



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 649905



## Helpdesk France

15<sup>th</sup> June 2016



## CONTENTS

SUMMARY .....	3
1 Partner responsible .....	4
2 Overview of the National Project Website.....	4
2.1 Resources .....	4
2.2 Online tool .....	4
2.3 FAQs.....	5
3 Helpdesk.....	5
3.1 Protocol for handling requests .....	5
3.1.1 Web contact .....	5
3.1.2 Email .....	5
3.1.3 Phone.....	5
3.2 Statistics so far .....	5
4 Main FAQs .....	5



## SUMMARY

Enerplan is the front office actor of the French helpdesk regarding the LPA+ project and solar solutions energy labelling topics.

Inquiries sent through the contact form on the French section of the LPA+ website are received by Enerplan. In return, on the Enerplan website ([www.enerplan.asso.fr](http://www.enerplan.asso.fr)), a banner is leading to the French section of the LPA+ website ([www.label-pack-a-plus.eu/france](http://www.label-pack-a-plus.eu/france)).

This French section includes a presentation of our national action plan, of the regulation and actors concerned the online tool and some materials, in French or English, in order to have more information on energy labelling or eco-design, especially about solar thermal products. Content will be updated depending on questions or feedbacks we will receive.

Enerplan is working closely with Uniclimate (French labour union of the thermal, air and refrigerated industries) and Belenos (solar thermal system laboratory test) in order to answer in an appropriated way to actors.

Since the beginning of the project, we have been contacted by some actors, in general small / medium solar thermal systems manufacturers or distributors. Questions frequently lay on specific regulation points, mainly about calculations or norms used.

Up to now, very few contacts coming from installers or advisors. This is explained by the fact that training activities which will be led by Qualit'EnR is experiencing long delays. Sessions are now postponed to mid-September 2016 (due to long elaborating phase of the training content and also difficulties in developing the online MOOC platform).

Other possibility is that most manufacturers have already set in-house training schemes and information campaigns to their network.



## 1 Partner responsible

ENERPLAN is responsible for the LPA+ website French content section and the Help Desk management. These medium aims to inform all actors of the market. Manufacturers, dealers, installers and purchasing advisors are main targets. The general public could also find information on the label, but not all materials are adapted to them.

Uniclimate and Belenos are sometimes involved in content validation phase when needed.

## 2 Overview of the National Project Website

The national project website follows the structure of the global website. Thus, visitors can find information on:

- The LPA+ project,
- The eco-design and energy labelling directive, with subsection about space and water heating, and combination systems,
- The relevant role of each market chain actor regarding regulation implementation,
- The online tool to edit energy label, with link to SOLCAL tool,
- The coming events,
- Some materials available for deeper official information,
- Contact details for more information.

### 2.1 Resources

#### *Legislation:*

Links are directly leading to ecodesign and energy labelling directive, and related delegated regulation (811 & 812/2013). Both only in French language.

#### *Calculation and Labelling tools:*

Online calculation tool is implemented on the website, available on the "[Réaliser une étiquette kit](#)" page. Some links, in the "[Médiathèque](#)" lead to the SOLCAL methodology in order to calculate Qnonsol and Qaux, and also to online labelling-tool provide by the EU Commission.

#### *Flyers and leaflets:*

Two documents, in French language, are available:

- Leaflet (A4 format, 4 pages) addressing general presentation of the regulation, the project and the regulation application to solar system.
- Brochure (A4 format, 35 pages) presenting a deeper presentation of the regulation and its application. This brochure is aimed at professionals, such manufacturers, distributors and installers. Eventually purchasing advisors.

### 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

The [FAQ page](#) is currently only filled with the September 2015 EU Commission guidelines accompanying Regulations (EU) N° 811 & 812/2013.

A national FAQs list is not currently published for the following reasons:

- Scarce contacts from market actors,
- Questions received are concerning particular regulation points, which are often related to a specific product,
- Installer's trainings sessions, which could be a great feedbacks and questions source, are not operational at the moment.

## 3 Helpdesk

The French helpdesk can be contacted through multiples entries.

Either with the contact form on the LPA+ website, or through a direct contact to ENERPLAN (phone and email) as the syndicate is identified as relevant on the energy labelling topic by the solar thermal actors.

### 3.1 Protocol for handling requests

#### 3.1.1 Web contact

The web form of the website can be used and is being sent to ENERPLAN (Sylvain Roland, in charge of the LPA+ project).

Up to now, no contact has been received through the web contact form.

#### 3.1.2 Email

Most contacts have been received through direct email to ENERPLAN.

ENERPLAN is clearly identified at the national level as an entry point regarding solar thermal sector, this way, actors simply contact us when then have questions.

Main contacts were coming from ENERPLAN members, or first contact level.

#### 3.1.3 Phone

Some call conversations were made, following a first written contact. ENERPLAN phone number is not published either on leaflets / brochures or on the LPA+ website.

### 3.2 Statistics so far

Written contacts, mainly followed by call discussion:

- 35 contacts from 8 manufacturers or distributors
- 6 contacts from 6 purchasing advisors or stakeholders

## 4 Main FAQs

From purchasing advisors:

- training session planning or interest in participating,



- needs for materials to give a presentation on energy labelling topic (presentation, leaflets, sample of energy label),
- questions on calculation tool / method.

#### From manufacturers or distributors

- load profile calculation,
- norms to be used,
- determining technical data for energy label calculation: solar irradiation, water temperature, losses,  $Q_{nonsol}$ ,  $Q_{aux}$ , heater output,
- explaining on specific terms of the directive: backup, solar system,
- clarifying calculation method for different products (solar water heater with a electrical backup, different from thermosiphon; water heater with instantaneous electrical heating...),
- reminding which products are concerned by the directive (regarding solar, solar thermal only, not Photovoltaic mixed with solar thermal, power output range, biomass / wood energy...),
- questions on the LPA+ website, materials available.