

## THE INSTALLER'S CHOICE

### Exhibitions

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

For further information, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and click on the events page.

#### February

##### Self Build

Kings Hall  
Lisburn Road, Belfast  
15/02/08 - 17/02/08

##### Ecobuild

Earls Court,  
Warwick Road, London  
26/02/08 - 28/02/08

#### March

##### HPE 2008

Stand PH28,  
NEC, Birmingham  
09/03/08 - 12/03/08

#### And also....

Don't forget, you can also come and see Worcester anytime at its two permanent exhibitions at Buildstore, the National Self Build and Renovation Centre and at the Building Centre, London. At all these exhibitions, you'll be able to find all of the information you need to ensure you find the right product to meet your requirements.

##### Buildstore

National Self-Build and Renovation Centre,  
Lydiard Fields, Great Western Way,  
Swindon,  
SN5 8UB

##### The Building Centre

26, Store Street,  
London, WC1E 7BT



Worcester's permanent stand at the Building Centre, London

New Digistat controls

Training

New distance learning CD

**A milestone year for Greenstar**



Even Santa was surprised at just how light his carbon footprint was



Greenstar  
CDi series

Greenstar  
Si series

Greenstar i Junior  
& i System series

Greenstar  
Ri series

Greenstar  
Highflow 440



Greenstar gas-fired condensing boilers	
Combi boilers	DHW output (35°C ΔT)
24i Junior	9.8l/m
28i Junior	11.4l/m
25Si	10.2l/m
30Si	12.3l/m
27CDi	11.0l/m
30CDi	12.6l/m
37CDi	15.1l/m
42CDi	17.1l/m
Highflow 440	20.0l/m
Regular boilers	CH output
12Ri	12kW
15Ri	15kW
18Ri	18kW
24Ri	24kW
30CDi Conventional	30kW
40CDi Conventional	40kW
System boilers	CH output
12i System	12kW
24i System	24kW
30CDi System	30kW

## Delivering award-winning 'A' rated gas-fired heating and hot water solutions.

The award winning Worcester Greenstar gas-fired condensing boilers offer much more than SEDBUK Band 'A' rated performance across the range. Every boiler comes complete with all the built-in benefits installers have come to expect from Worcester – proven quality, performance, reliability and a comprehensive pre- and post-sales support package.

Whether the choice is a condensing combi, system or regular boiler you need look no further than Worcester.

**For details call 08705 266241 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



Worcester Greenstar series -  
CORGI Boiler of the Year Award winner 2005, 2006 & 2007



## Welcome to the December issue

### Seasons greetings to everyone



As we enter the festive season, we reflect in this issue on what has been a hugely successful year for Worcester.

Only last month, we celebrated the 500,000th Greenstar i/Si combi condensing boiler coming off the production line at Worcester's headquarters. In our cover story, we take a closer look at how this Greenstar series has reached this half a million milestone and how it's developed over the past three years to become the installer's first choice.

2007, has also been a fantastic year for Worcester on the training front, with around £3 million invested in increasing our training facilities this year. We have seen our 'training village' in Worcester grow and grow, as well as opening a brand new centre in West Thurrock. We are also on target to open a new centre in Bradford early in the New Year. On page 14, we take a look at one the training highlights of the year, the launch of a comprehensive distant learning package for Worcester's Greenstar CDi boilers.

This month's Installer's Choice case study focuses on Martin Perrins of

United Heating in Somerset – whose Greenstore ground source heat pump installation, at Coombe Dean School in Plymouth, helped to transform a new teaching block into a showcase of sustainable living. You can find out more about the new Greenstore Combination ground source heat pumps and Greenstore Cylinders used in this installation, on page 15.

Finally, I would like to say thank you to all the groups of installers across the country who entered our pub quiz trade events last month. Congratulations to the ten groups who are set to battle it out at our grand final, on December 4th to win a £5,000 cash prize. Congratulations as well to Mr Moore from Bristol for winning our mini-quiz in last month's Installer's Choice. If you're keen on winning £250 worth of leisure vouchers, why not enter this month's Christmas themed competition on page 18, where we test your musical Christmas knowledge!

Enjoy the magazine

**Richard Soper**  
Managing Director

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## Worcester & Portugal - a winning partnership

Following the success of winning the 2007 CORGI Award for 'Energy Efficient Product of the Year' for Greenskies, the Worcester team travelled to Portugal in October to share the award with its international partners.

The Worcester team, including managing director, Richard Soper, director of marketing and technical support, Martyn Bridges and director of sales for renewables, Leigh Risbey all visited Vulcano, one of the European arms of the Bosch Group, to see for themselves some of the Greenskies solar panels being manufactured.

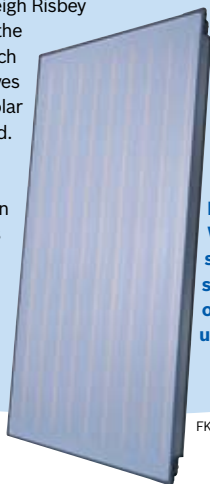
To acknowledge the Portuguese team's work on developing the Greenskies solar thermal panels, Martyn Bridges presented John Paulo Oliviera and Thomas Spinner from the

Portuguese factory with their very own CORGI Award for 'Energy Efficient Product of the Year'.

Martyn said: "It was hugely rewarding to present the CORGI Award to the Portuguese team, whose efforts have been invaluable to the quality and success of the Greenskies series. At Worcester we feel proud to part of an international family who all share each others successes and growth.

Together with the Vulcano factory, we've been working hard to ensure our Greenskies solar panels continue to the lead the way in the highest levels of efficiency and performance."

**For more information about Worcester's Greenskies solar water heating systems simply call 01905 752 780 or email [renewable.energy@uk.bosch.com](mailto:renewable.energy@uk.bosch.com)**



FK1S panel



## Start the New Year – With the Installer's Choice 2008 Calendar

As the end of the year approaches and you start to think about the New Year, why not get organised with the new Installer's Choice 2008 calendar, which is enclosed with this month's edition.

The 2008 environmentally themed calendar features nine installers, each of whom have specified and installed Greenstar, Greenskies or Greenstore products in their own homes. The installers and summaries of their installations are featured alongside landscape images.

Worcester is looking for nine more monthly installation winners next year, each of whom will be featured in the 2009 calendar.

All installers have to do to enter is provide a detailed outline of how an installation carried out at their own home, featuring Worcester's Greenstar, Greenskies or Greenstore products, has helped benefit the environment. The successful nine will each receive a prize of a four night trip to Boston, USA for two people, as well as being featured in the 2009 calendar.

**For further information on the 2009 calendar – including details of how to enter and a full list of terms and conditions - visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and click on the events and promotions page. The closing date for the 2009 calendar is 31st July 2008.**



Mrs Fletcher is in control of her heating

## Keep your customers warm this winter

A recent report by the Department of Health has revealed that over 20% of over 65's are living without central heating in ten different areas of the country.

The top ten areas in England with the highest percentage of people over 65's living without central heating are: Liverpool 28.8 %, Leeds 28.1%, Barrow in Furness (Cumbria) 26.5%, Portsmouth 24.5%, Kingston upon Hull (Yorkshire) 24.0 %, Knowsley (Merseyside) 23.7%, Kirkless (Yorkshire) 23.4%, Birmingham 22.5%, Waltham Forest (Outer London) 22.3%, Penwith and Isles of Scilly (Cornwall) 20.9%.

Victoria Billings, marketing manager for Worcester said: "A warm home is something that many of us take for granted, but this study by the Department of Health reveals that for many of the most vulnerable people in our society it's a luxury.

"This is particularly an issue because fuel prices are increasing year on year. If we take a look at the table below, we can see that gas prices have increased by 38% this year and electric prices by 24.8%. These price increases will surely hit the most vulnerable groups the hardest.

"Many people are reluctant to replace old and inefficient heating systems because of the cost and they don't realise that they may be eligible for help through schemes, such as – the Warm Front Scheme and Winter Fuel payments. These schemes offer grants to help older people, those on low incomes and disabled people with the cost of insulation, heating systems and fuel payments.

"There are also a variety of simple measures that homeowners can adopt to keep their homes warm this winter. Worcester's consumer 'Handy Hints' brochure is full of useful home heating tips including; ensuring radiators are free from obstructions, lining curtains, using draught excluders and fitting reflective foil paper behind radiators to reduce heat loss."

Spread the word, Worcester's consumer 'Handy Hints' brochure is available to order free of charge from [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) or just simply call 01905 752556.

**For more information on the Warm Front Scheme, members of the public are being urged to call 0800 072 0151 and 08459 15 15 15 for information about Winter Fuel payments.**

### Fuel Bills: Price Comparison 2006-2007

	Gas	Electricity	Heating Oils
<b>Q1 2007</b>	£221	£168.9	£212.7
<b>Q1 2006</b>	£160.2	£135.3	£193
<b>% Comparison</b>	+38%	+24.8%	+9.3%

Source: DBERR



## Worcester unveil new Digistat Controls

Worcester has launched a new range of digistat timers, to provide a more advanced range of heating options for consumers.

The three variants, Digistat DT 10 RF, DT 10 RF Optimiser and DT 20 RF, all feature a number of user benefits, including set-back and pre-set features, tamper-proofing facility, holiday mode and typical two year battery life.

The stylish new Digistat DT 10 RF model with tactile, audible and visual feedback, features a familiar dial control with a digital display to show that the temperature has been set accurately every time. Its wireless system provides a cost effective solution to the problems encountered during the installation of a standard wired room thermostat.

The range of Digistat DT 10 RF Optimiser and DT 20 RF controls are a breakthrough in programmable thermostats. They are easy to install, easy to use and offer a supreme level of heating control and comfort. They have been described as the ideal partner for combi boilers.

The new Digistats will offer customers greater management of their central heating system, with the option to set different requirements for every day of the week as well as presetting alternative requirements with the separate holiday mode.

**For more information about heating control options or any of Worcester's products call 01905 754 624 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



Worcester's factory team celebrates the 500,000th

## A milestone year for Greenstar

**It's been an excellent year for Worcester's Greenstar gas-fired boiler series. Not only did it pick up 'Boiler of the Year' in the 2007 CORGI Awards, but only last month we saw the 500,000th Greenstar i/Si boiler come off the factory tracks at Worcester's headquarters. Mathew Grizzell, manufacturing director for Worcester comments:**

"The whole manufacturing team at Worcester celebrated last month as the 500,000th boiler came off the production line. The boiler was one of the Greenstar mid low series, which includes i Junior, i System and Si boilers.

"Worcester has been manufacturing Greenstar gas-fired condensing boilers for three years, with sales increasing dramatically since the changes to the Building Regulations in 2005 made it mandatory to install high efficiency condensing boilers in new and replacement scenarios.

"To produce a Greenstar boiler, each line is manned by 23 associates who produce 20 boilers per hour, with each boiler taking about 35 minutes to travel through the final assembly. The factory contains four production lines, so it produces 80 boilers per hour, that's a boiler every 45 seconds.

"Our Greenstar range saw pre-production trials in the factory during the winter of 2004 with full production starting in March 2005. Since that time, the popularity of our Greenstar series has gone from strength to strength

and we're extremely pleased to have reached this half a million milestone.

"Our highlight of the year has undoubtedly been securing our third CORGI award for Worcester's SEDBUK 'A' rated Greenstar gas boiler series, which has won CORGI awards on two previous occasions in 2005 and 2006. It was hugely rewarding for the manufacturing team to see our Greenstar series singled out as the best in its category, as we've worked hard to ensure the range offers the greatest benefits for both installers and customers.

## Latest Developments

"For 2008, our commitment to developing the best technology for our products will remain a priority. We recognise that the ongoing development of our product offering will be key to us remaining at the forefront of the market. This includes continually striving to improve efficiency levels.

"A high efficiency condensing boiler works on the principle of recovering as much as possible of the waste heat which is normally rejected to the atmosphere from the flue of a standard efficiency (non-condensing) boiler. The best high efficiency condensing boilers convert more than 90% of their fuel into heat, compared to 78% for conventional types.

"This is accomplished by using a larger heat exchanger or sometimes two heat exchangers within the boiler, which maximise the heat transfer from the burner as well as recovering useful heat that would normally be lost with the flue gases. When in condensing mode the flue gases give up their 'latent heat'. This is then recovered by the heat exchanger within the boiler. As a result, the temperature of the gases exiting the flue of a condensing boiler is typically 50-60°C compared with 120-180°C from a non-condensing

boiler. At the same time an amount of water or 'condensate' is produced.

"Over the years, the development of boiler technology has seen efficiency levels grow massively and now that Part L of the Building Regulations is firmly in place for gas-fired appliances, manufacturers are keen to prove their boilers are amongst the most efficient and Worcester is no exception.

"For the future, the real opportunity in terms of increasing efficiency with home heating and hot water provision is to look at secondary efficiency. This can be affected by factors such

as electricity consumption, standby losses, advanced controls and power save functions.

"At Worcester, we are currently appraising a number of options in terms of extra components which will potentially improve these secondary efficiency levels in our Greenstar boilers, so keep an eye out next year for some exciting developments."

**For more information about Worcester's high efficiency Greenstar series or any of Worcester's renewable products call 01905 752 619 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



CORGI 'Boiler of the Year' Greenstar Series





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 Jane Hughes, editor of a new quarterly magazine, Oil Installer discusses the future of the oil heating industry. Jane argues that despite the recent growth of the renewables market that oil-fired heating will continue to be an important energy source for the foreseeable future.

**Oil Installer**

## WHAT'S THE FUTURE FOR OIL

The global oil industry has entered a transitional period where the way ahead is still far from clear - some say the world may already have passed peak oil production, others say the point at which we exhaust oil supplies is way into the distant future.

Targets are continually being set to reduce the UK's carbon emissions yet many doubt our ability to ever reach them; renewable technology companies are springing up everywhere but for every plus they offer, someone always seems to counter it with a minus. Like all other revolutions in world history, this 21st century green evolution will take its time to unfold.

Although a plethora of conflicting information confronts us every day about the use and abuse of energy, oil installers cannot afford to lose sight of the need to continue to do a good professional job with the tools currently at their disposal. In the absence of an alternative technology to power our transport and heat our homes, the major oil companies will continue to extract oil from the ground and the oil installer will still be called upon to install, service and commission products to enable consumers to cook and heat with oil for the foreseeable future.

The challenge for oil installers in the future is to maintain the level of commitment they have shown over recent years, which has led to the smooth transition to oil-fired condensing boilers. Training had a vital part to play in this transition from standard to high

efficiency installations from the point of view of keeping up to date with new products and how to fit them.

With the assistance of the Oil Firing Technical Association (OFTEC), which has sought to boost the professionalism and image of the oil heating and cooking industry for some time, Oil Installer aims to sift through the veritable minefield of information and present the necessary facts.

Oil Installer is a brand new quarterly magazine specifically for the oil heating and cooking technician. The magazine is published by A&D Publishing who has produced the independent magazine Fuel Oil News for companies in the downstream oil distribution industry every month for the past 30 years. Building on this extensive knowledge of the oil industry, the Oil Installer team is now busy investigating the oil heating

and cooking industry's most topical issues.

In every issue readers will find the latest industry news, discussions on environmental issues, help with legal problems, the latest information on new products and services, training availability, technical information, profiles of key players in the oil heating market together with interviews with major industry people.

If you have a burning industry issue, which you would like to see addressed by Oil Installer, then email editor Jane Hughes at [jane@oilinstaller.co.uk](mailto:jane@oilinstaller.co.uk). To ensure you receive a regular copy of Oil Installer, please call publishing manager Jonathan Hibbert on 01565 653283.

**Jane Hughes**  
Editor  
Oil Installer



## Martyn Bridges Comment

Martyn Bridges, director of marketing and technical support at Worcester discusses how the industry can further encourage homeowners to invest in new 'A' rated boilers.

## It's best to invest

"Given the rapid up-take of central heating systems since the 70's, it was only ever going to be a matter of time before the impact of this growth upon the environment was going to come into question. And, whilst the industry has focused on making sure the provision of heating and hot water meets the expectations of the customer, some would argue that more focus should have been put on the environmental impact of these systems.

"Over the past 10 years, we have started to see a clear shift in manufacturing circles towards the development of new technologies that are not only capable of delivering heating and hot water efficiently, but also designed to be more environmentally friendly too.

"Despite this pleasing shift and the industry's dedication towards high efficiency home heating, with the introduction of SEDBUK 'A' rated condensing boilers such as Worcester's Greenstar range, the number of people choosing to repair their old boiler rather than having a new appliance installed is still high. The main reason for this is because it doesn't currently contravene the Building Regulations, as only replacement boilers or new installations are covered within.

"Despite this trend for repairs we have seen an increase in boiler sales this year, which could mean that people are becoming more prepared to make this initial investment, as they are more aware of the long term savings to fuel bills and the environment.

"In fact, over the second half of 2007 we've seen boiler sales increase by

7.7% compared to sales over the same period last year. Over the whole year, boiler sales are up by 4% compared to 2006 figures.\* Another interesting trend is that boiler sales are increasing over the summer months. Every year, there is usually a significant dip in sales over the summer but this year the dip has been much less marked, which suggests that we may be seeing a change to seasonal buying patterns.

"It's important for installers, merchants and manufacturers to all encourage homeowners to invest in new high efficiency technology. After all, there's no additional benefit to replacing parts over and over as it is only a short term solution. If they were to put in a new condensing boiler, they can see efficiencies of over 90% (SEDBUK 'A' rated) compared to a 15 year old boiler which will perform in the region of 15% less efficiently. Those that still have 20 year old boilers, will see their system running around 20-30% less efficiently.

"Of course it really is down to the individual homeowner's circumstances. 15 year old+ boilers can still be robust but you need to question if you can save 20% on your fuel bill each year, it won't take many years to justify the initial outlay and recoup the cost of a new boiler.

"According to the Energy Saving Trust the average annual household saving would be in the region of £190 - £250. This means the pay back on a new condensing boiler could be as soon as five to seven years and that doesn't even take into consideration the cost of replacing spare parts and servicing if



the customer persevered with their old inefficient boiler.

"Communication is the key to educating the consumer. The message is being spread about the value of replacing an old boiler in the home but we can still do more. At Worcester we are in the middle of a huge consumer marketing campaign to help promote energy efficient and renewable technologies for home heating and with continued support from installers, merchants and specifiers, I'm sure that we will see more and more people realise that it's best to invest in a new SEDBUK 'A' rated boiler."

**For more information about Worcester products and services call 08705 266241 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**

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



“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.”

## Debating the future of climate change

“In this month’s issue, we’re focusing on a question and answer session at a Labour party fringe conference in Bournemouth, where Worcester positioned itself right at the heart of the debate about climate change.”

The debate surrounding whether anyone is doing enough to decentralise energy was attended by Energy Minister, Malcolm Wicks MP, Mayor of London, Ken Livingstone and was directed by Michael McCarthy, environment editor of the Independent.

Worcester was represented at the event by Carl Artzen, sales and marketing director, who talked to the gathered audience about the latest developments in the domestic central heating market since the introduction of condensing sales and rise of renewable technologies, such as solar and ground source heat pumps, before joining the panel to field questions from the audience.

In his speech, Carl acknowledged first around ¾ of all energy consumed in UK homes is for heating and hot water – making domestic central heating a major contributor to the UK’s carbon footprint. Carl then went on to discuss how manufacturers like Worcester have been working hard to reduce this energy consumption through manufacturing the highest efficiency boilers, promoting boilers controls to reduce energy wastage and bringing renewable technologies, such as, solar thermal to the mass market.

Carl was critical of the Government’s efforts to improve the efficiency levels of the 25 million existing homes in the UK. Despite a few years of real progress Carl argued the Government’s efforts have reached a Plateau and that we’re not seeing much in the way of changes



L-R Mayor of London, Ken Livingstone, Michael McCarthy, environment editor of the Independent and Carl Artzen, director of sales and marketing for Worcester

apart from the code for sustainable homes, where developers must be building zero carbon homes by 2016.

Although Carl said this was a positive move, he did stress that new homes will only ever account for 1% of the housing market. Unfortunately, it seems there’s nothing new on the horizon for existing homes, which we feel is a missed opportunity for making further impact with domestic carbon reductions.

Carl was keen to stress to the Energy Minister, Malcolm Wicks the affects of the poorly considered Low Carbon Buildings Programme grant scheme, which is now grinding to a halt because it’s been over complicated. To add to the confusion the scheme runs out next year with nothing yet identified to replace it.

It’s clear that the Government needs to put policies in place to reward homeowners who have gone that extra

mile by fitting renewable technologies through further grant schemes and perhaps even council tax banding adjustments, VAT reduction or stamp duty tax breaks. The best way to do this is through the energy performance certificates in the HIPs, which are an excellent vehicle to promote new technologies.

Carl concluded that if the Government wants to achieve its target of increasing the take up of renewable technologies to 20% by 2020, then it must recognise that manufacturers like Worcester are the solution – not the problem.

He said: “At Worcester, we are committed to providing the highest efficiency boilers and developing the renewables market, but we need certainty to invest, not the current vague policies offered by the Government. So we call on the Government to be brave and give us direction!”



# Don't miss out Worcester's oil-fired power points promotion

Until 31st December 2007, every Worcester oil-fired boiler you buy is worth 20 Power Points, which can be converted into the Bosch professional tools of your choice from those shown in the promotion booklet - absolutely free\*.

What makes this promotion even more exciting is the fact that Worcester now offers one of the biggest ranges of oil-fired boilers available with its Greenstar Camray, Greenstar Danesmoor and Greenstar Heatslave models providing a solution for every installation.

Greenstar Camray, Utility, Utility System, Camray External and Heatslave External 12/18kW, 18/25kW and 25/32kW models.

For more information about Worcester's range of SEDBUK 'A' rated oil-fired product range or power points promotion visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

Worcester's range of 'A' rated oil-fired boilers include, amongst others, the new

Claiming your free\* tools is easy. Register using the online form by visiting [www.worcester-bosch.co.uk/oilpowerpoints](http://www.worcester-bosch.co.uk/oilpowerpoints) 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\*\*.

\*Does not apply to contracts. Terms and conditions apply.  
\*\* Please call 0845 201 0522 to request a brochure.

Once you've collected 40 power points you can claim a fantastic Bosch Powerbox, which features a radio stereo, charging status on the LCD display and Aux input for CD, MP3 player etc, worth around £129



By collecting only 70 power points you can claim a Bosch GAS 25 Dust Extractor, worth around £199

And if you're able to collect 100 power points you can claim Bosch's latest high spec 4kg Hammer Drill, worth around a whopping £375!





# INSTALLER'S CHOICE

FEATURE

## Spotlight on

### Martin Perrins of United Heating in Somerset

## A Lesson in Efficiency

**For this month's Installer's Choice feature, we talk to Martin Perrins of United Heating in Somerset about his installation of two Greenstore ground source heat pumps at a secondary school in Plymouth.**

The installation was facilitated by one of Worcester's long standing installer customers, Dave Salmon, whose daughter attends the school. Dave approached Worcester to see if they could help by contributing equipment for the new extension and having got the go-ahead, arrangements were made for work to be carried out by another of Worcester's recommended installers, Martin Perrin, of United Heating. Martin explains:

"We were approached by Worcester to carry out the installation as our company are experienced in ground source heat pump installations. Worcester advised us that the school were keen on ground source heat pump technology to provide the heating and hot water for a brand new sustainable teaching block, which was being built to replace six temporary classrooms put up in the 1970s.

"After identifying the heating and hot water requirements of the new teaching block it was decided one Greenstore system and one Greenstore combination ground source heat pump combined with underfloor heating would be ideal for the job. It was also decided that we would use four bore holes, each 75 metres deep.

"As the building was brand new the heat

pump installation was nice and easy and took our team less than a week to complete. Although this was about our 20th ground source heat pump installation, it was our first in a school, so it will certainly stand out for the whole team.

"I went to the opening of the new sustainable teaching block, which was official opened by Leigh Risbey, director of sales for renewable technologies at Worcester and I was impressed to see so many young people interested in renewable technologies and sustainable living. As a company we believe that sustainable technologies are the future of heating in the UK, which is why it was so pleasing to be involved in a project like this."

Headteacher Patrick Frea said: "The project has provided an excellent opportunity for the school to embrace the environmental agenda and we will look for opportunities to incorporate this into teaching and learning at Coombe Dean. We are looking forward to leading the way in sustainable development and education for our students, staff and the local community."

Since completion, Worcester's Greenstore ground source heat pumps are now efficiently meeting

the heating and hot water demands of the single story English block, which accommodates six classrooms, office facilities and two toilets.

To ensure all the students are familiar with ground source heat pump technology, Worcester has provided display boards that detail how the heat pumps work. Worcester is also planning to supply Perspex covers for the heat pumps, so students will be able to see inside the pumps whilst they are in action. Efficiency monitors will also be fitted, so the children will be able to see how much energy the heat pumps are providing.

Martin concluded: "This job will always stand out for us as this was our first ground source heat pump installation in a school and because the results of the installation are available for all to see at the school and soon on Worcester's website. We are keen to use this installation to show the benefits of heat pump technology to our customers, so we'll be keeping a close eye on the efficiency monitors over the next few months."

**For more information about Worcester's renewable technologies, services or training contact 01905 752 526, or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



L-R Leigh Risbey director of sales for renewables, Martin Perrins installer from United Heating and Dave Salmon Worcester installer and parent at the school

The pupils at Coombe Dean School learn more about ground source heat pump technology



(L) Hanno Payne, Chair of Governors cuts the ribbon with Leigh Risbey, director of sales for renewables at Worcester, Bosch Group (R)



## Going the distance with Worcester

**Worcester has introduced a comprehensive distance learning training package for installers who are unable to attend one of its fully equipped training centres but want to combine work with continued professional development.**

Covering the necessary skills and knowledge required to install the Greenstar CDi gas condensing boiler, the distance learning programme is available on Worcester's website and will also be available in a CD format that can be ordered in the training area of the website or via the literature line.

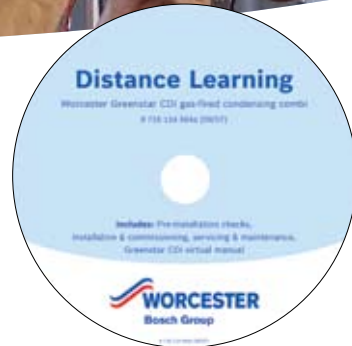
The programme includes six main modules that installers can work through stage by stage whilst undertaking training at their own pace. A full narrative has been included in each of the sections to ensure training requirements are understood and easy to navigate. There are also plenty of visual examples to illustrate installation procedures and important checks.

Sections one to five provide an introduction to the training and go on to cover pre-installation checks through to installation, commissioning and servicing. The sixth module features an impressive virtual reality boiler section that enables installers to work on one of

Worcester's Greenstar boilers almost as if they are in the training room.

Bringing the boiler to life, a virtual 3D image makes it possible to inspect components more closely by zooming in on the product and touring around it. Components can even be removed and refitted, meaning the virtual boiler can be completely stripped and rebuilt without the installer even setting foot outside their own home.

Phil Bunce, training manager for Worcester said: "We are dedicated to making training more accessible to installers, no matter where they are based around the country, and are particularly proud of the new distance learning package that's available to access and download online. As a result of this introduction, we are now able to offer professional training packages for installers facing geographical constraints or for those who simply can't take time out of work to attend a classroom based training session.



"Distance learning is just one of the ways in which we are supporting installers and helping them keep up to speed with industry developments, new products and legislation. We also have five well-equipped mobile training vehicles that are out on the road, two OFTEC training lorries, not to mention our training centre's around the country. At present, facilities include Worcester (HQ), Clay Cross (Chesterfield), Bangor (Northern Ireland) and our brand new centre in West Thurrock, which opened in April this year. We are also planning to open another centre in Bradford in January 2008."

**To order the new Distance Learning training in CD format for Greenstar CDi boilers, all you need to do is call 01905 752 556 and quote the part number - 8-716-114-564, alternatively log onto [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and complete the training package online, it's that easy.**

## Extending the Greenstore range

**Further to the introduction of its System range of Greenstore ground source heat pumps in summer 2006, Worcester has further expanded its renewable technologies offer this year to include an 11kW System heat pump together with four Combination ground source heat pumps and two new Greenstore Cylinders.**

The 11kW System model joins the existing Greenstore 6 System, 7 System and 9 System ground source heat pumps whilst the combination models, which are also available in 6kW, 7kW, 9kW and 11kW outputs, were introduced in early 2007 to suit homes that don't have the space to accommodate a separate cylinder for hot water storage.

Completing the package of ground source heat pump solutions available from Worcester, the Greenstore Cylinder series is available for installation with any of the System models available in the range.

With a limited choice of unvented cylinders with extra large heat exchange areas available for installation with heat pumps in the UK, Worcester's Greenstore Cylinders provide a solution to this problem and are available in two sizes – 180 Cylinder and 280 Cylinder. Both feature a tank in tank design to achieve the larger surface area required for heat pumps and include a secondary heat source coil, making them compatible with Worcester's Greenskies solar system too.

Importantly, the Greenstore Combination series of heat pumps and the Greenstore Cylinder range have also been fully approved by independent testing body KIWA, to section G3 of the building regulations, which means

they fulfil the legal requirements for unvented hot water storage.

The complex nature of these requirements and the fact that, in Europe, only the UK has such stringent requirements means that products imported to the UK are unlikely to comply with the regulations. As such, Worcester has taken the step of specifically approving the products it brings to the UK and is the only supplier of combination heat pump products which include the mandatory G3 approval.

The G3 regulations have been devised as the method to ensure that products which store in excess of 15 litres of hot water are equipped with safety devices capable of preventing the water from exceeding 100°C. Within the appliance a factory fitted temperature and pressure relief valve has been installed whilst within the installation pack the installer has to fit the pressure reducing valve, expansion valve, check valve and expansion vessel into adjoining pipework.

For this reason the Greenstore Combination heat pumps, Greenstore Cylinders and also the forthcoming Greenskies cylinders have all been through various modification and/or testing procedures to guarantee compliance.



New Greenstore combi options

Martyn Bridges, director of marketing and technical support at Worcester, said: "At Worcester we always aim to ensure our products are of the highest standard. Meeting regulations is our minimum target and where possible we look to significantly exceed those regulations with the quality and efficiency of our appliances."

**For more information about renewable technologies available from Worcester call our dedicated renewables team on 01905 752 780 or email [renewable.energy@uk.bosch.com](mailto:renewable.energy@uk.bosch.com)**



# DAVID HALL

## MANUFACTURING DIRECTOR

**Q. How did your career in the industry start and how long have you worked for Worcester?**

**A:** I have been working in the heating industry for over forty years and I started at Worcester back in 1977. I did leave Worcester in 1980, but I returned in 1995 as manufacturing director a position I've held ever since – well for a few more days anyway, I retire this week.

**Q. What aspects of your role have you found most enjoyable?**

**A:** Without a doubt it's the people. I've really enjoyed being part of so many people's development through the company, that's something I'm going to miss very much. Worcester really invests in its people and this is reflected in every part of the business from manufacturing to sales to customer service.

**Q. Looking back over your career at Worcester, what has been the greatest challenge?**

**A:** It's been one challenge after another. In 1995 when I rejoined Worcester we manufactured around 70,000 units a year, this year we will have manufactured over 300,000 units at our Worcester factory. Over the past ten years, we've invested in new processes, products and people to achieve the world class standards we have today – it's been a huge adventure for us all. Now the challenges lay in meeting the demands of Government legislation and customer expectations for the highest efficiency products - a challenge Worcester is very much committed to achieving.

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

**A:** Over the past five years alone, there have been dramatic changes in the heating industry in terms of legislation and new product development. The move to condensing was the biggest single change I've witnessed over my career. When the Government moved the deadline forward from a proposed deadline for 2008 to 2005, many people didn't believe the industry would cope as well as it did and the transformation would be so quick. Over recent years, the changes have been centred on further improvements to efficiency and finding alternative viable energy sources. At Worcester, we're driven to produce the highest efficiency boilers and bring renewable technologies, such as solar and ground source heat pumps to the mass market – it's certainly a challenge, but at the same time that's what makes it exciting.

**Q. What challenges do you see facing the industry for the future?**

**A:** Uncertainty is perhaps the greatest challenge that faces the industry for the future. We know that fossil fuels are running out fast and that we need to find sustainable alternatives for the future. The difficulty lies in the fact that everyone has different views on what direction the UK should be going in, which I can only see serving to further fragment the market for the future.

**Q. Finally, what does the future hold for you in retirement?**

**A:** I'm a keen golfer. The fairways have been calling me for many years now, so that's where I'll be spending most of my time from now on. After twelve years in this role at Worcester, Monday morning will feel very weird when my alarm doesn't go off for work. It's undoubtedly going to be hard for me to walk away - I will miss everyone very much.



# Win with Worcester

**Tis the season to be jolly, and for this month's competition we're testing your musical Christmas knowledge! You will know and love these festive favourites, but can you remember who sang them?**

All you need to do to be in with a chance of winning £250 worth of leisure vouchers is match the five Christmas song titles below with the artists listed – its that easy!

Leisure Vouchers can be enjoyed at a huge number of places and in lots of different ways including; eating and drinking, 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 Competition, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.*



- |   |   |
|---|---|
| <b>1. Last Christmas</b>                        | <b>A. The Pogues feat. Kirsty MacColl</b> |
| <b>2. I Wish It Could Be Christmas Everyday</b> | <b>B. Slade</b>                           |
| <b>3. Little Drummer Boy</b>                    | <b>C. Wham!</b>                           |
| <b>4. Merry Xmas Everybody</b>                  | <b>D. Wizzard</b>                         |
| <b>5. Fairytale of New York</b>                 | <b>E. Bing Crosby &amp; David Bowie</b>   |

**Answers**

1: \_\_\_\_\_ 2: \_\_\_\_\_ 3: \_\_\_\_\_ 4: \_\_\_\_\_ 5: \_\_\_\_\_

Name \_\_\_\_\_

Business Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

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 January 2008

**October's Winner**

Congratulations to Mr Moore from Bristol for winning October's Crossword Challenge. Look out in next months issue for November's winner!

## Keep in touch

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

Over the year, we've been covering a different Worcester team, providing the names and numbers of the key contacts who are there to help make your job a lot easier. In this issue, we're focusing on the three new Regional Sales Directors, who are each responsible for covering different areas of the country, as indicated below.

### New Regional Sales Directors



**Paul Soper**  
 Contact Paul on: 07790 489563  
 Areas Covered: **Northern**



**Barry Wilson**  
 Contact Barry on: 07767 432569  
 Areas Covered: **Central**



**Mark Martin**  
 Contact Mark on: 07767 432 563  
 Areas Covered: **Southern**

