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General

General

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.

General

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?

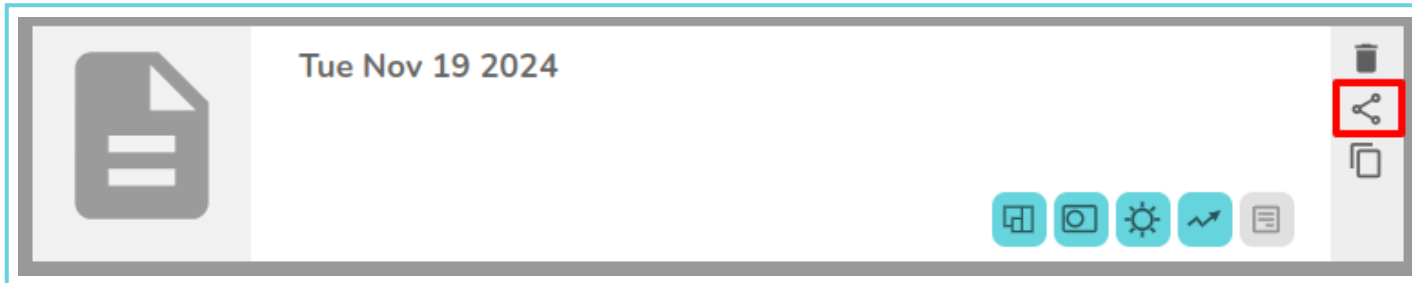
[Heatpunk](#) and [Midsummer](#) accounts can be linked for accurate pricing.

When logged into your Heatpunk account, head to the **My Account > Preferences > Connect to Midsummer**. Here you can link your accounts by entering the email and password associated with your Midsummer account.

Unless a trade link is established, Heatpunk displays retail pricing as standard. For more information on this topic, see our guide on [Connecting to Midsummer](#).

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.



General

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. Keep an eye on the **Heatpunk** news feed for details regarding the latest releases or check out our periodic mailmerges.

Pro and Enterprise

Can I upgrade to Pro? How much is the upgraded version?

Heatpunk Pro is available at £35/month/user and you can upgrade or cancel at any time. For more information on the 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 as 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.

Are there different versions of Heatpunk?

Yes there are a few options with Heatpunk. These are Standard, Pro and Enterprise.

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 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

Enterprise

- Fully bespoke stand alone site
- Has it's own URL and your branding
- Control over users
- Populate your own documentation with the data produced
- Additional forms and projects sharing
- Control over components
- CRM and API integrations

Pro and Enterprise

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

Pro and Enterprise

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.

My material library

I can't find the material I need, what can I do?

There are two options here:

1. If you know the building fabric composition but not the U-value, you can click on the *[+] Custom material* button and select *Build Layers*. You can then add each layer of building material from the drop down menu and its associated thickness (mm). The software is then able to calculate the corresponding U-value of the building fabric.
2. If you already know the thickness of the material and its associated U-value then you can input this directly by clicking on *[+] Custom material* in the material selection section and clicking *Enter U Value*. This will allow you to type in a custom name, U-value (W/m^2) and thickness (mm) for the entire building fabric.

For more information on this topic, see our guide on [Managing Your Material Library](#).

My material library

The project has no roof glazing but I can't skip that material selection

Heat Punk requires you to select a type of roof glazing (even if you do not require it in the design process). Only materials that you use in the design will be displayed in the design report so this won't be displayed unless you use it.

Plans task

How can I create L-shaped rooms easily?

Moving the blue dots located on each wall will create new vertices. By dragging one of the blue dots along the boundary you can effectively split that wall in two segments while keeping it straight.

Select the segment you need to extend outwards and click on the rectangular handle. A pop-up will appear allowing you to change to an oval-shaped handle. This enables you to pull out that portion of the wall to create an L-shaped room.

Below is a step by step guide of the above outlined steps:

1. Drag over your room and size one side of the L

Screenshot from 2025-05-09 16-23-55.png

2. Drag the nearest blue dot to the point you want the L to 'turn'

Screenshot from 2025-05-09 16-24-03.png

3. Select the rectangle handle in the middle of that new section of wall and select the option that isn't currently selected - this option allows you to extend out just that section between the pink dots, rather than the whole wall

Screenshot from 2025-05-09 16-24-21.png

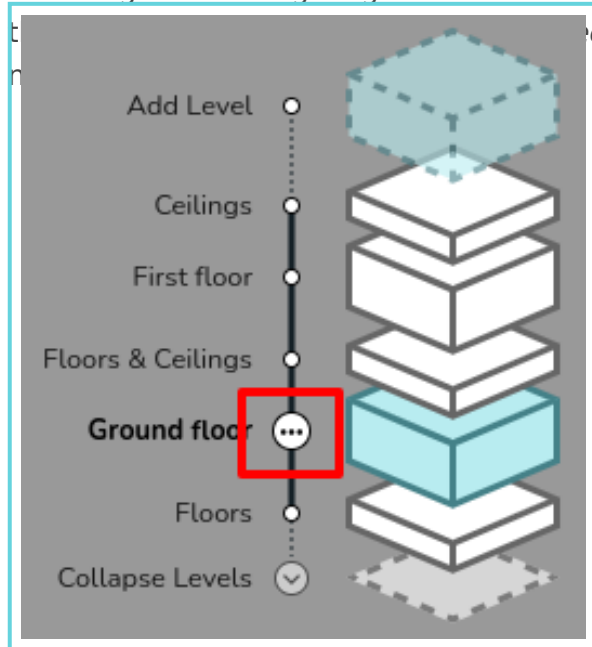
4. Drag the pink handle to make your L!

Screenshot from 2025-05-09 16-24-30.png

For more help on this topic, see our guide on [Creating Rooms](#).

How do I change the ceiling height of a room?

To change the ceiling height across the whole floor, click the three dots next to the relevant floor in the left sidebar, click **Edit** and change the value of the ceiling height as



Level Description

Fill out the details for this level. Add or edit the level name, and enter the default ceiling height.

Floor Name	<input type="text" value="Ground floor"/>
Room Ceiling Height	<input type="text" value="2400"/> mm

CancelConfirm

To adjust the height of just one room, select the relevant room, and click the two sided arrow icon. Then enter the value needed for ceiling height. Ensure you click the tick after editing the value to save your changes.

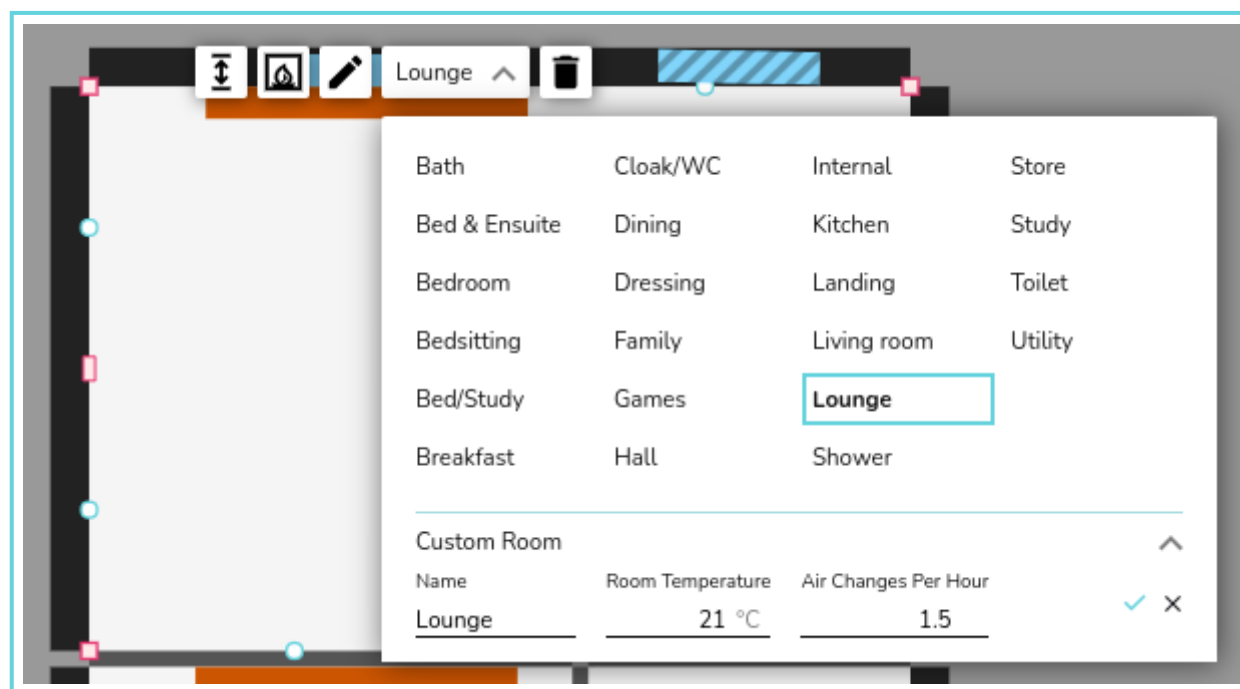


For more help on this topic, see our guide on [Floors and Ceilings](#).



Can I change ventilation rates for rooms?

Yes, this is done by clicking on the room and changing the *Room Type* to a *Custom Room*. You can then edit the *Air Changes Per Hour* to suit your needs.



For more information on this topic see our guide on [Editing Room Properties](#).

Can I do vaulted ceilings?

Vaulted ceilings can be added by segmenting the roof into as many different slopes as are required.

This is done by dragging multiple ceiling regions onto the design and fitting them accordingly. You can then set the associated height at the corners of each segment by clicking on them, selecting the *up/down arrow* and inputting the appropriate values (you must click the tick beside the text box to confirm). An arrow should then be displayed, this indicates the *downwards* slope direction of the ceiling.

For more help on this topic, see our guide on [Vaulted Ceilings and Dormers](#).

How do I add dormers?

Dormers can be added to any vaulted ceilings. For how to add vaulted ceilings see [Can I do vaulted ceilings?](#)

To add a dormer simply drag and drop the *Gable Dormer* or *Shed Dormer* function onto where it is required. The dormer will automatically orientate itself with the slope of the roof. The specific dimensions can then be set, as well as the roof, wall, and window materials.

For more information on this topic, see our guide on [Vaulted Ceilings and Dormers](#).

How do I specify a parting wall?

Click on the wall you want to specify and use the drop down menu to select whether the other side of this wall is a heated or unheated space. By default the drop down will be set to *Outside*.

For more information on this topic see our guide on [Walls, Windows, Doors and Radiators](#).

What do I do if only a section of the wall is a parting wall?

If only a section of the wall is a parting wall, for instance, if there is a garage behind half the wall but not the other half, you can split the wall using the [blue handles](#).

Simply drag and drop the blue handle to the point where the wall needs to be split.

You can then select whether the other side of this wall is a *heated* or *unheated* space. In the example, you would select one half of the wall as *unheated* space and the other as *outside*.

Do I need to model unheated spaces?

In general, you do not need to model unheated spaces. All rooms included will be added to the total heat loss calculation and therefore the heat pump will be sized against this. Therefore, including unheated spaces could lead to oversizing the heat pump. Its therefore, better to exclude unheated spaces in most cases, for example garages and conservatories. Instead, you should [specify the parting wall](#) between the heated and unheated space.

However, some unheated spaces should be included for practicality, for example internal store rooms. Rather than leaving a gap in the floor plan, rooms like this should be included. In line with MCS, Heatpunk includes a room type for this scenario (*Store*).

Heat pump task

How are radiator outputs calculated?

Heatpunk calculates actual radiator outputs with the below formula. This allows us to easily consider differences in flow, return and room temperatures.

$$P = P_{50} \left(\left(\frac{t_i - t_r}{\ln \left(\frac{t_i - t_a}{t_r - t_a} \right)} \right) \frac{1}{49.83} \right)^n$$

where

P = heat emission from radiator (W, J/s)

P₅₀ = heat emission from radiator with temperature difference 50 °C between the radiator and room(W)

t_i = water temperature inlet (°C)

t_r = water temperature outlet (°C)

t_a = surrounding air temperature (°C)

n = n coefficient

The other way you can calculate radiator outputs is by calculating the correction factor based on temperature differences and the specific radiator being used. **This can then be multiplied by the power output given on the datasheet to give the radiator output.** To calculate the correction factor you should use the below formula.

$$\text{Correction factor} = \left(\frac{t_{rad} - t_{room}}{d_T} \right)^n$$

where

n = n-coefficient (from radiator datasheet)

t_{rad} = mean radiator temperature

t_{room} = room temperature

d_T = delta temperature used on the datasheet for the relevant radiator (this is usually 50°C)

In the room breakdown of Heatpunk it should give you the total heat loss of the room and then radiator outputs will be calculated based on the flow temp you have used.

The rads built into the software are based on Stelrad classic compact, so if you are using heat emitters where the outputs differ significantly you should add them in as a custom radiator to ensure the outputs are calculated correctly.

Heat pump task

How do you select underfloor heating?

Underfloor heating can only be implemented in the *Heat Pump* design stage.

To do this, select *Add Heat Emitter* and choose *Underfloor* which will prompt you to input the floor area covered by the underfloor heating elements and their outputs in W/m^2 .

Heat pump task

Can I add in different brands of heat pump?

You can add in different heat pumps if you have a Heatpunk Pro license. For information on how to do this, see our guide on how to [Create and manage your own components](#).

Heat pump task

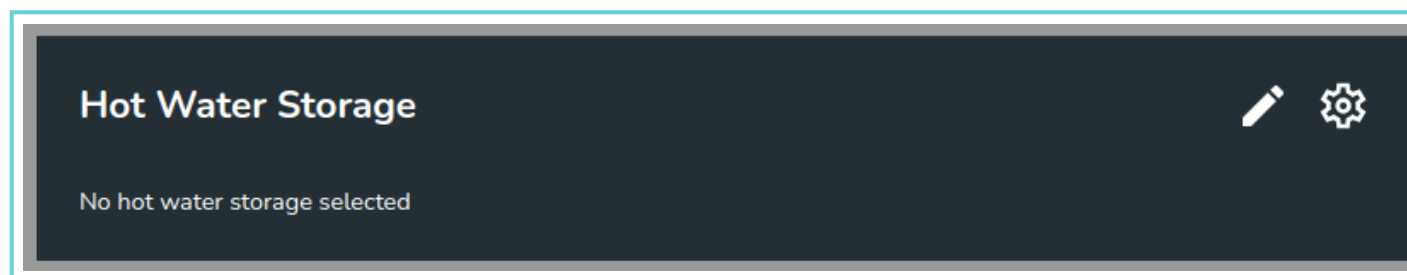
Are cascaded heat pumps available in Heatpunk?

Unfortunately, cascaded systems are not currently available in Heatpunk.

Heat pump task

How do I add hot water storage?

How water storage can be added within the Heat Pump task. Simply scroll to the Hot Water Storage section and click the *pencil* icon.



Here you can choose from either Heatpunk's recommendations or our full list of heat pumps. The recommendations given, are based on the number of bedrooms and occupants. These can be edited at the top of the page and new recommendations generated.

You should also review and edit the Hot Water Storage settings as necessary by click on the *cog* icon, next to the *pencil*.

Hot Water Storage Settings

DHW Storage Temperature

50 °C

Difference between flow temperature while providing hot water and storage temperature

5 °C

Flow Temperature while providing hot water

55 °C

Draw Water Temperature

40 °C

Supply Water Temperature

10 °C

Pipework Efficiency

80 %

Water used per person per day

50 ℓ

Legionella

Legionella purge required

Yes ▼

Legionella purge frequency

Weekly ▼

Legionella purge hours (per day or per week)

1 hr

Legionella heat source

Immersion ▼

Legionella purge temperature

65 °C

Close

How is the outdoor design temperature (ODT) set and can I change it?

The outdoor design temperature (ODT) for your project will be automatically set using the 99th percentile temperature for the relevant project location from [CIBSE guide A](#).

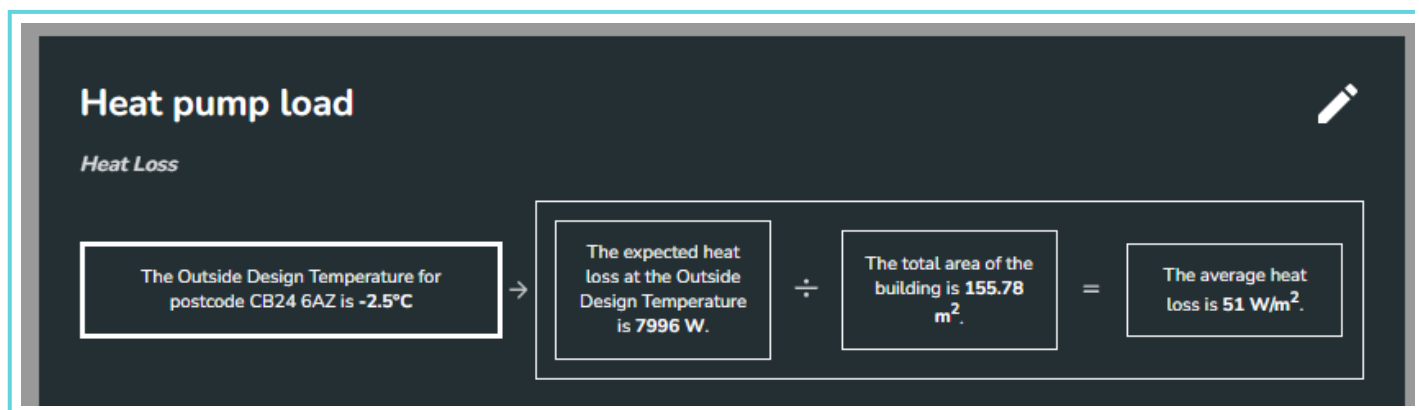
Using the 99th percentile temperature means the temperature will only fall below the ODT for 1% of the year. You may choose to use the 99.6th percentile in which case no additional uplift is needed for intermittent heating or exposed locations (see MIS 3005-d for details).

Using the project's location, Heatpunk will also automatically subtract **0.3°C** from the ODT for every **50 m** above sea level.

To change the ODT used for your project:

- navigate to the **Heat pump task**
- scroll down to find the **Heat pump load** section
- **Click the pencil icon** in the top right
- Set the temperature you want to use

An additional **0.3°C** will need to be removed for every **50 m** above sea level, with altitude given in the input section of the technical report & customer proposal.



Heat Pump Load – Outside Temperature

Set a custom Outside Design Temperature (ODT) for extreme environments. Outside design temperature must be between -20°C and 5°C.

Outside Design Temperature

-2.5

°C

Adjust with caution. Our automatic ODT, based on property postcode, provides a more accurate result.

Cancel

Confirm