

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 and click on the events page.

April

National Homebuilding and Renovating Show
Stand G105,
National Exhibition
Centre, Birmingham
B40 1NT
10/04/08 – 13/04/08

National Homebuilding and Renovating Show - Green Village
Stand J141 & K140,
National Exhibition Centre,
Birmingham B40 1NT
10/04/08 – 13/04/08

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

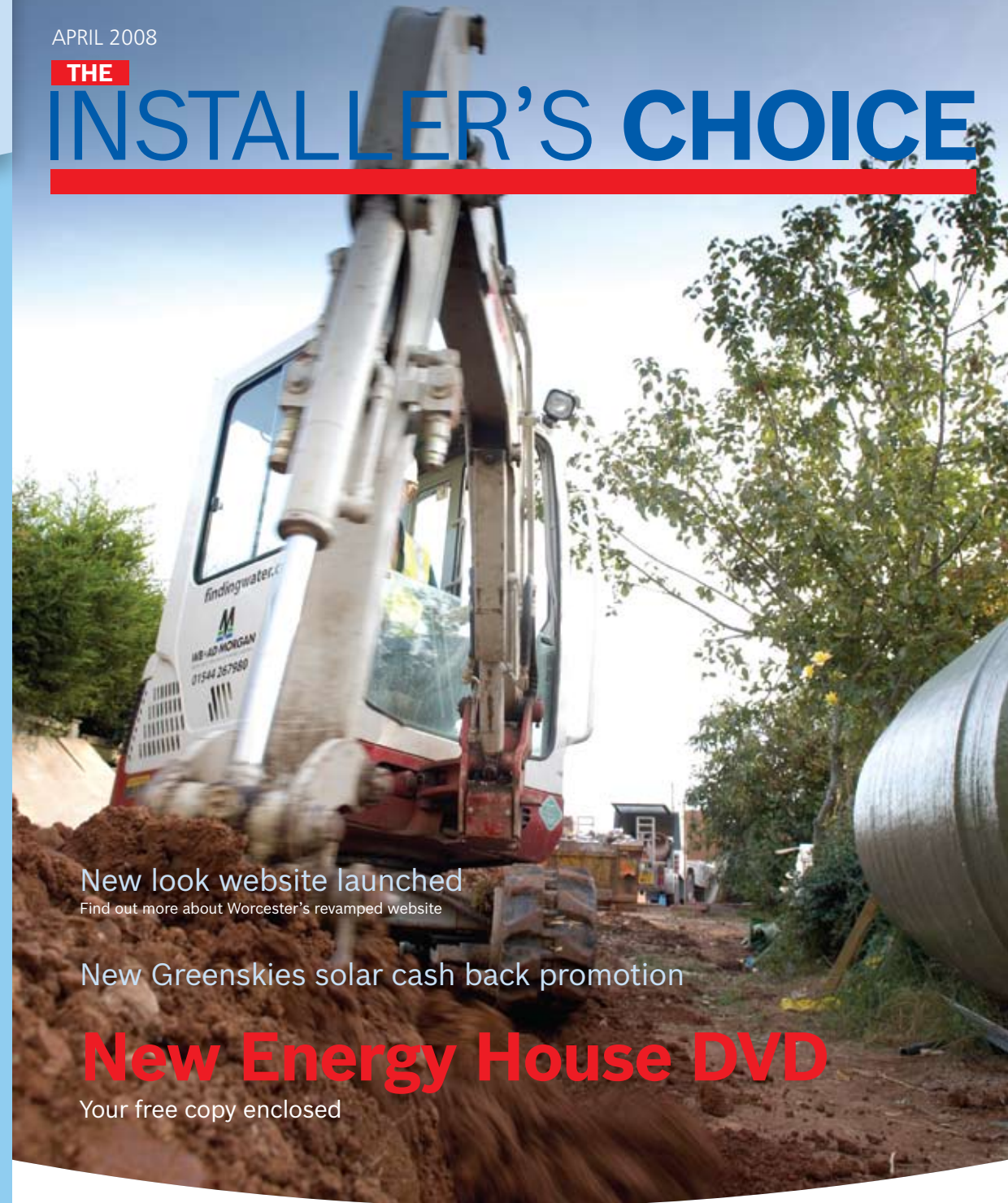
Hull 1/04/2008
Stoke-on-Trent 2/04/2008
Birmingham 3/04/2008
Great Yarmouth 8/04/2008
Peterborough 9/04/2008
Watford 10/04/2008
Brighton 15/04/2008
Ealing 16/04/2008
Coventry 17/04/2008
Swansea 22/04/2008
Gloucester 23/04/2008
Farnborough 29/04/2008
Hornchurch/Basildon 30/04/2008

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
Aberdeen 21/05/2008
Chester 22/05/2008
Bournemouth 28/05/2008
Bath 29/05/2008

APRIL 2008

THE INSTALLER'S CHOICE



New look website launched
Find out more about Worcester's revamped website

New Greensies solar cash back promotion

New Energy House DVD

Your free copy enclosed

Embrace green technology with Worcester

It's the perfect solution.

- All the quality, efficiency, reliability and environmental benefits of Worcester's extended Greenstore ground source heat pumps range.
- All the options to satisfy all your customer's needs – be it for energy-saving heating alone or for heating and hot water.
- Combination models compliant with section G3 of the Building Regulations in respect of hot water storage in unvented systems.
- Outputs ranging from 6 to 11kW.

The Greenstore ground source heat pump series. Further proof of Worcester's commitment to developing heating and hot water solutions which utilise renewable energy technology.

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



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Welcome from Richard Soper

Welcome to April's Installer's Choice. We're leaping into Spring this month with a number of fresh new announcements. First of all, we're pleased to announce the production of our new energy house DVD. You'll find your own copy enclosed with your copy of the magazine. The DVD has been developed to show consumers and installers the positive impact energy efficient modifications can have on existing homes and the range of products available. Turn to page 6 and 7 for more information.

Not only are we giving you a DVD to help communicate the renewables message to your customers, we've also launched a new cash-back promotion for sales of our Greenskies solar water heating systems which will give your customers even more incentive to go green.

Our news pages hold another announcement we're particularly excited about - the launch of our

new-look website. The site has been completely revamped and restructured to be more informative and even easier to use. Take a look for yourself at www.worcester-bosch.co.uk. We're also launching a new monthly feature to the magazine; I'll be asking you a question every month – so we can ensure we're doing the right thing for you and your customers.

On our Green Page, we'll be informing you of how you can get involved in the Environment 2010 awards, this year. We hear about your exciting installations and projects, and when it comes to the environment we know it's no mean feat, so you really should feel proud of your achievements and let us reward you appropriately. Who knows you could be an Environment 2010 award winner for 2008!

Enjoy the magazine

Richard Soper
Managing Director

Ask us a question



At Worcester, we pride ourselves on providing you with the best products to suit your requirements. But we can't do it without you, which is why, every month, I will be asking a specific question to help us deliver exactly what you need.

This month, I would like to know: 'How can we support you further with our products and services to best meet the needs of your customers?'



While you've got your thinking caps on - we'd love to hear what you think of the magazine. Is there anything you'd particularly like to see included or changed, or is there a question you'd like to have answered? Have your say by writing to us at Installer's Choice Magazine, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS. Save on a postage stamp and send your comments with your competition entry - who knows you could have your question answered AND win some fantastic prizes!

Please send your comments to r.soper@uk.bosch.com

Bradford training centre opened



Following the successful opening of its West Thurrock training centre last summer, Worcester has now opened a fully equipped facility in Bradford, to cater for the training needs of installer's based in the North East of the country.

The new Bradford based centre features the latest high-efficiency gas and oil-fired boilers from Worcester as well as offering installation and commissioning courses for its Greenskies solar and Greenstore ground source heat pump series.

The building has interactive smart boards and high specification audio visual equipment, plus a lecture room that can be divided into two separate teaching rooms to accommodate more installers. A reception room, dining area and three extensively equipped practical training rooms for oil-fired, gas-fired and renewable products have also been built in to the new centre.

The renewables training room contains Greenstore ground source heat pumps, including the latest combination model, which contains its own cylinder, as well

as a mock roof to practise the installation of Greenskies solar panels. There are also plans to include a purpose built bungalow in the gas-fired boiler training room to help simulate real life situations.

Phil Bunce, training manager for Worcester, said: "By increasing the number of training facilities around the country we're able to offer more localised courses to reach as many installers as possible. As ever, our goal is to lead the way in delivering quality training for plumbing and heating professionals."

Worcester on the web



Some of you may have noticed that Worcester's UK website has recently been given a facelift. Worcester's Marketing Manager, Victoria Billings updates us...

"We know from all your regular comments and suggestions that you've found Worcester's website to be both interesting and informative. So, all the popular sections you're familiar with such as 'products', 'literature', 'environment', 'customer service' and 'our company' are still there. We've just revamped the site's look and feel to ensure it's now brighter, cleaner and easier for you to use.

"Re-designed to reflect Worcester's new branding, the website still has its four main areas; homeowner, installer, merchant and specifier. However, frequent visitors will find that the site's main difference is that users are taken directly to the 'homeowner' section of the website. Installers should click on the 'installer' tab on the top tool bar.

"Even though the homeowner area helps to keep consumers informed about Worcester's products, we always stress the vital role of the installer and encourage homeowners to contact you direct to discuss their options and requirements.

"The new-look site still boasts the training section, featuring regular technical training bulletins, a list of the courses available, a link to the online training programme and health and safety advice. Plus the events and promotions section, which showcases current Worcester promotions and the various cash-back incentives available. You are also still able to contact Worcester via the website.

"To check out the website's new look, visit www.worcester-bosch.co.uk We look forward to hearing your comments!"



Worcester opens the door to its **new energy house**

Following the positive consumer response to Worcester's real-life energy houses online, Worcester has just opened its very own energy house designed to highlight the positive impact energy efficient modifications can have on existing homes and to help consumers improve the energy efficiency of their own properties.

The semi-detached, domestic property features Worcester's 'A' rated appliances, including a Greenstore 6kW combination ground source heat pump fed from a bore hole collection system situated in the back garden, a Greenstar 12i system boiler, a Greenskies FKT-1S solar system (2 panels) and a Greenskies 250 litre cylinder, as well as underfloor heating. The aim was to make the house totally energy efficient and to monitor and record energy statistics.

Additional energy conservation and saving measures have also been

incorporated within the property, such as Thermafleecce (lamb's wool) insulation in the loft, triple glazed timber windows sourced from managed forests and a rainwater harvesting system for use in non-potable applications such as toilet flushing, washing machines, car washing and watering the garden.

Own the DVD – for free

A DVD has been created featuring the new energy house, which you will find enclosed in this magazine. The DVD is also available to order now, free of charge, for you to give to your

customers. The aim of the DVD is to allow installers and consumers to step inside the various stages of the project, to give the complete picture of the work involved – from the initial planning, through to the installation of the products and completion. A virtual tour of the Energy House will be available to view online this month. Visit www.worcester-bosch.co.uk/energyhouses for more details.

More energy houses online

The new energy property joins existing energy houses already featured on Worcester's website, ranging from a

large family home in a rural location to an inner city terraced house.

These 'real-life' installations allow installer's and consumers to view the lifestyles of people living in them, looking at the properties before and after energy improvements, in order to see how Worcester products are making a real difference to people's lives, fuel bills and the environment.

The energy houses provide an ideal opportunity for merchant's, specifier's and installer's to refer their customers to these online case studies, to demonstrate the effectiveness of Worcester's Greenstar boilers, Greenskies solar panels and the latest in renewable home heating technology, Greenstore ground source heat pumps. We will also be showcasing Greensource air source heat pumps in one of our Energy Houses in May.

Data from the energy houses is recorded using remote electronic collation devices, which provide regularly updated information at the click of a button. This initiative is the first of its kind by a boiler manufacturer.

Martyn Bridges, director of marketing and technical support at Worcester, said: "It's all very well telling people about the benefits of energy efficient

appliances and renewable heating solutions but to see the benefits in front of your own eyes in an easily accessible format is a real step forward.

"Not only is the information there, but you can even ask any of the families questions about their installations, their home and how they've benefited from energy efficient products. It's an interactive tool and, by allowing consumers and the trade to talk to our case studies, we can help to provide all the answers.

"We hope to have created 15 energy houses by the end of the year, representing a variety of different homes with unique requirements ranging from a large family home in a rural location to an inner city terraced house. The new projects will also feature different types of technology, build type and usage patterns. Our hope is that the end-user will be able to locate a house type similar to their own and observe the running costs of the system employed."

All the properties have a description of the type of household they are and each is presented with a summary of what the property was like before and after improvements. The energy efficiency is measured by a SAP rating. Homes are rated from 0 – 100 with 0



being very inefficient and 100 being highly efficient.

By the end of the year, Worcester will have 15 fully functional energy houses to view on its website, spanning a wide selection of home types. Visit www.worcester-bosch.co.uk for more information.

BE OUR GUEST



This month Worcester has invited Clive Dicken, from the Association of Plumbing and Heating Contractors, to tell us a about the company and what it does for its members.



APHC – FIGHTING YOUR CORNER

Recent months and years have seen the Association of Plumbing and Heating Contractors (APHC) going into battle on behalf of its members on a number of important issues, as well as continuing to provide vital benefits to its members, helping them to improve their service and save money.

With a restructure in its membership fees, APHC has now made licensed membership extraordinary value. Membership is now available at only £25 per month. For that small sum, members receive free Yell advertising, free van stickers, reduced cost vehicles, reduced cost fuel, free business advice, not to mention the highly-regarded technical helpline and dozens more benefits.

The Association also runs the industry's leading Competent Persons Scheme. Members can self-certify their work against Water Regulations as well as the majority of Building Regulations - Part J, Part L, Part P, Part G and Part H. Notifying APHC is a simple process that can be done online 24 hours a day, seven days per week or by phone Monday to Friday between 9am and 5pm.

APHC is fully committed to Competent Persons Schemes and the upholding of Building Regulations. We see them

as another weapon in the war against rogue traders, as well as an important way for high quality plumbers to demonstrate that they take their responsibilities to customers seriously.

APHC has also recently provided information to the trade and consumers following the tragic death of Rhianna Hardie. Concerned that the guidance being issued was incomplete, APHC warned that up to 5 million homes could be affected by potential failings in their hot water systems. The Association has also been tackling the issue of rogue trainers, who provide inadequate training at enormous cost; and we are now lobbying Government for a reduction in VAT to 5% on all home improvement works and products.

While APHC is constantly working to improve the industry and influence legislation that affects plumbers and heating engineers, it is also actively helping its members find new business. For example, around 30 customers contact APHC each day via the phone or through our 'Search for a Plumber' facility on our website in order to find a reputable plumber in their area. The Association also ensures members have a prominent presence in Yellow Pages and provides stickers for vans so members can promote themselves on the move.

The Association is running its not-to-be-missed National Plumbing and Heating Weekend shortly. Worcester, Bosch Group's Managing Director, Richard Soper, will introduce a series of important speakers. Les Philpott, from the HSE will make the keynote address. The timing of the event means it is likely to be very close to the HSE's announcement of which organisation has been chosen to run the reformed gas installer registration scheme. The other two speakers are Rudi Klein, the Chief Executive of the SEC Group; and Mike Johnson from the Department for Communities and Local Government. In the evening, the guest speaker at the Annual Dinner is no less than the Right Honourable Dr John Reid MP. The event will take place on 13-14 June 2008 at the prestigious Queen's Hotel in Leeds. Non-members are welcome.

APHC is the employers' trade association for the plumbing and heating industry in England and Wales. It has been providing valuable business services since the 1920s and is stronger today than ever before, representing around 1,500 plumbing and heating contractors employing 60,000 operatives. If you would like to find out more about how we could help you, please give us a call on 02476 472503.

COMMENT



Every year Worcester, Bosch Group welcomes 10,000 visitors through its doors – from installers, merchants and specifiers to the general public. So, what's available and how can a visit benefit you and your business?



Make a date with Worcester

Take a look at our manufacturing facilities

Factory tours are available by appointment giving you the opportunity to see for yourself the sheer size and scale of the manufacturing taking place at Worcester. The tour takes you through the production process from start to finish, including the final product testing, and allows you to see for yourself the care and attention that goes into making a quality Worcester product.

Permanent display

Worcester's £3m energy atrium has been designed to display renewable technologies available from Worcester including Greenskies solar and Greenstore ground source heat pumps, as well as the latest in condensing boilers. Touch control screens are also positioned around the atrium giving you information on all the products and the opportunity to view Worcester's real life energy houses online.

Here to help

Come and meet the technical team,

who are always at the end of a telephone to ensure any problems are rectified as efficiently as possible. See how Worcester handles after sales service, where spare parts are ordered and how the contact centre is run.

Dedicated to training

The state of the art training village, which is part of the main factory site in Worcester includes fully equipped training rooms for installer's to get to grips with oil, gas and LPG boiler installations. There are also dedicated rooms for renewable technology training sessions, with 'indoor roofs' so installer's can learn how to fit Greenskies solar panels. In addition, Worcester also has an off-site ground source heat pump installation that installers can visit to see a complete system in action.

Energy in action

New for 2008, Worcester has launched its very own energy house - in Worcester: Fully equipped with a range of environmentally friendly

technologies, including a ground source heat pump fed by a bore hole collector, Greenstar 12i system boiler, Greenskies FKT-1S solar system and a Greenskies 250 litre cylinder, the house is designed to give visitors the chance to see for themselves the opportunity presented by renewable products.

Steve Lister, director of sales, comments: "The facilities at Worcester are an ideal way of showing people our energy efficient appliances and renewable heating solutions, in situ. This way our customers can get a much better idea of installation techniques and understand the possibilities presented by renewables for their own projects."

If you would like to find out more information on any of the above please contact your local technical sales manager or visit www.worcester-bosch.co.uk



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.



Paul Maddox



Terry Morgan



Dean Willis

Get involved – Worcester's Environment 2010 Awards

This month, we're telling you how you could become one of our 12 Environment 2010 winners, read on to find out more.



Launched in 2000, to celebrate activities that will conserve the environment for future generations, Worcester's Environment 2010 Awards show the companies 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 reflect the long term commitment made by the UK Government to reduce emissions of harmful greenhouse gases in line with the 2010 Kyoto Protocol.

The Awards consist of two categories for installers: Installation and Self-build.

Installers who complete an installation using any of Worcester's energy

efficient or renewable technologies can enter the Installation category of the competition. There are 12 monthly winners for this section who, in April, will be invited to a gala awards luncheon. The prize for the overall winner is £1,000 worth of holiday vouchers to spend on a holiday of their choice.

In the Self-build category anyone who has installed a new energy-efficient or renewable product from Worcester's range as part of a self-build project is eligible. There are four seasonal winners and an overall annual winner. The judges will be looking for projects which have the greatest positive impact on the local environment.

We're currently looking for entries for the 2008 awards – so if you know of any interesting installations incorporating Worcester's Greenstore ground source heat pumps, Greenskies solar water heating systems or our Greenstar A rated condensing boilers, or if you've carried out an installation or self-build yourself, please let us know. We'd love to give you the recognition you deserve for helping the UK reduce its carbon emissions – plus you'll get some great prizes and your picture in the newsletter!

For more information about the Environment 2010 awards or to nominate yourself or someone else, please call 01905 752 709 or visit the website: www.worcester-bosch.co.uk

POWER UP with Power Points from Worcester

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!

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, purchased until 31 December 2008, for you to spend on a selection of superb Bosch Professional Power Tools – absolutely free!

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 or by calling 0845 313 0058. A claim form will be sent directly to you upon registration.

*Terms and conditions apply.



INSTALLER'S CHOICE

Spotlight

Ian Lidstone, Electrical Ltd

Ian Lidstone, owner of Ian Lidstone Electrical Ltd in Plymouth, was so fed up with the high fuel bills in his new-build property that he moved to a cottage and installed Worcester's Greenstore ground source heat pumps, to help reduce his fuel bills and carbon footprint. Ian explains:

"The house I previously lived in had underfloor heating which ran off LPG and, together, it became ridiculously expensive. So we decided to move. We moved into our 200 year old cottage in Trematon, near Plymouth last year and as part of the renovation, and in a bid to reduce our fuel bills, decided to look into renewable products.

"I spoke to my local merchants, City Plumbing Supplies of Plymouth, and the team put me in touch with a representative from Worcester, Richard Blackmore, who advised me on the most suitable installation for my property. We agreed that, with the size of the property, and having just one bathroom, the Greenstore ground source heat pump would be a good option.

"We opted for a trenched installation, comprising of a 1.5m trench with 305m of piping which we installed horizontally within our field - adjacent to the house. The team at City Plumbing, Richard and technical support from Worcester worked with us throughout the installation, making the whole process run smoothly - they really were excellent.

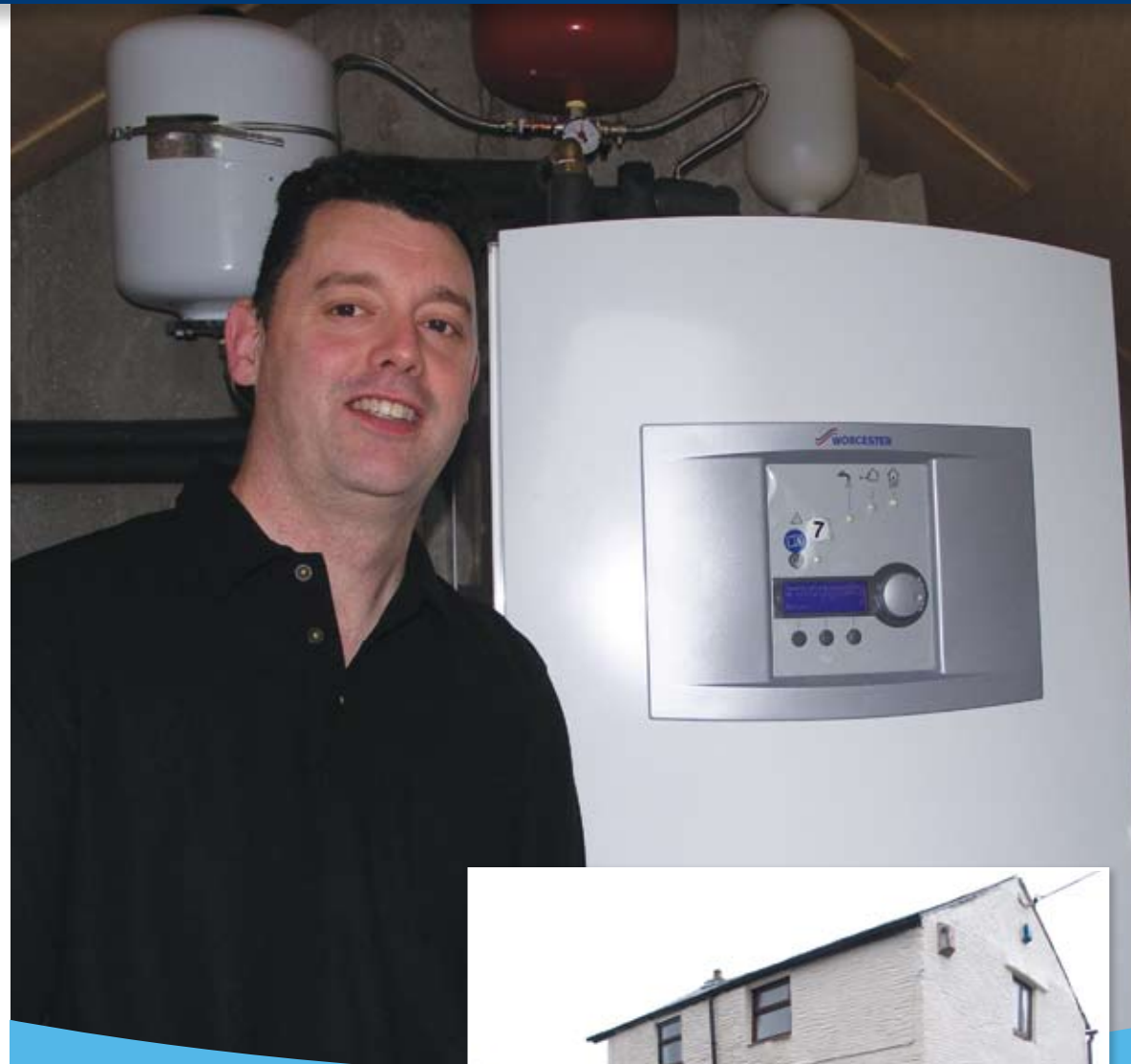


"I had installed a selection of Worcester boilers in the past, so I knew it was a name I could rely on. And I was right - the Greenstore ground source heat pump does exactly what it says on the tin and we're extremely happy with the results. Since it was installed, last November, we haven't had a cold day in the house. Considering the lack of insulation on the property and the bad weather we've had recently - it's really quite impressive.

"The installation of a ground source heat pump isn't a low cost option - our particular installation cost around

£10,000 (including all manual work, products, £3,000 worth of radiators, hire of a digger for three days etc) - but it's something we've invested in for the future. We can already see the benefits and as we don't intend on moving again, we look forward to seeing the payback in the next few years. I'd recommend the installation to anyone."

To find out more about Worcester's renewable products please call the renewables helpline on 01905 752 780 or email renewable.energy@uk.bosch.com





Greenskies solar water heating – householders cash-back promotion

Worcester, Bosch Group is helping you to help your customers with a new cash-back promotion on Greenskies solar water heating systems, available from 2 April – 31 July 2008.

Neil Schofield, head of sustainable development at Worcester, explains: “With continued media exposure, consumers are certainly becoming more aware of renewable technology. However, it is still a relatively new concept to many UK consumers and we at Worcester are doing what we can to reassure them of the benefits involved”.

“The solar cash-back promotion has

been created to help you encourage your customers to invest in our renewable energy products. And we have produced leaflets for you to include in with your quotes to help you promote this technology. Leaflets can be obtained by calling our marketing team on 01905 752730.”

Consumers can receive £300 cash-back when they purchase the Greenskies solar water heating system, and if

they buy a Greenskies twin-coil hot water cylinder or a Greenstar gas, LPG or oil-fired condensing boiler at the same time they will receive a further £50 cash-back per product*. What’s more, under the Government funded Low Carbon Buildings Programme consumers could also qualify for a further £400 grant**.

To qualify for this promotion, you will need to be a Worcester Accredited Solar installer or possess the relevant BPEC qualification for solar installations.

The cash-back isn’t the only incentive for purchasing a Worcester Greenskies solar water heating system:

- A recent MORI report stated that adding solar water heating to your home could raise its value by up to £10,000
- Solar energy is free! And as the energy used to provide a household’s hot water typically accounts for at least 60% of the total annual bill, consumers will make big savings

- Worcester Greenskies light-collecting solar panels can be installed on a sloping roof, flat roof or even wall mounted

What’s more, the Worcester Greenskies solar water heating system requires very little maintenance and comes with a 2 year guarantee – so really they have nothing to lose!

All your customers need to do to claim is simply complete and return

the form to the address provided on the leaflet.

If you would like to find out more about the Greenskies solar water heating system, any of our other renewable products or the training Worcester offers, take a look at the ‘Installers’ section of our website or speak to your area representative.

*terms and conditions apply
** Subject to availability and correct at the time of printing



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

Purchase a Greenskies solar water heating system and get

£300
householder cash-back

Purchase a Greenskies twin-coil hot water cylinder at the same time and get a further

£50
householder cash-back

Purchase a Greenstar gas, LPG or oil-fired condensing boiler at the same time as your Greenskies solar system and get a further

£50
householder cash-back

Plus – under the Government’s Low Carbon Buildings Programme you could also qualify for a further

£400 grant

(visit www.est.org.uk for details)



MEET NEIL CARTER

This month we spoke to Neil Carter about his role as regional sales manager for Central England.

Q. So, how did you get into the industry and when did you start at Worcester?

A: I started my career as a trade-counter assistant at my local plumber merchants in Birmingham 18 years ago. I stayed there for nine years and learnt a lot about the industry. I then moved to London where I worked at C.P Hart, a bathroom and kitchen showroom for eight years. I joined Worcester, Bosch Group in 2004.

I started as a technical sales manager, looking after the Home Counties and have recently been promoted to regional sales manager for the Central region.

Q. What has been your greatest success so far?

A: Winning the Bosch VB award last year.

Q. What is the VB award?

A: The VB awards were set up by Bosch worldwide to recognise the performance of the sales force. In order to qualify for a VB award, you are nominated by your manager and directors. It's all based around your sales figures, how you work with the team – just going above and beyond your call of duty. It's a nice recognition, especially as it comes from the people you work so closely with.

Q. What's changed in the three years you've been at Worcester?

A: The big thing has to be the increased interest and awareness of renewable technologies. Solar heating and ground source heat pumps have become

increasingly popular over the last few years and it's an area that is certainly going to get bigger in the years to come. We're set to launch air source heat pumps this year, which is exciting for the company. But I'm sure you'll be talking about that in the next few months!

For me personally, the obvious change is my job role. The sales team has undergone a complete restructure to allow us to spend more time with our customers. Which is great news, because we have more time to get in front of our contacts and hopefully more time to implement the things they need to make their lives easier.

Q. Tell us what your role entails?

A: I'm still very new to this position, so every day I'm learning something new and doing something I haven't necessarily done before. I basically manage a sales team, meet with customers both installers and merchants and deal with customer queries. It's a big learning curve for me. It's giving me the opportunity to learn more about the company and the industry. I'm dealing with new people all the time, which has really increased my understanding of the business. It's a really exciting time.

Q. What is it you like most about your role?

A: Well the fact it's a new challenge is an enjoyable factor in itself. But the best thing is having a good team behind you, getting the best out of them and really making it work for the company and our customers.



Turn to page 19 for Neil's contact details and the rest of the Central team.

COMPETITION

Win with Worcester

Make the day job a little easier and get your hands on £250 worth of Bosch professional power tools, courtesy of Worcester. Simply answer the five, easy multiple-choice questions below to be in with a chance of winning.

With a selection of power drills, hammer drills and dust collectors to choose from, the lucky reader will be spoilt for choice when spending their £250!

To enter, circle the correct answer on each multiple choice question below and send your response back to the editorial office: *Installer's Choice Competition April, WPR, 43 Calthorpe Road, Edgbaston, Birmingham B15 1TS.*



Q1: Worcester's Greenstore System Heat Pump features a highly-efficient scroll type compressor. What maximum flow temperature does this allow from the heat pump?

- A: 55°C
- B: 60°C
- C: 65°C
- D: 70°C

Q2: Worcester's Greenstore Solar compatible cylinder has a reheat time for 70% of its volume in how many minutes?

- A: 38
- B: 42
- C: 47
- D: 52

Q3: What is the stated mixing ratio of our antifreeze for propylene glycol/water as a percentage?

- A: 30/70%
- B: 35/65%
- C: 25/75%
- D: 20/80%

Q4: What size is a Greenstore System Heat Pump?

- A: 1700mm x 575mm x 625mm
- B: 1435mm x 550mm x 550mm
- C: 1520mm x 600mm x 600mm
- D: 1475mm x 625mm x 550mm

Q5: What is the material of the integral hot water cylinder in a Greenstore Combination Heat Pump?

- A: Copper
- B: Mild Steel
- C: Stainless Steel
- D: Aluminum

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 May 2008

February's winner

A big congratulations to A McMahon from Orpington, Kent for winning February's competition. Look out in next month's issue for March's winner – it could be you!

CONTACTS

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.

This month we talked to Neil Carter, regional sales manager for Central England – and here are the contact details for Neil and his team. Every month we will be talking to a regional sales manager and giving you details of their respective areas.



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



Richard Dyer, specification manager
Contact Richard on: 07790 489980
Areas covered: HP, LE, LU, MK, NN, PE



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



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TSM = Technical Sales Manager