

DIARY DATES

AUGUST 2007

THE INSTALLER'S CHOICE

Exhibitions

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



For further information, visit www.worcester-bosch.co.uk and click on the events page.

August – November

OFTEC Temple Patrick Hilton Hotel, Belfast 18th September 2007	Grand Designs Live – NEC NEC, Birmingham 05/10/07 - 07/10/07	Northern Homebuilding and Renovating Show HIC, Harrogate 09/11/07 - 11/11/07	South West Homebuilding and Renovating Show Bath and West Showground 24/11/07 - 25/11/07
Installer Live Ricoh Arena, Coventry 18/09/07 - 21/09/07	PHEX Old Trafford, Manchester United FC 23/10/07 - 24/10/07	OFTEC Newmarket Racecourse, Suffolk 21st November 2007	
London Homebuilding and Renovating Show Excel, London 21/09/07 - 23/09/07	OFTEC Newton Abbot Racecourse, Devon 10th October 2007	PHEX Stamford Bridge, Chelsea FC 21/11/07 - 22/11/07	

County Shows

August – September

Perth Show 26 York Place, Perth, Perthshire, PH2 8EH 03/08/07-04/08/07	Pembrokeshire County Show Haverfordwest, SA62 4BW 14/08/07-16/08/07	Vale of Glamorgan Agricultural Show Fonmon Castle Park, Rhoose 15/08/07
The Keith Show Keith Banffshire, AB55 5AJ 12/08/07-13/08/07	Anglesey County Show Anglesey Showground, Holyhead, Anglesey, LL65 4RW 14/08/07-15/08/07	Thame & Oxfordshire County Show The Showground Kingsey Road Thame, Oxon, OX9 2BZ 20/09/07



Environment 2010
Focus on the Microgeneration
Accreditation Scheme
Installer Live!
Don't miss out!

**Boiler market
performance**

Hot news from the heating industry

Don't forget **Installer Live 2007**

Ricoh Arena, Coventry, **18/09/07 – 21/09/07**

A 10 year warranty on our primary heat exchangers. Another good reason to install Worcester quality.

At the very heart of every Greenstar gas-fired condensing boiler (all of which are 'A' rated) is the primary heat exchanger.

And because this advanced-technology heat cell is designed, constructed and engineered to deliver extremely high efficiency – and to do so consistently for a very long time to come – Worcester happily backs it with all the

reassurance of a full 10-year* primary heat exchanger warranty.

Every Greenstar condensing boiler also offers all the built-in benefits you've come to expect from Worcester - proven quality and reliability plus a comprehensive pre- and post-sales support package.

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

*Full terms and conditions on our website



WORCESTER
Bosch Group



Welcome to the August issue.

In this month's issue, we're taking a closer look at the heating industry and in particular, the boiler market and the take up of condensing. Since legislative changes regarding the installation of oil-fired boilers in April and the changes to the Scottish and Northern Ireland Building Regulations, all new or replacement gas and oil-fired condensing boilers must be at least SEDBUK 'B' rated for efficiency across all of the UK.

In our cover story, we examine market data for the year so far to see how boiler sales are fairing and how changes to the Building Regulations have affected the take up of condensing and particularly 'A' rated boilers.

Our Power Points promotion is on page 11 with a focus on gas. Every Greenstar 28i Junior, Greenstar 30Si and Greenstar 37 and 42CDi combi boiler you buy can take you closer to getting your hands on your very own set of superb Bosch power tools. Not forgetting oil, we're offering fantastic triple points for every purchase of Greenstar oil-fired system models – see the news pages for further details!

This month's Installer's Choice case study focuses on one of our monthly Environment 2010 winners. Oldham

based installer Andrew Marsden owner of AJ Marsden won the award for his installation of two Greenstar gas-fired boilers, which transformed the heating system of a guesthouse in Bolton.

At Worcester, we recognise that the installer is 'king' when promoting highly efficient heating products and renewable technologies to the homeowner and that in order to do this, training is key. On page 15, Phil Bunce, training manager for Worcester, asks several installers what motivates them to attend Worcester training courses and what benefits they feel training offers them.

To end on a light hearted note, we test your knowledge of our new 'Picture a Greener Future' children's book. How much do you know about the Green family, Bobby the Boiler and Solar Sam? The book is aimed at 7-11 year olds to help educate them in a fun way about energy efficiency in the home.

You can order copies for your customers free of charge by telephoning (01905) 752709 or you can visit www.worcester-bosch.co.uk.

Richard Soper
Managing Director

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Irresistible offers for Installer's Choice


Are you conscious that you're promoting high efficiency products and renewable technologies to your customers when your own heating system is old and inefficient? Do you want to change this and create a showcase example of how these technologies can improve the efficiency of a home?

If this is you, would you believe that as well as the benefits of reduced fuel bills and an increase in the value of your property, you could receive a fantastic cash-back offer from Worcester?

Yes it's true, Worcester has introduced cash-back offers for installers who have specified Worcester Greenstar, Greenskies and Greenstore products, and fitted them, as an installation in their own home.

In cases where installers have already fitted these products in their own home, they have been able to use their installation as case study examples to demonstrate first hand energy efficiency and lowering fuel bills.

For more details about the Installer's Choice cash-back promotion visit www.worcester-bosch.co.uk or call 01905 752 709.



Here's how the benefits of going green with Worcester really add up

Installer Cash-back Offers

- £250**
cash-back on Greenstar boilers
- £500**
cash-back on Greenskies solar + £50 for Greenskies cylinder
- £1,700**
cash-back on Greenstore ground source heat pumps

Offer available from 1st July onwards

It's finally kick-off for Home Information Packs

After several delays and much controversy from 1st August, Home Information Packs are finally set to be introduced for sales of homes with four bedrooms or more.

The packs were due to become compulsory for all home sales in England and Wales from 1 June, but at the last minute Communities Secretary Ruth Kelly told MPs the packs would be phased in, starting from August.

The delayed introduction was largely due to a legal challenge from the Royal Institution of Chartered Surveyors (RICS), which was based on what they said was a lack of proper consultation

on the packs and controversy over the proposed energy certificates and the number of qualified inspectors.

Homeowners will need an Energy Performance Certificate (EPC) as part of the Home Information Pack (HIP), which should assist installers when educating homeowners about energy efficiency.

Energy Performance Certificates are a crucial measure that will help householders tackle climate change and cut energy bills. They will also be useful for demonstrating the value of high efficiency products and renewable technologies in a more tangible way.

HIPs The main points

- From 1st August, homes with four bedrooms or more require a HIP, including an EPC or Predicted Energy Assessment
- HIP Implementation is to be phased in soon for other dwellings; firstly for three bedroom homes, then the rest
- There will be a transitional period to 1st January 2008, during which time properties can be marketed as soon as the HIP is commissioned
- Interim Energy Assessments are no longer required
- Energy Performance Certificates are required for all dwellings once physically complete, from 1st January 2008, whether or not a HIP is required.

Super savings – encourage your customers



With only a few weeks remaining for homeowners to claim Worcester's householder Greenskies solar cash-back offers, make sure your customers don't miss out and encourage them to apply today!

Worcester's Greenskies solar 'up to £400 cash-back' offer for consumers who purchase Greenskies solar panels with a Greenskies cylinder and Greenstar boiler is valid until 30th August 2007.

This offer has proved extremely popular, as it is also valid with the £400 grant from the Low Carbon Buildings Programme, offering twice the support

for homeowners considering a solar installation.

Worcester's £1,700 ground source heat pump cash-back scheme to support consumers with the cost of installing a ground source heat pump is running until December 2007. This offer is not valid in conjunction with any other offers, including the £1,200 grant from the Low Carbon Buildings Programme.

Terms and conditions for Worcester's cash-back offers can be found on the website www.worcester-bosch.co.uk where you will be able to find out how to register a claim.



Free Box File Promotion

Organising your monthly copies of the Installer's Choice magazine could not be simpler with Worcester's free box file offer. All you need to do to avoid searching for past copies of the Installer's Choice magazine is register your details online at www.worcester-bosch.co.uk or call 01905 752730 and a free box file will be on its way to you.



Worcester's Greenstar Camray System models

Power Points – another unbeatable oil promotion

For a limited period Worcester's Power Points oil promotion is now supercharged for Greenstar system boilers, purchased by 31st October and claimed before the 30th November 2007.

Every Worcester Greenstar Camray System condensing oil-fired boiler purchased before 31st October is worth an impressive 60 Power Points, which can be converted into the Bosch professional tools of your choice from those shown in the promotion booklet.

Worcester's new Greenstar Camray System models are available in 12/18/25 and 25/32 versions and have been added to the existing range of Greenstar Heatslave, Utility and Danesmoor oil-fired boilers.

All the new models have been designed with either the same or smaller dimensions as standard efficiency Danesmoor or Camray boilers making them an obvious choice for homeowners wishing to upgrade to a high efficiency, 'A' rated boiler.

For more information on Worcester's range of 'A' rated oil-fired product range or power points promotion visit www.worcester-bosch.co.uk.

Hot news from the heating industry

Each quarter, we will bring you an update on the heating market, with a particular focus on condensing boiler sales and the growth opportunities this presents for installers.

The boiler market has seen a significant amount of change over the past two years. 2005 was a particularly disappointing year in which there had been a marked downturn in sales, while 2006 saw the market recover somewhat, with gas boiler sales up 6.3% on 2005, accounting for 1.56 million sales in the UK. This corresponded with revised Building Regulations coming into force in England and Wales, which made condensing boilers the minimum standard for domestic gas boilers.

In 2007 the market has generally remained steady with sales at a similar level to 2006. Whilst there have been individual monthly variations, Q1 sales in 2007 were almost exactly the same as in Q1 2006. The annual comparison shows a 6.3% improvement in sales, but this only represents a recovery following the decline in the market which coincided with the introduction of revised Building Regulations in England and Wales.

Whilst the overall market is fairly steady, there has continued to be strong signals that it is the contract market that is keeping sales at current levels, with ongoing investment into the public sector and social housing.

In contrast, the private owner occupier market appears to have declined. The main reason for this is that more people are choosing to repair their old boiler rather than having a new appliance installed. For example, in 2006 we did see a higher than anticipated rise in spare part sales, particularly for the older boilers. This doesn't currently contravene the Building Regulations, as only replacement boilers or new installations are covered within.

At Worcester, one of our main aims is to encourage homeowners to upgrade to a new high efficiency condensing boiler so that they can benefit from reduced energy consumption, lower fuel bills and no additional costs from replacing older parts.

Condensing the Boiler Market

Since Part L1 of the Building Regulations were amended, making it mandatory for all gas-fired and now oil-fired boiler installations in England and Wales to be condensing models, sales of condensing boilers have increased from around 25% per year to account for over 95% of all boilers sold in the UK today.

Sales of condensing boilers in Scotland and Northern Ireland have also been growing and with recent changes to Building Regulations in both these countries, condensing boilers are expected to quickly reach similar levels to England and Wales.

Not only has the take up of condensing been extremely impressive, but we can also see a high take-up of 'A' rated technology. Whilst both SEDBUK 'A' and 'B' rated boilers are viewed as acceptable in-line with Building Regulations, at Worcester we strongly believe that fitting a SEDBUK 'A' rated appliance is always going to give the customer the best possible deal.

The whole chain, from manufacturer to merchant to specifier to installer, should be aware of the benefits of 'A' rated gas and oil-fired boilers and encourage consumers to choose 'A' rated appliances when replacing their existing systems.

All of Worcester's condensing boilers are SEDBUK 'A' rated, offering at least 90% efficiency. We've felt from the beginning that fitting 'B' rated appliances is only going half way, which is why it's pleasing to see that in the first quarter of 2007, SEDBUK band 'A' boilers have accounted for 83% of condensing boiler sales.

We're sure this figure will only increase further over the year – after all 'A' rated technology is available so let's make the most of it.

Fuel Prices

From a consumer point of view, the media has been quick to point out the impact of rising fuel prices – with costs increasing by as much as 60% over the past 2 years. For example, average standard credit gas bills rose by £87 in 2006 compared to 2005. Average direct debit bills increased by £71 and prepayment bills by £97, over the same time period. (Source: DTI).

As a result of the price increases, it seems the UK market is slowly but surely starting to warm up to the concept of energy saving. What is frustrating is when talk of energy efficiency and renewables turns to talk of electricity, especially when around 73% of all domestic CO₂ emissions come from heating and hot water appliances in the home. Rather than focusing on electricity the Government should really be addressing how to tackle and replace the millions of inefficient old boilers out there.

Having prepared to meet an increase in demand for high efficiency products, the industry is now watching closely to monitor sales throughout the rest of 2007, with the positive upward trend



in sales expected to continue to mirror similar developments in the gas market since the 2005 changeover.

Let's hope that the next time we update you, we will have reduced the number of boilers which need replacing and that more and more homes will have high-efficiency condensing boilers capable of making a real difference to heating and hot water costs and lowering CO₂ emissions on a national scale.

The market data in this article is taken from the Heating and Hotwater Industry Council (HHIC) Journal.

For further information on Worcester's product range call 08705 266241 or visit www.worcester-bosch.co.uk.

Highlights

- Some recovery in boiler sales in 2006 following the decline in 2005
- Market steady in early 2007 with Q1 sales very similar to those in Q1 2006
- Contract market continues to appear buoyant
- Condensing boilers now consistently account for over 90% of the market and figures are set to rise further with recent changes to Building Regulations in Northern Ireland and Scotland.

Gas Boiler Sales Q1 2007 v Q1 2006

	Q1 2007			Q1 2006			Annual Comparison		
	Jan	Feb	Mar	Jan	Feb	Mar	Apr 06-Mar 07	Apr 05-Mar 06	% change
Total boiler sales (000's)	119.4	117.9	133.1	115.9	112.7	141.0	1564.2	1471.3	+6.3
% condensing	92	92	94	85	86	86	90	82	

Source: HHIC Journal



Each month we've been inviting a different editor from one of the heating industry's top trade titles to discuss a topic of their choice. This month Paul Braithwaite, editor of Heating and Ventilating Review, comments on the challenges which face installers today.

HVR

THE WORLD IS CHANGING

Installers have to start thinking out of the box, otherwise they will be left on the shelf. Yes, I know I have mixed my metaphors but the message is clear.

The world is changing.

In new builds, developers, under pressure from government and the green lobby, are not installing condensing boilers as the norm, they are looking at solar thermal, heat pumps (air source and ground source) and even CHP (combined heat and power).

And there is an increasingly green awareness, if I may call it that. Many householders are realising their green credentials. Even if they are not, they do know that going green can save money. As gas prices continue to rise, payback on a solar thermal installation decreases.

I know gas prices have dropped back from the highs of last year but with much of the gas of the future coming from unstable areas of the world, I do not see them staying down. So clients will be looking beyond the offer of a new boiler, even if it is now more efficient than ever.

Installers might have noticed that more and more boiler manufacturers and suppliers are now offering alternative heating sources, such as solar water heating systems and ground source heat pumps.

If installers don't begin to offer more than the "what boiler would you like?" question when replacing a clapped-out

system, then they will be pushed aside by a business which will offer a choice of not only condensing boilers but renewable technologies as well.

Manufacturers are not standing still. They offer training courses, some are even free. Those that charge often offer discounted goods to the value of the courses.

All of them see the importance of extending their portfolios and this is what m&e installers should be doing too! It is easy – and safe – to continue to do what you have always done and been good at.

I am sure there were many farriers who continued to believe the automobile would never replace the horse – and went out of business when it did. Others realised the threat and started to retrain as mechanics so they had a couple of strings to their bows.

This is what installers must do!

Now is the time to train staff to install solar thermal and to tie in with a roofing company (to install the panels). Now is the time to seek help with training for installers to work on heat pumps. Why? Because other installer businesses already are. As they get bigger – and take on more work – they will be advertising for more staff – and you will lose your best men.

Don't forget this strategy towards renewables is not just down to a green lobby.

Government is pushing it too.



The Kyoto Agreement set down a reduction in CO2 emissions for many countries across the world. The recent G8 summit pushed for even greater restrictions.

There are more restrictions to come.

I believe Government will have to offer more than the current £1,200 grant available on domestic installations of heat pumps to kick-start the market.

Latest BSRIA figures show the UK expects to sell only 2,000 heat pumps a year, while German sales of heat pumps, at 90,000 a year, are fuelled by substantial grants.

In just a few years time, I see what today are called alternative energy sources becoming the norm.

Installers must make a leap of faith now.

Just as cutting emissions is about the survival of the planet, for installers being able to install and maintain these alternative energy sources could be the difference between a business surviving and not!



Martyn Bridges Comment

Martyn Bridges, director of marketing and technical support for Worcester, takes a look at some proposed changes or rather clarification from the HSE on flues and the Gas Safety Installation and use Regulations.

Inspecting concealed RSF flue ducts – what's the solution?

"For some time now, discussions have been going on with the Health and Safety Executive, CORGI, the Society of British Gas Industries (SBGI) and the majority of gas boiler manufacturers regarding compliance with the Gas Safety Installation and Use Regulations of 1998 and The Construction Regulations of 1994.

"It is a requirement of the Gas Safety Regulations 1998, Regulation 26 (9) that every installer must carry out certain mandatory checks on an installation, including checking the effectiveness of the flue on commissioning and on every annual inspection of the appliance.

"It is often difficult for installers to carry out a complete test on the flue, particularly in cases where boiler installations are perhaps in apartments within converted warehouses, where extended flues are being installed on condensing boilers. The difficulty with these installations is that a growing number of these extended flues are hidden within floor or ceiling voids, which can hinder access to the flue after the initial commissioning of the appliance.

"There have been many discussions surrounding this issue, some of which

have provoked a number of differing opinions on how Regulation 26 (9) should be carried out and as to whether a visible flue test is necessary or a pressure test on the flue is required etc.

"The Health and Safety Executive (HSE) stance is that regulation 26 (9) does not require a pressure test, but a visual check on the condition of the flue and connections. However, a pressure test could be used as part of the checks with access panels to inspect the flue and connections. At this stage in the discussion it appears that the requirement for all future flue installations is that all joints should be accessible and visual so as to allow compliance with Regulation 26 (9).

"In our opinion, the likely outcome is that flues which run within ceiling voids

"To further clarify this, CORGI has prepared a Technical Bulletin (TB 200) on this subject, which was released on the 11th June."

will require one or more removable access panels to enable a visual check of the condition of the flue and the flue supporting brackets.

"To further clarify this, CORGI has prepared a Technical Bulletin (TB 200) on this subject, which was released on the 11th June. The Bulletin titled; 'Room-sealed fanned draught flue systems concealed with voids,' accepts that there are many installations across the UK where it is difficult to complete mandatory checks in accordance with Gas Safety Regulations.

"To combat this problem, TB 200 states that when it is not possible to visually inspect the flue system to enable an examination of the flue a risk analysis of the installation should be completed. The following considerations are some of the necessary checks for this risk analysis:

- The effectiveness of any flue
- The supply of combustion air
- Any sign of stress to the material
- If the flue is to the manufacturers instructions

"We will continue to update you on any further developments on this subject."



Welcome again to our regular 'green page', commenting on the latest legislation and issues affecting the heating industry, as well as following the progress of Worcester's Environment 2010 Awards.



In this month's issue, we're looking at the Government's policies to encourage installers to promote renewable technologies and in particular at the Microgeneration Accreditation Scheme.

Neil Schofield
Head of Sustainable Development

Are renewables in danger of falling at the first hurdle?

"In my view, the move from the current accreditation initiative Clear Skies to the Microgeneration Accreditation Scheme is cause for grave concern. Under the new guidelines, installers will be required to pay an anticipated £1,800 to register on the scheme before they can even begin to offer their customers renewable technologies, like solar thermal and ground source heat pumps.

"For installers who want to enrol, train and promote renewables the cost of registering is going to be a massive barrier to trading. And for homeowners who want 'greener' alternatives and reduced running costs, the availability of fewer accredited installers could seriously hinder the take-up of microtechnologies in Britain.

"What's more, and let's be blunt here, installer's don't have to offer renewable technologies and with the cost of the registration fee it is highly likely they simply won't. The biggest loser of all could be the Government, in view of its massive carbon reduction targets and aim to hit the first of these by 2010.

"The Government has really switched on to the issues of CO₂ emissions and global warming over the past couple of years (certainly if media coverage and policy announcements are anything to go by). Spurred on by rising energy costs and concerns about the longevity of fossil fuel supplies, the UK market

for renewable energy solutions has awakened and begun to show signs of growth, as forward thinking consumers are starting to consider the alternatives to traditional home heating.

"Looking forward, what we need is greater availability of renewable technologies otherwise a solar panel or ground source heat pump isn't much use to anyone – the consumer or the environment - unless correctly fitted. And this is where the installation trade is so vitally important. Installers have a key role to play in delivering renewables to market and educating the end consumer about the options available.

"In Worcester's experience, installers are ready and willing to learn more about

Looking forward, what we need is greater availability of renewable technologies

alternative heating technologies and many are already looking to diversify their businesses to include solar and ground source heat pumps.

"Our solar training courses have been fully subscribed so far this year, with training even taking place on weekends, which led to further investment in training facilities in early 2007. To date we have trained over 1,400 installers on our accredited 'Greenskies' solar training course, which is now also recognised by the Low Carbon Buildings Programme, allowing them immediate access to any grants available.

"With things looking positive from the point of view of manufacturing, product availability, support from the installation community and consumer interest on the increase; financial support from Government (in the form of both grants and affordable qualifications) is what's required to complete the circle and seriously encourage the changeover to renewables in the UK."

Power Points

promotion now available on Greenstar gas

Until 30th September, every Greenstar 28i Junior, Greenstar 30Si and Greenstar 37 and 42CDi combi 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. *

What makes this promotion even more exciting is the fact that Worcester now offers one of the biggest ranges of 'A' rated gas-fired boilers in Britain, with its popular Greenstar range. which includes the CORGI Product of the Year – Greenstar CDi.

Worcester's range of Greenstar CDi boilers are clear examples when 'A' rated is best. Winner of the CORGI award for Domestic Heating Product of the Year, Worcester's Greenstar CDi condensing gas-fired range has outputs from 27kW to 42kW and models suitable for virtually all installations.

Claiming your free* tools is easy. Register using the online form by visiting www.worcester-bosch.co.uk/gaspowerpoints or by calling 0845 201 0522. Once you have registered, you will receive your first claim form, you can then download further claim forms from our website or by calling the number above.

*Terms and conditions apply



Collecting your own set of Bosch power tools is so easy, just by installing one Greenstar Si you qualify for **7.5** power points, which means you can claim a Bosch professional impact drill worth around **£50!**

Once you've collected **30** power points you can claim a fantastic Bosch compact screwdriver worth around **£95.**

And if you're able to collect the maximum **200** power points you can claim Bosch's latest high spec drill the GBH S6VI Cordless rotary hammer drill worth around **£500.**

POINTS TABLE	
Worcester POWER POINTS	
GREENSTAR 28i JUNIOR	
POINTS VALUE	5
GREENSTAR 30Si	
POINTS VALUE	7.5
GREENSTAR 37 & 42CDi COMBI	
POINTS VALUE	10

INSTALLER'S CHOICE

FEATURE

Spotlight on ENVIRONMENT 2010

AJ Marsden Ltd

For this month's Installer's Choice feature, we talked to Oldham based installer, Andrew Marsden owner of AJ Marsden Ltd, who won one of Worcester's prestigious monthly Environment 2010 awards for a heating and hot water installation, which has made a eight bedroom family home super energy efficient.

Describing the project, Andy said: "The installation was for a large family home in Bolton, which was wasting energy with the whole property being heated all the time. So we installed two unvented cylinders alongside each other and two Worcester Greenstar CDI gas-fired boilers. One boiler fed one cylinder for downstairs hot water and heating and the other fed the second cylinder for upstairs.

"This meant that at night time the owners could just heat the upstairs and then when everyone was out during the day they could just heat the downstairs. To further enhance the efficiency of the heating system each individual room was also fitted with its own room thermostat and timer, to ensure the heating of each room could be independently controlled.

"We also set it so that one of the cylinders fed the four public bathrooms and the other fed the one main ensuite bathroom. This meant that when the children were at school they only needed to use the cylinder to heat water in the one ensuite bathroom.

"Additional energy savings are also being made because the two boilers we installed were high efficiency

Greenstar appliances from Worcester, which operate at more than 90% fuel efficiency. By combining these 'A' rated Greenstar boilers with sophisticated controls, we were able to ensure the fuel bills for the property would be kept to a minimum."

Andy is now looking to become even more environmentally minded by joining the renewables market. He has recently completed a Greenskies solar water heating course at Worcester and hopes to be installing solar products later this year.

Andy added: "I'm very passionate about the environment and think that what Worcester is doing with renewables is fantastic. I have had a number of enquiries about solar and decided now was the time to find out more about it. I'd like to be looking at ground source heat pumps in the future as well."

As well as a large number of recommendations for work from the guest house owners, Andy's award-winning installation has won him a £500 voucher for a National Trust cottage holiday and a year's family membership to the National Trust.



Could your installation be an environmental winner?

Since 1999 Worcester has been running its Environment 2010 Awards scheme to help raise awareness of climate change and promote and encourage the use of energy efficient technologies in the home.

The awards are just one example of Worcester's total commitment to its environmental policy by focusing attention on the critical need to conserve non-renewable energy

resources and minimise environmental damage. The awards also reflect the long term commitment made by the UK Government to reduce emissions of harmful greenhouse gases in line with the 2010 Kyoto Protocol.

Every month, Worcester receives a host of nominations from around the country for the installation category of the awards. The initiative recognises installers who take an environmentally

responsible approach to their work and each month a winner is chosen who demonstrates the highest level of installation quality.

For more information about Worcester's Environment 2010 awards and renewable products, call 08705 266241 or to download a nomination form, visit the website: www.worcester-bosch.co.uk.



Training – your thoughts

At Worcester, we recognise that every installer has different requirements when it comes to training, which is why we aim to offer a choice of training courses, locations and delivery methods to meet all needs.

All our dedicated schools of excellence are fully equipped with gas, oil and LPG boilers together with solar and GSHP training equipment designed to put installers through their paces.

Worcester offers dedicated training courses at sites across the UK, new online courses planned as a range of mobile training vehicles, which enables installers to access Worcester training no matter where they are in the country.

In 2007, we are aiming to train around 14,000 installers at various sites around the country. These include Worcester, Clay Cross (Chesterfield), Bangor (Northern Ireland), our brand new centre in West Thurrock and from October, you'll be able to visit us at our new training facility in Bradford.

We are always keen to hear feedback from installers on our training courses, so we sent Phil Bunce, training manager for Worcester, to a ground source heat pump training course to find out what encouraged them to attend and what benefits they feel training offers them.

Installer Live – don't miss out!

Don't miss us at this year's Installer Live, running from September 18th – 21st at the Ricoh Arena in Coventry.

As well as showcasing our range of SEDBUK 'A' rated Greenstar gas and oil-fired condensing boilers and renewable energy solutions, this year selected installers will be able to vote for Worcester products to go in to the prime attraction the House of the Future as well being able to vote for the CORGI products of the year.

CORGI will invite around 150 installers to vote in these categories with the winning entries being announced at the show.



House of the Future

The House of the Future will showcase the latest new and developing renewable technologies as voted for by installers. Worcester has entered a number of innovative products, which you'll be able to see in action if they are voted into the house.

Worcester entries include:

- New Greenskies FKC-1S, FKC-1W, FKT-1S and FKT-1W solar panels
- New Greenskies unvented twin coil cylinder
- Revolutionary home heating technology Greenstore system and combi ground source heat pumps

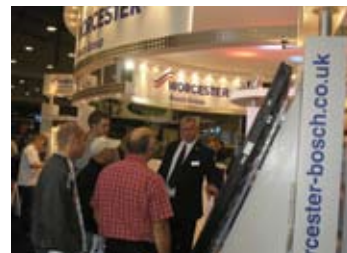
CORGI AWARDS - It's your choice!

This year installers will decide the winners of the CORGI Product of the Year categories. During Installer Live 2007 all nominated products will be on display and installers will vote for the winners.

Vote Worcester!

Worcester entries:

- Boiler of the Year - Greenstar Ri boiler
- Energy Efficient Product of the Year - Greenstore ground source heat pump
- Product of the Year - Greenstar CDi boiler



Don't miss out on your chance to vote, if you're keen to be part of the panel to judge the Product awards, email Joanna Cardy at jcardy@shoreline-media.com for further details.

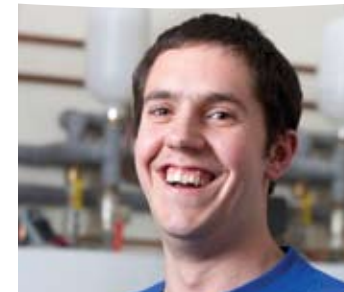
To add to all of this, Worcester is also sponsoring the Gas Safety Initiative award and the popular Worcester stand will be back and manned by technically trained sales managers available to answer any questions about Worcester's range of boilers and renewable technologies.

Refreshments will be served on stand and installers will have plenty of chances to win Worcester products and merchandise, with competition's running throughout the week.

For more information about high efficiency heating and hot water appliances from Worcester, Bosch Group, training courses or services visit www.worcester-bosch.co.uk or call 01905 754624



"We see keeping up to date with product developments as a key part of our business – training courses come in handy on every job. With the servicing and fault finding section of our business curing faults and breakdowns correctly and efficiently is just as important as being up to date on the latest products and legislation."
Ed Bolton, BHP Plumbing.



"Everyone is realising that the environment is a big issue now and products like the Greenstore ground source heat pump will help make a big difference. Our customers are often particularly interested when they hear about the savings they will make on their fuel bills. It really helps to be able to answer all of their questions and provide a voice of authority."
Brett Jezzard, BHP Plumbing.



"We're in a competitive industry so keeping up with new technology and the latest products are crucial to our business. Renewable technologies are the future of domestic heating so we need to be fully prepared for the increase in demand and this includes having suitable training."
Tony Nagi, Acosy Heating.



"I have previously attended Worcester's gas-fired boilers servicing and fault finding course which has proved extremely useful out in the field.

"Interest in renewable technologies such as solar and ground source heat pumps is growing all the time so we wanted to diversify our product offering to include them. Training is vitally important at this stage to ensure we fully understand these new technologies."
Lee Pringle, Lindean Electrical and Plumbing Ltd.

At Worcester, we make a point of listening to your customers. We want to know what you think about our training facilities so please do send us your comments to marketing@uk.bosch.com

To find out more about Worcester's training courses and centres visit www.worcester-bosch.co.uk/training or call 01905 752 526

MEET COLIN SIMPSON

TECHNICAL SUPPORT LEADER

Q. How long have you been in your current position at Worcester?

A: I joined Worcester as a technical support engineer in 2004 and was then appointed to the position of technical support team leader in October 2006, where I now work alongside a large team of 30 advisors handling technical and consumer enquires.

Q. What do you like most about your job?

A: The most satisfying part of this job is having the opportunity to help people solve their technical queries. Most callers have a different question which keeps the job varied and interesting. It is extremely rewarding when you know you have helped a caller resolve an issue, and even more so when you get a thank you and feel you have made a difference to their day.

Q. How many calls do you take on average a day?

A: There is rarely an average day for the number of calls, but the volume we receive tends to be influenced by the seasons, as you would expect. Our busiest period is most definitely the winter months. When people start to switch their heating on after the summer break, we usually see an increase in calls to around 1,700 per day.

In comparison, the summer months are much quieter and this is when we receive the most enquires about boiler replacements and upgrades to renewable energy solutions like solar panels and ground source heat pumps. We are well experienced in handling busy periods and aim to ensure that no caller is left waiting for longer than 25 seconds.

Q. What is your most common query?

A: From consumers, calls are typically pre-sales enquires regarding which model of boiler or even renewable technology would suit their property and lifestyle. Installers on the other hand, usually call for technical advice on all aspects of boiler installation - from wiring to the fitting of flues for condensing boilers. The move to more efficient condensing boilers has also meant we have answered more questions about this type of boiler in the last twelve months.

Q. What qualities do you believe you need to have to work in customer service?

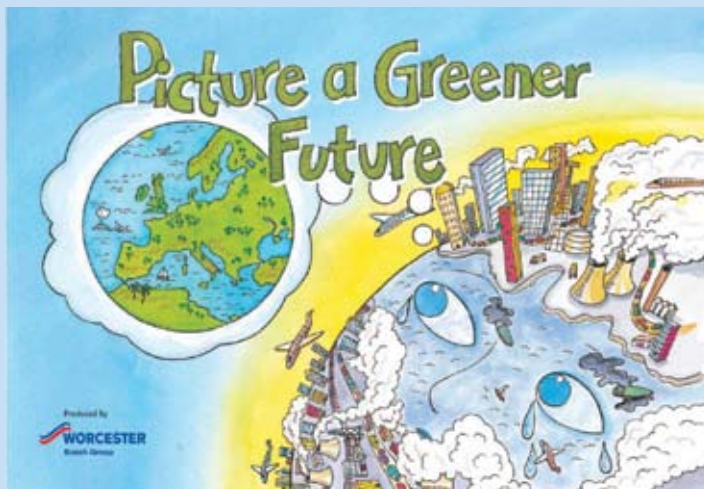
A: Personally, I get really frustrated as a customer if I ever speak to a customer services person who lacks the product knowledge to help me with my enquiry. At Worcester we pride ourselves on continually training our advisors on all new and existing products. Strong communication skills and patience are also vital. Our advisors handle a variety of different callers and must be able to understand their varying needs to handle the call appropriately.

Win with Worcester

For this month's competition, we want to see if you can remember the names of the key characters in our new children's book 'Picture a Greener Future', which is available to order free of charge by telephoning 01905 752709 or you can visit www.worcester-bosch.co.uk.

All you need to do to be in with a chance of winning £250 worth of leisure vouchers is look at the images below and guess the character names from the book. We did feature the children's book in our June issue and if you look carefully through this issue you'll find the answers – it's so simple!

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.



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

Name _____
 Business Address: _____

 Daytime Telephone Number: _____

Question 1 – The book is aimed at children to promote energy saving in the home, but what age group is the book suitable for?

A: _____

Question 2 – The book is free of charge – true or false?

A: _____

Question 3 – What is the name of the family, which the book is based on?



A: _____

Question 4 – What is the name of the boiler character in the book?



A: _____

Question 5 – What is the name of the solar character in the book?



A: _____

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. The decision of Worcester, Bosch Group is final
 3. One winner will be notified by telephone by the 19th September 2007

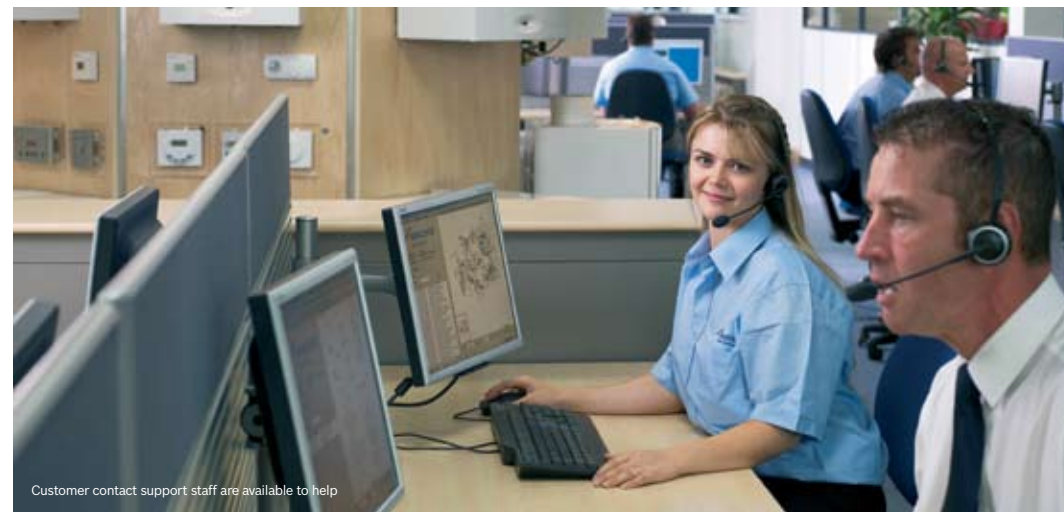


June Winner

Congratulations Derek Airey from Durham for winning June's 'Revelations of an Installer' Competition. Look out in next month's issue for July's winner!

Keep in touch – complete customer care

At Worcester we are committed to ensuring we go above and beyond your expectations to deliver the highest possible levels of after sales service and support.



Customer contact support staff are available to help

Worcester, Bosch Group – Service Charter

The Guarantee:

All calls answered within 30 seconds

The Promise:

Same day or next day service engineer appointment to inoperative appliances

Service Engineers:

Dedicated service engineer workforce

The Unequaled Record:

700+ parts per van with a minimum 97% first fix rate

Nationwide Coverage:

Excellent engineer cover across mainland UK

Spares Availability:

Nationwide stockist network with next day delivery guaranteed for 98% of all parts

Peace of Mind:

All parts are still available even after the product has been out of production for up to 10 years.

Dedicated Contact Centre – 08457 256 206

Should you require non-technical advice or information about our products and services, would like to book a service call or request literature, our dedicated customer service team will be happy to hear from you.

Opening hours

Monday - Friday: 7.00am - 10.00pm
 Saturday: 8.00am – 5.00pm
 Sunday: 9.00am – 12.00pm

Technical Support – 08705 266 241

The team at Worcester is dedicated to providing the help and information you need relating to Worcester's range of products and services. With exceptionally high response times and a team of experts on hand to answer your query at the end of the telephone line, you can expect an efficient and professional service.

Opening hours

Monday - Friday: 7.00am – 8.00pm
 Saturday: 8.30am – 4.00pm

Spare Parts

- Minimum 6 years supply – non functional parts
- Minimum 10 years supply – functional parts
- Supplied through nationwide network of approved Spares Stockists
- Guaranteed overnight delivery to stockist of any Defined Spares Listings

Warranty Options

We offer a 2 year warranty (subject to Terms and Conditions) as standard with all our gas, oil-fired and LPG boilers but longer term warranty options are also available. Speak to your local Technical Sales Manager to discuss the various options available.