

# Anomalies Detected

## Savings on Heat Pump Maintenance Costs

**Case study:** Using the HiPerWare platform, the Tuntenhausen residential complex was able to identify and fix the cause of its heat pump malfunction.

**Symptoms:** During the winter season, the heat pump installed in the Tuntenhausen residential complex began to malfunction on a regular basis. The problem resulted in a loss of heat in the building. The service company came and fixed the problem, but the regular malfunctions continued.

**Problem:** The HiPerWare platform, which is used for the collection and analysis of technical operations big data, showed that the heat pump operated in the mode allowed by the service documentation.

**Solution:** Thanks to the HiPerWare platform and continuous data analysis, the service company had to accept the unstable operation of the heat pump as a warranty case, rather than improper use or maintenance.

**Result:** By identifying the problem, the building owner saved significant repair and maintenance costs and service company bills. Correct installation, operation and maintenance of heat pumps are critical to cost savings and sustainable operation. By using in-depth analysis with the HiPerWare platform, building owners can optimise technical operations and reduce energy consumption.

