

## Harlequin HeatStream Case Study

### About Harlequin MFG



Harlequin Manufacturing has come a long way from its beginnings as a pioneer in the production of plastic coal bunkers and oil tanks. It remains very proud of its roots as a UK-based family run manufacturing business which is today considered one of Europe's leading tank manufacturers selling to over 20 countries worldwide. The company established, in 1981, specialises in rotationally moulded plastic products such as fuel, oil, water and waste water tanks and systems.

### Introduction to the product



Since innovation has always been at the forefront of the company's agenda, success in hot water storage systems was assured when Harlequin brought into the company one of foremost experts in hot water storage with a brief to produce a new improved hot water storage system for UK and European markets.

The company conducted extensive research and found that modern vented Thermal Store hot water systems are growing in popularity but often have significant operational or performance compromises when compared to the traditional unvented systems more commonly found in UK properties. Several stages of research and development were undertaken over the last 4 years to arrive at the revolutionary concept of a square, plastic, highly-insulated, vented hot water system that delivers mains pressurised hot water without operational or performance compromises. Simply put it's a vented system that can outperform many unvented systems. Launched as a ground-breaking advancement in hot water storage last year, we would like to think of the Harlequin HeatStream as a hybrid. It's vented but produces mains-pressurized hot. It shares most of its DNA with a Thermal Store but performs like a traditional unvented cylinder, and requires none of the normal equipment associated with an unvented cylinder.

According to Laurance Coey, Managing Director, Harlequin Manufacturing Ltd. *"There's nothing like this in the UK at the moment, Harlequin firmly believe that the benefits of our design provide*

*our customers with a safe, simple to install product with market leading hot water delivery performance and insulation rating”.*

The HeatStream comes in a range of sizes, from 150 to 250 litre models available in Direct, Indirect and Twin coil variants which can fulfil any domestic hot water requirement. Direct has two 3kw immersions and ideal for electric only installation or where Economy 7 or similar tariffs are being used. Indirect has a high capacity coil for connection to the primary heat source, and twin has an additional dedicated solar capacity coil in addition to the primary coil. Both Indirect and Twin have 3kw top mounted Immersion heaters as standard. Its 520mmx520mm square footprint is perfect for those applications where space is at a premium, with no requirement for pressure equipment such as a pressure vessel, D3 or similar discharge or even pressure certification. It is a simple, safe, robust, energy efficient and has a long-life with super-fast recovery built to suit modern-day requirements.

We believe that the installer and home owner can get lot of peace of mind with this product. *“The installer is assured of an easy, carefree and simple installation from the time he collects the product to the final system test that he runs for the customer. Home owners and tenants and landlords can be assured of a high-performance hot water system with low maintenance with a product designed to last.”* adds Laurance.

After a successful launch of Harlequin HeatStream in the UK market during 2017, the product has been gaining an ever-growing base of regular users. We have installed a significant number of HeatStream systems and have heard only positive feedback. So, we decided to get more detailed feedback from installers who have fitted our products. Dyno Plumbing based in West London is one of our regular customers and they have installed quite a few of the HeatStream systems. They in fact they have one in their head office. We had a detailed discussion with one of their engineers who has installed our product.

## **About Dyno Plumbing**



We have been working in coordination with, Dyno Plumbing, one of UK's largest plumbing forces and networks of Gas Safe registered engineers. The company has a network of 45 franchisee businesses with over 900 skilled engineers, plus local support teams across the country. They have also joined hands with British Gas and Scottish Gas. British Gas works with Dyno Plumbing to cater to their customers heating and plumbing requirements across the UK.

## Customer Testimonials



**v&vs**  
2 reviews



Published 6 days ago

Reviewer contacted

### Excellent Service

Excellent Service from Raul from Dyno who came to sort out a pipe leak in the loft. Polite, helpful and made sure everything was in working order when he finished. Highly recommend Dyno and great s



Useful



**Matt**  
1 review



Published Wednesday, September 5, 2018

### Highly recommend.

Came out quickly. Excellent communication. Very thorough report to assist with insurance claims. Highly recommend.



Useful



**Nigel Winter**  
1 review



Published Saturday, August 25, 2018

### Recent experience of work by British / Dyno.

I requested a visit from British / Dyno for the following morning and assumed that would probably be too soon to arrange, but within an hour received an e-mail confirming arrangements for the visit. An extremely pleasant guy called Darryl from the Abingdon office turned up as promised and very quickly got down to investigating the problem of 2 leaks through our family room ceiling. Having determined the source of the leaks he carried out the work in a professional and careful manner keeping me informed as he did the work as to what the problems were and the issues involved. I was very impressed with the service and on the basis of this experience I would certainly use British Gas / Dyno again.



Useful





**Alex**  
3 reviews



Published Wednesday, August 1, 2018

### Dyno Abingdon - excellent plumbers

I used Dyno Abingdon for the second time in a year ,this time for an awkward re-route of the cold and water pipes in the kitchen area. Excellent service,fast response, very professional and honest approach,fair price and the plumber did come with excellent suggestions.  
I will definitely use them again.



### Customer challenge and solution

One of the domestic customers of British Gas, living in a one bedroom flat in the ground floor in Battersea area of London, had complained about their vented hot water cylinder splitting. So, the customer needed the hot water cylinder to be replaced with a new one immediately. This customer has a British Gas insurance policy for boiler and heating repairs which covers any repairs or replacements of hot water cylinders. Once the customer places a request with British Gas, they in turn get in touch with their network of plumbing companies, in this case Dyno Plumbing, to fix it. Dyno then sends one of their engineers to do the job. In this case, the customer had a vented hot water cylinder with low pressure. So, the customer wanted a system that can deliver mains-pressurized hot water with very good heat recovery times. The installer recommended installing Harlequin HeatStream and the customer was more than happy to install the product when told that this product could solve his challenges of low pressure and poor heat recovery times. Since the customer had a family of 5, he was keen to have a system with super-fast heat recovery times. The customer was very satisfied with the product and has not come back with any issues after the installation.

### Involvement from Harlequin MFG

The sales team from Harlequin MFG had come to our office to show us how the hot water system works. They explained the product very well and were able to answer all our technical questions. We could contact them if we had any issues. But we really didn't need any help after that.

### Feedback from the installer

The engineer who fitted the product gave us feedback on the pros and cons of Harlequin HeatStream. This is his feedback after his first HeatStream product installation. He has installed 4 more after that.

## The Pros:

- Harlequin HeatStream is very easy to install as all the connections are on the top of the system. He has installed 5 so far and has had no issues with any of the installations.
- The size of the unit is perfect. It easily sits into a standard cupboard.
- Once it is installed, it looks quite neat and tidy. It is also very easy to maintain since it has a plastic body.
- It took 8 hours to install the system since the pipework was very complex, and lot of work had to be done. But subsequent jobs have been straightforward and have not taken more than 2 hours to install.
- The heat recovery time is super-fast as suggested by Harlequin Manufacturing Ltd. We tested it ourselves by installing a unit in the office. If the system is installed in a household with 5-6 members, the entire family can easily finish their shower routine in less than 2 hours without having to cut down on their time in the shower. The hot water got to the taps quite quickly.
- The HeatStream Operations and Maintenance Manual that comes along with the product is great. But the product itself is so easy to install that it doesn't need a manual.
- From a long-term perspective, there won't be a need to replace the parts often since there are so few of them.
- This product will be preferred by landlords for two reasons:
  1. The capacity of potable water stored in the tank is much reduced (compared to unvented hot water storage tanks) while producing large amounts of hot water, essentially reducing the risk of Legionella.
  2. There would be no requirement for annual service that is required with unvented cylinders.

## The cons:

- I don't see any faults with this product. It has been manufactured in such a way that it just cannot break down. I spend a lot of my time fixing unvented hot water cylinders that have lots of components and require regular attention.
- To drain the HeatStream down you need to remove the body of water using a pump. But this is what I do for most cylinders as the drain off valves tend not to reseal. However, this needs to be done only when the system is being replaced. This can be done easily as everything is accessible from the top without having to drain it down.

## Biggest USP'S

The biggest USP of the product, according to the installer, is that the system can deliver mains-pressurized hot water at a fast rate coupled with its super-fast recovery rates, overall speed and ease of installation. Since all the connections are on the top of the unit, there is no requirement for D3 discharge or associated equipment such as expansion vessel and T&P relief valve.

For more information visit:

[www.harlequinplastics.co.uk](http://www.harlequinplastics.co.uk)  
[www.harlequin-heatstream.com](http://www.harlequin-heatstream.com)