Pro and Enterprise

Key information about Heatpunk’s Pro and Enterprise subscription options.

- Can I upgrade to Pro? How much is the upgraded version?
- Are there different versions of Heatpunk?
- I need specific features tailored to the needs of my business
- What are some example Enterprise features?
- How does Shrunk Punk calculate the heat loss for a property?
- How much is an Enterprise license?
- What happens to all my cloud-stored documents if I cancel my Pro subscription?
- Is there an app for the Surveys task?
- My bank is not showing up when trying to upgrade to Pro, what should I do?
- Can I get a free trial of Pro?
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Can I upgrade to Pro? How much is the upgraded version?

Heatpunk Pro is available at **£35 per month per user** (plus VAT) and you can upgrade or cancel your subscription at any time. For more information on the **additional features** of Pro, see Are there different versions of Heatpunk?.

An **Enterprise license** is available, as a **bespoke, purpose-built software solution**. Pricing differs depending on the complexity of the development work required. Following a one-to-one consultation, the team will supply a detailed quotation outlining project scope, development cost, license fee and completion time frame. For more information on Enterprise see What are some example Enterprise features?.

We always aim to be transparent and fair with our pricing structure. The development cost will be agreed upon before work commences and can be paid upfront or with regular installments. The ongoing license fee covers corporate multi-user access with company wide training and support. Plus ongoing maintenance to ensure an up-to-date, safe and secure user experience.

Are there different versions of Heatpunk?

Yes, there are a few options with Heatpunk. These are **Standard, Pro** and **Enterprise**. You can find out more about each option below.

Standard - Free to use

- Generates heat load calculations, compliant with MCS heat pump design standards (MIS 3005-D)
- Room by room heat loss
- Sizing of heat pump and DHW storage (cylinder)
- Sizing of radiators at different flow temps
- MCS sound & performance assessments built in
- Generate quotes and reports
- Only has Midsummer products (heat pumps and DHW storage)

Heatpunk Pro - £35/month/user

- Pre-install Survey (can upload site photos)
- Can add in components (only Pro users can add in non-Midsummer heat pumps and hot water storage)
- Customisation and branding on project reports
- Automated DNO applications
- Access to Shrunk Punk
- Team collaboration: sharing of projects, custom components and material sets
- Automatic pricing for Financial task (save your pricing logic)
- E-signing
- Import floor plans

Read more information about Pro here

Enterprise

- Fully bespoke, stand-alone site
- Has its own URL and your own branding
- Control over users
- Populate your own documentation with the data produced
- Additional forms and projects sharing

- Control over components
- CRM and API integrations

I need specific features tailored to the needs of my business

Following a consultation process, our Enterprise solution allows custom versions of **Heatpunk** to be developed. Unique features, widgets and tweaks tailored to your exact requirements. Peace of mind guaranteed.

For more information on this topic, see What are some example Enterprise features? or get in touch (help@heatpunk.co.uk).

What are some example Enterprise features?

- White-labelled software with custom branding
- Bespoke handover reports
- Customer-focused design tool for your own website
- Streamlined customer-facing retail design mode
- CRM and QMS support
- Custom automated forms and PDFs
- Digital customer confirmation with e-signature support
- Unique features designed to your exact specification
- API integration with existing company systems

How does Shrunk Punk calculate the heat loss for a property?

Shrunk Punk uses the information from a property's EPC (or details you enter manually) to build a simple model of the home. It looks at the property type, age, floor area, and the descriptions of walls, roof, floor, and windows. From these, it assigns typical insulation values (known as U-values) and estimates the size of each surface based on the building form. It then multiplies the surface areas by their U-values to work out how much heat is lost through each part of the building, and adds them together to give the total heat loss per degree of temperature difference. Finally, this is scaled to the design temperature (for example, 21 °C indoors versus –3 °C outdoors) to give the overall heat loss in kilowatts, along with a breakdown showing how much is lost through walls, roof, floor, and windows.

> **Important note:** Shrunk Punk is designed as a quick, indicative tool to give an early estimate of a property's heat loss. **It does not replace a full room-by-room heat loss calculation or account for ventilation/infiltration in line with CIBSE or MCS standards, which is required for system design and installation sign-off.**

If a user of Shrunk Punk submits their details at the end of the process, they'll show as a lead in the leads dashboard in Heatpunk. You can convert a lead into a full Heatpunk project and then do a detailed survey, floor plan and heat loss calculation. Read this guide for more information about the Leads Dashboard.

How much is an Enterprise license?

As a bespoke purpose-built software solution, pricing differs depending on the complexity of the development work required. Following a one-to-one consultation, the team will supply a detailed quotation outlining project scope, development cost, license fee and completion time frame.

We always aim to be transparent and fair with our pricing structure. The development cost will be agreed upon before work commences and can be paid upfront or with regular instalments. The ongoing license fee covers corporate multi-user access with company-wide training and support. Plus ongoing maintenance to ensure an up-to-date, safe and secure user experience.

What happens to all my cloud-stored documents if I cancel my Pro subscription?

As per data retention regulations, we will hold your documents according to our data retention policy but they will become unavailable to you. If you wish to keep a record of any documents please do download them and store them as they are generated.

Is there an app for the Surveys task?

The survey task can be completed from any device with a mobile connection, including mobile phones and tablets. Unfortunately, there is no app available for this at the moment.

My bank is not showing up when trying to upgrade to Pro, what should I do?

If you can't find your bank when you enter its name, try just typing a few letters of the bank name and wait a moment to see what results come up. Sometimes the name of the bank will be slightly different to what you expect it to be. If you still can't find your bank, please get into contact with us at help@heatpunk.co.uk and we'll get this sorted for you.

To see a list of all the banks that GoCardless (our payment partner) supports click here.

Can I get a free trial of Pro?

If you are interested in a free trial please get in touch at help@heatpunk.co.uk. Please do also book one of our demo webinars to see what Pro can do for you!

How do I cancel my Pro subscription?

You can cancel your subscription at any point by logging into Heatpunk and navigating to **Pro Account Settings > General** then scrolling to the bottom of the page to view your **subscription settings**. Only **owners** and **admins** of the Pro team can manage the subscription.

> If you cancel your subscription, it will will remain active until the end of your current subscription period. Please note, we do not offer refunds on Pro subscriptions.

