

Feel good heating

Heat pump homeowner guide



Why Worcester Bosch?

A cosy, lower carbon home

Introducing responsible heating

Future-proofed technologies



It's never been easier to embrace more responsible heating at home. With our renewables range, you can keep all the creature comforts you know and love, whilst doing your bit to reduce your carbon footprint.

Whether you're renovating or simply planning for the future, our range of renewables are cosy, convenient, and energy efficient. From heat pumps to hybrid heat pumps, we've got you covered.



Responsible heating

Trust the UK's most-awarded boiler brand to help you move to renewable home heating.



Lower carbon heating*

Lead the way, efficiently heating your home with renewable energy.



Peace and quiet

Enjoy a bit of hush with smart design from Bosch.



Harness the natural warmth of the great outdoors to heat your home. Using the air outside and electricity, our energy-efficient heat pumps could keep your home warm and cosy.

[Page 4](#)



Enjoy the best of both worlds for year-round warmth – the efficiency of a heat pump during those mild months, and the convenience of a boiler during a cold snap. Hybrid heat pumps are an excellent step towards reducing your carbon footprint.

[Page 5](#)



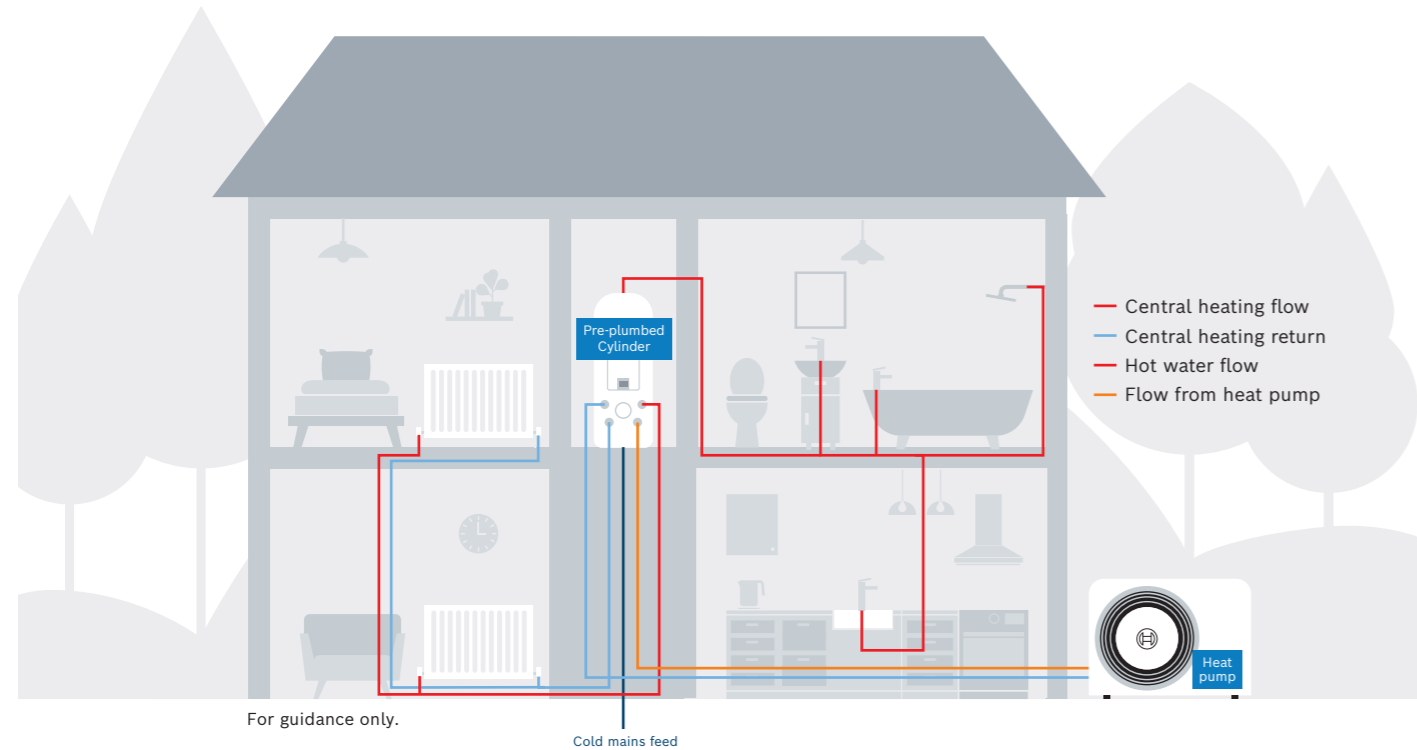
Keep your home cool during the summer months and enjoy clean, filtered air, or add a little warmth when you need it, without having to switch on your radiators.

[Page 20](#)

Heating made for your home

Naturally low carbon

Heat pump



Heat pumps put mother nature to work inside your home, by using the energy from the air outside to power your heating and hot water.

Using only electricity to collect, boost and distribute energy from the outdoors, heat pumps can be a really low carbon choice.

Flexible

Quiet, stylish and quick-to-install – our range of heat pumps are perfect for many shapes and sizes of UK homes.

Convenient

Heat pumps are controlled in a similar way to a boiler with heating and hot water settings, however they run continually rather than switching on and off. They can also be easily linked to smart home accessories.

Simple

A breeze to maintain and built to last, our heat pumps are backed with reliable design and guaranteed Bosch quality.



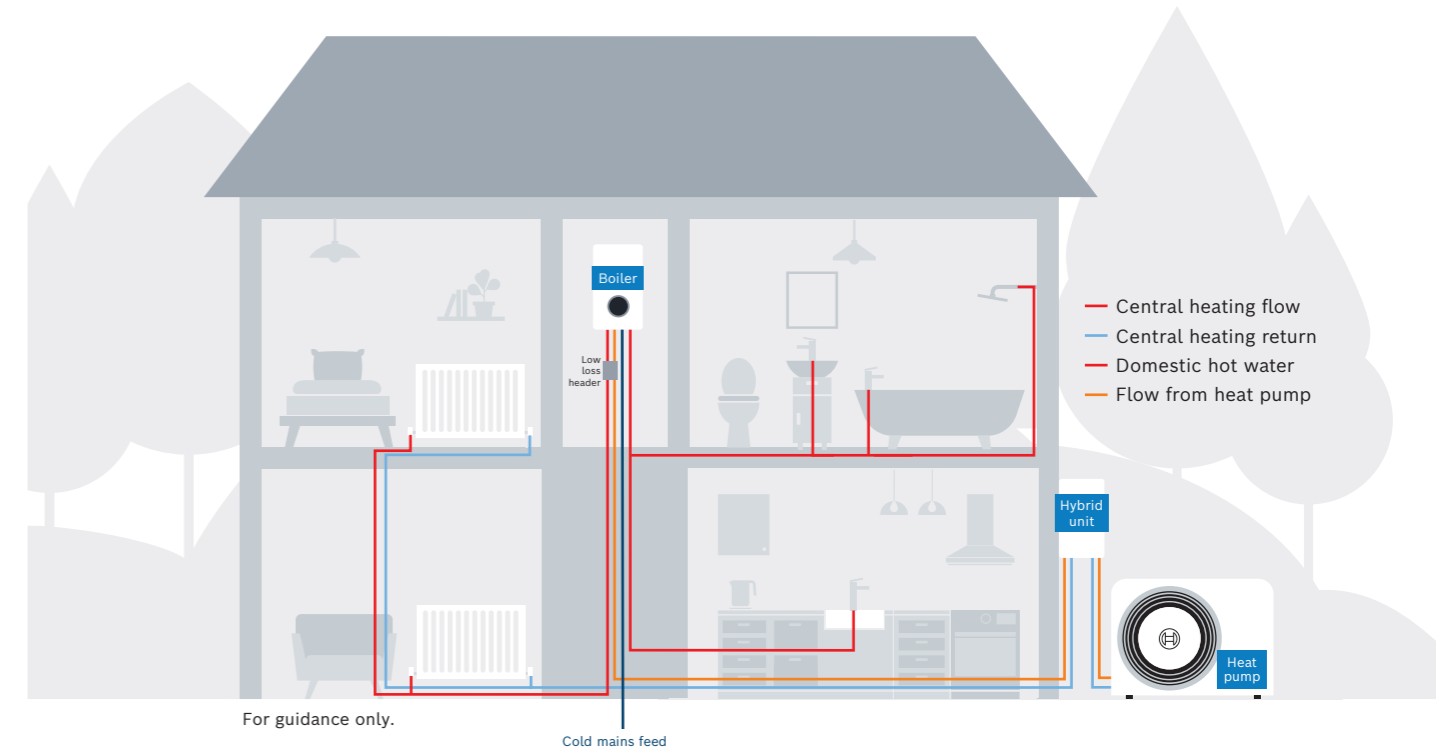
Scan to find out more about heat pumps



System shown includes CS5800i heat pump and pre-plumbed cylinder, combining a storage cylinder and indoor control unit into one. Other models may require a separate cylinder and indoor control unit.

The best of both worlds

Hybrid heat pump



Pair a heat pump with a boiler, and you get a hybrid heat pump system – the best of both worlds.

The heat pump efficiently handles all your heating for most of the year, but during those cold months or when you need instant heat, the boiler acts as a top-up.

Cost-efficient

Hybrid heat pump systems cleverly optimise between the heat pump and boiler, using whichever is most efficient at that time.

Responsible

Using just electricity to heat your home for most of the year, your carbon footprint will be lower.

Easy

Simple to set up, by adding to your existing boiler with no home modifications or system change needed, such as replacing existing radiators or pipework.



Find out more about hybrid heat pumps



System boiler variant also available.

Heat pumps and your home

What you need to know



If you're considering a heat pump for your home, here are some key things to think about.

1. How energy efficient is my home?

For a heat pump to work at its best, ideally it needs to be fitted in a well-insulated property. Our simple suitability checker will help you find out if your home is heat pump ready or if you might need to make some modifications, such as cavity wall insulation, double glazing etc.



Find out if your home is heat pump ready

2. Is there heat pump funding available?

There are government schemes available to help fund your heat pump, these vary by country and there may also be costs that you may need to cover yourself, such as providing a valid Energy Performance Certificate (EPC) and/or modifications to improve home energy efficiency. If you choose an MCS installer, they are able to access many of these government scheme grants. Your installer will provide a full quote once they have visited your home and you should check whether the quoted price includes or excludes any funding and modifications needed to your home or heating system.

Top tip: Check if you're eligible for additional funding via an 'Energy Company Obligation' scheme, which supports households in receipt of benefits or those with disabilities.



Discover heat pump funding in your area

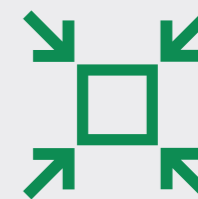
3. Will I be extending?

If you are thinking of extending your home in the future, discuss this with your installer as it could affect the location and size of heat pump you need.



4. Where can I install my heat pump?

Heat pumps can either be wall-mounted, positioned very close to, or up to 30m away from your property, depending on the model. You'll need space around the heat pump, which differs around the UK, so consider distance to the boundary. With different system components depending on which you choose, this will also need thinking about. A typical set-up for our heat pumps is an outdoor unit and a 'pre-plumbed' cylinder – saving space with the indoor unit and cylinder combined into one compact installation. Certain models require the outdoor unit, an indoor control unit, plus a cylinder.



Outdoor unit* / Pre-plumbed cylinder



Outdoor unit* / Indoor unit / Cylinder

5. How long will installation take?

Dependent on the work needed, it can take a few days for your heat pump to be fully installed. The process from the initial survey to final install takes between a few weeks to a few months depending on the pre-installation work required including any insulation upgrades, radiator or heating system pipework and power supply upgrades.



6. What ongoing costs are there?

Servicing annually to validate your guarantee and the general running costs are all you should have to consider once your heat pump is installed, then just sit back and relax.



7. If my home isn't suitable for a heat pump, can I still make a change?

Yes! A hybrid heat pump is a great alternative if your property is not considered suitable for a heat pump installation. It provides the comfort you're used to by combining your boiler with a heat pump, and has the added benefit of less disruption to your home. A hybrid heat pump is a great first step into more responsible home heating.



Discover hybrid home heating



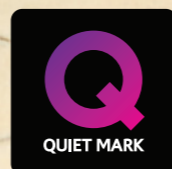
Outdoor unit* / Hybrid unit / Worcester Bosch combi boiler*

*Heat pump shown is the CS5800i AW
*New or existing Greenstar 8000, Greenstar 4000 and Greenstar CDI Compact range (up to 36kW)

Feel good heating



For more information, scan the QR code to visit our website



Compress 5800i AW

Built for UK homes and UK weather, the all-new and compact CS5800i air to water heat pump brings a more responsible and efficient way to keep you warm, wherever you live.

Why choose the Compress 5800i AW heat pump?



Quiet quality
Our quietest heat pump ever and Quiet Mark certified



Stylish design
Sleek, compact, outdoor unit looks good in your garden



Performance
Lower carbon emissions, higher flow temperature, improved home comfort



Peace of mind
Remote monitoring* via HomeCom Easy app for your reassurance



Space-saving
All-in-one pre-plumbed cylinder option saves space



Simple
Easy-to-use temperature controls



All under control



There's a choice of digital thermostats to suit your needs, with the option to control your heating via the Bosch HomeCom Easy app.

Plus, with our award-winning customer care team on-hand to keep an eye on your heat pump, we'll monitor things from our UK head office*.



Find out more about remote monitoring

Configure your system

Your installer will help you configure the best set-up for your home from the two options.



Outdoor unit / Cylinder / Indoor unit

Speed up your set-up

Short on time or space? Our all-in-one pre-plumbed cylinder saves space and installation time, tucked away inside your airing cupboard. You'll be up and running in no time.



Outdoor unit / Pre-plumbed cylinder

Dimensions

Outdoor unit	Height: 800mm	Width: 1100mm	Depth: 540mm
Indoor unit	Height: 700mm	Width: 400mm	Depth: 290mm
Pre-plumbed cylinders (180L Slim, 210L, 250L)	Height: 1708mm – 1806mm	Width: 653mm – 745mm	Depth: 645mm – 747mm

*Monitoring available for our Compress 5800i AW air to water heat pump only. Monitoring may stop automatically after 12 months. No disconnection required. Details of monitoring and service-related products may be offered to the customer at any time. Connect-Key K30 Internet Gateway, included with the Heat Pump, must be installed and connected to the home Wi-Fi. Your data and security is incredibly important to us – we will not share your personal details and data with third parties. In the event of a potential Heat Pump error, we may choose to contact your Installer to discuss the best course of action.

Hello hybrid heating



Compress 5800i Hybrid Heat Pump



The future of responsible home heating is here. By combining the CS5800i Heat Pump outdoor unit and your boiler*, the CS5800i Hybrid unit delivers intelligent, energy-saving comfort right into your home.

Why choose the Compress 5800i Hybrid Heat Pump?



Reliable

All the efficiency of a heat pump, with a boiler to back it up



Easy

Enjoy a simple set-up by adding to your new or existing boiler*



Cost-efficient

Optimises between heat pump and boiler based on fuel prices



Low carbon

Hybrid heating could reduce your carbon footprint



Space-saving

Compact heating with no buffer tank or system changes needed



Flexible

Hybrid unit fits internally into a cupboard or onto an outside wall



All under control



CH120



EasyControl

There's a choice of two control options, with a non-connected and connected wired solution to suit your needs. The new CH120 is a non-connected system controller that offers a seamless experience. The EasyControl allows you to comfortably manage your hybrid system remotely through the intuitive EasyControl app.



Find out more about our hybrid heat pumps

Configure your system

Your installer will help you configure the best set-up for your home.



CS5800i Outdoor unit / CS5800i Hybrid unit / Worcester Bosch combi boiler*

Dimensions

Hybrid unit:

Height: 499mm Width: 330mm Depth: 170mm

Outdoor unit:

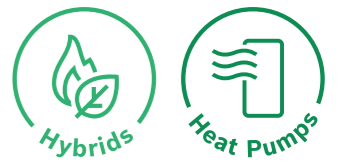
Height: 800mm Width: 1100mm Depth: 540mm



For more information, scan the QR code to visit our website

*New or existing Greenstar 8000, Greenstar 4000 and Greenstar CDi Compact range (up to 36kW)

Quieter, efficient heating



Compress 7001i AW

Super quiet and with super high efficiency, the CS7001i air to water heat pump brings more responsible heating, delivering all the warmth you need, with a lower carbon footprint.

Why choose the Compress 7001i AW heat pump?



Quiet quality
Low noise and Quiet Mark certified



Powerful
Range of outputs for larger homes



Bosch quality
Top quality design, guaranteed



Simple
Easy-to-use temperature controls



Efficient
A+++ rated heating[^]



Responsible
Low carbon home heating



For more information, scan the QR code to visit our website



All under control



HPC 410 control unit
(integrated in the indoor unit)



CR11H room controller
(optional)

The CS7001i features an integrated control within the indoor unit, making controlling your heat pump system simple. For extra comfort the CR11H room controller is also available.



Find out more about our heat pumps

Configure your system

The CS7001i outdoor unit works seamlessly with an indoor unit, and is also available as a hybrid heat pump system, making it a great choice for many homes.



Heat pump system:
Outdoor unit / Indoor unit / Cylinder



Hybrid system – with combi boiler*:
Outdoor unit / Hybrid indoor unit / Combi boiler



Hybrid system – with system boiler:**
Outdoor unit / Hybrid indoor unit / System boiler / Cylinder

Dimensions

Outdoor unit

5kW, 7kW, 9kW: Height: 1380mm Width: 930mm Depth: 440mm
13kW, 17kW: Height: 1695mm Width: 1122mm Depth: 545mm

Heat pump indoor unit

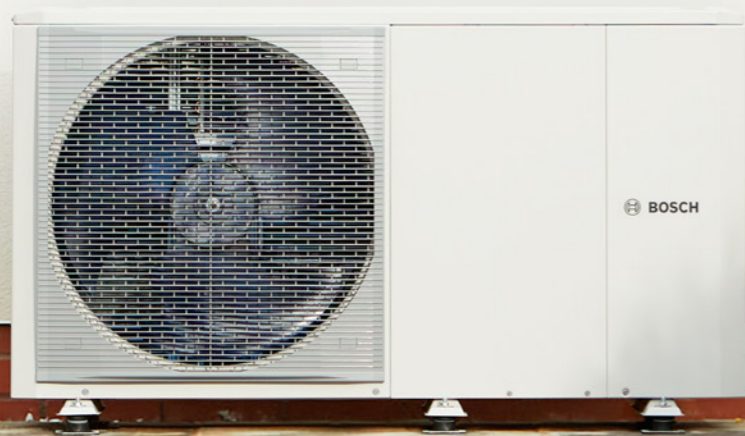
Height: 700mm Width: 485mm Depth: 386mm

Hybrid indoor unit

Height: 757mm Width: 350mm Depth: 243mm

[^]With average environmental conditions and a flow temperature of 35°C.
^{*}Compatible with natural gas, LPG and oil boilers.
^{**}Compatible with natural gas and LPG boilers with integral diverter valve.

Clever, compact, comfort



For more information, scan the QR code to visit our website



Compress 2000 AWF

Compact and efficient, the CS2000 air to water full monobloc heat pump gives you lower carbon heating and hot water at home, harnessing the natural warmth of the great outdoors. When you're keeping one eye on budget, space, and emissions, the CS2000 could be your perfect match.

Why choose the Compress 2000 AWF heat pump?



Efficient
Reduced energy usage, A+++ ErP rating*



Quality
Bosch quality at an affordable price



Compact
Outdoor unit requires no planning permission†



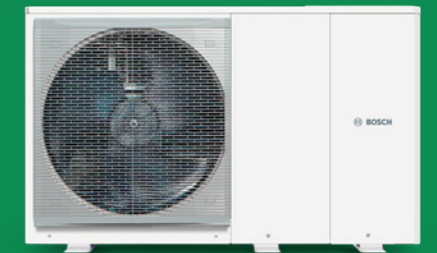
All-in-one
Monobloc design for speedy installation and no indoor unit



Simple control
No fuss room control makes your heat pump easy to use



Smart design
Clever air to water design, uses the outside air to heat your home



All under control



Take control of your home heating with the integrated temperature room control which comes as standard with the CS2000 heat pump.

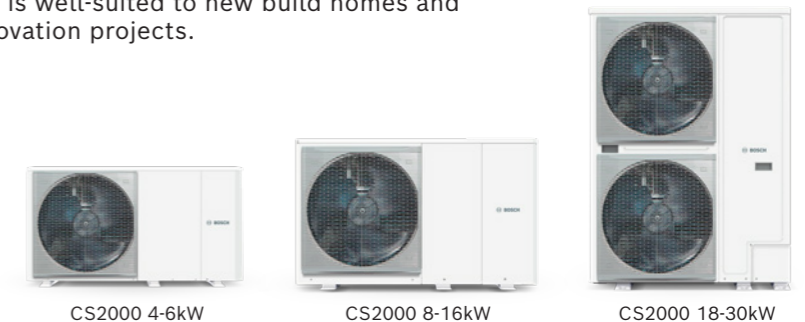
Simple, easy management with automatic weather sensors and programming.



Find out more about our heat pumps

Flexible

With a range of outputs available, the CS2000 heat pump can be installed in most properties and is well-suited to new build homes and renovation projects.



Dimensions

4-6kW outdoor unit
Height: 717mm Width: 1295mm Depth: 400mm

8-16kW outdoor unit
Height: 864mm Width: 1385mm Depth: 445mm

18-30kW outdoor unit
Height: 1557mm Width: 1120mm Depth: 400mm

*With average environmental conditions and a flow temperature of 35 °C.
†CS2000 4-6kW & 8-16kW outdoor units only.

Flexible, future-proofed heating



Compress 3400i AWS



Providing heating and hot water from the natural temperature of the great outdoors, the CS3400i split air to water heat pump is perfect for your home. It's super quiet, efficient and compact, without sacrificing power.

Why choose the Compress 3400i AWS?



Compact
Small but mighty, save on your outdoor space



Bosch quality
Reliable design, guaranteed



Quiet
Enjoy the peace with low noise



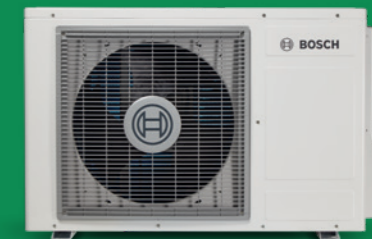
Efficient
Keep your carbon footprint low, with an A+++ rating[^]



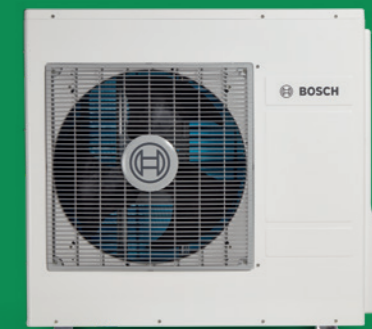
Easy to control
Simple controls make heat pump home heating easy



Smart design
Air to water design uses air to heat your home



CS3400i 4kW



CS3400i 6-10 kW

All under control



HPC 410 control unit (integrated in the indoor unit)



CR11H room controller (optional)



Connect-Key K30 (optional)

Take control of your home using the built-in control, or control your heating via the HomeCom Easy app with Connect-Key K30 (optional).

For extra comfort and convenience, the CR11H room controller is also available.



Find out more about our heat pumps

Configure your system

Flexible and future-ready, the CS3400i is available in 4 outputs: 4, 6, 8 and 10kW, and as a heat pump or hybrid heat pump system set-up, making it a great choice for many homes.



Heat pump system:
Outdoor unit / Indoor unit / Cylinder



Hybrid system – with combi boiler*:
Outdoor unit / Hybrid indoor unit / Combi boiler



Hybrid system – with system boiler:**
Outdoor unit / Hybrid indoor unit / System boiler / Cylinder

Dimensions

4kW outdoor unit
Height: 609mm Width: 976mm Depth: 380mm

6-10kW outdoor unit
Height: 864mm Width: 975mm Depth: 380mm

Heat pump indoor unit
Height: 700mm Width: 485mm Depth: 398mm

Hybrid indoor unit
Height: 757mm Width: 350mm Depth: 243mm



For more information, scan the QR code to visit our website

Easy installations

Steps to getting your heat pump installed



1. Initial discussion

Your installer will ask for some information about your home and book an appointment.

2. Home suitability check

During the appointment, your installer will undertake an initial home heat loss survey, propose a suitable location for the heat pump outdoor unit (to comply with local planning requirements) and check the dwelling's electrical power supply is sufficient.

3. Full heat loss survey

A room-by-room heat loss calculation will be completed, alongside a review of your current system, pipework and radiators in case they require upgrading (installers may charge for this as it takes a few hours). You'll receive a report of their findings, with a full quote which should include information on grants available.

4. Home modifications

Before installation, any upgrades to insulation, pipework and power supply will be needed (if required).

5. Installation and commissioning

Your heat pump installation will then take place. This can take a few days depending on the work required, followed by commissioning. Your installer will advise you further.

This process is the same for stand-alone heat pump installations as well as hybrid systems, where your heat pump will work alongside a new or existing boiler.

The heat pump lifestyle

Your questions answered

Here we answer customers' frequently asked questions.

1 Are heat pumps noisy?

Heat pumps are quieter than you might think, with many having the Quiet Mark certification. Noise levels are similar to a modern fridge.



3 Why has my installer said I need bigger radiators?

If you choose a heat pump system, you may need to increase your radiator size, this is because heat pumps run at a lower flow temperature than boilers as they're more efficient. To make your home as warm as you're used to, you might need larger radiators with more surface area or underfloor heating.



5 How do I control my heat pump?

Your installer will install a control unit which you can use to easily adjust your home's heating, but generally you set a heat pump and leave it. Unlike a boiler where you set it on cycles to fire up, you will have continual heat.



2 Is a hybrid heat pump a good choice for my home?



A great way for taking the first step into heat pumps, by combining a heat pump with a boiler, a hybrid system gives you the best of both worlds – low carbon heating from the heat pump as well as a powerful boiler backup for colder days. Hybrid systems also require fewer modifications to your home.



Check if you're ready to go hybrid

4 Are heat pumps expensive to run?



Running costs will vary from home to home. A well-insulated house built to new building regulation standards will usually mean lower energy bills compared to a gas or oil fired boiler system, providing the heating system flow temperatures are kept relatively low, ideally around 40°C.

If you get a hybrid heat pump system, your boiler's gas or oil usage could be reduced, with the heat pump doing the majority of your home's heating.

Top tip!



Grants are available to help reduce the cost of having a heat pump installed in your home.



Discover heat pump funding in your area

Air conditioning

Let cool rule

Quiet, discreet, and quick to install – our air conditioning units do all the hard work behind the scenes, to keep your home cool, comfy, and quiet.



Say goodbye to sticky summer days and stuffy nights, odours, allergens, and viruses. Say hello to year-round comfort, refreshing clean air, and a better night's sleep. Cool, right?



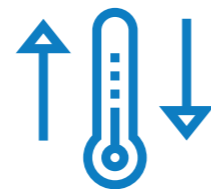
Silent night

Always enjoy a peaceful night with the quiet cool of silent mode.



Peace of mind

Our guarantee means peace of mind for years to come.



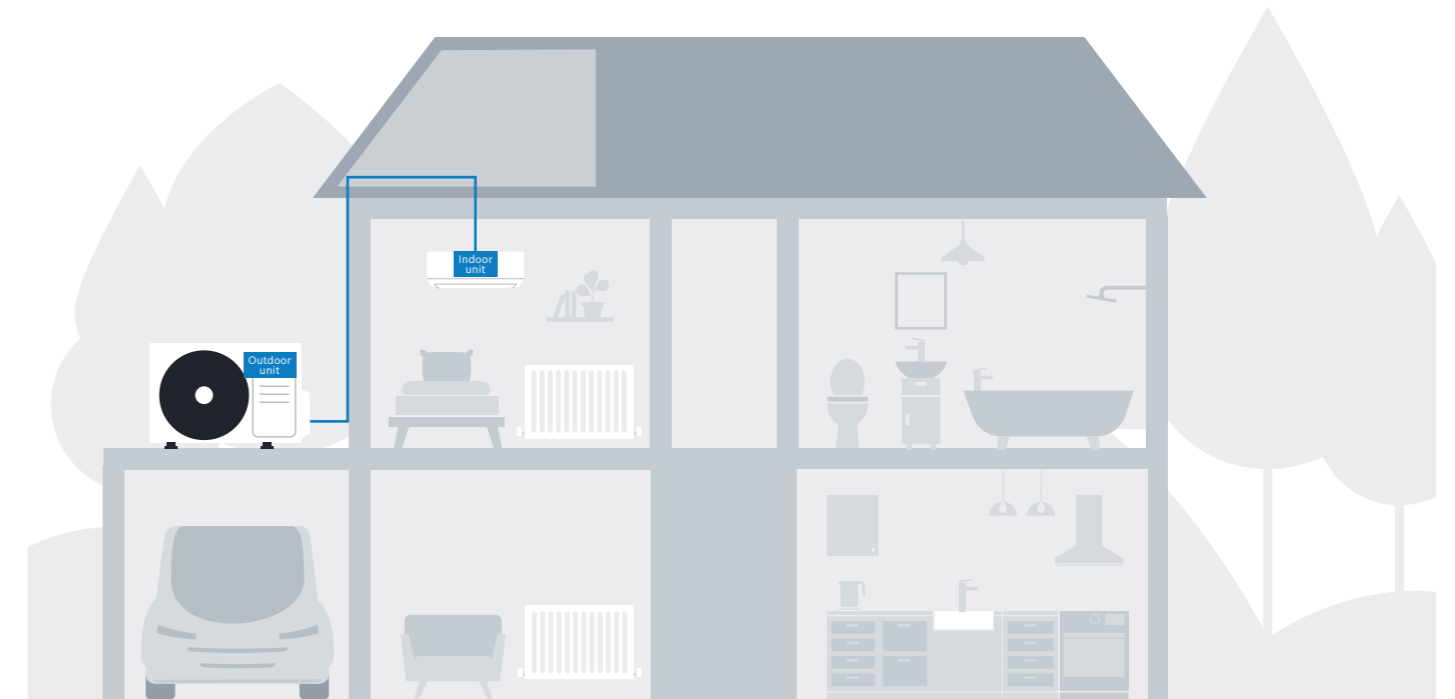
Cool & heat

Cool off in the summer and warm up when it's chilly to enjoy year-round comfort.

Cooling and heating for your home

Breathe easier with simple installation

Air conditioning system



For guidance only.

Our air conditioning does more than just keep you cool. Much more:

- Rapid, on-demand heating and cooling for individual rooms
- Clean, filtered air with 95% less dust, smoke, and pollen
- Fresh, circulated air with directional fans
- Quiet, gentle cooling for a peaceful night's sleep
- Low humidity cooling with a higher air quality

Air conditioning has come a long way from big, boxy units and loud, distracting fans:

An indoor unit, installed high inside a room in your home, removes warm air and changes it to cooler, filtered air, circulating it around your home.

The outdoor unit delivers the cooling, and is usually fitted to a roof, balcony, on the ground or a wall outside, releasing the warm air outside.



CL3000i Indoor unit and outdoor unit



5
Year
Guarantee*



For more information, scan the QR code to visit our website



Climate 3000i air conditioning

Keep cool whatever the weather, and get a peaceful night's sleep, with purified air at just the right temperature for you. With silent mode, your bedroom will be cool, calm, and quiet – all night long.

Why choose the CL3000i?



Filtered air
Clean, filtered air in your home



Flexible
Use in conservatories, bedrooms or home offices



Sleep better
Keep cool and calm with silent mode



All-in-one
Heating, cooling, and filtering all from 1 unit



Efficient
Save on energy, with 3 power settings and eco-mode



Easy
Control your home climate from your smartphone, wherever you are



Take control


Easy to control, with Wi-Fi connectivity and an easy to use remote for adjusting the temperature to meet your needs[^].




Find out more about remote management with HomeCom Easy app



Energy efficient




A⁺⁺
A⁺⁺⁺→D




A⁺
A⁺⁺⁺→D

System set-up

Your air con system will include an indoor unit, an outdoor unit and a remote control.



How does air con work? Scan here to find out



Dimensions[†]

Indoor unit: Height 292mm x Width 729mm x Depth 200mm
Outdoor unit: Height 495mm x Width 720mm x Depth 270mm

^{*}Terms and conditions apply, see website for details.
[^]Optional Connect Key G10 CL-1 accessory required.
[†]Dimensions shown for CL3000i-Set 26 WE, find dimensions for higher outputs on the website.

Easy installations

The easy steps to air con



1. Getting a quote

Once an installer has visited your home, they'll give you a purchase price and installation cost. The quote will depend on how much work is required to fit your air conditioning, which is different for every home.

2. Installation day

Most air conditioning installations can be carried out in a day, but more complex jobs might take between 1–3 days.

3. Enjoy your cool home

Once your installer has finished and shown you how everything works, you can start enjoying your clean, cool, and quiet air conditioning.

Top customer care

Ongoing support and peace of mind

We're here when you need our support. Our award-winning home heating experts are always on hand, ready to answer every question you have.



Award-winning support, 364 days a year



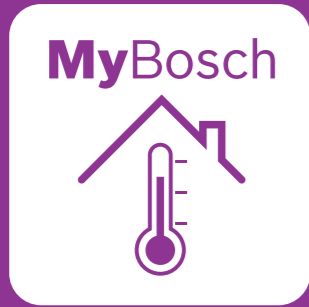
Our customers rate us excellent

Rated by 35,000+ customers



Nationwide coverage with 300+ support vans





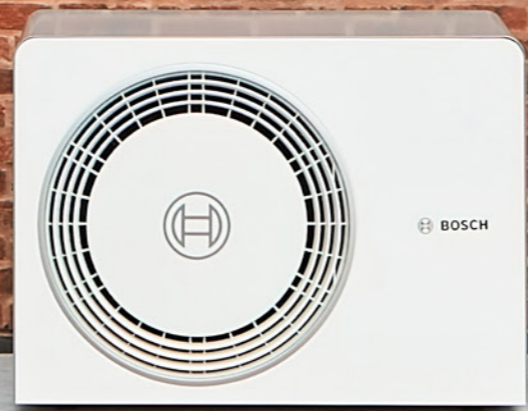
Customer care in your pocket with MyBosch

Keep all your product information to hand in our easy-to-use customer portal. Find your product name and serial number, check the length of your guarantee, or easily find your installers' details.

You'll also find home heating advice, how-to guides and FAQs, all in one handy portal, accessible 24/7.



Create your myBosch account today



Get in touch

Customer Care

Tel: 0330 123 9339

Customer Technical Helpline (Pre & Post Sales)

Tel: 0330 123 3366

Email: technical-advice@uk.bosch.com

Guarantee Registration

Your installer should register your appliance on your behalf. If you want to check, visit MyBosch.



MyBosch

Download the MyBosch app to access home heating advice, check your guarantee, FAQs and more.



worcester-bosch.co.uk/support/customer-support

Share

We would love to see your new appliance and heating system.



Worcester Bosch UK



@WorcsBoschCare



@WorcesterBosch



WorcesterBoschHeating



This brochure is recyclable.

Worcester Bosch

Cotswold Way
Warndon
Worcester
WR4 9SW

worcester-bosch.co.uk

Calls to and from Bosch Thermotechnology Ltd may be recorded for training and quality assurance purposes. Worcester Bosch is a brand name of Bosch Thermotechnology Ltd. This brochure is accurate at the date of printing, but may be superseded and should be disregarded if specification and/or appearances are changed in the interest of continued improvement. The statutory rights of the consumer are not affected.

