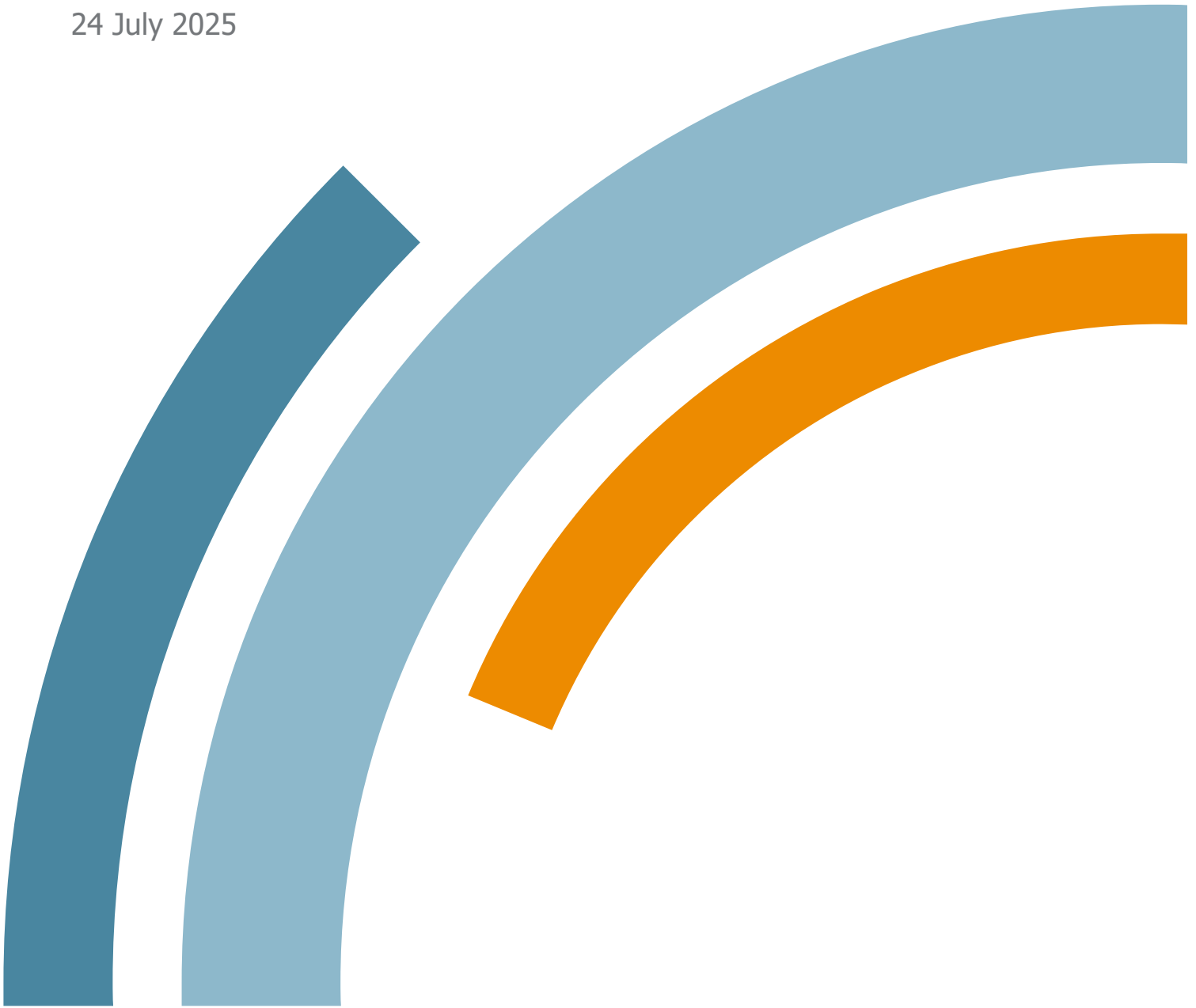




# Commercial and Industrial Air Source Heat Pump Water Heater Product Application Guide

24 July 2025



## Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities, and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

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# Introduction

This guide provides applicants with guidance on how to apply for commercial and industrial heat pump water heaters to be approved so that they are eligible to be installed and create Victorian energy efficiency certificates (VEECs) under the Victorian Energy Upgrades (VEU) program.

## About this guide

This guide provides instructions on how to apply for approval of the following products:

- Commercial and industrial heat pump water heaters (product category 44A(i) – 44A(iii) under the VEU program

Products approved under the VEU program will be listed on the [VEU Register of Products](#)

This guide is divided into the following sections:

- [Section 1](#) provides general information on product applications
- [Section 2](#) provides further detail on the performance criteria and documentary evidence required for commercial and industrial heat pump water heaters.

You should also read the commission's [Application Guide for Product Applicants](#) which provides additional information on:

- the product application and assessment process, including things to bear in mind throughout the process
- some product application functionality
- the VEU Register of Products

## Who should use this guide

You should use this guide if you are:

- applying for commercial and industrial heat pump water heaters to be approved for installation under the VEU program.
- interested in understanding the product application requirements for commercial and industrial heat pump water heaters under the VEU program.

You must hold a VEU account in the [VEU Registry](#) to apply for approval and/or listing of a product. Find out more about creating a VEU account at [www.esc.vic.gov.au/become-veu-accredited](http://www.esc.vic.gov.au/become-veu-accredited).

## Seeking assistance

If you encounter difficulties with your application that cannot be answered using this guide, contact us on (03) 90321310, [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au), or via the Contact Us form in the VEU Registry.

We appreciate the time and effort that businesses put into their applications, and our product officers will endeavour to work with you during the assessment process.

## Legal context for this guide

This guide is a general summary of the relevant parts of:

- the *Victorian Energy Efficiency Target Act 2007* (the VEET Act)
- the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations)
- the Victorian Energy Upgrades Specifications 2018 (the VEU specifications)
- the Victorian Energy Efficiency Target Guidelines (the VEET guidelines)

View the Victorian legislative documents at [www.esc.vic.gov.au/veu-legislation](http://www.esc.vic.gov.au/veu-legislation).

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

# 1. Product requirements

## 1.1. Product criteria and documentation

Products must meet the specified requirements to be listed on the [VEU Register of Products](#) and to be eligible to create VEECs when installed. No deviations from the listed standards will be accepted.

The product categories listed in the VEU Register of Products are prescribed by the VEET Regulations and VEU Specifications, and are a matter for the Department of Energy, Environment and Climate Action.

You must review and familiarise yourself with the product performance and documentation requirements before testing products and submitting product applications. You must submit an independent third-party verification of the product performance against established safety and performance standards, such as a test report from an accredited laboratory.

If you are unable to provide sufficient evidence that a product meets the minimum criteria, the product will not be approved.

Consult the relevant section of the VEET Regulations and VEU specifications, when preparing evidence for your application.

## 1.2. Applying for product to be listed on the VEU Register of Products

Applicants must submit a product application form for the relevant activity and supporting documentation as detailed in Section 2 of this guide.

You should read the Application Guide for Product Applicants for more information on the product application process, including product application fees which may apply.

Product application forms and the guide are available for download from the [commission website](#).

## 2. Product performance and documentation requirements

### 2.1. Product performance criteria

Products are assessed to ensure that they meet the minimum requirements of the VEET Regulations and VEU specifications. The product's performance characteristics are published on the VEU Register of Products. We also publish additional product performance data on the VEU Register of Products, which are not relevant to the calculation of VEECs but which may assist licensed plumbers and builders to identify which products are capable of complying with the Plumbing Regulations 2018 (Vic).<sup>1</sup>

Table 1: Product criteria

Product category number	Product category	Product criteria
44A	Commercial and industrial heat pump water heater	<p>A heat pump water heater that:</p> <ul style="list-style-type: none"><li>• has an average insulated storage volume<sup>2</sup> of:<ul style="list-style-type: none"><li>– more than 700 L; or:</li><li>– greater than 425 L and less than or equal to 700L, where the average heat pump thermal capacity<sup>3</sup> is greater than 20 kW</li></ul></li><li>• is certified to AS/NZS 2712 where relevant.</li></ul> <p>– achieves ≥60% annual energy savings and a minimum delivery temperature of ≥45°C, determined in accordance with the</p>

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<sup>1</sup> With transition to the new VEU registry system, a product's performance specifications will only be able to be viewed in the new system from July 2025.

<sup>2</sup> Average insulated storage volume means the total insulated storage volume (in litres) of a registered product, divided by the number of separate insulated storage volumes for that registered product.

<sup>3</sup> Average heat pump thermal capacity means the total heat pump thermal capacity for the registered product (as determined in appendix B of this document, divided by the number of heat pumps for the registered product.

		<p>calculation method described in Appendix A, when modelled in climate zone HP4-Au for products installed in climate zone 4<sup>4</sup></p> <p>– achieves ≥60% annual energy savings and a minimum delivery temperature of ≥45°C, determined in accordance with the calculation method described in Appendix A, when modelled in climate zone HP5-Au for products installed in climate zone 5</p>
44A <sup>5</sup>	Product warranty requirements	<p>For products with an average insulated storage volume not exceeding 700 litres, the product must be covered by a warranty against defects for a period of at least five years from the date of installation, purchase or supply (as applicable). The warranty must:</p> <ul style="list-style-type: none"> <li>• comply with Australian Consumer Law requirements</li> <li>• include the contact details of who to contact regarding product warranty obligations in Australia in the event of a product failure.</li> </ul>

#### Notes:

- A product does not need to achieve ≥60% annual energy savings across all climate zones to apply for approval. However, it will only be able to claim certificates for installations in climate zones where it has met the ≥60% annual energy savings threshold.
- A reference to AS/NZS standard is a reference to the Australian/New Zealand standard as in force at the time the VEU Specifications 2018 were last published unless a contrary intent is shown.

## 2.2. Supporting evidence

Product applicants will need to complete and submit the Commercial and industrial heat pump water heater product application form as part of a product application via their VEU Registry account.

All supporting documents must specify the product brand and model number. All brands and models must reconcile precisely with the brands and the models on the supporting documents

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<sup>4</sup> Climate zones for a Victorian postcode to be determined in accordance the Location Variable List table in the VEU Specifications 2018

<sup>5</sup> Product warranty requirement applies from 31 March 2025

### 2.2.1. Test Report Requirements

All test reports must be produced by NATA accredited (or equivalent) test laboratories. Australian manufacturers can test their products in their own in-house NATA accredited laboratories.

Tests must be conducted:

- On the products as they are intended to be installed
- To specifications in the associated standards, and in accordance with the latest updates to those standards, and
- Test conditions must be included in the reports provided.

We will accept a representative test report for tanks if the differences between the tested product and the products represented by the report are unlikely to affect the performance of the products. The same principle applies if a prototype product is tested to represent a production unit. If the performance is different between the tested prototype and the production unit, we require test reports for the production unit to confirm the performance of the production unit. This should be further confirmed in a declaration.

### 2.2.2. Manufacturer declaration

Manufacturer declarations are required to reconcile product information in some instances. If supporting documents contain different brands and/or model numbers, the applicant must submit a manufacturer's declaration clearly reconciling the different product brands and/or model numbers used across supporting documents with the brands and model numbers proposed under the schedule. A manufacturer's declaration will not be accepted for AS/NZS 2712 certification, EESS registration or product data plates.

Any supporting document with unexplained model variations will not be accepted.

Where an applicant is required to submit a manufacturer's declaration that includes a comparison of product specifications between the tested model and the model applied for in the application, the comparison should provide detailed information about the specifications listed below and any other specifications which might affect the performance of the components referred to in the declaration.

Product specifications for tanks:

- the insulation material and thickness
- the tank dimensions
- the water container material and wall thickness
- the position of fittings (element, thermostat, and openings for water in and out).

Product specifications related to the heat pump:

- the compressor model – comparison of the performance of the prototype and the production unit
- the evaporator coil area
- the evaporator air flow rate
- the inner diameter of coil tubing
- the length of coil/condenser strip
- the coil tube wall thickness
- type of refrigerant used
- control settings of the unit
- quantity of refrigerant

This information will be used to determine whether a representative test report is acceptable. A product test report will be accepted if the product specifications remain the same since the test.

Note: You do not need to submit modelling outputs for all climates zones for a product when applying for approval.

### **2.2.3. Controller Declaration**

Applicants must submit a controller declaration for each heat pump product model applied for. The declaration needs to contain sufficient detail to describe the operation and control logic of the product. The declaration must be signed by an authorised representative of the company.

A detailed description of the controller algorithm is required, information should include:

- Heat pump control set points
- Modes of operation including default mode and modelled mode
- If present, how and when a booster is used under each mode
- Legionella control method
- User adjustable settings and how they are returned to default (manual/automatic)

### **2.2.4. User Manuals**

Installation and operation manuals must be provided for all products applied for. The manuals should:

- clearly list the brand and model of the product/s within the application
- provide information consistent with other evidentiary documentation
- include sufficient and clear instructions and information for installers and users to be able to install products correctly and operate them as intended.

Table 2: Supporting evidence and naming conventions for commercial and industrial heat pump water heater

Requirement	Documentary evidence	Naming convention and upload format
Use of Commercial and industrial heat pump water heater product application form	<p>You can apply for up to three products under the one application form. Up to 8 products may be included if they all contain a common component</p> <p>Please provide one completed application spreadsheet listing specifications for each model in the current application.</p> <p>Guidelines for completing this application are included in Appendix B.</p>	<p>File name needs to include the date and brand(s):</p> <p>BrandName_YYYYMMDD_ESC.xls  . e.g. for a heat pump water heater from Brand ABC provided on 2 March 2022 the filename would be ABC_20220302_ESC.xls.</p>
Warranty against defects for a minimum period of 5 years (required only for products with an insulated storage volume not exceeding 700 litres) <sup>6</sup>	<p>A copy of the warranty which:</p> <ul style="list-style-type: none"> <li>• is written in language that is easy read and understand</li> <li>• states a minimum warranty period of at least five years from the date of installation, purchase or supply (as applicable)</li> <li>• includes the contact details (name, business address, telephone number, email address (if any) of who to contact regarding product warranty obligations in Australia in the event of a product failure</li> </ul>	<p>PDF document</p> <p>Warranty Brandname_ModelNo.pdf</p>

<sup>6</sup> This warranty requirement applies to heat pump water heater products installed under the program from 31 March 2025.

- complies with the Australian Consumer Law (Victoria), including stating:
  - what the consumer must do to claim the warranty
  - who will bear the expense of claiming the warranty
  - the following text: “Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

TRNSYS model

TRNSYS model for the product, including deck files<sup>7</sup> and all input and output files.

Guidelines for TRNSYS Modelling are included in Appendix A.

TRNSYS Input (deck), including weather, output, and list files and, if applicable, file describing heat pump performance map.

Brandname\_ModelNo\_ESC\_Z#.lst

<sup>7</sup> Template files supplied by commission upon request. Please email: [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au)

		<p>Brandname_ModelNo_ESC_Z#.DC K</p> <p>Brandname_ModelNo_ESC_Z#.out</p> <p>and if appropriate</p> <p>Brandname_ModelNo_HPMap.dat, where # = 3, 4 or 5. Plus a single copy of the unchanged 'include' file which include any weather files that were used to generate the results</p>
TRNSYS modelling reports (if available)	AS/NZS 4234 / SA/SNZ MP104 reports produced by TRNSYS modellers that include simulations as specified in this document.	<p>PDF document</p> <p>Brandname_ModelNo.pdf</p>
TRNSYS variables list	List of all product variables used in the TRNSYS model.	<p>Commercial and industrial heat pump water heater product application form Up to three products can be included in the excel spreadsheet. File name needs to include the date and brand(s):</p> <p>BrandName_YYYYMMDD_Specific ations.xls.</p>
AS/NZS 2712 certification (only required for products with a storage volume less than or equal to 700L)	AS/NZS 2712 certificate Note that systems with total storage greater than 700L comprised of multiple tanks must still provide certificates for any tanks which are 700L or less.	<p>PDF document</p> <p>Brandname_ModelNo_2712.pdf</p>
Thermal performance of heat pump (COP and Power correlations or Performance map)	<p>Test report: AS/NZS 5125.1 or EN 14511</p> <p>The test report must include all the reporting requirements specified in the standard. For AS/NZS 5125 see Appendix D of this document for additional clarification.</p>	<p>PDF document</p> <p>Brandname_HPunitModelNo_HPPer formance.pdf</p>
Thermal performance of all tanks including electric heated tanks	Test report using:	<p>PDF document</p> <p>Brandname_TankModelNo_TankH eatLoss.pdf</p>

	<ul style="list-style-type: none"> <li>AS/NZS 4692, AS/NZS 4552 or AS/NZS 5263.1.2 for tanks with a storage volume less than or equal to 700L, or</li> <li>AS/NZS 4234 for tanks with a storage volume greater than 700L.</li> </ul>	
Thermal performance of gas fired booster systems	Test report: AS/NZS 5263.1.2 or AS/NZS 4552 including as appropriate; start up capacity, maintenance rate, pilot gas consumption, burner capacity, thermal efficiency, and standby energy consumption.	<p>PDF document</p> <p>Brandname_ModelNo_GasBooster Performance.pdf</p>
Pump specifications	Pump test report, including measured flow rate and power in standard configuration, if not included in AS/NZS 5125.1 test report. For variable flow systems include a description of the flow rate control algorithm.	<p>PDF document</p> <p>Brandname_PumpModelNo_Pump Performance.pdf</p>
Heat Exchanger specifications	Test report or technical data sheet.	<p>PDF document</p> <p>Brandname_HXModelNo_HXPerformance.pdf</p>
Controller specifications	Description of the thermostat, heat pump and/or pump controller algorithm and set points. Must include explanation of legionella control method. (As described in section 2.2.3)	<p>PDF document</p> <p>Brandname_Controller ModelNo_ControlLogic.pdf</p>
Schematic of the system and bill of materials	Schematic diagram including all relevant control valves and flow meter if appropriate, heat pump flow and return pipes and sensor locations. Parts list including insulation included or specified for piping etc.	<p>PDF document</p> <p>Brandname_ModelNo_Schematic.pdf</p>

Dimensioned diagram of the tank	Dimensioned inner tank drawing including cold inlet and hot outlet positions, element position ( <i>if fitted</i> ), flow and return positions for all energy sources including heat pump and booster heater (if appropriate), and temperature sensor location(s). It is preferable to provide the volume above each of these locations in a table within the drawing.	PDF document  Brandname_TankModelNo_Dimension.pdf
Photograph of relevant data plate(s)	Photo of the product data plate for integrated heat pumps. For split or separate heat pumps photo of the tank data plate and heat pump unit data plate. Any other component data plates, including but not limited to circulating pump, heat exchanger and booster heaters.	PDF document  Brandname_TankModelNo_DataPlate.pdf  Brandname_SystemModelNo_DataPlate.pdf  Brandname_HPunitModelNo_DataPlate.pdf  Brandname_PumpModelNo_DataPlate.pdf  Brandname_HXModelNo_DataPlate.pdf  Brandname_BoostHeaterModelNo_DataPlate.pdf

# Appendix A: Annual energy use calculation method for commercial and industrial heat pump water heaters

## 1. Method Outline

Modelling must be conducted in accordance with AS/NZS 4234 and SA/SNZ MP 104 with the following variations:

Using the TRNSYS computer modelling package and the software extensions TRNAUS15 V24.6 (or later), format the TRNSYS deck files<sup>8</sup> as set out in [Section 3](#) of this appendix.

1. Calculate the annual electrical energy use (*HPE<sub>lec</sub>*), and the annual gas energy use (*HPG<sub>Gas</sub>*), (if applicable, such as for gas boosted heat pump water heater systems), using the following TRNSYS input parameters:
  - a) The following daily load profile, and weekend multiplier shall be used to define the daily energy delivery (*dyengy*) and load draw-offs (*ldflw*):

UNIT 14 TYPE 14 Daily Load Profile

PARAMETERS 48

0, 0.025    2, 0.025

2, 0.025    4, 0.025

4, 0.05    6, 0.05

6, 0.08    8, 0.08

8, 0.08    10, 0.08

10, 0.04    12, 0.04

12, 0.04    14, 0.04

14, 0.04    16, 0.04

<sup>8</sup> Template files supplied by commission upon request. Please email: [veu@esc.vic.gov.au](mailto:veu@esc.vic.gov.au)

16, 0.03 18, 0.03  
18, 0.03 20, 0.03  
20, 0.03 22, 0.03  
22, 0.025 24, 0.025

UNIT 11 TYPE 14 Weekend Multiplier

PARAMETERS 8

0, 1.17 120, 1.17

120, 0.575 168, 0.575

\*Seasonal daily energy delivery - varies month to month

$dyengy = [13,1] * [11,1] * ComPeakLoad$

\*Commercial systems mass flow rate for 1 h load flow period in kg/h

$ldflw = dyengy * [14,1] / (TLOAD - Tcold) / 0.00418$

Note: [13,1] is the seasonal load pattern, TLOAD = 45°C, and Tcold is the cold water temperature, as defined in AS/NZS 4234. ComPeakLoad is the peak daily winter load as defined by the TRNSYS modeler (in the deck file), such that the system meets the performance requirements (see item 3. below).

- Heat pump water heaters shall be rated for each climatic zone, HP4-Au or HP5-Au as specified in AS/NZS 4234, for which certificates are to be claimed. The weather data to be used for each climatic zone is supplied with the deck and include files.
- b) If drinking water is to be supplied and a temperature control strategy is used to inhibit the growth of legionella, the modelling of the product shall show compliance with the legionella control requirements specified in AS 3498, or other applicable legislation.
- c) Tank heat loss for a storage tank must be determined in accordance with:
  - AS/NZS 4692, AS 4552 or AS/NZS 5263.1.2, for individual tanks with a capacity less than or equal to 700L; or
  - AS/NZS 4234:2021 Appendix E for individual tanks with a capacity greater than 700L.
- d) Heat pump performance must be determined in accordance with AS/NZS 4234, SA/SNZ MP 104 and AS/NZS 5125.1 with the following variations:

- *Power* and *COP* can be defined either via the AS/NZS 5125.1 *Power* and *COP* correlation functions, or via a set of EN 14511 (and EN 14825 for variable speed compressors) performance results which form performance maps of *Power*, *COP* and/or capacity (two out of three) as functions of air and water temperature. The remaining variable (capacity (*Q*), *COP* or *Power*) is then defined by the equation  $Q = COP \times Power$  (kW).
- If the AS/NZS 5125.1 *Power* and *COP* correlation functions are used:
  - For test tanks with a capacity greater than or equal to 700L, a tank heat loss calculation in accordance with AS/NZS 4234 can be used for the AS/NZS 5125.1 calculations of heat pump capacity, rather than the tank heat loss tested to AS 4692.
  - Large stand-alone heat pumps with large storage tanks may be tested according to the modifications to AS/NZS 5125.1 specified in AS/NZS 4234 (Energy produced by the test unit may be measured with a flow meter and temperature sensors on the inlet and outlet of the unit).
  - For heat pumps containing variable speed compressors, the *COP* and *Power* functions must be modified as specified in AS/NZS 4234. A template TRNSYS deck implementing this for a PV powered heat pump water heater is provided with AS/NZS 4234.
- If EN 14511 (and EN 14825 for variable speed compressors) performance results are used to create performance maps of *Power*, *COP* and/or capacity (two out of three) as functions of water and air temperatures, the performance results must:
  - Include sufficient test points to enable the ESC to ensure that the performance map provides a representation of the heat pump over all its operating range.
  - Include at least one water temperature greater than or equal to the maximum water temperature required during normal operation (typically the thermostat temperature, such as 60°C). This is to ensure that the TRNSYS model does not extrapolate thermal performance above the measured water temperature. It is recommended that additional water temperatures are also tested as defined by the manufacturer, such as the low (35°C), intermediate (45°C), medium (55°C) and high (65°C) water temperatures specified in EN 14511, to improve the accuracy of the heat pump performance map provided.

- Be tested against the following three outdoor air conditions:
  1. The standard rating condition (7°C DB, 6°C WB) as defined in EN 14511.
  2. For Class A<sup>9</sup> products, the condition (2°C DB, 1°C WB), or, for Class B products, the lowest outdoor air condition at which the heat pump can operate, with a wet bulb temperature that is between 1 and 2.5 degrees less than the dry bulb temperature (e.g. 5°C DB, 4°C WB).
  3. Either the EN 14511 higher temperature test condition (12°C DB, 11°C WB) or the AS/NZS 5125.1 test condition 2 (18-20°C, DP 11-14°C), to ensure that the low temperature behaviour between this point and the lowest test condition is accurately captured.

Additionally, to improve the accuracy of the heat pump performance map, it is recommended that additional testing is undertaken at air temperatures, defined by the manufacturer/supplier, such as AS/NZS 5125.1 test conditions 2 (18-20°C, DP 11-14°C) and 3 (30-34°C, DP 14-18°C).

For heat pumps containing variable speed compressors, the *COP* and *Power* performance maps evaluated in accordance with EN 14511 must be modified as a function of the compressor speed or heating capacity based on either additional testing in accordance with EN 14825, or a default table of *Power* and *COP* adjustments provided within AS/NZS 4234. A template TRNSYS deck implementing this for a PV powered heat pump water heater is provided with AS/NZS 4234.

- If using EN 14511 (and EN 14825 for variable speed compressors) results, a low temperature operation penalty is not required, however, an additional set of data points for the performance map must be calculated by linearly extrapolating the result for the rating condition and the low temperature test condition to the lowest air temperature required for the simulation. This is to prevent the performance values from the low temperature test condition being used directly for temperatures below this point.
- A performance map based on AS/NZS 5125.1 results is not suitable for use.
- Standby power consumption must be tested in accordance with either AS/NZS 5125.1 or EN 14511 and included in the TRNSYS model.
- Water pump performance must be separately included in the TRNSYS model if a water pump is used, unless it has clearly been included in the AS/NZS 5125.1

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<sup>9</sup> as defined in AS/NZS 5125.1:2014 Clause 5.2

correlation functions. It must be evaluated to give power consumption (W) as a function of fluid flow rate (L/min), over the complete range of control parameters, in accordance with AS/NZS 4234.

- Where units are modular in design, the test data from one module may be applied to systems comprised of multiple identical modules.

e) The modelled lengths of piping shall be based on the following:

- For a stand-alone heat pump, the length of piping between the heat pump and the tank shall be the manufacturer's specification or 5m (each way), whichever is larger.
- For a pre-heat tank with series boosting, the length of piping between the pre-heat tank and the series auxiliary booster or finishing tank shall be the manufacturer's specification or 10m, whichever is the larger. If the auxiliary booster is integral with the pre-heat tank, then the actual pipe lengths shall be used.
- If the finishing tank is heated by a recirculating instantaneous auxiliary booster, the length of piping between the finishing tank and booster shall be the manufacturer's specification or 2m (each way), whichever is larger.
- The diameter of all connecting piping shall be equal to the manufacturer's specifications.
- If manufacturer's specifications for the thermal conductivity of the pipe insulation are provided, then those specified values are to be used. If no specifications are provided, then the default values of 0.06 W/mK shall be used for closed cell foam insulation and 0.1 W/mK for rubberised insulation or polytube or fibre insulation.

f) The heat pump must only be modelled as operating at air temperatures within its declared operating range, which must be evidenced by the manufacturer's documentation.

g) All other input parameters and control strategies must be those used in the actual heat pump water heater, subject to modification by [Section 2](#) of this appendix, and must be consistent with those supplied in the product application form.

- Select a peak daily winter load, *ComPeakLoad*, for each climate zone in accordance with the scale of the installation. The loads should be such that the heat pump water heater achieves at least 60% annual energy savings and a minimum delivery temperature of 45°C for each zone in which certificates are to be created.
2. The percentage energy savings for the purpose of defining the peak daily winter load shall be calculated using the following equation:

$$\text{Energy Savings (\%)} = \frac{\text{RefElec} - \text{HPElec} - \text{HPGas}}{\text{RefElec}} \times 100$$

where *RefElec* = the reference annual electrical energy use, as defined in item 3, (GJ/a).

*HPElec* = the annual electrical energy use of the heat pump water heater, as calculated in item 2, (GJ/a).

*HPGas* = the annual gas energy use of the heat pump water heater, as calculated in item 2 (GJ/a).

3. Determine the reference annual electrical energy use, *RefElec*, (GJ/a) of an electric reference water heater supplying the same hot water load, as follows:

- a) The heat loss from the reference system shall be 5% of the hot water load, therefore use a factor of 1.05.
- b) The average seasonal load multiplier to be used is 0.905.
  - Multiply number of a days in a year (365) by average seasonal load multiplier (0.905), by heat loss factor percentage (1.05) by the peak daily winter load, *ComPeakLoad*.

$$\text{RefElec} = 365 \times 0.905 \times 1.05 \times \text{ComPeakLoad}$$

4. Results must be recorded in the Commercial and industrial heat pump water heater product application form available <http://www.esc.vic.gov.au/veu-product-applicants>. A separate row must be used for each system.

Peak Daily Winter Load, *ComPeakLoad*, Annual Electrical Energy Use, *HPElec* and Annual Gas Energy Use, *HPGas*, should be entered with a precision of four significant figures. The final result of “annual purchased energy savings (%)” is published with a precision of two significant figures.

## 2. TRNSYS Modelling Guidelines

These TRNSYS Modelling Guidelines specify the format and structure required for the TRNSYS deck files, and the default values to be used in certain circumstances. They must be adhered to in using the method specified above in [Section 1](#) and [Section 2](#) of this appendix.

### Deck Layout

- All Include Files shall be at the top of the deck immediately after the SIMULATION statement and the timestep shall be 0.02h or less.
- The chosen time step shall be an exact divisor of the shortest load draw off period.
- The TOLERANCE statement shall be 0.005, 0.005 or less for relative tolerances.
- Each load draw-off event shall be applied over a period of 1h for commercial and industrial heat pump water heaters.

- Use the template deck structure supplied by the commission, unless the commission approves otherwise in writing. Except for the product parameters, the template decks shall be used without modification unless the product has features not covered by the example decks. There are different template decks for different types of heat pump water heaters.
- Files supplied with the deck files shall not be modified.
- All constants shall be towards the top of the deck.
- All product parameters used in the deck file shall be consistent with the values provided in all supporting documentation,
- The output, list and other output file names shall be the same as the deck name except for the file type.
- The output printers in the example decks shall not be modified. Additional printers may be used if required.

### Simulation Display

- Simulation output: A TYPE 25 printer shall be included in the deck. This shall output the following results: the zone, peak daily winter load, percent energy savings, heat pump water heater annual electrical energy use, heat pump water heater annual gas energy use, minimum delivery temperature, time at which minimum delivery temperature occurs, annual energy delivered below 45°C.
- Energy balance: A monthly energy balance in a TYPE 28 output unit shall be included in the deck. This shall include a full system energy balance i.e. heat pump input + boosting + pump input – load – pipe losses – tank losses – change in internal energy.
- Runtime graph: A runtime graph (TYPE65) shall be included in each deck showing at least: Hot water delivery temperature, heat pump inlet temperature, heat pump outlet temperature, load.

### Controller Settings

The logic included in the TRNSYS model must match the control logic described in the controller declaration document.

### Piping models

All piping shall be modelled using the TYPE 31 pipe routine.

### Instantaneous gas heater defaults

- If an instantaneous gas booster has not been assessed for electric power consumption during standby under AS 4552 or AS/NZS 5263.1.2, then a value of 10W shall be used. If the electrical power consumption during burner operation is not available, then a value of 50W shall be used.

- If the startup heat loss has not been assessed under AS 4552 or AS/NZS 5263.1.2, then a default value of 0.5MJ shall be used.
- AS 3498 requires water heating to a minimum of 70°C for a preheat system with an inline instantaneous gas booster when the preheat tank temperature is less than 55°C. If a gas booster trigger temperature less than the gas booster set point temperature is used, then specifications for the gas booster control logic shall be provided. If specifications for the gas booster control logic are not provided, the trigger temperature used for rating purposes shall be equal to the gas booster set point temperature at all times.

### Stratification option for pumped circulation tanks

- For finishing tanks where the water temperature is heated with a separate pumped recirculation loop, “Uncontrolled flow pumped circulation” shall be assumed unless:
  - the return from the recirculation booster loop to the tank is in the top 2/3 of the tank; and
  - the recirculation flow rate is below 1 L/min per kW thermal power added by the external booster; and
  - the booster tank recirculation water turnover rate is less than 1 tank volume per hour.
- For all other tanks and/or energy sources, thermal stratification of the storage tank must be modelled as per AS/NZS 4234. For storage tanks with more than one energy source, both must satisfy the stratification criteria in order for a controlled flow (stratified) model to be used.
- For a storage tank modelled with uncontrolled flow, set Mode60 = 2 in the TRNSYS deck, and set the number of tank derivatives to 10 as follows.

```
Mode60 = 2
...
derivatives 10
60 60 55 55 50 50 45 45 40 20
```

- For a storage tank modelled with controlled flow, set Mode60 = 1 in the TRNSYS deck, and set the number of tank derivatives to 20 as follows.

```
Mode60 = 1
...
derivatives 20
60 60 55 55 50 50 45 45 40 40
```

## Dip tubes

For a tank with dip (or snorkel) tube, the heat transfer between the stored tank water and the water flowing inside the dip tube is usually small compared to the heat capacitance rate of the water flowing through the tube. In this case the temperature of the water supplied to the heat pump inlet pipe, or the load, shall be the tank temperature at the dip (or snorkel) tube inlet (not its connection to the tank). Evidence of any dip (or snorkel) tubes must be included in tank drawings supplied.

## Units

The units system used in TRNSYS is m, kg, h and kJ. All energy transfer rate parameters must be converted from W to kJ/h (multiply Watts by 3.6 to get kJ/h).

## Heat Pump sensor location

The tank is modelled as a stratified tank with 10 or 20 nodes of equal height dividing up the tank volume. The tank node corresponding with the position of the heat pump control sensor must be calculated and updated in the TRNSYS deck input file.

The numbering of tank nodes may vary depending on the type of tank used in the model. Ensure that any sensor locations are located correctly by following the instructions provided for that tank type in either the TRNSYS manual or the TRNAUS manual.

## Heat Pump Performance Data

- If the heat pump unit has been tested according to AS/NZS 5125.1, use either of the following templates:
  - Integral\_HP\_commercial\_2024\_rev2.DCK
  - (for integral heat pumps)
  - HP\_commerical\_Standalone\_5125\_rev2.dck (for stand-alone heat pumps)
- Power and COP coefficients are to be taken from the AS/NZS 5125.1 test report.
- For stand-alone heat pumps, ensure that the temperature difference between the water and ambient (( $T_{in}-T_{amb}$ ) or ( $T_{ave}-T_{amb}$ )) corresponds with the set of Power and COP coefficients used, and the equation in the “Heat pump” section of the TRNSYS input file is consistent with this.

\*heat pump average temperature

$$T_{ave} = ([12,1]+[22,1])/2$$

$T_{in} = [12,1]$

\*Use  $(T_{in} - T_{amb})$  OR  $(T_{ave} - T_{amb})$  for  $dT1$  as per AS/NZS5125 test report

$dT1 = T_{in} - T_{amb}$

- If the heat pump unit has been tested according to EN 14511, then use one of the TRNSYS templates utilising the Type 42 air-to-water heat pump component. This includes all templates except the “HP\_integral\_5125.dck” and “HP\_standalone\_5125.dck”, which use testing from AS/NZS 5125.1.

Required heat pump performance data is heating capacity, and power consumption. Data can be provided for up to 10 ambient air temperature points, and up to 5 entering water temperature points. Performance data will be linearly interpolated between points during the simulation, but no extrapolation will occur. Conditions outside the range of provided data will be at the constant value of the outer limit.

If the lowest air temperature tested is above the minimum air temperature in the weather files, an additional set of data points must be provided manually, using linear extrapolation for each water temperature, based on the lowest two ambient temperature data points, to calculate the heat pumps performance at the minimum air temperature required for modelling, which is below the low temperature test point conditions.

In the tables below, an example for capacity ( $C(T_{ambient}, T_{water})$ ) and power ( $P(T_{ambient}, T_{water})$ ) and resulting data file format is shown. The ambient and water temperature points do not need to be equally spaced, but data must be provided for the ranges:

$T_{w,min} \leq \text{Entering water temperature} \leq T_{w,max}$

$T_{a,min} \leq \text{Ambient air temperature} \leq T_{a,max}$

where  $T_{w,min}$  is the minimum tested water temperature;

$T_{w,max}$  is the maximum tested water temperature;

$T_{a,max}$  is the maximum tested air temperature; and

$T_{a,min}$  is the minimum air temperature in the weather files for the zone(s) in which incentives are going to be claimed (the minimum across all weather files).

Table 3: Heat capacity data for a map of ambient and entering water temperatures

Entering Water Temp (°C)	Ambient air temperatures (°C)									
	-5	0	5	10	15	20	25	30	35	40
20	C(20,-5)	C(20,0)	C(20,5)	C(20,10)	C(20,15)	C(20,20)	C(20,25)	C(20,30)	C(20,35)	C(20,40)
30	C(30,-5)	C(30,0)	C(30,5)	C(30,10)	C(30,15)	C(30,20)	C(30,25)	C(30,30)	C(30,35)	C(30,40)
40	C(40,-5)	C(40,0)	C(40,5)	C(40,10)	C(40,15)	C(40,20)	C(40,25)	C(40,30)	C(40,35)	C(40,40)
50	C(50,-5)	C(50,0)	C(50,5)	C(50,10)	C(50,15)	C(50,20)	C(50,25)	C(50,30)	C(50,35)	C(50,40)
60	C(60,-5)	C(60,0)	C(60,5)	C(60,10)	C(60,15)	C(60,20)	C(60,25)	C(60,30)	C(60,35)	C(60,40)

Table 4: Power consumption data for a map of ambient and entering water temperatures

Entering Water Temp (°C)	Ambient air temperatures (°C)									
	-5	0	5	10	15	20	25	30	35	40
20	P(20,-5)	P(20,0)	P(20,5)	P(20,10)	P(20,15)	P(20,20)	P(20,25)	P(20,30)	P(20,35)	P(20,40)
30	P(30,-5)	P(30,0)	P(30,5)	P(30,10)	P(30,15)	P(30,20)	P(30,25)	P(30,30)	P(30,35)	P(30,40)
40	P(40,-5)	P(40,0)	P(40,5)	P(40,10)	P(40,15)	P(40,20)	P(40,25)	P(40,30)	P(40,35)	P(40,40)

50	P(50,-5)	P(50,0)	P(50,5)	P(50,10)	P(50,15)	P(50,20)	P(50,25)	P(50,30)	P(50,35)	P(50,40)
60	P(60,-5)	P(60,0)	P(60,5)	P(60,10)	P(60,15)	P(60,20)	P(60,25)	P(60,30)	P(60,35)	P(60,40)

The data from these tables must be normalised by the rated capacity and rated power at a selected rating ambient air temperature,  $T_{a\_rate}$ , and rating entering water temperature,  $T_{w\_rate}$ .

$$\bar{C}(T_{water}, T_{ambient}) = \frac{C(T_{water}, T_{ambient})}{C(T_{w\_rate}, T_{a\_rate})}$$

$$\bar{P}(T_{water}, T_{ambient}) = \frac{P(T_{water}, T_{ambient})}{P(T_{w\_rate}, T_{a\_rate})}$$

Data file input format (example file “HP\_Data.dat”):

20 30 40 50 60 !entering water temperatures

-5 0 5 10 15 20 25 30 35 40 !ambient temperatures

$\bar{C}(20, -5)$   $\bar{P}(20, -5)$  ! normalised capacity and power at 20C entering water, -5C ambient

$\bar{C}(20,0)$   $\bar{P}(20,0)$  ! normalised capacity and power at 20C entering water, 0C ambient

$\bar{C}(20,5)$   $\bar{P}(20,5)$  ! normalised capacity and power at 20C entering water, 5C ambient

..... (skipped lines)

$\bar{C}(20,40)$   $\bar{P}(20,40)$  ! normalised capacity and power at 20C entering water, 40C ambient

$\bar{C}(30, -5)$   $\bar{P}(30, -5)$  ! normalised capacity and power at 30C entering water, -5C ambient

$\bar{C}(30,0)$   $\bar{P}(30,0)$  ! normalised capacity and power at 30C entering water, 0C ambient

..... (skipped lines)

$\bar{C}(30,40)$   $\bar{P}(30,40)$  ! normalised capacity and power at 30C entering water, 40C ambient

..... (skipped lines)

$\bar{C}(60,40)$   $\bar{P}(60,40)$  ! normalised capacity and power at 60C entering water, 40C ambient

Save the performance data file as “Brandname\_ModelNo\_HPMap.dat”.

### **In-direct systems**

Choose the ExternalHX TRNSYS template deck file. The user must define the UA value of the external heat exchanger between the storage tanks and the load supply. The default overall heat transfer coefficient for water-water HX is 1000 W/m<sup>2</sup>/K. The user may change this value with supporting evidence, and also provide the heat exchanger area.

## Appendix B: Guidelines for completing your Product Application Form

All values provided in the product application form must be consistent with supporting documentation provided, and the following definitions.

- Refrigerant and refrigerant charge(kg): These must be as specified on the heat pump nameplate(s). For systems containing multiple heat pumps with different refrigerants, all refrigerants should be listed, and the refrigerant charge specified as the sum of the individual refrigerant charges (write the details into the application form as “=1 + 2 + 3 + 4”). The GWP should then be specified as the mass weighted average of the individual GWPs (“=(1 x GWP1 + 2 x GWP2 + 3 x GWP3 + 4 x GWP4)/(1 + 2 + 3 + 4)”). The values of GWP are listed in Appendix C.
- Pre-heat vs finishing tank: For systems with a clear separation of HP heating, then boost heating, the pre-heat tank(s) are those heated by the HP only, and the finishing tanks are those heated by booster heaters. For systems where boosting occurs in the primary tank, use the “Pre-heat” tank columns to specify data, and set the Finishing tank values to 0.
- Total heat pump thermal capacity (kW): The sum of the individual heat pumps’ thermal capacities, where the thermal capacity of a heat pump is defined as the thermal output determined at the following conditions and rounded to the nearest 0.1 kW.:  
Tdb = 20°C; Tw = 20°C; Tdp = 12.5°C; and Twet = 15.4°C  
This may be calculated as:  
Thermal capacity = COP x Power  
where COP and Power are calculated for the conditions above using Equations 4.4 and 4.5 from AS/NZS 5125.1. For products tested to EN14511, the point C(20,20) in table 3 capacity performance map in this Application Guide may be used.

## Appendix C: AS/NZS 5125 reporting requirements

When testing heat pump water heaters, Appendix F of AS/NZS 5125 specifies the minimum data reporting required in the test report. Test reports must have Coefficient of Performance (COP) and power graphs that are consistent with the values submitted in the TRNSYS modelling.

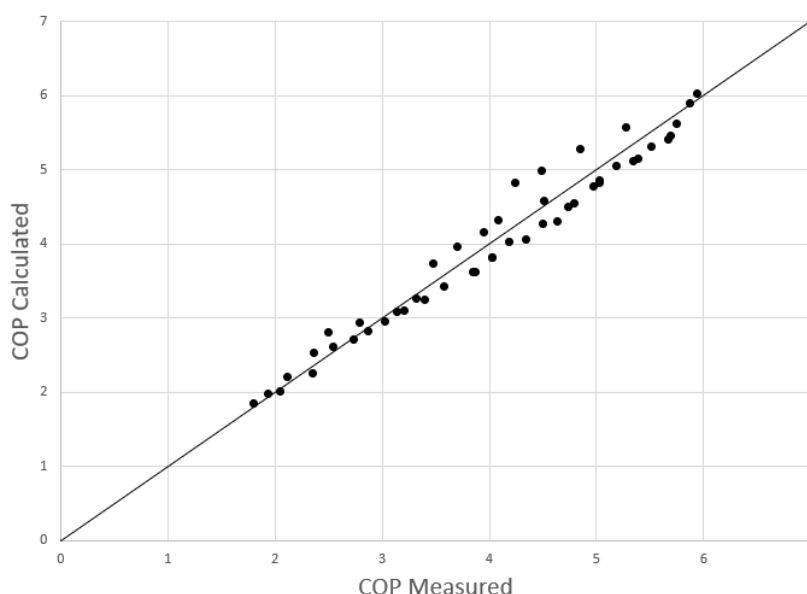
Test reports should include the “Start and Finish Point Measured Data” from the test to show the end temperature of the test and prove the heat pump can heat up water temperature appropriately.

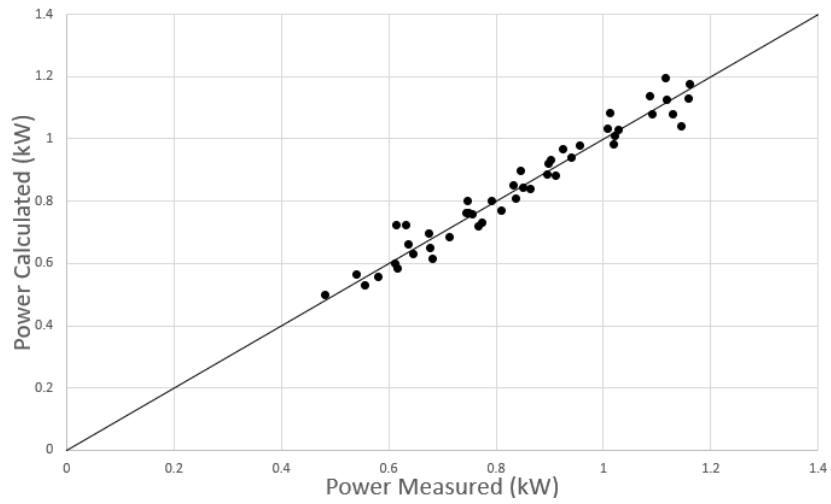
Please note:

Clause F6.2 of AS/NZS 5125 requires graphs of measured values(test) against the values established through regression analysis are included in the report. Measurements should be linear. The regression must be a reasonable representation of actual performance. If there are any outliers or significant differences this must be clearly explained in the test report. The graphs must show appropriate behaviour for the products submitted.

Where issues are found, further information, such as test data from the laboratory may be requested. In some circumstances products may need to be retested or we may request the application to be withdrawn.

Examples are shown below.





## Appendix D: List of refrigerant global warming potentials (GWP)

Table 5: List of refrigerant types with global warming potentials (GWP) values<sup>10</sup>

Refrigerant Type	Substance name/HFC Blend	GWP	Refrigerant Type	Substance name/HFC Blend	GWP
R-1234yf	HFO-1234yf	5	R-404A	HFC-404A	3922
R-1234ze(E)	HFO-1234ze	5	R-407A	HFC-407A	2107
R-125	HFC-125	3500	R-407B	HFC-407B	2804
R-1270	HC-1270	5	R-407C	HFC-407C	1774
R-12A	HC-12A	5	R-407D	HFC-407D	1627
R-134A	HFC-134A	1430	R-407E	HFC-407E	1552
R-143A	HFC-143a	4470	R-407F	HFC-407F	1825
R-152A	HFC-152a	124	R-407G	HFC-407G	1463
R-170	HC-170	5	R-41	HFC-41	92
R-227EA	HFC-227EA	3220	R-410A	HFC-410A	2088
R-22A	HC-22A	5	R-410B	HFC-410B	2229
R-23	HFC-23	14800	R-413A	HFC-413A	2053
R-236CB	HFC-236CB	1340	R-417A	HFC-417A	2346
R-236EA	HFC-236EA	1370	R-417B	HFC-417B	3027
R-236FA	HFC-236FA	9810	R-417C	HFC-417C	1809
R-245CA	HFC-245CA	693	R-419A	HFC-419A	2967
R-245FA	HFC-245FA	1030	R-419B	HFC-419B	2384
R-290	HC-290	3	R-421A	HFC-421A	2631
R-32	HFC-32	675	R-421B	HFC-421B	3190
R-365MFC	HFC-365MFC	794	R-422A	HFC-422A	3143

<sup>10</sup> Sources: [Intergovernmental Panel on Climate Change \(IPCC\) fourth assessment report, 2007](#) and [the Department of Agriculture, Water, and the Environment website](#)

Refrigerant Type	Substance name/HFC Blend	GWP
R-422B	HFC-422B	2526
R-422C	HFC-422C	3085
R-422D	HFC-422D	2729
R-422E	HFC-422E	2592
R-423A	HFC-423A	2280
R-424A	HFC-424A	2440
R-425A	HFC-425A	1505
R-426A	HFC-426A	1508
R-427A	HFC-427A	2138
R-428A	HFC-428A	3607
R-429A	HFC-429A	13
R-430A	HFC-430A	94
R-43-10MEE	HFC-43-10MEE	1640
R-431A	HFC-431A	36
R-434A	HFC-434A	3245
R-435A	HFC-435A	26
R-437A	HFC-437A	1805
R-438A	HFC-438A	2264
R-439A	HFC-439A	1983
R-440A	HFC-440A	144
R-442A	HFC-442A	1888
R-444A	HFC-444A	87
R-444B	HFC-444B	293
R-445A	HFC-445A	129
R-446A	HFC-446A	459
R-447A	HFC-447A	582
R-447B	HFC-447B	739
R-448A	HFC-448A	1386

Refrigerant Type	Substance name/HFC Blend	GWP
R-449A	HFC-449A	1396
R-449B	HFC-449B	1411
R-449C	HFC-449C	1250
R-450A	HFC-450A	601
R-451A	HFC-451A	146
R-451B	HFC-451B	160
R-452A	HFC-452A	2139
R-452B	HFC-452B	697
R-452C	HFC-452C	2219
R-453A	HFC-453A	1765
R-454A	HFC-454A	236
R-454B	HFC-454B	465
R-454C	HFC-454C	145
R-455A	HFC-455A	145
R-456A	HFC-456A	684
R-457A	HFC-457A	136
R-458A	HFC-458A	1650
R-500	HFC-500	8077
R-502A	HC-502A	5
R-503	HFC-503	14560
R-507A	HFC-507A	3985
R-508A	HFC-508A	13214
R-508B	HFC-508B	13396
R-512A	HFC-512A	189
R-513A	HFC-513A	629
R-513B	HFC-513B	593
R-515A	HFC-515A	386
R-600	HC-600	5

Refrigerant Type	Substance name/HFC Blend	GWP
R-600a	HC-600a	3
R-601A	HC-601a	5
R-717	HC-717	0
R-744	HC-744	1

## Document version control

Version	Amendments made	Date published
1.0	First release	1 February 2022
1.1	Update to incorporate application of water heating products for NSW's Energy Saving Scheme	1 April 2022
1.2	Updated test conditions under the standard EN 14511 and introduced additional low temperature test conditions	6 September 2022
1.3	Update to: <ul style="list-style-type: none"> <li>• reflect change in activity scenario numbers in VEU Specifications – 15.0</li> <li>• provide further clarification on accreditation requirements of laboratories.</li> <li>• clarify requirements for AS/NZS 5125 test reports.</li> </ul>	29 June 2023
1.4	Update to introduction of product warranty requirements for certain water heating products (as per VEU Specifications V 18.0)	12 December 2024
1.5	Update to product warranty requirement to reflect VEU Specifications 19.1 release	18 February 2025
2.0	Updates to reflect transition to new VEU Registry system and removal of NSW application process	3 June 2025
2.1	Update to reflect changes to product requirements in Specifications 20	24 July 2025