

Addendum 4: Supplier Briefing Q&A

Transcript

Equipment Replacement Scheme Hot Water Heat Pumps Installer Panel

Please see below a full transcript of questions and answers from the supplier briefing session held on Tuesday 18th April.

- 1 Is there a minimum refrigerant requirement? R32? R410A? R290

The minimum equipment requirements appendix attached with the RFP states that the programme accepts equipment with GWP score of 750 or less. Practically this means that the refrigerant needs to be R-32 or better.

- 2 Does the agriculture sector, specifically dairy sector fall under the criteria?

Installers are open to work with any industrial or commercial sector customers that meet the programme criteria.

- 3 Is there a list of Monitoring Devices/companies that you recommend?

Any monitoring device can be used so long as the device can provide the data requested by EECA.

- 4 Is there a standardised brochure listing the benefits for prospective clients

EECA will prepare programme collateral for customers.

- 5 Will both the hot and cold water temperatures be required, to determine the hot water energy delivered from the system? Just providing the hot water temperature won't allow the energy balance to be determined, which is needed for the COP calculation.

In the job application web form, we require installers to state if the inlet temperature is ambient. If not ambient, if there's recirculation through the HP unit, the web form will require the inlet temperature of the cold water.

- 6 Would an application still be considered if a smaller number of installs (< 10) have been completed but are of a high quality standard and complexity?

The RFP and programme have been designed to meet EECA's objectives and requirements. We won't be altering the programme requirements. Refer question 11

- 7 Does this funding apply to apartment buildings with single ownership, i.e. a rental property or student flats, as opposed to owner occupiers?

ERS will provide definitions for residential and commercial properties prior to launch of programme.

- 8 Is it EECA's intention to promote this scheme to the identified target market?

Yes, EECA will promote this scheme to its target customers

- 9 Is the equipment limited to just potable hot water heating or does it also include process heat and space heating?

Yes, this scheme is aimed at potable hot water only.

- 10 How do you determine the value of funding - 30% vs 50%?

We determine funding levels based on two criteria - load factor and Coefficient of Performance (COP) of the equipment.

Lowest load factor is 0.3 or 30% and the minimum acceptable COP is 3. We'll co-fund up to 50% for installations with higher COP and load factor.

- 11 Pre conditions- "or similar on commercial buildings" Could it be 10-50kW air sourced heat pumps but not specifically Hot Water Heat pumps?

Or similar means:

- Must have done 10 installs of hot water systems in a commercial setting in the last 18 months.
- These installs could be for hot water heat pumps outside the 15-50 kW capacity required by the programme.
- These installs could also be other types of commercial systems, so long as the installations demonstrate experience of vapour compression.

- 12 Regarding track record of 10 installations, can installers of chilled water products use these installations as evidence? Same principles.

Refer Question 11

- 13 If an installation requires just above 50kws but meets all other requirements does that exclude it from the program?

The RFP and programme have been designed to meet EECA's objectives and requirements. We won't be altering the programme requirements at this point in time.

- 14 Can you give any more detail on what you mean by "or similar" in the 10 x installs over last 18 months?

Refer Question 11

- 15 As a manufacturer, how do we get our product approved for other installers to also install?

It would need to match the minimum equipment requirements set out in the RFP.

- 16 What are the minimum product warranties that need to be offered? Longevity (long life units) and using well supported products where spares are available would surely be a requirement.

The minimum equipment requirements appendix attached with the RFP states that the equipment installed need to come with at least five years of product warranty (Parts and Labour).

- 17 If the hot water flow is required, how will ring main recirculation systems be dealt with, since these increase the hot water flow through the tank?

The data provided to EECA through the web forms must reflect the performance of the system. For a recirculating or ring main system you may need to measure delivered hot water.

- 18 Will commercial sites need to be designed by engineers?

The Installer will be responsible for site evaluation. Installers can subcontract design or engineering services as they require.

- 19 Do geo-thermal heat pumps fall under the programme scope or is it specifically air to water heat pumps?

No, this programme is only designed for air to water hot water heat pumps.

- 20 Pre conditions- " or similar on commercial buildings" Could it be 10-50kW air sourced heat pumps but not specifically Hot Water Heat pumps?

Refer question 11

- 21 Does this funding apply to apartment buildings with single ownership, i.e. a rental property or student flats, as opposed to owner occupiers?

Refer question 7

- 22 Can you give any more detail on what you mean by "or similar" in the 10 x installs over last 18 months?

Refer Question 11

- 23 Are you limiting the number of installers required for the panel?

No, we don't have a limit to the number of installers in the panel.

- 24 How is EECA handling the recirculation line when measuring the COP of the system? For potable hot water systems, the recirculation line can represent up to 80% of heating generation.

In the job application web form, we require installers to state if the inlet temperature is ambient. If not ambient, if there's recirculation through the HP unit, the web form will require the inlet temperature of the cold water.

- 25 We assume that all design and scoping of installations, as necessary to confirm price, equipment requirements, configuration, etc) will be done at the Panel member's cost. This cost will only be recoverable on installations that have meet the ECCA requirements for co-funding?

Installers will do an initial site assessment to arrive at an indicative cost, performance and usage of the new equipment. Installers can do detailed design post job approval and submit the final invoice for co-funding subsidy.

- 26 Is this limited to hot water heat pumps, or are you open to other systems such as 4 pipe chillers for hot water, or heat recovery systems where hot water can be produced?

This programme is focused on potable heat pump hot water systems only.

- 27 Is there sufficient stock available in New Zealand currently to meet the requirements of the RFP

We have engaged with manufacturers and equipment suppliers and have been advised that there should be sufficient stock available to meet the requirements of the RFP.

- 28 With regard to the 15-50KW systems. Is that a daily usage or is that annual consumption?

15-50 kW is the delivered hot water output capacity of the equipment.

- 29 If a client that requires 100Kw, can they make two applications for two 50kw units to meet the requirement?

This programme accepts one application for each customer job or installation. Each installation needs to meet requirements stated in the RFP.

- 30 Does this funding apply to apartment buildings with single ownership, i.e. a rental property or student flats, as opposed to owner occupiers?

Refer question 7

- 31 Are there programme success criteria for the number of installers nationally and in each region?

No success criteria has been identified for number of installations nationally or regionally.

- 32 What test standards are accepted to support the performance of a unit? Is there a testing service available?

The minimum equipment requirements states that we require equipment performance that meets SEER COP minimum 3.0 (when assessed against NZS PAS 5210:2021) evidenced by a test report. The test report can be to any international standard. The recorded test results will be assessed under the TRYNSYS hot water heat demand methodology prior to inclusion on the approved products list.

- 33 Can the 15kW minimum requirement be met with a cascade of smaller heat pumps?

Cascading is allowed as part of the programme and the rated output capacity of the system needs to be between 15 and 50 kW.

- 34 Are there are performance requirements (energy savings) that would need to be met to qualify for the EECA financial contribution? If performance requirements are to be met, what type of historic energy use data and future monitoring is required to satisfy savings made?

We determine funding levels based on two criteria – load factor and Coefficient of Performance (COP) of the equipment.

Lowest load factor is 0.3 or 30% and the minimum acceptable COP is 3. We'll co-fund up to 50% for installations with higher COP and load factor.

- 35 When will the web form be available?

The web forms will be available by the time we start contracting installers

- 36 Does this funding apply to apartment buildings with single ownership, i.e. a rental property or student flats, as opposed to owner occupiers?

Refer question 7.

- 37 What is the start date of the programme? Can site surveys begin? When/ how do us as installers know we are eligible for the panel? Is there a form available to apply to be an approved installer?

Installers can start to seek customers for the programme once there is a signed contract in place. Our indicative programme launch date is end of June or early July.

- 38 A load factor of 30%, on a 15 kW unit, works out to be a minimum of 2000L/ day of hot water. Is this consistent with EECA's interpretation of the load factor?

This aligns to what an indicative minimum average hot water demand is going to be for the programme.

- 39 When will the EECA review whether to adjust the first eligibility pre-condition should too few installers qualify?

Refer Question 11

- 40 Do installations completed overseas count towards the 10 in the last 12 months?

No they do not.

- 41 Does the minimum COP include the COP for recovering the heat loss in the ring main line?

The minimum equipment requirements states that we require equipment performance that meets SEER COP minimum 3.0 (when assessed against NZS PAS 5210:2021) evidenced by a test report. The test report can be to any international standard. The recorded test results will be assessed under the TRYNSYS hot water heat demand methodology prior to inclusion on the approved products list.

- 42 Can in-situ data from existing installations, where appropriately monitored, be used to support the performance of a given unit where testing to a specific standard is not available? Given the lack of suitable test standards at present.

The minimum equipment requirements states that we require equipment performance that meets SEER COP minimum 3.0 (when assessed against NZS PAS 5210:2021) evidenced by a test report. The test report can be to any international standard. The recorded test results will be assessed under the TRYNSYS hot water heat demand methodology prior to inclusion on the approved products list.

- 43 Will you be looking to offer this to the domestic market at any stage?

No, this programme is only for commercial and industrial sectors.

- 44 Many companies within the industry, especially at the cutting edge of technology, would be both equipment suppliers and installers under the terms of this programme. Is this a problem?

If a business installs hot water heat pump systems for commercial or industrial sector businesses, they would be eligible to be a part of the panel for this programme.

- 45 For the Pre-conditions, can overseas installs be included?

No, they cannot