



# Primary Pro

Total Solution for Air Source Heat  
Pumps & External Oil Boilers

External Heating & Waste Water  
Protection

YouTube

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Website

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# TOTAL SOLUTIONS

ASHP are part of the Government's plan to reduce carbon emissions and tackle climate change, meaning it will be a big part of the heating industry, now and in the future.

It is so important that they are fitted to make sure every bit of energy is used efficiently. Until now, the products available have been very hard to install to a standard that not only retains the heat/efficiency, but also looks aesthetically pleasing to the customer / homeowner

**Speaking to installers, they asked for products that could be ...**

1

#### Already Weather/UV Proof

Does not have to be painted on-site, to save on labour costs or when time and weather may not be on their side

3

#### Easy to install

Simple to cut and seal angles / joints and all fittings like antifreeze valves

5

#### Maintainable

Easy to inspect and maintain on annual services

2

#### 100% Waterproof

Making sure no moisture can get through the insulation is so important for the efficiency of the heat pump and system. All our insulation is 100% waterproof

4

#### Able to install through walls

Easy to insulate through the fabric of the building and seal with our insulation and bond & seal, so complying with new Part L Reg's

6

#### Quality looks

Looks quality once installed and simple to maintain with our Maintenance Coat

## EXTERNAL HEATING INSULATION

### Insulation Sizing

Primary Pro 22mm Insulation ( 23 mm x 25mm ± 1mm Tolerance)

Primary Pro 28mm Insulation ( 29mm x 21mm ± 1mm Tolerance)

Primary Pro 35mm Insulation (36 x 21mm ± 1mm Tolerance)

Primary Pro 42mm Insulation (43 x 23mm ± 2mm Tolerance)

Condensate Pro 35mm x 13mm Insulation (36 x 14mm ± 1mm Tolerance)



The 42mm was produced to help insulate any 1 1/4" connections on the heat pump, available in 1m or 500mm lengths.

All are protected with our unique weather & UV protective coating allowing you to cut/mitre to the required size. It's also simple to cut and insulate all isolation valves or other external fittings.

To ensure the heating pipework is fully insulated, the insulation should go through the fabric of wall, then sealed with our Bond & Seal.



[info@primarypro.co.uk](mailto:info@primarypro.co.uk)  
[www.primarypro.co.uk](http://www.primarypro.co.uk)



# INSULATION JACKETS

Insulating and sealing not only the external pipework but also any external fittings is of paramount importance, not only for the efficiency of the heat pump and system but also to protect the external fitting from the elements.

The first fitting manufacturer to approach us was Intatec, we worked with them to provide an insulation solution for their Intaflex range of flexible hoses for heat pumps.

Installers fitting Intaflex hoses asked us to make insulation jackets for other Intatec external fittings like antifreeze and lever valves, as they wanted to ensure the external pipe and fittings were properly insulated and sealed

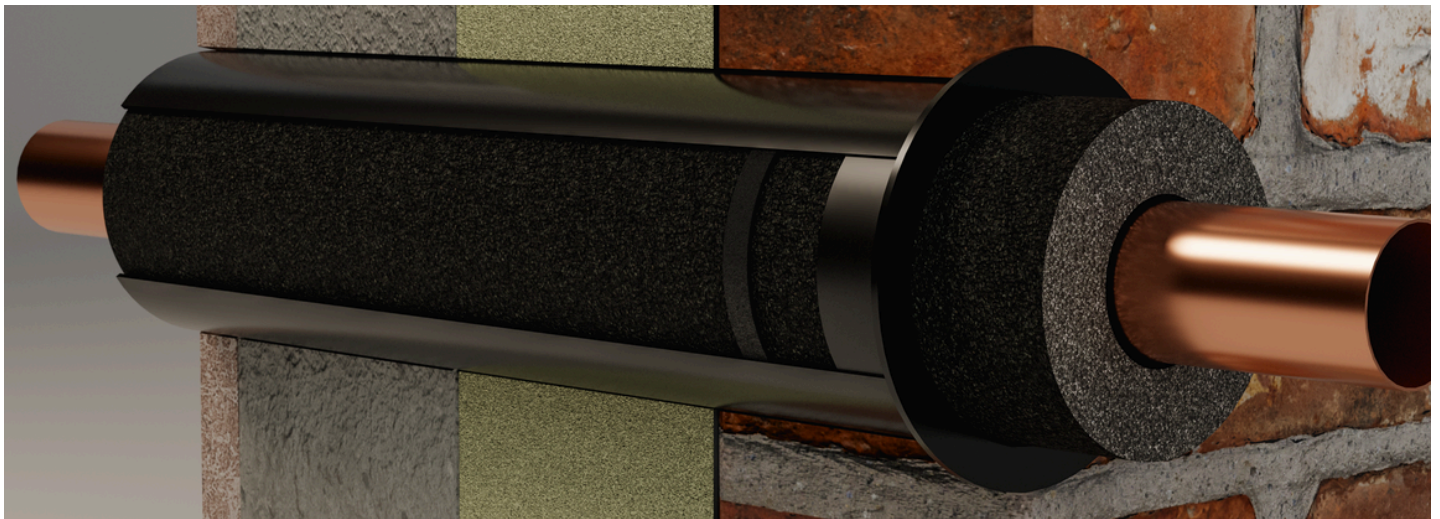


Insulation jackets for Intatec lever and antifreeze valves

# WALL SLEEVING

Sleeving insulated pipework through the wall to protect from debris/acids in the cement and moisture has been a real issue. The problem is currently available plastic pipework is either too small or too large. Our solution is to make Primary Pro Sleeves for 22mm, 28mm and 35mm insulated pipework.

Our Primary Pro Sleeve can be fitted and sealed using our patented Bond & Seal to prevent heat loss and moisture ingress.



[info@primarypro.co.uk](mailto:info@primarypro.co.uk)  
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# CONDENSATE PRO INSULATION 35MM X 13MM



Our Condensate Pro for 35mm solvent waste pipe is perfect for waste water to be taken from the heat pump to a drain or soakaway.

Cut to the required length/angle and seal with our Bond & Seal ensure no moisture can penetrate the insulation.

The success of Condensate Pro insulation was the reason many ASHP installers requested we make external heating pipework insulation, as they had been using this to protect the condensate pipe on heat pumps.

You can purchase Condensate Pro as a single 1m length or in a pack of 3 x 1 m lengths.

## BOND & SEAL 290ML AS001



Our Bond & Seal 290ml aids installers to seal joints, it provides the perfect seal for the insulation through the wall to prevent energy loss, or weather (rain/snow) entering the inner fabric of the wall.

You can also use our Bond & Seal to seal our insulation or pre-insulated flexible pipes to the heat pump; with it being flexible when cured, it takes the impact of any vibration from the heat pump.

As the Bond & Seal is subjected to all weather conditions, even when cured it will expand and contract with varying temperatures.



[info@primarypro.co.uk](mailto:info@primarypro.co.uk)  
[www.primarypro.co.uk](http://www.primarypro.co.uk)



# SEALING RING AND GRINDER HEAD

Like all other areas of insulating external pipework, sealing around the insulated pipe as it passes through the wall is just as important.

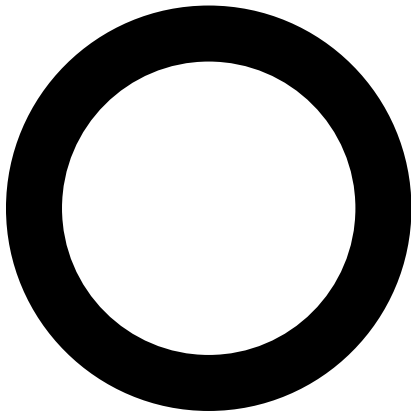
It's important for three reasons:

- Provides an airtight seal for energy efficiency, stopping cold drafts from getting in and heat from getting out
- Prevents insects from getting into the cavity wall/property
- Stops moisture/damp penetration reaching the internal of the property This seal has to be made correctly, it can be fiddly and time-consuming making a quality looking seal to the customers home.

## WE HAVE A SOLUTION

We have made a sealing ring that makes sealing external walls simple, coupled with our Primary Pro grinder head to flatten any uneven surfaces. It makes a 4mm indentation to the flat wall (brick wall) to make the wall sealing surface flush.

This not only saves time and makes an energy-efficient seal, it looks fantastic on a customers property.



**22/28/35MM  
SEALING RINGS**



**PRIMARY PRO 100MM  
GRINDER HEAD**



# RUBBER LINED CLIPS

To clip the pipework and insulation to the wall, our rubber-lined clips have been made for our 22mm, 28mm, 35mm and 42mm Primary Pro insulation.

The rubber on the clips prevents damage to the insulation in the summertime when the clips get hot. Environmental conditions should always be considered when selecting fixing and support components, particularly in coastal or high-corrosion environments.

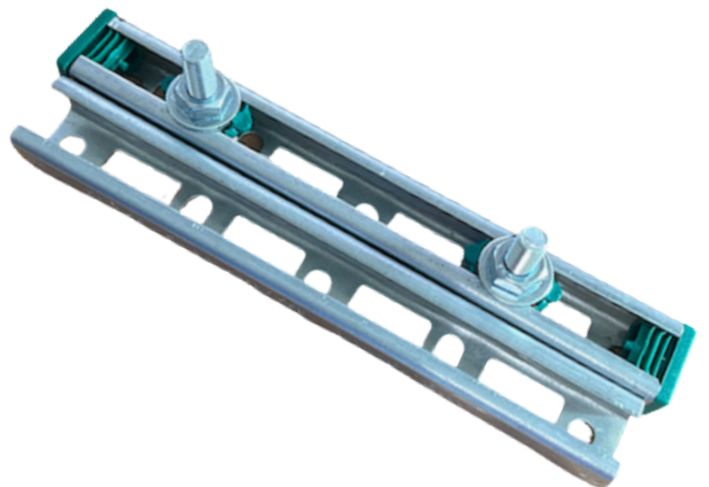


# BACK PLATES

We offer two types of back plates: the Standard Back Plates and our exclusive Primary Pro Easy Fix Back Plates. The Easy Fix Back Plate is designed for speed and efficiency, allowing you to attach clips to the wall significantly faster. The Easy Fix Back Plate also features multiple fixing points, providing flexibility when time or weather conditions are challenging. Spacing the clips off the wall is crucial for ensuring proper air circulation around the insulation in all seasons and temperatures. Our back plates simplify maintenance and recoating whenever needed. Routine inspection and maintenance of exposed support and fixing components is recommended as part of ongoing system maintenance.



**STANDARD  
BACK PLATE**



**EASY FIX BACK PLATE**



[info@primarypro.co.uk](mailto:info@primarypro.co.uk)  
[www.primarypro.co.uk](http://www.primarypro.co.uk)



# MAINTENANCE COAT

Once Primary Pro insulation has been fitted and sealed correctly, it should be maintained throughout the lifetime of the heat pump installation and the good news is, maintenance is simple.

Depending on where the insulation is fitted, surrounding air quality and UV, this insulation may need re-coating. It is simple to maintain by re-coating with our Maintenance Coat. Our Maintenance Coat makes re-coating the insulation simple, you can also coat the Bond & Seal.

During the annual service of an air source heat pump system, the engineer will check that all insulation and seals continue to provide protection against moisture ingress and maintain UV resistance.

We recommend re-coating as and when needed - inspect during annual services, and if any discolouration is visible, apply a fresh coat using our Primary Pro Maintenance Coat (see notes\*).

Professional installers take pride in leaving a job looking immaculate, many apply the maintenance coat after installation to tidy up any brick dust or surface marks and give a smooth, consistent finish.

Our Primary Pro/ Condensate Pro Maintenance Coat is available in 250ml and 1L tins. It's water-based, making brush cleaning quick and easy after use.

Maintenance Coat 250ml - IG005

Maintenance Coat 1Ltr - IG010

\*Notes: We have updated our recoating guidance to "as and when needed" based on results from ongoing life testing carried out over the past 8 years. We found that some installations, particularly those not south-facing, did not require recoating within the first 5 years. As a result, we now recommend checking the condition of the insulation during the annual service and applying a maintenance coat only if signs of wear or discolouration are visible.



# OVER COAT

Based on feedback from installers asking for alternative colour options for our Primary Pro external insulation, we have developed three coatings that can be applied over the existing black coating:

- Brick Red for brick walls - PPOC01
- Stone Buff for stone walls - PPOC02
- White for white rendered walls - PPOC03



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# PRE MADE ELBOWS

Many installers have reached out to us about creating pre-made elbows, so here they are!

- Primary Pro 28mm Pre Made Elbow - PPEO28
- Primary Pro 35mm Pre Made Elbow - PPEO35



# STRAIGHT JOINT COVERS

You Asked, So We Delivered. At Primary Pro, we value your feedback. Some installers mentioned needing a more robust solution for sealing joints, especially in cases where insulation expands and contracts. A few installers noted they were using extra Bond & Seal, and some joints were splitting under pressure.

While many said joint covers weren't necessary, we are always committed to supporting you, the installers. That's why we developed a second solution to make your job easier and more effective.

Designed for seamless application:

- Use them on every joint for enhanced durability.
- Perfect for quick repairs during yearly maintenance services.

These covers provide a simple, reliable way to ensure joints remain sealed and secure. Installer feedback inspired this innovation, and we're confident it will make installations stronger and more efficient.

- Primary Pro 28mm Straight Joint Cover - JC28
- Primary Pro 35mm Straight Joint Cover - JC35



# ELBOW JOINT COVERS

Built for seamless application:

- Provides enhanced durability on every elbow joint.
- Ideal for quick repairs during routine maintenance.

These covers offer a simple, reliable way to keep elbow joints sealed and secure. Installer feedback led to this innovation, and we're confident it will strengthen and streamline installations.

- Primary Pro 28mm Elbow Joint Cover - EJC28
- Primary Pro 35mm Elbow Joint Cover - EJC35



[info@primarypro.co.uk](mailto:info@primarypro.co.uk)  
[www.primarypro.co.uk](http://www.primarypro.co.uk)



# PRODUCTS & CODES

Primary Pro 22mm x 1m	AS045
Primary Pro 28mm x 1m	AS022
Primary Pro 35mm x 1m	AS033
Primary Pro 42mm x 1m	AS042
Primary Pro 42mm x 500mm	AS043
Primary Pro Rubber Lined Clip For 22mm & 28mm	AS008
Primary Pro Rubber Lined Clip For 35mm & 42mm	AS018
Primary Pro Standard Male M10 BZP Back Plate	AS009
Primary Pro Easy Fix Back Plate	AS050
Condensate Pro 35mm x 13mm Pack of 3 x 1m	IG001
Condensate Pro 35mm x 13mm x 1m	AS111
Bond & Seal 290ml Cartridge	AS001
Maintenance Coat 250ml Tin	IG005
Maintenance Coat 1ltr Tin	IG010
Sealing Ring for our 22mm & 28mm (Pack of 10)	AS35
Sealing Ring for our 22mm & 28mm (Pack of 100)	AS35B
Sealing Ring for our 35mm (Pack of 10)	AS36
Sealing Ring for our 35mm (Pack of 100)	AS36B
Primary Pro Grinder Head	AS34
Intatec 1" & 28mm Antifreeze Valve Jacket	AS32
Intatec 1 1/4" & 35mm Antifreeze Valve Jacket	AS52
Intatec 1" Flat Face Lever Valve Jacket	AS33
Intatec 1 1/4" Flat Face Lever Valve Jacket	AS53
Primary Pro Sleeve 22/28mm	PS028
Primary Pro Sleeve 35mm	PS035
Diamond Core Bit For 22/28mm Sleeve	DC78
Diamond Core Bit For 35mm Sleeve	DC91
Primary Pro Brick Over Coat - Red Brick	PPOC01
Primary Pro Brick Over Coat - Stone	PPOC02
Primary Pro Brick Over Coat - White	PPOC03
Primary Pro 28mm Pre Made Elbows	PPEO28
Primary Pro 35mm Pre Made Elbows	PPEO35
Primary Pro 28mm Straight Joint Cover	JC28
Primary Pro 35mm Straight Joint Cover	JC35
Primary Pro 28mm Elbow Joint Cover	EJC28
Primary Pro 35mm Elbow Joint Cover	EJC35



[info@primarypro.co.uk](mailto:info@primarypro.co.uk)  
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# BELOW ARE A FEW INSTALLATION PHOTOS:







Product suitability should always be assessed based on installation location and environmental conditions.

If you have any questions or need any help, please don't hesitate to contact us on:

**[info@primarypro.co.uk](mailto:info@primarypro.co.uk)**  
**[www.primarypro.co.uk](http://www.primarypro.co.uk)**

