

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.

November 2009

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

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

December 2009

Smart Energy, Bobby Moore Room, Wembley Stadium
01/12/09 – 02/12/09
Organised by the Renewable Energy Association

Permanent Exhibitions

Worcester also has 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



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



**What's burning in oil?
- The future of the
oil industry**

**Gas Safe Register
- Crackdown on
illegal gas fitters**

**- Spares Profile goes from
strength-to-strength**

5 Training Academies plus links with over 130 training providers around the UK

Industry recognised qualifications and assessments including OFTEC and unvented DHW

Mobile training vehicles with operational products

Over 16,000 installers trained with Worcester last year

All the training you need.

For a hands-on training course with Rob Davenport or one of our other 15 trainers at Worcester's award-winning facilities, call **01905 752526** or visit our website.


WORCESTER
Bosch Group

www.worcester-bosch.co.uk

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Welcome from Carl Arntzen

Hello and welcome to the final issue of Installer's Choice for 2009.

It's been a busy year; from our Royal visit at the start of the year, to a new range of controls, new additions to our training portfolio, and the 1,000,000th boiler rolling off the tracks in April - it's easy to see why 2009 has flown past!

We end the year by celebrating our recent OFTEC award win, with an update on the oil industry and the introduction of Worcester's new external system boilers, see pages 6 and 7 for more information.

There's also an update on Worcester's rapidly expanding 'Profile Stockist' scheme on page 18, with details of how to find your nearest Profile spares stockist. We've teamed up with Fernox for our last competition of the year, and also hear from the Gas Safe Register on their fight to gain control over illegal

gas fitters following the launch of their new TV ad.

Despite all the high points we know 2009 has been a challenging year for many of you, with fewer sales and homeowners increasingly cautious about spending. However, the future is looking bright, issues surrounding fuel efficiency and greener living continue to dominate the headlines and so we hope 2010 will see businesses booming again. Until then we will continue to provide you with all the information and products you need to ensure you're ahead of the game. But if there's anything in particular you want to read about in your magazine let us know.

Best wishes for the festive season from everyone at Worcester!

Carl Arntzen
Director
Bosch Thermotechnology Ltd

Worcester's online calculators go live!

Worcester has launched three online calculators which are available on the website.

The **Solar Calculator** calculates the amount of hot water that can be saved and recommends the Greenskies system that would best suit the property.

The benefits are shown as the estimated annual energy saving (kWh), cost saving (£), and CO₂ saving (t). An indication is also given to the number of free baths/showers and equivalent miles travelled in a car.

The **Carbon Footprint Calculator** calculates and assesses the users personal carbon footprint.

Both can be found in the homeowner area of the website.

The **SAP 2005 Solar Thermal Calculator** calculates the performance of a solar system according to the government's Standard Assessment Procedure (SAP 2005) based on the number and type of panels, size of cylinder, orientation and size of property and can be found in the installer area of the website.

The solar thermal calculator provides the installer with accurate specification information in accordance with the Building Regulations requirements.

The information is also essential to demonstrate compliance with the requirements of the MCS (Microgeneration Certification Scheme) should the installer be registered.

The benefits are shown as the annual solar input (kWh), cost saving (£), and CO₂ benefit (t).

To view the calculators visit www.worcester-bosch.co.uk

Institute of directors visit Worcester

In September Worcester welcomed dignitaries from the Institute of Directors (IoD) to its headquarters, recognising our commitment to the development of students and apprentices in the heating industry.

Eight members of the IoD, led by director general Miles Templeman

were treated to a factory tour and presentation of our successful training and student initiatives as part of a wider visit to the city of Worcester.

The Institute of Directors is Europe's largest membership organisation for business leaders which provides support to companies around the

UK. The committee is renowned for promoting the importance of education and supporting young people through the early stages of their careers and were keen to visit Worcester to learn more about the good work they do with colleges and apprentices. Read more about this year's newly qualified apprentices on page nine of this issue.



Follow Worcester on Twitter

Keep up to date with the daily goings on at Worcester, Bosch Group by following us on Twitter – <http://twitter.com/heatingyourhome>



The proposed revisions to Part G of the Building Regulations, due to come into force in October 2009, have been postponed until April 2010.

A spokesperson from the Home Builders Federation said: 'Certain issues surrounding the consultation won't be resolved in time for the proposed schedule.'

For more information visit www.communities.gov.uk

FREE – online heat pump training

Worcester has launched a free online heat pump training course, which is available on the website now.

The heat pump course covers Greenstore ground source heat pumps and Greensource air-to-water heat pumps. (Air-to-air heat pump training will be covered by a separate online course in the future.)

The training offers an overview of the product range, how the heat pumps operate (using an animated diagram), the internal workings, features and benefits and also offers guidelines on heat pump sizing and installation. It also features a video on a Greenstore ground source heat pump installation.

Navigation of the course is easy – there's a step-by-step guide, and the

menu option can also be used to link to alternative sections of the website. At the end of each module, a quiz will help ensure you've got to grips with the products.

This is the latest part of our strategy to provide a true 'on-line academy' enabling installers to undertake training and tuition on a number of subjects. We intend to broaden the subjects that are available as we progress allowing delegates who are booked onto a Worcester Course at one of their centres to undertake some pre-learning prior to attending. This will allow the actual time spent off the job to be reduced and perhaps allow a 2-day course to become a 1-day course.

Go to: www.worcester-bosch.co.uk/onlinelearning and don't forget to let us know what you think of the course.



Worcester's Solar packages available as part of the LCBP

Phase 1 and 2 of the Low Carbon Buildings Programme (LCBP) has recently been extended following an increase in government funding earlier in the year. The schemes are open for all products and installer companies registered on the Micro-

Generation Certification Scheme (MCS), and now include all Worcester Greenskies solar water heating panels with the Solar Keymark and those listed on the Carbon Trust's Environmental Technology List (ETL). For more information

on the LCBP and for details on how to make a claim visit www.lowcarbonbuildings.org.uk. For an up-to-date list of all Worcester products that are eligible please visit www.microgenerationcertification.org or speak to your local representative.

Several readers spotted that in our October issue the 'Reverse Polarity' figures on page seven had themselves been reversed! The correct version of the table is shown below.

	Correct Polarity (v)	Reverse Polarity (v)	Neutral conductor open circuit (v)
Live and Neutral	230	230	0
Neutral and Earth	0 – 15	230	230
Live and Earth	230	0	230



Worcester's Greenstar Heatslave External oil fired condensing boiler

What's burning in oil?

Following the introduction of Worcester's wall-hung oil-fired boilers last year and the recent addition of the Greenstar Camray System External series, Martyn Bridges, director of marketing and technical support, updates us on the current situation and the future of the oil-fired boiler:

'The launch of Worcester's Greenstar Camray System External series last month means Worcester can now offer a complete range of condensing oil-fired boilers to its customers.

'An oil installer will choose a brand based on a number of factors, but generally will opt for the manufacturer who can offer a complete range of boilers. This is not always the case with a gas installer who could use one manufacturer for their combi's and

another for regular or system boilers. Oil installers on the other hand generally want a one-stop-shop, and with roughly nine out of ten oil installers servicing the boiler for its entire life, it's clear to see why.

'Being able to come to a single provider means the installer only has to carry one set of spare parts, keeping van stock to a minimum, and they can become an expert on their chosen brand of boilers.

'Sales of wall-hung oil-fired boilers are significantly slower than their gas-fired counterparts, in fact it is almost a complete reversal of the gas market where over 95% of boiler sales are wall-mounted. In the oil-fired boiler market around 10% of the market is wall-hung with 90% being floor-standing. The construction alone means they're relatively large and heavy, compared to gas boilers. But when space is at a premium this is where they come into their own.



James Moulton, receiving the Silver Award for Service & Commissioning Technician of the Year

'Being an oil-fired boiler manufacturer you have to take into consideration the requirement for a variety of models. There are many more applications needed for an oil boiler installation and if Worcester didn't provide all of them, some installers would simply move their business to someone who does.

'Worcester's wall-hung oil-fired boiler series is a niche market with the volume of sales being smaller than floor-standing. Our latest edition (external system boilers) will also be sold in comparably small volumes when compared to internal boilers but it's an investment worth making when we can now offer the complete package to our customers.'

Oil-fired up

Oil boiler sales have been surprisingly buoyant, considering the current climate. However, there are significant changes on the horizon in the form of the Energy Using Products (EuP) directive, which is set to cast a threat over the future of the industry. Martyn continues;

'The revised targets for NOx emission levels state that the oil burner must emit no less than 105mg per kW hour of NOx, a more realistic target than the previous 40mg per kW hour,

and perhaps something that may be achievable for the industry, given time.

'The EuP has also set a target efficiency figure of 75% which will cause issues with the oil boilers we have today. Worcester is lobbying the Government, DEFRA and the European commission and we hope that a sensible conclusion will be reached – otherwise there will be serious questions raised over the future of the oil boiler as it stands.'

Worcester awarded OFTEC marketing prize

Worcester scooped the Marketing Campaign of the Year prize at the 2009 OFTEC Awards held at the City West Hotel in Dublin.

The accolade was for Worcester's innovative Energy House campaign which provides an interactive online comparison tool featuring 'real-life' homes of varying sizes and occupants, allowing consumers to see what type of high-efficiency or renewable heating technology solutions would be best suited to meet their requirements.

The gala ceremony was hosted by comedian Roy Walker, and Martyn Bridges collected the award from the category sponsor Plumbfix.

Martyn comments: "We're extremely pleased to have won this award. We are very proud of our Energy House campaign which has proved to be a valuable resource for thousands of consumers. The Worcester Energy House that we own has not only received thousands of website visits, it has also had hundreds of personal visits from our customers after they have attended our factory tour. The initiative has exceeded all our expectations, and with developments and new case studies being added to the website on a regular basis, we see it as one of our core marketing features for many years to come."

It didn't stop at one award on the night either as one of Worcester's engineers, James Moulton, claimed the bronze award in the Service and Commissioning Technician of the Year category.

Martyn Bridges added: "James has only been in his role at Worcester for four years so to have even been shortlisted is an incredible achievement. He is an exemplary technician and extremely highly valued member of our team. Well done James."

For more information about the energy house campaign or Worcester's products and services, visit www.worcester-bosch.co.uk

BE OUR GUEST



Whilst the heating and plumbing industry has always been quietly supportive of innovation, it's also fair to say that until recently, the accessibility and integration of products driven by new technology has encountered challenges at 'everyday' level. Say's Aqualisa's technical director, Chris Gee:

MAKING INNOVATION AND TECHNOLOGY WORK FOR YOU

A good analogy might be the luxury car sector; most of us appreciate the design and sophistication of prestige brands, but in reality how many of us are prepared to a.) make the investment and b.) 'live' with such ingenuity in our day-to-day lives?

However, the economic climate of the past two years has changed the way innovation is perceived. And instead of those products that have been driven by technology being mothballed and regarded as out of bounds, quite the opposite has happened. Why? Because in tough times, it's the products that do the job – reliably, efficiently and with the least amount of hassle – that go to the top of the leader board. Good innovation is actually about inclusivity and whilst a product can score 10 out of 10 for intelligence, most installers believe that if it can't make their lives simpler and deliver a better and improved experience for their customer, it's probably not going to make it out of the box.

So if ever there has been a time to discover those products that are truly innovative, it is now. Like your customer, the chances are that you'll have categorised your plumbing purchases into those that are 'nice to have' and those that are necessities. So, why not be brave and embrace

technology? In more prosperous times, there's often no need to step outside the comfort zone and it's sometimes easy to be dismissive about new products. However, the majority of installers now realise that they need to find a way of delivering more for less and want to ensure that their customers feel they have received quality, value for money and products that are designed to withstand the test of time. Increasingly, they're looking towards the products of innovation and are discovering that getting to grips with relatively new technologies is one way of surviving.

Digital technology is just one example of how something that is genuinely innovative can work to both you and your customer's advantage. Perhaps,



along with its contemporaries – solar energy, heat pumps, the trend for wet-rooms and a whole raft of eco inventions – you might have overlooked it. Now, if you want to take the number of showers you can install in a day from one to as many as possibly three – preferably without undertaking major plumbing works and/or making-good for days on end – or if you need a shower that is capable of working with, as opposed to against a combi boiler, there is only one technology you need to be familiar with: digital. Similarly, if you've got to install an inclusive bathroom and need a bath/shower mixer that can be activated remotely, look no further than digital.

So, whilst it's always easier to stay with the products and technologies you know, to do so means that you could be missing out on the kind of innovation that could really make a difference to you, your customers and let's be frank, your cash-flow. This is innovation at its very best – accessible, affordable and there for everyone. And as challenging as this credit crunch is turning out to be, at least it's given those manufacturers and products that are truly committed to turning innovation into tangible, installer benefits the opportunity to stand out from the crowd and shine!

APPRENTICE OF THE YEAR



The 2009 Apprentices



Gareth Dodd, Apprentice of the Year, 2009 with his certificate and award

Worcester launches careers for 18 new engineers

Following an intensive two-year apprenticeship programme, devised by Dudley College and Worcester, last month 18 apprentices took their first steps into their new careers as fully qualified heating engineers. But it was 23 year old Gareth Dodd, from Cardiff, who scooped the top prize as 'Apprentice of the Year'. Worcester's Regional Service Operations Manager, Allan Ovington, tells us why:

"It was a tough process this year, as there were so many strong contenders, but the feedback Gareth received from Dudley College really swung it. His drive and enthusiasm to succeed was a testament to his personality."

As well as Allan, the selection panel also included members of Worcester's Service Management team Brian Murphy, Matthew Broadway and Mel Randall – who all agreed Gareth was the deserving winner.

Apprentice of the Year, Gareth Dodd, comments: "I am over the moon to win

Worcester's 'Apprentice of the Year' award. I began the apprenticeship without any experience on the gas side of the industry, having previously taken a City and Guilds in plumbing. The scheme, and my mentors, took me through the process of installing and servicing gas-fired boilers, giving me the hands-on experience and knowledge needed to help me succeed and progress in my chosen career.

"I couldn't have made it without the support of Jamie De'Paul of Heat Smart in Barry – and I'd like to take the opportunity to thank him and the team at Worcester for all their help and support.

"For anyone looking to progress a career in the heating and hot water industry I'd say don't let anything hold you back. I have suffered from dyslexia for many years. But by asking questions and with lots of determination, I managed to succeed. It takes time and hard work, but it's worth it and I'd thoroughly recommend it to anyone."

Allan continues: "Worcester introduced the Apprenticeship Programme to bring new talent into the industry. By creating a company-wide initiative where each apprentice is trained by an experienced Worcester professional, the company plays an instrumental role in developing them and ensuring the quality of Worcester's brand and products continues and helps to shape the future of the industry.

"Each of the 18 apprentices made a significant commitment to be involved in the scheme – which was clear from the feedback of their peers.

"Many employees at Worcester, including directors, undertook an apprenticeship that laid the foundations for their career – proving how beneficial a scheme like this can be."

Worcester is committed to the development of the engineers of the future and will continue to support apprentices with its comprehensive training programme and dedicated staff.

Vince Kelly, who runs his own plumbing and heating business in Cornwall, won one of Worcester's Environment 2020 awards for his eco-friendly work.



Cornwall Installer Kelly Claims National Eco Award

Vince claimed Worcester's monthly prize in the Environment 2020 Awards in September last year for the installation of a Greenstore ground source heat pump.

The Saltash based installer was approached by his customer who was keen to do his bit for the environment and asked Vince about his options.

Vince explained: "The installation was at an impressive barn conversion in Ugborough near Plymouth. The customer wanted the new heating system to be energy-efficient and save them money in the long term,

so I recommended a Worcester Greenstore ground source heat pump as they had plenty of space for the underground collectors and it's the most energy-efficient heating technology on the market at present. At the time of installation, the owners have only just moved in but were delighted with the system. This was my first ground source installation but since we completed it we've already

started three more jobs for other customers."

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

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

Ian Stewart, James Stewart & Son



Ian Stewart, of James Stewart & Son in Kelso, Scotland, built his own house on a plot of land purchased specifically with the intention of constructing an environmentally friendly home.

“One of my objectives from the start was to make the house as environmentally friendly as possible” says Ian. “I had always thought about installing a ground source heat pump and solar panels, but I wasn’t too sure where to begin.”

Ian turned to Worcester for help, not only for environmentally friendly heating products, but also for help in the planning and design of the entire heating system to ensure maximum efficiency and energy saving. Worcester

recommended a Greenstore system 11kW ground source heat pump and its range of Greenskies FKC solar panels. “The combination of these two products satisfies all our heating and hot water requirements whilst using sustainable energy from the ground and the sun” says Ian.

Ian adds that his conscience also played a role in his decision. “Having two young children, under the age of four, and hearing on a daily basis the damage we are doing to our

planet I feel that we should all be looking for ways that we can reduce our own carbon footprint and help reduce global warming. In building an environmentally friendly house we are hopefully showing that people and companies are starting to think about our planet and how it will affect not just the next generation, but also many more generations after that.”

To find out more about Worcester’s products visit www.worcester-bosch.co.uk

Ian's Greenskies solar water panels in-situ



Win with Worcester!

Leading water treatment specialist Fernox has launched a groundbreaking new in-line filtering device which uses powerful hydrocyclonic and magnetic principles to remove contaminants from system water. The Fernox Total Filter TF1, in combination with Fernox 'F' range chemical water treatment products, now makes it even easier to ensure a central heating system's long lasting performance. The technology behind the Fernox Total Filter TF1 allows the unit to remove and contain both magnetic and non-magnetic contaminants without restricting water flow.

The Fernox Total Filter TF1 is simple and fast to install with all parts included. Incorporated as part of the design is a dosing point for the Fernox 'F' range of chemical water treatments which provides an easy way for installers to dose the system with chemical water treatments in accordance of Part L of the Building Regulations

The Fernox Total Filter TF1 can be connected, vertically or horizontally, directly onto 22mm and 28mm pipe work using the valve fittings provided.

Once installed, it can be cleaned in second's in-situ without having to remove or dismantle it – saving time spent on-site.

All Fernox TF1 filters are manufactured in the UK and rigorously tested for technical superior performance and reliability as well as hassle-free installation and ease of use.

For further information about the Fernox Total Filter TF1 visit www.fernox.com.



Fill in the form below with your answers and send it back to the editorial office: **Installer's Choice, November 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.**

Good Luck!

Fancy trying The Total Filter TF1 for yourself? Fernox is giving four lucky readers the chance to win one by simply answering the following question correctly:

Q. The Fernox TF1 can be connected to which of the following pipework?

- A) 22mm and 28mm
- B) 32mm and 38mm
- C) 42mm and 48mm

ANSWER: _____

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 January 2010

Turning up the heat on illegal gas work



The heating and ventilation industry has talked for many years about the risks posed by illegal gas work but has struggled to find solid evidence about the size of the problem, until now. The publication of shocking new research from the Gas Safe Register reveals that 'cowboy' gas fitters are doing a quarter of a million gas jobs each year, including fitting and servicing appliances.

The study estimates that 7,500 hard core illegal gas fitters are doing these jobs without the skills or the qualifications to work on gas.

Gas Safe Register has classified this group as potentially the most dangerous type of illegal gas workers in the country; they are a prime target of its national investigations team.

Phill Brewster, Gas Safe Register's national investigations manager said: "Gas and cowboys do not mix, it's a fact.



"One in 10 of the illegal gas installations we investigated in the last nine months have been Immediately Dangerous and we had to disable the appliances straight away to make them safe. Over a third of these were leaking gas, and almost half had faults that could lead to lethal carbon monoxide exposure. So, with our research showing that illegal gas fitters do 250,000 jobs in our homes each year, it's worrying to think how many of these were also left in a dangerous state."

Profiling illegal gas workers

For the first time, the research has allowed Gas Safe Register to develop an accurate profile of those most likely to be involved in illegal gas work.

The survey work has found that more than half of illegal gas workers are sole traders, with another third working for companies employing fewer than four people. As well as carrying out gas work, many also undertake plumbing jobs (90%), bathroom fitting (81%), kitchen

fitting (67%), general building (43%) and electrical work (43%).

Gas Safe Register believes a higher percentage of illegal gas fitters advertise their services online and in local papers as fewer checks for registration are carried out. In contrast, directories such as Yellow Pages and Thomson Local check for registration, so few illegal gas workers advertise their services as for example, 'gas fitters.'

Gas Safe Register's investigation team are searching out illegal gas fitters around the country who are not registered. They also investigate registered engineers that carry out work they are not qualified to do, as Phill explains:

"We want everyone to understand that different types of gas work require different qualifications. Just because someone is qualified and registered to work on one gas appliance, for example gas boilers, does not mean that they are automatically qualified to put in a gas fire. If they do this, the work is illegal and potentially life threatening. The

work that engineers can legally do is listed on the back of their Gas Safe Register card – it's so important the public checks this every time they have work done."

Gas Safe Register is also urging the public to nominate their property for a free gas safety check if they have had gas work done in their home in the last six months.

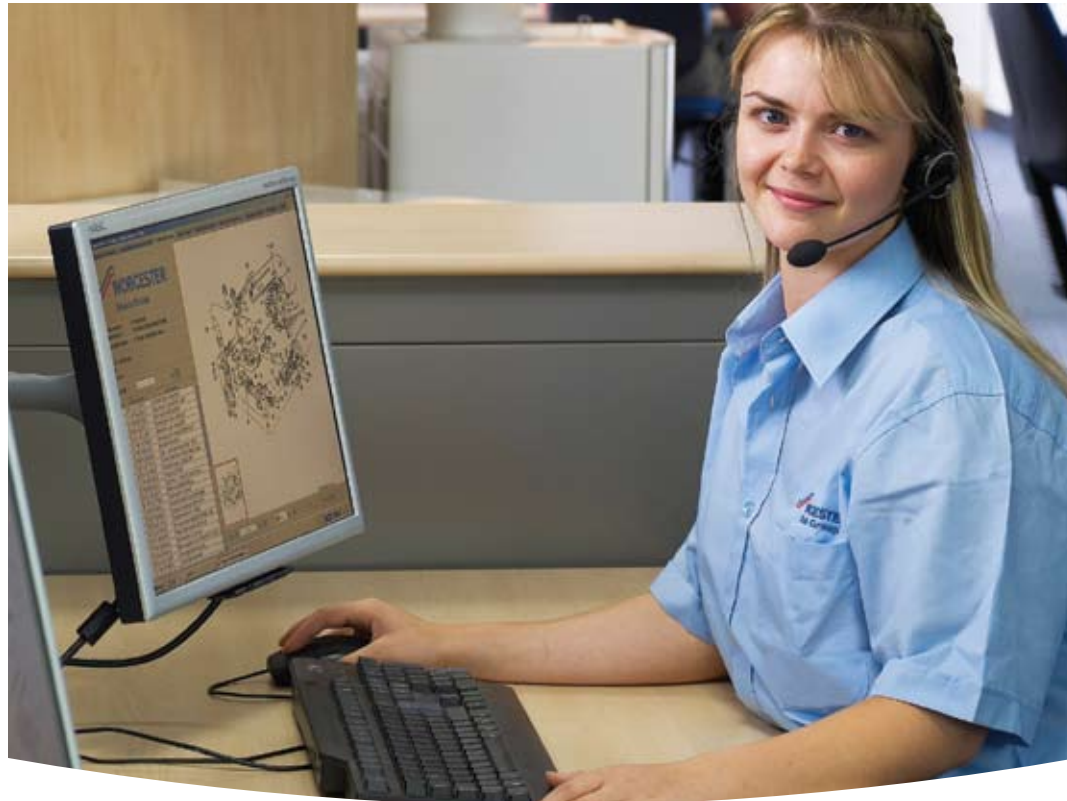
Phill added: "In the right hands gas is perfectly safe, but in the hands of an illegal gas fitter it can kill. We are urging people to help us to protect them by always asking for and checking the engineer's Gas Safe Register ID card to make sure they are qualified to do the work nominating their property for a free gas safety check, which checks that recent gas work is to the correct standard reporting suspected illegal gas workers to Gas Safe Register."

If you suspect someone is carrying out illegal gas work you can report them to Gas Safe Register be telephoning 0800 408 5500 or using the form at www.GasSafeRegister.co.uk



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 Do I need to fit a system bypass?

If the boiler installation instructions advise that a bypass is to be fitted, then some means of by-pass will be required. With our regular boiler products such as the Greenstar Conventional, Danesmoor/Camray Regular range, we suggest an auto bypass is installed if the system is an S-plan type.

If the system is a Y-plan type (without an unvented cylinder) then one port of the motorised valve will always

be open, either to the hot water cylinder or to the heating system. This would consequently not require a bypass, providing the heating side complies with Part L.

Combi boilers should not normally require an additional by-pass as long as the installation complies with Part L Regulations.



Q Do I need to fit external frost protection to your Greenstar gas-fired boilers?

Greenstar gas-fired boilers already have built in frost protection, however this is only designed to protect the appliance, and any exposed pipe work located in unheated areas should be suitably lagged. It may also be necessary to install further frost protection to protect the complete installation in some cases.

Q What should I consider when installing a condense pipe?

Wherever possible it is always best to run the condense pipe internally. If you have no alternative but to run externally then the pipe run should be kept as short as possible and properly insulated with suitable weather resistant lagging. It is also advisable to increase the diameter of the external pipe work to 32mm. Please remember do not use copper pipe for your condense pipe. For a step-by-step guide on dealing with frozen condense discharge pipes, visit www.worcester-bosch.co.uk/frozencondense

Q Are radiators suitable for Heat Pump installations?

Ideally for maximum benefit and efficiency heat pumps are best suited to underfloor heating due to lower primary flow temperatures typically 30°C to 45°C, you can certainly use radiators but remember surface area requirements for the radiators will be greater due to the lower flow temperature.



Q Does it matter which way round the solar expansion vessel is fitted?

Best practice is to fit the solar expansion vessel with the connector at the top of the vessel. This is to protect the internal diaphragm and increase its longevity.

If you've got a pressing question for the team why not email us at marketing@uk.bosch.com – we'll do our best to print the most popular questions.

Profile stockist



Get the spares you need, when you need them

We've been running our spares Profile Stockist scheme for almost three years with the aim of maintaining the highest possible levels of service and availability of genuine Worcester spare parts.

The Profile scheme now has over 150 stockists across the UK and is planning to have over 200 stockists on board in the near future, ensuring Worcester's spare parts are in easy reach. This means you can rest assured you're getting genuine spare parts quickly, without having to wait for weeks. Look for the red 'Profile Stockist' logo to identify those branches in your area that offer 98% availability of genuine Worcester, Bosch Group spare parts.

On the rare occasion that your stockist may have just sold the last of the parts you're looking for, Worcester's profile stockists can also guarantee that any spare part will be delivered next day, on all orders placed before 5pm the previous day. The success of this scheme is down to the back-up and infrastructure in place that allows Worcester to offer 100% next day delivery of all spares at all stockists featured on the 'Find a Spares Stockist' area on our website.

This industry-leading level of service allows Worcester installers to plan repair work more accurately, with less time wasted tracking down genuine, reliable spares. Ultimately this means a much higher standard of service for the end user, which is of course the result we all strive to provide.

We've included a UK map opposite showcasing the areas our Profile Stockists cover.

CONTACTS

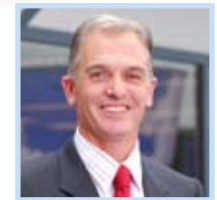
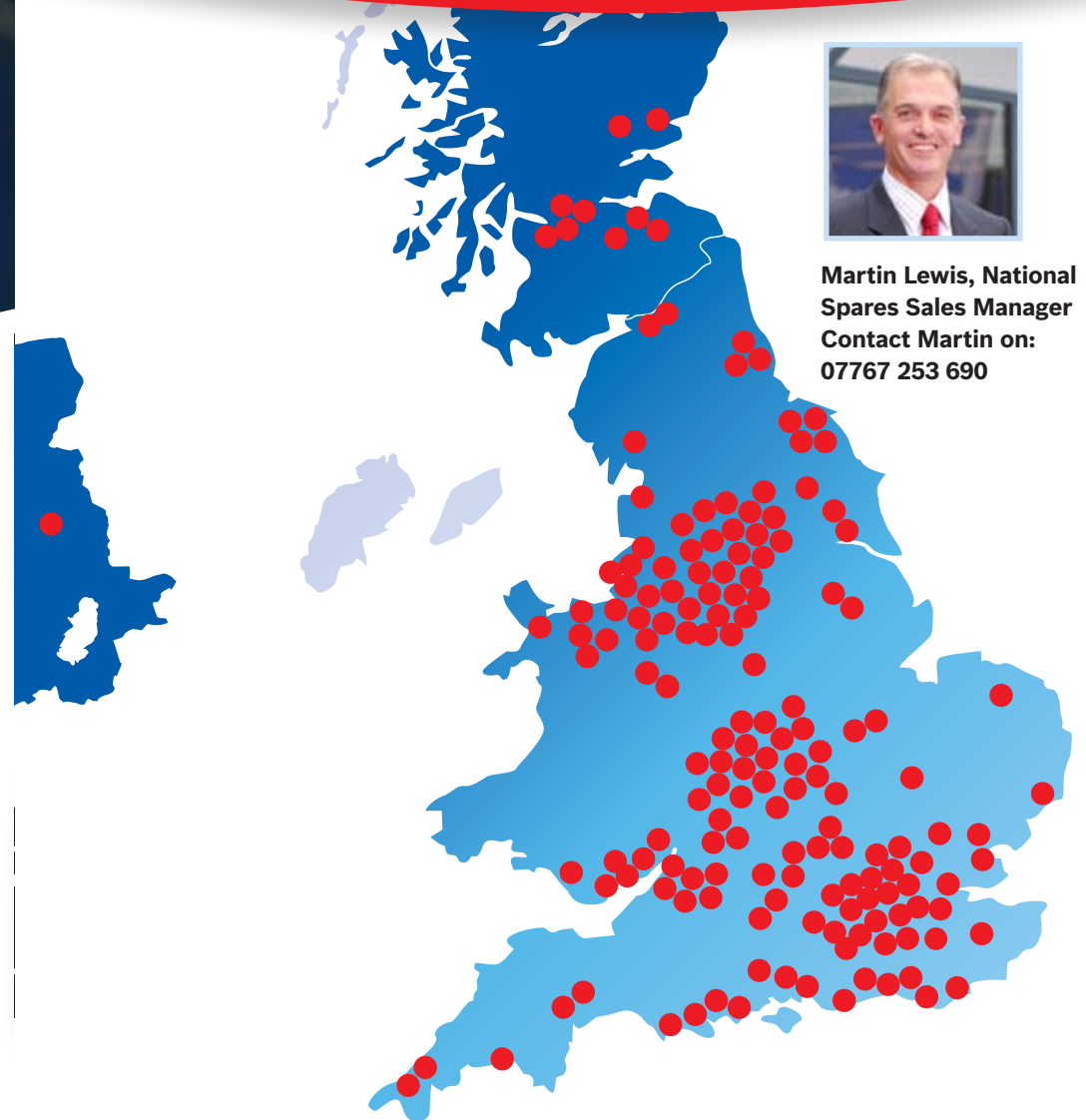
Keep in touch

Installers looking to find details for their local Profile spares Stockists can visit our website at www.worcester-bosch.co.uk

Click through to the 'Installer' section of the site and you'll see 'Spares Stockist' on the left-hand side. Simply enter your postcode and your nearest Profile spares Stockist will be displayed.

You can also call 01905 752 576 to speak to a member of the spare parts team.

Below is a map showing the areas covered by our Profile spares Stockists.



Martin Lewis, National Spares Sales Manager
Contact Martin on:
07767 253 690