

DIARY DATES

OCTOBER 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.

October

**Plumbing and Heating trade show,
Ramada Hotel, Belfast**
07/10/09 – 08/10/09

**The National Home Improvement Show,
Earls Court, London**
02/10/09 – 04/10/09

Grand Designs Live, NEC, Birmingham
09/10/09 – 11/10/09

PHEX, Manchester United Football Club
13/10/09 – 14/10/09

November

Homebuilding & Renovating Show, Harrogate
06/11/09 – 08/11/09

PHEX, Chelsea Football Club
18/11/09 – 19/11/09

Permanent Exhibitions

Worcester has several permanent exhibition stands around the UK, which give 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



**Free for you:
MagnaClean
RapidTest**

**Did you know?
Worcester's Greenstar range
saves you time and money**

**Greenstar electrical
checks step-by-step**



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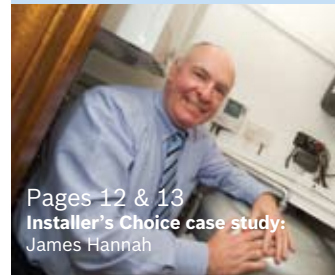
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Welcome from Carl Arntzen

Hello and welcome to the October issue of Installer's Choice. With the busy heating season in full swing we hope business is booming and the magazine is proving to be a helping hand in answering all your heating and hot water related questions. If you have any questions you'd like to see on our new Q&A page feel free to email marketing@uk.bosch.com. We'd love to hear from you.

Last month we talked to John Cross about the quality checks that take place at our factory in Worcester, and this month we've enlisted the help of Phil Bunce and his training team to talk us through the electrical checks that should be carried out during an installation. Turn to pages six and seven to find out more.

Earlier in the month I received an email from Mick Williams of Williams & Co,

he had read about Worcester's interest to introduce a scrappage scheme for old inefficient boilers and wanted to do something about it. On page five you can see details of the petition he has launched, which will go directly to Downing Street.

You also might have noticed something extra with your October issue – we teamed up with ADEY to make sure you get the opportunity to try out the new MagnaClean RapidTest kit. Find out more about the new testing kit on our news pages.

Enjoy the magazine.

Carl Arntzen
Director
Bosch Thermotechnology Ltd

Greenskies solar water heating panels and cylinders

Greensource air source heat pumps

Greenstore ground source heat pumps

Greenstar gas-fired, oil-fired and LPG condensing boilers

All the energy-saving options you need.

Matt Lee, of Solar Smart, Cheltenham, knows the benefits of installing Worcester's range of green heating and hot water systems.

To find out more, call **0845 313 0058** or visit our [website](http://www.worcester-bosch.co.uk).

**WORCESTER**
Bosch Group

www.worcester-bosch.co.uk

ADEY's MagnaClean appeal

Since *MagnaClean* technology was introduced to the central heating sector in 2003 by ADEY Professional Heating Solutions, the high-efficiency, full-flow magnetic filters have become an industry standard.

Now, the independent manufacturer is launching a national campaign to communicate the benefits of *MagnaClean* to every central heating professional and plumber in the UK.

Following discussions with leading industry manufacturers and sector trade outlets, ADEY is accelerating its promotion of the technology which removes virtually 100% of the damaging suspended black iron oxide from existing and new central heating systems. A *MagnaClean* device is designed to work in conjunction with a flushed and inhibited system, consequently Worcester still recommend the system is flushed and inhibited to BS 7593 using one of the DWT approved products. Worcester have particular experience with both Sentinel and Fernox and would consequently recommend their products wherever required.

To support ADEY's heightened communications activity, a new testing kit, *MagnaClean RapidTest*, has also just been launched UK-wide by the manufacturer. The kits are designed to determine which filter is most appropriate for a central heating system – *MagnaClean Professional* or the dual-action magnetic and non-magnetic *MagnaClean TwinTech*.

The *MagnaClean RapidTest* procedure is a simple, two step, process and takes just two minutes to complete.

Engineers run system water over the *RapidTest* magnet for two minutes. Then, having inspected the magnet colour, fit the appropriate *MagnaClean* filter as indicated by the colour coding within the instructions.

"Since its introduction to the market, *MagnaClean* has been embraced by the industry and is today widely considered best practice. We've stepped up our activity to bring the benefits of this technology to every professional installer in the UK," explains ADEY's national sales director, Roger Williams.

"*MagnaClean RapidTest* can be used over and over again and we're hoping it will not only deliver an important communication about the benefits of *MagnaClean* technology and how it

maintains and protects central heating systems, but that it also ensures correct filter selection.

"The new *RapidTest* is currently available free for a limited period as part of our awareness campaign and is being distributed through a number of channels, including this issue of *Installer's Choice*. It's only a small item, but it will be an important addition to every installers toolbox throughout the UK and Ireland," he concludes.

MagnaClean has been developed to maintain domestic and commercial central heating systems with a range of purpose-designed products available to the market. Today, the technology is specified widely by local authorities, housing associations, utilities, as well as British Gas.



In the September issue we talked about the changes to Part L of the Building Regulations. However, we jumped the gun slightly by stating the changes would come into force this year. The changes will in fact go live in October 2010. We apologise for any inconvenience caused.

Bosch voted a Superbrand by the British public



The Bosch brand, a global leader in automotive, consumer and industrial technology, has been voted a Superbrand by the British public in a consumer brand survey, whose results were published at the end of July.

The announcement of the 2009/10 Superbrands list follows an independent selection process that tapped into the views of over 2,100 British consumers. The results for Bosch are as follows:

Consumer Superbrand survey:

- Bosch came 2nd in the 'Household Appliances' category

Business Superbrand survey:

- Overall Bosch is ranked 27th
- Bosch came 1st in the 'Power Tools' category

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

President of Bosch in the UK, Peter Fouquet said: "Bosch has a long history in the UK and has become a brand that people trust and associate with

quality and reliability. In today's tough economic environment, people want to know more-than-ever that they are getting value for money and a product that is built to last the distance.

Voting for Bosch as a Superbrand demonstrates their recognition of these characteristics in our products".

The Superbrand survey, which takes place annually and is in its 11th year, presents brands to consumers and asks them to rank their favourite based on their perceptions of the brands quality, reliability and distinction. It has become a key barometer on the strength of brands across a wide variety of sectors.

Boiler Scrappage Scheme Petition – have your say

According to the 'Energy Saving Trust' - "If everyone in the UK with gas central heating installed a high-efficiency condensing boiler, we would save enough energy to heat 3.4 million homes for a whole year and save around 13 million tonnes of carbon dioxide".

You may recall in *Installer's Choice* July/August we talked to Neil Schofield, head of sustainable development at Worcester, who urged the Government to introduce a boiler-version of its current car scrappage scheme. Neil recaps:

"A scrappage scheme had just been introduced for old cars, designed to kick-start the automotive sector, by offering drivers £2,000 towards a new car or van if they trade in 10-year-old or more vehicles.

"Worcester has since been contacted by Mick Williams, of Williams & Co, who has created an online petition calling for the Government to work with manufacturers of central heating boilers to create a boiler scrappage scheme."

Mick explains: "When the Government announced the launch of the car scrappage scheme, my first thought was how well the same scheme would work to encourage the replacement of old in-efficient boilers.

"When I saw that Worcester was also backing the scheme it prompted me to do something about it.

"I created an online petition at www.number10.gov.uk which is already being well supported by the trade press and several other merchants including, PTS and Grahams. But now we need signatures."



Neil Schofield adds: "It is fantastic to see key players in the heating industry getting involved in something that could dramatically change the way the Government views the industry.

"I have already signed my name to the petition and I urge all of you to join us. If all 46,000 recipients of *Installer's Choice* took just five minutes to sign their name, Downing Street will certainly have to listen."

To have your say, visit <http://petitions.number10.gov.uk/boilerscrappage>

And to find out more about the campaign itself visit www.reheatbritain.org.uk



Michael Vujakovic (left) with Trainer Rob Davenport

High Voltage

– your guide to basic electrical checks

All heating installers should ideally have a basic level of electrical knowledge to be able to work safely and to be able to position boilers in compliant locations even if they do not undertake any part of the electrical side of the installation or any fault finding / repair of boilers. This month we outline some of the electrical checks an installer or engineer needs to carry out should they get involved with the electrical side of the product. All of these are explained and demonstrated more thoroughly in all of Worcester’s gas and oil-fired boiler installation courses:

Most heating installers will not hold a Building Regulations part P qualification but a basic understanding of electrical safety is still very important. Installers should have at least a basic multi-meter which they can carry out the following checks with.

Step 1: Earth Continuity Check

The first test covered on Worcester courses is the earth continuity check. This requires putting the multi-meter onto the ‘continuity’ setting and ensuring the boiler is off with the mains isolated. Then you should place a probe onto the screw box of the fused spur which should be earthed. We then check any earthed wires (green and yellow wires) which lead back to the boiler to make sure they all have continuity to those wires. Most meters have an audible sound for checking continuity consequently if there is no sound or full swing on the meter dial it means there is probably an earth fault somewhere which needs to be investigated before any further work is undertaken.

Step 2: Polarity Check

This procedure makes sure that the boiler and the house itself is wired correctly in terms of polarity. What installers should be checking for is that the neutral and the live are connected the right way round because otherwise you can get what is called reverse polarity. This is where the live and the neutral have swapped places and the live is no longer fused. Surprisingly, virtually all household products will work quite satisfactorily with reversed polarity so it would be wise not to presume that the polarity is correct just because all the appliances in the house work correctly.

To check the polarity with the multi-meter you’ll need the boiler to be powered on and the meter should be set to A/C volts (alternating current). With this check you are testing the voltage between live and neutral, which we would expect to find at 230V. You would then check the neutral to earth and should expect to see a reading of 0V (although there is an allowance of up to 10 – 15V of residual voltage). Finally, you should check live to earth, where again you should pick up a 230V reading. If you get no volts between live and earth and 230V between neutral and earth we can deduce that they have been reversed and therefore need to be rewired.

Step 3: Broken Neutrals

The next check we do is mainly relevant to external wiring controls. For instance, if you have a regular or system boiler that has external controls with the use of a Y or S plan heating system. In this stage we are looking for broken neutrals.

Because you’re dealing with external wiring there is going to be a second junction box, what can occasionally happen is, when the electrician is wiring the neutral to the wiring centre it can often pinch on the insulation. If this happens the neutral actually becomes screwed down onto the outside of the insulation, creating what is termed as a broken neutral. This means that although live and earth are correctly connected, the neutral is not.

If there is a broken neutral, usually you’d have no reading between live and neutral, 230V between live and earth and 230V between neutral and earth. What you get then is a reading of no voltage between all of the live and neutral connections which would give you the impression that the appliance is dead and there’s no power there.

The other downside to this issue is that the earth is probably live as well, which could be very dangerous and cause electric shocks if the boiler is powered on.

The table below clarifies what the readings should be with correct polarity and what readings will be if the polarity has been reversed.

	Correct Polarity (v)	Reverse Polarity (v)	Neutral conductor open circuit (v)
Live and Neutral	230	0	0
Neutral and Earth	0	230	230
Live and Earth	230	230	230

Step 4: Resistance to Earth Test

For this final test installers should set the multi-meter to highest resistance setting. You should put one probe to the screw on the fused spur and use the other probe to touch anything that’s metal on the appliance that you could possibly get a shock from. On each of these parts you’re looking to find a reading of 4 zeros, which indicates zero resistance. So when you touch the pump, the casing, the flue, the pipe work, anything that’s exposed metal and connected to the boiler you should hopefully see 4 zeros every time, this means that you have got no resistance to earth.

However, let’s say for example that when you touch a metal flue connected directly to the boiler and all of a sudden you get a reading of 1200Ω that tells you that you have a very high resistance to earth. As a result, if that part of the boiler is live and you touch it you are going to have less resistance to the electricity than the flue. This means that the current is going to give you a nasty electric shock. If this is the case you need to investigate why the particular part has a high resistance.

All of these checks and many more hints and tips can be obtained by attending one of our training courses so please contact our training team on 01905 752526 or visit www.worcester-bosch.co.uk/training for full details.

BE OUR GUEST



This month, Installer's Choice talks to Chris Adey, managing director of ADEY Professional Heating Solutions and inventor of MagnaClean technology, about the need to focus on innovation and strengthening working relationships in the industry to achieve success in the future.

INNOVATION HOLDS KEY TO SUCCESS

Innovation and closer co-operation hold the key to achieving the UK Government's targets of reduced carbon emissions throughout Britain's estimated 22 million homes - The central heating industry has an important role to play.

It's a challenging task, but at the same time it's an incredibly exciting opportunity for everyone involved in the sector. With Government targets for cutting overall carbon emissions set at 34% by 2020 and up to 80% by 2050 we've got our work cut out, but not only can we deliver, we can exceed these goals with the right approach.

UK homes have been singled out for one of the biggest reductions at around 15% by 2020 and with new homes subject to the Government's proposals for zero carbon emissions by 2016, the central heating sector has clearly defined targets.

As boilers account for approximately 60% of carbon dioxide emissions in an average gas heated home, this gives us an even clearer focal point. This is where our opportunity lies. As a nation, we lead the way in central heating technologies worldwide. We possess the ingenuity, design, engineering and manufacturing skills. Every effort must be made to harness this incredible talent. It's not a time for sitting back and waiting for something to happen. We have to make it happen.

As an industry, we've tended to be rather traditional, but indications suggest this may be changing. New products and initiatives are being taken forward with greater confidence and it's a move that's got to be welcomed and encouraged. There's more that can be done. We've got to start working more closely together in a spirit of greater communication and co-operation across the sector and investing greater resource in new ideas and innovation. At ADEY, we're already fully committed to this undertaking and believe it holds the key to our industry's future success.

This may mean altering business strategies slightly. Instead of going for short-term gain along a well-trodden business path, let's step outside the box and look to the development of totally new technologies, new products and new working practices that will not only serve our businesses, but also our industry and the environment. This has to be the way forward. If it's not sustainable, if it's not renewable and if it's not energy efficient, then it won't help us achieve our long term industry goals.

Major manufacturers can do even more to lead the way with greater investment in research and development, and product development. This will enable successful implementation of the solutions that are clearly out there.



Worcester's own initiatives announced recently are evidence of the change in emphasis. The new accessory range demonstrates that progress is being made. Hopefully, the scope for even greater technological advances will be extended more than we've ever seen previously.

The role of the installer is absolutely vital in all of this and should never be underestimated. The engineer on the ground is the linchpin between consumer and manufacturer and, from first-hand experience, it's abundantly clear that communication channels must be opened wide and maintained for the most effective results. And, the feedback process must work both ways.

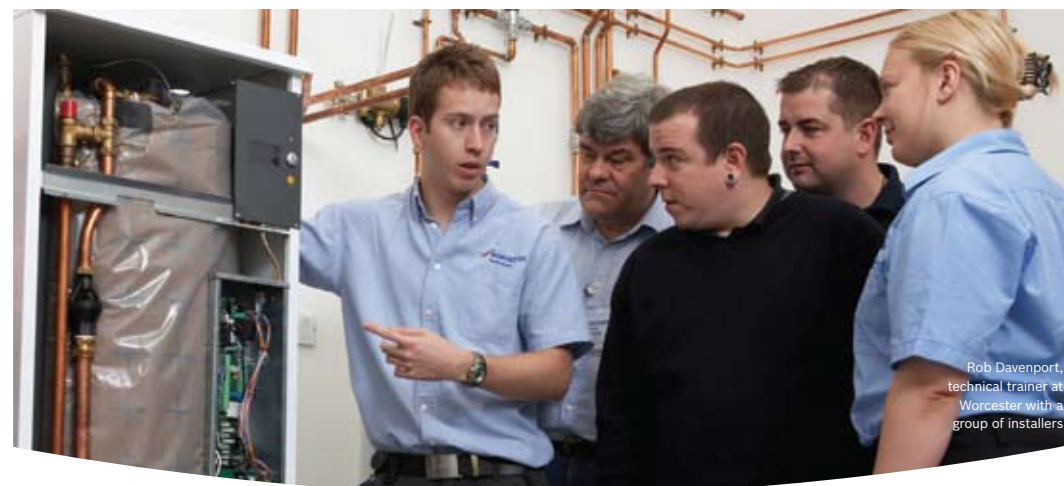
British installers are the best in the world and a forum that taps into this vast reserve of knowledge and ideas would be another welcome development.

A more proactive approach that embraces innovation and co-operation will not only enable us to deliver, and exceed, Government environmental targets, crucially, it will also be extremely valuable for business and the central heating industry as a whole. That's our opportunity. It's exciting and it's got to be good news for everyone.

TRAINING



To meet the legal requirement of EC Regulation 842/2006 (commonly known as the F-Gas Regulation), Worcester has introduced a new training course. Here, Phil Bunce, head of training at Worcester tells us more:



Rob Davenport, technical trainer at Worcester with a group of installers

Reach the **Top of the Class** with Worcester

"The 'Construction Skills F-Gas' training course was launched in line with Worcester's latest renewable product, its Greensource air-to-air heat pumps.

"The refrigerant fluid on the air source heat pumps (ASHP) travels between two units via a pipe installed and tested by the heating engineer. Due to the hazardous nature of a refrigerant, this part of the installation needs to be conducted by an operative who holds the relevant 'refrigeration' qualification.

"Because this is a new area in the heating industry, many heating engineers will not currently hold this qualification - this would generally be something held by trained air-conditioning installers.

"Consequently, heating engineers have to sub-contract this part of the

installation to an engineer qualified in this field - meaning businesses are losing out.

"But by undertaking a training course and assessment to gain the required competencies, heating installers can offer the complete package and increase their business potential.

"The refrigeration course would normally run as a three-day course for air-conditioning engineers however, Worcester has extended its course to run over four-days. As our main customer base is heating engineers who will not necessarily be familiar with this practice, the course has been tailored to ensure those that are experienced in heating, but not refrigeration / air-conditioning have the extra time they need to help digest the more extensive parts of the course, something other trainers don't offer.

"Worcester's course also includes specific product training on our very own Greensource air-to-air heat pumps, so the installer is actually getting two courses for the price of one."

Worcester's 'Construction Skills F-Gas' training / assessment certification course runs in partnership with Business Edge Ltd and is aimed at heating engineers taking their first steps into the heat pump market.

The course covers the following:

- Safe handling of refrigerant techniques
- Pipework and jointing skills
- Recovery of refrigerants
- Intrusive and non-intrusive leak and performance checking of systems

To find out more about Worcester and the courses available visit www.worcester-bosch.co.uk/training

Whitney based heating and plumbing installer, Jim Dickson, has scooped one of Worcester's monthly E2020 Awards for the second time in three years.



Whitney Installer Doubles Eco Awards Tally

Jim, who owns J & B Dickson Plumbing and Heating, was presented with one of the 12 national monthly prizes in the Environment 2020 Awards organised by

The award was won for a project which saw Jim install an ambitious new environmentally-friendly heating system in a new-build home in Oxfordshire with three Greenskies high-performance solar water heating panels on the roof alongside a 9kW Greenstore ground source heat pump, 100 litre Greenstore heating accumulator in the utility room and a Greenstore 280 litre cylinder.

Jim said: "The customer wanted their home to be as efficient as possible in terms of heating and hot water

provision so we specified the best system for the job and they're over the moon. Their new home is stunning and the impact on their heating bills is very welcome indeed."

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

The Environment 2020 Awards initiative is an annual competition organised by Worcester and recognises installers who take an

environmentally responsible approach to their work.

The scheme also rewards the artistic efforts of young people up to the age of 16 who have created an outstanding piece of artwork that highlights the need to be energy efficient and addresses the causes of climate change.

For further information and to download entry forms, please visit www.worcester-bosch.co.uk.

Get Cash-Back for your Customers with **Greenstore**

Worcester's ground source heat pump cash-back continues throughout 2010



Worcester's 2009 ground source heat pump (GSHP) cash-back promotion has proved extremely popular with green-thinking home owners across the UK. These consumers have enjoyed cash-back on their purchase as well as benefitting from the efficiency and savings that a Greenstore GSHP provides...

Worcester will continue to support the installation of Greenstore ground source heat pumps into 2010, offering home owners a significant £1,500 cash-back when purchasing a GSHP before 31st December 2010*, with the new scheme starting on 1st January 2010. The current cash-back offer will come to an end on 31st December 2009**.

Ground source heat pumps take thermal energy stored in the ground and convert it into usable heat to feed a hot water cylinder, radiators and underfloor heating. Combined with solar thermal panels, which use the sun's energy to generate heat and provide up to 70% of a home's hot water for free annually, the system will significantly reduce the amount

of harmful carbon emissions released into the atmosphere compared to a new boiler heating arrangement, which means it is much better for the environment and reduces fuel consumption.

**All claims for 2009 will need to be received by 31st Jan 2010

*Terms and conditions apply

More information can be found at www.worcester-bosch.co.uk

INSTALLER'S CHOICE

Spotlight

James Hannah, Hannah & Howie Services Ltd



As a Worcester Accredited Installer, Glasgow-based James Hannah, of Hannah & Howie (LPG Gas) Services Limited, decided that as his company was installing nothing but Worcester products it was only right that he installed a Worcester boiler in his home. He explains:

"I was thinking of changing my inefficient 19-year old boiler for a Worcester Greenstar 30Si combination model when I visited Worcester's factory in Warndon. The tour of the factory was excellent and the discussion about the various products Worcester offered was enlightening. In particular the renewable energy products including the Greenskies solar panels and the Greenstore ground source heat

pumps. I was so impressed that as soon as I got home I phoned my local merchant and ordered a Greenskies solar thermal heating kit.

"Two of my engineers, who have been on the Worcester Greenskies solar training course, carried out the installation at my home in September 2008 and the results to-date have been fantastic. My LPG gas bills had been increasing over the years,

but since I've had the solar panels installed, my monthly bills have reduced to the point where I am now in credit with Calor for the first time in 19 years.

"I've now got the renewables bug and plan to have a Greensource air-to-water heat pump installed. My aim is to use renewable energy to provide all my heating and hot water and get rid of LPG forever."



NEW PRODUCTS



As we continue to update and expand our product range, it is vital that we keep you, the installer, up to date. We listen to your feedback and update our products to ensure they are easy to install and offer unique benefits to your customers. Here Steve Lister, director of sales, tells us what's new:



Did you know?

Did you know Worcester has a new range of intelligent controls including weather compensation?

- The FX range of controls enhances the efficiency of the Greenstar CDi combi, system gas-fired boilers and Greenskies solar panel systems.
- ISM1 - Intelligent Solar Module - enables integration of Greenskies solar installations with an FX control and Greenstar CDi System boiler for optimum efficiency.
- The new FR10 intelligent room thermostat can be used in conjunction with either of Worcester's plug-in time controls, MT10 or DT20, on all Greenstar CDi gas combi and system boilers.
- FX controls are compatible with Greenstar CDi System boilers fitted with the optional integral diverter valve only.

Did you know installing Worcester's Greenstar gas-fired boilers saves you time and money?

- Every Greenstar gas-fired wall-hung boiler has a routing channel or a cavity within the wall-mounting jig to allow a pipe behind facility which negates the need for an extra or optional wall-spacing frame and the time it takes to assemble, saving you time and money.
- A vertical pre-bent piping kit is available for the Greenstar Si, i Junior and i System which saves you up to 30 minutes installation time. The kit includes four pre-bent pipes and an earth bonding strip. Part number 7 716 192 570.
- A Condensfit II short flue extension (220mm) is available as an alternative to purchasing a 1m extension which saves you up to £25 plus the time to cut the flue to the correct length. Part number 7 716 191 133
- Every Worcester Greenstar gas-fired boiler is also available in an LPG variant as standard which saves the time used to carry out a conversion, and no flue gas analysis is required when commissioning the appliance providing the incoming gas pressure is correct.

Did you know Worcester has a new range of Greenstar floor-standing gas-fired boilers?

- An updated version of the Greenstar Highflow 440 – the Highflow 440CDi – which is now compatible with the same range of controls as the wall-mounted Greenstar CDi and Condensfit II flue system and plume management kit.
- A new output has been added to the Greenstar Highflow range - the Highflow 550CDi - which has a DHW flow rate of up to 25 litres per minute.
- Joining the Greenstar floor-standing range are the FS 30CDi and FS 42CDi Regular (heat only) boilers that are ideal for the replacement market.

Did you know Worcester's Greenstar condensing gas-fired boilers could reduce your customers' energy bills and reduce their carbon footprint?

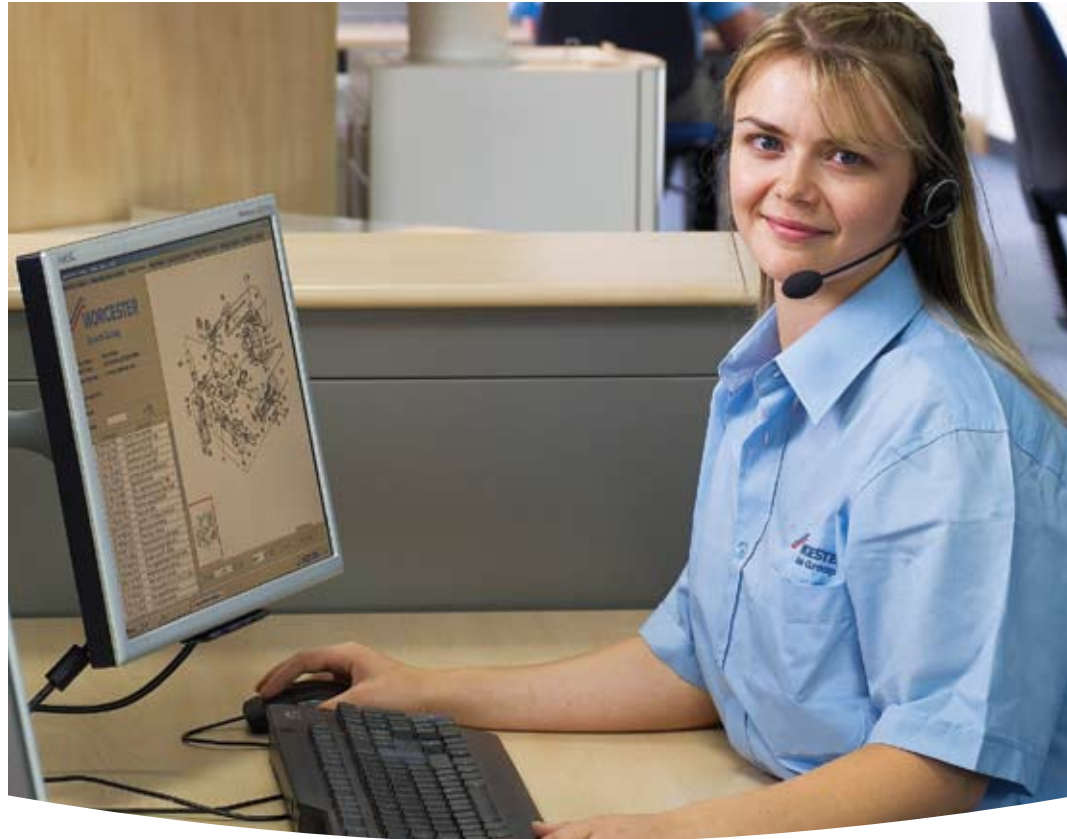
- Greenstar CDi combi boilers condense when delivering hot water as well as condensing in central heating mode – more efficient operation – using less gas for the same amount of hot water.
- The Greenstar CDi combi range has a modulating pump which can save up to 30% in running costs compared to a standard-efficiency pump.

To find out more about Worcester's full range of 'A' rated condensing boilers and renewable heating technologies go to www.worcester-bosch.co.uk or speak to your local representative.



To make sure you're always one step ahead of the competition, we've enlisted the help of Brian Murphy, engineering services manager, and the technical services team at Worcester to answer the questions you've been asking.

Your questions answered



Q I have an existing boiler centrally sited in a house. Can I flue a gas-fired condensing boiler vertically up a chimney?

Currently all of Worcester's Greenstar wall-hung gas-fired boilers use a room sealed flue and have no option to flue up a chimney or duct. However our new Greenstar FS CDi regular boiler also has an option to use our gas flexi flue liner. The liner comes in a length of 12metres which is suitable for most domestic installations.

Q Can I have the part number for...?

We often get calls to ask for a part number for different products. But did you know that our spare parts CD is available free of charge and can be ordered through our literature line on 01905 752556 or go to www.worcester-bosch.co.uk and order online. You will then have all Worcester part numbers with you at all times.



What is the difference between a FKC and an FKT solar panel?

Both types of solar panel absorb 95% of the available solar energy. However, the FKT panels have a lower emission rate (5% as opposed to 12% on FKC). The emission rate relates to the amount of energy lost from the panel, the lower rate for the FKT panel results in a higher zero loss efficiency.



Do you do a plume management kit for your Greenstar oil-fired boilers?

Currently Worcester does not produce a plume kit for the Greenstar range of oil-fired boiler. However we do manufacture an external oilfit flue kit which can be used to re-position the flue terminal. It is something we are planning so watch this space for further details. For more information on the external flue kit please visit our website www.worcester-bosch.co.uk



Can I use plastic pipe work with a Greenstar oil-fired boiler?

Plastic pipe work can be used on Worcester's Greenstar oil-fired boilers up to the 25/32 kw models. But please note: at least 1m of copper will need to be installed from the boiler before connecting to any plastic pipe work.



Can I use solar with an existing combination boiler?

Presently Worcester Combination boilers will not accept high temperature pre-heated water and therefore we would recommend that a solar water heating system is used with a traditional or conventional storage system, one with either an open vented or mains pressure domestic hot water storage cylinder. Alternatively if you have a Combi installed you could continue to use the Combi to provide hot water to a reduced number of outlets and connect a solar heated cylinder to the heating side of the Combi with an S-Plan arrangement. The remaining outlets can then be provided from the new solar system. Details of this are downloadable from our website where a full schematic diagram is shown.



Can I use your plug-in programmers with your system boilers?

You can use the Worcester plug-in programmers with a system boiler providing you are using a Worcester integral diverter valve. Remember to keep it all internal or all external. To explain: if you are using externally sited motorised valves then you should use an externally sited programmer.

For more frequently asked questions please visit our website www.worcester-bosch.co.uk

Win with Worcester!

For your chance to win one of three Professional Bosch GDR 18VN Naked Impact Driver's, worth £250 each, simply take a look at these two images 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*, October 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

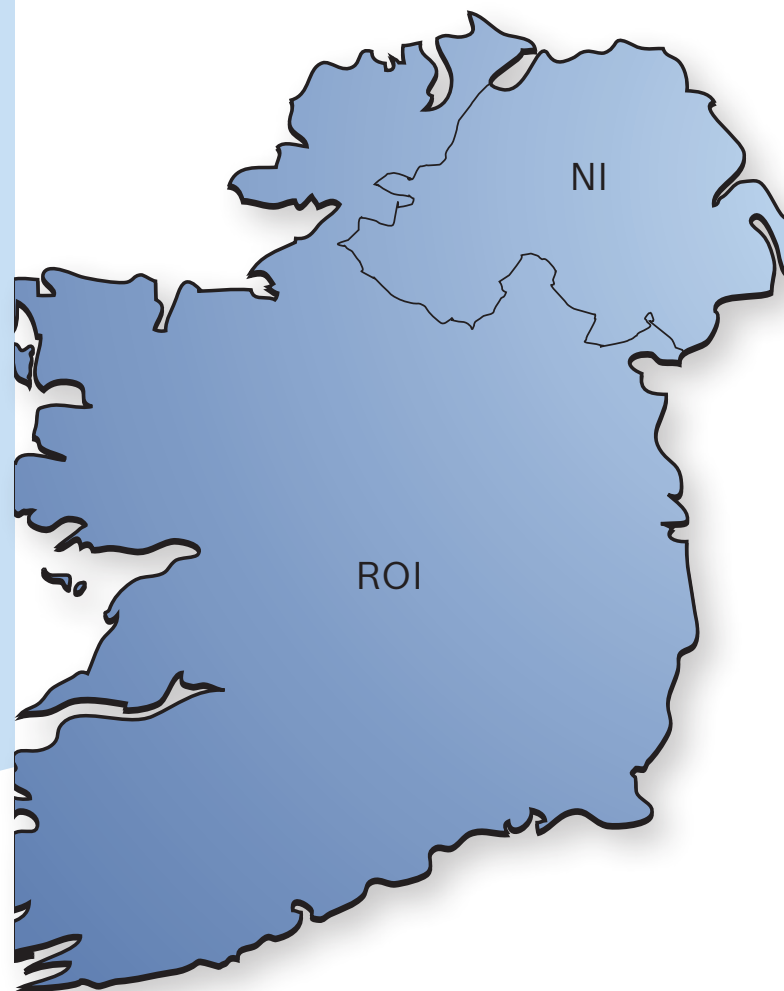
Good Luck!

Differences	
1) _____	Name: _____
2) _____	Business Name: _____
3) _____	Business Address: _____
4) _____	Daytime Telephone Number: _____
5) _____	Email: _____
	Tick box as appropriate:
	<input type="checkbox"/> I would like to receive further information from Worcester, Bosch Group.
	<input type="checkbox"/> 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 November 2009

Keep in touch

Worcester now has a full sales team in Ireland. Including a regional sales manager, three technical sales managers and two engineers to support installations across the country, as well as a dedicated trainer.

To make sure you can contact the right Worcester representative for Ireland, we've listed below the contact names and numbers you need.



Ray McClay regional sales manager, Ireland
 Contact Ray on: 07767 432 567
 Area: **BT and ROI**

Alan Chambers, technical sales manager for gas, oil and renewable technologies, NI
 Contact Alan on: 07790 489 573
 Area: **BT**

Shane Smith, technical sales manager for gas, oil and renewable technologies, ROI
 Contact Shane on: 00353 (0) 876 847 158

Des Smyth, technical sales manager for gas, oil and renewable technologies, ROI
 Contact Des on: 00 353 (0) 876 605 686

Alex Murray, engineer, Ireland

Tony Gallagher, engineer, Ireland

Tom Bowen, trainer, Ireland