

General

- [Is there training available?](#)
- [Can I pay Heatpunk to design a project for me?](#)
- [Are Midsummer trade discounts reflected within Heatpunk?](#)
- [How can I share projects with others?](#)
- [I have an idea for a future update](#)
- [How do I do a hard refresh of my browser?](#)

Is there training available?

Absolutely! We run free, online training sessions weekly, covering Heatpunk, Heatpunk Pro, Shrunk Punk and Lead Generation. You can book onto our training sessions [here](#).

If you have any questions, you can also contact us at help@heatpunk.co.uk.

Can I pay Heatpunk to design a project for me?

No, this is not a service we offer at Heatpunk, but if you're struggling to use the software, you can always come to one or more of our [free training sessions](#) or email us at help@heatpunk.co.uk!

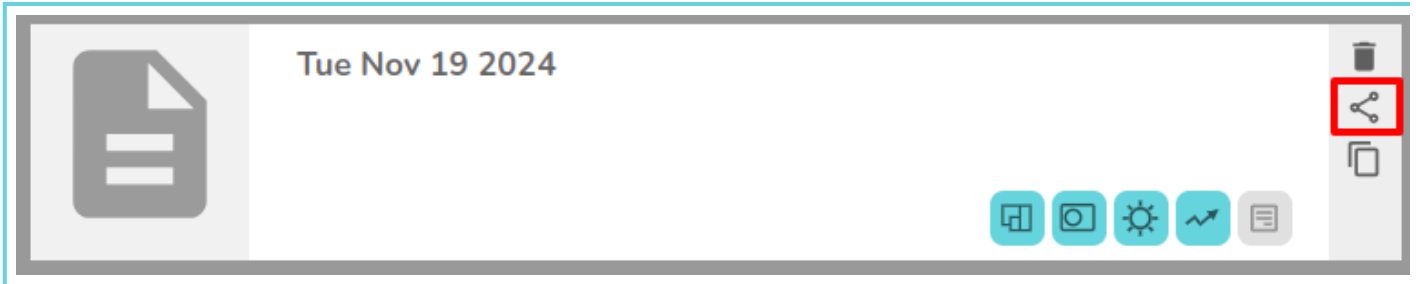
Are Midsummer trade discounts reflected within Heatpunk?

[Heatpunk](#) and [Midsummer](#) accounts can be linked for accurate pricing.

Unless a trade link is established, Heatpunk displays retail pricing as standard. See our guide on [Connecting to Midsummer](#) to link your two accounts.

How can I share projects with others?

Sharing projects is available with a Heatpunk Pro license. To share a project, go to the project and select the share icon.



I have an idea for a future update

Great! We're always keen to hear from our users. **Heatpunk** has been developed by heat experts for heat pump installers. Updates go live on a regular basis, so get in touch via

help@heatpunk.co.uk and share your feature requests.

How do I do a hard refresh of my browser?

Sometimes your browser may store old versions of the Heatpunk code and this can cause issues. A **hard refresh** clears your browser cache for a specific page, which forces it to load the most recent version of that page. This could include new scripts, styles or features. Here's how you can clear your cache through a hard refresh on any browser:

Google Chrome

- Load any page on the Heatpunk site and make sure you are logged in
- Windows users: hold down **Ctrl** and then press **F5** on your keyboard (alternatively hold down **Ctrl + Shift** and press **R** on your keyboard)
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

Firefox

- Load any page on the Heatpunk site and make sure you are logged in
- For Windows users: hold down **Ctrl** and then press **F5** on your keyboard
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

Safari (Mac)

- Load any page on the Heatpunk site and make sure you are logged in
- Go to Safari > Empty Cache, or hit **Opt + Cmd + E**
- To refresh, click the refresh button on the address bar or press **Cmd + R**

Microsoft Edge/Internet Explorer (Windows)

- Load any page on the Heatpunk site and make sure you are logged in
- Hold down **Ctrl** and then press **F5** on your keyboard (alternatively hold down **Ctrl + Shift** and press **R** on your keyboard)

Important: Clicking the "Refresh" icon on your browser address bar is **not** a hard refresh.