

THE INSTALLER'S CHOICE

Green Vision Green Vision Dates

There's still time to catch the last few 'Green Vision' technology concept evenings being held during January.

These evenings offer a valuable opportunity to hear about the latest advances in energy efficient heating and water technology from the experts at Worcester, and how that technology is helping to shape the future.

To register, visit www.worcester-bosch.co.uk/greeninstaller and click on the evening you would like to attend - we hope to see you there!

- 16/01/07**
Holiday Inn, 7:00pm
 Chapel Lane, Great Barr, Birmingham, B43 7BG
- 16/01/07**
Epsom Racecourse, 7:00pm
 Epsom Downs, Surrey, KT18 5LQ
- 17/01/07**
National Hockey Stadium, 7.00pm
 Silbury Boulevard, Central Milton Keynes, Buckinghamshire, MK9 1HA
- 17/01/07**
Stuart Hotel, 7.00pm
 London Road, Derby, DE1 2QR
- 30/01/07**
Nottingham County Cricket Club, 7.00pm
 Hound Road, Trent Bridge, Nottingham, NG2 6AG
- 30/01/07**
Rover Social Club, 7.00pm
 Romanway, Horspath Road, Cowley, Oxford, OX4 2QT
- 31/01/07**
Holiday Inn, 7.00pm
 Dunstall Park, Wolverhampton, WV6 0PE
- 31/01/07**
Gloucester Rugby Club, 7.00pm
 Kingsholm Stadium, Kingsholm Road, Gloucester, GL1 3AX

EXHIBITIONS

Over the next few months you can visit our stand at any one of the following exhibitions where a selection of the latest gas and oil-fired boilers and renewable technologies will be on display.

February	March	
Ecobuild Earls Court 2 27/02/07 - 01/03/07	National Homebuilding and Renovating Show NEC, Birmingham 22/03/07 - 25/03/07	Ideal Home Show Earls Court, London 09/03/07 - 01/04/07
	National Homebuilding and Renovating Show Green Village NEC, Birmingham 22/03/07 - 25/03/07	IPHE Green Plumbing Event Mansfield Civic Centre, Nottingham 15/03/07

Tool time
 Bosch power tools up for grabs

Environment 2010
 Spotlight on latest Award winner

Winning at the CORGI awards

Worcester has been awarded Domestic Heating Product of the Year in the 2006 CORGI awards. Read more on page 6.





'A' plus for performance.

Worcester Greenstar condensing boilers – 'A' rated performance across the range.



Why install a 'B' rated condensing boiler when you could move to the top of the class with an award-winning 'A' rated Greenstar boiler from Worcester? With rising energy prices, the added efficiency of an 'A' rated Greenstar appliance would be a good move for you, your customers and the environment.

Of course, 'A' rated performance is only part of the Worcester story. Every Greenstar condensing boiler also offers you the built-in benefits you've come to expect from Worcester – proven quality and reliability plus a comprehensive pre- and post-sales support package.

Whether the choice is a combi, a system or a regular boiler, make Greenstar your choice.

To find out more call 08705 266241 or visit
www.worcester-bosch.co.uk

Worcester, Bosch Group, Cotswold Way, Warndon, Worcester WR4 9SW. Tel: 01905 754624



Greenstar Si



Welcome from Richard Soper

Happy New Year and welcome to the first issue of The Installer's Choice - the new-look magazine from Worcester, Bosch Group. Every month, we'll be taking a closer look at some of the issues affecting the industry, as well as covering technical tips, frequently asked questions, training and installation case studies, plus the latest news and promotions.

The year ahead promises plenty of new and challenging developments in the home heating sector. Further changes to the Building Regulations are set to make it mandatory to install oil condensing boilers from 1st April. And whilst condensing technology is very much the here and now, renewable technologies are fast becoming a more viable alternative for cost-conscious consumers looking to reduce fuel bills without compromising their heating and hot water comfort.

As we enter 2007, I'm pleased to say that Worcester's passion and commitment for protecting the environment is stronger than ever. Our range of Greenstar 'A' rated condensing boilers continues to offer the best possible deal for trade customers and home owners alike. In fact, the installer community voted the Greenstar CDi range **Domestic Heating**

Product of the Year for the second year running at the 2006 CORGI Awards held in Coventry last October.

We are also continuing to develop the Worcester portfolio of renewable energy solutions. Having successfully entered the ground source heat pump market last year with the launch of the Greenstore product, we are now extending the range along with our Greenskies solar package from March.

In support of a busy new product development schedule, training is also stepping up a gear. This year, our aim is to train over 12,000 installers at our state-of-the-art academy in Worcester. We have even started weekend training courses for solar, such as has been the demand to learn more about installing renewable technologies.

But it's not all work and no play. Look out for Worcester's darts competition coming to a pub near you this year. With a cash prize to be won at the end of the year don't delay, watch out for the launch of the events on our website www.worcester-bosch.co.uk.

Here's to a prosperous 2007.

Richard Soper

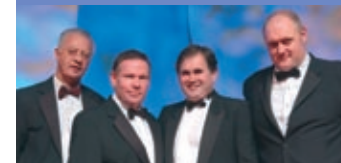
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Building bridges with college links



Worcester's college leaver's pack is proving a hit with students taking their first steps into the world of work.

The pack, which is designed to be a quick reference tool for on the spot advice, contains product specification information for Worcester's gas and oil-fired boilers, plus its renewable product ranges including Greenskies solar panels and Greenstore ground source heat pumps.

As well as technical bulletins showing unusual installations that could prove

"The college leaver's pack provides important support and advice regarding best practices for newly qualified installers."

tricky, the pack also includes a useful tape measure, note pad and pens and discount vouchers for Worcester training courses.

When receiving the pack, graduating students are also given a special

password which allows access to Worcester's college-linked learning extranet, for all the latest information on new products, training tips, and guidance on new legislation.

Barry Noble from Burnley College comments on the benefits of the pack for his students:

"The college leaver's pack provides important support and advice regarding best practices for newly qualified installers. The aim is to help them keep up to date with important industry

developments and product changes so they are better equipped to satisfy customer requirements."

For further information on the college links programme visit www.worcester-bosch.co.uk/training.



Training commitment

Last year alone over 900 training courses were held at Worcester's purpose-built training academy and additional training centres throughout the UK.

The Training Academy at Worcester is the only one of its kind in the UK dedicated entirely to the successful installation and commissioning of gas and oil-fired boilers. With six custom-built workshops, including one that is devoted to the installation of Worcester's new Greenskies solar panels and Greenstore Ground Source Heat Pumps, the Academy offers a comprehensive choice of courses which are geared toward meeting individual needs.

During 2007, Worcester is aiming to train over 12,000 installers at its training centres across the UK. Demand for solar training was particularly high during 2006 and courses have even been running on weekends to accommodate as many installers as possible. Now that's dedication!

In the regions...

Worcester's regional training centres are strategically located across the country to offer easy access no matter where you live.

In addition to facilities at the Worcester Training Academy, other training centres around the UK include the Clay Cross factory site in Derbyshire, Rochester in Kent, West Thurrock in Essex and Bangor, Northern Ireland. And there are further plans for 2007 with a brand new training centre set to open in the North West early in the year.

To find out more about training in your area, contact the training team on 01905 752 526.

Are you A-rated?



Steve Lister, director of sales for Worcester, Bosch Group with Worcester's 'A' rated Greenstar boilers.

At Worcester, we are aware that homeowners are becoming increasingly concerned not only with rising fuel costs but also the impact that their home heating is having on the environment. We are therefore committed to offering the highest quality gas condensing boilers that are SEDBUK 'A' rated for over 90% efficiency.

Most recently, Worcester has introduced a number of high efficiency 'A' rated oil-fired models in preparation for further changes to the Building Regulations that are set to come into force on 1st April 2007. The new Heatslave 12/18

and 25/32 models are both SEDBUK 'A' rated making them an obvious choice for replacement projects.

Steve Lister, director of sales comments:

"Although it is perfectly legal to specify a SEDBUK 'B' rated boiler, when it comes to achieving maximum efficiency and delivering the lowest possible fuel bills, selecting an 'A' rated condensing boiler actually makes the most sense, offering by far the best return on investment."

What's new on the web

Worcester's website was given a completely new look in 2006 – with dedicated pages for homeowners, installers, specifiers and merchants. As a result, the new and improved site now gets over 150,000 visits a month from the trade and consumers alike, all seeking information about the latest solutions for heating and hot water comfort.

As well as all the product information and technical information you'd expect to find online, Worcester has also introduced a number of real life 'energy house' case studies to the site.

Each 'energy house' has one or more high efficiency products installed – from condensing boilers to Greenskies solar panels and Greenstore ground

source heat pumps – and Worcester is closely monitoring the way in which high efficiency heating products can really make a difference to fuel and energy usage over a period of time. The results of the monitoring process are regularly updated on the website and demonstrate the clear benefits for anyone considering solar, ground source heat pumps or an upgrade to a condensing boiler.



We're listening

At Worcester we make a point of listening to our customers. We want to know what you think about our new look magazine so please take 5 minutes to send us your comments to WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS for your chance to win £200 worth of BOSCH power tools.

We'd love to meet you too. Pre-arranged site visits are now open to anyone and include a tour of the Energy Atrium and factory, where you can see our Greenstar boilers being built and tested on site. To find out more contact your local technical sales representative.

To find your local contact visit www.worcester-bosch.co.uk and click onto "Your local contacts".

Bringing the technology to you!

If you can't get to one of Worcester's training facilities around the country, we'll do our very best to bring the technology to you.

Last year, Worcester launched two new oil-fired product training vehicles, approved to offer OFTEC 101 and 105 training courses. These vehicles are equipped with Greenstar, Camray, Danesmoor and Heatslave appliances to support existing training vehicles already on the road.

Each training vehicle is equipped with the latest products and has its own resident trainers on hand to offer practical advice and hands on experience.

Look out for the OFTEC and MPV training vehicles throughout 2007, as these vehicles will be on the road visiting exhibitions, trade suppliers and colleges around the country to spread the word about the latest condensing and renewable technologies available.

To find out more about Worcester's training vehicle and how to make an appointment for a visit, call the training team on 01905 752 526.

Worcester win's prestigious CORGI award



The Worcester team strike a pose for the camera.

Richard Soper, managing director for Worcester, Bosch Group celebrates together with Eoin McManus of Gas Installer magazine, chief executive of CORGI, Mike Thompson and comedian Dara O'Brian at the awards evening.

Worcester has been awarded **Domestic Heating Product of the Year in the 2006** CORGI awards. Voted for by installers on-line and attending the Installer Live exhibition held in Coventry last October, Worcester secured the top spot for the second year running with its SEDBUK A rated Greenstar CDi gas boiler range, which are proving a real hit with the installation trade.

The awards, which are billed as the most prestigious in the gas heating and plumbing industry, were held at Coventry's Ricoh Arena in October 2006. As well as offering CORGI registered installers the chance to vote for what they believe are the top products of the year, they also recognise the outstanding achievements of CORGI registered installers throughout the UK.

Satirical TV Comedian Dara O'Brian from the BBC's topical comedy show - Mock the Week - was the host for the evening's proceedings, presenting all 10 awards before posing for photographs

with the winners. The top accolade of Gas Installer of the Year went to Tiger Gas in Lancashire, whose work was classed as outstanding by a panel of expert judges, which included the chief executive of CORGI, Mike Thompson.

We are extremely proud that the Greenstar CDi range has secured the top spot in the Domestic Heating Product category for the second year running

Worcester's managing director, Richard Soper, attended the evening together with his team to accept the award on behalf of the company.

He said: "We are extremely proud that the Greenstar CDi range has secured the top spot in the Domestic Heating Product category for the second year running. Since the introduction of this range, we have listened closely to installer feedback and made a point of

continually evolving our gas and oil-fired Greenstar condensing boilers to meet the requirements of all our customers.

"Advances like optional plug-in timers for all Greenstar gas boilers, wall mounting jigs that allow all pipe work to be pre-plumbed and new options for management of the flue plume are just some of the developments introduced to help make life easier for the installer.

"And of course, improving energy efficiency and reducing emissions is another key area we concentrate on. We are highly supportive of installers recommending SEDBUK 'A' rated boilers to give their customers the best possible deal on their new heating system. Many old boilers in use today are only around 60-70% efficient, and some are as low as 50%. In comparison, a brand new Worcester Greenstar gas or oil-fired condensing boiler will be more than 90% efficient - that's quite a significant difference."

Greenstar Facts

Worcester's winning Greenstar range includes a choice of regular, system and combi SEDBUK A rated gas-fired boilers, all designed for ease of installation and to offer low NOx emissions (below 40mg/kwh). Here are some facts about the Greenstar CDi that are handy to have at your fingertips:

Only A Rated Will Do: Every Worcester Greenstar boiler is rated in the highest possible category for efficiency - that's SEDBUK Band 'A'. This means every boiler is at least 90% efficient and designed to waste less natural gas, LPG fuel or oil during operation. Fuel prices have risen dramatically over the past three years, some by as much as 80%. The benefits of installing an 'A' rated appliance ahead of a less efficient 'B' rated boiler is more important than ever to give your customer optimum value.

Ecology Through Technology: Every Greenstar high-efficiency natural gas and LPG-fired boiler has one of two well-proven, technologically advanced heat exchangers at its heart. This is the secret to the high efficiency levels Worcester boilers achieve. The WB3 and WB5 heat exchangers are made of cast aluminium / silicon, single piece

construction built to withstand the naturally occurring corrosive elements of the condensing process and deliver exacting standards of energy efficiency. And behind every single operation the Greenstar makes is the proven reliability of the Bosch Heatronic control system.

Complete Control: Controls available range from basic mechanical timers through to highly sophisticated digital and wireless radio frequency programmable room thermostats. The Greenstar CDi can also be installed in conjunction with an optional room unit which has several functions: i) acting as a thermostat to set the room temperature, ii) a sensor acting as the eyes and ears of the system, relaying back information about the room temperature and the rate of temperature rise or decay and iii) an override controller, to save visiting

the time control. This room unit then works in conjunction with the boiler's heatronic control system to modulate the heat output from the boiler by reducing (and increasing where necessary) the flow temperature.

Comfort & Efficiency: Installing a Greenstar boiler in conjunction with an optional text display and RT10 room unit satisfies two issues, firstly that of comfort. By modulating the heat output, the system is better able to maintain the set temperature, as it doesn't continually turn on and off. Secondly, by modulating the output, the boiler is working at lower flow and return water temperatures and ensures the boiler is working in its condensing mode for the majority of the time (only at extremely low temperatures does the boiler work at maximum 82 degrees flow temperature). This increases the efficiency of the boiler and hence saves money for the householder.

Save more: To save yet more energy, Greenstar CDi boilers feature an intelligent 'optimum start' system. Instead of setting the estimated start up time as with traditional systems, these boilers now use a system that calculates this for the householder. The user sets the time at which they want the house to be warm and the boiler works out what time to come on to meet this need - early on cold mornings, later on milder mornings. The heating only works when it is needed.

Peace and quiet: To combat system noise, every CDi boiler has a pump incorporated within the boiler that has a variable speed drive. As the thermostatic radiator valves start to shut down, the boiler senses an increase in system resistance. Instead of the pump maintaining its set speed, as with a traditional system, the intelligent controls modulate the pump speed, reducing noise, reducing power consumption and increasing boiler efficiency by maintaining optimum flow across the heat exchanger.



Worcester's award winning Greenstar



PHAM News

Each month we'll be inviting a different editor from one of the heating industry's top trade titles to discuss a topic of their choice. This month Chris Jones managing editor of Plumbing Heating and Air Movement News comments on the role installers have to play in reducing carbon emissions:

THE CONSEQUENCES OF CLIMATE CHANGE

"The consequences of climate change, dwindling energy supplies and higher fuel costs feature regularly in our news bulletins and daily papers – a regular dose of doom and gloom that is enough to make many of us want to switch channels or turn over to the celebrity gossip pages. However, the good news for those who earn a living in the heating business is that there's now a great opportunity to spread a more positive message to an increasingly receptive audience. The professional heating and plumbing installer is in the perfect position to advise homeowners on how they can either maximise the efficiencies of their existing heating system or invest in a sustainable solution that will make a real difference in the longer-term.

"The Government is committed to reducing the country's carbon emissions and encouraging everyone to think seriously about ways of saving energy, but it is the installer who is in the front-line and has the potential to transform an ageing heating system into something that is of real benefit to both the consumer and the environment as a whole. For many in the trade, though, it does mean a re-evaluation of how they want their business to develop. Do you want to be viewed as an 'energy expert' who can help enlighten customers about the very latest in renewable technologies and energy saving controls, or the 'quick-fix' installer who will keep a boiler ticking over for a few months before packing in altogether?

"Not all installers have been willing to embrace condensing technology, and not everyone will recognise the benefits of training up on micro-generation technologies, such as solar panels, ground source heat pumps, and micro combined heat and power. But it means that those who choose to widen their knowledge and develop new skills will be well placed to differentiate themselves from those who are content to stick with what they know best.

"Finding the time to undertake training is never going to be easy, but we now live in an age where learning new skills and adapting to changing requirements are, for many of us, a constant feature

The knowledge and experience built up over time is not something that is easily acquired, but it does mean that the professional operator is better able to demonstrate why his or her skills should be highly valued.

of working life. The knowledge and experience built up over time is not something that is easily acquired, but it does mean that the professional operator is better able to demonstrate why his or her skills should be highly valued. Some might argue that the heating and plumbing trade has never truly won the respect it deserves from the public at large, but there now exists a real opportunity to change that perception.

"With heating costs taking up an increasingly large slice of the household budget, most installers should be capable of showing their clients how a better controlled, more energy efficient, heating system can help to significantly reduce those outgoings. We all like to think that we would be happy to do our bit for the environment, but for most of us the prospect of saving some hard cash is likely to be a much better motivator. Even solar heating, for a long time thought to be purely for those with a either a big budget or a burning desire to save the planet, can be sold on the basis of saving some hard cash – at least in the long term.

"Not so long ago, talk of saving energy and caring for the environment was strictly outside the political mainstream, but now our politicians are falling over themselves in a bid to be seen to be 'greener' than the opposition. The heating trade may be more interested in winning business than votes, but it shows just how big an issue climate change has become – and we're in a better position than most to actually take some positive action to address the problem."

Chris Jones is Managing Editor of Plumbing Heating and Air Movement News

To obtain a free copy every month, please call 01889 577 222 or visit www.phamnews.co.uk

It's oil or nothing

With only three months to go before it becomes mandatory to install oil-fired condensing boilers in England and Wales, Martyn Bridges, director of marketing and technical support, explains why these changes are being made:

"Boiler manufacturers have for many years been required to quote efficiencies for their boilers and meet certain standards laid down by the essential requirements of the Boiler Efficiency Directive (BED). The Boiler Efficiency Regulations came into full effect in the UK on the 1st January 1998 stating an obligation for all new gas and oil-fired boilers to comply with minimum efficiency requirements.

"As of 1 April 2005 all central heating boiler installations in England and Wales fell under the control of building regulations. Although oil-fired boilers are not affected by these changes until 1 April 2007, manufacturers have taken the initiative to develop products that meet the new legislative requirements ahead of industry demand.

SEDBUK ratings

"SEDBUK (Seasonal Efficiency of a Domestic Boiler in the UK) was developed under the UK Government's energy efficiency best practice programme and provides a basis for comparison of the energy performance of different boilers. It was developed for calculating seasonal efficiency for individual boilers to use in the UK Building Regulations Part L.

"The new legislation, planned for April 2007, states that all boilers fitted in new homes must be condensing boilers with either an 'A' or 'B' SEDBUK efficiency rating (A= greater than 90%, B= 86%-90%). For existing installations, condensing boilers must be fitted on replacement unless exemption criteria are satisfied. This is included in the update to Part L1 of the Building

Regulations. To quote efficiencies for their boilers, manufacturers first need to have their product tested and certified 'full and part load' in accordance with the standard.

Testing, testing, testing

"Conformity to standards is mandatory before a product can be sold. The minimum efficiency and compliance with the regulations can be achieved by tests carried out by an independent 'notified body'.

"All of Worcester's condensing boilers, oil and gas, are SEDBUK A rated. To make the most positive impact on UK households, it's important installers fit the most energy efficient systems whenever possible. This is to the benefit of the homeowner and the environment. The technology to produce optimum efficiency is here, so why only go half way by specifying and installing B rated appliances?

"After successful completion of testing, manufacturers receive EC Type Examination Certificates, which adequately demonstrate the efficiency of products by independent testing. The process of testing and certification ensures that manufacturers in this country can comply with the regulations but also enables them to compete in the UK and European markets.

"For domestic boilers, compliance with the Boiler Efficiency Directive (BED) requires testing of representative examples from a manufacturer's range



Installation of a Greenstar oil-fired boiler

and an audited Factory Production Control (FPC) system, to ensure that the manufactured quality is consistent. The requirements of the Low Voltage Directive (LVD) and Electro Magnetic Compatibility (EMC) also need to be met.

"Energy efficiency is of the utmost importance at Worcester and ongoing research and development is taking place in order for us to continually update and improve our technology. We recently launched two new Greenstar Heatslave oil-fired condensing models to help meet the growing demand for higher efficiency oil appliances. This increases our oil-fired combi condensing range to cover outputs from 12-32kW and flow rates from 15-22lts/min. In addition we have five regular oil-fired condensing boilers in our portfolio.

"Plans for further development of our oil boiler technology are already in place, with the aim of providing a complete range of condensing models ready for March 2007. In fact, by the end of 2007 I'm confident that we'll be seeing a similar shift to condensing oil-fired products as we have with condensing gas-fired boilers, where sales reached over 70% of the gas market by the end of 2005."



“Welcome to our regular ‘green’ page designed to take a look at environmental issues affecting the UK today, as well as following the progress of Worcester’s Environment 2010 Awards across the year.”



“Launched in 2000, the Environment 2010 Awards are designed to celebrate activities that will preserve the environment for future generations and recognise best practice installation projects featuring high efficiency condensing boilers and new technologies, such as solar and ground source heat pumps. This month, we’re focusing on Andy Buchan, an installer who won an award last year for his combined solar and oil project.”

Neil Schofield
Business development manager high efficiency products

The Perfect Partnership

Cirencester heating and plumbing installer Andy Buchan, of AJ Buchan Ltd, won a prestigious Worcester Environment 2010 Award in 2006 following the installation of a completely new heating and hot water system in an 18th century property in Latton, Wiltshire, which gave consideration to the environment and the impact of emissions on climate change.

Andy’s installation project was the first of its kind to feature Worcester’s Greenskies solar panels in conjunction with a Greenstar Danesmoor 18/25 condensing oil-fired boiler.

Andy said: “The house was purchased after being unoccupied for three years and the new owners were in the process of completely refurbishing the property, which until then had no central heating. When discussing options with the customers – Rodney and Janet Williams – I mentioned the fact that AJ Buchan is a registered installer of Worcester’s Greenskies solar panels, as well as more traditional gas and oil-fired heating systems.

“As they were keen to use sustainable energy in their home wherever possible to keep the level of emissions down, the combination of a Greenstar Danesmoor

18/25 condensing oil boiler with the addition of solar panels for hot water provision offered an ideal solution for the couple’s requirements.”

Rodney Williams said: “I’m delighted to hear that this project has won an award. I’m anticipating that during the summer months, 60-70% of my hot water will be generated by solar power, although this will obviously be less during the winter. This will reduce the amount of fuel used, keeping my bills down and reducing emissions from my property. Although the initial outlay for these panels was higher than installing a boiler alone, I’m quite content in the knowledge that, over the long term, the running costs, and the costs to the environment will be reduced.”

Andy’s award-winning work won him a £500 voucher for a National Trust cottage



Andy Buchan with satisfied customer, Rodney Williams

holiday. Both he and Mr and Mrs Williams also win a year’s family membership to the National Trust. The installation went on to be judged against the projects of eleven other monthly winners – one of whom will be awarded the overall winner’s prize for 2006. Should Andy go on to win this, he could also win £1,000 of Thomas Cook holiday vouchers.

In partnership with the Energy Saving Trust, Worcester’s Environment 2010 initiative offers awards to installers, housing associations, local authorities, private house builders and self-builders. They also offer an award to youngsters up to the age of 16 years who participate in the annual ‘Images’ art competition.

Full details and entry forms can be found on www.worcester-bosch.co.uk.

Getting oil-fired up!

Until 31st March 2007, every Worcester oil-fired boiler you buy will take you one step closer to getting your hands on a superb selection of quality professional power tools from Bosch – absolutely free*.

Every Worcester condensing oil-fired boiler purchased during the promotional period is worth 20 Power Points and every non-condensing boiler is worth 10 Power Points (depending on the model). Points can be exchanged for the Bosch professional tools of your choice along the way, from a selection shown in the promotional booklet.

As we head towards the April 2007 deadline for further changes to part L1

of the Building Regulations, there’s never been a better time to start giving your customers a better deal by specifying Worcester’s ‘A’ rated Greenstar condensing boilers as one of the most efficient options available on the market.

In fact, Worcester now offers the biggest range of oil-fired boilers in Britain with its wide selection of Greenstar, Camray, Danesmoor and Heatslave models.



Claiming your free* tools is easy.

Register using the online form by visiting www.worcester-bosch.co.uk/powerpoints or by calling 0845 201 0522.

Once registered you will receive your first claim form and can request further forms from your local Worcester technical sales manager.

INSTALLER'S CHOICE

FEATURE

Spotlight on NCC South East Ltd

In the first of a series of Installer's Choice features, we talk to Neil Cornes of NCC South East Ltd about the Worcester Greenskies solar installation he recently completed in Alan Simpson MP's Kennington home in Greater London.

He explains:

"Alan Simpson MP is a Labour politician and Member of Parliament for Nottingham South. One of his most passionate crusades is the fight against fuel poverty and climate change and, after claiming he wanted to become the UK's Greenest MP, he is turning his own home into an eco-house to show his commitment to the cause.

"The first phase of developing Alan's eco-home was the installation of thermal solar panels to provide hot water. We were approached to carry out the work due to our experience in this area and used a Worcester Greenskies solar system twinned with a Greenstar 24i system boiler, system controls from Honeywell and a 150 litre twin coil un-vented cylinder from Range. The system was sited in the loft of the property.

The Installation

"On day one we had to get the Greenskies solar panels on to the roof which were hoisted up by two men. A scaffold would normally be used in the interest of safety but due to a number of factors specific to this area, this wasn't possible.

"To assist with the installation we built a wooden platform in the loft to support the cylinder. We sited the cylinder first then the boiler and then we installed the controls. Two sets of controls were installed for convenience, one set upstairs and one set downstairs. Once the controls were in place we were then able to remove the existing cylinder and pipe work.

"Before we could commission the system, the next step was to flush the cylinder with heat transfer fluid to remove any contaminants in the pipe work using a pumping station. It is important to remember the solar heating system must first be vented using the air vent, which is then closed again after venting. Once the fluid had passed through the system, we checked and set

the system pressure and flow rate. We then monitored the solar system and boiler together for a further 48 hours and checked the deliverance of water speed.

"After we were happy the entire system was in perfect working order, we spoke to Alan to find out what his hot water usage habits were so we could adjust the settings accordingly to suit his lifestyle. We then tested the system again, explained how everything worked to Alan and labelled all the pipe work for easy identification.

"There was very little disruption to the property during the installation process and Alan actually said we left the property cleaner than we found it! I always ensure that my team are both efficient and tidy at every job.

"Alan's was our sixth solar installation and we are now starting to see a significant increase in the number of customers requesting a quote for solar water heating. We also have several solar installations ongoing at the moment and always recommend the Greenskies system from Worcester."



Renewables Training

Having attended an accredited solar training course held at Worcester's state of the art training academy, Neil is now keen to learn more about ground source heat pump installations for the future. He said:

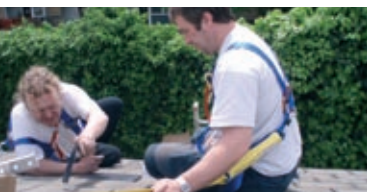
"The Greenskies solar training from Worcester was fantastic, I couldn't fault it. The mix of theory and practical hands-on work made it a very productive training session and it gave me the confidence to go out straight away and install Greenskies without any problems.

"I am now very keen to attend Worcester's Greenstore ground source heat pump training course so that I can add further renewable technology to NCC's product offering. I really believe

in these advances and have no doubt that they're the future. I think energy efficiency is such an important issue.

"I'm planning to move in the next month and once I do I will be turning my new property into a showcase eco-home. I will be installing Greenskies solar panels and Greenstore ground source heat pumps so that I can speak from experience about the benefits of living with this technology.

"Fossil fuels are running out and the cost of gas and oil is rising all the time - more and more people are realising the importance of these sustainable alternatives and I'm proud to be involved with these technologies as they grow in popularity."



Ask The Experts

In every issue of *The Installer's Choice*, we'll be answering some of the questions most frequently asked by installers attending the various training courses for gas, oil and LPG boilers, plus renewable technologies, at our Worcester Training Academy.

Each month, our panel of trained experts will include members of the technical helpline team who are available at the end of the telephone 5 days a week to help resolve any installation queries, and members of the training team under the guidance of Martyn Bridges, director of marketing and technical support and training manager, Phil Bunce. Guest panellist this month is Colin Simpson, technical support team leader.

This month's panel:



Martyn Bridges, director of marketing and technical support



Phil Bunce, training manager



Colin Simpson, technical support team leader

NOX EMISSIONS EXPLAINED

Q. There seems to be an increasing focus on NOX emissions in relation to boiler performance. Is this something I need to pay more attention to?

A. Martyn says: Generally speaking there are 5 categories of NOX emissions, with 1 being the worst and 5 being the best. The vast majority of SEDBUK B rated boilers on the market now are actually converted D rated boilers, which have had a secondary heat exchanger or a recuperator installed in the flue ways. Whilst some B rated boilers claim low NOX emissions, it is unusual for a B rated boiler to deliver class 5 burner performance. Attaining a class 5 listing is usually only achievable from pre-mix burners, such as the kind featured in Worcester's A-Rated Greenstar boilers.

Most recently, new guidance relating to efficiency and emissions has been introduced in the form of the Eco Homes Design Guide. This recommends certain standards for builders, local authorities etc. to aim for when building houses or dwellings. NOX emissions are just one of the areas the guide focuses on and the idea is to reward specifiers with points for each environmentally friendly product they install during a project. Opting for a class 5 burner means that NOX emissions will be produced up to 70mg/kwh, which under the Eco Homes Guide qualifies the specifier or installer for 2 credits. However, if the specified boiler achieves below 40mg/kwh, as in the case of a Worcester Greenstar CDi condensing boiler, a third credit is awarded."

ALWAYS REMEMBER TO FLUSH

Q. I understand the importance of flushing a system but can you provide a brief outline of the key points for my apprentice?

A. Colin says: The flushing of a primary system is a vital part of commissioning a system and when carried out properly can help keep the boiler in top condition and help prolong the life of central heating system. These key steps, when followed, will provide the home owner with the heating and hot water comfort they expect.

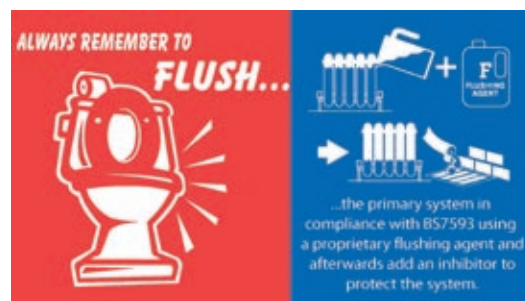
Before installation of a new gas condensing boiler:

- Before flushing the system through, it is important to check that the existing system and pipe work are in good order to begin with. Keep the existing boiler/circulating pump where possible or use a power flushing machine to aid cleansing before the new boiler is installed.

After installation of a new gas condensing boiler:

- Fill the boiler with cold water and drain immediately to remove loose debris
- Close drain cocks and refill, adding a suitable flushing agent and leave for at least 1 hour
- Run the boiler / system at normal operating temperature, as specified by the manufacturer of the flushing agent
- Switch off the boiler. Drain and thoroughly flush the system to remove the flushing agent and any debris
- Close the drain cocks and refill with fresh water and an inhibitor*. Bleed any air from the boiler and the system

*Add inhibitor according to the DWTa Code of Practice and the manufacturer's instructions. The inhibitor must not cause damage to the materials within the boiler or any other materials / components within the system.



For a copy of the technical fact sheets, please call the literature line on 01905 752 556 and quote the part number - 8 716 112 999 0



Winner Nick Fielding of Fieldings Limited (centre) with runners up Simon Lockwood (right) from Pipework Connect and Richard Tolley (left) from Ecoplumb.

Could you be the next installer of the year?

Voting is now underway to find the new Installer of the Year 2007, as chosen by homeowners across the country, and the competition is already hotting up.

Last year, Worcester's first ever Installer of the Year, Nick Fielding, was presented with a 'Monster kit' of Bosch power tools, a plaque and winner's certificate to display in his business premises back in August 2006. Runners up, Richard Tolley of Ecoplumb in Worcester and Simon Lockwood of Pipework Connect in London, both received a certificate for their achievements and £100 of leisure vouchers each.

From January 2007, consumers can vote for their favourite installer to become Installer of the Year by registering their votes on-line. And, one lucky home owner is in with a chance of winning £1,500 worth of Bosch goods by being automatically entered into a free prize draw if their nominated installer wins this coveted award.

At the end of the voting period, the three installers with the highest number of customer votes will be invited to Worcester during the summer for a discussion with a panel from the Worcester team.

This involves answering questions about the installation project entered on their behalf, as well as a few questions about general installation scenarios. The installer who performs the best in both the consumer voting and the interview will be crowned Worcester's Installer of the Year for 2007.

In addition to receiving the above mentioned prize, the winning installer will be prominently featured on Worcester's website, which receives an average of 150,000 visits per month, as well as being featured in trade magazine articles.

ENCOURAGE YOUR CUSTOMERS!

Don't let your customers miss out on the chance to win £1,500 worth of Bosch household goods. Encourage them to nominate you as their Installer of the Year.

To find out more about the voting procedure visit www.worcester-bosch.co.uk.

Meet the national sales managers

BARRY WILSON

NATIONAL SALES MANAGER, GAS PRODUCTS

Q. How did you get into the industry and to your current position?

A: I started my career with Worcester 20 years ago as a service engineer and since then have moved from service to sales. I have now worked as part of the sales force for the past 14 years and have been in my current position as national sales manager for gas for the last 18 months.

Q. Can you describe a typical day at work?

A: That's a tough one. I rarely have a typical day. Every day I'll plan what I need to do but then one phone call can change everything in an instance! Typically, I spend three days of the week based at our head office and two days on the road catching up with the sales team, so my role is very varied.

Q. What do you like most about your job?

A: I love the variety and the challenge of the job. One day I could be giving a presentation to key account customers at head office and the next I could be visiting potential new customers in Ireland.

Q. What do you think distinguishes Worcester from its competitors?

A: The Worcester brand is very strong within the industry sector. Our customers comment on our openness as a company, which I believe is very important for the success of the business. We always try and make sure we take the time out to see customers when they visit the site and we recognise the importance of face to face relationships to truly understand a customer's requirements.

Q. What new products are you most excited about?

A: The growth in renewables is particularly exciting, as there has been considerable interest from our customers and consumers are generally hungry for information about how these products can improve upon their existing heating and hot water systems. Over the last two years I have certainly seen a strong interest developing in solar products and I expect to see interest in ground source heat pumps grow considerably over the next 12 months.

Q. How do you feel the industry has changed in recent years?

A: There has definitely been a significant rise in the professionalism of the whole industry, particularly in respect to the CORGI registration which is now mandatory. New legislation has also pushed the industry as a whole to manufacture the highest efficiency products and at Worcester, we have also focused on raising the level of training to exceptionally high standards in support of new product developments and best practice when it comes to installation.

Q. How can your customers encourage their customers (merchants, installers, specifiers or home owners) to upgrade or replace inefficient, old boilers?

A: From our perspective training is vital, especially where new and renewable technologies are concerned. We are also investing heavily in marketing and advertising, which is intended to support the trade by generating consumer interest and pull-through for Worcester products that can be translated into extra sales by installers.

Next month's edition will feature a profile on Paul Tobin - National Sales Manager for Oil Products

Win with Worcester



Can you come up with a snappy caption for this month's competition?

Taken from our current sponsorship of the Channel 4 Weather, this photograph shows our lovely model relaxing in a chair – right in the middle of a rocky landscape!

All you need to do to be in with a chance of winning this month's competition is tell us, in no more than 20 words, what this lovely lady is thinking about (and please, do your best to keep it as clean as the air she's breathing!)

We'll publish a selection of the funniest captions in our February issue and one lucky winner will receive £250 of Leisure Vouchers. Leisure Vouchers can be enjoyed at a huge

number of places and in lots of different ways including; eating and drinking fine wines, exciting attractions and thrilling experiences, memorable holidays and short breaks away, relaxing and de-stressing and fun family days out. We also have 10 sets of Worcester fleeces and beanie hats to give-away as runner-up prizes.

To enter, simply complete the entry form below and send it back to our editorial office: *The Installer's Choice Caption Competition*, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good luck!

Name _____

Business Address: _____

Daytime Telephone Number: _____

Caption: _____

Tick box as appropriate:

I would like to receive further information from Worcester, Bosch Group.

Please do not contact me with further information.

Terms and Conditions

1. No cash alternative
2. Decision of Worcester, Bosch Group is final
3. Closing date is 30th January 2007
4. The winner will be notified by telephone by the 19th February 2007
5. Offensive or inappropriate captions will not be considered

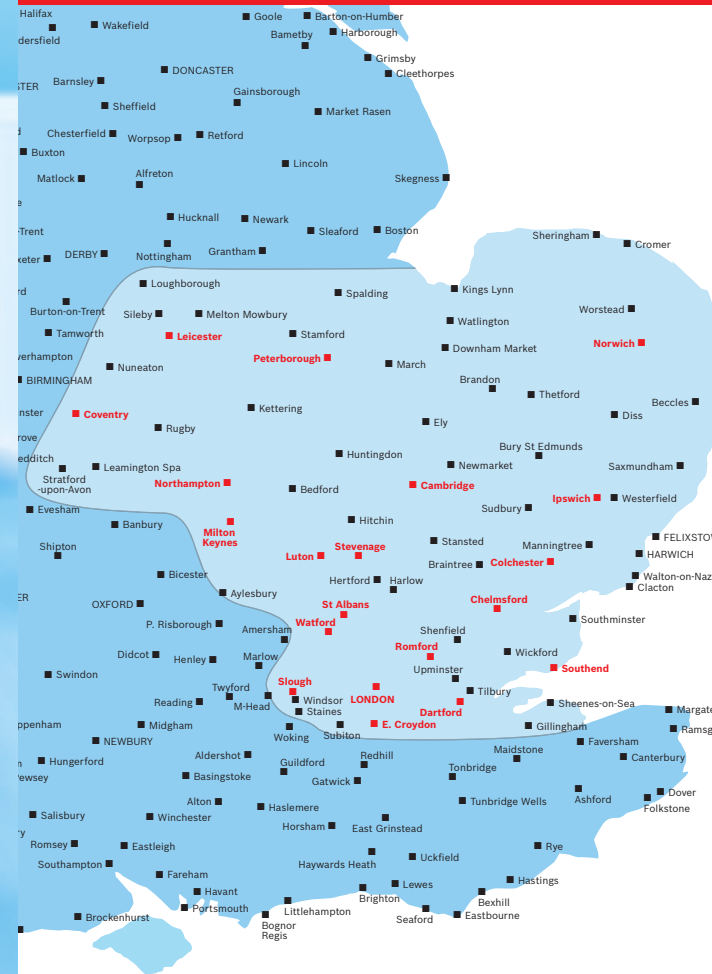
CONTACTS

Keep in touch

No matter where you are based around the country, Worcester will have a team of local representatives available to help with your specific requirements.

Each month we're planning to cover a different area of the country, providing the names and numbers for the key contacts who are there to help make your job a lot easier.

In this issue we're focusing on the **Southern sales team**, who are each responsible for covering different areas. In the February issue of *The Installer's Choice* we'll be including the details for key contacts for the North West region. We look forward to hearing from you!



Key Contacts – London, Anglia and East Midlands Sales Team



The Sales team for London, Anglia and East Midlands is lead by Business Manager, Mike Southall

John Fry: Technical Sales Manager Telephone: 07790 489525

Areas Covered: Chelmsford, London E, London CE, Enfield, Ilford, Romford, Southend-on-sea

Neil Carter: Technical Sales Manager Telephone: 07790 489574

Areas Covered: St Albans, Hemel Hempstead, Luton, Milton Keynes, Stevenage, Slough, Watford, Bedford

Paul Dewis: Technical Sales Manager Telephone: 07767 432556

Areas Covered: Croydon, Kingston-upon-Thames, Sutton, London SW, Twickenham

Steve Sibun: Technical Sales Manager Telephone: 07790 488473

Areas Covered: Coventry, Leicester, Northampton

Micky Simpson: Technical Sales Manager Telephone: 07790 488473

Areas Covered: Bromley Dartford, Medway, London SE

Peter Stamford: Technical Sales Manager Telephone: 07767 432570

Areas Covered: Cambridge, Colchester, Ipswich, Norwich, Peterborough

Darren Hunt: Technical Sales Manager Telephone: 07790 489508

Areas Covered: Harrow, London N, London NW, Southall, London W, London WC