

THE INSTALLER'S CHOICE

Exhibitions

Over the next few months you can visit our 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.

December 2010

PHEX

Stamford Bridge, London
8/12/10 – 9/12/10



Keep up-to-date with the daily goings on at Worcester, Bosch Group by following us on Twitter and YouTube.

You can also read our new regular blogs, which offer opinions on the latest industry issues.



[Twitter.com/heatingyourhome](https://twitter.com/heatingyourhome)



www.youtube.com/worcesterboschgroup



worcesterboschgroup.wordpress.com



The search for Worcester's oldest boiler begins

New technical bulletin:
Flue systems in voids for new installations

We're investing £1.5million into our new TV campaign to create more business for you.

We're turning up the heat for the heating season. To watch our TV commercial visit www.worcester-bosch.co.uk/tv



CONTENTS

Pages 4 & 5
Latest news and views from Worcester



Pages 6 & 7
The hunt begins for the oldest Worcester boilers

Page 8
Be Our Guest: Wayne Smart, Grahams

Page 9
E2020 Award winner David Cook

Page 10
New mobile website pages

Page 11
Technical Bulletin: Flue systems in voids

Pages 12 & 13
Installer's Choice case study: Brian Jowers

Page 14
Spares profile stockists update

Page 15
New Worcester jacket promotion

Pages 16 & 17
Your technical questions answered

Page 18
Win with Worcester

Page 19
Keep in Touch

Page 20
Diary Dates



Welcome from Steve Lister

Welcome to the last issue of Installer's Choice for 2010. Those of you that read the Worcester blog or follow us on twitter will know that I have just returned from the sunny African climes of Tanzania. The expedition was organised with Eaga & Childreach International, an organisation that is working to give schoolchildren across Africa a better life. During my time there I helped to build and renovate a primary school, to give the children of Lotima Primary School better classrooms as well as upgrading the current kitchen and toilet facilities. The whole experience, which lasted 10 days, was extremely humbling and thoroughly rewarding and I look forward to telling you all about it when I next see you.

In this month's Installer's Choice we're on the hunt to find some of the nation's oldest Worcester boilers. In anticipation of Worcester's 50th birthday celebration in 2012, we are creating a product museum at our headquarters in Worcester and need your help to fill it with some of our classic models. Find out more and see how you could reap the rewards of uncovering one of the nation's oldest boilers on pages 6 and 7.

Also in this issue, we welcome Wayne Smart from Grahams' merchants as our guest contributor on page 8, to talk about the importance of Benchmark within the industry.

Following the successful launch of our new mobile website, there are now even more pages available via your mobile phone, find out more on page 9.

Our latest technical bulletin can be found on page 11 and we've also included our annual spares stockist update on page 14. You will also find a promotional leaflet which tells you how you can get your hands on a new Worcester jacket in time for winter. Importantly we want to ensure that all of our technical sales managers are working hard for you so, on page 19, find out how to arrange a face to face meeting with your local TSM.

That just leaves me to say, from all at Worcester, we hope you have a very Merry Christmas and a Happy and prosperous New Year. See you in 2011.

We hope you enjoy the magazine.

Steve Lister
Sales Director

Worcester went pink with a one-off boiler for charity



October was Breast Cancer Awareness month and this year Worcester helped to raise **£1,650** for the charity by creating a one-off, striking 'magenta pink' A-rated Greenstar condensing boiler for auction. The money is being donated to Breakthrough Breast Cancer and the Worcestershire Breast Campaign.

one-off boiler and an installation package worth more than £1,500 through their local Worcester Accredited Installer. Not only that, but these worthwhile charities will be splitting the total auction price raised between them as we will also be donating the boiler and paying for the safe installation.

As we went to print, a last minute flurry of activity and some clever bidding from the auction winner saw them successfully purchase our

It is fair to say the magenta pink boiler will certainly stand out in the lucky winner's kitchen and become a real talking point as well.

Have you seen our advert?

In last month's issue we told you all about our new consumer advertising campaign. Now that we have been in the newspapers, on the radio and on the TV for over a month, we wanted to ask for your feedback.

If you have seen any of them, we would very much appreciate your comments.

Let us know where you saw them and what you thought by emailing sue.pennington@uk.bosch.com. If you still haven't seen any of the adverts you can watch the TV commercial on our YouTube channel, by logging on to www.youtube.com/WorcesterBoschGroup.



Thinking of joining MCS? Then take note...

For those of you who have thought about joining the Microgeneration Certification Scheme (MCS) to become a fully certified renewable technology installer now is a great time to do so. If you have already looked into it, you may be aware that to join MCS, you must also be a member of a Consumer Assurance Protection Scheme. Currently the only scheme available is the Real Assurance Scheme (RAS) which costs £119 per year.

For those of you who attend one of our renewable product training courses (between now and March 2011), which includes the Worcester MSC Made Easy program, with a view to joining Elecsa's MCS Scheme, you will be entitled to a 10% discount on your RAS membership fee for the first year.

However, it's worth being aware that the yearly membership with RAS runs from January to January, therefore the earlier in the calendar year that you join the greater discount you will receive.



Colin Simpson and Brian Murphy with Worcester's award-winning technical team

Worcester wins at OFTEC awards



Worcester, Bosch Group won the OFTEC award for Best Technical Support at the 2010 OFTEC awards which were held at the Ricoh Arena, Coventry on Friday 29th October 2010.

We picked up the coveted accolade for our commitment to providing unbeatable support to installers across the country. Our dedicated technical team consists of 37 advisors who take in excess of 2000 calls a day and they are able to offer technical advice on both products past and present. This means that we are able to offer an unrivalled service to installers and customers alike.

The technical support department boasts the longest opening hours in the industry and is able to handle

incoming queries by email, fax and post, as well as by phone. All members of the technical support team participate in a comprehensive training programme, which includes ongoing practical installation, commissioning, servicing and application on live boilers, heatpumps and solar systems and all aspects of industry safety in an on-site training facility.

The prestigious awards ceremony was hosted by special guest speaker, writer and comedian, Barry Cryer OBE and included a sumptuous gala dinner and dancing to international show group, Star Band. Colin Simpson, Technical Support Manager, collected the award on behalf of the team from the sponsors OFTEC direct and OFTEC director Jacqueline Crawford.

Colin Simpson said: "We're delighted to receive this award. One of our priorities is the support we can offer our network of installers and this award is the latest testament to that. We are passionate about quality and reliability and our department is extremely well equipped with a state-of-the-art telephone system, which complements our team of exceptionally skilful technical support advisors. We work to exceptionally high standards throughout each year and are always looking to ensure that the best possible foundations are in place to support installers."

For more information about the technical support service or our range products and services, visit www.worcester-bosch.co.uk or call **0844 892 3000**.



The hunt begins for Worcester's oldest boiler

We are fast approaching two very big milestones in the company's history. 2011 represents 125 years of Bosch and 2012 will be Worcester's 50th birthday. One of our plans to commemorate these two momentous occasions is to create our very own Worcester museum which will take you through five decades of products, photography, literature and history.

As you might expect we have a few classic Worcester boilers at our headquarters, but we need more to complete our collection. So, we would like to enlist your help in the hunt to find the oldest Worcester boilers nationwide.

In particular, we are looking for a selection of the older floor-standing boilers made between 20 and 40 years ago to complete our hoard of Worcester appliances, including one model of each of the boilers listed here:

- Heatslave Senior 6
- Heatslave 2+
- Firefly Oil Fired boiler
- Highflow 3.5

As Worcester installers you see hundreds of working older boilers every year so we know that you are best placed to uncover them for us. You may already be aware that one of these boilers has been sitting in a customer's home for years, still working well (although perhaps not as efficiently as a new model), or you may stumble across one in the next few months when you're called out for a repair or boiler replacement. Either way, please call us on **01905 752709** to notify us of any discoveries.

If you have been asked to replace one or have customers who are planning to replace one then we might just be interested. Ideally we would like an appliance that looks presentable which we can 'spruce up' and place on display. If you feel you have just the model then give us a call and we will match the boiler scrappage scheme payout of £400 as a donation towards a new model if we progress.

We are planning to exhibit these boilers, along with many others from

Worcester's history, so that visitors will be able to see the continuous product development that has happened throughout the last five decades of Worcester's boiler production.

Make sure you keep your eyes peeled and if you do find one of these boilers, let us know as soon as possible to avoid missing out on the potential reward as we will operate a first come, first served selection process.



5 Decades of Worcester



When the idea of central heating was first introduced, oil was often the fuel of choice, which is where Worcester started in 1962.

Cecil Duckworth, the founder of Worcester, was a brilliant engineer who could have turned his hand to any number of innovative solutions and ideas for industry. He chose to pioneer oil-fired boiler development in the UK and was committed to quality from the start.

In the 1970's, oil prices quadrupled and Worcester made the move into the gas-fired boiler market to ensure they could compete with the other major manufacturers.

To break into the market Cecil had to do something different and he hit upon the idea of a combination boiler which was still being tested in Europe. However, what made Cecil's boiler so special was that it offered the benefit of being directly connected from the mains with heating and hot water

together in one cabinet. Worcester is credited with introducing combination or combi boilers to the UK market and we now make up around 70% of combi boilers sold in the UK each year.

Bosch then acquired 68% of the Worcester business in 1992 and then the remaining 32% in 1996. The company's commitment to high standards and quality products has remained an integral part of Worcester's ethos.



Wayne Smart, plumbing and heating market director, at Graham.



GRAHAM BACKS BENCHMARK

Graham, the Plumbers Merchant along with Worcester, Bosch Group and the Heating and Hotwater Industry Council (HHIC) are supporting the nationally recognised scheme called Benchmark by raising awareness through their branch network.

Benchmark should be aimed at bringing all parts of the industry's supply chain, the merchant, manufacturer and installer together with the overall common objective of promoting and supporting competent professional installations that comply with Building Regulations ensuring future installations are completed in a safe and professional manner.

In order to be able to install a gas-fired boiler, the installer must, as a minimum, be Gas Safe registered, a member of a competent persons scheme and follow the manufacturer's installation and commissioning instructions. By completing and signing the Benchmark commissioning checklist, the installer provides the customer with reassurance and evidence that these requirements have been met.

Commissioning checklists are issued through schemes like the Benchmark quality standard. Benchmark

checklists are included within the installation instructions of all products supplied by Worcester and other manufacturers making it simple for the competent installer to comply.

Commissioning checklists are also recognised by the Government as an effective means of demonstrating compliance with Building Regulations and are increasingly important for customers for future reference and as evidence of a competent installation.

By promoting the completion of a commissioning checklist to the warranty of a new boiler, Graham,

“We all must act as one to ensure the consumer, our customers, get a high quality, safe installation, one in which they will tell their friends and family about.”

HHIC and Worcester are giving support and encouragement to the large majority of heating installers who carry out their work competently and professionally. We all must act as one to ensure the consumer, our customers, get a high quality, safe installation, one in which they will tell their friends and family about. This will then stimulate our market place because they got a 'good deal'.

At Graham we firmly believe in supporting the industry challenges of carbon reduction and endorsement of safe working practices. By promoting Benchmark standards exclusively to the professional installer we can recognise and provide additional support for our customers who are competent, qualified and committed to providing a service of a high quality.

By working closely with Worcester, who are one of our key preferred suppliers, we are able to demonstrate that all elements of the heating supply chain can work together in achieving challenging industry targets and providing real benefits for our customers in tough economic times.

Heating installer David Cook hit a hole in one at the internationally renowned Aberdour Golf Club, in Fife, by upgrading its outdated heating and hot water system to win a monthly Environment 2020 Award.



David cooks up an eco storm at Aberdour Golf Club

Cook Plumbing and Heating has been family run since it was founded in 1932, with David taking the reins in the late 1990's. With the popularity of renewable technologies increasing, David keeps the firm at the forefront of industry developments and now promotes energy-efficient products to all his customers.

Aberdour Golf Club began an extensive restoration project in 2009. David and his head engineer Ian Connor took three weeks to replace the old heating system, lowering the club's impact on the environment and saving them money.

David explains: "Aberdour had a 30 year old boiler system that was capable of heating a building much larger than the golf club. This was having a negative impact on the

environment and costing a fortune to run. By replacing these old boilers with three new Greenstar 40 CDi A-rated boilers, the club could be heated more effectively, with lower CO₂ emissions and reduced monthly bills."

To further increase the efficiency of the new boilers, David recommended the development of a complete control system. With the old controls dotted across the club house, managing the heating and hot water was near impossible. By zoning all controls into the boiler room the team can now isolate sections of the heating system, making it even more environmentally friendly.

Running along the shore of the River Forth, Aberdour Golf Club is one of the country's most picturesque courses. With views of the ancient

Inchcolm Island and its historic priory, it has been named a jewel in the crown for international golfing.

The Environment 2020 Awards initiative is an annual competition which recognises installers who take an environmentally responsible approach to their work. If you have a recent project you'd like to put forward for this year's awards, contact your local TSM for more details or visit the 'Environment' section of the Worcester website.

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.

New mobile web pages unveiled



NEW FEATURES

Due to the success of our mobile website, we have just launched an installer section that will allow you to access the latest information on the move, at the touch of a button.

The new mobile website will provide you with the following company and technical information:

1. Product Literature

This section gives you access to the full catalogue of product literature, including discontinued products. As an added bonus, there is also an option allowing you to order a paper copy of the literature you require, ensuring that technical support information is on offer at all times. Apps such as iBooks also allow you to store PDFs for future reference at the touch of a button.

2. Find Your Nearest Training Centre

Here, we offer a map showing the location of each of our training centres around the UK. Should you find yourself in the position of being on your way to a training session and unable to find the relevant centre, the map function will set you back on track. Contact information for each training centre – in case you need to speak to someone – is also available.

3. Find A Spares Stockist

Should you be attending a job and in urgent need of a spare part, you can enter the postcode of your current location to find your nearest profile stockist. Each of our profile stockists offer 98% availability of genuine Worcester spare parts, making them the perfect port of call for all requirements. A simple click on your chosen stockist allows you to view their location on a map, ensuring that you can find them easily.

4. Technical Bulletins

Within this section, all of the latest information on our boilers, heat pumps and solar panels will be available at the touch of a button. Product-specific information including installation advice and system diagrams can be invaluable when developing an understanding of new and existing products. This section of the mobile website also offers a subscription function to ensure that you receive instant emails whenever a Technical Bulletin is added or updated.

5. Guarantee Registration

We know that product details are easily misplaced so we're now offering you the chance to register a boiler's guarantee online, via your mobile phone. A simple form will enable registration details to be submitted from the site of installation to ensure that the product is covered instantly.

6. Boiler Codes

We know that remembering what each boiler code means can prove difficult, so this page is there to provide you with a definitive index of codes should you need to call on them at any time.

The new mobile site will also offer a useful links page, where access to a range of additional information will be available in the palm of your hand.

We hope the mobile website proves to be an extremely helpful resource for you. The site is now live, so give it a try and let us know what you think on Twitter, or by emailing marketing@uk.bosch.com.

New Technical Bulletin Flue systems in voids for new installations:

There has been a number of queries recently regarding the installation of flue systems in voids. We have created this Technical Bulletin to clarify the issue, with guidance from current Building Regulations and parts of current Building Regulations under consultation.

Non-accessible flue systems:

In situations where a flue system is not going to be accessible, provision must be made for service and inspection. When the flue is inspected during its annual service the engineer should inspect and confirm that:

- The flue system is continuous without any breaks.
- All joints in the flue system are sound and correctly assembled according to the manufacturer's instructions.
- The flue has a fall of 3° (52mm per metre) back to the boiler.

Furthermore, the following points must be observed:

1. Access points for inspection of the flue system should be sufficiently sized for visual inspection, particularly any joints on the flue.
2. The flue system must not pass through a neighbouring property

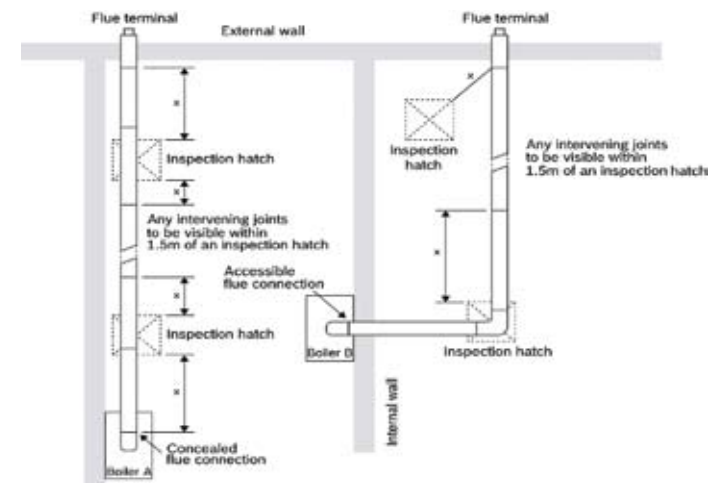


Diagram - Fig 1: Locations of access panels for horizontal flue

as access may not be available for such an inspection.

3. Any access should not contravene any other fire or building regulations. For advice on this you should consult Building Regulations Approved Documents B, L & E. You can find these documents on the Planning Portal website <http://www.planningportal.gov.uk> and they are free to download.
4. The access panels should be of dimensions no less than 300mm X 300mm. Larger access panels should be considered if the whole flue system needs to be viewed.

- All voids containing concealed flues should have at least one inspection hatch measuring no less than 300mm square.
- No flue joint within the void should be more than 1.5 metres from the edge of the nearest inspection hatch, i.e. dimension X in the diagram should be less than 1.5 metres.
- Where possible inspection hatches should be located at changes of direction.
- Where this is not possible, then bends should be viewable from both directions.

INSTALLER'S CHOICE

Spotlight

Brian Jowers, Aquaflow



Cleveland-based installer Brian Jowers, of Aquaflow, believes Worcester's Greenstar boilers are reliable and trouble free. So when it came to expanding his business portfolio with renewables, he turned to Worcester's range of Greenskies solar systems to guarantee the same quality and reliability.

"I started my business in 1995 and it didn't take me long to come to the conclusion that Worcester's products were going to be the way forward for me and my customers," says Brian.

"As a company, I used to concentrate on boiler installations and repairs, but in 2007 I decided to update my technical skills by completing a Greenskies solar course at one of Worcester's training centres. The course was extensive and mixed hands-on practical learning with

theory. I thoroughly enjoyed the course and as well as gaining a lot of knowledge, I also received a certificate of competence.

"After completing the training, I decided that I wanted to install a Greenskies solar thermal heating package in my own home and I was so impressed with the performance of the technology and the amount of hot water it delivered for my home that I now offer Greenskies solar systems to my customers.

"As a complement to the solar panels, I also updated my existing boiler to a high-efficiency Greenstar 24Ri condensing boiler.

"I believe that global warming is a real problem and one that we must tackle head on. We do need to use renewable energy products and do our bit for the environment. I feel confident that I have made a slight difference to the environment with my installation."





Get the spares you need, **when you need them**

We have been running our Spares Profile Stockist scheme for almost four years, in order to maintain the highest possible levels of service and availability of genuine Worcester spare parts for you, the installer.

The Profile scheme now has 201 stockists across the UK and is aiming to have over 210 stockists on board in the near future, ensuring our spare parts are in easy reach – so 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.



Get your hands on the NEW Worcester jacket

With winter now upon us, we’re giving you the chance to get your hands on a Worcester jacket to keep you warm in the chilly months ahead. From 1st November to 31st January 2011, you can claim a **free** jacket with every purchase of a Greenstar gas-or oil-fired boiler**.

This promotion is open to all Gas Safe or OFTEC* registered installers, with the option to claim a jacket in your preferred size when purchasing a Greenstar product. Each jacket is fleece lined and features two side pockets, a vertical chest pocket and an

internal mobile phone pocket, ensuring that all equipment can be kept dry even in the wettest of conditions.

For more details, see the leaflet enclosed with this issue of Installer’s Choice.

* Or Equivalent

** Offer applies to UK mainland, Northern Ireland and Isle of Man only. Terms and Conditions apply



Brian Murphy, and his team of technical advisors answer some of the most common questions they receive from installers at this time of the year:

Your questions answered



What basic checks should I carry out before I call Technical Support?

We answer a lot of calls where an intermittent or unusual fault can be diagnosed with some basic checks. Before you contact us, please check the following if appropriate:

- Check fuel is present (gas/oil)
- Check working gas pressure (or oil pressure if applicable)
- CO₂ and CO checks if applicable
- If appropriate, make sure there is 230v at boiler (basic electrical checks)
- If external controls are fitted, make sure they are working correctly



- Ensure the condensate trap is clear and not affected by the weather conditions
- If the boiler has overheated check why: e.g. pump failure, or is the water in the primary system low
- Check the fault finding section in the installation manual – this can be really useful
- On some of our boilers you can check the last known fault – see question below.



I'm working on a Greenstar CDi and I could really do with knowing what the last fault was – how do I find out?

This is in the Service menu and it's a useful thing to remember, especially when your customer can't remember what code the boiler showed when it locked out!

1. Press and hold the Spanner button for around ten seconds until it lights up
2. The 2-digit display should show 1A
3. Press the Eco button repeatedly until you see 6A

4. Press the Chimney Sweep button (looks like a man with a ladder) once
5. The display should now show you the last fault that the boiler was subject to
6. Press the Spanner just once to exit Service mode.

A useful thing to get hold of is the CDi Engineer's Booklet which can be downloaded from our website at <http://www.worcester-bosch.co.uk/installer/literature/gas-boiler-literature/greenstar-37cdi-literature> (it's the same book for the whole CDi range).



In the installation manual for the Greensource air to water heat pump you talk about a CAN-BUS communications cable – what is this cable and where can I get it from?

The CAN-BUS cable allows communication between the PCB's located in the outdoor heat pump unit and the indoor hot water distribution unit.

A suitable cable for use would be a CAT 5 E FTP 2 x 2 x 0.5A. This is multi-core 4 wire twisted pair screened cable. The outer screen sheath on the cable must be earthed at one end to the distribution unit casing. This cable length must not exceed a maximum length of 20 metres, and must be kept at a minimum of 100mm away from mains voltage (240V) cables. The CAN-BUS cable can be sourced from most electrical wholesalers.



Could you tell me what power supplies are required for the Greensource air to water heat pumps?

The power supply requirement for the indoor hot water distribution unit is 25A. This needs to be supplied via a suitable isolation switch located next to the hot water distribution unit.

The power supply will require a separate 300mA RCD.

For the outdoor heat pump unit the power requirement will be dependent on the size of unit required, for example the 6kW unit will require 16A, the 7kW and 9.5kW units require 25A. Once again this power supply will need a suitable isolation switch located next to the heat pump unit. The power supply will again require a separate 300mA RCD.

We have our very own information channel on YouTube, showing your customers how to set up programmers and all sorts of information on our products. Visit, www.youtube.com/worcesterboschgroup.





Keep in touch

No matter where you are based around the country, Steve Lister has a team of local representatives to offer you competent advice on your specific requirements.

Over 60,000 of you receive this magazine and the feedback is positive. However, it is very difficult to make direct contact with you all. We want to make sure that all of our team, including our technical sales managers (TSM's) offer all the support you need to deliver an exceptional service to your customers.



Win a £75 iTunes voucher!

Following the success of our iPhone app, which was launched to our customers earlier this year, this month's competition gives you the opportunity to help us to develop another app. With our new mobile website offering an extensive catalogue of product and technical information, we are looking to add to this with a revolutionary new accessory that will prove just as useful for you.

The iPhone offers a number of innovative capabilities and we would like you to use your imagination and tell us how we can make use of them by developing an app for installers. With the new heating season now well underway, installers nationwide are catering for the heating requirements of our valued customers and we're keen to offer a helping hand.

The entrant with the best idea will be rewarded with a **£75 iTunes voucher** as well as having their suggestion developed into an app which will be made available to all installers.

To enter, simply tell us what you'd like to see from our new iPhone app by e-mailing marketing@uk.bosch.com.

Closing date 31st January 2011.

Terms and Conditions
1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. One winner will be notified by the 28th February 2011

We would therefore like to hear from those of you who don't have regular contact with us, if you are interested in arranging a face to face meeting with your TSM to see how they can support you with any questions you may have about our industry, products or services.

To arrange an appointment with your TSM, please fill out the attached form and post it to the below address. Alternatively, email the marketing mailbox on marketing@uk.bosch.com or call 01905 752709.

Once we have collated the responses, we will be in touch to arrange a suitable date and time convenient for you.



Send to: Sue Harris c/o Marketing, Worcester TSM appointment, Worcester, Bosch Group, Cotswold Way, Worcester WR4 9SW.

Name: _____

Please give details of the main topic you would like to discuss with your TSM:

Company Name: _____

Address: _____

Contact number: _____

Email: _____

Local TSM (if known) _____