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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!

General

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.

General

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.

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.

Pro and Enterprise

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

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.

Pro and Enterprise

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 it's 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](#).

Pro and Enterprise

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!

Pro and Enterprise

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 remain active until the end of your current subscription period. Please note, we do not offer refunds on Pro subscriptions.

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.

Creating a floor plan

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

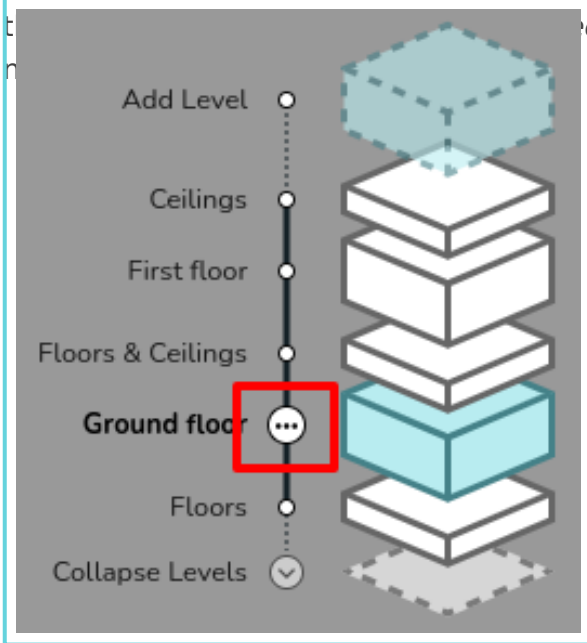
4. Drag the pink handle to make your L!

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-hand menu, 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

Room Ceiling Height mm

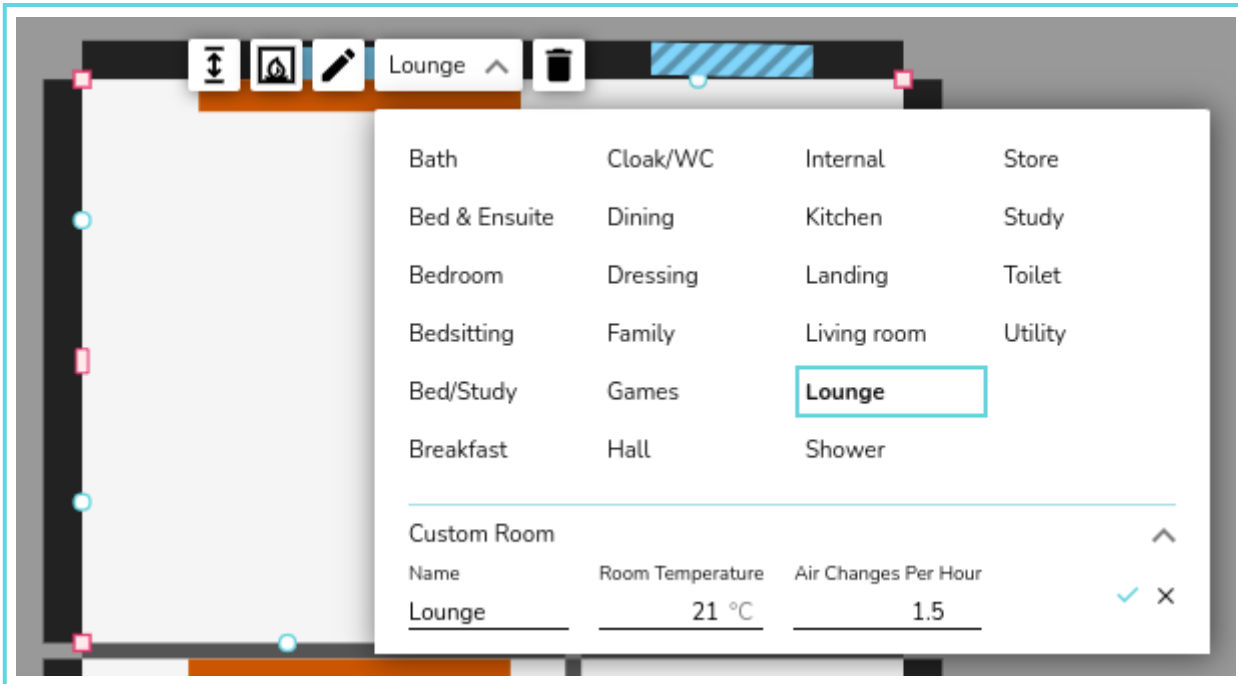
To adjust the height of just one room, select the relevant room, and click the two sided arrow icon. Then enter the value needed for ceiling height. Ensure you click the tick after editing the value to save your changes.



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 [creating a floor plan](#).

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

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.

Creating a floor plan

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 [creating floor plans](#).

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.

It's 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*).

How do I model a space that goes from the ground floor to the ceiling of the next level?

To model a tall room which goes from the floor on the ground level to the ceiling of the level above, you can simply model this as two rooms on top of each other.

Even if in reality there is no floor separating them, as long as both rooms are set to the **same type**, there will be no heat loss between them, so it will act as one room.

Heatpunk doesn't currently account for increased heat loss in rooms with high ceilings. Refer to CIBSE Domestic Heating Guide for information on what high ceiling factor to use.

How do I model rooms with open doorways?

For open plan spaces where rooms do not have doors separating them, you will need to model it all as one large room. Make sure that you set the room type to the one that has the **highest air changes per hour (ACH)**.

If you need to use the wall between the rooms to place a radiator, then you can model these as separate rooms but make sure the room temperatures and the air changes are the same, again using the highest ACH. This will mean there will be no heat loss across that wall so the calculations are unaffected by modelling the wall.

Creating a floor plan

Do I need to add stairs?

The nature of the calculations carried out by Heatpunk mean that you do not need to account for stairs. The landing and hallway can be considered separately and therefore should be added as separate rooms on separate floors. If the room temperatures are the same there will be no heat loss between them.

Plan task

For tips on creating your floor plan see [here](#).

Why does my total heat loss not equal the sum total of the room heat loss?

If you are using one of the **BS EN 12831-1:2017 methods**, the ventilation losses for a building are not a simple sum of the ventilation losses for each room. Instead ventilation losses are calculated both at a room level and then separately on a building (or zone) level.

On the building level, there's an additional factor (f_{i-z}), typically assumed to be 0.5, which makes the building ventilation losses smaller. This is to account for the fact that rooms facing the wind may have cold outside air pushed into them, but then the warm air from those rooms will flow into other internal rooms. This ensures your radiators are large enough for worst-case conditions, while preventing your heat pump from being oversized, which would limit its efficiency.

Read more about this [here](#).

Plan 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.

How do you select underfloor heating?


While on the plan task, from the *Emitters* sidebar, click the  and then select *Add Underfloor Heating* which will prompt you to input the floor area covered by the underfloor heating elements and their outputs in W/m².

Living room demand not met
Emitter output: 329 / 368 W

Annual demand: **781 kWh / year**

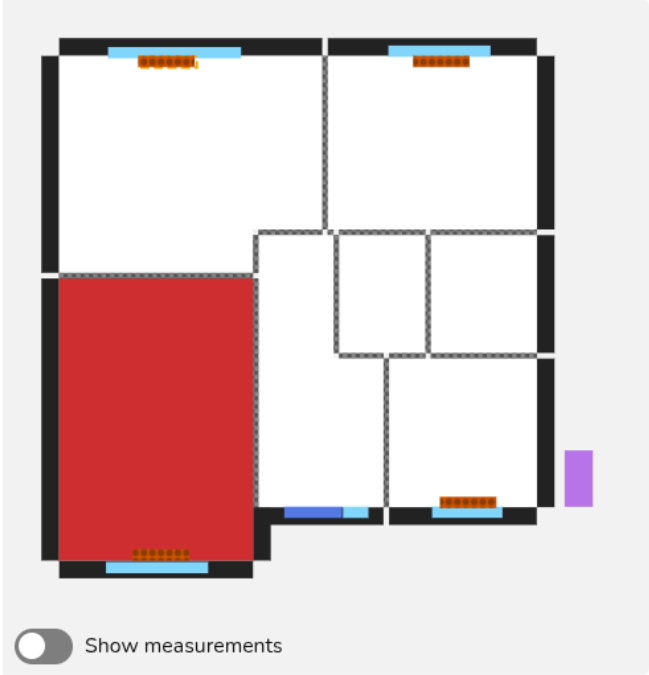
Volume	Area
41.21 m ³	17.17 m ²
Heat loss	Heat loss by area
368 W ⓘ	21.44 W / m ²
Room temperature	Air changes / hour
<input type="text" value="21"/> °C	<input type="text" value="0.5"/>
<small>~21°C for a living room</small>	<small>~0.5 ACH for a living room</small>

Add underfloor heating Add other heat emitter

 **K1** 600 mm × 1000 mm **329 W** Existing ...

Looking to add new radiators?
Drag them on the plan from the left sidebar

[Reset room to plan](#)



ⓘ Show measurements

Cancel **Save changes**

Plan 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](#).

Plan task

How is the Outdoor Design Temperature (ODT) set?

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.

How do I change the Outdoor Design Temperature (ODT) for my project?


To change the ODT, follow these steps:

Note this will **not** affect the Outdoor Low Temperature (ODL) used in the performance task.
[Read here for more information.](#)

1. Navigate to the **Plan task** and the *Sources* tab
2. Below the sound heat pump load and sound check, click *Outside design temperature*
3. Set the temperature you want to use

Outside design temperature

Set a custom outside design temperature (ODT) for extreme environments. Your current heat pump configuration supports ODTs between -10°C and 2°C.

°C 

Adjust with caution. Our automatic ODT, based on property Postcode **1479, provides a more accurate result.** Note, changing this value does not affect the "outdoor low temperature" used in the MCS performance task.

Cancel

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.

Plan task

Why is the Outdoor Low Temperature (ODL) not changing after I've amended it?

[Changing the Outdoor Design Temperature \(ODT\)](#) does not affect the Outdoor Low Temperature (ODL) used in the performance task. This task is based on MCS 031, which states the the ODL from Appendix A must be used. MCS 031 Appendix A is equivalent to the 99.6th percentile from MIS 3005 D.

The ODL is not the same as the ODT used for the design, which you may adjust within MCS rules stated in MIS 3005 D. [Read here](#) for info on how Heatpunk sets the ODT.

Plan task

How do I factor in intermittent heating?

Heatpunk assumes **continuous heating** when [determining the ODT](#) and sizing the heat pump.

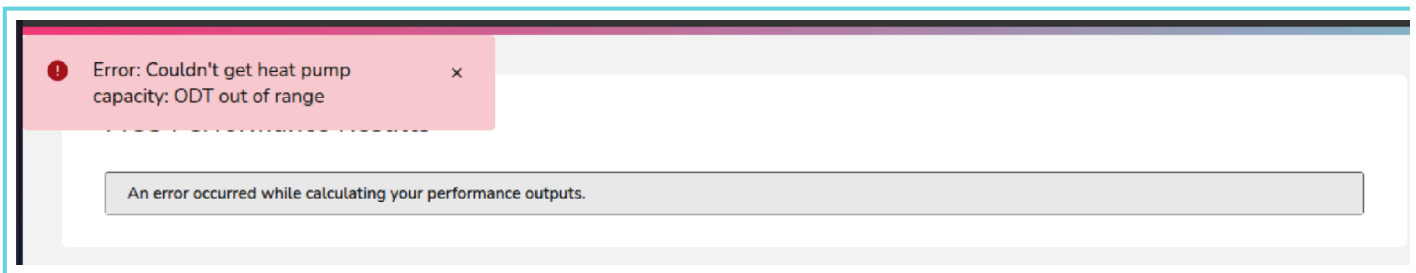
If the property will be heated intermittently, you can [change the ODT](#) (in line with MIS 3005-d) to the 99.6th percentile and no uplift factor will be required. [Read here](#) to see what the 99.6th percentile is for your area, note that you will also need to subtract 0.3 degrees for each 50m above sea level.

Performance and Consumption Task

Error: Couldn't get heat pump capacity: ODT out of range

This error will usually occur when you have set up a custom heat pump with some missing values.

The performance task uses an ODL (outdoor low temp) which is lower than the standard project ODT in Heatpunk. This can mean it works fine in the previous task but then there is an issue in Performance.



To solve this, go to the heat pump in **My Components**. You will need to ensure that the table goes down to -7 degrees to make sure it works in every location. You should be able to find the values you need in the datasheet.

Enter the output powers at different Outside Design Temperatures (ODT) and Flow Temperatures:

	-7	-2	2	7
35	13.9	14.52	15.02	16.8
45	13.1	14.06	14.82	16.6
55	12.6	13.09	13.48	16.2

Add ODT Add flow temperature Remove ODT Remove flow temperature

Where can I find the solar and battery details in Easy PV?

If you're modelling solar and batteries in the Consumption task and also modelling the project in Easy PV, you can find all the required information in your Easy PV project:

Solar

Navigate to the **Performance task > Performance results:**

Inverter 1 Huawei 3.68kW L1 HV 1ph hybrid		
	Input 1	Input 2
Installed capacity of PV system - kWp (stc)	2.200 kWp	2.640 kWp

Then for each roof or input:

1. Pitch
2. Orientation
3. Array size
4. Shading: subtract this value from 1 and multiply by 10, then select closest value

		Inverter 1 Huawei 3.68kW L1 HV 1ph hybrid	
A. Installation data		Input 1	Input 2
Installed capacity of PV system – kWp (stc)	3	2.200 kWp	2.640 kWp
Orientation of the PV system – degrees from South	2	62°	62°
Inclination of system – degrees from horizontal	1	29°	29°
Postcode region		2	
B. Calculations			
kWh/kWp (Kk) from table		1012	1012
Shade factor (SF)	4	0.86	0.85
Estimated annual output (kWp x Kk x SF) – kWh		1915	2271
Estimated total annual output – kWh		4186	
You can edit your MCS self consumption inputs here .			

Battery

Navigate to the **Inverter task** > scroll down to where the **battery** is selected on the inverter. You will then see:

1. Capacity
2. Max charge rate

Batteries clear

Eleven Energy Volta 4.5kWh
Na-ion

1

2

3

4

5

6

7

8

9

10

Battery Capacity

This inverter can be linked to up to 36.00 kWh of battery capacity and should have a minimum 4.50 kWh of battery.

1 9kWh of battery capacity assigned

Power

2 The maximum battery charging rate of this inverter is 5000W

The battery capacity is appropriate for the charging power of the inverter