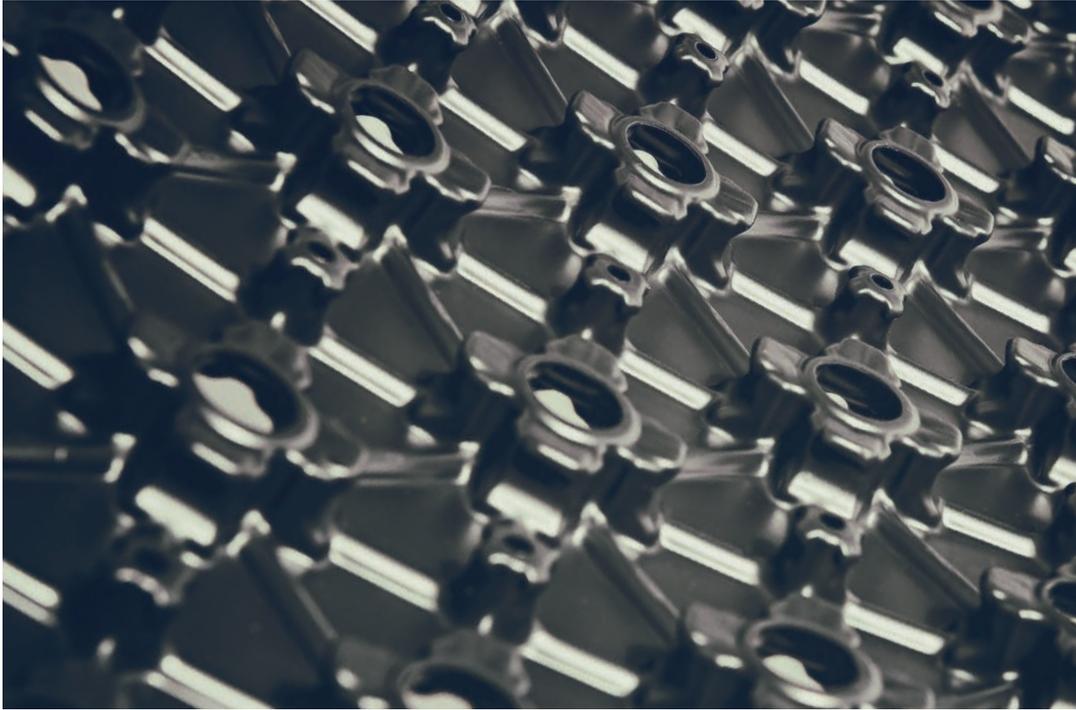
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SELF-ADHESIVE MICROPLATE PANELS OFFER A CONVENIENT AND COST-EFFECTIVE SOLUTION...

Myson introduces low profile UFH system

Finding the correct heating solution for projects with open-plan designs is vital from both a practical and performance perspective. With less wall space available, siting radiators becomes challenging, but this is where an underfloor heating system comes into its own, offering heating without compromise on precious living space.

Myson's Floortec system is a versatile underfloor heating solution. It offers several different fixing systems, including Microboard, which is a dry system and new-to-market Microplate – a wet system. Whatever the project requirements, there's a Floortec system that will suit your needs.

The Myson Microplate pipe fixing is a self-adhesive plated product that can be applied directly to insulation (eg Superfoil), or straight on to a prepared, sealed chipboard deck or solid floor. Additional fixings can easily be applied through the Microplate panels, if needed. With its 12mm pipe and plate depth of just 15mm, Microplate panels only

need a 15mm covering of latex or self-levelling compound, creating an ultra-low profile. It can also offer a cost-effective alternative to Microboard or can be used in conjunction with it for flexibility and convenience. For example, on a Microboard system where the transitional pipework gathers up to the manifold, Microplate can be used to avoid bunching pipework together in that particular area. "The new Microplate system could be a cost-effective alternative to Microboard for certain projects," says Sean Leonard, Regional Sales Manager Ireland. "However, the price of the self-levelling compound should also be considered in the overall cost."

Myson has a highly trained team of heating experts on hand ready to give unbiased advice on the features and benefits for all heat emitters. Their team of experts offers a full design service tailored to individual requirements, however large or small the project. The aim is to make the installation process of their underfloor solutions as simple as possible.

All you need to do is send them your architect's floor plan or measurements, and they'll take care of the rest.

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- * Latex or self-levelling compound is suitable (not recommended for use with a liquid screed or a traditional mix)
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Plumbing and Heating contractors interested in the underfloor heating product contact Jonathan on M: +44 (0)75 9502 3516

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UNDERFLOOR HEATING

SUPPLIER-INSTALLER - HEATING AND ENERGY SOLUTIONS



HEATING & ENERGY SOLUTIONS CAN HELP TAKE THE PRESSURE OFF INDEPENDENT PLUMBERS...

Part of the package

It might sound like an oversimplification, but one of the aims of Heating & Energy Solutions is to make life easier for the often hard-pressed independent plumber. With underfloor heating and ventilation systems increasingly popular, both in the domestic and commercial sectors, the demands on the sole tradesman or small company are increasing. When you don't have big business back-up and time is at a premium, the design, supply, and then installation of such systems can be almost overwhelming. It doesn't have to be that way. Heating & Energy Solutions can offer the perfect solution. "We can offer a range of packages that are tailored towards the independent plumber," said Heating & Energy Solutions owner, Jonathan Duff. "As part of the package we can include the design and installation drawings, then supply the ideal products, leaving the plumber free to go ahead and fit the system." Renowned for both the supply and installation of underfloor heating and ventilation systems for larger contractors,

Heating & Energy Solutions can pass this real world expertise on to the independent plumber. "We have been involved as a specialist in this area for more than 20 years," added Jonathan. "Of course, many people know us as a 'supply and install' company, but we are keen to emphasise that this experience, and our comprehensive range of products, is also geared towards making life just a bit more straightforward for the one-man band plumber. Why not call down with us for a chat at our new premises on the Fenaghy Road in Cullybackey and take advantage of what's on offer? Together, we can design a bespoke package for your job, with installation drawings and high quality products that will enable you to not only fulfil your client's brief, but also exceed it." Heating & Energy Solutions reputation in the industry has been built on a long association with one of Europe's leading HVAC suppliers, Swedish underfloor heating manufacturers LK Systems. The Scandinavian company's products are compatible with any heat source suitable

for warm water heating, including electric boilers, wood burners, heat pumps, conventional condensing boilers, and solar panels.

Heating & Energy Solutions also stocks and supplies heat recovery ventilation products from UK manufacturer EnviroVent, specialists in the provision of systems that produce a constant supply of fresh, filtered, healthy air to homes or office buildings. Heating & Energy Solutions may have been the go-to sub-contractor on some high profile builds, but the company is still very much focussed on the smaller contractor and independent plumber. Why not take advantage of Jonathan and his team's knowledge of underfloor heating and ventilation systems, not forgetting those comprehensive stock levels? It'll be like a breath of fresh air.

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UNDERFLOOR HEATING

SUPPLIER-INSTALLER - **BASSETTS**

BASSETTS HAVE KEPT FEET WARM WITH GLO+ UNDERFLOOR HEATING FOR OVER 28 YEARS...

Comfortable, economical, smart control



Lisa Taylor's home based in County Armagh benefits from Glo Underfloor heating.

Bassetts have built a reputation based on customer service and quality products – two elements that are central to glo+ underfloor heating systems.

Developed by their own heating experts, Bassetts have continuously enhanced this system to ensure it meets the latest requirements. As a result, glo+ is not only a comfortable and economical way to heat a home but is now fully compatible with smart technology that puts the homeowner in control. As well as oil and gas, glo+ is compatible with renewables such as air-source heat pumps or geothermal heat pumps as well as biomass heating systems. The 25-year guarantee buys peace of

mind, and its flexibility means glo+ is ideal for new builds, extensions and renovations.

When you work with the glo+ technical team, you'll be speaking to underfloor heating experts. Matthew Gilpin and Matthew Smyth have collectively 25 years experience in the industry, specifically focused on underfloor heating. Matthew Gilpin has a strong background in Quantity Surveying and leads the glo+ team as Technical Manager. Matthew Smyth is glo+ Estimator, with seven years experience in underfloor heating.

You won't be directed to a call centre when you need advice or installer support, you will speak directly to them.

The two-man team are fully conversant with integrating heat pumps and alternative energy sources with underfloor heating and are ideally placed to provide technical and installation support for all domestic and commercial projects.

Tried and trusted for over 20 years there's several reasons why so many installers recommend glo+.

Free design and estimation: Your customers will focus on price. With glo+ free design and estimate service, you can give them all the details they need to make the right decision.

Easy to install: Bassetts have designed glo+ with you in mind, creating an underfloor system that is simple to install.



“A comfortable and economical way to heat a home.”



“Developed by their own heating experts, Bassetts have continuously enhanced this system to ensure it meets the latest requirements”

Technical guidance: As well as providing you with comprehensive plans tailored to the installation, their expert technical team is only a phone call away if you need advice or guidance.

JR Waddell and Son Ltd, based in Newry, have been providing expert plumbing and heating services across Northern Ireland for over 15 years. As underfloor heating specialists, the company has used glo+ on a wide range of projects. “Glo+ works with oil, gas and renewable heat sources so that gives us flexibility. It is also really easy to install, meaning we can work faster and more efficiently,” says John Waddell, JR Waddell and Son Ltd.

SMART CONTROL

Glo+ boasts one of the most advanced control systems for underfloor heating on the market and with the option of internet controls, users can operate the system from most mobile devices. Room thermostats can be hard-wired or wireless, and are self-

modulating, meaning that the flow in the under floor heating circuits is continually adjusted, based on the needs of that room. This provides enhanced comfort and efficiency over the alternative on/off technology.

CASE STUDY

Matthew Gilpin, Technical Manager at glo+, created a bespoke solution for a self-build, working with Architect Glyn Owen of The Designworks Studio to create an energy-efficient home for new self-builders, Adam and Lisa in Co Armagh.

“Having the glo+ system in our home since 2018, has been a no-brainer, it cuts our energy bills and is easily managed through an app on my phone,” says Lisa. “Bassetts supplied all our bathroom needs for our new home, so it made sense to work with them on the underfloor heating, which we have installed across the ground floor,” she says. “We love the heat provided by glo+ and the fact that it is so

easy to set the controls is a huge advantage.”

Adam and Lisa found glo+ prices to be very competitive – essential when you are a self-builder. “Being able to control the temperature of each room individually, and set the heating according to how we use the space is so simple with an under floor heating system,” says Lisa. “We can increase the temperature of guest rooms when we have visitors and keep them ticking over the rest of the time.”

Benefits of Glo+ control system

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with you in your efforts in traditional and digital media. Veronica Dunne of Heat Services in Laois explains how Calor has helped them: "We wanted to promote our services to home-owners, particularly around sustainability. We worked in partnership with Calor to run an exhibition stand in Portlaoise Shopping Centre. There was tremendous interest from the public in how we could switch them to BioLPG and

the environmental and cost benefits of a modern gas boiler. Working with Calor brought the promotion to the next level and it had a direct return in terms of new business." The Calor Installer Incentives scheme is open to registered gas installers who have signed up with Calor. T: NI 028 9045 5588 Rol 1 850 812 450 www.calorgas.ie

A graphic illustration of a green globe surrounded by various Calor appliances and a sign. The sign is red with white text that says 'FREE Boiler'. The appliances include a red truck with 'CALOR' on the side, a yellow house, a white washing machine, and a white boiler. The background is a blue sky with a sun and clouds.

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The Calor BioLPG logo, featuring a red power symbol above the text 'CALOR BioLPG'.

FAIRWAYS HOTEL, DUNDALK



KEEPING IT LOCAL

INNOVATIVE MECHANICAL SYSTEMS INSTALLED AT THE FAIRWAYS HOTEL BY M&P MECHANICAL...

The luxuriously finished Fairways Hotel, on the old Dublin Road in Dundalk, reopened for Christmas 2019, following a major reconstruction headed up by Brian Byrne and Denis Williams of O'Callaghan Holdings. Over the course of two years, the hotel was completely rebuilt from the ground up, aiming for a whole new experience which meets the demands of 21st century guests. With such a large mechanical aspect of the project to manage, Denis Williams Design Services were fortunate to be able to turn to local Louth-based company M&P Mechanical. With offices just a 10-minute drive from the site in Castlebellingham, Mark O'Rourke, Managing Director of M&P Mechanical, was delighted to work on such a prestigious project. "My company has been working in hotels around the country over the last number of years and to get the opportunity to bring all that knowledge

closer to home is great," says Mark. The hotel first opened in the 1960s and is a very valued spot in the area, with many cherished memories of weddings, graduations, christenings for nearby residents - it really has been the talk of the town, so there was a lot of pressure to make sure everything went smoothly.

PROJECT TEAM...

Client: O'Callaghan Holdings

Main Contractor: Hollywood Developments Ltd

Architect: Denis Williams Design Services

Mechanical Contractor: M&P Mechanical

Consulting Engineer: ISD Engineering



Brian Byrne, Director at O'Callaghan Holdings with Mark O'Rourke, Director at M&P Mechanical and Denis Williams, Director at O'Callaghan Holdings.



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We were delighted to manufacture and supply the Air Handling units for the Fairways Hotel, Dundalk. We would like to wish M&P Mechanical all the best in the future from all in Mark Éire BV.

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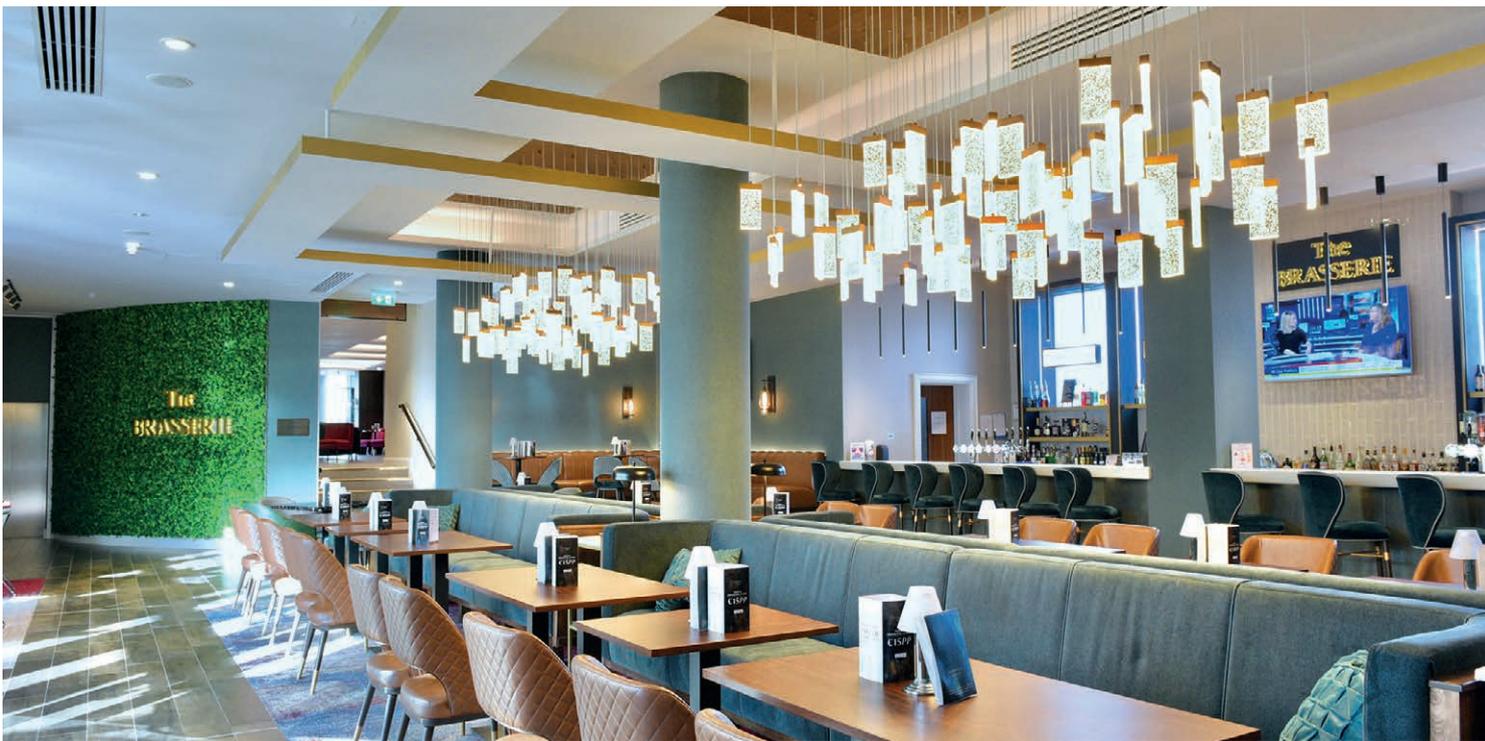
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FAIRWAYS HOTEL, DUNDALK



THE RIGHT KNOW-HOW

M&P MECHANICAL HAD THE ALL THE EXPERTISE NEEDED...

M&P Mechanical has carried out work in many hotels across Ireland: Cork, Wexford, Belfast, Sligo, Galway, Clare and Limerick. With a very impressive portfolio in the hospitality sector, it's no surprise the company were the first stop for Denis Williams Design Services when it came time to appointing a knowledgeable contractor.

With so much experience, Mark O'Rourke and his team knew exactly what would be needed to meet the clients vision for the re-opening: "When I first met Denis and Brian, it was very clear they wanted a hotel that used the latest materials, controls and equipment that would allow the hotel to run as efficiently and cost-effectively as possible for the operators. I sat down with my design team, headed up by Anthony O'Conaill, and we tabled

some ideas. From there it was about delivering the project for the grand opening."

The hotel now makes use of the latest chiller equipment for the bar, restaurant and conference hall, which are all ran on R32 gas. R32 gas is the next generation refrigerant that efficiently carries heat and has lower environmental impact, which is something always kept in mind for new buildings. This supplies chilled water to the fan coil units concealed in the ceiling to bring the rooms and areas to the required comfort levels. The fan coil units were selected specifically by M&P Mechanical to keep the running noises to a minimum resulting in a noise level that wouldn't disrupt guests to the hotel. M&P were very successful in expertly tailoring their services to meet all requirements of a hotel and client alike.



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FAIRWAYS HOTEL, DUNDALK



PROOF IS IN THE PRODUCTS

HAVING THE LATEST SYSTEMS AND EQUIPMENT CAN MAKE A MASSIVE DIFFERENCE ...

With all the electrical power needed to keep the hotel operating, M&P Mechanical felt the use of a CHP (combined heat and power unit) was an ideal solution for the building. Located in the plantroom at the rear of the hotel, the natural gas-powered CHP supplies the hotel with nearly 70kW of electrical and over 120kW of thermal heat load each hour it runs. This installation will reduce the electrical and heating running costs of the hotel.

Along with the CHP and new chiller, the hotel plantroom was completely overhauled with gas-fired condensing boilers supplied by Hevac.

The boilers installed were four De Dietrich Innovens Pro MCA160, complete with a full hydraulic cascade kit and total boiler output of 640kW. Hevac were delighted to be the chosen supplier

and look forward to working with M&P Mechanical again on future projects. SONAS Bathrooms were delighted to supply all bathroomware to the project, including all sanitaryware, shower trays and enclosures. All bathrooms in the hotel were fitted out with SONAS Bathrooms including guest bedroom ensembles, function room public areas, staff areas and accessible bathroom solutions. Products included on the specifications for the project were put forward by the SONAS commercial team in collaboration with the design team and developer for the Fairways Hotel.

Mark says, "It was a great honour for M&P Mechanical to get to deliver this project, and with a client as professional as Denis Williams Design Services, we would look forward to doing continued business in the future."



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Firebird by Elco burner.



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All Firebird by Elco burners are factory pre-set to 12.5% CO2 with a 20°C ambient temperature, in order to achieve the highest level of efficiency, requiring only minor adjustments in fuel pressure and air for field conditions. The Firebird by Elco burners have been manufactured with installers in mind, featuring a design that is straightforward to fit and simple to maintain - for example, key components can be removed and adjusted with a single 4mm Allen key. All parts are easy to access thanks to a dedicated servicing position and a simple layout, alongside a "Plug and Play" system for component removal. There is an informative video on the Firebird website which shows how easy the burner is to install. For advice on reducing NOx emissions and reducing your carbon footprint either by retrofitting our burners or fitting new boilers, please contact Firebird using any of the details below.
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"Manufactured with installers in mind, featuring a design that is straightforward to fit and simple to maintain"

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New range from AKW

AKW is proud to have launched its new Origins Wall Panel range, which offers both installers and end users alike even more options for the design, colour and finish of bathroom walls. There are two options available, 900mm and 600mm width tongue and groove panels or the 1200mm width square edge version. This means that no matter what the quality of the existing surface is, the Origins range will have a wall panel solution to suit. In addition, the 16 contemporary decors have been inspired by the latest interior design trends, enabling a touch of style to instantly be added to any space. AKW wall panels are 25% cheaper, when compared to tiles and require far less time to install, which means happy customers who are saving money and spending less time without their bathroom.

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The Origin Wall Panel range has the potential to create stunning bathrooms.

“Origins Wall Panel range offers both installers and end-users alike even more options for the design, colour and finish of bathroom walls.”



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