

Heat Interface Services



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Introduction to Heat Networks & HIU's

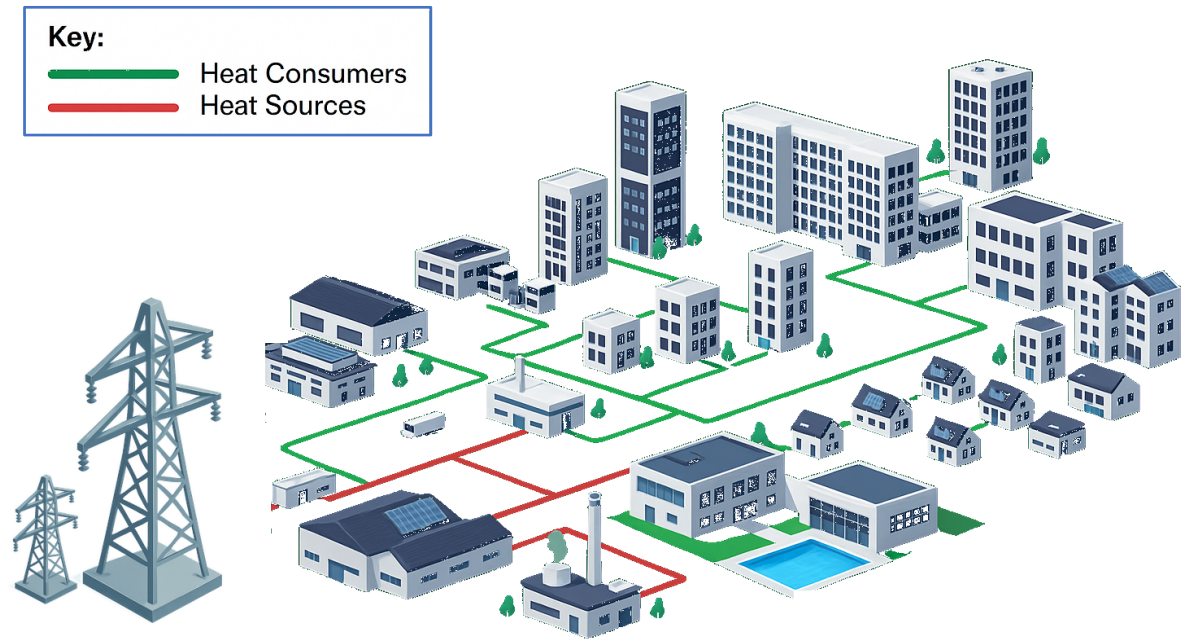
Heat Networks distribute thermal energy from a central source to multiple buildings, offering a more efficient, low-carbon alternative to individual boilers.

Heat Interface Units (HIUs) act as the control hubs within each dwelling, managing heating and hot water delivery.

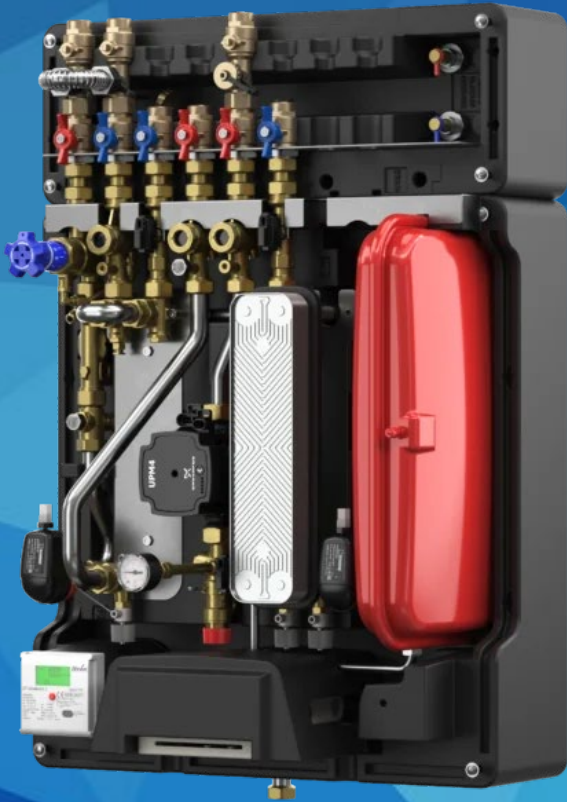
They play a pivotal role in the user experience, energy metering, and the overall performance of the network.

A well-designed, well-maintained HIU ensures comfort, energy efficiency, and system reliability.

Birdsall's approach puts the HIU at the heart of service delivery, supporting decarbonisation goals and helping building owners reduce energy use without sacrificing performance or control.



Importance of effective HIU's in a Heat Network



A heat network is only as good as its weakest link and HIUs are mission-critical. Poorly performing HIUs cause inefficiencies, discomfort, and higher operating costs.

On the other hand, effective HIUs ensure that each home receives heat and hot water exactly when needed, with minimal heat loss and maximum control.

They also enable accurate metering and billing, essential for fair usage and cost recovery.

Birdsall ensures HIUs are correctly specified, commissioned, and maintained, making them a strength not a liability in the heat network.

Optimising HIUs is one of the smartest moves you can make.

A joined-up approach between Birdsall O&M and HIU teams via our Energy Bureau analytics enables an efficient network.

Importance of HIU Performance for Network Efficiency



HIU performance directly impacts the energy efficiency and operational cost of the entire heat network.

Poorly functioning HIUs often result in high return temperatures, increased pump demand, and wasted energy.

Over time, this compromises not just network performance, but tenant satisfaction and carbon targets.

At Birdsall, we treat each HIU as a performance asset. We calibrate, clean, test, and fine-tune to ensure low return temps, steady flow, and accurate heat delivery. It's not just maintenance, it's performance engineering.

The result? A more stable network, improved energy recovery, lower long-term costs and greater tenants' satisfaction.

Proactive Maintenance Services

Prevention beats cure.

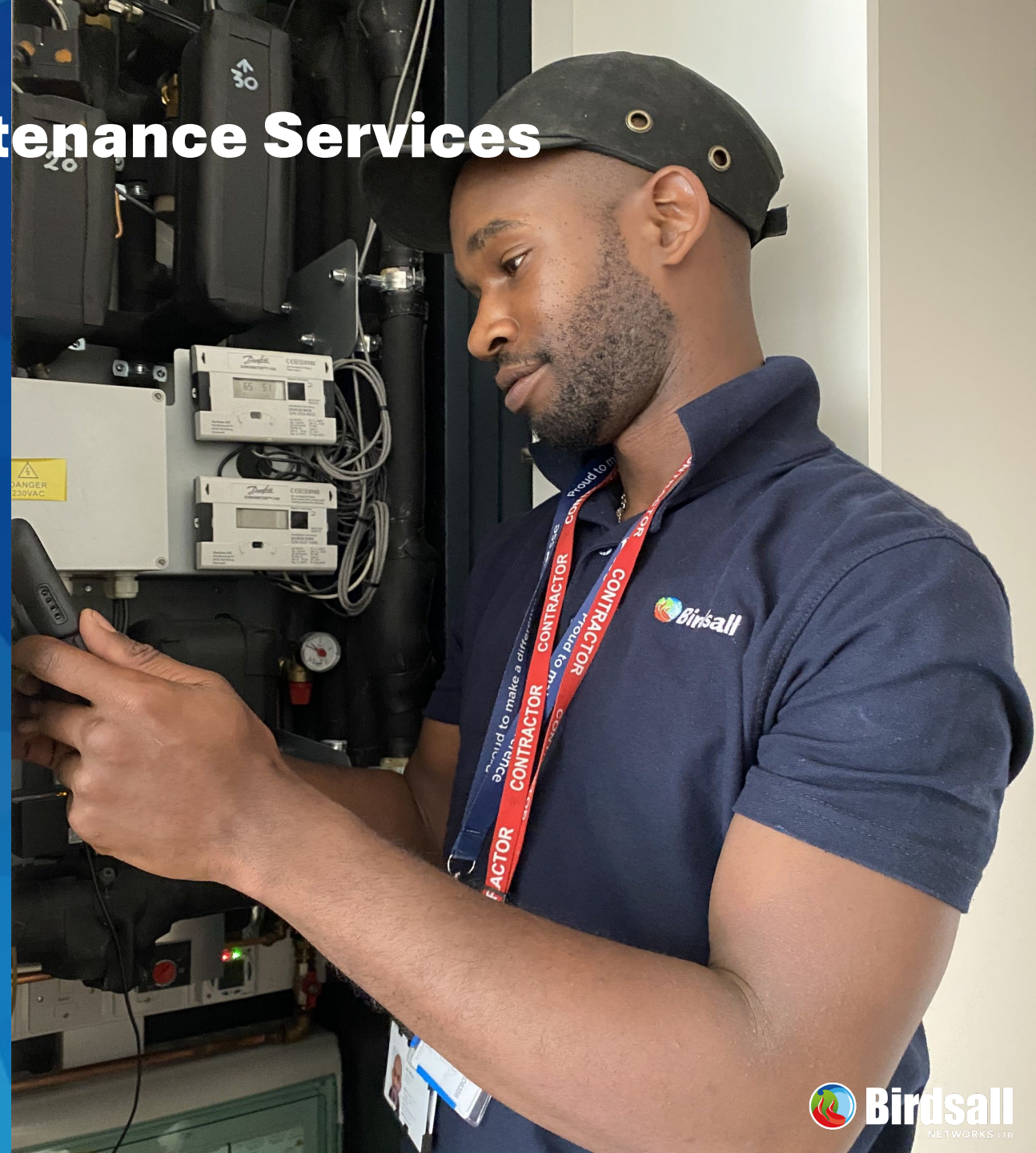
Birdsall's proactive HIU maintenance service focuses on early intervention to keep systems running optimally.

Through scheduled inspections, component testing, and performance benchmarking, we identify issues before they affect residents or escalate into costly breakdowns.

By replacing worn parts early and recalibrating controls, we reduce emergency repairs and improve unit longevity.

Combined with remote monitoring (where available), we ensure continuous insight into your system's health.

Proactive maintenance means less downtime, lower energy costs, and happier residents, because the best service problem is the one that never happens.



Reactive & Repair Service

When things go wrong, speed and precision matter.

Birdsall's responsive repair service is built around rapid fault diagnosis and first-time fixes.

Our engineers carry a wide stock of parts and have deep experience across HIU types and manufacturers.

Whether it's valve failure, sensor issues, or system control faults, we'll get your units back online quickly with minimal disruption.

Clear reporting and root-cause analysis come as standard, so we fix the issue and prevent it from recurring.

With Birdsall, breakdowns don't become disasters, they become opportunities to strengthen system resilience.



Meter Replacement Service



Accurate heat metering is essential for fair billing and system accountability. Meters degrade over time, leading to data inaccuracies and potential disputes.

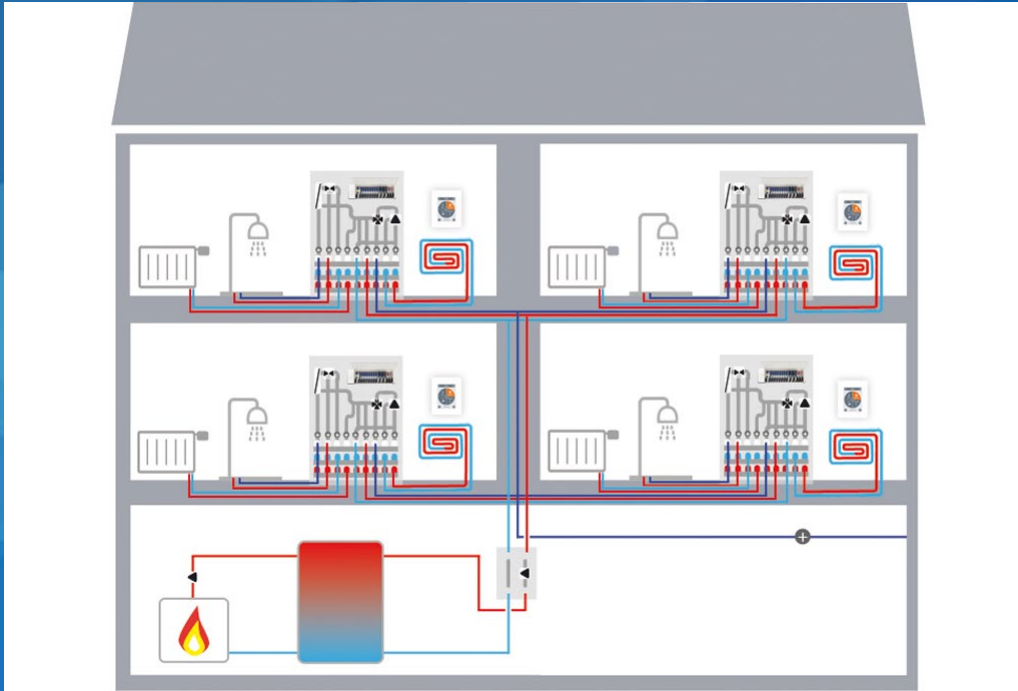
Birdsall offers a seamless meter replacement service that ensures compliance, accuracy, and minimal disruption.

We handle both planned replacements and urgent swaps, working across multiple meter brands and protocols.

Each installation is tested and integrated with your billing or monitoring systems.

Whether you're upgrading technology or replacing faulty hardware, we ensure your metering infrastructure supports reliable energy data and user trust.

Integrated Metering & Billing



Modern heat networks rely on integrated metering and billing to ensure transparency, efficiency, and cost recovery.

We provide end-to-end solutions that connect HIUs, heat meters, and central systems to deliver real-time usage data.

Our service ensures seamless data collection, accurate billing, and easy reporting for residents and building managers alike. Whether it's integrating with third-party platforms or supporting pay-as-you-go systems, we simplify the complex.

The result is better control, fewer complaints, and clearer accountability across the network.

With Birdsall, integration means insight not headaches.

Technology Integration



Today's HIU systems are smarter than ever if they're integrated correctly. We help connect your HIUs to BMS platforms, IoT sensors, and cloud-based analytics tools, giving unprecedented control and insight.

Our integration services include data flow validation, control optimisation, and user interface setup.

This enables predictive maintenance, usage forecasting, and performance reporting from a central dashboard.

Birdsall ensure all components speak the same language and contribute to a smarter, leaner heat network. Because in a digital world, your HIUs should be part of the conversation.

Investment in Training

No system is better than the people maintaining it. That's why Birdsall invests heavily in technical training.

Our engineers undergo rigorous HIU-specific courses covering everything from system design to diagnostics and commissioning.

We also support client-side training, empowering facilities teams to spot issues early and make informed decisions.

As HIU technology evolves, so does our knowledge base. Training isn't a one-off event; it's a continuous upgrade.

This commitment ensures we stay ahead of the curve and so do our clients.



Birdsall Resources

Behind every service is a robust support infrastructure.

Birdsall's resource pool includes specialist engineers, coordinators, managers supported by advanced diagnostic tools, and a deep stock of HIU components.

We operate from a central hub with mobile HIU engineers predominantly covering London.

Our digital job tracking ensures real-time updates, performance benchmarking, and fast response times.

Whether you manage a single block or a multi-site portfolio, our scalable resources adapt to your needs.

With Birdsall, you're backed by strength, not stretched thin.



Birdsall Experience

Birdsall has deep experience in heat networks and HIU optimisation. We currently maintain over ... thousand homes across the capital.

Our experience spans multiple HIU brands and system architectures, giving us the practical insights to tackle real-world challenges.

We've seen what works, what breaks, and what drives value. Our reputation is built on trust, technical excellence, and measurable results.

When you work with Birdsall, you're not just hiring a contractor, you're partnering with proven expertise.



Benefits Snapshot

- ✓ Lower energy bills through optimised HIU performance
- ✓ Fewer breakdowns thanks to proactive maintenance
- ✓ Better tenant satisfaction and reduced complaints
- ✓ Accurate metering and billing for fair cost recovery
- ✓ Improved network efficiency and decarbonisation support
- ✓ Full lifecycle support from install to upgrade
- ✓ Trained engineers with cross-brand expertise
- ✓ Seamless integration with building systems
- ✓ Transparent reporting and actionable insights
- ✓ Scalable support for single or multi-site portfolios.

With Birdsall, you're not just maintaining HIUs you're unlocking their full potential.



Next Steps

Ready to optimise your HIU performance? Whether you're tackling an underperforming network or planning a smarter maintenance strategy, Birdsall is your partner from first step to final fix.

Contact us for a consultation, technical audit, or service proposal tailored to your site. We'll identify opportunities, eliminate inefficiencies, and map out a clear action plan. The sooner we get involved, the faster you'll see results.

Let's make your heat network leaner, smarter, and future-ready, starting today.





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