

Hex Energy

Newsletter

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Welcome to the Latest from Hex Energy

This newsletter brings you the latest updates, insights, and opportunities to engage as we continue driving the transition toward smarter, more sustainable buildings across the UK.

Happy New Year from Hex Energy

We look forward to building on our progress, delivering reliable energy solutions, and supporting a more efficient and sustainable energy future

Wishing you a successful year ahead



Business Development Executive

We're pleased to introduce Aras, our new Business Development Executive, who will be supporting clients across the UK with their heat pump servicing, maintenance, and lifecycle solutions

Aras brings strong experience in developing customer relationships and a real passion for helping organisations get the most out of their renewable energy systems. He'll be working closely with facilities managers, estates teams, and developers to ensure their systems operate efficiently, reliably, and in line with performance expectations

At Hex Energy, we offer:

- Planned & Reactive Maintenance for ground, air and water source heat pumps
- Full system health checks and performance optimisation
- Remote monitoring & diagnostics
- MCS-approved service delivery
- Dedicated support from our Repairs & Maintenance team

We're thrilled to have Aras on board and look forward to the value he'll bring to our clients and partners

Welcome to the team, Aras!



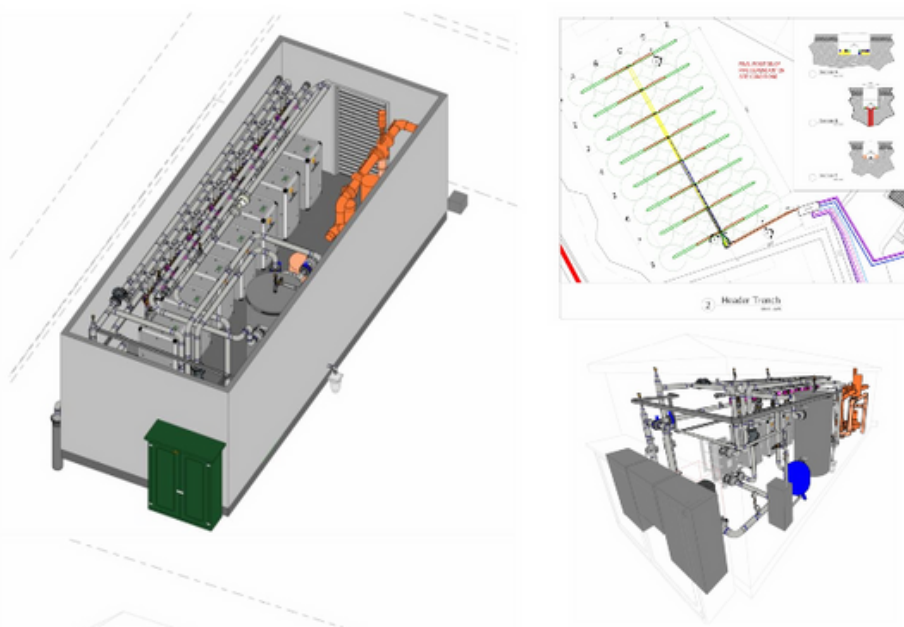
Design Milestone

Hex Energy is proud to have completed the full in-house design and technical drawings for a Department for Education decarbonisation project, supporting the delivery of a 40-borehole ground source heat pump system.

Our in-house team delivered the RIBA design stages, from concept through to detailed technical design, ensuring full control over performance, safety, compliance, and buildability from the outset.

The system is designed to deliver 244kW of low-carbon heating using R290 (Propane) heat pumps, combining high efficiency with ultra-low GWP refrigerant to meet DfE and future F-Gas requirements.

This project highlights Hex Energy's in-house design capability and expertise in delivering robust, future-proof ground source heat pump solutions for the education sector.



Borehole Pump Replacement

Hex Energy were called out to service a borehole pumping system that had previously been installed by a third party.

During our site visit, we identified failure of the existing SP95 8 pumps caused by sand ingress, short cycling, and insulation damage. Following a full technical investigation, our engineers designed and implemented a more reliable and energy-efficient solution.

Key Issues Identified

- Insulation failure within the pump cable
- Heat damage to the sine wave filter
- Oversized and inefficient motor selection

Our Solution

We installed a Grundfos SP77 4 (22 kW) pump, providing:

- Reduced energy consumption
- A wider and more efficient operating range
- Minimized short cycling and reduced sand exposure
- Lower capital expenditure and ongoing running costs

The Result

- Improved system reliability
- Extended pump lifespan
- Reduced operating and maintenance costs

