

DIARY DATES

OCTOBER 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.

October

Grand Designs, Live Stand B228 Birmingham NEC 10/10/08 – 12/10/08	PHEX Stand 23 & 24 Southampton FC 14/10/08
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November

Harrogate Homebuilding and Renovating Stand 147 Harrogate International Centre 07/11/08 - 09/11/08	OFTEC Hereford 12/11/08	PHEX Stand 12 & 13 Chelsea FC 12/11/08 - 13/11/08	Bath Homebuilding and Renovating Stand 319 Bath and West Showground, Somerset 22/11/08 - 23/11/08
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Permanent Exhibitions



The Building Centre
26, Store Street, London



Build Store
National Self-build & Renovation Centre
Lydiard Fields, Swindon



LITERATURE
all you need to know

New Controls
from Worcester
Our Technical Helpline team
here to help

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.



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



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Welcome from Richard Soper

Hello and welcome to the October issue of Installer's Choice. As consumers are faced with more bad news about fuel price increases, (Scottish Power being one of the latest companies to announce more price hikes with gas prices going up by as much as 34% and electricity to rise by 9%), I can not stress the importance of keeping your customers informed on how they can keep their heating bills down.

Let your customers know how easy it is to save money and reduce their carbon footprint, by simply updating an old standard efficiency boiler to a new condensing model, or adding the latest renewable technology to an existing central heating system for FREE hot water or heating! There's a wealth of information on our website, so feel free to direct your customers to www.worcester-bosch.co.uk to find out more. Hopefully, between us, we'll be able to reduce our customer's fuel bills.

Don't forget, you can also save money by installing these products in your own home, like installer Darren Stockall has done. Turn to pages 14 and 15 to find out how Darren got on. Not only will you help to reduce your own heating bills, but it gives you a great opportunity to sell the products to your customers – what better advocate could there be?

With the credit crunch and rising fuel prices still very much at the forefront of our minds, director of sales, Steve Lister talks to us about the importance of using the right controls and the benefits to the consumer. Worcester will be launching a selection of new controls, which you can find out about on pages 16 and 17.

As the industry continues to grow, Worcester understands the need to keep its customers up-to-date with what's happening in the industry, which is why we produce Installer's Choice every month. But our literature doesn't stop there. Worcester also produces a whole host of brochures and technical specification guides to make sure you have all the information you need. In fact, there is so much information for you we've dedicated two pages of the magazine to keep you up-to-date!

Finally, take a look at our 'Behind the Scenes' and 'Keep in Touch' pages to find out how our technical helpline team can help you throughout the heating season.

Enjoy the magazine.

Richard Soper
Managing Director

Special Announcement

Worcester has further extended its market-leading range of Greenstar oil-fired condensing boilers with the introduction of two new models available in a range of outputs, for autumn 2008.

The Greenstar Danesmoor wall-mounted regular boiler (pictured right) and the Greenstar Camray Kitchen System boiler, each have a number of features designed to make installation and servicing easier for installers.

Details on the new products will be featured in the November issue of *Installer's Choice*, in the meantime to find out more information please visit www.worcester-bosch.co.uk or speak to your local representative.



One-Stop-Shop for industry information

Finding out about the latest grants, building regulations or information on VAT and planning permission for renewable technology can be painstaking, but thanks to Worcester's new-look website installers can find out everything they need in one place.

Victoria Billings, marketing manager

at Worcester, explains: "At Worcester we know it can be difficult to keep up-to-date with the latest industry regulations. By creating a page on our dedicated installer section of our website, we hope to give installers a one-stop-shop to find out everything they need to know about these topics and will endeavour to keep the page as up-to-date as possible."



Worcester – part of a Superbrand

Bosch has been voted the 8th most popular brand, out of 500 companies, in the 2008/09 UK consumer brand survey. Richard Soper, managing director of Worcester, Bosch Group reflects on being part of a Superbrand:

"Each year just 500 Superbrands are chosen by the UK public through a YouGov poll. These brands do not pay or apply to be part of the survey, it is purely up to the British public.

"Bosch has a long history in the UK and has become a brand that people trust and associate with quality and reliability. And in today's tough economic climate, consumers want to know, more than ever, that they are getting value for money and a product that is built to last.

"Worcester is proud to be part of the Bosch group and our products are continuously being developed to ensure we meet the standards set by the group. We hope you agree."



Did you know?

A recent study compiled by City and Guilds tracked the satisfaction of the UK's workforce. And according to the 'Happiness Index', vocational workers such as plumbers are the happiest in the country!



Greensource air-to-water training with Worcester

The eagerly-anticipated launch of Worcester, Bosch Group's new Greensource air-to-water heat pump series, earlier this year, saw places on the new product's training course snapped up, with further courses having to be scheduled rather promptly. We caught up with a couple of the installers who have already attended the two day course to find out why they decided to sign-up and their view on the future of renewable technologies.

Martin Rugg and Michael Stirk from York Heating are a brother-in-law business partnership with over 25 years experience in the heating and plumbing industry.

Martin commented:

"As a company, we want to be in a position where we are being proactive rather than reactive, which is the reason for attending the course, to ensure we're prepared with all the correct information for when our customers start asking questions."

Michael added:

"It's great that Worcester is so proactive in keeping us informed about their latest products.

"Without a doubt renewables are the way forward, but how far they will go is the question. All this technology that's coming through isn't new in terms of world sales, but it's new to the UK so as the products become more affordable and people become more aware of them, I'm sure we'll see sales rocket."

Worcester added to its Greensource air source collection at the end of September with the launch of a range of air-to-air heat pumps and training courses are now available.

For more information on Worcester's renewable products call 01905 754 624. Or to book a place on one of the training courses call 01905 752 526, or visit www.worcester-bosch.co.uk

Worcester Sponsors Political Fringe Conferences

Worcester appeared as one of the key sponsors at the main political parties' annual conferences throughout September, supporting the 'Climate Clinic' events, which debated 'green' issues.

Neil Schofield, head of sustainable development at Worcester, said: "The 'Climate Clinic' pushed for real political action on climate change by mobilising the UK's most influential experts, politicians, industry leaders and environmental campaigners and therefore is something we were delighted to be involved in.

"Worcester has always been dedicated to promoting the climate change cause and committed to making a significant contribution to the reduction of harmful emissions, both through the manufacturing of renewable heating technologies and initiatives which reward environmentally friendly activity, like our Environment 2020 awards. We were proud to sponsor an event which aims to educate as well as encourage action to combat this global issue."

Other sponsors of the 'Climate Clinic' included the EST, Woodland Trust, Greenpeace, Renewable Energy Association, Met Office, and RIBA.

Literature - All you need to know



“Today knowledge has power. It controls access to opportunity and advancement.”

Drucker, Peter F

‘Knowledge is power’ and as such Worcester understands the importance of keeping installers, as well as consumers, up-to-date with all the latest product developments from Worcester, Bosch Group. Victoria Billings, marketing manager at Worcester, explains:

“While we know that many of our installers appreciate the importance of condensing boilers and renewable technologies, we recognise that when it comes to explaining these benefits to consumers you need the ‘tools’ to be able to help you do this.

“Worcester is constantly producing communication materials like literature and DVDs designed to help educate and guide consumers through the process of choosing the correct product for their lifestyle requirements, with the help of a fully qualified installer.

“Whilst it is important to keep consumers informed, we also know how vital it is to keep installers up-to-date. So, as well as the new consumer literature, we’ve also produced a variety of specialist literature, designed for installers, to provide in-depth technical and specification guides. The guides

cover the entire product range, as well as informative advice and tips on the relevant fluing and control options.

“Over the last couple of months we’ve added a total of 12 new brochures, all listed in the table opposite, including technical and specification guides for installers on all our latest new products such as the Greenstar Highflow CDi boiler, the Greenstar Danesmoor wall-mounted boiler and Greensource air-to-water and air-to-air heat pumps. And for the consumer we’ve introduced new sales brochures on our Greenskies solar, Greenstore ground source heat pump and Greensource air source heat pumps.

“As well as literature in the paper sense, our Literature Line also boasts a wide-variety of multi-media options in the form of DVDs and CDs. Perfect for installers who are unable to attend one of our fully equipped training

centres but want to combine work with continued professional development.

“In addition, Worcester recently completed work on its very own energy house and each stage of the project has been captured on DVD, with the aim of allowing installers and consumers to step inside the various stages of the project, to see a complete picture of the work involved – from the initial planning, through to the installation of the products and completion.”

To order any of the new and existing literature available all you need to do is call the Literature Line on 01905 752 556 and quote the part number listed in the table, or log onto www.worcester-bosch.co.uk and visit the ‘literature section’ to download literature instantly from the website.

Consumer Literature

	Literature	Part Number to Order	New Literature
GAS	Promotional brochure, handy hints	8-716-104-727	
	Sales brochure, Greenstar gas-fired products	8-716-109-642	
OIL	Sales brochure, Greenstar oil-fired products	8-716-110-393	
RENEWABLES	Sales brochure, Greenskies solar	8-716-110-053	
	Sales brochure, Greenstore ground source heat pump	8-716-112-115	NEW
	Sales brochure, renewable products	8-716-117-405	
	Sales brochure, Greensource air source heat pumps	8-716-115-320	NEW
MULTIMEDIA	Consumer overview CD – Greenstar, Greenskies, Greenstore	8-716-112-668	
	Energy House DVD	8-716-115-270	
OTHER	Brochure, Worcester products and services	8-716-112-666	
	Leaflet – Plant a tree	8-716-113-600	
	Picture a Greener Future, children’s book	8-716-113-623	
	A Greener Future consumer magazine	8-716-114-621	NEW
	Installer Case Study book – Green Earth		NEW

Literature for the Heating Professional

	Literature	Part Number to Order	New Literature	
GAS	Greenstar Highflow CDi tech & spec	8-716-106-250	NEW	
	Greenstar FS CDi tech & spec	8-716-115-422	NEW	
	Greenstar Ri tech & spec	8-716-106-251	NEW	
	Greenstar i Junior and i System tech & spec	8-716-108-900	NEW	
	Greenstar Si tech & spec	8-716-108-901	NEW	
	Greenstar CDi combi tech & spec	8-716-109-213		
	Greenstar CDi conventional tech & spec	8-716-109-919		
	Condensfit II and plume management tech & spec	8-716-112-174		
	Gas-fired and renewable product guide	8-716-145-138		
	Greenstar gas-fired products tech & spec pack	8-716-102-4180		
	OIL	Greenstar Danesmoor / Utility tech & spec	8-716-110-391	
		Greenstar Danesmoor wall-mounted tech & spec	8-716-115-470	NEW
Greenstar Heatslave tech & spec		8-716-110-392		
Oil-fired and renewable product guide		8-716-111-685	NEW	
Greenstar Camray tech & spec		8-716-113-356		
Oil-fired products tech & spec pack		8-716-102-4190		
RENEWABLES	Greenskies solar tech & spec	8-716-110-080	NEW	
	Greenstore ground source heat pump tech & spec	8-716-112-116		
	Greensource air-to-water heat pump tech & spec	8-716-115-319	NEW	
	Greensource air-to-air heat pump tech & spec	8-716-115-438	NEW	
MULTIMEDIA	Condensing Oil, Distance Learning CD	8-716-106-070		
	CDi gas condensing combi, Distance Learning CD	8-716-114-564		
	Greenstar CDi/iJunior installation CD-Rom	8-716-112-251		
	Greenstar, Greenskies, Greenstore – trade overview CD	8-716-112-667		
TRAINING	Training pack – information on courses	8-716-112-2180		
OTHER	Social Housing wallet	8-716-114-515		
	Worcester products and services (trade) brochure	8-716-112-665		



Tim Wood, editor of Heating and Plumbing Monthly magazine talks to us about the importance of renewable technologies in the fight to reduce the UK's carbon emissions.



INDUSTRY PROMINENT IN THE GREEN REVOLUTION

When Gordon Brown unveiled his £100 billion renewable energy plan in June, it was described as a "Green Revolution" and "the most dramatic change in energy policy since the advent of nuclear power".

The Prime Minister announced that the Government wanted to reach the EU imposed target of producing 15% of the UK's energy from renewable resources by 2020.

This is common sense as the advantages of renewable products are there for all to see. They do not use oil, gas or coal and only take a small amount of electricity from the national grid. The rest of the energy to heat the building is generated by the environment either from beneath the ground or from the air. This costs nothing and does not emit CO₂.

So in a climate of increased Government pressure and soaring bills, renewable energy products are a cost saving, green-friendly alternative for the industry and homeowners alike.

To achieve its targets, the Government set up the Renewables Advisory Board so it could receive the best possible advice from representatives from the energy and renewables industries,

consulting engineers and academics. However, despite establishing its own board, it must still seek the support of the industry to reach those ambitious targets.

So is the heating and plumbing sector doing its bit to ensure they are met? Speaking from my own personal experience at HPM, yes.

Firstly, we are inundated with offers from manufacturers to see the latest renewable products, such as ground source and air source heat pumps, solar hot water and solar PV systems, unveiled in all their glory.

Secondly, we are being told about new firms being created specifically to supply those new heating and plumbing products that have a sustainable energy focus.

Then there is a raft of new initiatives. OFTEC, for example, has launched its new renewables registration scheme, designed to complement existing oil heating registration, in response to the increased interest in renewable technologies.

Then there was the formation of the Action Renewables Association, which consists of a panel of experts

working towards informing and advising organisations on how to save energy.

With the Government legislation on renewables and their installation increasing all the time, the focus on training has never been higher. This has led to key figures setting up and running accredited heat pump and solar thermal installation courses. An absolute must!

Suppliers of construction products, materials and services are also doing their bit by signing contracts to provide local authorities and housing associations with the latest renewable heating technologies to help them meet their CO₂ emission targets.

The Government has come under fire over previous energy initiatives – two Energy White Papers, a Climate Change Programme, an Energy Review, and the Stern review - while the Low Carbon Buildings Programme has also been derided by the renewables industry as 'inadequate'.

The Government has also been accused of totally ignoring the advice of the renewables industry – it can't afford to let that happen again or those targets for 2020 will never be attained.



The Credit Crunch – How it effects the market

With domestic gas suppliers increasing their prices by around 35% this year, questions are being asked about whether homeowners want to commit themselves to a new boiler if prices continue to rise. Martyn Bridges talks us through the facts and figures of how the gas boiler market is fairing in 2008.

"There are two key factors which explain this. Firstly families are tightening their purse strings as the media tells us we are set to head into recession. Those that may have considered investing in a new high efficiency boiler to save money in the long-term simply do not feel they have the money available to afford the initial outlay at this time.

"Secondly, and probably more significantly, there is a substantial reduction in new build completions, some estimations are as much as 50%.

"The NHBC (National House Building Council) reported that the average number of new homes sold each day in the UK was down 18% in the period March to May 2008, compared with the same period in 2007 and this only looks like getting worse. From March to May this year there were 24,917 applications for private sector housing, which is a decrease from 2007 of 44%.

"Unfortunately, we can do little to affect this issue, but we can work to encourage current homeowners to invest in an upgrade. There are still

around 18 million non-condensing boilers in British homes, some of which could be running as low as 65% efficiency.

"All Worcester Greenstar boilers are 'A' rated condensing models and as a result could save a family anywhere between £150 and £300 a year on their heating bill, meaning the initial outlay of the boiler is likely to be recouped within four to five years and homeowners will start seeing the savings on their first bill after upgrading, especially if fuel prices continue to rise.

"One of the most positive signs from this HHIC research is that for the first time we have hit a level of 98% sales being high-efficiency condensing models. Three year's on from the Government's legislation regarding gas appliances, virtually all new boilers sold in the UK are 'A' or 'B' rated on the SEDBUK scale. Even more pleasing is that 84% are 'A' rated – the highest possible level of efficiency achievable and the only band we manufacture.

Worcester has now introduced a new range of Greenstar floor-standing

gas-fired boilers and made a number of refinements to its award-winning Greenstar wall-mounted series to help make life much easier for busy installers and help to save on installation costs for homeowners.

"Worcester offers a selection of communication material, for merchants, installers and consumers, on all of our products and services, which you can find out more about on pages eight and nine. And our newly designed website offers up-to-the-minute information on new legislation and Government grants, as well as industry information, to enable you to offer your customers the most comprehensive advice possible."

Over the next few months we want to talk to installers to find out how the credit crunch is affecting you, our readers. If your business has been effected or you have any tips on getting the message across to consumers, please drop us an email at r.soper@uk.bosch.com. We can't promise to use every story we receive, but any we do use will receive a £25 leisure voucher for your trouble. We look forward to hearing from you.

Paul Maddocks from Heatforce (Wales) Limited won the August 2007 Environment 2010 monthly award for a solar installation he carried out on a listed cottage. Here Paul tells Installer's Choice about the project:



“We work with a project management company in Wales who were completing a £1½ million residential cottage extension and Heatforce (Wales) Limited were brought on board to design a hot water and heating supply to cater for the property’s needs.

“The customer decided to go down the renewables route based on our recommendations. The extension made the building twice the size of the existing site bringing the house’s total bathrooms up to five; and once we’d shown them the cost savings available they decided to definitely go ahead. We installed Worcester’s Greenskies solar panels, a Greenstar 40CDi gas-fired boiler with un-vented cylinder and also added under-floor heating and a new radiator system.

“In total the job took almost four months to complete and the only obstacle we had to overcome was finding a suitable location for the solar panels to ensure they were facing in the right direction, but were also in-keeping with the design of the listed cottage. The solar panels and new boiler have now been working together for just over nine months and the customer is absolutely over-the-moon with the performance as pretty much all of their hot water is now

supplied purely by the solar panels.

“As a company, Heatforce (Wales) Limited is very much behind the influx of renewable heating technologies. In fact, it has been encouraging to see the number of enquiries about solar and ground source increase significantly over the past year. We now have two showrooms with fully-working solar panels on display, including both portrait and landscape as well as wall-mounted and on-roof options. Having the products on display has really helped boost our sales as customers can actually see the benefits whether it’s a sunny or a cloudy day.

“The recent change in planning permission has also been another positive factor on installations, though it would certainly help if the amends were publicised to consumers better, as many of my customers haven’t realised that planning permission isn’t necessary anymore.

“Where does the future lie? I think in 20 years time, at least 50% of the UK’s heating and hot water business will be all about renewables. As a company we certainly believe that, which is why we’re trying to stay one-step ahead of our competitors. We are also now starting to get involved with air source heat pumps. I think air source heat pumps and solar technology sales are going to increase drastically, and with the current price of fuel, the market will definitely take-off in the next 6 to 12 months. Though hopefully the Government will support the products with grants and put extra support behind them to make it more viable for the end user.”

For more information about Worcester’s newly re-launched Environment 2020 awards call 01905 752709 or download a nomination form via the website, www.worcester-bosch.co.uk



Worcester has outlined its commitment to significantly cut CO₂ emissions produced by the business and achieve zero waste to landfill sites by the end of 2008.

Worcester outlines commitment to carbon saving

Setting new standards for the industry, Worcester’s approach is based on producing the absolute minimum carbon from the outset, rather than producing CO₂ then offsetting later on down the line.

Driven by social responsibility and to enforce the Bosch Group environmental policy, Worcester is implementing a number of initiatives designed to reduce emissions. The recycling of old materials is just one of the main areas where the business is already making a difference.

At present, all spare parts replaced by Worcester’s service engineers are returned to the factory. After the usual in-depth analysis to identify why any part has failed, the parts are then recycled. This has the potential to recycle many thousands of parts during the year.

The recycling process involves stripping down the used components and reverse manufacturing old boilers returned to the factory into material groups, such as plastics and aluminium. During the first trial week in early 2008, Worcester saw around 500kg of old parts returned for recycling and now expects quantities to increase to over a tonne per day before the end of the year.

By simply sending its scrap returns for recycling rather than to landfill sites, Worcester estimates a saving of around 73% on carbon emissions when compared to producing parts from raw materials.



Richard Soper, managing director for Worcester, said: “The recycling of parts is just one of the initiatives we have in place to reduce Worcester’s carbon footprint. At present we are recycling more material than some professional waste management companies.

“In our industry, the focus has to be on the difference we can make to the environment by producing new, renewable technologies and SEDBUK A rated high-efficiency boilers. However,

it’s no good being green on the outside if you’re not 100% green on the inside too.

“Rather than simply offsetting alone, Worcester is committed to reducing carbon emissions in the first place - and there is a big difference. Offsetting is actually about taking measures to ‘balance’ emissions that have already been released into the environment rather than taking action to eradicate CO₂ production in the first place. By the time emissions have been offset, it’s almost too late.”

Worcester also has a long standing partnership with one of the UK’s leading conservation charities, The Woodland Trust, whereby a tree is planted for every Greenstar condensing boiler installed when consumers register their purchase online at www.worcester-bosch.co.uk.

By working with suppliers, employees and the local community in the location of its factory sites, Worcester’s preventative approach to reducing CO₂ production forms part of its dedicated plan to improve the environment for future generations, as well as helping to influence others about future fuel and material uses.



This month, Martyn Bridges, director of marketing and technical support at Worcester, takes a closer look at how flue systems have changed over the years and the benefits of Worcester's Condensfit II flue system.

Flue Systems

“Those of us that have been in the industry for a long time will remember the frustrating inflexibility of fluing arrangements we used to have to deal with. I'm thinking back to a time when open flue boilers were required to go into a flue liner within a chimney, or into a prefabricated manufactured flue system.



“Open flue installations brought lots of undesirable elements with them, such as ensuring there was an uninterrupted free air supply plus potential issues of flue leakage should annual servicing, down draught or other installation checks not be undertaken correctly.

“The only other possible installation at that time was the natural draught balanced flue system, which was a system unique to the UK. This method was generally a horizontal installation whereby the flue exited a boiler from the rear, passing through the exterior wall where it terminated. This obviously reduced the need for an open flue system and also eliminated the need for any combustion air supply from the

room within which the boiler was sited. The only drawback to this system was the size of the balance flue passing through the wall was generally around 300mm or 400mm square, plus the boiler needed to be sited on an external wall, which wasn't always possible.

“During the mid to late 70s and early 80s some manufacturers introduced a RSF Room Sealed Fanned system, which while it still had a square or rectangular flue which exited through an external wall, it was also able to exit from either the left, or the right hand side. Available on one particular very well-known wall-hung cast iron boiler, this new fluing arrangement was a major breakthrough as it improved

the siting flexibilities of boilers beyond belief; little did we know what was soon to be around the corner.

“Worcester's first introduction of a true Room Sealed Fanned boiler was the Heatslave 9.24, which was launched 22 years ago in 1986. This was a 110mm diameter horizontal system with no bends permitted, which could discharge up to two metres in length from the boiler. Again this brought Worcester great success and enabled combi boilers to be sited in situations which were previously deemed impossible.

“In subsequent years, Worcester along with a number of other manufacturers

have introduced even more flexible flue arrangements. The norm nowadays is for the flue to exit the RSF boiler on a turret style elbow from the roof of the cabinet. This generally allows the flue to be directed a full 360°. In more recent years, when standard efficiency boilers were the custom, Worcester introduced the simplefit flue system and branded the flue system, elbows, bends, clips, vertical fluing system and extensions so that we were (at the time) the only boiler manufacturer to have a range of standard efficiency boilers to which our branded flue system fitted all models.

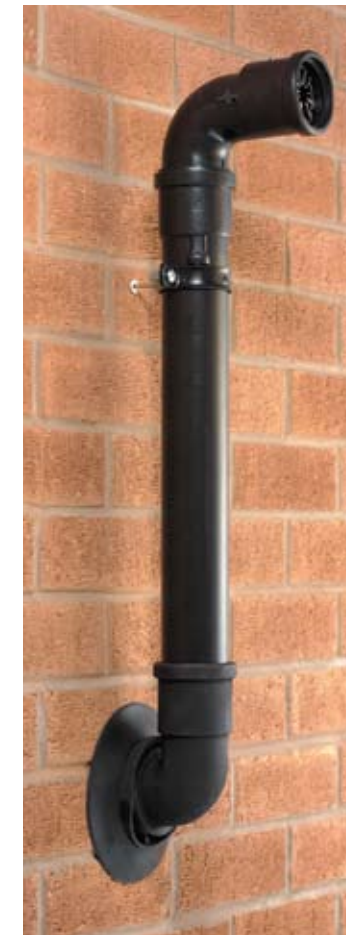
“More recent innovations to standard efficiency fluing arrangements include telescopic fluing options. With this product, it is not necessary for the installer to cut the flue pipe on site to the wall thickness required. The flue simply telescopes to the required length, is taped and screwed and then installed. Another development was the internal flue fixing kit, which allowed the flue to be installed, particularly useful in high-rise flats or apartments, through a hole pre-drilled in the wall thus preventing the need for scaffolding or external access to make good the hole where the flue exited.

“When Worcester introduced its new Greenstar series of condensing boiler, we chose to move in a similar direction. We introduced the Condensfit II flue system, which as the name infers is a generic flue system, specifically designed for Worcester products and made to fit our entire range of wall-hung condensing boilers, including combi, system and regular versions.

“This flue system answered all the original standard efficiency needs; however another new problem was prevalent with condensing boilers. It was always known that plume or a noticeable steam would be generated by a condensing boiler, however the higher the efficiencies got and the colder the external temperature became the more noticeable the plume was. Consequently, Worcester's

Condensfit flue system has been designed with multiple options to disperse the plume. Firstly the exhaust portion of the flue terminal is cut at a 45° angle and then screwed in position. It is acceptable to undo the two screws, re-orientate the exhaust in a left, right or upwards direction so as to angle the plume away from a directly facing neighbouring property or boundary.

The flue simply telescopes to the required length, is taped and screwed and then installed.



“In most cases this method alleviates the problem. Should this not be suitable however, then Worcester also offers a flue plume re-direction kit. This is a 60mm section of pipework which includes inline 90° and 45° bends, which allows a horizontal flue system to be terminated as per normal. However, the exhaust portion of the horizontal flue is re-directed vertically upwards and either terminated vertically or back horizontally, so that the plume is now at a level where it is nuisance free.

“Not only do installers appreciate the ability to do this, but it is also a bit of a “get out of jail free card” whereby should the flue plume prove to be a nuisance there is an adaption to the flue terminal that can be made. Generally speaking this is the way the flue plume kit is used rather than purposely re-directing the plume to a higher level when planning the installation. In those instances a vertical flue system is quite commonly used.

“So, Worcester's Condensfit II flue system now incorporates a horizontal telescopic flue system that requires no-cutting, inline 90° and 45° bends, supporting brackets to clip the flue system along its route or a vertical flue system, which interestingly accounts for around 20% of all flue system installations with condensing boilers rather than the previous 10-15% used with standard efficiency boilers. Each standard horizontal flue system also incorporates an internal flue fixing ring, which allows installers to fix the flue without needing external access and also has an internal flue finishing ring, which decoratively finishes the flue system as it starts its direction through the hole in the wall. This, along with the 60mm flue plume redirection kit with its 90° and 45° bends and supporting clips and brackets, is why installers can feel re-assured that whatever the measure, the Condensfit II flue system provides an answer for virtually every fluing requirement needed.”

INSTALLER'S CHOICE

Spotlight

Darren Stockall, Worcester Solar Heating Ltd

Darren Stockall of Worcester Solar Heating Ltd, started his own business in March 2006 with a view to installing gas and renewable products, including high-efficiency condensing boilers, solar systems and ground source heat pumps.

As a Worcester accredited business, when it came to renovating his own detached home in Crowle, Worcestershire, Darren naturally specified Worcester's products for the job. He explains: "Our property was originally a three bedroom detached house but we needed more room and so decided to convert it to add a couple of extra bedrooms. Whilst extending the house, it made sense to update our heating system, as we had previously relied upon electric heaters that weren't particularly energy efficient.

"Having just set up the company, I was keen to have the technology I would be selling to my customers installed



in my own home. As a result, the work to my property was one of the first solar installations we'd ever done. To replace the electric heaters, we specified Worcester's Greenskies solar panels and a Greenstar 30CDi system condensing boiler. We also decided to move over to LPG in conjunction with the solar panels because of our rural location, which helped us reduce our fuel bills by around 50% in 2007.

"From day one, I knew that I didn't want to preach to my customers about something I had no first-hand experience of, so it was important to be able to demonstrate my belief in the technology by having it at home. Installing Greenskies also gave me the chance to get to grips with the technology before working on anyone else's property. You could say, I learnt in the privacy of my own home and it has certainly paid off!"





With fuel prices expected to rise by around 40% before the end of 2008, taking the average annual bill for gas and electricity to over £1,000 per household, there has never been a better time to ensure that heating controls are both correctly specified and used by homeowners in the quest for cost savings, says Steve Lister, director of sales for Worcester.



Controls are the **key to efficiency**

“It is estimated that around six million households throughout the UK will face fuel poverty as they spend more than 10% of their income on gas and electricity to heat and light their homes this winter.

“In light of statistics like these, there’s no escaping the role that ‘A’ rated condensing boilers and renewable technologies have to play in making a difference. However, whilst the message is steadily getting through to consumers about the importance of upgrading inefficient old boilers, and renewables are looking more attractive by the day to beat price rises, the value of specifying the correct heating controls is often overlooked.

“The fact is that, depending upon boiler size and the heating load within, the operating efficiency of a condensing boiler can be significantly enhanced by up to 13% when installed with the correct controls.

The right controls for individual requirements

“All new or replacement boilers require a minimum level of controls installed alongside them, including time and temperature controls for central heating and hot water (heating temperature controls only for combi boilers), room thermostats and thermostatic radiator valves (TRVs) on radiators. However, whilst some boilers are available with controls fixed to the boiler fascia, other more flexible options are also available that allow the controls to be matched more specifically to the boiler’s location and the person operating the appliance.

“It pays to check where a boiler is going to be sited within the property

before selecting fascia mounted controls. If for some reason, the boiler has to be located out of easy reach - within an airing cupboard or loft space - then naturally, fascia mounted controls will be harder to reach and operate than if the boiler were located in a kitchen.

“In these instances, selecting a boiler designed to receive a range of optional plug-in timers is a better alternative, as it will allow the controls to be tailored more specifically to user requirements. As well as choosing a boiler with optional fascia mounted timers, it is also important to check how easy it is to fit an optional timer to the boiler model you have chosen.

“Some boilers are designed to receive optional timers that simply plug-in to the fascia panel and PCB with a radio frequency signal communicating room temperature to the boiler, whereas others may need to be wired in to the boiler. This can mean extra work, as additional wiring could also cause disruption for the occupant if carpets have to be lifted etc. Choosing a boiler designed to take a range of plug-in controls can therefore save on time and installation costs.

Input from the EuP?

“Under the EuP Directive, which is expected to come into force in 2010, the SEDBUK scale of boiler classification is expected to change in favour of an assessment procedure that takes into account the efficiency of an entire system and not just the boiler performance. And, of course, the biggest influencer on boiler efficiency is the controls.

“If the new proposals go ahead, the EuP Directive could have the potential to spell the end for simple on/off controls. This means that the typical type of room thermostats found in thousands of households around the country, which allow the boiler to reach temperature and then shut off, simply aren’t going to be efficient enough. Meaning the future for controls looks set to be in the development of compensation controls that involve a two-way communication between the boiler and room temperature thermostat or an external weather sensor.

“This type of control is already available from Worcester today in the shape of the TD200 Text Display Controller and RT10 Room Thermostat. The intelligent TD200 Controller is designed to be the ‘brain’ behind a home heating and hot water system. It offers homeowners three temperature periods per day, seven day programming, dedicated advanced buttons and a choice of 12 or 24 hour clock settings. An additional holiday function also means the control will not

fire the boiler up when there’s no-one home for long periods of time.

“Perhaps the most useful and practical aspect of the TD200 Text Display Controller is the service reminder function it offers homeowners. When fitting the controller and setting it for the first time, installers have the option to input a service reminder along with their company name, address and telephone number. Once programmed, the text display reminds the end user when the boiler has been operational for around 12 months, alerting them of the need to get their boiler serviced. In the unlikely event of a breakdown, the Text Display also allows the installer to make a simple diagnosis of the system, displaying the boiler’s most recent operational history, saving valuable diagnosis time.

“When used in conjunction with the RT10 Room Thermostat, the TD200 offers full system load compensation, modulating the boiler output downwards to lower the flow temperature to the minimum possible whilst still achieving the desired room temperature. This method of operation has been proven to significantly increase the condensing efficiency of the appliance, which has to be good news for the homeowner keeping a closer eye on their fuel bills.

Next generation of controls from Worcester

“To further the development of controls and increase the compensation control options available



from Worcester, we are introducing a new range this winter. The FX series consists of the FR10 Room Controller to provide heating control with standard plug-in programmers and the FR110 Advanced Room Controller, which is designed to integrate solar installation with boiler controls. Whilst getting the best from a condensing boiler is important, maximising the efficiency of renewable technologies is vital too and in years to come, it will be more common for boilers and renewables to be working side-by-side in UK homes.

“With this in mind, the new FW100 Weather Compensation Controller has been developed to better integrate a Greenskies solar installation with a Greenstar boiler, offering weather compensation control and increased operating efficiency. This works in conjunction with a new ISM1 Intelligent Solar Module, which enables integration to the boiler and removes the need for the separate TDS10 solar controls.

“Working in conjunction with the ISM1 Intelligent Solar Module, the FR110 Advanced Room Controller and FW100 Weather Compensation Controller enable the system to run the solar panels when the sun is out but will bring the boiler on if the weather deteriorates. This means the comfort of hot water is always guaranteed but with the preference to solar to heat the water. The boiler will only be switched on if absolutely necessary, as a last resort and without any need for intervention.

“Going back to my original point about fuel price rises, whilst saving 8-10% on your fuel bill 10 years ago wouldn’t have been that significant - probably amounting to a meal out - this year, 10% of the average fuel bill could amount to as much as £150, which would almost pay back any investment in new controls in a year. The higher fuel prices continue to climb, the more compensation controls are definitely worth having to help keep the costs down.”

MEET BRIAN MURPHY

Customer Technical Support Manager

Q. Tell us a bit about yourself and how you got into the industry?

A. I started my career at West Midlands Gas (now British Gas) as an apprentice service engineer in 1978, straight after I left school, at the age of 16. I spent 25 years at the company learning everything I could about the industry, progressing up to a Quality Assurance Manager for central heating installations in the Hereford and Worcester area.

Q. So, when did you start working at Worcester?

A. I joined Worcester, Bosch Group in August 2003 as a Divisional Service Manager responsible for six southern regions of service engineers. And became the Customer Technical Support Manager 18 months ago.

Q. What does your role entail?

A. My role covers a number of areas. I am responsible for the technical support team, technical training for the after-sales department and a team of technical liaison officers, who link up with all areas of the business on behalf of the department.

Q. What do you enjoy most about your job?

A. Throughout my career I have been customer facing and it still gives me the greatest satisfaction when we, as a team, deliver a standard of service and support that our customers require and deserve. The service department at Worcester's head office never stands still, we are constantly moving forward, thinking of new ideas and learning news skills and technologies to help us assist our customers better.

Since I first started, the industry has changed significantly in terms of legislation, technologies and of course product knowledge. And it continues to change, so quickly – it feels like technology changes on a daily basis sometimes!

Q. Where would you like to be in five years time?

A. After 30 year's in the industry I would like to think that I will continue to progress my career even further in the area I am currently working in.

Q. What do you like to do outside of work?

A. I'm afraid I'm a bit of a petrol head, so I spend a lot of time watching motorsport especially motorcycle racing. A few years ago I competed in motocross racing and still own a motorcycle, but don't use it quite as much as I'd like. I also own a 22 year old sports car, but sometimes I think it owns me more than I own it, with the amount of time and money I spend on repairs!

Q. What has been your biggest achievement since joining Worcester?

A. Being given the responsibility of heading up what is, without doubt, a fantastic team of technical people here at Worcester. Their personal drive and desire to get it right for the customer is unbelievable and inspiring.



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.



Worcester has extended the warranty on all of its Greenstar oil-fired boilers from two to five years! This exclusive offer, which increases the length of warranty you would normally receive on all Greenstar oil-fired boilers by three years, applies to all installations carried out between now and 31st December 2008. So not only will your customers be helping to save energy, they'll also be giving themselves peace of mind for an extra three years.



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

Can you come up with a **snappy caption** for this month's competition?

Taken from our new collection of consumer advertisements, this picture shows a chocolate Labrador in a sticky situation.

All you need to do to be in with a chance of winning this month's competition is to tell us, in no more than 20 words, what you think the dog is thinking.

The lucky winner will receive £250 of Leisure Vouchers, which can be enjoyed at a huge number of places and in lots of different ways including; eating and drinking fine wines, exciting attractions and thrilling experiences, memorable holidays and short breaks away, relaxing and de-stressing and fun family days out. With the Christmas season just around the corner, we're sure you'll find some use for them.

We also have five sets of installer jackets to give-away as runner-up prizes.

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

Good luck!



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. The winners will be notified by the 19th October 2008

Write your caption here:

July/August winner

A big congratulations to all 50 winners of the July/August spot the difference competition. Unfortunately we don't have enough space to name you all, but all the winners will be contacted. Look out in November's issue for September's winners – it could be you!

Keep in touch

This month we talked to Brian Murphy, customer technical support manager at Worcester, and now we're catching up with Brian's team to find out what they do and how they can help you.

What is the role of the technical support helpline?

Worcester's technical support helpline is in place to provide pre-sales and post-technical support to anyone within the industry such as installers, service engineers, specifiers and merchants, while also offering basic advice to homeowners. The team supports Worcester's wide range of appliances from gas and oil-fired boilers to the growing range of renewable heating solutions.

The team is there to help with an array of enquiries, from advice on which type of products would be suitable for an existing heating system, to assisting with a new installation design. They can also offer advice on how to reduce heating bills by upgrading to a Worcester condensing boiler or by installing a renewable technology.

The help doesn't stop once the product is installed either, support is available on fault finding and servicing, to advice on the correct part number for a component. The team has a vast range of technical data at their finger tips to answer questions efficiently and professionally. What's more, if you have an idea or a suggestion for Worcester, the helpline representatives are in a prime position to get your thoughts heard.

Did you know?

- During winter months the helpline takes around 2,100 calls every day!
- All advisors undergo an initial 13 week training programme to get them up to speed with all the products.
- All advisors have achieved a certificate of competence in Energy Efficiency of domestic heating.
- All advisors also take a tailored NVQ level 3 training course covering everything they need to know.

Opening hours

The technical helpline is open from Monday to Friday 7am-8pm and on Saturday from 8.30am-4pm.

To call the helpline call: 08705 266 241, Fax: 01905 752741 or email technical.enquires@uk.bosch.com

