

DIARY DATES

JUNE 2009

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.

June

CIH, Harrogate International Centre

Stand A28
16/06/09 - 18/06/09

Green Build Expo, Manchester Central

Stand E5
17/06/09 - 18/06/09

Southern Homebuilding and Renovating Show

Sandown Park, Surrey
27/06/09 - 28/06/09

July

Great Yorkshire Show

Harrogate
14/07/09 - 16/07/09

Royal Welsh Show

Powys
20/07/09 - 23/07/09

CLA Game Fair

Belvoir Castle, Grantham, Leicestershire
24/07/09 - 26/07/09

The New Forest and Hampshire County Show

Brockenhurst
28/07/09 - 30/07/09

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

**National Self Build
& Renovation Centre**

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



New flexi flue installation at Kenwood House

Where to find discontinued boiler literature

Neil Schofield wins Micropower award



“We specify Greenskies solar panels because everyone knows they’re reliable and are quality products.”

Michael West
Carr & West.



www.worcester-bosch.co.uk

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Welcome from Carl Arntzen

Hello and welcome to the June 2009 issue of Installer's Choice, and my first issue as the face of the magazine.

As we move into the summer months, we have started to see green shoots of optimism in the heating market, and indeed the housing market. It seems the hard work is paying off and the country is finally seeing the benefits of improving their home-heating systems. The HIP (home information pack) is another advocate which plays reference to the fact that the addition of an 'A' rated condensing boiler will add value to your home, as well as increase your home's energy performance rating from 'Band D' to 'Band C' - the only other way to jump one clear band being cavity wall insulation.

It just goes to show how homeowners (and buyers!) are opening up to the benefits involved in upgrading to high-efficiency hot water at heating products. And as many of you have experienced, by implementing these products into your own homes, and communicating the benefits you've personally gained, your customers are more likely to trust, and believe in,

what you're selling. Every month we talk to a professional who has done just that. This month, Stuart Gerrish opened up his home following the installation of a Greenskies solar water heating system, turn to page 12 to find out more.

Martyn Bridges continues the story of the evolution of our Greenstar collection on page 14 – with some amusing anecdotes thrown in!

The cover story, on pages 6 and 7, introduces our new flexi flue range and one of the first installations, Kenwood House, including some great photography. We'll also make sure you know exactly where to find our discounted boiler literature on page 9.

As we went to press, the Worcester team was eagerly awaiting a visit from the Energy Minister, Mike O' Brien, at our annual E2020 awards, we'll cover the winners and all the excitement in the next issue of the magazine!

Carl Arntzen
Director
Bosch Thermotechnology Ltd

Servicing frequency of solar panels



We've received a number of queries from installers about the servicing frequency of our Greenskies solar panels, in particular the replacement cycle for solar fluid. Here, Martyn Bridges, director of marketing & technical support at Worcester puts the record straight:

"Solar fluid ages during the operation of solar heating systems. This decay can be detected from the outside by a dark colouration or opacity which is due to high temperatures, pressure and the duration of the load on the system.

"An unvented cylinder requires a 12-month check in line with the G3

building regulations. Although the pump station manual recommends that the first inspection should occur after 500 hours, in reality it is impossible to know how long the pump has been running and whether the correct solar fluid mix was used in the first place.

"A visual check on the Greenskies solar panels is the common sense first approach. This should be followed by the use of a pH stick to check the pH value and the anti-freeze level. Suitable pH measuring sticks and a refractometer for frost protection can be obtained from Worcester."

Visit www.worcester-bosch.co.uk to find out more.

Worcester to enter CORGI Awards 2009

Worcester will compete for the title of 'Green Manufacturer of the Year' and 'Heating Manufacturer of the Year' in the 2009 CORGI Awards, going head-to-head with other key players in the heating industry.

Don't forget, we can only win if you,

our customers, vote for us. The CORGI Awards are judged by heating and plumbing professionals, who will be asked to rate Worcester, along with other nominees, through a unique on-line voting system, giving you the opportunity to have your opinions heard.

Standard Horizontal flue kit phase out

It's the end of the line for our standard horizontal flue kit on our oil-fired boilers: 7716 190 031 which is being phased out at the end of this month.

The good news is that it is being superseded by two telescopic horizontal flue options, namely the Greenstar Oilfit 80/125mm standard telescopic flue kit: 7716 190 064 and the Greenstar Oilfit 80/125mm short telescopic flue kit: 7716 190 062.

These new flues are compatible with the following Greenstar boilers.

- Greenstar Camray (Kitchen) 12/18, 18/25 & 25/32
- Greenstar Camray (Kitchen) System 12/18, 18/25 & 25/32
- Greenstar Camray Utility 12/18, 18/25 & 25/32
- Greenstar Camray Utility System 12/18, 18/25 & 25/32
- Greenstar Danesmoor wall-mounted 12/18
- Greenstar Danesmoor wall-mounted 18/25
- Greenstar Danesmoor 18/25
- Greenstar Utility 18/25
- Greenstar Heatslave 12/18, 18/25 & 25/32



Weather compensation controls - go with the low flow

The efficient operation of a heat pump is best achieved when the emitter, be it radiators or underfloor heating, is designed so that the average water temperature is as low as possible.

Peak heating load designs in the UK are based on a temperature range of -3°C outside to 20-22°C inside. A heat pump powered heating system should be designed using flow temperatures generally of no more than 40°C for underfloor heating and 50°C for radiators. This would offer the best of heat pump operating efficiency.

However, it is important to remember

that, due to weather compensated controls, these temperatures will only be provided at design (peak load) conditions and a correctly adjusted heat curve. 40°C for underfloor heating and 50°C for radiators may not be provided or necessary all year round.

It is worth remembering that a well designed underfloor heating system operates very effectively in the temperature range of 30-40°C and as a result is the most effective means of supplying heat to a dwelling.

Weather compensated controls can also have an effect on radiator flow

temperatures. Radiator sizes must therefore be increased to provide the same level of comfort that would have been obtained from a traditional gas or oil-fired boiler system supplying 80°C flow temperature into the system.

The sizing of radiators should be carried out in accordance with the 'Domestic Heating Design Guide' and BS 5449:1990. It is not enough to simply double the size of the radiators. The calculation must be based on the heat loss of the room or rooms to ensure accuracy and happy customers.

Neil Schofield scoops Micropower award

Neil Schofield, head of sustainable development at Worcester, won the 2009 award for 'Outstanding Personal Contribution' at the Micropower Awards, which recognises the achievement and success across the microgeneration sector.

Beating off tough competition from key players in the industry, Neil was awarded for his contribution in raising awareness of the importance of heat in the climate change debate amongst Government ministers and officials and trade associations. His work with Worcester has helped broaden the focus of the carbon emissions and renewable energy debate, which had previously been dominated by electricity generation. The sustained campaign to ensure renewable heat gained suitable recognition within the overall debate was rewarded by the inclusion of a whole chapter dedicated to heat in the Government's UK renewable energy strategy consultation, launched in June 2008.

Neil was presented, along with awards for 'innovation', 'key project' and 'public sector', by the president of the Micropower Council, Baroness



Maddock at the prestigious Gladstone Library in Whitehall Place.

Applications were assessed by a distinguished panel of judges. The judges commented on the high quality of the entries received, which reflect the strength, creativity and commitment of the sector.

Neil comments: "I am truly honoured to receive such a prestigious award and would like to thank everyone involved

for making this happen. Working for a well-known and trusted brand like Worcester, Bosch Group was essential in reaching the key decision makers in the country to ensure the heating industry is recognised and included in reaching the targets set by the Government in reducing the UK's carbon emissions, whilst increasing the take up of renewables and improved energy efficiency. It makes me extremely proud to see the hard work paying off."



Out with the Old in with the ‘Flexi Flue’

Famous for housing one of the nation’s most important collections of paintings for public viewing, including works by Rembrandt, Turner, Gainsborough and Reynolds, Kenwood House has also featured in films such as Notting Hill (1998) and Jane Austen’s Mansfield Park (1999).

A neo-classical, English Heritage house set in splendid grounds beside London’s Hampstead Heath, the old servants’ block of the property is now a spacious visitor dining area, called the Brew House.

Brew House relies on one boiler to provide all the heating and hot water needed for its dining area, restrooms and employee offices, covering approximately 10 radiators. With the boiler requiring a service, English Heritage got in touch with their contracted heating and hot water engineers, Cannon Services (UK) Ltd to take a look. James Cannon, of Cannon Services, explains:

“We have been contracted to English Heritage for just over a year, to look after the plumbing and heating requirements for all their London

sites. As soon as we arrived, we knew immediately that the 25-year old boiler was in desperate need of replacement, so we contacted English Heritage with our recommendations of what they should do.

“With Kenwood house being a Grade 1 listed building, we were advised that the new replacement boiler would need to be installed in the same place as the existing floor-standing open vent boiler. Moving the boiler to a different location, such as against an external wall, would have required us to seek listed building consent, so we looked at the various products available to us where we could leave the boiler in the same position, but utilise the existing chimney to terminate the flue at the top of the building.

“While there are plenty of companies

that sell flexi flues, they often only sell the flue. I wanted a reliable company to provide both the flue and the boiler, so that the two complemented one another.”

Cannon Services decided to contact specialists in domestic heating and hot water systems Worcester, Bosch Group to discuss their options and after learning that Worcester was about to launch a new flexible flue system, it was recommended that a Greenstar floor-standing 30CDi gas-fired boiler would be the best suited to the job, teamed with the flexible flue to suit Kenwood House’s requirements.

Worcester’s new flexible flue product, which was introduced in early May, has been designed to suit its Greenstar floor-standing CDi range of condensing boilers. It is also an ideal replacement

for a floor-standing boiler located near or in a fireplace, which needs to utilise the existing chimney to route the flue so it terminates on top of the chimney. The flexi flue comes as one standard size, with an adjustable length of 12 metres and 80mm in diameter. It is a room sealed flue, meaning that the combustion products are blown up the flexible liner and the air is drawn from the chimney into a concentric extension that connects the boiler by means of a T-piece.

As part of the installation, the old steel flue liner was removed and the new plastic 80mm flue lead was fed down the chimney and connected to the boiler with a horizontal concentric 80/125mm extension and T-piece. An inspection plate was then screwed to the wall to seal the entrance into the chimney.

To finish, the existing flue terminal was removed and replaced, then the new flue terminal, complete with flexible flue system, was connected to the liner and sealed in position. The result was a neat installation that conformed to the listed building’s regulations and catering company’s requirements for heating and hot water.

Commenting on the installation, James adds: “For me, Kenwood House was the first time I’d fitted a flexible flue, which is why on the day of the installation I also took along one of my colleagues from the commercial side of our business, as they have a lot more experience at putting flue lines in place.

“Kenwood House is a listed building that’s open to the public 365 days a year, so we couldn’t have a 4inch flue on full-view at the side of the building that was fluming everywhere – it doesn’t exactly look grand, does it? – which is why the flexible flue option was so perfect. The product allowed us to keep the fabric of the building the same yet change the boiler to a condensing boiler, therefore helping Kenwood House reduce its running costs.



“As a company we are really into renewable technologies and aim to always keep one-step ahead of our competitors. In fact we’ve been trying to push English Heritage to become more energy-efficient despite the fact that with the Building Regulations as they are, listed buildings are still eligible to install non-condensing boilers rather than condensing, because of the age and status of the building.

“Worcester is known in the industry

for being reliable and trustworthy. The installation went well and English Heritage is really pleased with Kenwood House’s new system. It has been a very worthwhile project and I’m really impressed with Worcester’s new flexi flue.”

For more information about Worcester’s flexible flue system contact the technical helpline on 08705 266 241 or visit or visit www.worcester-bosch.co.uk.



This month Installer's Choice talked to Simon Duddy, editor of H&V News, about the latest developments and opportunities in the industry.

OPPORTUNITIES STAND OUT DESPITE TOUGH CLIMATE

The consensus seems to be, having spoken to a number of industry luminaries at the recent H&V News Awards, that while the market is difficult, there are still some very significant opportunities, if companies know where to look and how to make the most of them.

Just look at April's budget. Yes the big prize eluded us - a whopping £525 million went to the offshore wind industry over two years. But the rest should not be sniffed at.

The Low Carbon Building Programme got £45m for micro-generation, and £25m was allocated to community heating.

And there may be more money for HVAC kit, including renewables, in the £440m announced to advance energy-efficiency in homes and public buildings. The Government also boosted housing by backing up Homebuy Direct, extending the exemption on stamp duty for homes worth up to £175,000 and pumping £500 million into delayed housing projects.

Another observation from the recent H&V News Awards is the willingness of companies to rip up the rule book and re-shape their business models radically in a bid to re-focus on key opportunities and maximise the resources they have at their disposal.

It is encouraging that companies are not content to look simply at what worked in the past for inspiration going forward. With innovative thinking there is every chance the H&V industry will come out the recession in a strong position. On the H&V News Awards itself, we're delighted to say the event was a great success.

The best of the heating and ventilating industry were recognised on 30 April with a coveted H&V News Award at the glamorous event held at the Grosvenor House Hotel, London.

Top comic Jason Manford did a magnificent job as the comic turn for the evening.

The awards proved to be a fantastic night, bringing together hundreds of the H&V industry's professionals to honour those who have performed outstandingly over the last year.

Winners and those who were short-listed were put where they belong - in the spotlight.

We may be in the midst of difficult times, but that makes it more important than ever to celebrate excellence and innovation in the HVAC industry. We were certainly not disappointed by the calibre of this year's entries, whose efforts speak volumes for the resilience and ingenuity of firms and individuals working within H&V.

Finally, I'd like to update the readers of Installer's Choice on the recent redesign of H&V News. This seeks to provide a new look for a new era. The move to A4 format has increased the number of pages we produce and allowed us to provide more content to help readers through difficult times.

We're using the new-look to actively help readers through the recession, providing market data and leads for winning contracts. This is on top of the latest news, products and developments in industry-shaping legislation you have become accustomed to H&V News delivering.

While it is in with the new, it isn't necessarily out with the old. H&V News will continue to cover all significant areas of the HVAC industry with over 60 special features throughout the year. We will also continue our popular 'Rough Guide' and product supplement features, which focus on key technologies, such as condensing boilers and heat pumps. The 'Product Centre' feature, showcasing the industry's latest products will also continue in the new, easier-to-read design.

We firmly believe we must lead a way through the recession, and the significant investment made in this re-launch will help us to show that the heating and ventilating sector is as dynamic as ever and has much to offer society and the wider economy.



Discontinued boiler literature, continues!

As the industry grows, so do our product ranges. You will see from the Greenstar history article on pages 14 and 15, over the years we have made many improvements to our range and inevitably products are discontinued to make way for new and even more efficient versions.

Worcester understands however, that homeowners do not replace their boilers very often and to ensure you still have all the information you need to deal with our 'older' models, we have a dedicated section within our website where you can still download discontinued boiler literature. Victoria Billings, marketing manager at

Worcester talks us through the process: "We've listened to installer feedback and are continually looking at ways to make relevant information easily accessible via our website. On the left hand side of the 'installer' section you will always find a link to 'discontinued boiler literature' which takes you



directly to a list of product literature for gas and oil-fired boilers. Simply click on your required document to download a copy."

To see for yourself visit www.worcester-bosch.co.uk and click on 'installers', followed by 'discontinued boiler literature'.

Andrew Cosgrove who runs his own plumbing and heating business in Newcastle upon Tyne scooped one of Worcester's monthly Environment 2020 awards for his eco-efforts work.



Andrew, who runs Acos Plumbing and Heating, claimed the August 2008 prize in for a highly-efficient installation of a ground source heat pump and solar thermal panels in a large new build ecohome in the countryside of Bellingham, Northumberland.

Approached by his customer for his expertise, Andrew recommended, what he believed were, the best products for the job.

Andrew explains: "As well as the Greenstore 11kW ground source heat pump and Greenskies solar panels there are also wind and water turbines and rainwater harvesting tanks among other technologies. The new property has been built to run entirely on renewable energy. There are now bigger plans to create a relaxing holiday retreat on the land, with five log cabins, also using renewable energy, surrounded by a fishing lake, which will look fantastic."

Worcester's Greenstore ground source heat pumps take energy from the

ground and use it to meet the heating and hot water requirements of an entire household. By harnessing the energy stored in the ground, they can provide heat with a much lower running cost than standard boilers. Using the same principles as an ordinary domestic fridge, ground source heat pumps use a water and glycol mixture, which is pumped around a collector circuit, causing the refrigerant to turn into a gas. This refrigerant passes through a compressor, making the temperature rise. The hot gas moves to a condenser and the latent energy is released into a heating circuit.

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

National Trust.

Originally launched in 1999, the Environment 2010 awards initiative has now 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 ten years.

The Environment 2020 Awards initiative is an annual competition created by Worcester to recognise installers who take an environmentally responsible approach to their work.

Installer's Choice will announce the overall winner of the 2008 Environment 2020 awards in the next issue.



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 Greensource 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



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 either Worcester's Greenstar gas, oil-fired or LPG condensing boilers, Greenskies solar panels, Greenstore ground source or Greensource air source heat pumps in your own home.

To enter, simply provide a detailed outline of how the installation has helped benefit the environment. Hurry though – 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 and click on the 'events and promotions' page, or call Worcester on 01905 754 624.

INSTALLER'S CHOICE

Spotlight

Stuart Gerrish, Stuart Gerrish Heating Services

When Stuart Gerrish, owner of Stuart Gerrish Heating Services, moved into a modern semi-detached home in a little village called Cradoc, just outside Brecon, he inherited an oil-fired boiler due to the countryside location of the property.

At the time of moving in, the house was only three-years old, yet Stuart felt the need to upgrade the central heating and hot water system with the cost of oil on the increase and his fuel bills looking set to increase in a short space of time.

Solar seemed the perfect solution and so Stuart specified Worcester's Greenskies solar water heating panels to complement his oil-fired boiler and help save on water heating costs during the warmer months. He explains: "The prime motivation for installing Worcester's Greenskies solar

panels was to lower the expenditure on my heating bills due to the rising cost of oil. The installation itself was really straightforward and the panels soon started to make a difference to the amount of oil we were using.

"For example, in the April I actually switched the boiler off at the mains and relied on my solar panels throughout the entire summer. Now I hardly use my boiler during the warmer months at all. Even in early March, my solar was working well and on decent days in early April, my cylinder was full with a temperature of

around 60°C at the bottom, which is exactly what we wanted!

"I'm now getting more and more people asking me for ways and means of saving money on their heating and hot water bills and am planning to use my own solar installation to show customers the benefits."

Don't forget! If you install one of Worcester's energy efficient products into your own home, you could be in with the chance of winning a trip to the Norwegian Fjords. Find out more on page 11 of the magazine.





In part two of the history of the Greenstar boiler we look at how Worcester took a brave decision to develop only SEDBUK 'A' rated condensing boilers, which ultimately paid off.

A Star is born – Part 2

All companies must adapt to a changing world, but few sectors have undergone change as radical as that implemented in the UK's heating sector.

"By early 2003 we knew there was a strong possibility that the Government would demand, at some point in the future, that all boiler replacements would have to be high-efficiency SEDBUK 'A' rated boilers," says Martyn Bridges, director of technical support.

"Although we couldn't be certain that the Government would enforce the change, and almost up to the last minute we were expecting a change of heart, we knew that high-efficiency was the future and that we needed to do something specifically for the UK market."

The Government's changes to the Building Regulations, Part L, were a revolution in domestic heating that many in the industry struggled to cope with, but the change was more evolution than revolution for Worcester. "In many ways we were already ahead of the game as we had taken a brave decision in early 2003 to develop a floor-standing condensing appliance which was eventually launched in 2004."

The Greenstar High-Flow 400, a SEDBUK 'A' rated condensing boiler, was ahead of its time for the UK market. "We bit the bullet, despite no Government confirmation, so we were ready and waiting for the legislation to change," says Martyn.

However, the exact specifications of the new SEDBUK 'A' rated range were decided upon in a most unusual setting.

The project team was effectively taken off all other work and pointed at the high-efficiency project.

Paul Stockall, product management team leader, takes up the story. "My recollection is that we sat around Martyn Bridges' kitchen table with tea and toast and asked ourselves a simple question: 'if we could design the perfect SEDBUK 'A' rated combination boiler what would it be like?' The project team was effectively given a blank sheet of paper. "It was daunting at first, but then we realised that we could put all our learning's from previous boilers into the new Greenstar range."

Paul says the project team settled on four key design characteristics, namely installer friendliness, ease of

programming and use, weight and ease of commissioning without specialised tools. "The installer was critical, if he or she looked at the new boilers and saw something familiar, easy to understand and install, we knew we would be onto a winner."

The decision was taken to replace the entire Worcester standard-efficiency range with a new high-efficiency version. Only in this way could the installer be encouraged to join Worcester on the journey to high-efficiency.

Worcester's commitment to this project has been described as the most fundamental ever made by the company, and the wider Bosch organisation played a key role. "The project team was effectively taken off all other work and pointed at the high-efficiency project. We spent a lot of time working with our German and Spanish colleagues to develop a suitable heat cell and electronics. It was a pan-European effort," continued Paul.

The end result was a new fleet of 14 high-efficiency condensing boiler models designed from "scratch".

The new Greenstar range was launched in the UK market in late 2004 and early 2005, a hectic six-month



schedule in advance of the changes to the Building Regulations. "To be honest, that whole period is a bit of a blur. We launched 14 new boiler models in six months," says Martyn.

The response from installers was very positive. "Unlike many of our competitor's products, Worcester installers knew exactly what they were looking at when they saw our new high-efficiency range," continues Martyn. "Amid all the talk of a coming revolution and massive change, they could look at our new boilers and see something familiar which was very comforting."

Now, four years later, the Worcester Greenstar series is unquestionably the UK's most successful condensing boiler, amongst installers and homeowners alike, with more than 1,000,000 manufactured to date.

"It's funny to think that the groundwork for such a successful product was done around a kitchen table, but it's true. The cornerstone of the Greenstar, installer friendliness and compatibility with the private and social housing market is what made it successful at launch and continues to drive its success today."

Crucially, Worcester refused to let the Greenstar rest on its laurels. "We've continued to update and refine the Greenstar range to ensure that it remains contemporary and ahead of market trends," says Martyn. "For example, we have upgraded the accessories to include FX Controls with load and weather compensation. We now also have a pre-formed pipework pack available, which eliminates the need for the installer to pre-fabricate the pipework for a vertical outlet application. The heating sector never stands still, there is always something that can be improved or done better."

MEET STEVE DRUMMOND

Regional sales manager, southern region two

Q. Tell us about your role and your team?

A: As regional sales manager for Southern Region two, I oversee a team of four technical sales managers, three specification managers and a technical sales manager for the renewables products in the London area. I also look after several key accounts in the area and work closely with merchant's managers and directors, ensuring our clients are getting what they need from Worcester and working with them to make sure their businesses are going the way they want them to. It is also important for me to maintain regular contact and build relationships with our customers.

Q. How long have you worked at Worcester?

A: In March 2001 I joined Worcester, Bosch Group as service engineer, and I was 'the man in the van' until April 2005 when I became a TSM for the south west London region. In 2006 I began my role as SM for the same region, including some parts of Middlesex. I was promoted to my current position at the end of 2007.

Q. What did you do before you worked at Worcester? Where did your career begin?

A: From 1987 – 2001, I worked as a service engineer for British Gas. I started with a three year apprenticeship and stayed at the company before beginning my career at Worcester.

When I left school I had the 'what are you going to do with your life' conversation with my parents and I remember saying 'I don't want to be in an office all day, but I don't want to be outside either' – that's when Mum suggested becoming a service engineer, and that's exactly what I did!

Q. What do you enjoy most about your job?

A: There are lots of things I enjoy about my job but the thing I love the most is strangely the pressure or the buzz. I remember being told a few years ago 'with this role come a great deal of pressure, but good pressure' and they were absolutely right. When you've completed a day full of obstacles and deadlines you can sit back and feel a real achievement from what you've done.

It's also great working with such a dedicated and hardworking team. Despite the pressure the industry is under at the moment, it's fantastic to see your team continue to tick all the boxes and achieve their objectives. Seeing them doing well and enjoying their jobs gives me great satisfaction.

Q. What do you like to do in your spare time?

A: My wife and I have four children between the ages of two and nine, so most of our time is spent running around after them. We spent a lot of time doing outdoor activities which we all thoroughly enjoy. I also like to squeeze a round of golf in with a group of friends on a Sunday morning.

Q. Any life-long ambitions?

A: I have been extremely lucky to be able to do some really exciting things in my life, like bungee jumps, abseiling, rock climbing... to name a few! But something that is still on my 'must do' list is a solo parachute jump.

Q. Where do you see yourself in five years time?

A: That's a tricky one as this is still a relatively new role for me and I'm still learning. But in the future I'd love to be given more responsibility and perhaps a higher managerial role within the company. For now I'm concentrating on doing the best I can in my current role.



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 to the right 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, June 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

Write answers below

ANSWER 1: _____

ANSWER 2: _____

ANSWER 3: _____

ANSWER 4: _____

ANSWER 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 July 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 Steve Drummond in this month's 'Behind the Scenes' – here's how you can contact Steve and his team in southern region two



Steve Drummond
 Regional Sales Manager
 Contact Steve on: 07790 489 966
 Areas: AL, BR, CR, DA, E, EC, EN, HA, IG, KT, N, NW, RM, SE, SM, SS, SW, TW, UB, W, WC, WD

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 Technical Sales Manager, gas, oil, solar
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 Areas: E, EC, EN, IG, RM, SS

John Powers
 Technical Sales Manager, gas, oil, solar
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 Areas: AL, HA, N, NW, UB, W, WC, WD + temp KT, SM SW & TW

Bill Soakell
 Technical Sales Manager, gas, oil, solar
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 Areas: BR, CR, DA, SE

Alex Thomas
 Specification Manager
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 Areas: E, EC, EN, IG, RM, SS

Vic Turner
 Specification Manager
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 Areas: BR, CR, DA, KT, SE, SM, SW, TW

Cole Greenwood
 Specification Manager
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