

MARCH 2011

**THE**  
**INSTALLER'S CHOICE**

**Changes at  
Worcester's HQ**

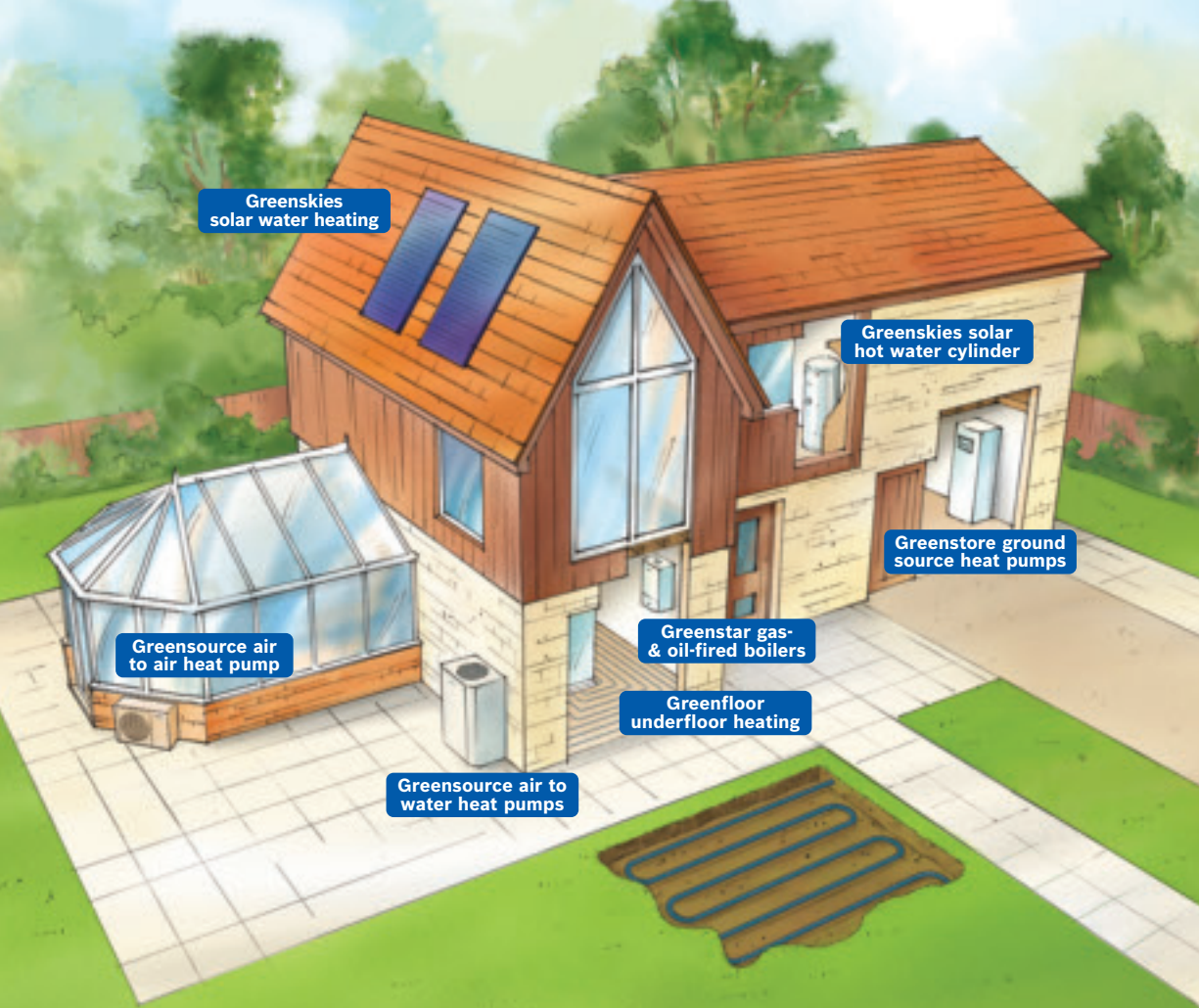
**All You Need To Know  
About The Feed-in Tariff**

**New solar accessories  
now available**



**125**  **Bosch**  
Years 1886-2011

 **WORCESTER**  
Bosch Group



Greenskies solar water heating

Greenskies solar hot water cylinder

Greenstore ground source heat pumps

Greensource air to air heat pump

Greenstar gas & oil-fired boilers

Greenfloor underfloor heating

Greensource air to water heat pumps

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## Welcome from Steve Lister

Welcome to the March issue of Installer's Choice.

It's a really exciting time at our headquarters at the moment because we are refurbishing many of our customer-focused areas, including reception and our training academy. With a few of the changes almost complete we wanted to update you with all our plans.

In this issue we also launch our new Installer of the Year awards. We know so many of your customers are really pleased with the work you do for them, so this is an ideal opportunity for you to achieve recognition for your dedication to high quality service. Find out more details on the news pages.

With spring now upon us, we've launched a new range of solar accessories to assist you with upcoming installations.

We also know how confusing all these Government energy-efficient 'buzz' words can be, so in this issue we have looked more closely at Feed-in Tariffs and have simplified all the jargon so you have all the details.

We also highlight the work of two installers who have fitted Worcester products, one in their own home and another at an eco-friendly organic market garden business.

Finally, this month's Be Our Guest columnist is Dr Neil Watson, Global Technical Director for Fernox who makes a really interesting case for why when installing renewable systems installers need to be aware of the need and importance of water treatment.

We hope you enjoy the magazine.

**Steve Lister**  
**Sales Director**

# Worcester's double-decker unveiling at **EcoBuild**



We had a huge presence at this year's EcoBuild event, with our all-new stand showcasing the collection of our existing products and new additions to the product portfolio.

The latest introductions to our product range were displayed at the show and a record number of you were in attendance to view our products first hand. Our Greenskies solar evacuated tubes, Greenstore twin coil cylinders and Greenstream Mechanical Ventilation and Heat Recovery (MVHR) as well as our Greenfloor Underfloor Heating systems all formed part of our showcase to those of you in attendance.

Neil Schofield, head of sustainable development at Worcester, comments: "The importance of the UK's heating and hot water provision in the climate change battle is now more prominent than ever and as a result this places extra emphasis on the value of renewable heating products. EcoBuild offered a great opportunity for installers and specifiers alike who may have a limited experience of renewable technologies to see the variety of products on offer and learn more. For others it was just a chance to update their product knowledge and learn about the latest additions to the market, such as Worcester's Greenstream MVHR."

## Worcester's **Greenskies** recognised by Irish SEDBUK equivalent

Worcester has successfully had details of its Greenskies FKT-1S and FKT-1W solar panels published on the SEI HARP database, following an invitation from the Sustainable Energy Authority of Ireland (SEAI) to take part in the initiative.

The Home-heating Appliance Register of Performance (HARP) database is a product efficiency database for home-heating appliances that are used in Ireland. It was developed by the UK Building Research Establishment in

partnership with GASTEC at CRE Ltd, Kovara and Heating & Plumbing Markets International and is based on the equivalent UK SEDBUK database.

In future, the database will be used to provide registered BER Assessors with product efficiency information that they can use when calculating BERs for properties and when tracking compliance with the Boiler Efficiency Directive. More information about the database can be found by visiting [www.seai.ie](http://www.seai.ie).

## Installer of the Year - The Customer's Choice



We have launched an exciting new award to find our 'Installer of the Year', as voted for by your customers. We regularly hear from a number of your customers who write to us praising individual installers or companies for their work, including their professionalism and commitment to the highest standards of customer service.

Customer satisfaction is the ultimate recognition and so this new initiative 'The Customer's Choice' aims to reward and promote the best standards of service within the industry. We want to honour installers who are continually going above and beyond for their customers, providing a service that is second to none.

This award is open to all installers and more details can be found on a dedicated page of our website, [www.worcester-bosch.co.uk/installeroftheyear](http://www.worcester-bosch.co.uk/installeroftheyear). To nominate you, all your customers need to do is follow the instructions on this webpage. They will be asked to rate your work in a number of areas including their overall satisfaction and the after-sales service received.

Entries close on 31st December 2011 and the winner will be presented with their award and prize at an event in 2012. Good luck!

# New solar accessories offer even greater flexibility

We have extended our market leading range of Greenskies solar thermal panels and accessories with the introduction of new solar pump stations and controllers.

Designed to provide an even greater number of installation options and take solar control one stage further, We have introduced 2 new Greenskies controllers and 5 pump stations for 2011.



TDS300 Solar Controller

Together, the new additions will make it possible for Greenskies solar panels to be used for East / West split systems where a south facing roof may not be available.

The TDS100 and TDS300 solar controllers both provide comprehensive yet easy to operate programming, with the added advantage of being suitable for use with evacuated tube solar collectors. The TDS100 features 3NTC sensor inlets and has a clear LCD graphic display, with a pictogram menu for ease of use.



AGS5 and AGS10 Dual Line Pump Stations



AGS5 Dual Line Pump Station with integrated TDS100 Controller

It also operates the modulating pump station to help make additional savings on energy consumption.

Featuring advanced functionality, the TDS300 is a multi-function controller suitable for use with a wide range of system configurations. It is particularly suitable for properties with swimming pools and for East / West split system installations that require a common flow and separate return – meaning there are two pumped circuits in operation to be controlled. The innovative TDS300 also incorporates 8 NTC sensor inlets and a scrollable full text menu with 27 pre-figured systems and display pictograms.

For extra observational capability, an energy monitor can also be used with both of the new controllers. Our new Greenskies pump stations are available as single or dual line options. In brief, the AGS5E and AGS10E single line stations offer a cost-effective solution for up to 5 collectors and 6 to 10 collectors respectively.

For applications that require a twin pump line station, the new AGS5 and AGS10 pump stations also incorporate an in-line separator for ease of servicing.



AGS5E and AGS10E Single Line Pump Stations

Both models can also be combined with a corresponding single line station for East / West split applications.

Designed for ease of installation when up to 5 collectors are installed, our AGS5 with a TDS100 integrated controller completes the comprehensive range of new control options. Whilst saving installation time, the AGS5 and TDS100 combination also means separate space is not required for the solar controller.



TDS100 Solar Controller

Used in correct combination, our new Greenskies pump stations and controllers can help installers achieve the best results for homeowners with properties where panels cannot be positioned on south facing roof space.

A typical East / West system requires a common flow and return, effectively meaning there are two pumped circuits in operation. Due to the sun's position, panels on the east side of a property will be mainly in operation during the morning, whilst the west facing panels will work harder in the afternoon as the sun moves across the sky.

As a result, two pump stations are required to manage the system set-up. In such instances, Worcester recommends a combination of the AGS5 and AGS5E pump stations are specified together with a TDS300 solar controller, additional solar sensor and expansion vessel (in addition to standard Greenskies system components).

**For more information about our Greenskies solar thermal range or other renewable technologies and supporting training courses available, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) or call 01905 752256.**



Architects' plans for our new reception area.

# Giving Worcester the wow factor

**With 2011 marking the 125th anniversary of Bosch and Worcester's own 50th birthday taking place next year, there is certainly a lot to celebrate. As a result we are upgrading our factory and extending our training facilities and reception area to ensure all installers and visitors to our headquarters have the ultimate Worcester experience. Here Martyn Bridges, director of marketing and technical support, gives an update on the changes in place and the future plans:**

Those of you who have been on a training course or factory tour at Worcester this year will have noticed that there are some really exciting changes taking place, so we wanted to take this opportunity to fill you in on all the developments and keep you up-to-date with all our plans.

Scheduled to all be completed by mid March, we are investing in improving both our factory experience for visitors, developing our training facilities and revamping the reception area, as this is the first port of call

for all of our visitors. Our aim is to make sure that every visitor to our headquarters gets the best possible experience of our complete range of products and services.

## **Factory Transformation**

Phase one is already underway, with work having started at the beginning of January, to transform the factory to reflect the dynamics of our innovative production methods. Visitors to the factory will now be able to see interactive information points placed at strategic spots

around the tour which offers them consistent narration and detailed descriptions of product systems. This development will show the full workings of the factory, even if at the time of the tour no operatives are present. Instead, these interactive information points will burst into life and show the work that would typically be going on at that work station.

A new sky banner will be evident around the ceiling of the factory and the foot route is colour coordinated to make the visitor walkways even

more vibrant. This bright new environment is sure to enhance every factory visitor's experience, mirroring the pride we have in our production facility and promoting our place in world-class manufacturing.

### Training Academy Expansion

As well as manufacturing, training is also at the forefront of what we do on a daily basis, so it is crucial for us to keep you up-to-date with all our latest product developments and legislation changes. At present we currently train and educate around 9,000 installers every year at our headquarters, but this number is set to increase year on year with all the new products we have in the pipeline. As a result, we will also be investing heavily in the development of our new training facilities to accommodate the growing number of installers who want to attend our training courses.

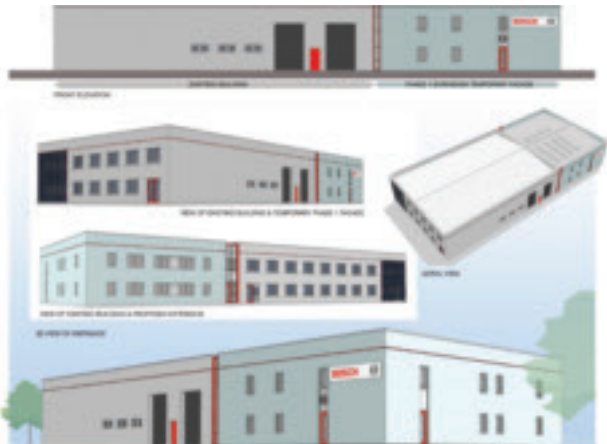
The current training academy will remain as it is, but we will be taking over an additional building and expanding the site to add a planned 400m<sup>2</sup> space. 100m<sup>2</sup> of this area will become an open-plan domestic training area with life-size single-story brick buildings that will have our Greenskies solar thermal heating packages system up and working, so installers will be able to get up onto the roof of the building and get a more realistic training session.

There will also be bays full of all our Greenstar gas appliances, so we can demonstrate the need for installers



Phil Bunce (Training Manager) and Colin Davies (Southern Region Training Supervisor) from our training department checking on progress

Proposed plans for our new training academy



to really get to grips with the importance of 'system design'.

Most interestingly, this new area will be heated and cooled using all of our own products, so we can really show installers the benefits of an energy-efficient heating system in working action. This additional space will also contain dedicated training areas for our renewable and future products and allow us to increase the number of installers we train.

In terms of the benefits for our installers, we will now be able to offer greater facilities and courses for all. Training will also feel more realistic with our 'real-life' houses and we will have even more of our products on display for installers to see and learn about. Worcester's headquarters will now be the flagship site of all our training centres and

with the relocation of the Blackpole site it will also be the first time that commercial training has been offered at Worcester. We will, for the first-time also be offering domestic ACS training for first-time installers and installers who simply need to re-register with the scheme at the end of their previous 5-year certificate.

### Reception Extension

We are also in the process of developing both the reception and customer focus rooms. The new reception will enable us to have displays giving all visitors an overview of our company history and also the products we manufacture on site.

Finally we will also be giving the canteen the same wow-factor refurbishment as the other key areas of the site. The extensive revamp will provide you with an improved catering facility in a relaxed dining area on your training days as we look to make our training sessions an enjoyable part of your visit.

These exciting developments are set to be complete by early summer in time for us to celebrate the two key milestones in Worcester's history; 125 years of Bosch and our own 50th anniversary in 2012. We hope you'll like the changes and really feel the benefit of them on your next visit. We look forward to seeing you soon.



Installers are continually being sold the benefits of renewable technologies and with very good reason. However, here Dr Neil Watson Global Technical Director for Fernox explains his concern that in the midst of all the hype - the industry ensures that those responsible for the installation of renewable systems are aware of the need and importance of water treatment.

## IT'S ALL ABOUT PROTECTION



Walk into any local merchant, pick up any industry magazine and you will be talking and reading about 'green' issues and products that can help ensure a more energy efficient or sustainable project. However amongst this onslaught of information - is enough being done to ensure that installers are aware of best practice procedures?

Many installers remain unaware that on the 1st October 2010, changes to Part L of the Building Regulations, meant that they must now comply with commissioning requirements set out in relation to newer technologies such as solar water heating and heat pump systems. It is absolutely crucial to the success of renewable installations that we set about changing this.

Water treatment is even more relevant to newer technologies as the need to protect the circulating fluid from the elements is added to the requirement to protect metals from corrosion. Any system that contains metal and water circulating at high temperatures are vulnerable to corrosion, which brings with it inefficiencies.

The latest solar collectors are particularly susceptible. Most 'early to market' systems were installed using the cheaper, and less technical flat plate collectors, however high efficiency evacuated tube collectors are now growing in popularity. They operate at higher temperatures with low heat loss and consequently offer higher efficiencies but with

this comes greater requirements on the heat transfer fluids. The higher temperature not only increases the corrosion rate of the metals but also requires the fluid to protect the system in as gas phase as well as the liquid phase. Any corrosion in the system results in debris, which can block the very small flow channels within the evacuated tubes and reduce efficiencies. Add to this that many solar panel manufacturers are also developing products using aluminium, and it becomes easy to see that a high quality solar fluid is essential in any solar thermal installation.

Inhibitors and anti-freezes used in solar applications have to be able to withstand these new challenges, which have led to a new generation of chemical water treatments being developed.

For ground source heat pumps some of the fluid requirements are the same but other challenges are added. Frost protection remains critical, particularly to protect the evaporator within the heat pump itself, but the requirements for corrosion protection are less severe. This is because temperatures are lower and the pipe work is laid in plastic and only contacts metal parts in the heat exchanger and fittings. However heat transfer fluid now also has to have a low viscosity to allow for ease of pumping around the ground-loop arrays. In addition to this the environment adds a further requirement, that of bacterial control.

For example, in a new build scenario, ground source arrays are installed during the groundwork period when the foundations are laid. These arrays are often filled with water and left while construction continues. In these conditions, the water becomes stagnant and bacterial contamination or microbiological growth can quickly develop. If this is not cleaned effectively, or allowed to develop during the operating phase, this will have a negative effect on the efficiency of the system. In the worst cases, this can lead to failure of the ground source heat pump.

Even air source heat pumps require protection against corrosion, limescale and bacterial contamination. Here, installers should be looking for products that can offer a stable pH balance. Whatever the application, installers need to be confident in the quality of the chemical water treatments they use as well as whether or not the formulations are environmentally friendly.

In addition, with such pressure on the industry to incorporate renewable systems, there is always going to be those companies that jump on the bandwagon with token products. This is where installers should also apply caution when it comes to the reliability and quality of product - and of the manufacturer.

**For further information about renewable systems and chemical water treatment please visit [www.fernox.com](http://www.fernox.com).**



Douglas based installer; Peter Quinn has landed himself a monthly Environment 2020 award after enhancing the heating at an eco-friendly organic market garden business.



## Peter keeps things green with **Greenstore** installation

**Peter Quinn, who set up his own company, Manx Solar Energy Ltd in February 2008, successfully installed a Worcester Greenstore 11kW ground source heat pump at Purely Plants Produce as a result of the owners' eagerness to significantly reduce their carbon footprint.**

The Purely Plants Produce complex consists of a sizeable five bedroom bungalow with outbuildings and eight acres of land, which has been converted into an organic smallholding which provides produce that gets sold at weekly farmers markets.

The installation of the Greenstore ground source heat pump enables natural energy from the earth to be harnessed and used as the sole source of heating and hot water for the entire bungalow and outbuildings. The system is highly efficient, generating

up to four kilowatts of heat energy for the home for each kilowatt of electricity required to power the system.

The Greenstore installation is one of the largest domestic installations the company has undertaken, and the company have since added two solar panels to the system to improve the hot water efficiency.

Keeping an eye on the government target of significantly reducing carbon emissions by 2020, Peter Quinn has tasked himself with attending as many

training courses as possible in order to keep up-to-date with any developments in the renewable technologies market whilst maintaining his position as one of the Isle of Man's leading renewables experts.

Peter said, "The Isle of Man has been a long way behind the rest of Britain in this technology for many years, but more recently we have caught up dramatically and the Island is now in a position where availability of innovative renewable technology is more accessible.

"The systems we have installed have given our customers fantastic results, particularly in terms of the savings in running costs when compared to more dated products. More significantly, installations such as this reward the customer with the knowledge that they are reducing their fuel consumption and in turn are making a major contribution to the benefit of the environment."

The Environment 2020 Awards initiative is an annual competition which recognises installers who take an environmentally responsible approach to their work. Peter will now be put forward, along with 11 other installers selected throughout the year, for the title of Overall Winner which will be announced in spring 2011. The winner of the overall competition will also be presented with travel vouchers to the value of £1000.

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

# Has the Oil Industry reached a crossroad?

**Three years on since changes to the Building Regulations relating to oil-fired boilers and with the imminent arrival of bio-fuels and the Renewable Heat Incentive (RHI) on the scene, Martyn Bridges, director of marketing and technical support at Worcester, considers whether the UK oil-fired boiler market has reached a crossroad. Where will the market go from here he asks?**

It has been well documented that the marketplace for oil-fired boilers in the UK has declined quite significantly from where it once was around 10 years ago. For example, in the year 2000 an estimated 100,000 oil-fired boilers were being sold but since then numbers have reduced year on year, with an estimated 60,000 installations now thought to be carried out per annum.

However, whilst installation numbers have typically been down year on year and the market appears depressed, sales of oil-fired boilers actually increased slightly during 2010. Three years on from changes to the Building Regulations, which stipulated all new and replacement installations must be high efficiency condensing boilers, and it appears the year just gone was

somewhat of a consolidation period for the oil market.

That said, whilst some sales growth was positive news the increasing cost of oil has marred an otherwise optimistic picture. At its peak, the price of oil reached around \$90 per barrel and more recently the oil industry has hit the headlines for other price related reasons – most of them negative. In the new year it came to light that a certain 'price comparison' website was actually misleading consumers on price rather than offering them the best possible deal on fuel, as claimed.

Following an interesting report by The Times and in view of mounting discontent about the inflated prices being paid for oil around the country,

the Government issued a Ministerial statement on 21st January to address some of the main concerns about rising costs.

In his brief report, Charles Hendry, Minister for Energy, acknowledged that 'underlying many of the complaints are concerns about the challenges of supplying oil and gas to rural communities and whether the current market structure provides the reassurance that consumers can get fuels for heating when needed at a price they can afford.'

It now looks as though the Office of Fair Trading may now get involved as it finalises its plans for 2011/2012, with specific attention being given to 'markets impacted by high, rising and volatile

commodity prices.' The off-mains-gas energy market will of course be a prime target for its proposals.

Despite the negative pricing issues, on the plus side (and there is one) there are already over one million homes in the UK with an oil boiler installed - and the most cost effective way to replace an oil-fired system is with another one. For this reason alone, I believe there will always be a market for oil-fired boilers in this country, with replacement installations keeping the market moving at a steady pace (even though it may not grow beyond the estimated 60,000 installations per year).

However, it's not just replacement sales that are breathing life into the oil-fired boiler industry. With the development of new, low carbon bio-fuels well underway and with their introduction just around the corner, the market should have the opportunity to start growing again. In many ways, bio-oil represents a light at the end of the tunnel for the oil market. The good news about bio-oil is that it is low in CO<sub>2</sub> emissions, with just a 30% blend of bio-fuel enabling an oil-fired boiler to produce lower emissions than a gas boiler. So perhaps a swift introduction of this fuel is just what's needed right now?

As bio-oil has the potential to improve the environmental credentials of oil-fired boilers, we might then expect a small resurgence of oil-fired installations using this type of fuel. We may even see oil-fired boilers using bio-fuel being installed in new build properties by developers looking for low carbon options in the near future. The most likely scenario is that developers will choose to install bio oil-fired boilers in conjunction with solar thermal panels, which would provide a highly efficient heating system and deliver a very good energy rating.

Whilst this sounds promising, if oil boiler installations are to reach the numbers reported a decade ago, additional incentive is needed to increase sales. And this is where the Government's much talked about RHI has the potential



*“underlying many of the complaints are concerns about the challenges of supplying oil and gas to rural communities and whether the current market structure provides the reassurance that consumers can get fuels for heating when needed at a price they can afford.”*

**Charles Hendry, Minister for Energy**



to shape the future of the market. Thankfully, the RHI survived the Government's Comprehensive Spending Review in October 2010, when talk of cuts left many in the industry wondering whether this incentive would ever come to fruition. Whilst we are still waiting for clarity on the way forward (there was no update from the Government at the time of going to press), the RHI in its current state still favours bio-fuel heating products – bio-oil, bio-gas and biomass to be exact.

We'll have to wait and see, but if the RHI goes ahead as planned and pricing issues are smoothed out in the near future, many people will hopefully be incentivised to install an oil boiler run by bio-fuel. In turn, this would provide extra incentive for the development of bio-fuels and also give a huge boost to the oil heating industry. The industry may be at a crossroads but let's hope that, taking everything into consideration; it goes down the right path as we head further into 2011.

# INSTALLER

## Spotlight

### Charles Rowlands, Plumbing & Heating



**Charles Rowlands, of Llanuwchllyn near Bala, is a loyal supporter of Worcester, having first installed a Worcester room-sealed combi boiler more than 12 years ago.**

However, Charles' family circumstances have changed considerably in the last decade. "I've become a father of three boys and it has made me think much more about saving energy and the environment."

Charles decided to 'go green' by installing a range of high-efficiency and renewable products in his own home. "I recommend Worcester's products to all my customers, so

it was the obvious choice to install a Worcester Greenstar 18/25 Utility System boiler in my garage, alongside Greenskies solar panels on my roof and a Greenskies 300 litre twin-coiled hot water cylinder. We fitted the pump and controls in the garage before taking out the old boiler which was in our utility room."

Charles says the installation is already saving on his energy costs. "One major plus is the significant

reduction in our oil consumption, due to all our hot water being produced by the solar system.

"I've had quite a few customers enquiring about how they can save money by installing a similar system to my own and I intend to run open days to let people see the system for themselves. Most importantly, my new heating system will help save the environment for my children and their children's future".

# 'S CHOICE





# Everything you need to know about the **Feed-in Tariff**

**The Feed-in Tariff aims to literally, turn the electricity market on its head by making electricity suppliers pay consumers. We asked Neil Schofield, head of sustainable development at Worcester, to give us the lowdown.**

The Feed-in Tariff (FIT) was introduced in April 2010 with the aim of revolutionising energy generation in this UK. For years, the relationship has been one-way. We, the consumers, use energy and then we get a bill.

Now, however, consumers can get paid for any electricity they generate by selling it back to the National Grid.

How, I hear you ask, can consumers generate electricity? In short, consumers can generate by

installing any one of a number of systems, including solar photovoltaic, wind turbine, hydroelectricity or using a micro combined heat and power (micro CHP) system, a number of which are currently being piloted.

However, it is important to note that solar thermal systems do not generate electricity. All too often I have overheard consumers confusing solar PV with solar thermal systems which can offer a very cost effective way of providing hot water for a household but are

not generating and cannot deliver an income stream (unless of course the RHI includes Solar Thermal).

Renewable energy generation is still in its infancy in the UK and, whilst the Government may well have been revolutionary, consumers and installers are moving at a much more evolutionary pace, although it is picking up fast.

A major factor behind this is cost. Before consumers can generate a regular income stream from the FIT, they have to install a generating system.

A typical two panel solar thermal system costs between £3,000 - £5,000 to install, while a solar PV system can cost between £10,000 and £20,000.

Assuming consumers can finance the installation themselves or choose to take out a loan, installers can then expect to be asked how the FIT works.

Essentially, once they have a generating system, consumers can expect three types of tariff. Firstly, a generation tariff, which is a set rate paid by the energy supplier for each unit (or kWh) of electricity generated. This rate is changeable each year for new entrants but, once in, you can expect to continue on the same tariff for 20 years, or 25 years in the case of solar PV.

Secondly, consumers can benefit from an export tariff which offers a further 3p/kWh from your energy supplier for each unit exported back to the electricity grid. This export rate is the same for all technologies.

Finally, consumers will benefit from energy bill savings due to the

fact that a much smaller amount of energy is being purchased. The amount saved will obviously vary depending how much of the electricity is used on site.

The FIT is designed to ensure that the average monthly income from an installation will be significantly greater than any monthly loan repayment on the basis of a 25 year loan.

For example, a 4 kW category of installation on an existing property in the Midlands, which is capable of generating 1.44 kWp and with 50 per

***“All too often I have overheard consumers confusing solar PV with solar thermal systems which can offer a very cost effective way of providing hot water for a household but are not generating and cannot deliver an income stream”***

cent of its energy exported to the grid, will produce 1251 kWh.

The income from the generation tariff on this system will equate to £516 with income from export equalling £19 and a fuel bill saving of £81. This totals £616 of income and savings per annum.

It must be borne in mind that a bigger system will be capable of generating much more power and potentially provide bigger returns. However, a bigger system will also mean a bigger upfront capital cost. I've certainly heard anecdotal evidence of consumers generating upwards of £900 from a good sized solar PV system installed on the roof of a property. That's an annual £1,000 non-taxable income stream.

Currently, energy generating systems are having little effect on the resale value of a property. However, it is difficult to believe that a regular income stream will not be reflected in the purchase price of a property going forward, once the housing market picks up and domestic renewable generation becomes more popular and accepted.





## Cash in with **Worcester** products in your own home

Following its huge success last year, we are pleased to bring back our most-popular promotion which rewards installers who choose Worcester products for their own home.

Last year we found that 9 out of 10 of you would choose to install Worcester products in your own home. We were so pleased with this positive feedback that we want to reward those of you who plan to do just that. Now, not only can you practice what you preach when recommending Worcester to your customers, but you'll also be eligible for up to £1,200 cash-back on selected Worcester products when they are fitted in your own home.

For example, if your home needs a new A-rated Greenstar gas- or oil-fired boiler you could claim £150 cash-back. Or for any of you thinking of investing in a Greensource air-to-water heat pump then an impressive £300 is redeemable.

As well as benefitting from the quality and reliability you can always expect from Worcester, you'll also

see significant savings on your heating bills and a reduction in your home's carbon emissions. With the daily hands-on use of your heating and hot water system, you will also have an opportunity to demonstrate its cost-saving efficiency to potential customers – something many installers have found to be a strong source of new business in the past. If you fancy taking advantage of this exclusive offer, simply install the product(s) of choice and complete and return the simple claim form, which you can get hold of by calling 0845 313 0058, or by visiting the website [www.worcester-bosch.co.uk/cashforinstallers](http://www.worcester-bosch.co.uk/cashforinstallers).

The promotion will run until 30th June and all claims will need to be in by 31st July 2011.

\* Source: Worcester Customer Satisfaction Index 2009





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



**How can I keep up to date with technical bulletins information from Worcester?**

All our Technical Bulletins are released online, and there's a library of them for you to refer to at you can register to receive regular updates

<http://www.worcester-bosch.co.uk/TB>



**My customer has asked me to fit an oil-fired boiler, but the proposed flue position means that the boiler's exhaust plume may drift over their fence causing their neighbours a nuisance. If it were a gas boiler I could fit a plume kit to divert the plume elsewhere. What can I do?**

We now have a plume kit for oil-fired boilers up to and including the 25 – 32 models, so you may be able. to position the flue where preferred. For more information on this please visit our web site.

Plume Kit -	7716 190 092
1m Extension -	7716 190 093
90° Bend -	7716 190 095
45° Bend -	7716 190 094



**I'm just starting to do more repair work as well as installations. Sometimes I see fault codes on boilers and I'm not sure what they mean. Can you help?**

The information is in the manual with the boiler, if you haven't got this to hand you can download the boiler literature at <http://www.worcester-bosch.co.uk/gasliterature>. Plus for certain models you can also download an engineer servicing manual, they contain even more useful diagnostic information like fault codes and component tests – they are a really useful aid. Additionally, a list of fault codes is available on the website at <http://www.worcester-bosch.co.uk/boilercodes>.



**If I fit a plume management kit to a gas-fired boiler, but the air intake is still below two metres from the ground, do I still have to fit a terminal guard?**

Yes you do, but this can be tricky when using a plume management kit. Worcester have made it easy for you – we've released a terminal guard that has a "gate" for fitting over the plume kit, so you don't have to cut the guard – part number 7719 190 092.



**Do all Worcester gas-fired boilers have frost protection? How does it work?**

All current gas models have frost protection built in. The boiler's inbuilt frost protection is activated when the primary flow temperature drops to 8°C. At this point the pump will run. If the flow temperature drops further, to 5°C, then the boiler will fire until the flow temperature climbs to 12°C.

Please remember that this frost protection is only designed to protect the boiler itself, not the rest of the system – if you have pipework that is sited in a conservatory or roof space you may need a remotely sited frost thermostat.

**WIN WITH WORCESTER**

# Win **£150** Love 2 Shop vouchers with Worcester

Be in with a chance of getting your hands on £150 worth of fabulous free shopping vouchers valid in over 18,000 popular highstreet chains including Marks & Spencer, John Lewis, HMV, Debenhams, Thomas Cook and Boots.

To enter this month's competition all you need to do is spot the five differences between the two below images and list your answers in the entry form below.



### Spot the Difference Answers:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

To enter, simply complete the entry form below and send it back to our editorial office: Installer's Choice, March 'Spot the difference' Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

**Closing date 31<sup>st</sup> March 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 22nd April 2011



## CONTACTS

# Keep in touch

No matter where you are based around the country, we have a team of local representatives available to help with your specific requirements. One of our aims is to make sure that all of our team offer you all the support you need to deliver an exceptional service to your customers. This month we profile our network of senior management team, plus their supporting RSM's, and highlight the areas they cover individually as well as providing you with their contact details.

### Scotland, Ireland and the North



**Henry McNicol (Regional Sales Director)**  
Contact Henry on: 07774 994470



**Terry Jones (Regional Sales Manager)**  
Contact Terry on: 07790 489970  
**Areas covered: CA, DH, DL, LA, NE, SR, TS**



**Ray McClay (Regional Sales Manager)**  
Contact Ray on: 07767 432567  
**Areas covered: BT**

### Central Region



**Paul Soper (Regional Sales Director)**  
Contact Paul on: 07790 489563



**Mervyn Thomas (Regional Sales Manager)**  
Contact Mervyn on: 07790 488499  
**Areas covered: B, CH, CV, CW, DY, IM, L, LL, ST, SY, TF, WA, WN, WS, WV**



**Paul Jones (Regional Sales Manager)**  
Contact Paul on: 07790 489969  
**Areas covered: BB, BD, BL, FY, HG, HX, LS, M, OL, PR, SK, WF**



**Andy Yeomans (Regional Sales Manager)**  
Contact Andy on: 07790 489971  
**Areas covered: DE, DN, HD, HU, LN, NG, PE (10, 11, 20-25), S, YO**



**Neil Carter (Regional Sales Manager)**  
Contact Neil on: 07774 994490  
**Areas covered: CB, CM, CO, HP, IP, LE, LU, MK, NN, NR, PE (exc 10, 11, 20-25), SG**

### Southern Region



**Mark Martin (Regional Sales Director)**  
Contact Mark on: 07767 432563



**Rob Leonard (Regional Sales Manager)**  
Contact Rob on: 07790 489968  
**Areas covered: CF, GL, HR, LD, NP, OX, SA, WR**



**Darren Milkins (Regional Sales Manager)**  
Contact Darren on: 07767 432540  
**Areas covered: BA, BH, BS, DT, EX, GY, JE, PL, SN, SO, SP, TA, TQ, TR**



**Jon Wheeler (Regional Sales Manager)**  
Contact Jon on: 07790 489967  
**Areas covered: BN, CT, GU, ME, PO, RG, RH, SL, TN**



**Alex Thomas (Regional Sales Manager)**  
Contact Alex on: 07790 489966  
**Areas covered: AL, BR, CR, DA, E, EC, EN, HA, IG, KT, N, NW, RM, SE, SM, SS, SW, TW, UB, W, WC, WD**

### Renewable and Light Commercial division



**Barry Wilson (Business development director)**  
Contact Barry on: 07767 432569

# DIARY DATES

## Exhibitions



### March 2011

#### Home Building &

Renovating Show

NEC, Birmingham

24/03/2011 – 27/03/2011

#### Energy Show

RDS, Dublin

30/03/2011 – 31/03/2011

### April 2011

#### PHEX

Wembley, London

06/04/2011 – 07/04/2011



### May 2011

#### All-Energy Show

Aberdeen Exhibition

& Conference Centre,

Aberdeen

18/05/2011 – 19/05/2011

#### PHEX

Ricoh Arena, Coventry

18/05/2011 – 19/05/2011



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

**twitter**

[Twitter.com/heatingyourhome](http://Twitter.com/heatingyourhome)

**You Tube**  
Broadcast Yourself™

[www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup)

**The Heat Exchange**  
WORCESTER  
Bosch Group

[worcesterboschgroup.wordpress.com](http://worcesterboschgroup.wordpress.com)