

# DIARY DATES

## 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.

### March

**Heating and Plumbing Event 2008 – part of Kitchens, Bedrooms & Bathrooms show**  
NEC, Birmingham  
02/03/08 - 05/03/08

**Scottish CIH Annual Conference**  
10/03/2008 –  
13/03/2008

**South East Chartered Institute of Housing**  
Hilton, Brighton  
Metropole  
4/03/2008 – 6/03/2008

**Ideal Home Show**  
Excel, London  
14/03/2008

**PHEX**  
Leicester City FC  
18/03/2008

### April

**National Homebuilding and Renovating Show**  
Stand G105,  
NEC, Birmingham  
10/04/08 – 13/04/08

**National Homebuilding and Renovating Show - Green Village**  
Stand J141 & K140,  
NEC, Birmingham  
10/04/08 – 13/04/08

**PHEX**  
Belfast  
14/04/08 - 15/04/08

**Geothermal Live**  
East of England Showground,  
Peterborough  
30/04/08 - 01/05/08

### May

**Grand Designs Live**  
Excel, London  
03/05/2008 –  
11/05/2008

**Scottish HBR**  
SECC, Glasgow  
17/05/2008-18/05/2008

**PHEX**  
West Ham United FC  
08/05/2008

**All Energy**  
Aberdeen  
21/05/2008-22/05/2008

### CORGI Road show:

#### APRIL

Hull	1/04/2008
Stoke-on-Trent	2/04/2008
Birmingham	3/04/2008
Great Yarmouth	8/04/2008
Peterborough	9/04/2008
Watford	10/04/2008
Brighton	15/04/2008
Ealing	16/04/2008
Coventry	17/04/2008
Swansea	22/04/2008
Gloucester	23/04/2008
Farnborough	29/04/2008
Hornchurch/Basildon	30/04/2008

#### MAY

Canterbury	1/05/2008
Belfast	8/05/2008
Newcastle	13/05/2008
Leeds	14/05/2008
York	15/05/2008
Liverpool	20/05/2008
Manchester	21/05/2008
Chester	22/05/2008
Bournemouth	28/05/2008
Bath	29/05/2008

June dates will be detailed in the April 2008 issue.

MARCH 2008

# THE INSTALLER'S CHOICE

Your step-by-step guide to servicing a condensing oil-fired boiler

Free professional Bosch power tools with Worcester

## We're listening

Find out about the latest improvements to Worcester's oil-fired boiler series



**WORCESTER**  
Bosch Group



# Greenstar oil-fired boilers. All sorts of boilers for all sorts of homes.

With the introduction of the new 'A' rated Greenstar Camray Kitchen System boilers, the country's best selling range of oil-fired appliances now offers even more installation flexibility.

Offering such reliable and renowned names as Greenstar Heatslave, Greenstar Danesmoor, Greenstar Utility and the extended Greenstar Camray range. And featuring every possible option: combi, system and regular with the choice of kitchen or utility boilers, plus 6 external models.

**To find out more, call 08705 266241  
or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



Worcester – OFTEC National Training Centre of the Year 2007



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## Welcome from Richard Soper

Welcome to the March issue of Installer's Choice. This month we'll hear from Martyn Bridges on the improvements being made to our extensive oil-fired boiler series, following your feedback and suggestions that we believe will make a big difference.

We have also been joined by Philip Wolfe from the Renewable Energy Association, who talks to us about the importance of growing the UK's renewable energy use to help meet European targets.

Installer Mike Hayes from Abbeymead Heating talks to us about a very happy customer after an installation in Swindon and we'll also hear from Terry Morgan, who won the monthly Environment 2010 award in April last year.

With the focus very much on oil-fired boilers this month, we've even included

an easy to follow, step-by-step guide to servicing an oil-fired condensing boiler, which we hope you will find useful.

Don't forget to register for our off-mains gas power tools promotion. This promotion is running all year, providing you with points to spend on professional Bosch power tools for every oil and LPG-fired boiler you purchase. There are also points to be collected on our Greenskies Solar system and Greenstore ground source heat pumps. Page 11 has more details.

Finally, we're giving you more chances to win with Worcester, with the help of PHPI editor Stuart Hamilton, who has created an industry related crossword which will certainly put your brain power to the test!

Enjoy the magazine

**Richard Soper**  
**Managing Director**

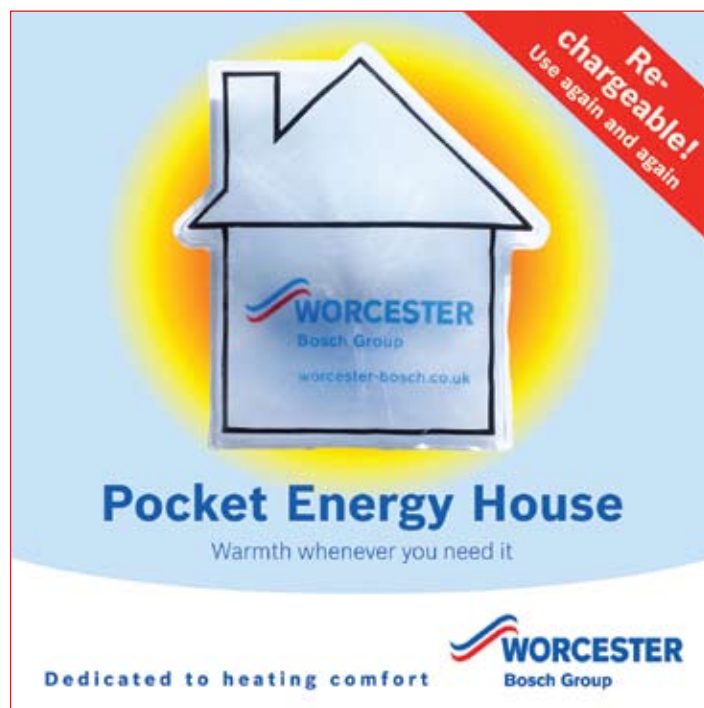
## Worcester **warms up the crowd**

Towards the end of last year as part of their multi-media consumer campaign, Worcester were searching for creative ways of showing consumers the benefits of Worcester products in an easy to understand way.

After much deliberation and investigation, the team came up with the idea of investing in house shaped re-usable hand warmers (pictured). The hand warmers featured the Worcester logo and web address and, being shaped to look like a house really helped to communicate the brand values.

The next task was to determine where the best outlet would be for giving the hand warmers to consumers - at a time when they would appreciate them the most. Ideas included giving them out on the streets in major towns and on the London Underground, but eventually it was decided that giving them to the crowds at premiership Rugby matches across the UK was the best way forward.

The hand warmers were placed in a small bag and attached to the backs of seats in stadiums across the country.



The hand warmers have worked very well in complementing the outdoor advertising that had been booked into premiership Rugby stadiums across the country - thus encouraging consumers to engage more fully with

the brand. They have been used at Saracens, Harlequins and London Irish homes games in January/February. Throughout the early part of 2008 over 35,000 Rugby fans were kept extra warm thanks to Worcester!

## Graham Award win – 2nd year running.



Worcester, Bosch Group is celebrating after winning the Graham Supplier of the Year Award for the second year running. Richard Soper, managing director, and Steve Lister, director of sales, from Worcester, Bosch Group, attended the Graham Supplier Conference in Yorkshire and collected the award on behalf of Worcester. Richard, comments:

“We are delighted to be named supplier of the year for the second year running by this leading builder’s merchant. To be recognised by the industry experts is a real achievement and something we’re very proud of indeed.” Suppliers were evaluated on performance within sales growth, throughput margin, on time in full delivery and stock turn.



## Martyn Bridges in Independent



Worcester, Bosch Group’s very own Martyn Bridges appeared within ‘The Independent-Bosch Technology Horizons Award’ opinion box at the end of January commenting on the topic; ‘How is technology and engineering driving change in a country of your choice?’

Martyn talked about the global concern for the environment and the legislations set to help reduce CO<sub>2</sub> emissions in line with the Kyoto agreement target of

20% reduction rate by 2010 and, in particular, Germany’s legislation: ‘Advances in technology and engineering mean that heating technologies which require non-renewable input, such as gas and oil-fired boilers are a lot more energy efficient than previous, older models, thanks in part to the introduction of condensing boilers.

“Governments are increasingly looking at implementing more concrete measures to ensure that they are on course to achieve the targets set – none more so than in Germany. From 1 January 2009, when changes to an existing heating system/boiler are necessary, it will be required by law to install renewable energy heating systems such as solar panels, wood pellet stoves, energy efficient boilers and ground source heat pumps into all new build homes.

“Known as the Renewable Energies Heating Law, new homeowners will have to use renewable energy sources to meet at least 14% of the household’s total energy consumption for heating and domestic hot water. Existing houses will also have to be remodelled to incorporate renewable home heating technology from 2010 onwards. Their target will be for 10% of their heating and hot water requirements to be met by renewable energy sources. To

illustrate how seriously the German government is taking this issue, failure to comply will incur a substantial fine of up to 500,000 euros.

“The law is expected to be passed by parliament this year as part of a package of measures that aim to reduce the country’s carbon emissions by 40% by 2010, compared to the country’s 1990 emissions.

“It is estimated that updating energy performance in buildings could save 50 billion Euros in heating costs up to 2020 in Germany alone. Here in the UK, it seems we will be playing a serious game of ‘catch up’ to follow the German market, particularly with existing properties where we currently have no known policy to introduce legislative measures to enforce the reduction of carbon emissions – is it time we thought about it though?”

EuP  
update

The latest update from our man at the Ministry, Neil Schofield, is that new legislation being developed by the European Commission – the Eco-Design of Energy using Products (EuP) Directive will begin to have effect from 2009 on a voluntary basis however, the legislation will become compulsory from 1 April 2010. Neil said: “The EuP directive is concerned with further improvements to the performance of domestic boilers in the UK and throughout Europe. As part of the European Commission’s review, NOx emissions from gas and oil-fired boilers are coming under closer scrutiny, which is already proving problematic in the case of oil-fired boilers. Whilst we welcome any new legislation that is geared toward reducing CO<sub>2</sub> emissions, the main concern we have is that boilers in the UK are very different to those in Europe. To achieve the NOx levels that would be required under the new directive, oil-fired boilers, manufactured in the UK, would need to accommodate a larger burner making boilers much bigger in size. The complexity of labeling products is another major sticking point. To help in putting forward a case for British manufacturers, Worcester is working closely with the UK representative who is talking to people at European level.”

## News Flash – Installer’s Choice 2009 calendar:

Don’t forget to get your entries in for the 2009 calendar competition. To qualify, installers need to have specified and installed Greenstar, Greenskies or Greenstore products in their homes. For more information visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and click on the events and promotions page. The closing date is 31 July 2008 - don’t delay log on and fill in your application today!



# We're listening...

**Martyn Bridges explains some of the latest improvements that have been made to Worcester's extensive range of oil-fired boilers.**

Having listened to feedback from our customers and following extensive research into the design and performance of our oil-fired boilers, we have made a number of modifications to further improve the product range.

From the installer focus groups we have hosted, we know that quality, reliability and ease of installation are vitally important to you and are just a few of the plus points that installers have come to rely on when working with Worcester branded products.

After careful consideration and in-depth testing, the following improvements have been made that

we believe are going to make a big difference.

**Slaves to Perfection:** Thanks to feedback from installers, we have re-assessed our Heatslave range of oil-fired boilers and made certain modifications. These include raising the oil pipe connection so that it doesn't impede access to the condense pipe connection and fitting an upgraded, new condensate trap inside the boiler from June 2008.

In addition to this, we have also extended the pressure relief valve pipe and heating return pipe so as to ease the connection situation.

**External Adjustments:** Our external oil-fired boilers are proving popular for the installation flexibility they offer and performance levels they deliver. From early 2008, we have made a visual change to the exterior of the cabinet on all external models to feature a new type of 'quick release' fixing.

This fixing is designed to use a purpose made key (for extra security) to unlock the front panel of the appliance. By rotating the fixings at the bottom of the front panel by a quarter turn, the front panel can be removed a lot easier than if a screwdriver or socket set was used to do the job.

The introduction of an identification badge to the top panel that states the model name and output is also designed to make it easier for the customer to identify the boiler type without having to remove the front panel themselves. This is particularly important given the information homeowners now have to supply for Home Information Packs.

**Really Robust:** We have developed and fitted stronger cases to our Camray boilers, including the new Greenstar Camray Kitchen System and all other models. A new top panel with in-fill plate has also been designed for the whole Camray range and will be a feature across all boilers in Quarter 2 of this year.

**Flexible Fluing:** For early 2008, we have released a new Oilfit external flue system that is suitable for installation with the Worcester range of Greenstar condensing oil-fired boilers. This is available for the 80/125mm and the 100/150mm diameters and is only compatible with boilers up to 32kW output.

The boilers that can utilise this flue system are as follows:

- Greenstar Utility 18/25
- Greenstar Danesmoor 18/25
- Greenstar Heatslave 12/18, 18/25, 25/32
- Greenstar Heatslave External 12/18, 18/25, 25/32
- Greenstar Camray Kitchen & kitchen system 12/18, 18/25, 25/32



## In summary

**New raised oil pipe and condense pipe connection on Heatslave**

**New 'quick release' fixing and key for added security on external boilers**

**New identification badge on external boilers**

**Stronger cases and new top panel with in-fill plate on Camray models**

**New Oilfit external flue system for condensing boilers**

- Greenstar Camray Utility & Utility System 12/18, 18/25, 25/32
- Greenstar Camray External 12/18, 18/25, 25/32

The maximum permissible lengths are the same as the current Oilfit flue lengths, which are:

**Camray models:**

Vertical flue: 8 metres total straight length (discounting the first 90° bend)  
 High Level Horizontal flue: 2 metres total straight length (counting the first 90° bend and terminal)

**Danesmoor and Heatslave models:**

Vertical flue: 6 metres total straight length (discounting the first 90° bend)  
 High Level Horizontal flue: 2 metres total straight length (counting the first 90° bend and terminal)

The part numbers are as follows:

80/125mm ø Horizontal External Flue Kit: 7716 190 057

80/125mm ø Vertical External Flue Kit: 7716 190 053



The UK has recently signed up to legally binding European targets, which will require us to increase our renewable energy production ten-fold in little over a decade. The Renewable Energy Association projects that this will broaden the focus beyond centralised generation like wind farms to a massive increase in building-integrated renewables. Philip Wolfe, the Executive Director of the REA, asks:

## ARE YOU READY FOR THE RENEWABLES REVOLUTION?

The UK is way down in the relegation zone of the European league table with just 1.3% of our energy derived from renewables. Only Malta and Luxemburg keep us off the bottom. Within that sorry picture renewable energy in buildings is the most neglected sector. Germany, which has really promoted household systems like solar, employs nearly a quarter of a million people in its renewable energy industry – we have an estimated 15,000.

But all that is set to change.

Last year the EU's heads of government signed up to a package of energy measures including a target to get 20% of our energy from renewables by 2020. A few weeks ago each country's contribution was announced. We in the UK get 15%. This is the biggest hike of any European country and represents a ten-fold increase from where we are today. It won't get us into the play-offs, but at least up towards a more respectable mid-table position!

### Renewables in buildings

To meet this ambitious target we will certainly have to beef up existing policies for renewables. The main ones are the Renewables Obligation, which supports large scale centralised generation like wind farms and hydro-power, and the new Renewable Transport Fuels Obligation for liquid

transport fuels. But we in the REA are also pressing for a major push on renewables in buildings – a hitherto neglected area for energy policy.

Prompted by the Sustainable Energy Manifesto, which the REA and others published in 2006, the government announced last year its 2016 zero carbon homes target for new houses. We are now advocating similar measures both for existing buildings and for non-residential properties.

The combined effects of these changes is likely to be an explosive growth in the use of a wide range of building-integrated renewable energy technologies – coupled with equally dramatic expansion of energy saving measures.

This will mean huge opportunities for companies with expertise in solar heating; ground-, air- and water-source heat pumps; biomass boilers and pellet stoves; photovoltaics; even small wind and hydro turbines. If you haven't yet looked at the potential these systems can offer your business, now is the time to start!

### Consumer assurance

I have to say a few things about the REAL Code and the so-called Microgeneration Certification Scheme, before ending. The REAL Code is a

code of conduct sponsored by the REA to guarantee to consumers good service and support standards from those who sell domestic energy systems. It is now well established, growing fast and has achieved stage 1 approval from the Office of Fair Trading. For more details look at [www.realassurance.org.uk](http://www.realassurance.org.uk).

The MCS is a scheme to accredit installers and certify products, currently administered by BRE. It has had its problems and some adverse press for being too rigorous and too expensive. We at the REA have been fighting with some success for improvements, and believe we have to get it right rather than try to bury it. Indeed one element of the new European Directive will be a requirement for such a national scheme.

My advice then? Join these schemes and then work from the inside to make them 'fit for purpose'.

*The Renewable Energy Association is the industry body for providers of renewable energy. Our 500+ members cover all renewables technologies and the full spectrum from specialist installers to the national energy companies. We even have large users of renewable energy systems like Marks and Spencer, the Co-op and BSKyB in the association.*



## Talk to us

**We at Worcester, Bosch Group value the opinion of all our customers and continually endeavour to improve our products and services based on the feedback our customers provide.**

Our goal is to meet and exceed your expectations and this is why we continue to invest heavily into our customer satisfaction research programme.

Every quarter we send out a 12 page questionnaire to installers who have installed a Worcester product, and to customers who have purchased a Worcester product. We then collate the information and use it to make continual improvements to both our products and services. Pages 6 and 7 demonstrate the improvements made to our oil products based on the feedback installers have provided.

We have now developed our customer satisfaction monitoring further with the launch of a new questionnaire, entitled

Csc (Customer Satisfaction Check). We would like to gain feedback from all our customers and have therefore developed this simple questionnaire that can be completed by installers, merchants, specifiers & homeowners alike.

The questionnaire will be put into our products, given out via our external sales & service teams and will also be available for completion online. Every completed questionnaire will be placed into a quarterly prize draw to win a Bosch domestic appliance.

To make yourself heard and offer your feedback, please log onto [www.worcester-bosch.co.uk/csc](http://www.worcester-bosch.co.uk/csc)

We look forward to hearing from you.





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.



Terry Morgan



Robin Morris, (left), Terry Morgan and Tim Burgoyne

**This month we talked to Terry Morgan, owner of Hereford Boiler Services Ltd, and winner of the monthly Environment 2010 award in April 2007, following the installation of a Greenskies solar system.**

The installation took place in a newly built freestanding bathhouse, which formed part of the regeneration project of a 15th century farmhouse in Wales. The building had no access to hot water and the owner asked Terry to recommend a suitable heating system.

Terry explains: "Being an accredited Worcester, Bosch Group installer we have attended several training days, including courses to fit the Greenskies solar series and Greenstore ground source heat pump, so we knew exactly which products would do the job.

"We installed two Greenskies solar panels and a pressurised cylinder, which we had to site underneath the bathroom with the solar controls, for accessibility, giving an energy efficient mix of traditional and modern materials.

"Although the bathhouse was a new building it had been traditionally built with timber frames, oak panelling and stone tiles – which produced a few obstacles when it came to fitting the panels. But we worked round it.

"The customer is incredibly happy with the finished result. The panels look great with the design of the building and he now has regular hot running water.

"Products like Worcester's ground source heat pumps, solar panels and condensing boilers have made my job so much more interesting. Our customers want to know how they can reduce their energy bills and CO<sub>2</sub> emissions. The renewables industry has certainly increased our business and with the support of companies

like Worcester, Bosch Group, who offer training packages to help develop our businesses, it's set to grow even further."

Terry's award-winning work has won him a £500 voucher for a National Trust cottage holiday and a year's family membership to the National Trust. His installation will be judged against the other eleven monthly winners – one of whom will be awarded the Overall Winner's prize in Spring 2008.

**For more information about Worcester's Environment 2010 awards, call 01905 752709 or to download an entry form, visit the website: [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).**

# POWER UP with Power Points from Worcester

**Worcester is giving you the chance to get your hands on free Power Points with Greenstar oil-fired and LPG-fired condensing boilers, Greenskies solar systems AND Greenstore ground source heat pumps. The points are offered on all qualifying products purchased by 31st December 2008.**

What makes this promotion even more enticing is the fact Worcester offers you one of the most comprehensive ranges of oil- and LPG-fired condensing boilers and sustainable heating and hot water systems in the UK. So you're bound to find a product to suit any situation.

**Claiming your free\* Bosch professional power tools is so easy. Register using the online form by visiting [www.worcester-bosch.co.uk/powerpoints](http://www.worcester-bosch.co.uk/powerpoints) or by calling 0845 313 0058. A claim form will be sent directly to you upon registration.**

\*Terms and conditions apply.

By purchasing a Greenstar oil-fired condensing boiler you can get a GSB 13 RE Professional Impact Drill to kick start your collection!



Earn **25** points by purchasing the Greenskies solar system and claim a Bosch GSR 10.8V-LI Compact Screwdriver.



With **100** points you can claim Bosch's latest high spec 4kg Hammer Drill, worth a whopping **£375!**

A ground source heat pump will earn you **50** points!



# INSTALLER'S CHOICE

## Spotlight

### Mike Hayes from Abbeymeads heating

**Mike Hayes, owner of Swindon based Abbeymeads heating has had such happy customers that they are even sending him their heating bills and meter readings to prove the success of his installations.**

One of his recent very satisfied customers is Mr. Weaver who had a complete overhaul of his heating system in a 50s style property. The house formerly had just a water heater and a gas fire in the living room, so Mike came to his rescue by fitting a new Worcester Greenstar 28i Junior boiler and nine radiators.

To Mr. Weaver's amazement his meter readings have remained virtually identical, one year on, even though his entire house is being heated throughout the colder months. He was so impressed with the results that he contacted Abbeymeads Heating to tell him how pleased he was:



Mike comments: "Back in the 50s lots of houses had simple gas fire systems that used gas ineffectively. 50 years on, Mr. Weaver's had finally given up, leaving the house without any heating or hot water. So Mr. Weaver contacted us to install a new heating system, as part of the refurbishment to the property.

"We fitted radiators in every room,

a Greenstar boiler and a digital programmable room thermostat. When Mr. Weaver contacted me to let me know how pleased he was with the results, it reassured me that I have been installing the right products for my customers.

"I want to be able to give my customers something that's not only a brilliant

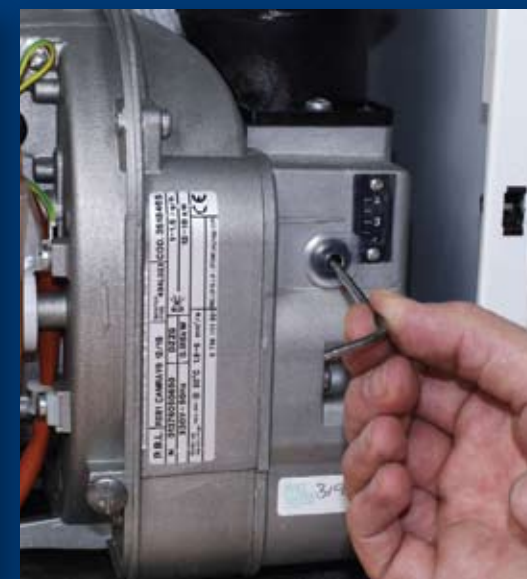
product but something that will save them money as well, which is why I always choose Worcester products. I base my business ethos very much on the way Worcester work. I like to keep in touch with my customers as best I can, listening to their feedback and acting appropriately – but it's always an added bonus when we get feedback like this."



# A brief overview to: Servicing a condensing oil-fired boiler (WORCESTER GREENSTAR CAMRAY)

The following picture sequence shows the principle areas of attention when servicing a Worcester Greenstar Camray boiler. The full servicing process should always be undertaken – details of which are within the installation and servicing instruction booklet.

**Prior to any strip down and maintenance firstly check that all installation requirements of the boiler, flue and oil supply are to standard, also enquire with the householder as to whether there are any performance issues to consider.**



**Step 1:**  
To begin the servicing procedure, firstly isolate the electrical supply of the appliance and disconnect the electrical supply to the burner. Then you can remove the burner from the combustion chamber safely.

**Step 2:**  
Once the burner has been fully removed you should then extract the baffles from the combustion chamber.

**Step 5:**  
Now change the fuel nozzle. Then clean and check all the electrode settings.

**Step 6:**  
Finally, re-commission the burner and reset the combustion air settings. If required, also reset the oil pump pressure. The boiler service is now complete.

**Step 3:**  
This will now allow you to clean the heat exchanger surface. It is also important to clean the baffles with a suitable brush at this point.

**Step 4:**  
Make sure you clean the internal burner components thoroughly, including the fan impellor. Once all components have been cleaned, remove the combustion head from the boiler.



# MEET BARRY WILSON

This month we talked to Barry Wilson about his role as regional sales director for Central England.

**Q. We last spoke to you in January 2007, what's changed since then?**

**A:** Following the restructure within the sales team, I've been promoted to regional sales director for Central England.

The restructure has been a really positive change for the team, with 14 new members we're able to focus on specific areas of the business, giving us more time with our customers.

**Q. How do you relax outside of work?**

**A:** My kids are grown up so we have more time for relaxing now. I enjoy walking the dogs, a good bottle of wine and Manchester United - I try to go and see them play whenever I get a chance.

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

**A:** The Worcester brand is very strong within the industry sector, which is a bonus. Our customers comment on our openness as a company, which I believe is very important for the success of the company. We always try and make sure we take the time out to see customers when they visit the site, as we recognise the importance of having a face to face relationship with our customers.

**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 and we are always promoting the highest energy efficient products and renewables to anyone who attends Worcester training courses, presentations or factory tours. We also invest heavily into marketing and advertising our products, which is intended to appeal directly to the customers.

**Q. Where do you think Worcester will be in five years?**

**A:** I can only see a very positive future for Worcester; I believe the next few years are set to be a very exciting but challenging time for the company. With the introduction of new renewable products, such as air source heat pumps, later this year, the teams will have the opportunity to work with new market areas and develop new customer relationships.



# Win with Worcester

For this month's competition, Stuart Hamilton, editor of PHPI, has devised a cryptic crossword which covers industry topics and products to really test your knowledge. All you need to do to be in with a chance of winning £250 worth of Bosch professional power tools is complete the crossword and send it back to us.

DIY will be made so much easier with £250 worth of Bosch power tools. Pick from power drills to hammer drills to dust

collectors – you'll be spoilt for choice from Bosch's top of the range selection.

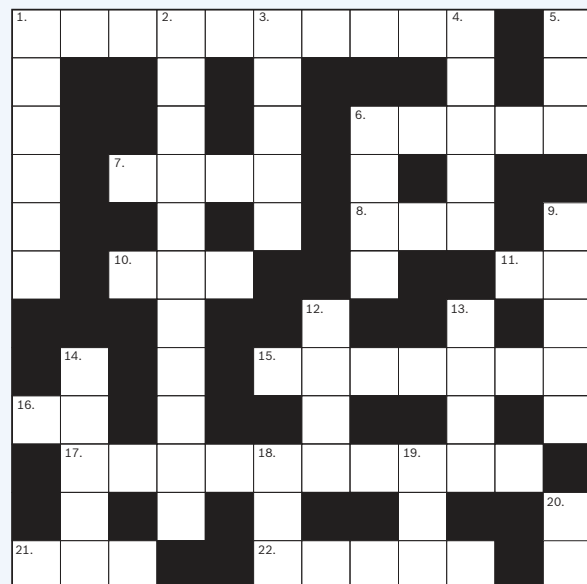
To enter, fill in the crossword and the entry form below and send it back to our editorial office: *The Installer's Choice Competition, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.*

ACROSS

1. Inexperienced depot for heat pump range (10)
6. It's a group effort. This group, to be precise (5)
7. Installer \_\_\_\_, national heating exhibition (4)
8. Mono-nitrogen oxides (3)
10. Heating and \_\_ water comfort (3)
11. Commanding officer cut down by poisonous gas (2)
15. Sift through exemplum in garden to find flue discharge (7)
16. Condensing man (2)
17. Need to scan work for acidic liquid (10)
21. Fire \_\_, early Worcester oil boiler (3)
22. In energy saving we \_\_\_\_ (5)

DOWN

1. Go under, mixed up and losing direction, to locate heat pump source (6)
2. Surroundings for 2010 Awards (11)
3. Solar's greenery is somewhere in ski escarpment (5)
4. Home county of the West Thurrock training centre (5)
5. Major heating exhibition held in Frankfurt... more or less (3)
6. It's A or B if you want to be above standard (4)
9. The Welsh dwarf dog assigned to keep watch (5)
12. S or Y, Hannibal loves it when it comes together (4)
13. Sequentially, the price no installer wants to pay (4)
14. \_\_\_\_ Duckworth, founder of Worcester engineering (5)
18. Is French correct for this climate change agency (3)
19. Maniac suing government reveals gas safety certification (3)
20. Central heating (2)



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 the 19th April 2008

### January's Winner

Congratulations to Richard Perrins from Oldham for winning January's Channel 4 weather competition. Look out in next month's issue for February's winner!

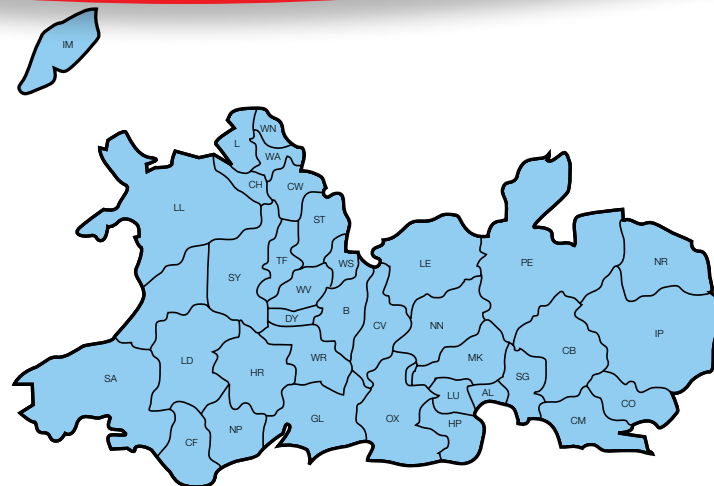
## Keep in touch

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



Barry Wilson, regional sales director  
 Contact Barry on: 07767 432569

In this issue we're focusing on the central region, which is headed up by Barry Wilson, who we spoke to for this month's Behind the Scenes.



**Neil Carter, regional sales manager**

Contact Neil on: 07774 994490  
 Areas covered: **CB, CM, CO, HP, IP, LE, LU, MK, NN, NR, PE, SG**

**Rob Leonard, regional sales manager**

Contact Rob on: 07790 489968  
 Areas covered: **CF, GL, HR, LD, NP, OX, SA, WR**

**Mervyn Thomas, regional sales manager**

Contact Mervyn on: 07790 488499  
 Areas covered: **B, CH, CV, CW, DY, IM, L, LL, ST, SY, TF, WA, WN, WS, WV**

**Mike Bate, specification manager**

Contact Mike on: 07790 488476  
 Areas covered: **B, CV, DY, ST, SY, TF, WS, WV**

**Geoff Bond, specification manager**

Contact Geoff on: 07767 432561  
 Areas covered: **CF, GL, HR, LD, NP, OX, SA, WR**

**Richard Dyer, specification manager**

Contact Richard on: 07790 489980  
 Areas covered: **HP, LE, LU, MK, NN, PE**

**Garry Albutt, TSM renewables**

Contact Garry on: 07790 489662  
 Areas covered: **B, CF, CH, CV, CW, DY, GL, HR, L, LD, LL, NP, OX, SA, ST, SY, TF, WA, WN, WR, WS, WV**

**Mick Bawtree, TSM renewables**

Contact Mick on: 07790 489939  
 Areas covered: **CB, CM, CO, HP, IP, LE, LU, MK, NN, NR, PE, SG**

**Nigel Barlett, TSM gas**

Contact Nigel on: 07767 432571  
 Areas covered: **CF, HR, LD, NP, SA**

**Walter Lyon, TSM gas**  
 Contact Walter on: 07767 432 566  
 Areas covered: **CH (41+), IM, L, WA, WN**

**Matt McGann, TSM gas**  
 Contact Matt on: 07767 432558  
 Areas covered: **B, CV**

**Paul Morgan, TSM gas**  
 Contact Paul on: 07767 432557  
 Areas covered: **CH (1-40), CW, LL, ST**

**Anthony Roberts, TSM gas**  
 Contact Anthony on: 07790 489974  
 Areas covered: **DY, SY, TF, WS, WV**

**Stephen Sibun, TSM gas**  
 Contact Stephen on: 07790 489507  
 Areas covered: **HP, LE, LU, MK, NN**

**Dave Stimson, TSM gas**  
 Contact Dave on: 07767 432560  
 Areas covered: **GL, OX, WR**

**Rhian Davies, TSM oil**  
 Contact Rhian on: 07795 504429  
 Areas covered: **CF, HR, LD, NP, SA**

**Gavin Hogg, TSM oil**  
 Contact Gavin on: 07767 432578  
 Areas covered: **CB, CM, CO, SG**

**Neil Wootton-Porter, TSM oil**  
 Contact Neil on: 07767 432534  
 Areas covered: **CH, CW, DY, LL, ST, SY, TF, WS, WV**

**Peter Stamford, TSM gas/oil**  
 Contact Peter on: 07767 432570  
 Areas covered: **IP, NR, PE**

**Vacancy, specification manager in Central Region 1. Areas covered: L, CH, CW, LL, WA, WN**

**Vacancy, specification manager in Central Region 3. Areas covered: CB, CM, CO, IP, NR, SG**

TSM = Technical Sales Manager