ECOMOD
COMMERCIAL HEAT PUMPS
FROM THE UK’S LEADING HEATING MANUFACTURER

JOIN THE NET ZERO JOURNEY

Visit our website for more details
idealheating.com/commercial-heat-pumps
JOIN THE NET ZERO JOURNEY

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IDEAL HEATING IS THE UK’S MARKET LEADER OF HIGH EFFICIENCY COMMERCIAL HEATING SOLUTIONS

We have led the way in commercial heating by ensuring our heating products are at the forefront of technology, quality and design by delivering both high efficiency and low running costs in line with the key market trends and legislation.

In 2015, we led the transition from atmospheric boilers to exclusively condensing products under the ErP Directive. This saw the end for the traditional non-condensing boilers and a new era for commercial heating, with our condensing portfolio products rising to the challenge of a changing market.

More recently, we are at the forefront of product development in line with government strategy, legislation and the UK’s Pathway to Net Zero by 2050. Decarbonisation of the UK heating grid is at the forefront of this effort and the UK Government have identified heat pumps as a core technology of the future.

OPERATING FROM ITS HULL MANUFACTURING PLANT AND OFFICES SINCE 1906, IDEAL IS ONE OF THE FEW TRUE BRITISH MANUFACTURERS LEFT IN THE HEATING INDUSTRY.
THE DESIRE TO ACHIEVE NET ZERO TARGETS ARE BASED AROUND THE UK’S ENVIRONMENTAL COMMITMENTS, CONSUMER AWARENESS AND PUBLIC OPINION.

Building regulations, increasing consumer awareness and future energy policy are key drivers in the uptake of renewable technologies such as heat pumps. UK home owners, social housing associations and local authorities are collectively seeking robust solutions to minimise their carbon emissions and reduce the environmental impact of residential energy use.

We have the knowledge, experience and skills to play our part in ensuring the nation achieves its Net Zero targets and so our customers have the best and most advanced solutions for heating and hot water, whatever their needs and requirements.

JOIN THE NET ZERO JOURNEY

THE TECHNOLOGY: HEAT PUMP CYCLE

1. CAPTURE
   The fan passes ambient air over extremely cold liquid refrigerant. The refrigerant captures the heat from the ambient air and becomes a warm vapour.

2. COMPRESS
   The warm refrigerant vapour passes through a compressor which produces hot refrigerant and usable heat.

3. EXCHANGE
   The heat in the hot refrigerant is then transferred to the heating and hot water through a heat exchange.

4. EXPAND
   As the heat is transferred the refrigerant passes through an expansion valve which reduces its temperature, making it really cold again and enabling it to capture heat from the ambient air, continuing the cycle.

Why heat pumps are a good low carbon solution?

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heat pumps reduce the reliance on fossil fuels</td>
<td>- Heat pumps produces zero local carbon emissions.</td>
</tr>
<tr>
<td></td>
<td>- Heat pump technology can be up to 400% more efficient than traditional boilers.</td>
</tr>
<tr>
<td></td>
<td>- Fossil fuels combustion contributes towards carbon emissions and global warming, not environmentally friendly.</td>
</tr>
<tr>
<td>Heat pumps produce renewable heat</td>
<td>- A heat pump utilises the free energy in the air to heat water.</td>
</tr>
<tr>
<td></td>
<td>- When heat pumps are partnered with a renewable electricity supplier, heat generation is 100% carbon neutral.</td>
</tr>
<tr>
<td>Refrigerant vs. Natural Gas</td>
<td>- The refrigerant in the heat pump is maintained within the unit and constantly recycled for the lifetime of the appliance.</td>
</tr>
</tbody>
</table>

“At Ideal we are not just boiler experts, we are Heating Experts.”
THE ECOMOD HEAT PUMPS

These monobloc air source heat pumps have been built to meet the changing commercial heating market needs and offer highly efficient COP performance with low environmental impact, by using R32 refrigerant.

With 7 models in the range, these high-performance heat pumps can be used alongside our full portfolio of commercial heating products - cascaded for high output – and meet the growing needs of commercial buildings. Our new heat pumps are an integral part of any low carbon heating solution.

ECOMOD RANGE OF COMMERCIAL HEAT PUMPS

AVAILABLE IN 6 OUTPUTS AND 7 MODELS:
14kW (SINGLE PHASE), 14kW, 18kW, 26kW, 32kW, 50kW AND 70kW.

- Single unit with the refrigeration cycle contained within the outdoor unit
- Inverter controlled compressor to accurately match the heat demand
- Low global warming potential due to the use of R32 refrigerant
- Highly efficient with coefficient of performance (COP) rating
- Light and compact unit for ease of installation and delivery*

Terms and conditions apply. ** 2 year warranty extended to 5 years if commissioned by Ideal Heating ** The dB(A) rated sound pressure levels refer to a fully loaded unit at standard nominal conditions according to EN 12102-1:2013. *** Efficiency Co-efficient of Performance (COP) rated at EN14825 test conditions Water 35°C, Air 7°C. † Refers to 14kW, 18kW, 26kW & 32kW models. Every effort has been taken to ensure the details are accurate. Ideal Heating does not, however, guarantee the accuracy or completeness of any information nor does it accept liability for any errors or omissions in the information. Ideal Heating reserves the right to make changes to components and prices. All technical details or product specifications are subject to change without notice.
ECOMOD HEAT PUMP
14 & 18kW

FEATURES AND SPECIFICATIONS
- Monobloc air source heat pump
- Single unit with the refrigeration cycle contained within the outdoor unit
- Inverter controlled compressor to accurately match the heat demand
- Low global warming potential due to the use of R32 refrigerant
- Highly efficient with co-efficiency of performance (COP) rating up to 4.85
- Suited to larger installations - cascade systems to achieve higher output.
- Light and compact unit for ease of installation and delivery
- 2-year warranty (extended to 5 years if commissioned by Ideal Heating)
- Gold Fin anti-corrosion coating as standard
- Combine with Ideal industry leading boilers for a hybrid heating system

ACCESSORIES AND OPTIONS
- Control unit (available for cascade and additional heating circuits, and are optional where no BMS is present)
- Flexible hoses
- Anti-vibration rubber feet
- Anti-corrosion (for installations close to the sea)

INSTALLATION CLEARANCES:
Side clearance of 1000mm when used in cascade. The outdoor unit must be raised by at least 50mm from the ground.

BIM objects available to download at: idealcommercialboilers.com/bim
**ECOMOD HEAT PUMP**

26 & 32kW

- **5 YEAR WARRANTY**:
- Suitable for commercial properties
- Low environmental impact

**FEATURES AND SPECIFICATIONS**

- Monobloc air source heat pump
- Single unit with the refrigeration cycle contained within the outdoor unit
- Inverter controlled compressor to accurately match the heat demand
- Low global warming potential due to the use of R32 refrigerant
- Highly efficient with coefficient of performance (COP) rating up to 4.09
- Suited to larger installations - cascade systems to achieve higher output
- Light and compact unit for ease of installation and delivery
- 2-year warranty (extended to 5 years if commissioned by Ideal Heating)
- Blue Fin anti-corrosion coating as standard
- Combine with Ideal industry leading boilers for a hybrid heating system

**ACCESSORIES AND OPTIONS**

<table>
<thead>
<tr>
<th>Required</th>
<th>Optional extra</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Control unit</strong> (available for cascade and additional heating circuits, and are optional where no BMS is present)</td>
<td>✓</td>
</tr>
<tr>
<td>Flexible hoses</td>
<td>✓</td>
</tr>
<tr>
<td>Anti-vibration rubber feet</td>
<td>✓</td>
</tr>
<tr>
<td>Anti-corrosion (for installations close to the sea)</td>
<td>✓</td>
</tr>
</tbody>
</table>

**INSTALLATION CLEARANCES:**

<table>
<thead>
<tr>
<th>FRONT</th>
<th>REAR</th>
<th>LEFT</th>
<th>RIGHT</th>
<th>TOP</th>
<th>BOTTOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1500</td>
<td>400</td>
<td>400</td>
<td>700</td>
<td>500</td>
<td>50</td>
</tr>
</tbody>
</table>

Side clearance of 700mm when used in cascade. The outdoor unit must be raised by at least 50mm from the ground.

**Note:** All dimensions in mm unless otherwise stated.

*BIM objects available to download at: idealcommercialboilers.com/bim*
**ECOMOD HEAT PUMP**

**50 & 70kW**

- **Monobloc air source heat pump**
- Single unit with the refrigeration cycle contained within the outdoor unit.
- Inverter controlled compressor to accurately match the heat demand.
- Low global warming potential due to the use of R32 refrigerant.
- Suited to larger installations - cascade systems to achieve higher output.

**FEATURES AND SPECIFICATIONS**

- **Highly efficient with coefficient of performance (COP) rating up to 4.11***
- 2-year warranty (extended to 5 years if commissioned by Ideal Heating).
- Blue Fin anti-corrosion coating as standard.
- Combine with Ideal industry leading boilers for a hybrid heating system.

**ACCESSORIES AND OPTIONS**

- Control unit (available for cascade and additional heating circuits, and are optional where no BMS is present)
- Flexible hoses
- Anti-vibration rubber feet
- Anti-corrosion (for installations close to the sea)

**INSTALLATION CLEARANCES:**

<table>
<thead>
<tr>
<th>FRONT</th>
<th>REAR</th>
<th>LEFT</th>
<th>RIGHT</th>
<th>TOP</th>
<th>BOTTOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1500</td>
<td>1500</td>
<td>1200</td>
<td>1000</td>
<td>1500</td>
<td>50</td>
</tr>
</tbody>
</table>

Side clearance of 2200mm when used in cascade. The outdoor unit must be raised by at least 50mm from the ground.

* 2-year warranty extended to 5 years if commissioned by Ideal Heating. ** 82dB(A) is the rated sound pressure level of the Ecomod 50kW, Ecomod 70kW is rated at 83dB(A), the sound levels refer to a fully loaded unit at standard normal conditions according to EN 12102-1:2013. *** Efficiency Co-efficient of Performance (COP) rated at EN14825 test conditions Water 35°C, Air 7°C.

**FREE COMMISSIONING**

**Suitable for commercial properties**

**Low environmental impact**

**R32**

**Suitable for commercial properties**

**50 & 70kW**

**ErP A++**

**Quiet noise level as low as 82dB(A)**

**5.5°C 35°C**

**A++**

**A+**

**A'**

**A**

**B**

**C**

**D**

**Note:** All dimensions in mm unless otherwise stated.

**BIM objects available to download at:**
idealcommercialboilers.com/bim
ECOMOD HEAT PUMP
TECHNICAL SPECIFICATIONS

<table>
<thead>
<tr>
<th>Heated Space Heating (35°C)</th>
<th>EDP Ratin</th>
<th>COP</th>
<th>Heat Pump Space Heating (55°C)</th>
<th>EDP Ratin</th>
<th>COP</th>
<th>Heat Pump Space Heating (55°C)</th>
<th>EDP Ratin</th>
<th>COP</th>
</tr>
</thead>
<tbody>
<tr>
<td>14kW (1 Phase)</td>
<td>A++</td>
<td>4.33</td>
<td>14kW (1 Phase)</td>
<td>A++</td>
<td>4.33</td>
<td>18kW</td>
<td>A++</td>
<td>3.67</td>
</tr>
<tr>
<td>14kW (3 Phase)</td>
<td>A++</td>
<td>4.48</td>
<td>26kW</td>
<td>A++</td>
<td>4.76</td>
<td>32kW</td>
<td>A++</td>
<td>4.81</td>
</tr>
<tr>
<td>32kW</td>
<td>A++</td>
<td>4.81</td>
<td>50kW</td>
<td>A++</td>
<td>4.16</td>
<td>70kW</td>
<td>A++</td>
<td>3.94</td>
</tr>
</tbody>
</table>

Heating (A7/W35)

<table>
<thead>
<tr>
<th>Capacity (kW)</th>
<th>Power Input (kW)</th>
<th>COP***</th>
<th>Air Temperature Range</th>
<th>Sound Data Outdoor Unit</th>
<th>Pipework Connection Size</th>
<th>Dimensions Outdoor Unit</th>
<th>Weight (kg)</th>
<th>Electrical Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.1</td>
<td>14.1</td>
<td>3.34</td>
<td>(20°C -40°C)</td>
<td>68</td>
<td>1</td>
<td>1044</td>
<td>121</td>
<td>240 Single</td>
</tr>
<tr>
<td>14.1</td>
<td>17.96</td>
<td>3.36</td>
<td>(20°C -40°C)</td>
<td>68</td>
<td>1</td>
<td>1044</td>
<td>136</td>
<td>410 Single</td>
</tr>
<tr>
<td>16.8</td>
<td>26</td>
<td>3.36</td>
<td>(20°C -40°C)</td>
<td>68</td>
<td>1</td>
<td>1044</td>
<td>141</td>
<td>145 Single</td>
</tr>
<tr>
<td>12.2</td>
<td>32.1</td>
<td>3.34</td>
<td>(20°C -40°C)</td>
<td>74</td>
<td>1</td>
<td>1044</td>
<td>240</td>
<td>410 Single</td>
</tr>
<tr>
<td>13.2</td>
<td>59.2</td>
<td>3.34</td>
<td>(20°C -40°C)</td>
<td>76</td>
<td>1</td>
<td>1044</td>
<td>353</td>
<td>410 Single</td>
</tr>
<tr>
<td>16.3</td>
<td>66.8</td>
<td>3.34</td>
<td>(20°C -40°C)</td>
<td>82</td>
<td>1</td>
<td>1044</td>
<td>595</td>
<td>410 Single</td>
</tr>
</tbody>
</table>

The lower the Global Warming Potential (GWP) - the more eco-friendly it is and therefore better for the environment.

**REFRIGERANT NAME**

- **R744**: Carbon Dioxide (CO2)
- **R290**: Propane
- **R32**: HFC-32
- **R134a**: HFC-134a
- **R407C**: R32/R125/R134a
- **R410A**: Puron, AZ-20

**TERMS AND CONDITIONS**

- 2-year warranty extended to 5 years if commissioned by Ideal Heating
- The dB(A) rated sound pressure level refer to a fully loaded unit at declared nominal capacities, according to EN 12102-1:2013. **95% energy coefficients of performance (COP) rated as per EN14825 test conditions (20°C, 4°C, 7°C). Total in anti-corrosion coating standard on Heat & Water models, anti-corrosion coating on other models available, at additional cost. Refer to Heat & Water models for exact specification.**

**PRODUCT APPROVALS**

- Heat Pump Keymark Certification
- Includes EN 14825
- UKCA & CE Approved

**UNDERSTANDING REFRIGERANTS**

- **R32**: HFC-32
  - Lower GWP (675), Eco-friendly, mildly flammable, lower cost, most popular refrigerant choice.
  - Being phased out as of January 2022.

- **R134a**: HFC-134a
  - Still used but will be phased out in 2025 in systems with less than 3kg charge.

- **R407C**: R32/R125/R134a
  - Slowly being phased out, higher GWP, worse for environment, non-flammable, higher costs.

**PRODUCT APPROVALS**

- Certification for heat pumps.
  - Demonstrates compliance with product requirements for heat pumps and efficiency requirements as set by Ecodesign.

**PRODUCT APPROVALS**

- UKCA & CE Approved

**THE PRODUCTION OF REFRIGERANTS**

- R134a, R407C, R407F and R410A is being phased out step-by-step. In 2020, the total production of synthetic refrigerants will be reduced by around 40%. In 2030, only 20% of the currently produced synthetic refrigerants may still be marketed.
COP AND SCOP MEASURES OF EFFICIENCY

COP - COEFFICIENT OF PERFORMANCE
The coefficient of performance (COP) refers to the efficiency of a heat pump and directly relates to the energy the output from a heat pump. It is the ratio of heat produced, relative to each unit of electricity consumed in the heat pump.

\[ \text{COP} = \frac{\text{Heat output}}{\text{Electrical Input}} \]

See page 17 for COP graphs

SCOP - SEASONAL COEFFICIENT OF PERFORMANCE
The seasonal coefficient of performance (SCOP) is the average COP carried over the annual heating season (the full year).

SOUND POWER AND SOUND PRESSURE

THE LEVELS OF NOISE THAT A HEAT PUMP EMITS IS REPRESENTED AS A SOUND POWER AND SOUND PRESSURE LEVEL

SOUND POWER
Sound power is a property of the product components under laboratory testing. The sound power is the sound waves emitted from a source (heat pump is the source in this case), it is measured in decibels (dB). The sound power is the total sound emitted from the source.

SOUND PRESSURE
The sound pressure is sometimes referred to as the ‘noise level’. This describes the disturbance of sound and what we realistically hear.

60 dB(A) Busy street through open windows
50 dB(A) Light traffic
90 dB(A) Truck engine
80 dB(A) Busy crossroads
70 dB(A) Noise level near motorway

14 & 18kW - 68 dB(A)
32kw - 76 dB(A)
26kw - 74 dB(A)
70kW - 83 dB(A)
50kW - 82 dB(A)

see page 17 for COP graphs
ECOMOD COEFFICIENT OF PERFORMANCE (COP) GRAPHS

ECOMOD 14kW

Ambient Temperature

ECOMOD 18kW

Ambient Temperature

ECOMOD 26kW

Ambient Temperature

ECOMOD 32kW

Ambient Temperature

ECOMOD 50kW

Ambient Temperature

ECOMOD 70kW

Ambient Temperature

Efficiency coefficient of performance (COP) rated at EN14825 test conditions Water 35°C, Air 7°C.
BUFFER TANKS

TECHNICAL FEATURES AND PERFORMANCE CAPABILITIES

<table>
<thead>
<tr>
<th>FEATURES</th>
<th>500 OB*</th>
<th>500 3B*</th>
<th>900 2B*</th>
<th>1500 2B*</th>
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</thead>
<tbody>
<tr>
<td>Useful capacity (L)</td>
<td>517</td>
<td>517</td>
<td>904</td>
<td>1425</td>
</tr>
<tr>
<td>Passage width (mm)</td>
<td>680</td>
<td>680</td>
<td>795</td>
<td>1015</td>
</tr>
<tr>
<td>Min. room height for installation (mm)</td>
<td>2100</td>
<td>2100</td>
<td>2415</td>
<td>2415</td>
</tr>
<tr>
<td>Tilting dimension (mm)(1)</td>
<td>1980</td>
<td>1980</td>
<td>2240</td>
<td>2270</td>
</tr>
<tr>
<td>Empty tank weight (kg)</td>
<td>72</td>
<td>72</td>
<td>140</td>
<td>180</td>
</tr>
<tr>
<td>Thermal losses(2) Ua (W/K) Flexible M1</td>
<td>1.38</td>
<td>1.657</td>
<td>2.231</td>
<td>2.778</td>
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(1) Risers not mounted.
(2) Storage at 65°C - Ambient temperature at 20°C. Values supported per RT2012.

REFERENCES

<table>
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<tr>
<th>Description</th>
<th>Units</th>
<th>Primary Tank Models</th>
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<tr>
<td>Tank Ø</td>
<td>mm</td>
<td>500 0B* 500 3B* 900 2B* 1500</td>
</tr>
<tr>
<td>HT</td>
<td>mm</td>
<td>1950 1950 2215 2215</td>
</tr>
<tr>
<td>H</td>
<td>mm</td>
<td>1950 1950 2265 2265</td>
</tr>
<tr>
<td>A</td>
<td>mm</td>
<td>440 440 430 500</td>
</tr>
<tr>
<td>B</td>
<td>mm</td>
<td>1510 1510 1645 1460</td>
</tr>
<tr>
<td>B'</td>
<td>mm</td>
<td>- 825 920 915</td>
</tr>
<tr>
<td>C1</td>
<td>mm</td>
<td>- 470 - -</td>
</tr>
<tr>
<td>C2</td>
<td>mm</td>
<td>- 970 1200 1077</td>
</tr>
<tr>
<td>C3</td>
<td>mm</td>
<td>- 1370 1105 1630</td>
</tr>
<tr>
<td>F</td>
<td>mm</td>
<td>110 110 60 60</td>
</tr>
<tr>
<td>R</td>
<td>mm</td>
<td>- - 50 50</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>F15/21 Through type</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>F15/21 Through type</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>F 66/76 F 80/10</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>M 40/49 M 50/80</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>F 33/42</td>
</tr>
</tbody>
</table>

DIMENSIONS

500 L

900 - 1500 L

Front view

Top view

Front view

Top view
A: Heat pump - one buffer tank & one central heating circuit (constant temperature)

B: Heat pump - one buffer tank & one central heating circuit (constant temperature), managed by LPB bus or 0-10V signal

Immersion heater
C. Heat pump - one buffer tank & up to 3 central heating circuits with mixer valve & circuit sensor (variable temperature)

D. Heat pump - cascade one buffer tank & 1 central heating circuit with mixer valve & circuit sensor (regulated temperature)
E: Heat Pump - one buffer tank & one central heating circuit with One boiler in Hybrid Set Up

**FUNCTIONAL DIAGRAM KEY**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>RS/RD</td>
<td>Suction / Discharge line</td>
</tr>
<tr>
<td>MC</td>
<td>Compressor</td>
</tr>
<tr>
<td>HC</td>
<td>Crankcase heater</td>
</tr>
<tr>
<td>LS</td>
<td>Suction separator</td>
</tr>
<tr>
<td>FL</td>
<td>Flow switch</td>
</tr>
<tr>
<td>H/CR</td>
<td>Plant water in - return</td>
</tr>
<tr>
<td>H/CS</td>
<td>Plant water out - supply</td>
</tr>
<tr>
<td>PEH</td>
<td>High pressure transducer</td>
</tr>
<tr>
<td>PED</td>
<td>Low pressure transducer</td>
</tr>
<tr>
<td>EEV</td>
<td>Electronic expansion valve in heat pump mode</td>
</tr>
<tr>
<td>EV/CO</td>
<td>Condenser</td>
</tr>
<tr>
<td>PE</td>
<td>High pressure switch - manual reset</td>
</tr>
<tr>
<td>TR</td>
<td>Low pressure switch</td>
</tr>
<tr>
<td>YISV</td>
<td>Inversion valve</td>
</tr>
<tr>
<td>TE</td>
<td>Air temperature probe</td>
</tr>
<tr>
<td>TE SD</td>
<td>Suction temperature probe</td>
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<td>F</td>
<td>Filter drier</td>
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<td>Discharge temperature probe</td>
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<td>SV</td>
<td>Service valve</td>
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<td>LS</td>
<td>Suction separator</td>
</tr>
<tr>
<td>RL</td>
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<td>RD</td>
<td>Discharge line</td>
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<tr>
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<td>Air vent valve</td>
</tr>
<tr>
<td>SM</td>
<td>Service sleeve</td>
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<td>TE IE</td>
<td>Temperature probe in - plant return</td>
</tr>
<tr>
<td>TE OI</td>
<td>Temperature probe out - plant delivery</td>
</tr>
</tbody>
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THE UK’S LEADING HEATING MANUFACTURER

COMBINE

ECOMOD HEAT PUMPS
WITH OUR RANGE OF COMMERICAL CONDENSING BOILERS TO BUILD THE OPTIMUM LOW CARBON HYBRID HEATING SYSTEM

COMERCIAL CONDENSING BOILERS

EVOMAX 2
- Wall Hung
- Aluminium Alloy Heat Exchanger
- 30 - 150kW
- 30 - 120kW LPG

IMAX XTRA 2
- Floor Standing
- Aluminium Alloy Heat Exchanger
- 80 - 280kW

IMAX XTRA EL
- Floor Standing
- Aluminium Alloy Heat Exchanger
- 320 - 1240kW

EVOMOD
- Floor Standing
- Stainless Steel Heat Exchanger
- Modular
- 250 - 1000kW

EVOJET
- Floor Standing
- Stainless Steel Heat Exchanger
- 150 - 1450kW
- Condensing Pressure Jet
- Natural Gas, LPG, Oil or Dual Fuel
WE ARE COMMITTED TO DELIVERING THE HIGHEST LEVEL OF CUSTOMER SERVICE. WITH MORE THAN 100 YEARS’ EXPERIENCE IN THE HEATING INDUSTRY WE ARE TRUSTED BY CUSTOMERS ACROSS THE UK.

Dedicated support and years of experience

Ideal Heating lead the way in commercial applications, by ensuring our heating products stay at the forefront of technology, delivering both high efficiency solutions and low running costs, in line with the key market trends and legislation. At the centre of this trust is the support and unrivalled heating experience provided by our dedicated technical and service engineering team.

The UK contact centre is open 364 days a year, with calls answered directly in person by fully trained members of staff. They can assist with enquiries or help to diagnose and resolve queries over the telephone. Engineer visits are also available for complex projects.

Free commissioning and extended warranty

Our free commissioning service, by an Ideal Heating commercial engineer is available on all ECOMOD products. This innovative offer will greatly assist specifiers, merchants and installers, as it not only reduces customer costs it also ensures that the heat pumps are operating correctly and activates the extended warranty.

The ECOMOD range are supplied with a comprehensive 2 year warranty included as standard, increasing to 5 year once commissioned by Ideal Heating.

Get skilled with our expertise?

All Ideal Heating engineers have years of expertise across the full range of heating solutions and are fully trained to the highest possible standards, including all being Gas Safe registered. The only UK Heating manufacturer accredited to deliver in-house F-Gas training and accreditations**, we have been delivering Heat Pump training and qualifications since 2021 and offer the best value courses in the industry at the lowest possible prices. We are registered members of Refcom.

Ideal Heating commercial customers are further supported with the availability of high-level training. Delivered at state-of-the-art Centres of Excellence, including a new flagship training venue with over £1m of investment at Bridgehead, Hull in East Yorkshire.

The training team also operate from a further 15 locations in the UK, backed-up by our unique mobile roadshow events our full-time expert training managers offer a wide range of comprehensive courses, which can be customised for individual installation and servicing companies.

** As far as we are aware.

* 2 year warranty extended to 5 years if commissioned by Ideal Heating.

Investment in state-of-the-art training centres

Our training centres are accredited for BPEC and City and Guilds. Since 2012 we have invested over £10m on providing free or low-cost training to heating installers across the UK and Ireland.

TRAINING LOCATIONS

We are committed to delivering the highest level of customer service. With more than 100 years’ experience in the heating industry, we are trusted by customers across the UK.

SUPPORT

Commercial Technical Help Line:
01482 498376
enquiries@expertacademy.co.uk

Training
01482 498660
enquiries@expertacademy.co.uk

Sales Support
Contact your local sales manager, visit:
idealcommercialboilers.com/contact-us
0844 543 6060
E: commercial@idealheating.com

BIM
BIM objects will be available to download at:
idealcommercialboilers.com/bim

* Dedication support and years of experience

** Free commissioning and extended warranty

*** Get skilled with our expertise

**** Investment in state-of-the-art training centres
<table>
<thead>
<tr>
<th></th>
<th>14kW (1 Phase)</th>
<th>14kW (3 Phase)</th>
<th>18kW</th>
<th>26kW</th>
<th>32kW</th>
<th>50kW</th>
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</table>

**Commercial products:**
Sales, orders, availability, literature and pricing
**0844 543 6060**
commercial@idealheating.com

**Spares:**
Sales, orders, availability and pricing
**01482 498 665**
commercial.services@idealheating.com

**Technical and customer service:**
**01482 498 376**
commercial.services@idealheating.com