



**LabelPack**A+

Helpdesk United Kingdom

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## SUMMARY

*The helpdesk in the United Kingdom is run by the Solar Trade Association. For a year the Solar Trade Association trialled Zendesk, an online help centre with questions that allowed the NSP to actively be involved in sharing knowledge and answer any questions. After a year of very low activity the Solar Trade Association moved their FAQ's back onto the website. If the questions have not already been answered on the website, questions can be sent to [labelpackplus@solar-trade.org.uk](mailto:labelpackplus@solar-trade.org.uk).*



## 1 Partner responsible

The UK help desk is run and organised by the Solar Trade Association. NSP members have fed into it and provide technical support. As the UK partner the Solar Trade Association is responsible to disseminate the project and inform the relevant actors. Manufacturers and installers are the main focus of the training sessions. Information is also provided for consumers. Technical experts that are part of the Solar Trade Association are also involved.

## 2 Overview of the National Project Website

On the national project website information can be found on UK specific information and the activities taking place. There is general information on the Energy Labelling and Ecodesign topics. The list of actors involved and the NSP is provided. The calendar is used for any activities or events in the UK. The UK project website follows a similar structure to the main website.

### 2.1 Resources

Legislation

Links are directly leading to [EU-Directives 2009/125/EC and Directive 2010/30/EU English \[EN\]](#)

Flyers and leaflets

Links to the consumer flyers and documents are available

### 2.2 Online tool

Up to now, user guide has to be finalized at the consortium level (end 2016 summer). Then, a translation in French will be available.

In parallel, a step-by-step tutorial (Powerpoint presentation) in French will be available by mid-September when MOOC training sessions with Qualit'EnR will be launched.

### 2.3 FAQs

A list of 6 FAQs are available on the UK website. They were suggested and answered by the UK National Stakeholder Platform.

## 3 Helpdesk

*The helpdesk was run through Zendesk for a year to allow a community forum overseen by the Solar Trade Association. This was to encourage NSP's members to be actively involved and create a dialogue with different players online. Due to no questions or activity the Solar Trade Association has moved the FAQ's onto the website directly with 6 frequently asked questions listed and an email contact for any further questions [labelpackplus@solar-trade.org.uk](mailto:labelpackplus@solar-trade.org.uk). Since the 26<sup>th</sup> September 2015 we have received one inquiry.*

### 3.1 Protocol for handling requests

#### 3.1.1 Web contact

The website has a web form that can be sent to Solar Trade Association. However there have not been any questions submitted for the Solar Trade Association so far.



### 3.1.2 Email

The email address [labelpackplus@solar-trade.org.uk](mailto:labelpackplus@solar-trade.org.uk) is available for any questions or inquires on the project. These questions are answered by technical specialists or ESTIF.

### 3.1.3 Phone

The Solar Trade Association's phone number is not available on the website but is provided once they have emailed [labelpackplus@solar-trade.org.uk](mailto:labelpackplus@solar-trade.org.uk).

## 3.2 Statistics so far

*We have only received two technical questions from solar thermal manufactures on the label.*

## 4 Main FAQs

<p>What is ErP?</p>	<p>The Energy related Products (ErP) Directive is a European Union regulation designed to drive improvements in the performance and efficiency of heating and hot water products. The ErP was introduced to help the EU meet its 20-20-20 target to lower emissions by 20% and increase the share of renewable energies by 20% by 2020.</p> <p>With the aim of improving efficiency, products such as heat pumps, micro CHP and solar thermal collectors will be required to be labelled in the same way that white goods are such as fridges and freezers. The labels are designed to help consumers understand and compare the relative efficiencies of heating and hot water products. Consumers will also receive a fiche with additional information on the system installed.</p> <p>There are two directives within ErP: EcoDesign and Energy Labelling. The directives come into force from 26th September 2015. Any heating and hot water products placed on the market after this date will need to comply with ErP. Products which are placed on the market before this date will not be required to comply with the ErP requirements.</p>
<p>What is energy labelling?</p>	<p>The Energy Labelling Directive is part of ErP and introduces new efficiency labels a fiches – a product label/fiche and a package label/fiche.</p>
<p>How will ErP affect solar thermal installers?</p>	<p>An energy label must be supplied in the following cases:</p> <ul style="list-style-type: none"> <li>-Solar water heaters (a water heater equipped with one or more solar collectors, solar hot water storage tanks, heat generators and possibly pumps in the collector loop and other parts; placed on the market as one unit). The supplier will be responsible for providing a package label.</li> <li>-Packages of conventional water heaters installed with a solar collector (also referred to as solar device in the regulations). The installer is responsible for providing a package label and fiche for the combined system efficiency.</li> </ul>
<p>How will ErP affect solar thermal manufacturers?</p>	<p>Manufacturers will need to ensure that their products are prepared for the new legislation changes and meet the minimum efficiencies required. This may require incorporating product updates to improve efficiency levels (eg. fitting high efficiency circulating pumps).</p> <p>The manufacturers are also responsible for applying product fiches and energy labels within their product packaging, labels which must detail a product's energy efficiency rating.</p>
<p>What is the definition of 'placed on market'</p>	<p>For the purposes of ErP, 'placed on the market' means the date at which the manufacturer or importer of a product supplies it to a distributor or an end user. This applies to the date that each individual unit of a product is first supplied to a distributor or end user.</p>



for ErP purposes?	
Where can I find additional information?	<p>The templates for package fiches are included in Annex 3 of the Energy Labelling Directive and can be found here (<a href="http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32013R0812">http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32013R0812</a>); these templates should be completed using information from the ‘product fiches’ supplied with the components of the system and will form the basis for the package label.</p> <p>The European Commission has produced an online Energy Label generator that can be found here. <a href="http://eepf-energylabelgenerator.eu/en/eepf-labels/label-type/space-heaters">http://eepf-energylabelgenerator.eu/en/eepf-labels/label-type/space-heaters</a></p> <p>It is worth noting that some manufacturers are also providing ErP guidance and training to installers that use their products. If you are unsure what you will need to do when ErP comes into force, manufacturers may be able to provide additional guidance.</p>