

### Exhibitions

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

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

April	May	
<p><b>Hip Ex!</b> Newbury Racecourse 23/04/09 – 24/04/09</p> <p><b>The Energy Show</b> RDS, Dublin 29/04/09 – 30/04/09</p> <p><b>Grand Designs LIVE</b> Excel, London 25/04/09 – 04/05/09</p>	<p><b>Home Building &amp; Renovating</b> Scottish Exhibition &amp; Conference Centre, Glasgow 16/05/09 – 17/05/09</p> <p><b>All Energy</b> Aberdeen Exhibition and Conference Centre, Aberdeen 20/05/09 – 21/05/09</p>	<p><b>Eastern Homebuilding &amp; Renovating Show</b> East of England Showground, Peterborough 30/05/09 – 31/05/09</p> <p><b>CIPHE National Conference &amp; Gala Dinner</b> Warwick University Conference Park, Warwick 30/05/09</p>

### Permanent Exhibitions

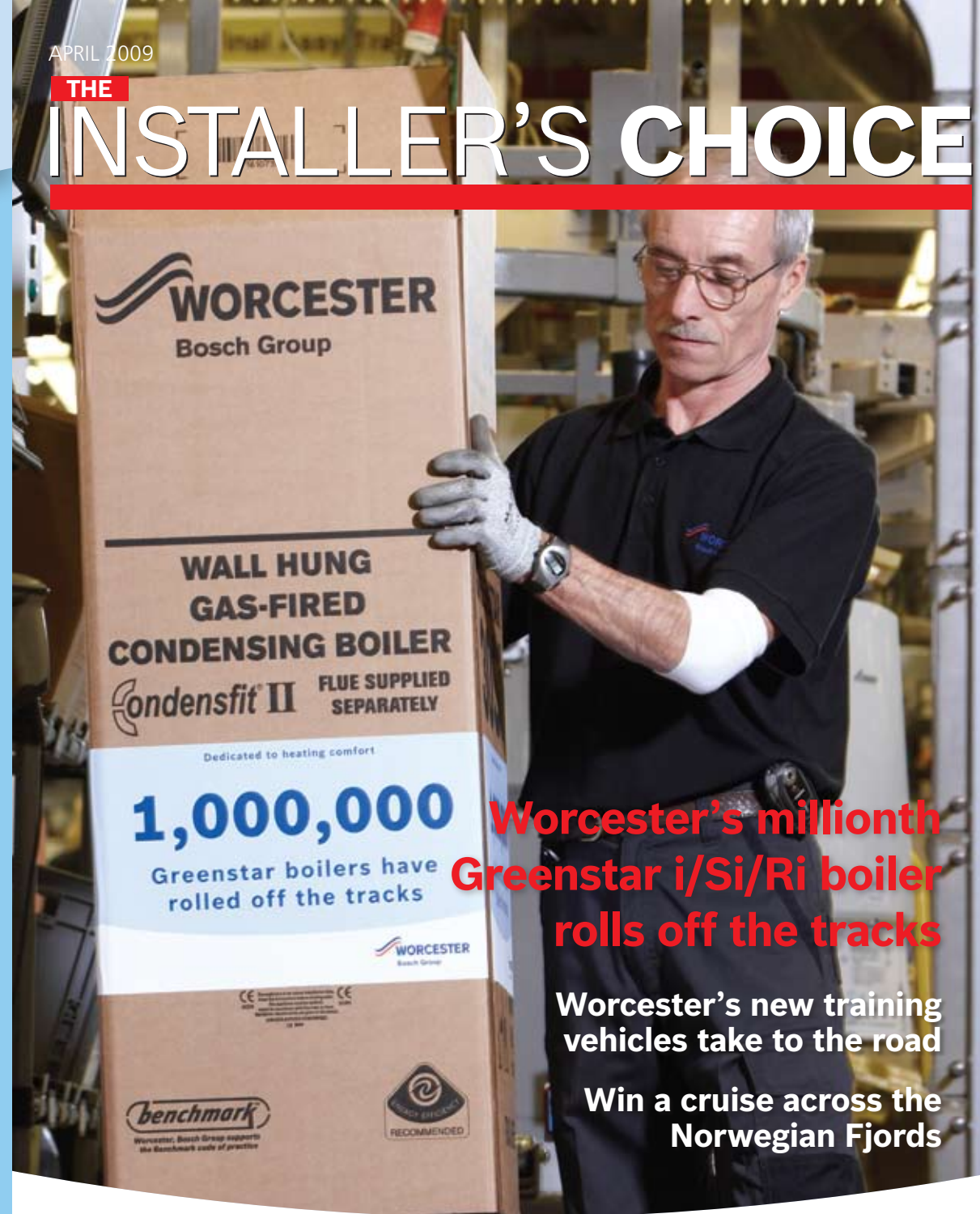
Worcester has several permanent exhibition stands in the UK, which gives customers the opportunity to view new and existing products all year round.



**The Building Centre**  
26 Store Street, London



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



**Worcester's millionth Greenstar i/Si/Ri boiler rolls off the tracks**

**Worcester's new training vehicles take to the road**

**Win a cruise across the Norwegian Fjords**

# Highflow. The clue's in the name.



Is it any wonder that installers are pouring praise on the new Worcester Greenstar Highflow CDi combi range?

A-rated for efficiency, these powerful floor-standing combis condense in hot water mode and deliver a flow rate of up to 25 ltr/min at 90% efficiency. This performance is ideal for homes with two or more bathrooms, and is backed by all the built-in quality and reliability for which Worcester and Bosch are renowned.

For further details call 08705 266241 or visit our website



NEW  
PRODUCT

 **WORCESTER**  
Bosch Group

[www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

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## Welcome from Richard Soper

Welcome to the April 2009 issue of Installer's Choice.

It's been a busy month for all the team at our headquarters in Warndon. Not only has the 1,000,000th Greenstar i/Si/Ri condensing boiler rolled off the factory tracks at Worcester, but we were also honoured to receive a very prestigious visit from a member of the Royal Family, HRH the Duke of Kent, who visited as part of a planned tour around the city of Worcester.

At Worcester we are committed to ensuring the continued professional development of our installers and, as such, we helped to train 16,000 people in 2008 (and plan to increase that figure to 16,500 for 2009). To help us to do this we have just put a number of new mobile training vehicles on the road, to help us reach all the installers who want the hands-on experience that Worcester offers, but are unable to get to one of our fully-equipped regional

training centres. We understand the importance of keeping installers up-to-date with all the latest industry developments and these new vehicles will help us to ensure that installers are better equipped to satisfy their customers' requirements. For more information on these new vehicles turn to pages six and seven.

Plus, don't forget there's still time to enter our fantastic Installer's Choice Calendar competition, where you could win a five-night cruise around the Norwegian Fjords, later in the year. All you need to do to qualify for the competition is to have installed Worcester's Greenskies solar panels, Greenstore ground source or Greensource air source heat pumps in your own home – it's as easy as that!

Enjoy the magazine.

**Richard Soper**  
Managing Director



## 1,000,000<sup>th</sup> Greenstar boiler produced in Worcester rolls off tracks

The 1,000,000th Greenstar i/Si/Ri boiler has rolled off the tracks at its factory headquarters in Warndon, and to celebrate, the domestic heating manufacturer has announced plans to give away 'free servicing for the life of the boiler' to the homeowner that registers the warranty of the landmark boiler.

Worcester has been manufacturing boilers in the UK for over 47 years and has been producing its 'A' rated Greenstar gas-fired condensing boiler series, which includes the i Junior, i System, Ri Regular and Si boilers, in Worcester for four years.

Each Greenstar production line produces 20 boilers per hour with each boiler taking approximately 35 minutes to travel through the final assembly. The factory contains four production lines, which means it produces 80 boilers per hour – a boiler every 45 seconds.

Mathew Grizzell, Manufacturing Director at Worcester, said: "We're extremely pleased to have reached this milestone. Since starting production in late 2004, sales of our



Representatives from the manufacturing team at Worcester celebrate the millionth i/Si/Ri to roll off the tracks

condensing boilers have gone from strength to strength, rising significantly following changes to the UK's building regulations, which made it mandatory to install high-efficiency condensing boilers in new and replacement situations. By the end of the year,

we hope to have produced a further 300,000 appliances in the factory.

**For more information about Worcester's Greenstar boilers, contact 01905 754 624 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**

## Plumbers in demand

Plumbers and central heating engineers have topped the list of trade professionals that householders want to contact, according to the latest search results from ITV's online business directory Scoot.

Over 23,000 people looked up numbers for plumbers and central heating engineers on Scoot, the company's latest review of Top 100 Search Items has revealed. Searches for builders reached just over 21,000, electricians just over 10,000 and plasterers 7,600.



## Gas Safe Register has now launched

The new mandatory gas registration scheme, Gas Safe Register™, has now officially started operation throughout Great Britain. This replaces the register previously operated by CORGI and is delivered under an agreement with the Health and Safety Executive (HSE). Installer's Choice makes sure you're up to speed with all the facts:

### Public awareness

Many thousands of installers have registered and are working with Gas Safe Register to raise public awareness around gas safety. A better informed public will demand the safe and qualified services of a Gas Safe registered engineer, which will help stop illegal workers and reduce the many tragic gas related deaths and injuries each year.

### Promote your new registration

To show your customers that you are on the Gas Safe Register, you will now also need to make changes to your stationery, forms, adverts, clothing and vehicles. Please don't attempt to recreate the logo yourself because we have developed a useful free guide featuring the Gas Safe Register logo in various formats, along with templates and layouts. This is available for download from our website or by request on CD.

To help provide the safest possible service to all gas consumers throughout Great Britain, we'll also be undertaking a constant monitoring service for new standards and updates. Every Gas Safe registered engineer will now receive Registered Gas Engineer, a monthly

magazine with news and features, plus a pull-out-and-keep standards update and technical alerts such as manufacturers' recalls.

### There is only one gas register in Great Britain

Please be reminded that it remains a legal requirement for you to be a Gas Safe registered engineer if you undertake gas work within the scope of the Gas Safety (Installation and Use) Regulations 1998. There is only one gas register in Great Britain, so if you aren't on the Gas Safe Register get registered now, don't delay it any longer. You can register at [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) or call us on 0800 408 5577. You may wish to note that there is a discount for those who register online.

### Probationary period

There is a probationary period for businesses whose registration with the former CORGI gas registration scheme lapsed some time ago or who are newly qualified. This allows Gas Safe Register to monitor their approach to gas safety. A business or engineer with good history and recent qualifications can register, but we reserve the right to place them on a probationary period. Where we have poor or no history on the



business or engineer we will apply the probationary period as a matter of course. During the probationary period, the business must notify Gas Safe Register of all gas work they have carried out. We will carry out inspections to make sure the work has been completed to the required standards.

**It's time to be Gas Safe**  
**Fly the flag for gas safety. If you would like free leaflets to give out and further educate your customers about the new register and gas safety, please email [marketing@GasSafeRegister.co.uk](mailto:marketing@GasSafeRegister.co.uk) or you can direct your customers to our website [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) for lots more information.**





Phil Bunce, training manager for Worcester, Bosch Group, looks at the importance of staying business-minded and the value of introducing a marketing strategy in order to stay ahead of your competitors.



## Time to be **Business Savvy**

**Recent research conducted by HSBC Commercial Bank showed that a number of the UK's smaller companies have been hit by the double threat of suppliers billing more quickly and clients paying late – with one in five (18%) reporting suppliers are billing quicker and a further 20% stating that fewer clients are paying within agreed payment terms. As such there's never been a better time for installers to review business operations to ensure success during the current economic slowdown. Phil comments:**

"Traditionally, many installers have relied upon their reputation to create 'word of mouth' recommendations to generate business. However as times get tougher, homeowners that are considering investing in a new high-efficiency boiler, to save money in the future, are most likely approaching more than one company to seek

quotes, meaning there is more fierce competition between installers.

"So how can you help your business stay afloat in these troubled times? Well, being business-minded and well-organised is certainly the key. Make sure you and your business partner (if you have one) know your

own individual area of responsibility to ensure you keep on top of invoices, supplier payment and quote generation. Also consider sales and marketing and how it can keep you at the forefront of homeowners' minds in your local area.

"At Worcester, we run a couple of

specialist business courses including an IT skills course, designed in partnership with the Chamber of Commerce. IT skills have become an important tool to offer a professional service and this course has been tailored for installers who wish to learn skills in 'Word' to produce simple documents like invoices and quotes and how to format 'Excel' worksheets and introduce formulas which store financial information like sales and expenditure statements.

"In addition and in response to requests from our accredited installers, we have launched a new Business Development course to help installers control and develop their business through sound working practices combined with professional sales and marketing skills. This two-day course will look at how the market has changed and how you

can respond to it, how a business works financially, the value of time management, promoting your business and professional selling skills."

Hereford based Alun Matthews, of A W Matthews Heating & Plumbing Engineers Ltd, works closely with Worcester and was one installer who recommended they offer a business sales and marketing course. He comments:

"When I set up in this industry I knew nothing about marketing and I was really taken advantage of. I've had to learn the hard way, which is why I think it's a fantastic idea Worcester has decided to launch this new course to offer help and guidance. Our first ads were too busy because we thought we had to put in lots of information, but we have now learnt to keep things simple – just a single picture and a few

words will do the job.

"Word of mouth is the best marketing you'll ever do, but it's very difficult to run a business solely on recommendations. From experience, we know that more-often-than-not small businesses won't have a massive marketing budget when they start out, so it's best to decide on a strategy and try and keep to it. You have to be strict with yourself and not be tempted by the different opportunities presented to you.

"I believe companies will fail if they don't get clued up on sales and marketing, especially now as things have tightened up. You can't put one advert in the paper and expect to get a massive response – it just won't happen. The market share is shrinking so you need to ensure you're getting a slice of the action."

## Worcester apprentices help put new mobile training vehicles on the road



Worcester has recently put a number of new mobile training vehicles on the road with a little bit of help from two service engineer apprentices, who were invited to help install and commission Worcester's award-winning Greenstar range of boilers on this fleet of new mobile training classrooms.

James Courtney and Lee Clamp, second year apprentices based in the London region, took up the challenge and were involved in the design as well as the installation of the systems required to make it

possible to operate three boilers in any location.

As well as ensuring the boilers operated to specification, they also focused on making the installation user-friendly for the training engineer. Building on the field experience gained with the original mobile training vehicles, they were able to incorporate a number of key improvements which further enhance the training experience. The biggest addition being the inclusion of a dry-fit boiler, which the installer can completely strip and rebuild, therefore gaining confidence of working with Worcester's products.

Comfortably accommodating six installers, the new vehicles allow the installer to gain experience using analysers and multi-meters, to identify 'live faults' and experience how easy it is to work on a Worcester Greenstar boiler. These new mobile classrooms also incorporate Worcester's Greensource air-to-air heat pumps.

As part of Worcester's ongoing commitment to reduce its carbon footprint these new training vehicles will be sent to trainees rather than a total of 24 trainees travelling each day to one of Worcester's training centres.

**For more information on any of Worcester's training courses, or to find out more about the new mobile training vehicles contact 01905 752 526, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk), or email [training@uk.bosch.com](mailto:training@uk.bosch.com).**





Over the past 12 months, the Chartered Institute of Plumbing and Heating Engineering (CIPHE) has been trying to unite the industry in a stand against rogue installers. Its 'Expect to See CIPHE' campaign is asking manufacturers, service providers and merchants to declare their commitment to working with qualified professionals. As Blane Judd, chief executive of the CIPHE, explains:

## CIPHE CAMPAIGN GATHERS SUPPORT



The rationale behind the 'Expect to See CIPHE' campaign is to drive up standards and protect the public. Too many unqualified and incompetent installers are lowering standards and giving the plumbing and heating industry a negative image. Manufacturers suffer because of the call-backs they get when products have not been installed properly and the public suffer through having work carried out that doesn't meet Water and Building Regulations, which often puts their health at risk.

Worcester, Bosch Group, an Industrial Associate of the CIPHE, was the first organisation to declare their commitment, enrolling their technical advisors, trainers, installers and sales staff as individual members of the Institute. In addition to this, Worcester has paid for 1,000 trainees to join through their College Links programme.

Since then, a number of other Industrial Associates of the CIPHE have also pledged their support for the campaign including Fernox, Grundfos and Plumbfix (Screwfix). They are arranging membership of the Chartered Institute for their technical and sales staff and will promote the use of professional plumbing and

heating engineers in their customer literature.

### Safety alert

The CIPHE is working with the Health and Safety Executive (HSE) to make installers aware of a potential poisoning risk. The risk arises from a particular arrangement of flues for gas boilers. Such boilers, most commonly found in multi-storey flats and apartments built since 2000, may have a flue that runs through the ceiling void. HSE has become aware that some flues may not have been installed properly, or may have fallen into disrepair.

If the flue is not in good condition, this could affect the performance of the boiler, which if not working efficiently, may produce high levels of carbon monoxide (CO). This may then enter the ceiling void through any breaks in the flue (e.g. if joints are not sealed properly) and into the living space below, placing occupants at risk of CO poisoning.

When commissioning, servicing or maintaining a boiler, gas installers need to be able to visually check the flue system. Where a flue runs through a ceiling or similar void, a means of access should be provided at strategic locations. A number of

properties built recently have not been provided with such means of access so it is not possible to tell if the flue was correctly installed or has subsequently deteriorated.

HSE is working with property developers, the gas industry and construction trade associations to try and establish how many properties may have been developed with flues in ceiling voids but without means of access for inspection and to agree appropriate action. Relevant Government departments have also been alerted.

In the meantime, HSE's advice to property owners and landlords is to ensure gas appliances are serviced and maintained at least annually by a competent, registered installer. HSE also recommends the use of carbon monoxide alarms as a supplementary measure.

The safety alert gives advice on potential warning signs; what owners or tenants should do if they think they may be at risk; relevant legal requirements; key actions for property developers and sources of further information. The alert can be found on HSE's website at: <http://www.hse.gov.uk/gas/domestic/alert021008.htm>

## A royal visit for Worcester



### Worcester was one of a select handful of businesses in the Worcester area to receive a VIP visit from HRH the Duke of Kent, as part of a planned tour around the region last month.

Led by Carl Arntzen, sales and marketing director at Worcester, HRH was invited to look around Worcester's factory and extensive training facilities, plus meet employees involved in the manufacturing process to gain a greater understanding of the latest energy-saving heating and hot water technologies available in the UK. HRH also unveiled a commemorative plaque in Worcester's Energy Atrium to mark the occasion of the royal visit.

Carl comments: "We were honoured to host such a prestigious visit. The company prides itself on being at the forefront of new technology for domestic home heating and it gave us the opportunity to highlight some of

the work we do, particularly in the field of product innovation and customer service. HRH was especially interested in our wide range of renewable heating solutions and we hope that, by seeing the technology for himself, HRH now has an even greater understanding of the importance of upgrading home-heating systems to meet the Government's reduced CO<sub>2</sub> targets in years to come.

"To see a member of the Royal Family take such a passionate interest in our products is a real endorsement of Worcester's strategy to focus attention on the critical need to conserve non-renewable energy resources and minimise environmental damage."

## Worcester unveils new time-saving pre-piping assembly

Worcester has unveiled a new Vertical Pre-piping Assembly accessory to its growing portfolio of installer aids.

The optional kit is available for use with the new style wall-mounting jig and is compatible with the Greenstar Si, i junior and iSystem wall-mounted boilers.

The kit uses pre-fabricated copper pipes to ease vertical routing requirements and save installers valuable time on the job by removing the need for them to bend the pipework themselves. The accessory comprises a vertical set of pre-formed pipes and a cross bonding strip which attaches to Worcester's pre-plumbing manifold.

Martyn Bridges, director of marketing and technical support, explains: "This new feature has been designed to aid the installation process for wall-mounted boilers. Although bending pipework is a fairly simple procedure for installers, this optional extra allows for greater efficiency and speed when fitting the boiler frame, saving the installer and the customer valuable time."

The kit is in stock and available now at your local merchant branch. Please order using part number 7 716 192 570.

**For more information about the Vertical Pre-piping Assembly call 01905 754 624 or visit the product section of the website [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**

Swindon-based installer Andy Notton, of B & G Jenkins (Heating) Ltd, won February 2008's Environment 2020 monthly award for his installation of a new environmentally-friendly and energy-efficient heating system in a fully refurbished World War 2 home.



Andy Notton (left) with colleague Steve Boland

## Solar let's Andy shine

Replacing the existing heating system of the four-bedroom detached house, Andy incorporated a number of Worcester products as part of the installation – including three Greenskies FK1-15 solar thermal panels, a 250 litre Greenstore cylinder and a 9kW Greenstore ground source heat pump. The house was bought for refurbishment after originally being bombed in World War 2 and then rebuilt with an oil-fired heating system in the 1950s.

The installation of the Greenstore ground source heat pump and cylinder left Andy's customer amazed at the temperature that could be achieved from the product. He explains: "My customer has been delighted with the results. The combination of a ground source heat pump and solar thermal panels is just about as efficient a heating system you can get at present. It's great to see someone so keen to make

this kind of investment to help the environmental impact of their home.

"From my point of view, if we're going to sustain and grow our company for the next 20 years, we have to look forward. Worcester raised the importance of renewables a few years ago and over time the market has grown significantly so it was an obvious decision to decide to diversify my business."

Originally launched in 2000, as the Environment 2010 Awards, the initiative has been extended and renamed as the Environment 2020 Awards to recognise the energy-efficient installation of heating and hot water products across the UK for a further 10 years.

**For further information and to download an entry form, please visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



## Win a cruise across the Norwegian Fjords

What's more, by installing Worcester's renewable products into your own home you are also eligible to enter the Installer's Choice Calendar competition.

Worcester is searching for the next group of eco-minded installers to feature in its 2010 calendar. As well as being featured in the calendar, the winners will also join Worcester on a five-night cruise around the Norwegian Fjords, later in the year. To qualify for the competition you will need to have installed Worcester's Greenstar gas, oil-fired or LPG condensing boilers, Greenskies solar panels, Greenstore ground source or Greenstore air source heat pumps in your own home.

To enter, simply provide a detailed outline of how the installation has helped benefit the environment. The closing date for the competition is 30th June 2009.

**For more details on the competition and how to enter, including a full list of terms and conditions, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and click on the 'events and promotions' page, or call Worcester on 01905 754 624.**

## Cash-back for you

**Worcester is giving you even more reason to choose its products in 2009 with a fantastic new 'cash-back for you' promotion.**

Worcester is offering installers up to £2,000 cash-back when you install one of its renewable heating solutions, in your own home, from now until 31st July 2009.\*

The Greenskies solar panels, Greenstore ground source heat pumps and Greenstore air-to-water heat pumps all deliver heating and hot water comfort using sustainable sources of energy and bring significant benefits to you and your business.

When you install selected Worcester renewable products in your own home you could receive up to £2,000

cash-back.\*\* And with daily hands-on use of your own renewable heating and hot water system, you will also have the opportunity to demonstrate its cost saving efficiency to potential customers – something many installers have found to be a strong source of new business.

Simply install your chosen Worcester products then complete and return the claim form – it couldn't be easier.

\*All claims need to be registered by 31st August 2009

\*\*Terms and conditions apply



## Spotlight

### Philip Foster of Green Choice Heating Ltd

**Philip decided to upgrade his boiler shortly after moving in to his 1920's three bedroom semi-detached home in Loughton, Essex, replacing the property's existing 30-year old system, which was in desperate need of repair, with a Worcester Greenstar Ri model.**

The installation, which was completed in 2006, has continuously saved Philip approximately 15% on his heating bills each month, in comparison to the standard efficiency boiler he'd been used to in the past.

Philip comments: "Being an installer I am well aware of the benefits of having a high-efficiency condensing boiler. SEDBUK band A boilers are the most efficient on the market and anyone who makes the upgrade will see the difference very quickly."

Philip also re-branded his business, just under a year ago, to emphasise the expansion of his company and focus more on his solar offering. He adds:

"As a company we are committed towards green energy, meaning we are

constantly evolving and developing our company to keep pace with other renewable heating technologies. And, as part of our re-branding, we also changed the company name from Foster Plumbing and Heating to Green Choice Heating Ltd.

"Our expansion into solar thermal technology means we've noticed that our installations are taking us a lot further afield and we are now getting business from all over the South East, London, Essex and even as far as the south coast.

"Despite the current economic climate, business is still going really well for us. The only thing we've noticed is that people are taking a lot longer to make the decision about whether or not they go ahead with a product. But in terms of sales, we now do a lot more solar

thermal work. In fact, nowadays, we do just as many quotes for solar as we do for gas-fired boilers. We're also getting a lot of interest in heat pumps too, which is really exciting."

Philip is an accredited installer for Worcester's Greensource air-to-water heat pumps as well as its Greenskies solar thermal panels and Greenstar gas-fired boilers. He is also a member of several governing bodies including The Solar Trade Association, The Institute of Plumbing & Heating Engineering and The Real Assurance Scheme and is certified with the UK Microgeneration Certification Scheme. This qualifies his customers to apply for the low carbon buildings programme renewable energy grants and loans funded by the Department of Business, Enterprise and Regulatory Reform (BERR).





When the Government changed part L of the Building Regulations in 2007 effecting oil-fired products; considerations were made to deal with the fact that replacing a non-condensing oil-fired boiler with a condensing appliance may not be as simple as expected. Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group, explains why this process is complex and how some solutions are in the pipeline:

## Out with the old, in with condensing

**There is a high population of existing standard-efficiency oil-fired boilers in the UK that have been around for many years, a lot of which have an open flue fitted into a chimney in the centre of the property. This means that generally there can be more issues and considerations when replacing the boiler in line with Building Regulations to a high-efficiency condensing model. The issues mostly revolve around the flue system and the condensate disposal, both of which are a lot simpler if you are near or adjacent to an external wall.**

Resiting the boiler to a new location is an expensive option, which is where the problem lies for many consumers. You have to remove the old boiler and all its connections from the original location and site the replacement boiler near an outside wall. This in itself is not too difficult, but you also have to re-position all the pipework which is quite time intensive and therefore costly.

### Exemption Criteria

When introducing the legal requirement for all new and replacement boilers to be condensing, the Government understood that the change could be prohibitive for certain homeowners, particularly those with oil-fired heating. As a result, they introduced a process to allow exemptions for certain properties.

The DECC (department of energy and climate change), a body formerly split into two departments - Defra and BERR - developed a scheme where homeowners can request that they be exempt from the ruling. This

means they would be able to fit a new non-condensing boiler to replace the old one, causing less disruption and expense, if it wasn't financial viable for them to have a condensing boiler.

The exemption process is based on a points system whereby you have to accrue 1,000 points to become exempt from having to fit a condensing appliance. Various facets of the installation are marked, for example if you have to resite the boiler, or if the flue system needs extending, or if a condensate pump is necessary you get a certain number of points for each. If the total number of points reaches 1,000, the customer is entitled to install a replacement non-condensing boiler which alleviates the need for resiting.

This system is a logical one for existing properties of a particular design. However, for new-build the house would need to be designed to allow for the boiler to be sited in such a way that fluing and condensate disposal are allowed for.

### Problem Solved?

Quite often, when replacing non-condensing with condensing oil boilers, the fluing is the main issue. Normally the old boiler will flue into a chimney in the centre of the house, rather than being close to an outside wall.

At Worcester we have made some inroads into this fluing problem by bringing out a new product - the Oil Flexi Flue. Where previously the boiler may have had an open flue going into the existing chimney, installers can now use the Oil Flexi Flue which can safely line the chimney. This should solve most fluing issues, meaning the new condensing boiler does not need to be resited for this basis.

The other consideration when swapping non-condensing oil-fired boilers with condensing ones is the condensate dispersal which comes from the new high efficiency products. The new boiler needs a condensate pipe which feeds into a drainage system to disperse the condensate.



In some instances, if there isn't a suitable drainage system near to the original boiler location or low enough to the ground, so that its gravity feed dispersal pipe can fall all the way to the drain, fitting a condensing boiler as a replacement in the same location is difficult.

If there is no drain near or low enough to enable the gravity feed to be connected from the boiler, there are now a number of pump manufacturers who have developed a range of condensate dispersal products.

These products mean a boiler can discharge its condensate into one of these pumps and then the pump will send the discharge into the drainage system.

### A Condensing Future

With these developments, we hope to see far less condensing oil-fired boiler exemptions in the future. The Government's exemption process has had a more adverse affect on the sale of condensing oil-fired boilers than it has with gas-fired boilers sales for the reasons mentioned earlier. However it

is far better to replace an old standard-efficiency boiler, which is likely to be around 70 -75% efficient, with a new standard-efficiency boiler which can reach efficiency levels of 85.7%. And more positively, we are confident that as technology improves the number of exemptions will continue to decrease over time.

**For more information on the new Oil Flexi Flue or any Worcester products contact 01905 754 624 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



# MEET TERRY JONES

Regional Sales Manager, Northern Area 1

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

**A.** I originally started working for the builders merchant AHED, the first heating distributor in the UK. Whilst there, I moved up the ranks, taking on various roles such as setting up one of their distribution depots, becoming marketing manager and I was also at one point the purchasing manager. During that time I dealt with just about all the manufacturers in the industry, of which Worcester, Bosch Group was one. So I've actually known Worcester, Bosch Group (or Worcester Heat System as it was previously known) for a considerable period of time.

After a management restructure at the heating distributor, an opportunity became available at Worcester to become a Technical Sales Manager for oil products. I stayed in this position for about five years, moved onto gas for a year and then applied for the job as regional sales manager in January 2008 and well, here I am.

**Q. What does your role entail?**

**A.** I am responsible for a team of five individuals, which includes two gas TSM's, an oil TSM, a specification manager and a renewables TSM.

On a day-to-day basis I spend time with them offering help, support, direction and motivation. I, like a lot of my colleagues, also have a number of key account contacts that I maintain within our customer base and see on a regular basis.

I am a back-stop for my team and am always available to answer their questions, whether they are industry or product queries. I also try to help them if they need guidance and support on any particular ventures or initiatives they are working on, ensuring they have a focused plan.

**Q. What do you enjoy most about your job?**

**A.** I think it's the variety. Despite being a RSM I still manage to keep contact with individuals from our customer base, which certainly keeps my feet on the ground. I also enjoy managing a successful and buoyant team. The market is tough at the moment but the team are keeping their spirits up and are optimistic about what Worcester is doing and the new products we're developing.

**Q. What's been the biggest change in the industry over recent months?**

**A.** I would have to say confidence.

Consumers lack the confidence to spend money as they may feel their income is insecure, so they are more reluctant to spend. It's just confidence... it's a challenge for me and my colleagues. We need to work hard to emphasise Worcester's great reputation and tick all the right boxes as far as the consumer is concerned, especially in terms of value-for-money and quality.

**Q. Which of Worcester's new products are you most excited about?**

**A.** There's two...the Greensource air-to-water heat pump and the FX Controls.

I think air-to-water has a lot of promise and will present more opportunities in the future. Plus the new FX Controls are an example of how Worcester is working hard to develop systems that reduce energy costs for the customer as well as improving the overall efficiency of boilers.

**Q. What do you like doing in your spare time?**

**A.** I really enjoy fell walking.

**Q. If you were stranded on a desert island, what three things would you miss the most?**

**A.** I'd miss my family, the hills of the Lake District and a lack of suntan lotion.



**COMPETITION**

# Win with Worcester

For your chance to win one of Worcester's fleece-lined jackets with front fastening zip, internal mobile phone pocket and 8000wp water proofing, simply take a look at the two images below and see if you can spot the five differences:



Once you've found them, simply fill in the form below and send it back to the editorial office: *Installer's Choice*, April 2009, 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 May 2009

**CONTACTS**

## Keep in touch

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

We spoke to Terry Jones in this month's 'Behind the Scenes' – here's how you can contact Terry and his team in Northern Area 1.



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 Contact Terry on:  
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