



## D3.3 Helpdesk Italy

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## SUMMARY

The Italian helpdesk is available since September 2015. The main channel is the form available on the project website, but also direct emailing is used.

In general, relatively few requests have been received so far, which can be explained with different arguments:

- The energy labelling is in general not well-known among installers: analysing questionnaires filled-in by trainees, out of 189 participants 64% state that they either knew anything, or they knew little about the energy label; 30% was sufficiently informed, while only 6% stated to know a lot.
- No concrete sanctioning mechanism is in place at the moment, thus many installers do not feel the pressure for releasing precisely calculated labels.
- Installers tend to ask component providers, and those can either send requests through the helpdesk (indeed some of the questions come from providers), or can answer directly thanks to the pilot training given by project partners in March, 2016.
- The helpdesk is not sufficiently well-known.

Assolterm will put effort in the second part of the project in order to disseminate the helpdesk as much as possible.

## 1 Partner responsible

Following Lablepack A+ activities, Assolterm is responsible for the Italian helpdesk. The helpdesk can be reached at [labelpackplus@assolterm.it](mailto:labelpackplus@assolterm.it)

Support is provided with regard to the following issues:

- Label calculation tool
- Energy labelling regulation

As to August, 2016, only few requests have been sent to the help desk.

## 2 Overview of the National Project Website

The national project website is shaped according to the European website and is divided into the following subpages:

- Homepage: brief description of the energy labelling and of LabelpackA+ project
- First press release: the very first press release issued on September, 25<sup>th</sup>, 2015 is available here
- Ecodesign and Energy labelling: detailed information about the Ecodesign directive and Energy labelling regulation. A short FAQ section in Italian language is also available here.
- Calculation tool: link to the online calculation tool
- Event calendar: link to the European calendar
- Utilities: the page so far is empty. The Italian brochure, the handbook for online tool and other material produced in the framework of the project will be uploaded here.
- Contact form
- Who we are
- Terms and conditions

### 2.1 Resources

#### *Legislation:*

Detailed information about both, Ecodesign directive and Energy labelling regulation are provided. For energy labelling, separated information about water heating, space heating and packages is available.

A specific sub-page explains which professional actors are involved in the energy labelling process.

#### *Calculation tool:*

The calculation tool has been translated into Italian language, validated and is now linked to the Italian webpage.

#### *FAQs:*

FAQs are available in the subpage related to regulation. A more comprehensive FAQ section is under development.

### 3 Helpdesk

The Italian helpdesk is available at [labelpackaplus@assolterm.it](mailto:labelpackaplus@assolterm.it). The “Contact us” page of the Italian website is also available and leads to the same address. Assolterm will forward emails regarding the helpdesk to this email address.

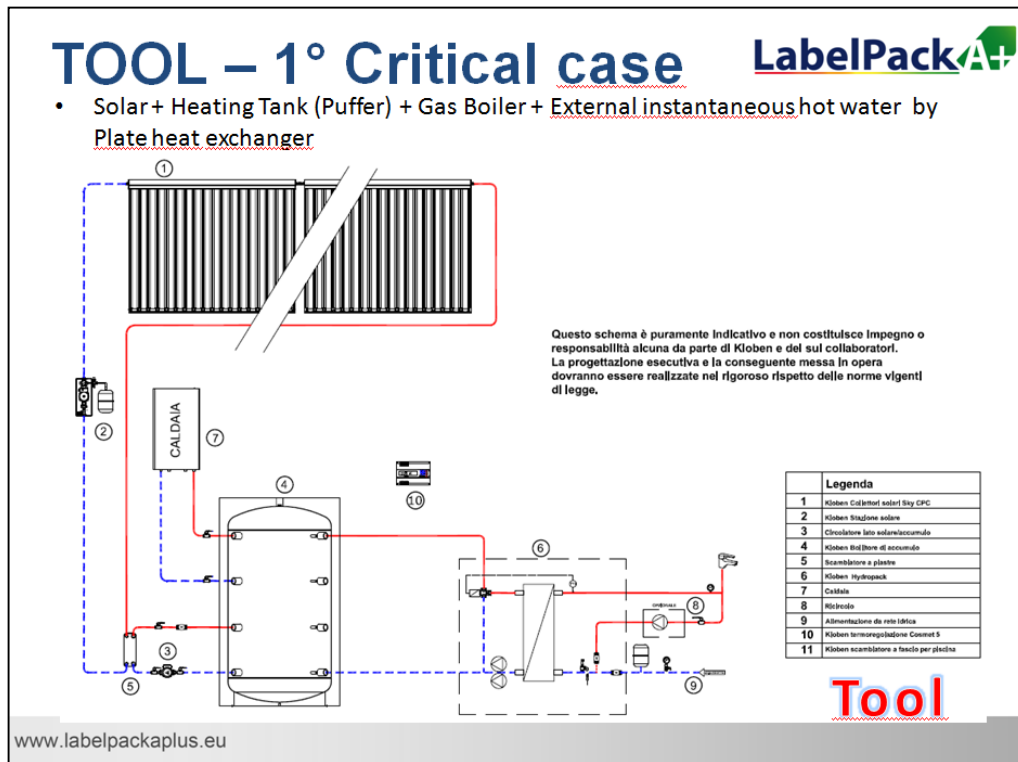
#### 3.1 Protocol for handling requests

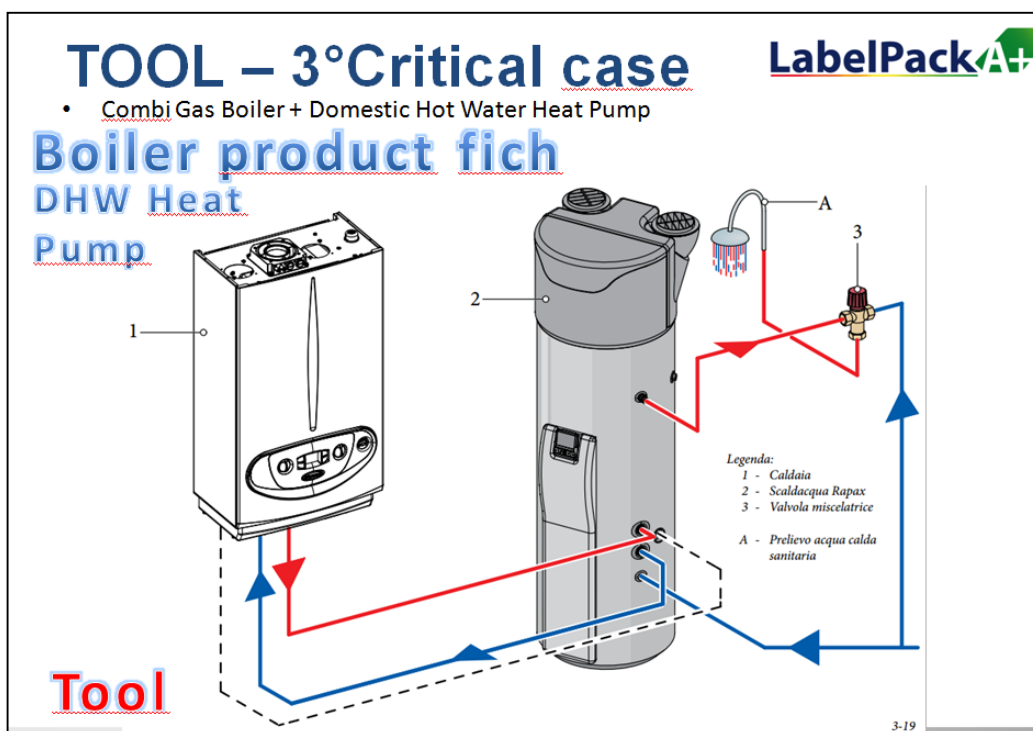
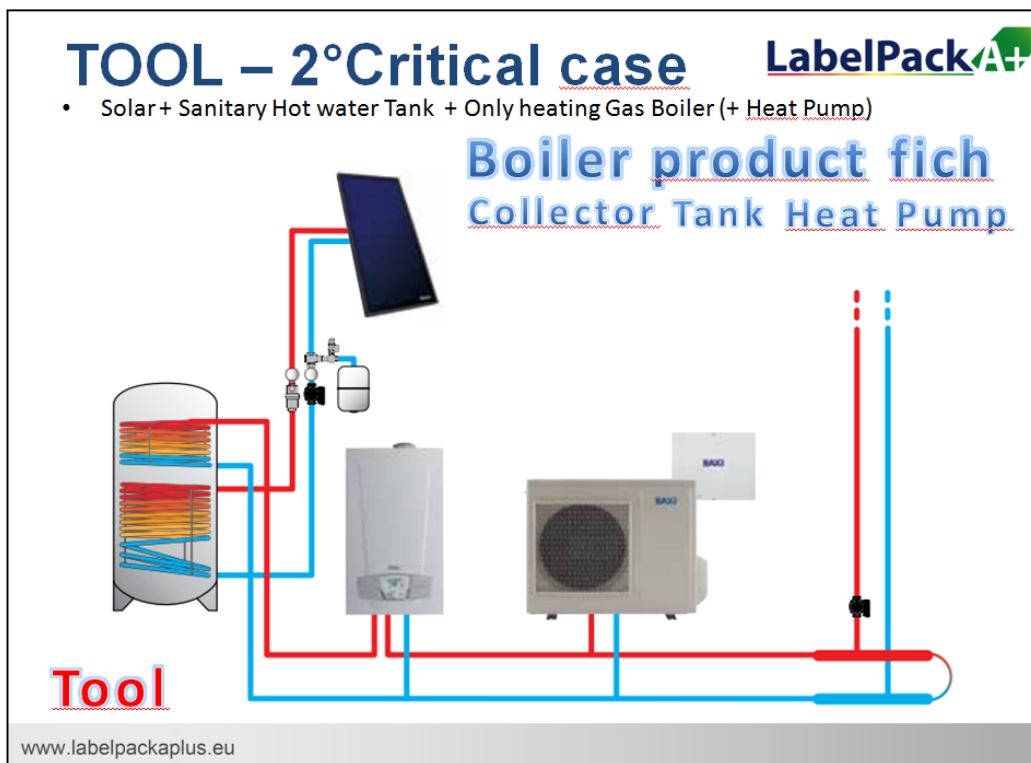
Date	Contact origin	Name of contact	Profession	Topic	Answer (complete, partial, no answer)
28/09/2015	Website	Lidia Bellomo	Installer	Heating boilers manufactured before 26/09/2015	?
05/11/2015	Website	<a href="mailto:riva01@libero.it">riva01@libero.it</a>	Installer	Online tool	?
20/01/2016	Email, further 4 email exchanged	Roberto Baldrani	Manufacturer	Calculation of label in a specific case	partial
17/02/2016	Website, further 7 email exchanged	Moreno Di Baggio	Installer	Online tool	complete
17/02/2016	Email, further 10 email exchanged	Andrea Costa	Software house	Online tool	complete
26/05/2016	Website	Irene Paradisi	Designer	Calculation of label in a specific case	complete
01/07/2016	Email	Marialuisa Villa	Magazine	Request for subscription of letter of support	complete

Besides the above listed contacts, the helpdesk has been used for managing contacts with Assolterm members regarding training courses: questions arisen by members about the training material, how to present the project, what information to collect from participants etc. have been answered through the helpdesk email address. All in all 13 email exchanges have been registered.

## 4 Main FAQs

Based on questions arisen per email and during personal meetings, following slides have been created and embedded in the training material:



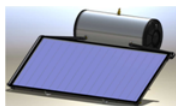


## Doubts about label pack

- **Natural circulation - systems and cylinders**

Complete systems Cylinder+collector+bracket put on the market as one single code

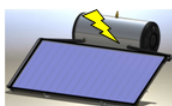
without  
electrical integration



### CASE A: System without electrical integration

1. Does it need of any **energy label**? IF YES
2. Does it need the **product label** by the manufacturer?
3. Does it need the **package label**? Who do it?

with electrical  
integration

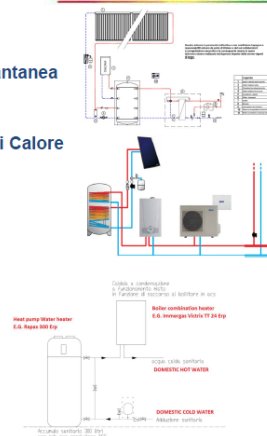
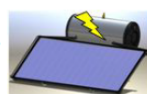
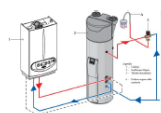


### CASE B: System with electrical integration

1. Does it need of any **energy label**? IF YES
2. Does it need the **product label** by the manufacturer?
3. Does it need the **package label**? Who do it?

## 2.CASI CRITICI

1. Solare + Puffer + Caldaia a gas solo riscald. + Scambiatore a piastre per ACS istantanea
2. Caldaia a gas solo riscaldamento + Solare + Serbatoio ACS + eventuale Pompa di Calore
3. Caldaia a gas + Scaldacqua Pompa di calore
4. Scaldacqua a pompa di calore abbinata ad una caldaia a gas istantanea in serie
5. Pannello solare + Resistenza elettrica montata in loco
6. Impianto con 2 Boiler ACS es. 1 da 500 lt classe B e 1 da 300lt classe C
7. Impianto con 1 Puffer es. da 500 lt classe C e 1 Boiler ACS es. da 200 lt classe B





## DOMANDE FREQUENTI



### 1. Che cos'è l'Etichetta d'Insieme?

E' uno strumento **Informativo** attraverso il quale conoscere le prestazioni di un impianto

### 2. A cosa serve l'Etichetta d'Insieme?

A promuovere lo sviluppo di tecnologie con maggior **efficienza** e che tutelano l'**ambiente**

### 3. Quando fare l'Etichetta d'Insieme?

Se si **Commercializzano** e/o **Mettono in servizio** insiemi di  
1)Apparecchi ( $P \leq 70\text{kW}$ ) per **ACS**, **Riscald.** d'ambiente o **Misti**, 2)Dispositivi di **Controllo della temperat.** (No ACS), 3)Dispositivi solari, 4)Serbatoi

## DOMANDE FREQUENTI



### 4. Chi deve fare l'Etichetta d'Insieme?

Chi "assembla" il pacchetto e lo vende e/o mette in servizio all'utente finale. Questa responsabilità può ricadere sul costruttore, su rivenditore ma molto più frequentemente ricade sull'installatore

### 5. Come si calcola l'Etichetta d'Insieme?

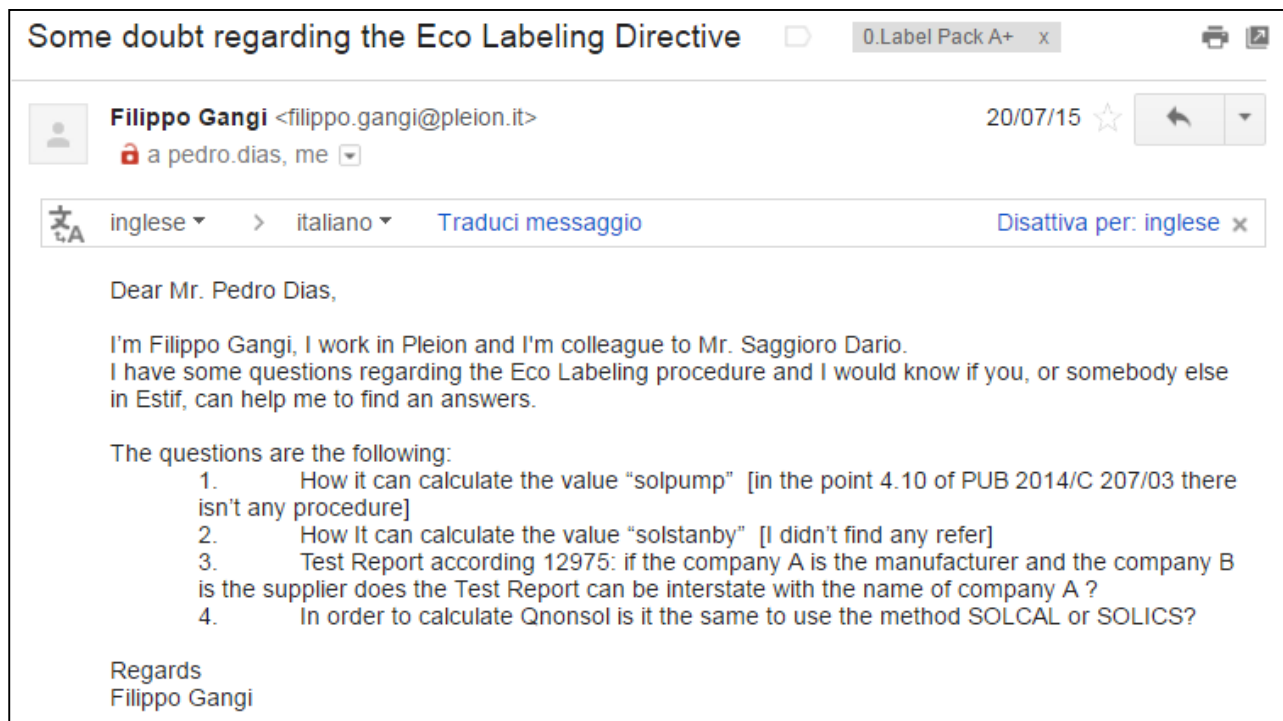
**manualmente** compilando le schede previste dal regolamento ELP 811-812 o

può essere calcolata mediante **strumenti di calcolo** (Tool) come quello del LABELPACKA+:

<http://www.label-pack-a-plus.eu/italia/>



## 5 Attachments: screenshots of main email exchanges



## Request of clarification about data to insert into the tool LabelPack

0.Label Pack A+ x



**DARIO D'ALESSANDRIS** <studiodalessandris@gmail.com>

27 set

a Pedro, Marco, Tommaso, presidente, Joana

Dear Pedro

these days I'm preparing the course for installers that will take place tomorrow. During the study of the calculation procedure for the label together I came up important doubts and I want to ask you what you think:

1. the data of the tank that we insert into the tool (volume and label class) always refer to the heating tank (Puffer) and not to the hot water (which affects only the Qnonsol and Qaux) is that so? If Yes what we have to do for tank-in-tank cilinder?
2. Qnonsol Qaux have a direct impact only on the calculation of Water heating energy efficiency. The collector area and collector efficiency have a direct impact only on the heating energy efficiency of package. If so what have we do in case of combined solar systems for heating and hot water? Should we decide to consider a percentual of the total area for hot water (for instance 20%) and the restant part for heating or what?
3. In the case of the label pack calculation with preferential heat pump the data of the heat pump to be inserted into the tool I think should be always at 55 ° even if the application is for a low temperature system (eg underfloor heating). The data at 35 ° in my opinion should be used only when the heat pump is a low temperature heat pump so only when into the tool you answer yes to the question: "Is it a low temperature heat pump?"

If you have the chance to respond in the day I am very grateful so I can give the right information in the course of tomorrow.

Thanks in advance.

Best regards. Dario.

PS)

\_If these three doubts are confirmed the presentation I have sent you as guide needs to be updated (see screenshot attached whit corrections).

\_I attached, if it could be useful, a screenshot with comment regarding this topics that i sent to Marco but it is in italian.

## LPA + : question a specific Water heater

Posta in arrivo x



**Sylvain Roland - ENERPLAN** <sylvain.roland@enerplan.asso.fr>

18 feb

a me



inglese



italiano

[Traduci messaggio](#)

[Disattiva per: inglese](#) x

Dear Dario,

Please find here enclosed a description of a solution that a manufacturer asks me "how to label".

Product? Solar only system?

As there is not consistently a tank, how is it considered?

Moreover, it could be add to existing, or new heating system...

Thanks in advance,

PS I've ask Jan, Joana and Estif, but none answers yet, except Joana who advice me to ask you

## Request clarification critical case no. 4 label calculation

0.Label Pack A+ x



**DARIO D'ALESSANDRIS** <studiodalessandris@gmail.com>

24 feb ☆

a Pedro, Eva, Marco, Tommaso, presidente, cg, iodowd, knaack, js, Joana, Katiuscia, ru

Dear Pedro

I need kindly a support from you (or from other partners if they know the solution) for a new critical case (n.4, the others three are the ones I presented in Lisbon) which an installer asked me by the official mail of the Italian website. I tried to calculate the label pack for that case but I think it is not correct, because I filled in the data of the heat pump for water heater in the tank Section, but it is not just a tank (you can see everything in the files attached). Could you say me the right procedure, so I can reply him. Thank you very much.



**Pedro Dias** pedro.dias@estif.org [tramite@estif.onmicrosoft.com](mailto:tramite@estif.onmicrosoft.com)

24 feb ☆

a me, Eva, Marco, Tommaso, presidente, cg, iodowd, knaack, js, Joana, Katiuscia, rui.fr



inglese > italiano [Traduci messaggio](#)

[Disattiva per: inglese](#) x

Hi Dario,

I propose the following:

- Dario: You should check this calculation on the excel tool provided by the European Commission. Please let us know if that calculation works or not on the EC excel tool.
- ESTIF: It seems to me that this might be an online tool issue. I'll check with Uwe Trenkner. Later, if needed, (if not a tool issue) I can also check with other expert, most likely Gerard Van Amerongen.
- Other partners: Would any of the other partners also be available to ask for the input from national experts on such cases? Considering its regarding heat pumps, I wonder if Enerplan could help also.



**Roberto Baldrani** <roberto.baldrani@kloben.it>

20 gen ☆

a me


Buon giorno,

Sono Roberto Baldrani di Kloben,

ho partecipato all'incontro della settimana scorsa su Labelpack A+, mi stavo chiedendo come poter eseguire una etichettatura di sistema quando vi è un preparatore sanitario istantaneo.


Allego uno schema indicativo di un sistema formato da un accumulo tecnico servito da un solare termico e da un generatore (caldaia o pompa di calore), per produzione sanitaria e riscaldamento.

a disposizione per ulteriori informazioni  
se ci fosse bisogno mi può contattare al tel 3470642495



**Dario D'Alessandris** <labelpackplus@assolterm.it>

2 feb ☆




a Roberto ▾

Buonasera Roberto  
puoi gentilmente inviarmi i dati ERP dei prodotti coinvolti grazie


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**Roberto Baldrani** <roberto.baldrani@kloben.it>


3 feb ☆




a me ▾

Buongiorno Dario,  
  
allego un riassunto delle schede tecniche dei prodotti coinvolti in un esempio di sistema spero di avermi ricordato di inserire tutti i dati necessari, altrimenti fammi sapere così provvedo. nell'ultima pagina della scheda ho elencato i componenti.  
  
grazie ancora

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**Dario D'Alessandris** <labelpackplus@assolterm.it>


9 feb ☆



a Roberto ▾

Ok io ho sottoposto il tuo caso a Lisbona e ora attendo esito

**Caldia + PdC ACS**
Posta in arrivo x


**Di Biaggio** <contact@label-pack-a-plus.eu>
17 feb ☆

a me ▾

Von: Di Biaggio <[moreno.dibiaggio@gmail.com](mailto:moreno.dibiaggio@gmail.com)>

Betreff: Caldaia + PdC ACS

Firstname: Moreno, Name: Di Biaggio

Street/PostBox: , ZIP Code:

City: Udine

Country: Italy

Telephone: , Telefax:

eMail: [moreno.dibiaggio@gmail.com](mailto:moreno.dibiaggio@gmail.com)

Website:

National stakeholder contact: [labelpackplus@assolterm.it](mailto:labelpackplus@assolterm.it)


Request:  
Buongiorno,  
sono a chiedere come sia da usare il calcolatore per l'etichetta di sistema nel caso in cui il sistema sia composto da caldaia a condensazione mista + PdC ACS . Tale sistema sfrutta la caldaia come termogeneratore per il riscaldamento ma , nel caso in cui la PdC per l'ACS non riesca a soddisfare la richiesta , viene usata anche per integrare il calore mancante per l'ACS.

Ringraziando per la risposta porgo

Distinti saluti

Di Biaggio Moreno

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**Dario D'Alessandris** <[labelpackplus@assolterm.it](mailto:labelpackplus@assolterm.it)>
25 feb ☆

a moreno ▾

Buongiorno Moreno

ho analizzato il caso anche con il supporto del coordinatore europeo del progetto e purtroppo la soluzione non è banale. Per ciò che riguarda i dati Erp mancanti non è un problema abbiamo presi quelli di un'altra azienda per i quali erano disponibili, tanto il concetto non cambia ai fini del calcolo dell'etichetta. Tuttavia al fine di poterle dare una risposta esaustiva abbiamo bisogno di sottoporre la questione ad altri soggetti come EHPA (European Heat Pump Association) e ad alcuni organi tecnici della commissione europea per avere un loro parere.

Se per la vostra azienda va bene trasmettiamo i documenti che ci avete fornito a loro e attendiamo risposta.

Attendo conferma.

Buona giornata



**Dario D'Alessandris** <labelpackplus@assolterm.it>

2 mar ☆



a andreaccogli, bortone74, buonannoimpian., mauromc76, pierocontaldi, fulviodalex, dalexmilena, salvatore ▾

Buongiorno a tutti

come promesso durante il corso vi invio la soluzione al caso proposto da Massimo Protopapa relativo al calcolo dell'etichetta di insieme per un impianto in cui è presente una caldaia solo riscaldamento (nel caso particolare era la Victrix 32 kW TT plus) con bollitore a doppio serpentino integrato nella parte alta dalla caldaia e in quella bassa dal solare.

Tale problema è stato sottoposto agli altri partner europei durante l'incontro di Lisbona e con loro abbiamo individuato un documento della commissione europea che dava indicazioni a riguardo

Il problema, se vi ricordate, era innanzitutto cosa scegliere sul tool online Labelpack (disponibile al seguente link <http://46.101.159.103/package-label/Index/index>) alla pagina iniziale (vedi schermata 1):

- Apparecchi per il riscaldamento d'ambiente
- Apparecchi per il riscaldamento misti

Per questo caso anche se la caldaia è solo riscaldamento bisogna scegliere "Apparecchi per il riscaldamento misti" il problema successivo a questa scelta era cosa inserire nella casella "**Efficienza energetica di riscaldamento dell'acqua della caldaia mista**" (vedi schermata 2). Questo valore non era disponibile sulla scheda prodotto ERP della caldaia perchè la caldaia di fatto è solo riscaldamento e qui ci eravamo bloccati. Sulle linee guida di cui vi parlavo sopra è disponibile una formula (non proprio semplice) per calcolare questo valore in questo caso particolare.

Proprio perchè la formula è complicata ho sviluppato un semplice programmino excel, che trovate in allegato, dove mettendo nelle caselle verdi i dati disponibili sulla scheda prodotto ERP della caldaia, potete ricavare il valore da inserire nella casella citata sopra e da lì procedere come abbiamo spiegato durante il corso.

Rimango a disposizione per qualsiasi ulteriore chiarimento.

Saluti Dario.