

DIARY DATES

SEPTEMBER 2008

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 and click on the events page.

September 2008

Installer Live

Stand 700 and 220
Ricoh Arena, Coventry
09/09/08 – 12/09/08

Irish Sustainable Building Show

Stand S66
RDS, Dublin
18/09/08 – 20/09/08

IPHE

Manchester
19/09/08

London Homebuilding and Renovating

Stand 401
Excel, London
19/09/08 – 21/09/08

PHEX

Stand 9 and 10
Manchester United
30/09/08 – 1/10/08

October 2008

Grand Designs, Live

Stand B228
Birmingham NEC
10/10/08 – 12/10/08

PHEX

Stand 23 & 24
Southampton FC
14/10/08

County Shows:

SEPTEMBER

Oxfordshire and Thame
18 September

Royal County of Berkshire
20 – 21 September

CIPHE Events:

North East, The Queen's Conference Centre,
Stockton-on-Tees
12/09/08

North West, Digital World Business Centre,
Manchester
19/09/08

To book a place contact
www.ipheconference.org.uk or
call 08701 632804

FREE Seminar – Plumbing & Heating – the way ahead

CIPHE Norfolk Branch, college of
West Anglia, Kings Lynn, Norfolk
27/09/08

To book a place contact Roger Willis
on 01263 722492 or email
roger.willis1@virgin.net

Women in Plumbing & Heating Group, 2008 annual conference – sustainable careers

The Union Jack Club, Waterloo,
London
13/09/08

To book a place contact
carolc@iphe.org.uk or call
01708 463114

November dates will be detailed in the October 2008 issue



IT'S OH SO QUIET
the sound of Worcester's air
source heat pumps

New range of floor-standing gas-fired boilers launched

Improvements to the i and Si series

No waiting for Worcester spares

On the wall

Introducing the latest generation of wall-mounted Worcester Greenstar i Junior and Si Combi boilers. Our best selling 'A' rated gas-fired boilers now offer even more built-in value for money with a host of new features for quicker and easier installation. Plus all the qualities you've come to expect from Worcester, Bosch Group; comprehensive pre- and post-sales support, award-winning training and nationwide service back-up.



UNIQUE
NEW
FEATURES

UNIQUE
NEW
FEATURES

The improved Greenstar i Junior and Si Combi series

- Lightweight wall mounting jig with built-in spirit level
- Pre-wired 2 metre mains cable
- Built-in pipework channel to allow pipes to run behind
- Pre-fabricated pipework option eliminates the need to pre-bend
- Universal condensate fitting allowing pre-plumbing of condensate discharge
- Optional earth bonding strip for electrical regulation compliance

For further details call 08705 266241 or visit www.worcester-bosch.co.uk



Claim your FREE* official football shirt
Hurry, this special offer on every Worcester Greenstar gas-fired boiler ends on 30th September. For details visit www.worcester-bosch.co.uk/footballshirt
*Terms and conditions apply



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Welcome from Richard Soper

Hello and welcome to the September 2008 issue of Installers Choice. We've got a busy issue for you this month, so much so that we've increased the magazine by eight pages in order to fit it all in. Some of the regular pages may have moved location, but they're all listed in the contents to ensure you know exactly where to look.

On the subject of being busy, last month we talked about some new additions to the Worcester Greenstar collection and this month we have even more to update you on. Martyn Bridges, Worcester's marketing and technical support director, will cover everything you need to know on the new and improved products on pages 15, 16 and 17.

Since the last issue, the media has continued to focus firmly on rising fuel prices and, as we went to press, British Gas has just announced it is putting their gas bills up by a staggering 35 per cent – the highest rise ever. So, as millions face the prospect of fuel bills increasing to over £100 per month, I want to take this opportunity to remind installers that each and every one of you can

help our customers beat the rising fuel costs.

Remember, householders who have had their existing boiler for ten years or more could save up to £250 a year (according to the EST) on heating bills (and even more on boilers over 20 years old) by simply upgrading to a condensing model. All Worcester Greenstar condensing boilers are SEDBUK Band 'A' rated, making them over 90% efficient. What's more, if you purchase a Greenstar gas-fired condensing boiler by 30th September Worcester will give you a FREE football shirt. What more could you ask for? (more information on the football promotion on page 26)

Our spares department is an area that can sometimes go unnoticed, so this month we not only hear from Martin Lewis, national sales manager for spares, but we're also detailing all our profile spare stockists within 'Keep in Touch' on pages 24 and 25.

Enjoy the magazine.

Richard Soper
Managing Director

Richard Soper becomes renewable energy champion



Richard Soper, managing director of Worcester, Bosch Group, has been presented with the highly prestigious 'Champions Award' at the British Renewable Energy Association (REA) Awards.

Richard was chosen from a strong shortlist of candidates who are all recognised as advocates of renewable technology and energy efficiency. He received his accolade at a gala ceremony at the Café Royal in London, presented by comedian Bill Bailey and BBC Environmental correspondent, Sarah Mukherjee.

The award criteria included several key areas and judges were asked to select the individual that demonstrated the greatest personal commitment to renewable energy with extensive evidence showing how he has pioneered developments in the sector.

Key highlights helping Richard to the title included his creation of initiatives which reward students, colleges and apprentices in the industry and to encourage the future generation of installers to continue with their studies. Richard was also commended for setting up the Environment 2010 Awards (now Environment 2020) to promote and reward installers, housebuilders, housing associations, children and local authorities for environmentally friendly and renewable heating and hot water installations.

This, alongside a dedication to providing the very best renewable products and services to the market and educating the whole supply chain about the importance of renewable and energy efficient technology, earned Richard the Champion Award. Richard has also installed a variety of renewable heating solutions in his own

home to give installers and consumers the opportunity to see the products in action.

Philip Wolfe, chief executive of the REA, said: "Worcester is a market leader in domestic heating and has a commitment to deliver high quality, good value renewable heating products. In addition to providing these products to the supply chain, it also offers extensive training courses for installers, specifiers and merchants and makes a huge investment into marketing and promoting these technologies to consumers to generate wide scale awareness of their availability and benefits. With Richard at the helm, he is ultimately responsible for making all this happen."

After receiving the award, Richard Soper said: "What an honour, everyone who knows me is aware that I am very passionate about the environment and to be in a position to promote and develop renewable technologies is such a wonderful opportunity for me. These products are the future and the more we can do to widen awareness the better.

"This award is for the whole Worcester team for their achievements over the past four years. As a company, I feel we have made a huge impact in delivering and promoting renewables, but there is still a very long way to go."

Bosch Ranked 8th in Superbrand Show-Down

Results of the UK consumer brand survey have revealed Bosch has been voted the 8th most popular brand out of a potential 500 companies.

In the last Superbrand survey, Bosch ranked in the 120th position, making this year's result a huge 112 places up from last year.

According to the Superbrands Council: "A Superbrand has established the finest reputation in its field. It offers customers significant emotional and tangible advantages over other brands, which (consciously or sub-consciously) customers want and recognise."



Plumbing Marvellous

Creating flexible installation benefits with a full range of fluing options for the new Greenstar gas-fired boiler models, Worcester's new Condensfit II telescopic horizontal flue range and plume management system is particularly suitable where flues need to be installed into a restricted siting situation.

The kits divert the flue gases safely into the atmosphere by extending the pipework, ensuring plumage is not released into any 'nuisance locations'. And with its new push-fit connections and telescopic system, which in most cases eliminates the need to cut the flue to size, the new flue is even quicker to install.



Brits urge Government to make us Greener – Education's The Key To Saving The Planet

Worcester recently undertook a national survey which found that although the future of the planet is a major concern for people in the UK, many feel they don't know enough to be able to do their bit for the environment.

The new research found that almost 70% of consumers are calling for more education when it comes to things like saving energy. With the majority (85%) expecting the Government to keep us informed.

With one in five in favour of fining people who don't use green methods, it seems now is the time for the Government to step up and put measures into place to help the UK become greener.

The most popular methods of 'going green' include recycling, using energy efficient light bulbs and loft insulation. Just over half (53%) turn their washing machine to 30 degrees, a quarter use more public transport, while 18% have installed a high efficiency condensing boiler to become greener. Meanwhile, 66% think their home is the most important place to be green – with work and day-to-day travel followed closely behind.

Greenskies solar packages – making life easier

Worcester's Greenskies solar panels are now available to purchase in kits – giving you what you need in one easy order.

The new Greenskies FKC and FKT solar panel kits have been created to offer installers a simple way of ordering the right packages depending on the requirements of the installation.



Neil Schofield, head of sustainable development at Worcester took part in a series of live radio interviews to discuss the findings, he commented: "Whilst we are looking to the Government to keep us informed, I think it's important to remember that there are many businesses in the UK who have concern for the environment at the heart of their business values. Businesses such as Worcester have a responsibility to lead by example, showing how we can all make a difference. As a company, we are committed to ensuring that everything we do is geared towards energy efficiency in the home, whilst always meeting and exceeding Government legislation. Through our products, literature, training and involvement with industry bodies, energy efficiency is always a top priority."

To find out more information about the kits or to download the new technical and specification document for Greenskies solar systems visit www.worcester-bosch.co.uk or call the literature line on 01905 752 556 to request your copy. (Available from September 2008)



Combined Heat and Power units **in production**

Recognised by the Bosch Group, Worcester's research and development department, based at the head office in Warndon, has been tasked with developing a micro CHP (combined heat and power generation) unit for the domestic market.

Like a boiler, a micro CHP engine heats a home's hot water system, but at the same time also generates electricity at around three times the efficiency of grid generated electricity, by the time it is within the home. A CHP unit is sometimes called 'energy recycling' because the same energy is used twice – once for hot water and once for electrical energy.

A CHP unit works by using a free piston Stirling engine, which is sealed inside an air-tight cylinder filled with an operating gas. Once heat is applied to the cylinder the engine starts to

run. The piston within the engine then moves up and down at approximately 50 times a second to generate around one kWh of electricity whilst simultaneously generating around 7kW of heat. The benefit of a Stirling heater is that it generates electric energy and heat exactly where it is needed, so that no energy is lost during transport.

A fantastic achievement and fabulous privilege for Worcester, the unit is currently in development stage with extensive trialling taking place throughout 2009. The unit is expected to be available for sale in 2011. Visit our stand at Installer Live, at the Ricoh Arena 9-12 September, to see the product for yourself.

Find out more about Worcester's micro CHP unit in the November issue.

Book Now for Worcester's I.T Training Course

For the modern installer, I.T. skills have become an important tool to offer a professional service to customers.

In partnership with the Herefordshire and Worcestershire Chamber of Commerce, the day-long course is tailored for installers who wish to further their I.T. skills to help in day-to-day business.

Topics include, learning skills in Word to help produce documents including invoices and quotes, learning how to format worksheets and introduce formulas to store financial information like sales and expenditure statements.

To find out dates for Worcester's IT training course or more information on other courses available please call 01905 752526 or visit www.worcester-bosch.co.uk and click on 'training'.



Tornado strikes!

The freak thunder storms of July took their toll on installer Andy Buchan's showroom in Tetbury. A mini tornado hit the property, ripping off tiles and uprooting tree's as it swept through the village. One of the few things however, to remain on the roof were the Greenskies solar panels which is an indication of Andy's workmanship but also the robust and secure fixing system the Greenskies solar system employs.



With the price of domestic oil on the increase, Steve Lister, director of sales at Worcester, believes there's never been a better time for homeowners to make the switch from standard efficiency to condensing boilers and consider installing renewable technologies. He comments:

Time for Change?

"The UK heating industry is currently going through a significant period of change, spurred on by the fact that fuel prices have been steadily increasing for the past few years, not to mention the Government's drive to reduce the UK's CO₂ emissions by a massive 60% by the year 2050.

"The price of domestic oil has practically quadrupled over a fairly short period of time, with kerosene now costing 63p per litre compared to prices of around 16p per litre in 2004. This fuel price increase and the need to reduce the amount of CO₂ emissions entering the atmosphere in line with the Government's environmental targets has put the spotlight on what can be done to ease the rising cost of home heating.

"Understandably, this rise in prices is a major stumbling block for consumers and with the current credit squeeze it is clear why some homeowners are reluctant to make changes, as they don't want to lock themselves into oil for the next 15 years or so with the future so uncertain. This is obviously different to gas, as you can at least forget about it until your quarterly bill arrives.

"In view of rising fuel costs, there's never been a better time for homeowners to upgrade their boiler from standard efficiency to condensing and consider



installing renewable technologies, like solar. Solar is a good example as it can generate between 50-70% of a household's annual hot water for free.

"The main hurdle at the moment is the initial outlay required and the lack of Government grants available to support those who want to go down the renewables route. However, if fuel costs continue to rise we predict that more homeowners will look to renewables to improve their long-term situation."

Installer's Choice spoke to Dean Willis, a Worcester accredited installer, about how he has developed his own business to meet the changing requirements of cost conscious homeowners.

"I have always been in the heating and plumbing business but it wasn't until five years ago that I decided to set up my own business - Solar Heating Limited - with the specific aim of specialising in renewables and tapping into the growing market for sustainable technologies in the UK.

"Upon starting my business one of the first things I wanted to do was install some of the technology I was keen to talk to customers about in my own home, with a view to using this as a showcase for the business. I deliberately installed the panels to be visible from the road,

which has been great for marketing the business and generating local interest.

"The number of solar installations we carry out varies but we will typically complete approximately two installations a month. In terms of market growth, it's still early days for solar. People are naturally wary of change and there's a capital outlay involved in installing renewable technologies, so it tends to be the more forward thinking homeowners with money in the bank that are investing. There's also the question of pay-back, which is something I get asked about a lot. My usual response is to ask the customer if they have ever questioned the pay-back they get from their boiler. It's practically impossible to get pay-back from fossil fuels, whereas although it might take a few years with solar – at least it gets there!

"Given what we know about escalating fuel costs over the next six months, the case for renewables is getting stronger every day. With this in mind, I'd recommend that any installer thinking of diversifying their business goes ahead and does it right now and that they talk to manufacturers like Worcester about the support and training available to help them get off the ground. There is a huge untapped market for solar out there that is ready to explode. It's just a question of when."



Since introducing the new Greensource series of air-to-air and air-to-water heat pumps this year, one of the questions commonly asked by installers enquiring about product performance relates to sound levels emitted by the units in operation.



It's Oh So Quiet...

As air source technology is still relatively new to the UK market and installers are just starting to attend the training courses Worcester is now running around the country, it's understandable there may yet be a few misconceptions amongst installers and consumers alike about exactly how quiet Greensource air source heat pumps are in operation.

Mitch Cogger, product manager for new technologies, explains why he and the team are keen to demonstrate how low sounds emitted from the Greensource air source heat pumps actually are, especially when compared to other everyday noises. He explains:

"When we started work on perfecting the new Greensource series of air-to-water and air-to-air heat pumps, one of the prime considerations was to do everything we could to keep the operating noise of the fans featured in both units to an absolute minimum.

"The result of keeping a close eye on performance throughout development was that we were able to keep sound levels to 53dB(A) for the Greensource air-to-water heat pump outdoor unit (6kW, 7kW and 9.5kW ratings) and to 49/50dB(A) for the Greensource air-to-air heat pump outdoor unit, when used for cooling or heating.

"Importantly, the sound levels recorded from the Greensource indoor air-to-air unit registered even lower on the decibel scale. On a low fan speed for cooling

or heating, sound levels reach between 27/35dB(A). This increases only slightly to 39/41dB(A) when operating at medium speed and to 43/46dB(A) when the indoor unit is operating on the highest fan speed setting.

"To get a better idea of how the sound levels emitted by Worcester's Greensource air source heat pumps compared with some of the everyday noises we hear, here's a quick guide together with a few facts as a useful point of reference:



Decibels (dBA)	Noise
150	Gunshot / artillery fire
140	Plane take off / fireworks
130	Pneumatic drill
120	Thunder / loud stereo / nightclub / chainsaw / hammer on nail / rock concert / emergency siren
110	Football crowd / personal stereo / car horn / shouting in the ear
85	At this level, protection must be worn in the workplace Caution: Prolonged exposure above 85dB(A) can damage hearing
80	Ringling phone / Hoover / hairdryer / doorbell
70	Washing machine / dishwasher / television
60	Normal conversation / sewing machine Greensource air to water heat pump outdoor unit 53 dB(A)
50	Rainfall Greensource air to air heat pump outdoor unit 49/50 dB(A)
40	Refrigerator / quiet living room / library Greensource indoor air to air unit between 27-46 dB(A)
30	Soft whisper
20	Broadcasting studio / whispering at 5 feet
10	Normal breathing
0	Threshold of hearing

Did you know?

- All sound levels are measured in decibel units dB(A), which is logarithmic. This means that an increase of 10 on the decibel scale corresponds to the intensity of the sound increasing by a factor of 10. Generally speaking, 0 dB(A) is the softest sound a person can hear and 150 dB(A) is associated with the kind of noise level you'd expect from gunshot or artillery fire.
- The rock band, The Who, were credited with the loudest recorded decibel level for a live concert with 117 dB(A) at an open-air concert at Charlton Athletic football ground in 1973.
- Brushing your teeth with an electric toothbrush is actually noisier than sitting next to Worcester's indoor air-to-air unit. An electric toothbrush will produce between 50-60 dB(A), and a normal conversation will register at around 60 dB(A). Makes you think, doesn't it.
- According to guidelines published by the World Health Organisation, a loud radio will hit levels of between 65-75 dB(A) and a heavy lorry around 7 metres away can expose ears to around 80 dB(A). Both are far higher levels than Worcester's Greensource air source heat pumps.



Wayne Terry, head of personnel certification, NICEIC Group, explains how installers of heating and hot water systems can prove they are competent to carry out work in line with the Building Regulations.



REASSURING THE CUSTOMER

Many factors contribute to the cowboy tradesmen problem. Sadly, that includes some customers who ask “how much for cash?” This exacerbates the situation and encourages the black market.

Competent persons schemes and self-certification can and will help this situation, as without a building control certificate there is no evidence that the customer’s installation complies with the Building Regulations.

Although more work needs to be done by all of the competent persons scheme providers and the Department for Communities and Local Government (DCLG) to educate the general public on the benefits of employing a registered contractor, there is no doubt that competent persons schemes are a step in the right direction to ensure the public’s safety and peace of mind.

The general public may not, at the present time, fully understand the concept of self-certification but they do understand that Building Regulations have to be adhered to and that these schemes help to increase the chance of that happening. Remember, vast numbers of the general public already experience a kind of self-certification with the Tax Self-Assessment programme.

The provision of certification for notifiable building work is not a requirement of the Home Information Pack (HIP) but Certificates of Compliance with the Building Regulations are now built into the “searches” carried out by solicitors as part of the process of buying a house. As such, this will improve public awareness which, in turn should increase the demand for competent persons.

NICEIC’s Domestic Installer Scheme was successfully launched in 2004 to help all trades notify their work to Building Control as required under Part P of the Building Regulations. In addition to this, our Building Regulations Schemes now provide an extended service to installers of heating and hot water systems who have to comply with the different building regulations as part of their day to day work.

Installers are able to self-certify all their notifiable work through NICEIC. This saves installers the time and expense of requesting local authority building control approval prior to undertaking notifiable work. Many NICEIC-registered contractors have told us about the increased business they have experienced thanks to Part P, despite initial scepticism. Our Insurance Backed Warranty also releases them

from the red tape and administration that they would otherwise have to carry out.

Work is being conducted between the competent person scheme providers and DCLG to develop a minimum technical competence criterion for the new schemes. Once available this will ensure that a common approach is being taken by all the providers.

Our organisation is not a trade association and therefore does not have “members”. Instead we have over 24,000 registered Approved Contractors and Domestic Installers. Although we have over 50 years of heritage specifically in the electrical industry, our expertise stretches across many trades. NICEIC Certification is one of the largest suppliers of personnel certification to the heating and plumbing industry, and has issued over 50,000 ACS Gas certificates over the past 10 years. Combine this with the added value benefits of being registered with NICEIC, such as our technical advice, Connections magazine and pocket guides, then the benefits are obvious and numerous.

For more information on NICEIC’s Building Regulations Schemes telephone 0870 013 0382 or log onto www.niceic.com.



As the price of fuel continues to climb, installers who offer renewable technology as part of their product portfolio are well positioned to help customers looking for an alternative. This month, Leigh Risbey, director of sales for renewables at Worcester, talks to Installer’s Choice about the potential of solar.

Solar so Good

Does a homeowner need planning permission to install solar panels?

“In April this year, the Government introduced new legislation which states that unless a property is a listed building or positioned within a conservation area, a solar panel installation does not require planning permission. I recommend visiting the Communities and Local Government website for more information.”

How easy are solar panels to install?

“The solar kits we supply are very straight forward and apart from the height aspect, installation is really easy. The panels clamp into place without difficulty and with the in-roof kit there’s no structural work to do other than just removing the tiles to access the roofing timbers. We’ve also just introduced some new solar ‘packs’, which will make them even easier to install. See page 5 for more information.”

Can panels be installed in a north facing position?

“We recommend installing the panels on a south or south west facing roof, to maximise the opportunity to collect heat. Although you will have some benefit from a north facing roof it will be fairly insignificant. For that reason we have developed a wall-mounting arrangement where the panels can be attached to brackets that can be fitted to any wall. You’ll almost certainly be able find an area of the property where the panels can be fitted in a south facing direction.”

How long does it take to fit the panels?

“The ease of installation is a really positive selling point for your customers as it can take as little as four to

five hours to install, however every installation is different. Also the panels won’t affect the fabric of a property, they are versatile and can be bolted to the side of a gable end wall or a flat wall. They can also be fitted on a flat roof or positioned at the bottom of the garden away from the house if necessary.”

How long after installation do the solar panels take to work?

“The results are instant, meaning that once everything has been connected the panels will immediately start producing hot water.”

Do the panels work on cloudy days?

“Definitely yes! Made from Duplex stainless steel to avoid corrosion, the panels are covered in a selective coating to allow energy absorption from diffused as well as direct sunlight enabling energy to be collected even on cloudy days.”

How much of my hot water supply will the solar panels contribute to?

“Solar panels can provide between 50-70% of a property’s annual hot water supply, which can be a handy figure to keep in mind when talking to cost-conscious customers.”

What options are available for an installer who is nervous about fitting the panels onto the roof?

“It’s not unusual for an installer to feel nervous about fitting solar panels and through the installer section of our website there is access to a list of qualified roofing contractors.

“With a direct link through to the National Federation of Roofing

Contractors, there are the details of over 114 UK-wide companies, all of which have been trained on installing our solar panels. With Worcester’s solar panels installed in their training facilities, they will help ensure the roof is well prepared and will know how to fit the brackets and panels.”

Once the panels have been fitted what should I tell my customers to do to maintain them?

“Generally speaking, the solar panels should last many years and the maintenance during that period is minimal – just the occasional check of the glycol concentration to ensure it’s still in good condition and the fluid hasn’t separated.”

What happens if I have a problem?

“We have a reliable team of fully-trained service engineers on hand for any problems. Our helplines are open until 10pm everyday and are open to customers as well as trade. Plus, all of our technical sales managers have been solar trained, so feel free to talk to them.

“We also offer two-day training courses at our head office in Worcester but also at Bradford, West Thurrock and Clay Cross. If it’s been a couple of years since you attended a solar training course and you feel that you’re simply lacking confidence, it might be worth considering a refresher to top-up your knowledge. Contact our training team on 01905 752 526 or visit the website.”

For more information about renewable technologies available from Worcester call the renewables helpline on 01905 754 624 or visit www.worcester-bosch.co.uk

INSTALLER'S CHOICE

Spotlight

Dave Pantall, Arrow Heating Solutions Ltd

This month, Installer's Choice caught up with Dave Pantall from Arrow Heating Solutions Ltd based in Redditch in the West Midlands. Renovating his detached four-bedroom property, Dave installed a Worcester Greenstar 30CDi system condensing boiler plus two Worcester Greenskies Solar Panels as he explains:

"I've been a Worcester accredited installer since 1997, and am totally committed to the Worcester brand, so when it came to changing our boiler a Worcester product was the only answer.

"Fitting the solar panels took us three days and the installation was easy once we'd determined the best location for the panels. Firstly we erected a scaffold tower and removed a patch of the roof tiles where the solar panels would now lie. Then we installed the bracket system and fitted the panels. Next, we removed the existing un-vented cylinder and replaced it with a larger capacity solar compatible mains pressure cylinder and piped the solar panels to connect the two. While getting the solar panels up onto the roof was a challenge, we are now enjoying the benefit of 'free' hot water and are really pleased with both products.

"I believe renewable products are the way forward, and in fact we've seen an increase in customers enquiring about solar panels. However, from experience, we've found that the biggest barrier for homeowners



often comes down, quite simply, to investment costs. While they want to do their bit for the environment, financially they can't justify the initial money they need to invest in the installation verses the time it takes to reap the benefits.

"Renewables are the obvious choice when it comes to protecting the

outlook of our younger and future generations and I believe more should be done to ensure these products are used in the future. Why is it that the government isn't insisting that all new build homes are installed with solar panels as standard, thereby showing their commitment to saving the environment for the future?"



Dave with his in-roof Greenskies solar panels



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 2020 Awards across the year.



This month, we talked to Alonzo Llewellyn about his award winning installation of an energy efficient heating system in a residential home in Milford Haven.

Alonzo Llewellyn has been in the heating and plumbing business for around 21 years and during this time has grown his company - Alonzo Llewellyn Heating & Plumbing - from being one man and his tool kit, to having a team of three trained plumbers and a couple of apprentices to support business growth. Alonzo won September's E2010 award in 2007 for installing a new heating system within a privately owned residential property, providing highly efficient heating and hot water for the whole building.

Alonzo comments: "When a lead came through the Worcester website for an installation project at a local home of residence that badly needed bringing forward into the condensing age, we were really keen to get involved. The home, which is privately run, had been relying on just one standard efficiency boiler for a number of years and they were well aware of the need to install a back-up system to provide sufficient cover should anything go wrong.

"As well as wanting the reassurance of an additional boiler, keeping future running costs down was a priority for the management team, so replacing the old boiler with two high efficiency condensing models was the most suitable outcome. It was the same approach on the hot water side and the client was ready to invest in solar panels to work in partnership with the new boilers and help further reduce fuel costs in the long term.

"The installation involved replacing an old, open-flued, cast-iron natural gas boiler with two brand new high efficiency Worcester Greenstar 40CDi conventional, condensing natural gas boilers. These were sited in the property's boiler room and were fitted complete with new controls for both boilers with different zones and individual pumps so that everything would back itself up and run as efficiently as possible.

"Built with a timber frame around 20 years ago, the building's insulation properties were naturally very high but we wanted to make sure the temperature could be controlled at all times, so we used Honeywell CM 927 controls for constant management of the central heating system. Making sure the boilers wouldn't have to heat the property up from cold meant we could help the client save more money through correct use of controls too. We also put in a brand new Greenskies twin-coil stainless steel, unvented hot water cylinder ready to take heat from the two boilers, which was also compatible with two solar panels positioned up on the roof.

"For the solar installation, we chose in-roof solar panels - the FKT-1S Greenskies panels from Worcester - which are really efficient and designed for the UK market. We attended the training courses at Worcester, so knew the products inside out. The great thing about the panels is that they are sunk into the roof to give a flush fit, as opposed to sitting on the roof tiles.



"In all, the installation of the two Worcester Greenstar 40CDi boilers took around a week and a half with one man and an apprentice on the job and the Greenskies solar panels took just two days to install. Since completion, we have had really positive feedback from the client. They are extremely pleased with the way the system is running and I think the performance of the Greenskies panels has been a big surprise for them. They have commented that the solar system looks after itself and they never have to worry about it. In our experience, all customers react in a fantastic way when they get their first full cylinder of hot water for free."

His award-winning work has won Alonzo a £500 voucher for a National Trust cottage holiday and a year's family membership to the National Trust.

For more information about Worcester's newly re-launched Environment 2020 awards, please call 01905 752709 or to download an entry form, visit the website: www.worcester-bosch.co.uk



In the last issue of Installer's Choice we talked about the enhancements to the Greenstar series of boilers. Now, we've got even more to talk about. Martyn Bridges comments:

The difference is in the detail

Having listened to feedback from installers attending training courses and focus groups the length and breadth of the country, Worcester has introduced a new range of floor-standing gas-fired boilers designed to help make life much easier for busy installers and give their customers a great deal at the same time. As well as these new additions, a number of refinements and improvements have been made to the award winning Greenstar wall-mounted series.



Between them, the Greenstar i and Si series of high efficiency wall-mounted appliances now have a number of clever new features that not only make the boilers easy to install but are capable of saving precious time on the job too. The addition of four new floor-standing models, including an updated version of the popular Greenstar Highflow 440CDi, completes the offer of a boiler to suit every installation requirement.

Faster fit times and ease of installation

Martyn Bridges, director of marketing and technical support for Worcester, Bosch Group explains what's new and the rationale behind the latest introductions.

"Whenever we ask installers what we can do to help make their lives easier at work, faster fit times and all round

ease of installation are most often the main requests at the top of the list, along with the need for product reliability and quality that will keep customers happy long after they have finished the job and moved on to the next.

"Knowing how busy installers are, we made it our intention to shave valuable time off installation times when refining the Greenstar i and Si boilers

NEW PRODUCTS

by introducing additional features and connections.

“New features for autumn 2008 include:

- The ability to pre-plumb the condensate pipework to the wall mounting jig
- A universal fitting for the condensate pipe connection, which is capable of accommodating various different pipe manufacturers’ products
- A 2 metre length of electrical mains cable has been pre-wired to the control board to save installers up to 20 minutes, which would have previously been spent doing this in-situ. This allows the boiler to be wired directly to a fusible spur or plugged into an unswitched socket.

“To make the boilers much easier to get into position, the wall mounting jig has also been re-designed to offer other features. The vertical sides of the frame are now made from re-enforced plastic and as an extra measure to help ensure the boiler is fitted squarely to the wall, the new jig also incorporates a spirit level - so there’s no need for juggling extra equipment to get it right first time.

“Other benefit-driven additions to the Greenstar i and Si boilers include an optional vertical pre-piping assembly of pre-fabricated pipework together with an earth bonding strip. This relieves installers from having to pre-bend pipework behind the boiler should a vertical outlet arrangement be necessary. The earth bonding strip will bond all of the pipework together to give an equal potential to each and eliminate the need for any wire and clamp bonding arrangements.

Familiar features

“These join other innovative features that have been a familiar sight on Worcester products for the past few years, such as the reliable WB6 heat exchanger that is found at the heart of all Greenstar boilers and made from

cast aluminium silicon heat exchanger technology. The renowned WB5 and WB6 Heatcells also benefit from a 10 year warranty guarantee.

“From the point of view of ease of installation, each of the Greenstar boilers also has a routing channel built-in to the back of the boiler, which is designed to allow pipes to pass behind the unit without the need for an additional spacing frame. Again, this can help save up to £15 on the cost of purchasing an additional frame and assembly time ahead of the job. Our research indicates around 50% of all combi’s have some or all of the service pipework leaving the boiler and going into the ceiling space above.

Worcester Greenstar combi’s are one of the few boilers on the market with this built in. Further reductions can be made as a result of the optional fascia mounted controls available in mechanical, digital and radio frequency versions, saving labour and costs from £60 to £200 depending on the run from the boiler to the position the room temperature sensor will be.

“Sitting alongside the new, improved i and Si boilers, the Greenstar CDi continues to meet the needs of installers and customers alike. Featuring a fully modulating pump instead of a fixed speed pump, the CDi can help homeowners save up to £50 per year on an average household gas and electricity bills due to the reduced electrical consumption of the pump and the ability of the CDi to fully

Sitting alongside the new, improved i and Si boilers, the Greenstar CDi continues to meet the needs of installers and customers alike.

condense whilst providing domestic hot water, whatever the temperature.

On the floor

“Alongside the new wall-mounted models, the Greenstar gas-fired boiler series has been further extended with the introduction of three brand new floor-standing models and an upgraded version of the existing Greenstar Highflow 440CDi (8 – 30kW). Brand new models available include the Greenstar Highflow 550CDi (11 to 42kW), the Greenstar FS 30CDi Regular (8-30kW) and the Greenstar FS 42CDi Regular (11 to 42kW).

“As we briefly talked about in the last Installers Choice, these boilers feature the same fascia aesthetics as the wall-mounted appliances, meaning the combi’s same breadth of control options can be offered to make it easy for installers to switch between installing wall-mounted and floor-standing boilers with ease. This similarity also means we can offer virtually the same range of flue options as the CDi range, including plume management kits and accessories for increased siting options.

“As flexibility is paramount, a new 4.5 metre head condensate pump has been incorporated into the new floor standing models to reduce restrictions on where the boilers are positioned within the home. And because many of the existing, standard efficiency floor-standing boilers in British homes will have been centrally sited in the home using a flue liner through a chimney, Worcester has designed a Flexi Flue liner to make chimney installations easier, which is ideal for replacement scenarios.

“Additional benefits to the floor-standing Highflow boilers include the inclusion of wheels supplied to the base to allow for ease of installation, meaning the boiler can slide easily into place. The boilers are also supplied



with a pre-plumbing jig. Plus they now deliver amongst the best hot water performance on the market from a domestic combi boiler, offering 180 litres domestic hot water at an average of a 35°C rise at flow rates of up to 25 litres/minute.

“These new floor-standing products also feature the reliable WB5 heat cell, which is popular with installers, plus the heatronic III control system. This control system is the same one used on the Greenstar wall-mounted series and combined with the changed industrial design allows Worcester to offer the full range of plug-in timers, as per the current CDi.

“These new floor-standing products also feature the reliable WB5 heat cell, which is popular with installers, plus the heatronic III control system.”

“Up until now Worcester hasn’t offered a regular floor-standing gas condensing appliance, meaning there will be a lot of standard efficiency floor-standing models in need of upgrading as time passes. By introducing a choice of easy to install floor-standing condensing boilers we’re not only helping installers save precious time on the job, but we’re opening up the opportunity for installers to access the replacement market, which signals a huge area for new business.”

For more information about Worcester’s Greenstar range of high efficiency boilers or details of training courses, visit www.worcester-bosch.co.uk or call 01905 754624.



Over the next few issues Martyn Bridges, director of marketing and technical support at Worcester, will be taking a closer look at some of the new features of Worcester's series of Greenstar gas-fired condensing boilers.

Focus on a Feature Wall Mounting Jig



“There are numerous methods of hanging wall-hung boilers and over the years Worcester has utilised a number of them. However, it seems to be the norm for wall-hung regular boilers or conventional boilers to simply have a wall-mounting bracket whereby the boiler is lifted onto a shelf-like bracket and then secured to the wall at the bottom of the boiler. This style of attachment has also been used, and for that matter is still used, on several of the combi boilers available on the market today.

“There are a number of benefits to this type of arrangement, mainly because the mounting procedure is quite a simple manoeuvre to undertake. However, that said, the bracket has some limitations in that the boiler has to be fixed to the wall before it can be piped up correctly. In owner occupier properties this isn't a great issue but theft is a real concern on building sites and unsecured properties, so to allow a first fix to be undertaken ahead of the boiler arriving on location, a wall mounting jig with pipework connections is necessary.

“Opting for this type of wall mounting jig allows installers to fully pipe the system and the boiler, for that matter, even without it being on site. Pipework can also be tested for soundness and the system flushed at this point so that when the property is occupied, the

boiler can be quite simply lifted onto the jig and the boiler to jig connections made secure.

“Worcester has put an enormous amount of thought and effort into the development of wall mounting jigs, which we now provide as standard with our appliances. Our latest research indicates that around 50% of boiler installations have some or all of the pipework leaving the appliance, being directed into the ceiling or roof space above. More often than not the cold water main, the gas supply and pressure relief valve - and nowadays the condensate discharge pipe - enter or leave the boiler from below. However, the flow and return to the central heating and the hot water outlet quite commonly are run in the roof space above. Obviously this is more frequent should the property be a bungalow and

less frequent if the installation is taking place in a flat or an apartment.

“When this upward direction of pipe is required, it is preferable to be able to run the pipework behind the boiler. The alternative would be to have two or three pipes leaving the bottom of the boiler, which would have to be routed back along the side of the appliance and up the wall into the ceiling space through a number of 90° bends or elbow connections. This can look a little unsightly, so consequently Worcester's wall mounting frames feature a routing channel or cavity to allow this fabrication course to take place.

“Whilst this seems like a simple allowance to make, it is noticeable that this feature is not available from many of the boiler manufacturers on the market today. As a result, installers

quite often have to purchase an optional wall spacing frame that then requires assembling and attaching to the boiler before pipework can be neatly hidden behind the appliance. This is quite time consuming and most frustrating for a lot of installers, hence the reason we provide this cavity/routing channel as standard.

“The wall mounting frame on Worcester's appliances also provide a row of isolation valves to allow the pre-piping and testing of a system and the ability to isolate the hot water supply for servicing of taps and showers etc. These isolation valves also allow the connection of our optional sealed system filling device. This simply plugs in to two removable screw areas on the heating return and cold water main and allows the sealed system to be pre-pressurised from this point - complying with water regulations and providing a consistent position to where the filling link is. This prevents the customer having to search around for the filling loop, which is quite commonly sited in kitchen cupboards etc.

“To add to this wall mounting arrangement, Worcester has now incorporated a spirit level into the jig so that installers don't have to try and juggle a template, spirit level, a pencil and even a drill at the same time when attaching the wall mounting frame to the wall. Whilst a simple idea, the spirit level enables the jig to be held in position and levelled quite easily without the need for any extra tools.

“Another feature of the Worcester wall mounting jig is that every single connection including the pressure relief valve pipe and the condensate discharge can be pre-piped. This is not always the case with many other boiler designs whereby the heating flow and return, cold main, hot outlet and gas can perhaps be pre-piped but the pressure relief valve and condensate discharge have to be done at another time when the boiler is actually mounted on the wall, again leading to potential theft issues.

“Another interesting concept is the way the boiler actually attaches to the wall mounting jig. As part of our ongoing research programme we have held a number of installer focus groups whereby we have demonstrated numerous methods of attaching the boiler to the jig. A method we employed some years ago was the bayonet 'O' ring style arrangement, which was very successful and welcomed on our CDi standard efficiency range. This simply allowed the boiler to slide back onto the jig and be attached with three securing bolts. All of the water connections were then made water tight without any tightening of nuts or components.

Another feature of the Worcester wall mounting jig is the ability to off-load some of the boiler equipment onto the jig to split the lift weight

“Our latest series of Greenstar boilers has the pipework connection from the boiler to the wall mounting jig in a vertical orientation. This was the preferred method of the installers we surveyed. We also found that being able to tighten up brass nuts with flat face washers gave installers greater confidence that the boiler to jig connection was going to remain water tight.

“Some of the installers were hesitant about the bayonet style arrangement and preferred to be able to tighten the connections up with an adjustable spanner, knowing the torque or tension needed to ensure no leaks. Some boiler manufacturers prefer to

use a horizontal method of connecting the boiler to the wall mounting jig, which is equally acceptable. However, many of our customers pointed out that the washers joining the two connections together were forever falling onto the floor during mounting and getting contaminated with dust etc, so the vertical method was their preference.

“During our competitor analysis exercises, which we do quite regularly, it was interesting to note how frequently, when attaching a boiler to the wall mounting jig, that the pipework from the boiler did not match very easily to the connections on the jig and time was wasted trying to 'marry' the two points together.

“Another feature of the Worcester wall mounting jig is the ability to off-load some of the boiler equipment onto the jig to split the lift weight. On the Greenstar i and Si wall mounting jigs we have actually attached the expansion vessel and some of the boiler connection pipework. This enables the final lift by the installer of the boiler onto the jig to be around 27kg, which is a guaranteed one man lift as opposed to requiring two operatives on site where it is not uncommon to have to lift 35kg and upwards to attach the boiler to any wall mounting arrangement.

“So, to summarise, the latest wall mounting jig featured on the Worcester Greenstar products is an extremely important part of the installation process and the result of in depth research into installer requirements. Going forward, we fully intend to continue with our development of the jig and expect that our next generation of products will feature a jig that enables a number of different optional accessories to be attached to it. This will ensure the boiler and heating system is even more robust and durable, as well as being compliant with the normal British Standards and Building Regulation requirements.”

On the floor

Take a look at the latest Worcester Greenstar floor standing gas-fired boilers. A choice of 2 Combi and 2 Regular models, all 'A' rated for performance and offering a range of unique features designed to make installation quicker and easier.

Greenstar Highflow CDi Combi series

- Flow rates of up to 25l/m
- Choice of 30 and 42kW outputs
- Unique 4.5 metre condensate pump fitted as standard
- Unique Flexi Flue for replacement of existing boilers with chimney liners
- Pre-plumbing installation jig
- Built-in filling link
- Roll-in boiler for easier positioning

Greenstar FS CDi Regular series

- Choice of 30 and 40kW outputs
- Unique 4.5 metre condensate pump fitted as standard
- Unique Flexi Flue for replacement of existing boilers with chimney liners
- Pre-fabricated pipe connections
- Robust WB5 heat exchanger more tolerant to existing systems
- Roll-in boiler for easier positioning



UNIQUE
NEW
FEATURES



NEW
PRODUCT

On the wall

With 19 wall mounted gas-fired condensing boilers, the Worcester Greenstar range offers maximum choice. All are 'A' rated for performance, with all the built-in benefits you've come to expect from Worcester, Bosch Group; built-in value, quality, comprehensive pre- and post-sales support, award-winning training and nationwide service back-up.



Greenstar Regular series

- 6 outputs up to 40kW
- Can be fitted inside kitchen cabinet dimensions
- Reversible upwards or downwards pipe connections
- Multi-directional fluing
- Fault finding diagnostics
- Proven WB3 aluminium heat exchanger



Greenstar System series

- 3 outputs up to 30kW
- Proven cast aluminium heat exchanger
- One man lift on i models, 27kg
- Comprehensive choice of plug-in controllers
- Time-saving fault finding diagnostics



Greenstar Combi series

- 10 outputs up to 42kW
- 4 re-vamped models with unique installation features
- Flow rates of up to 17.2 l/m
- CDi models fully condense in hot water mode
- Multi-directional fluing
- Choice of up to 7 plug-in controllers

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Gas. We've got it all

For more details call 08705 266241 or visit www.worcester-bosch.co.uk

Claim your FREE* official football shirt

Hurry, this special offer on every Worcester Greenstar gas-fired boiler ends on 30th September 2008. For details visit www.worcester-bosch.co.uk/footballshirt

*Terms and conditions apply



 **WORCESTER**
Bosch Group

MEET MARTIN LEWIS

National Sales Manager for Spares

Q. Q. How did you get into the industry?

A: I started my working career as a plumbing and heating engineer way back when we installed as many solid fuel heating systems as we did gas. I remember the first wall-hung gas boiler being a revolution in our industry, then I came across my first Heatslave combination boiler. I remember thinking how clever it was; no hot water storage, just instantaneous hot water. They soon became a big part of the portfolio we would offer our customers.

The competitors were always quoting "Those combi boilers will never catch on". Funny how times have changed!

In July 1984 I answered an advert from Worcester Engineering who wanted a salesman with hands on experience. My application was successful and I started in Hampshire calling on installers, promoting the benefits of our combination boilers.

Promoted in July 1987 to Housing Development Manager for the Southern region, the role entailed arranging meetings with major developers to convince them that our combi's would save them time and money if used in their new developments.

I left in May 1990 just before we moved to our current site at Warndon. After a couple of national sales manger roles for various companies allied with our business, and 15 years on, it was a pleasant surprise when the Company I was working for was acquired by Bosch Thermotechnology, and as such 'absorbed' into the Worcester business.

Q. So, tell us about your current role and the spares department

A: Yes, here I am back at Worcester and quite amazed by how many old faces are still here.

My current job title is National Sales Manager for spares. My role is to promote our spares

strategy whilst lubricating the wheels between our company, our network of spares stockists and their customers.

Staying with the motoring theme it's easier to explain the spares departments contribution if we assume Worcester is a top Grand Prix racing team. The service department would be the pit crew and the spares department would be responsible for making sure everything the team needed was always available, delivered on time, in the correct quantity and to the required location.

At Worcester, the spares department is incredibly focused. It's an important cog in the overall wheel that is essential to the long term growth and success of the company.

We have a network of spares stockists who offer a 98% availability of our spare parts and we support these stockists with a next day complete order delivery service. Should the need for a spare part be required during the life cycle of our boilers we have the foundations to ensure any spare part can be obtained quickly and with the minimum amount of fuss.

Q. What do you do to relax?

A: I wish I could say football, but unfortunately I had to give up a long time ago. After another operation on my knees I remember the surgeon asked "do you get paid for playing football?" I said "no", he replied; "don't bother then!"

Now I'm trying to master golf, which Padraig Harrington made look easy after his win at this year's Open and the USPGA championship.

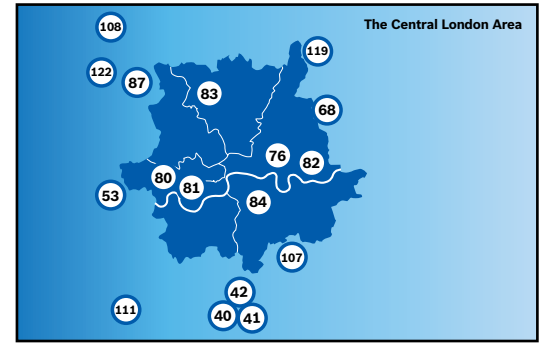
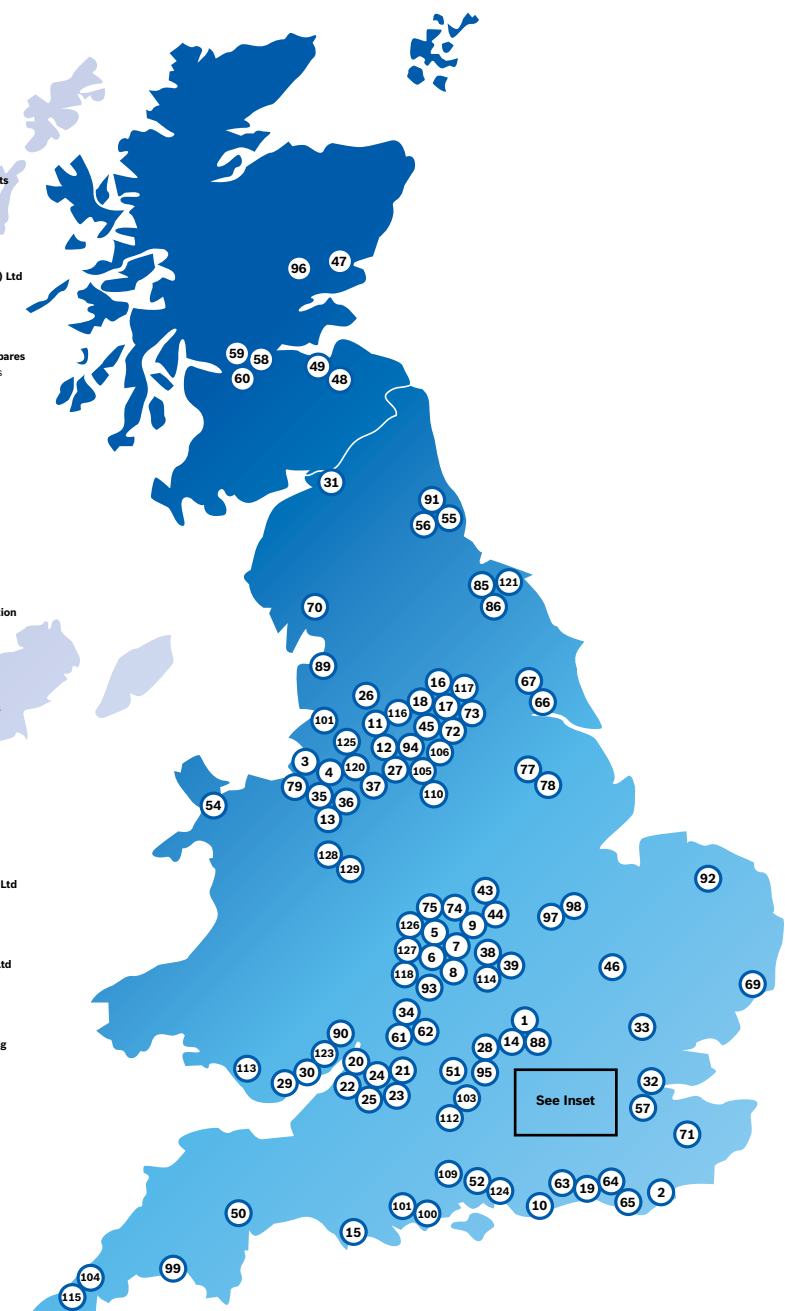
I am also a proud Pompey supporter still coming down from a fantastic last season. In fact, I'm just waiting for my Community shield tickets to arrive. Yet another trip to Wembley.



Keep in touch

We talked to Martin Lewis, national sales manager for spares at Worcester on page 22. Now here's a list of our profile spares stockists and where you can find your local stockist.

- 1 – Sprinthand Ltd**
102 Hampden Gardens
Aylesbury HP21 6NP
T: 01296 429410
- 2 – Curzon Components**
Beeching Road
Bexhill-on-Sea TN39 3LJ
T: 01424 736157
- 3 – Curzon Components**
133-141 Chester Street
Birkenhead CH41 5HY
T: 0151 647 0810
- 4 – I D S Heating Spares**
76 Appin Road
Birkenhead CH41 9HH
T: 0151 666 1653
- 5 – Parts Center - Digbeth**
Unit 3
Birmingham B12 0RT
T: 0121 766 8080
- 6 – Spares & Controls Ltd**
44 Sovereign Road
Birmingham B30 3HN
T: 0121 459 2726
- 7 – S S Gill Ltd T/A CBS**
261-277 Rookery Road
Birmingham B21 9PT
T: 0121 554 7521
- 8 – Curzon Components**
Unit 78 Gravelly Industrial Park
Birmingham B24 8TL
T: 0121 327 9713
- 9 – Time & Temperature Plumbase Ltd**
Unit 56
Birmingham B6 7RT
T: 0121 327 2717
- 10 – Time & Temperature Plumbase Ltd**
Fairlands
Bognor Regis PO22 9BJ
T: 01243 86221
- 11 – Curzon Heating Components**
Bridgeman Street
Bolton BL3 6BS
T: 01204 384850
- 12 – HCCF Ltd**
Orlando Works
Bolton BL3 6DE
T: 01204 371811
- 13 – Parts Center**
Unit D1
Bootle L20 6PF
T: 0151 933 7474
- 14 – Curzon Components**
2 Borehamwood Enterprise Centre
Borehamwood WD6 4RQ
T: 020 8953 4428
- 15 – G.A.S (RSR Trading Ltd)**
843 - 845 Wimborne Road
Bournemouth BH9 2BG
T: 01202 525200
- 16 – Curzon Components**
Hillam Road
Bradford BD2 1QN
T: 01274 735856
- 17 – The Spares Merchant Ltd**
36-40 Adelaide Street
Bradford BD5 0EA
T: 01274 734754
- 18 – UK Gas Spares Ltd T/A UK Gas Spares**
Unit 1 Phoenix Court
Brighthouse HD6 1PF
T: 01484 401953
- 19 – Heating Maintenance Spares Ltd**
Unit 1 Westergate Business Centre
Brighton BN2 4QN
T: 01273 571888
- 20 – UK Spares**
Tower Lane
Bristol BS30 8XT
T: 0117 961 6670
- 21 – Curzon Components**
Unit 8 Kenn Court
Bristol BS4 1UL
T: 0117 964 1030
- 22 – Shoreheat Ltd**
2 Smyth Road
Bristol BS3 2BX
T: 0117 966 9501
- 23 – Parts Center - Fishponds**
Unit 3
Bristol BS16 3AE
T: 0117 958 3668
- 24 – Powered Heating & Burner Spares Ltd**
Unit 8 Parkway Trading Estate
Bristol BS2 9PG
T: 0117 941 4060
- 25 – M J T Controls Ltd**
Unit 10
Bristol BS3 5QY
T: 0117 963 7142
- 26 – Total Heating Spares & Controls Ltd**
Unit 3 Caroline Court
Burnley BB11 5UB
T: 01282 439444
- 27 – K J Plg Factors & Htg Spares Ltd**
Mowse House
Bury BL9 0SA
T: 0161 797 5222
- 28 – C H S Ltd**
3-4 White Hart Parade
Camberley GU17 9AD
T: 01276 35223
- 29 – Curzon Components**
Unit 10 Ocean Park
Cardiff CF24 5PF
T: 029 2049 4814
- 30 – Powered Heating Components Ltd**
344-346 Cowbridge Road East
Cardiff CF5 1HD
T: 029 2034 3891
- 31 – Cumbria Heating Components**
Unit 11 Long Island Park
Carlisle CA2 5AS
T: 01228 596612
- 32 – Time & Temperature Plumbase Ltd**
Unit 19
Chatham ME5 8UD
T: 01634 684219
- 33 – F M T Ltd**
29-31 Rodney Way
Chelmsford CM1 3UD
T: 01245 357993
- 34 – Boiler & Heat Spares Ltd**
10 Maids Vale Business Centre
Cheltenham GL53 7ER
T: 01242 573514
- 35 – Cumbria Heating Components Ltd**
Block 2 Brynau Three Ind Estate
Chester CH4 8RQ
T: 01244 671877
- 36 – Heating Controls & Spares**
Unit 8
Chester CH1 4LS
T: 01244 390444
- 37 – Direct Heating Spares Ltd**
15 Western Avenue
Chorley PR7 7NB
T: 0870 8502599
- 38 – Parts Center**
Unit 2
Coventry CV1 5JG
T: 01203 525454
- 39 – Curzon Components**
Unit 12 Spittle Close
Coventry CV5 6UR
T: 02476 850079
- 40 – Parts Center**
Unit 16 Hoatius Way
Croydon CR0 4RU
T: 0181 680 7641
- 41 – Curzon Components**
Unit 5, 226 Purley Way
Croydon CR0 4XN
T: 020 8689 9607
- 42 – Shoreheat Ltd**
Unit 5, 226 Purley Way
Croydon CR0 4XG
T: 2086887438
- 43 – Parts Center**
Dunstall Park Road
Derby DE24 8HJ
T: 01332 369880
- 44 – Curzon Heating Components**
Unit 400 City Gate Business Park
Derby DE24 8WY
T: 01332 295574
- 45 – ECD Gas Spares Today**
Unit 2F
Doncaster DN3 1QR
T: 01302 880660
- 46 – Hilton Heating Controls Ltd**
Unit 24 Dry Drayton Industries
Dry Drayton CB23 BAT
T: 01954 211867
- 47 – Curzon Heating Components**
18 Faraday Street
Dundee DD2 3QQ
T: 01382 889199
- 48 – Parts Center - South Gyle**
South Gyle Crescent
Edinburgh EH12 9EB
T: 0131 316 4336
- 49 – Curzon Components**
Unit 20 North Leith Sands
Edinburgh EH6 4ER
T: 0131 554 0365
- 50 – Parts Center**
Unit 2
Exeter EX2 8WA
T: 01392 823963
- 51 – Shoreheat Ltd**
Quest House
Fairford GL7 4DS
T: 01285 713055
- 52 – Heating Spares Specialists**
Unit 44
Fareham PO16 8XD
T: 01329 829029
- 53 – Curzon Components**
Unit 27
Feltham KT12 3PU
T: 01932 254460
- 54 – H C S Plumbing & Heating Supplies Ltd**
Unit 32
Gaerwen LL60 6HR
T: 02476 850079
- 55 – Curzon Components**
Unit 382F Jedburgh Court
Gateshead NE11 0BQ
T: 0191 482 2839
- 56 – Heating Components & Equipment Ltd**
Unit 14 & 16
Gateshead NE10 0SB
T: 0191 438 1608
- 57 – All Plumbing (Kent) Ltd**
2 Matilda Close
Gillingham ME8 0PY
T: 01634 375351
- 58 – Curzon Components**
Loanbank Quadrant
Glasgow G51 3HN
T: 0141 445 0223
- 59 – Heat Spares (Govan) Ltd**
128-130 Helen Street
Glasgow G51 3JS
T: 0141 445 4830
- 60 – Heating Components & Equipment**
27 Carron Place
Glasgow G75 0YL
T: 01355 263877
- 61 – Curzon Components**
7 Woodrow Way
Gloucester GL2 5DX
T: 01452 503117
- 62 – Shoreheat Ltd**
17 Eastern Avenue Trading Estate
Gloucester GL4 3SJ
T: 01452 330949
- 63 – Curzon Components**
Lyon Close
Hove BN3 1RX
T: 01273 734400
- 64 – Time & Temperature Plumbase Ltd**
Unit 6A Bechers Drive
Hove BN3 5EA
T: 01273 422828
- 65 – Parts Center**
Unit 13 Oaktree Place
Hove BN3 7BA
T: 01273 735651
- 66 – Curzon Heating Components**
Rotterdam Road (In Jewsons)
Hull HU7 0XU
T: 01482 371409
- 67 – Express Heating Spares Ltd**
Unit 1 Temple Street Factory Units
Hull HU5 1AD
T: 01482 444965
- 68 – G M S (Ilford) Ltd T/A G M S**
167 Ilford Lane
Ilford IG1 2RT
T: 020 8478 1486
- 69 – Curzon Components**
Anglia Parkway North
Ipswich IP1 5QL
T: 01473 238777
- 70 – Cumbria Heating Components**
Parkside Road
Kendal LA9 7DU
T: 01539 729395
- 71 – Kirkby Components Ltd**
Edward Street
Kirkby-in-Ashfield NG17 7JQ
T: 01623 757009
- 72 – Curzon Components**
4 Bingley Street
Leeds LS3 1LU
T: 0113 245 1186
- 73 – Acorn Gas Appliance Spares Ltd**
34 Nowell Lane
Leeds LS9 6JE
T: 0113 2400920
- 74 – Curzon Components**
Unit 4
Leicester LE1 3UD
T: 0116 253 0586
- 75 – Parts Center - 4Z**
96 Freemans Common Road
Leicester LE2 7SQ
T: 01162 558815
- 76 – Time & Temperature Plumbase Ltd**
Unit 8
Limehouse E14 7BN
T: 020 7515 0909
- 77 – AGS Heating Equipment Ltd**
Great Northern Terrace
Lincoln LN5 8HJ
T: 01522 514777
- 78 – Heating Support Ltd**
Unit N Peregrine Mews
Lincoln LN3 4PH
T: 01522 541911
- 79 – Curzon Components**
Unit 6A Bechers Drive
Liverpool L9 5AY
T: 0151 523 7299
- 80 – Gasworld Parts UK Ltd**
82 St Elmo Road
London W12 9DX
T: 020 8749 5810
- 81 – Gasworld Parts UK Ltd**
137 Dawes Road
London SW6 7EB
T: 020 73810465
- 82 – Curzon Components**
Unit 1B Cody Road Business Centre
London E16 4SR
T: 0207 4767529
- 83 – WMI Simpson Ltd**
Unit 9, Rear Of 944-946
High Road
London N12 9RT
T: 020 8343 7090
- 84 – Burner & Boiler Spares Ltd**
Unit 2
London SE15 1NP
T: 020 7732 385
- 85 – Northern Heating Spares Ltd**
Unit 10
Middlesbrough TS1 5JT
T: 01642 250230
- 86 – Curzon Components**
Unit 4 Tees Court
Middlesbrough TS6 6DX
T: 01642 468318
- 87 – Gasworld Parts UK Ltd**
81 Victoria Road
Middlesex HA4 9BH
T: 01895 639933
- 88 – Pulsar Direct (UK) Ltd**
128-130 Helen Street
Milton Keynes MK12 5TT
T: 01908 552780
- 89 – Hecas Ltd**
Unit 2 & 3 Middlegate House
Morecambe LA3 3BN
T: 01524 63444
- 90 – First Spares Heating**
16 Little London
Newport PO30 5BS
T: 01983 537331
- 91 – Curzon Components**
Narvik Way
North Shields NE29 7XJ
T: 0191 259 1013
- 92 – Norwich Heating Components Ltd**
1-2 Aylsham Road Business Park
Norwich NR3 2AD
Tel: 01603 487 236
- 93 – Sharpe Appliance Spares**
The Wagon House
Nr Malvern WR13 5NZ
T: 01684 576390
- 94 – Curzon Components**
18 Whitworth Street
Openshaw M11 2NJ
T: 0161 231 0477
- 95 – Shoreheat Ltd**
Unit 34 Botley Works
Oxford OX2 0LX
T: 01865 791671
- 96 – Curzon Components**
Edinburgh Road
Perth PH2 8DX
T: 01738 625818
- 97 – Direct Htg Parts (Peterborough) Ltd**
Unit 2
Peterborough PE1 5XA
T: 01733 345726
- 98 – Peterborough Heating Components Ltd**
Unit 30 Alfric Square
Peterborough PE2 7JP
T: 01733 732459
- 99 – G & S Components**
Unit 5 Scott Business Park
Plymouth PL2 2PO
T: 01752 500910
- 100 – Curzon Heating Components**
Unit 2
Poole BH12 4BG
T: 01202 737498
- 101 – Heating Spares Specialists Ltd**
Unit 12 Wessex Trade Centre
Poole BH12 3PQ
T: 01202 718660
- 102 – Gas Appliance Spares (Preston) Ltd**
412-414 Watling Street Road
Preston PR2 6UA
T: 01772 702755
- 103 – Curzon Components**
Cradock Road
Reading RG2 0JU
T: 0118 9759676
- 104 – Time & Temperature Plumbase Ltd**
Unit 4
Redruth TR15 1SH
T: 01209 215676
- 105 – Parts Center**
Unit 4
Salford M50 2GL
T: 0161 877 8887
- 106 – Direct Heating Spares Ltd**
Unit 10 Brunel Avenue
Salford M5 4BE
T: 0161 737 0800
- 107 – Sabre Systems (Heating) Ltd**
Unit 9 Ruxley Corner
Sickup DA14 5BL
T: 020 8308 0708
- 108 – R F Symons Ltd**
9 Shaftesbury Parade
South Harrow HA2 0AJ
T: 020 8422 2165
- 109 – Curzon Components**
Unit 1 South Hampshire Ind Park
Southampton SO40 3SA
T: 023 8065 0626
- 110 – Boiler Spares (NW) Ltd**
Hadfield House
Stockport SK4 1RS
T: 0161 477 2946
- 111 – Boiler & Heating Spares**
Unit 13 Red Lion Business Centre
Surbiton KT6 7QD
T: 020 89741717
- 112 – Parts Center**
Mona Close
Swansea SA6 8RJ
T: 01792 772110
- 113 – Interflame Ltd**
13 Orbit Centre
Swindon SN5 7YG
T: 01793 431922
- 114 – Millbrook Distribution & Spares Ltd**
Aquatech House
Sydenham SE26 5AG
T: 020 8778 2887
- 115 – G & S Components**
Truro TR1 2ST
T: 01872 272707
- 116 – Burner Heating Spares Ltd**
149 Higher Road
Urmston M41 9BD
T: 0161 747 1551
- 117 – Allgas (Wakefield) Ltd**
Unit 7
Wakefield WF1 5PE
T: 01924 381150
- 118 – The Heatxchange Ltd**
Unit 2
Walsall WS3 4AY
T: 01922 694724
- 119 – Homecare Htg & Plg Supplies Ltd**
144 Forest Road
Walthamstow E17 6JQ
T: 0208 923 6110
- 120 – Cumbria Heating Components Ltd**
Unit 2D Newcut Lane
Warrington WA1 4AG
T: 01925 810789
- 121 – Parts Center**
Unit 12
Washington NE37 3ES
T: 0191 417 4870
- 122 – Parts Center**
Unit 12
Wembley HA0 1NW
T: 0181 903 0111
- 123 – Energy Controls & Spares Ltd**
Unit 4
49 Gazelle Road
Weston-super-Mare BS24 9ES
T: 01934 642277
- 124 – Cove Controls Ltd**
Unit 15, Links Estate
Weymouth DT4 9TY
T: 01305 788755
- 125 – Autoquality Ltd**
Unit 3, Rosebridge Court
Wigan WN1 3DP
T: 01942 324324
- 126 – ABGO Equipment Spares**
Units 11-13 Wulfrun Trading Estate
Wolverhampton WV10 6HH
T: 01902 379379
- 127 – Parts Center**
Worcester WR4 9EL
T: 01905 25885
- 128 – Cumbria Heating Components Ltd**
Wrexham LL13 8DT
T: 01978 363777
- 129 – HCS Heating Supplies (Wales) Ltd**
Unit 2
Wrexham LL11 4YL
T: 01978 311553



Free football shirt – last month to take advantage

Don't miss out, you've only got until the end of the month (30th September 2008) to take advantage of Worcester's free football shirt promotion – what are you waiting for?

Every time you purchase a Greenstar gas-fired boiler* Worcester will give you a FREE official shirt of your choice.

The promotion runs in conjunction with the following Greenstar range of high efficiency gas-fired condensing boilers from Worcester:

- Greenstar i Junior series
- Greenstar i System series
- Greenstar Si series
- Greenstar Ri series
- Greenstar CDI series
- Greenstar Highflow 440

The new football season has only just begun but already Man Utd look set to claim another title – no not the Premier League or European Cup. They're currently top of the pile in Worcester's very own fantasy league – which shows how many shirts have been snapped up by installers so far. Check out how your team is fairing in the table opposite...

To find out more about Worcester's football promotion please visit www.worcester-bosch.co.uk or talk to your local representative.

*terms and conditions apply

TEAM	% of requested shirts
Manchester United	15%
Liverpool	14%
Arsenal	7%
England	6%
Chelsea	6%
Everton	5%
Tottenham Hotspur	5%
Sheffield Wednesday	3%
LA Galaxy	3%
Manchester City	3%
Others	33%



Worcester is offering a free 5-year warranty with these oil-fired condensing models:

- Greenstar Danesmoor 18/25 regular boiler
- Greenstar Camray Kitchen regular boiler
- Greenstar Camray Kitchen system boiler
- Greenstar Camray Utility system boiler

- Greenstar Heatslave combi boiler
- Greenstar Utility regular boiler
- Greenstar Heatslave External combi boiler
- Greenstar Camray External regular boiler

WIN WITH WORCESTER

Cheering their team on our picture shows two gentlemen sporting their team's shirts, but - can you spot the difference?

Worcester is giving you yet another opportunity to get your hands on your favourite football team's shirt. All you need to do to be one of 20 lucky winners of a football shirt of your choice is to correctly identify the five differences we have 'subtly' made to the picture, by writing them on the form below.

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

Good luck!



Differences

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

Name: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____

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 September 2008

June's winner

A big congratulations to Neil Jackson, from Leeds, who won June's Sentinel competition. Look out in October's issue for the July/August winners – it could be you!