

DIARY DATES

APRIL 2011

THE INSTALLER'S CHOICE

Exhibitions



April 2011

PHEX
Wembley Stadium, 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



Historical Discoveries –
Our oldest boilers revealed!



Changes to Part L
How does it affect you?

Your technical
questions answered

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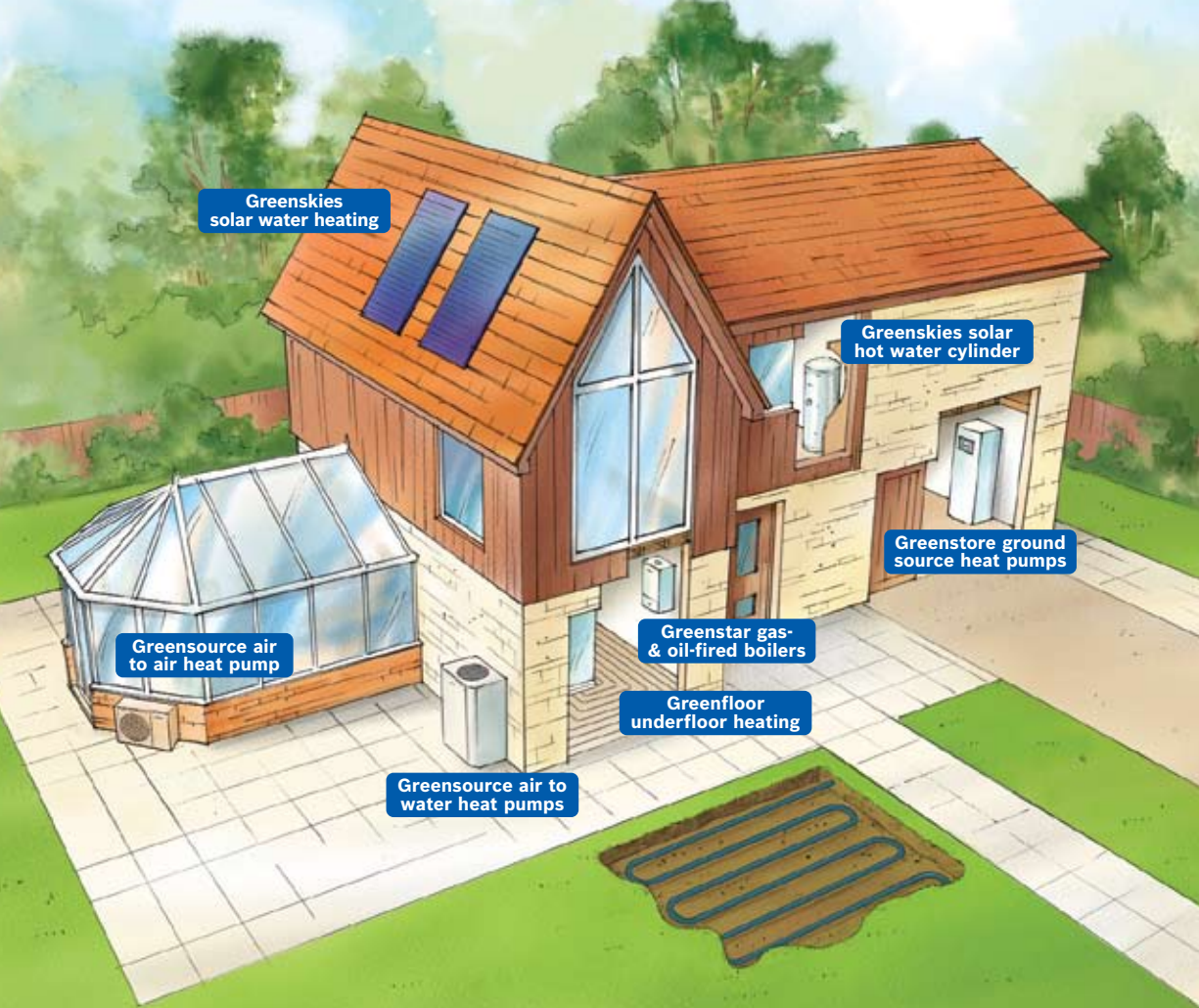


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CONTENTS

Pages 4 & 5
Latest news and views from Worcester



Pages 6 & 7
Update on the search for our oldest boilers

Page 8
Be Our Guest: Andrew Warren, Director of the Association for the Conservation of Energy

Page 9
E2020 Award winner Andrew Elliott, Elliotts of Bakewell Ltd

Pages 10 & 11
Lessons learnt six years on from the introduction of condensing boilers

Pages 12 & 13
Installer's Choice case study: John Garland, SFS Ltd

Pages 14 & 15
Explaining the changes to Part L

Page 16
Your technical questions answered

Page 17
Installer's cash-back promotion

Page 18
Win with Worcester

Page 19
Keep in Touch with Worcester's Central Team

Page 20
Diary Dates



Welcome from Steve Lister

Welcome to the April issue of Installer's Choice.

In this month's magazine we mark the sixth anniversary since condensing boilers became mandatory by looking back at the lessons we've learnt since its introduction. We also re-visit the changes introduced last October with amends to Part L of the Building Regulations and recap on the most important sections that affect you as installers.

To ensure we are providing you with the best service possible, we regularly seek your feedback on various elements of our business to get your thoughts and opinions. Most recently we commissioned a survey to look at what your perceptions of 'value for money' are within the industry's range of products. The results prove that boilers are still viewed as a long term investment by many of your customers. Martyn Bridges analyses the rest of the results on page 11.

We are also always really interested to hear from you and learn of any issues or problems that are affecting your business. This month, Installer's Choice caught up with John Kendrick, director of the Sustainable Heating Company, who recently saw a customer walk away from a significant deal purely because of the Government's confusion over grants. The article makes for really interesting reading and so we would like to hear from those of you who are having a similar or different experience with grants.

Finally we are joined this month on the Be Our Guest page by the director of the Association for the Conservation of Energy, Andrew Warren, who expresses his opinions on The Home Energy Conservation Act 1995.

We hope you enjoy the April issue and wish you a good Easter.

Steve Lister
Sales Director

RHI announcement leaves more **questions than answers**

The Government's much anticipated Renewable Heat Incentive has left more questions than it has given answers.

Neil Schofield, our head of Government and External Affairs comments: "We welcome any initiative that attempts to bring the benefits of renewable heat generation to greater numbers of people, but today's announcement focuses very firmly on the industrial, commercial and public sectors."

"The RHI, as it stands, appears to be focussed on non-domestic heating, early adopters and those off the mains gas network, which leaves questions about how we will encourage mass uptake."

There are a number of questions yet to be answered for the domestic sector which leaves the picture confused."

He continued: "The fact that mainstream households will not be able to access RHI until October 2012 has led the Government to try and bridge the gap with the RHI



Premium Payment, but we will not get details on this until May 2011. My take on it is that there is going to be some sort of grant subsidy made available for those who want to install now.

"In particular, the information on payments is vague as is the criteria by which a property will be deemed to be of sufficient standard to qualify for the RHI. My suspicion is that it will be Band D properties and above, but we need more information."

"The RHI, as it stands, appears to be focussed on non-domestic heating, early adopters and those off the mains gas network, which leaves questions about how we will encourage mass uptake. In summation, whilst welcome this does not feel like a game-changer."

What are your thoughts on the RHI? We want to hear from you, simply drop us an email at marketing@uk.bosch.com or call 01905 752630 to tell us your opinions and you could also get your comments printed in Installer's Choice.

Libya impact on **oil prices**



Neil Schofield believes that the conflicts in the Middle East have further underlined the need for renewable energy sources to be given greater backing, commenting: "Recent events in the Middle East have prompted a significant spike in oil prices, highlighting the volatile nature of the global market."

Instability in the Middle East has raised concerns surrounding the cost of oil and the impact this will have on the energy industry in the UK.

The cost of Brent crude oil rose to its highest in two and a half years as a result of the conflicts, with heavy fighting over control of the country's major cities and oil ports a key concern.

Libya stands as one of the largest exporters of oil to Europe, producing around 1.8 million barrels of oil per day and the deepening conflict within the country's borders threaten to further stifle its exportation. As the crisis deepens, UK oil prices are likely to continue to rise, which is a concern; particularly for the off-grid domestic population.

"The UK market needn't rely on such a volatile source of energy when the technology is already in place to enable clean energy production from renewable sources. I urge the government to underline their commitment to a radical energy shift and a subsequent low carbon future by giving its backing to a greener fuel infrastructure."

Carbon plan gives UK **renewed focus**

Last month we saw Energy Secretary, Chris Huhne and Deputy Prime Minister Nick Clegg announce details of the coalition's plans to move Britain towards a greener economy amidst accusations that it has so far failed to live up to its claim to be the 'greenest government ever'.

The plans propose a shift in energy generation by replacing fossil fuels with low carbon alternatives in both domestic and commercial heating, as well as means of travel. A new green apprenticeships scheme has also been introduced to support the expected increase in demand for renewable energy and home insulation as we look to play our part in tackling global climate change.

The plans are said to form a strategic model, which sets a sequence of deadlines for organisations to follow in order to ensure that the green

economy becomes a reality in the not too distant future.

Neil Schofield, commented: "We have been calling for the government to introduce firmer guidelines as to where they're looking to take the economy since it was elected last year. The delays to announcements on the RHI have undoubtedly affected the industry and it was clear to many that the government had a way to go to live up to their self-proclaiming as the greenest government ever.

"We welcome the government's foresight; however we've never actually been given a clear definition of the plans which are in place currently. We need action to be brought to the market as a matter of urgency to prove



that this isn't just yet another plan with very little going on to support it. Hopefully this is the first step in the right direction."

Historical discoveries



With this year marking 125 years of Bosch and next year our 50th birthday, our very own museum has recently opened, which guides visitors through five decades of products, photography and literature.

Last year saw us launch our nationwide hunt for the oldest Worcester boiler and a number of you impressed us with your discoveries. Thanks to those who notified us of their historical findings, we were able to obtain each of the boiler models we were looking for and are now showing them at our museum, with each consumer being rewarded with a £400 donation towards a new replacement.

We are exhibiting each of our discoveries along with a number of others from Worcester's history at our recently opened museum where visitors are able to see five decades worth of product development, which highlights our progression towards the market-leading products we offer today.

Of the range of dated boilers brought to our attention, the oldest was a Firefly oil-fired boiler from the 1960s,

which was discovered by Mike Brandon in Newcastle. As you can see from the photographs, the boiler remains in impressively good condition and will be given a new lease of life by our R&D team before being placed on display.

Also brought to our attention was a pair of Heatslave 2+ gas-fired boilers from 1980, which were both in full working order prior to their discovery. They sit alongside the Firefly at our museum and certainly show what a difference 30 years can make!

We'd like to thank every one of you who contacted us to let us know of your discoveries and hope that you'll pay our museum a visit to see some of the fascinating products and literature we'll have on display.

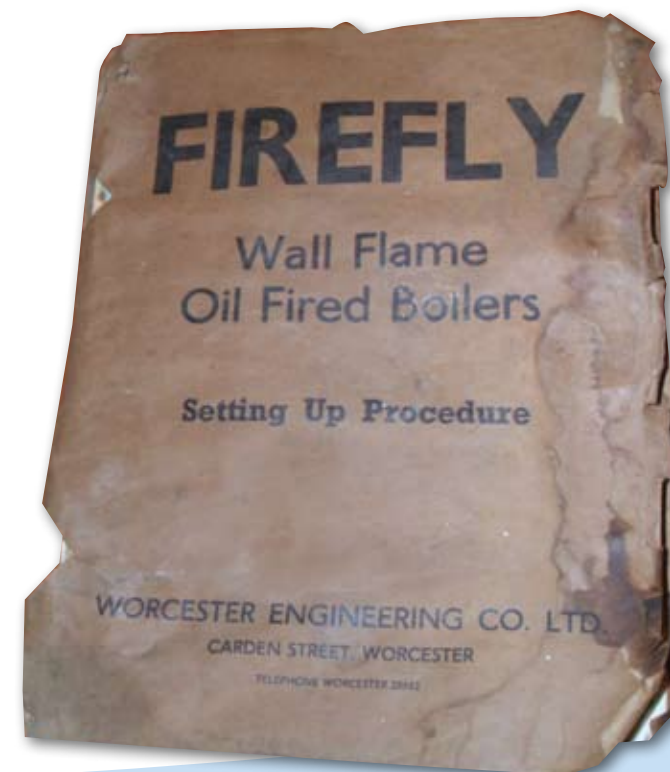
Heatslave History

Each of the boilers returned to us following our appeal last year has its own story to tell and Chester architect, John Linnell, told us of the story behind his Heatslave 2+ gas-fired boiler.

"The property I now live in is a section of what was the largest single dwelling in Chester," said John. "As an architect, I was fortunate enough to work on the property prior to moving in and had the boiler installed in 1979 by my local plumber. At the time, I was keen to look at underfloor heating, but the complete systems we see today weren't available – particularly for a property built in 1860 - so I installed my own device with the Heatslave boiler providing the main heat source.

"The Heatslave was actually one of the earliest combi boilers on the market and I was keen to give the new technology a try. Needless to say, I think I made the right decision!"

"I had no problems with the boiler during its entire lifespan and only ended up replacing it with a Worcester Greenstar 30Si boiler because of a requirement for a control system upgrade. The fact that I was able to contribute to Worcester's museum was an added bonus, and I hope that my new boiler lasts as long as the previous one."



"The Heatslave was actually one of the earliest combi boilers on the market and I was keen to give the new technology a try. Needless to say, I think I made the right decision!"

John Linnell



Heatslave 2+ (manufactured 1980-1984)



Senior 6 (1984)



Highflow 3.5 (manufactured 1990-1993)



The Home Energy Conservation Act 1995 (HECA) is routinely described as “the single most important item of legislation designed to help save energy”. Here, Andrew Warren, director of The Association for the Conservation of Energy explains how clause 102 of the government’s new Energy Bill is seeking to repeal it.

WILL THE GREEN DEAL REPEAL THE HECA?

Until now, the HECA has required each local authority with housing responsibilities to make initial plans to improve the energy performance of the area’s residential stock, both private and public, by 30% between 1996 and 2011 and then to report annually on progress.

We do have details of just how much was achieved under the Act during its first eight years. In 2005, the then environment minister Lord Bach, stated that HECA had already delivered savings of 93.4 terawatt hours (Twh) of domestic fuel, which was a larger saving than the 86.7 Twh ascribed to the entire first phase of the energy companies’ obligation to residential energy saving. But no subsequent cumulative savings figure seems to have been collated, let alone published.

HECA was a Private Members Bill promoted in 1995 by former Lib Dem President Diana Maddock, when she was an MP and it obtained the active support of the government. During passage of the legislation, the Conservative environment minister of state, the late Robert Jones, stated that “we want to set a 30% savings target for every local authority.” The present Prime Minister David Cameron has cited it as an early example of strong ecological commitment by a Conservative government.

In 1999, the then Deputy Prime Minister John Prescott published a

statutory report on progress, which supported HECA. He stated that “a 30% improvement target, of domestic energy efficiency by 2010 based on 1996 levels, was deliberately set as a demanding one. Five years later, the government’s “Energy Efficiency: Plan for Action” concluded that “HECA had achieved success in ensuring that local authority attention is now focussed more closely on the energy efficiency of all housing”.

By 2005 one in three authorities was reporting performance well ahead of requirements. In contrast, others were returning far lower figures; in some cases, there had been minimal if any improvement recorded. Many of the more successful authorities were beneficiaries of the Energy Saving Trust’s HECAAction scheme. In the four years that scheme operated, HECAAction changed from simply rewarding the best performers, to trying to ensure that practically every local authority participated.

But after the 2005 general election, there was a palpable loss of momentum and HECAAction was abandoned.

A consultation document was issued in December 2007. This proposed withdrawing HECA, falsely stating that “analysis has found little evidence that HECA is driving improvements in household energy efficiency”. It deliberately distorted by understatement and omission



the previously well documented achievements. In HECA’s place, two new council performance indicators (NI 186 and NI187) were offered as an “adequate” replacement. Understandably many respondents took this at face value and endorsed the NIs. Such responses are now being called in evidence by DECC in its official justification – although the caveats of retaining statutory responsibility via NIs are curiously omitted.

It is significant that the then Secretary of State, the astute Hilary Benn, instructed his officials not to proceed with attempts to repeal HECA. He recognised that, in the absence of any statutory requirements, with discretionary budgets so restricted, too many councils might be tempted to conclude that they could wind down their teams involved in promoting energy saving in the community. It is very evident that this is happening in other spheres of optional activity - why would energy saving be different?

The official government briefing argues that “Green Deal will deliver improved energy efficiency in the housing stock at a level HECA in itself was unable to achieve.” Obviously we all hope they are right, but to ask the Green Deal to do so, with no statutory backing for local authority involvement, strikes me as wilfully placing a quite unnecessary handicap.

Bakewell heating engineer, Andrew Elliott was awarded a monthly Environment 2020 accolade for his contribution towards the successful conversion of an old stable dwelling in Derbyshire.



Stable rejuvenated by Derbyshire installer

Andrew, of Elliotts of Bakewell Ltd, designed an energy-efficient solution to provide the heating requirements of the renovated property which features a gym, workshop and cinema room over two floors.

Having been given the challenge of producing a heating system to cater for the heating and hot water requirements of the stable conversion, Andrew, who has 21 years of experience in the heating industry, opted for a Worcester Greensource air to water heat pump to maximise the heating efficiency.

The whole building was renovated to an impressive standard from top to bottom and Andrew wanted to ensure that the heating system retained the property’s modern feel. The Greensource air to water heat pump matched the criteria he was looking for, particularly because of the owner’s wish to incorporate underfloor heating.

Andrew explains: “The stable was

renovated to include high insulation values throughout. This gave us the perfect opportunity to use the airsource unit to provide hot water for the en-suite bathroom, kitchen, and the underfloor heating system.”

The 7kW Greensource air to water heat pump operates at a Coefficient of Performance (CoP) level of up to 4, allowing the user to benefit from significant energy savings. The CoP is a simple calculation which works out how much energy the heat pump is able to extract from the air compared to the amount of electrical energy used by the pump itself.

Always keeping an eye on opportunities to encourage heating solutions which demonstrate environmental awareness, Andrew

viewed the Greensource air to water heat pump as the ideal product to install at the highly insulated property.

Andrew said: “I decided to propose the Greensource product because of the advantage of using underfloor heating rather than an oil boiler, which is not only much less efficient, but is also subject to the ever increasing cost of domestic oil. The added benefit of the air to water heat pump is that it makes next to no noise whilst in operation, which makes it an ideal addition to the home.

“I am pleased to say that the installation project ran smoothly from start to finish and has since provided the owners of the property with ample hot water and comfortable room temperatures.”

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.



Lessons learnt with condensing boilers

Six years on from the mandatory introduction of condensing boilers, Martyn Bridges, our director of marketing and technical support for, discusses the lessons learnt by the industry.

Early to mid 1990's, the heating and hot water industry had started to wake up to the fact that condensing boilers were able to provide significant savings on hot water costs as well as being more environmentally friendly. As a result organisations started to make a concentrated effort to actively promote condensing boilers. The Energy Savings Trust, for example, began by arranging a number of training seminars around the country to encourage installers to attend and learn about condensing boilers. They also added an incentive, offering a £200 grant for any customer that bought a condensing boiler.

The hurdle that we faced, however, was back in those days the average annual gas bill for a three bedroom detached house was about £250 per year, unlike the £793* a year a property of a similar size would expect to pay now. So in terms of savings, it wasn't that exciting for a homeowner to save 10-15% on an annual fuel bill, whereas nowadays, a 10-15% saving is much more significant in terms of monetary value.

My colleague, Neil Schofield and I attended one of the EST's original training courses at Lord's cricket ground in London. At this time

condensing boilers were getting an indifferent press and many installers were unused to fitting them, so as a result there were a number of boiler manufacturers at Lords, doing all kinds of bizarre things to dispel any myths about condensing boilers. I vividly remember two scenarios which when you look back now were just absolute madness, but showed the passion and foresight of boiler manufacturers to demonstrate the safety and benefits of condensing boilers. One gentleman had a pipe which at one end was attached to the flue pipe of the boiler and at the other was attached to a face mask he was

wearing. He would wear the mask with the boiler running just to prove that the emissions were so low that the boilers weren't harmful. CO₂ levels were clearly lower, but it was still extreme. Another man used to drink the condensate which had been discharged by the boiler, again another bizarre way of promoting condensing boilers to the installer.

Strange anecdotes aside, there were two things that weren't forewarned during these training sessions about condensing boilers.

Firstly the plume from the flue and the steam coming away from the flue terminals. This was, and potentially still is a nuisance. With an ordinary gas-fired boiler, the plume wasn't visible unless it was extremely cold, therefore people rarely spotted it and it didn't have an irritation factor. With condensing boilers however, there is a visible cloud of plume coming out of the condensing boiler flue at all times and whenever you drive down a residential road these days, you'll spot the houses with a condensing boiler simply by the sign of steam being exited via the flue. At all our training courses, we pre-warn installers to consider the termination point of a flue, as

it shouldn't be near security lights and places where it might drift over neighbours' fences etc.

Secondly, the one thing that was severely understated was the connection of the condensate pipe. We were all informed 15-16 years ago that this was just another pipe, like an overflow pipe from a toilet. If you could, you'd terminate the pipe inside the pipe, but if you wanted to you could terminate the pipe outside and it would be no problem. One boiler manufacturer even used to advertise, that the only difference between a condensing boiler and a standard efficiency boiler was the piece of plastic pipe – the condensate pipe.

That was probably ok as an instruction when we weren't experiencing winters as harsh as the ones we've seen recently, but we now know that that instruction was a little cavalier. Even in 2004, when 40,000 installers went through the energy efficiency installer training programme – a national mandatory training programme funded by the government and undertaken by colleges and manufacturers on their behalf – the condensate pipe routing was understated. The issue wasn't really discussed.

Our last two winters have been severe, with temperatures being recorded at their coldest in the UK, so the biggest lesson from a negative perspective is that condensate pipes need to be terminated, where possible, internally within the property. If they must be terminated externally, then they must be as vertical as they can, with a sufficient pipe diameter and insulation. Trace heating should be used wherever the pipe is severely exposed – winter conditions in Scotland differ severely to those in Cornwall, for example. All of these options should

be considered based upon the average winter temperatures that we have become used to in the UK.

The positive news from condensing boilers is that their take-up has been almost seamless. Aside from condensate pipes, there have been no installation issues at all to concern ourselves with. It has also been proven that the reliability of these products is even better than the previous standard efficiency boilers, which was contrary to many people's expectations. People believed that with the number of additional components, there was more to go wrong. Our experience, which I think speaks for other manufacturers' within the industry is that these boilers are more reliable than their predecessors.

The good news also carries on with many householders having contacted Worcester to inform us of the significant savings that have been made on fuel bills. And with many of these customers having upgraded their control systems to a modern set of controls, they have seen huge savings. From a personal point of view, I had a 45 year old gas-fired boiler with just a time clock and a room thermostat, which I replaced with a Highflow 550 condensing boiler and a new set of controls including a weather compensator as well as thermostatic radiator valves. These modifications, along with 300mm of roof insulation halved my gas bill, which isn't unusual to hear, when people make such significant improvements to their heating system's efficiency.

Condensing boilers have been a true success, despite the initial trepidation surrounding them.

For more information about our award-winning range of combination boilers visit www.worcester-bosch.co.uk or call 0844 892 3366.



*Source: What Price£ www.whatprice.co.uk

INSTALLER'S CHOICE

Spotlight

John Garland, SFS Ltd in Betws, South Wales



John Garland, of SFS Ltd in Betws, South Wales, installed our environmentally friendly products when building his own six bedroom house, including a Greenskies solar thermal heating package and a Greenstar 40CDi boiler.

He comments: "When building the house I was very conscious of the environment and the potential carbon footprint of a property this size, so I knew we had to try and reduce our energy consumption and, in turn, our heating bills."

After considerable deliberation John chose to install four Greenskies FKC solar panels on the south facing roof of his home, which is an ideal direction for maximising solar gain. The panels are connected to two Greenskies 250 litre cylinders.

This was more than enough for his hot water requirements, says John: "We estimated at the time that this combination would provide us on average with between 50-70% of our hot water requirements".

His self-built home has three storeys and each floor is fitted with underfloor heating with intelligent heating controls. The system is heated by a high-efficiency, gas-fired Worcester Greenstar 40CDi regular boiler. "This boiler in conjunction with our Greenskies solar thermal heating package generates a

considerable saving in our fuel bills" says John.

A key consideration in his choice of products was quality and aftersales service. "We chose Worcester because we know the quality and the aftersales service they provide are second to none. We feel that using renewable energy and being energy-efficient is the way forward as more and more customers are looking to reduce their energy bills and CO₂ emissions. I feel confident that, after having completed my own installation, I can now also offer these benefits to customers."





Taking a fresh look at Part L

With the update to Part L of the Building Regulations (Conservation of Fuel and Power) having been made in October last year, Martyn Bridges outlines the requirements for installers and assesses the value of the change to the industry.

The update to Part L of the Building Regulations seems to have been introduced fairly quietly within the industry. The change doesn't affect a tremendous amount of installations, but installers working within the scope of it will have been affected significantly and so it is crucial that they take note.

To recap, the requirement now is that any installers fitting a brand new system have to be able to zone the upstairs and downstairs under the scope of the changes. I emphasise that this is purely for system installations rather than just replacement boilers. Generally speaking brand new system installations used to affect only installers working within the newbuild sector, but nowadays with homeowners wanting to make their homes more environmentally friendly by looking at the benefits of renewable technologies it is not be

out of the question for an installer to be working on an existing property where the customer has decided to install a brand new gas-fired boiler with a new radiator or underfloor system.

The changes to Part L emphasise that a property needs to be 'zoned', upstairs and downstairs. This means that installers need to be considering the time and temperature control for both upstairs and downstairs entirely separately.

In previous situations when a property required a control system upgrade, following the installation of a new boiler, installers would have looked to include a room thermostat and a timer, or a programmable room thermostat. Put simply, there would have been one thermostat controlling the temperature for the whole house

with thermostatic radiator valves (TRVs) installed on the bedroom or upstairs radiators so the temperature could be controlled differently to the downstairs radiators.

That was the way things would previously have been done, however under the new requirements, brand new systems now require time and temperature control of the upstairs and downstairs, differently.

Personally, I don't believe that this is a very effective way of managing things as the housing stock in the UK is typically dominated by properties which are 100m² and below – ie a typical two or three bed house. Generally, a house of this size would have seven or eight radiators installed at various locations around the property, all using TRV's to influence the required temperature

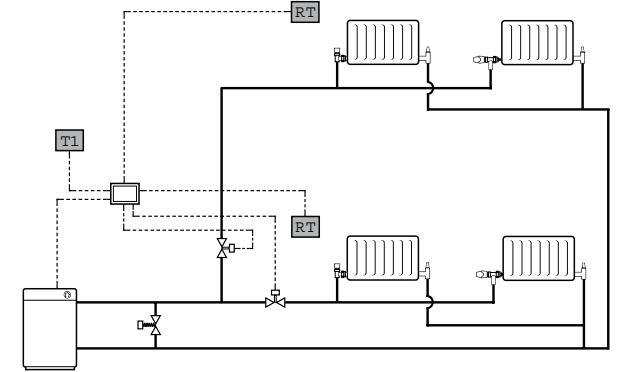
flow. Therefore I cannot see the benefit of zoning the upstairs and downstairs differently as they are so close together.

Previously, the regulations required houses above 150m² to be time and temperature controlled with the upstairs separated from the downstairs. That makes sense as these houses are so big, but on a house as small as those covered by the latest requirements, the upstairs and downstairs are so close that the changes will probably make no impact whatsoever to the running costs.

The downside of these new regulations is that the pipework arrangement now has to be extremely complex. For the majority of installations in the UK, the installer would hang the boiler on the wall, run the pipework for the heating flow and return into the ceiling of the downstairs (or the floor space for the upstairs). The pipework would then run around the rooms upstairs and there would be drops to the downstairs radiators. With these latest amendments, this is now impossible as the pipework has to be arranged in such a way that zone valves will control the flow of water to the upstairs and downstairs differently. There is therefore now an awkward and probably expensive pipework arrangement and the valves are going to be difficult to position.

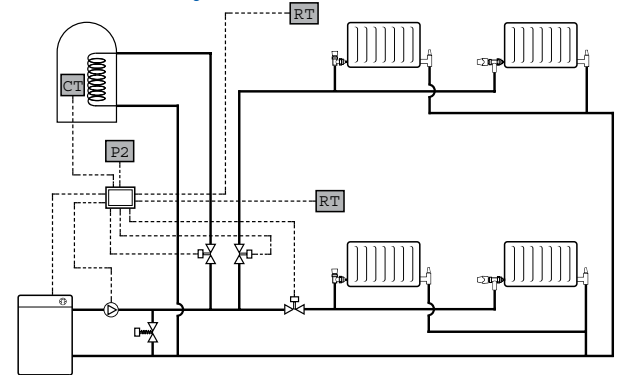
However, it is worth pointing out that there are alternative ways of doing things, such as using thermostatic radiator valves on the radiators themselves, which are programmable for both temperature and time. This type of system is rather neat and would be my personal preference and recommendation to installers for complying with this requirement as they represent the simplest installation.

Combination boiler



“The update to Part L of the Building Regulations seems to have been introduced fairly quietly within the industry. The change doesn't affect a tremendous amount of installations, but installers working within the scope of it will have been affected significantly and so it is crucial that they take note.”

Boiler with hot water cylinder



That said, on boiler replacements, which represent the majority of installations in the UK, the new requirement doesn't apply. Installers can simply upgrade the controls, if needed, to a room thermostat and timer or a programmable room thermostat.

Ultimately, the latest requirement under part L of the Building Regulations isn't really going to

show any great savings in fuel costs and will make new systems much more awkward to install unless the customer opts for a TRV arrangement. That in itself poses additional complications however. I admire the consistent and ongoing surge towards progress with regard to CO₂ savings but I'm afraid I don't see this saving much CO₂, if any, despite added complications.



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



I work in a rural area where some of my customers use 35 Second gas oil in their standard efficiency oil-fired boilers. They have been asking me about a change to the fuel – what is it?

Some 35 Second gas oil may now contain up to 7% FAME (Fatty Acid Methyl Esters), a kind of bio-fuel. It has not been tested with our appliances, so it's not suitable for use on our products. Your customers need to check with their fuel supplier and ask them to guarantee that their fuel is FAME-free. If they can't, the appliance may have to be converted to run on 28 Second kerosene instead.



I'm working on designing a heating system for a barn conversion. I've heard that building regulations Part L has changed recently regarding zoning new systems – how does this affect my customer's property?

It will depend on the size of property. If it's a single storey dwelling, with the living area greater than 70% of the total floor area, you don't need to zone the property heating. For any new or replacement of the whole heating system, you will have to provide at least two heating zones – one for the living area, and one for the sleeping area. If you're not using a combination boiler, then you'll also need a zone for hot water.

Each heating zone will require its own time and temperature control and if you're using a hot water cylinder, this will mean you have provided at least 3

zones – Part L now suggests that in larger properties, it may be sensible to consider additional water zones.

More detailed information can be found on our technical Bulletin TB 0045, available to download from our website at www.worcester-bosch.co.uk/TB or see the article on page 14 for a more in-depth look at the changes to Part L on zoning.



I have a customer who wants to have solar hot water added to their system, but I am unable to find a suitable south-facing position for the panels. What alternatives are available to me?

You can consider a split system with panels on both the East and West facing roofs.

East/West splits can now be achieved by using our new solar pump stations. Remember you must double the number of panels that you'd normally use – so where you would use two panels for a south-facing installation, for a split system you need two on the east-facing roof and two on the west-facing roof.

To achieve a split system, you will need one of the single-line pump stations (an AGS5E or an AGS10E depending on how many panels) and a twin-line pump station (AGS5 or AGS10). You will also need a second collector sensor (because you have two arrays of panels) plus a second safety group and expansion vessel.

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.



Cash in with Worcester products in your own home

Worcester's current promotion rewards those of you who choose Worcester products for your own home. So, 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 us, 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.

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

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 taken during EcoBuild 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, April 'Spot the difference' Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

Closing date: 30th April 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 31st May 2011

CONTACTS

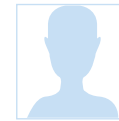
Keep in touch

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 TSM's in our Central Region, and highlight the areas they cover individually as well as providing you with their contact details.

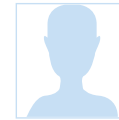
Central Region



Steve Banton
 Technical Sales Manager, Gas
 Contact Steve on: **07767 432579**
 Areas covered: **DE, LN, NG, PE 10,11, 20-25**



Walter Lyon
 Technical Sales Manager, Gas
 Contact Walter on: **07767 432566**
 Areas covered: **CH41+, IM, L, (not WA14)**



Vacancy
 Technical Sales Manager, Oil
 Areas covered: **CB, CM, CO, IP, NR, PE (excl 10, 11, 20-25), SG**



Matt McGann
 Technical Sales Manager, Gas
 Contact Matt on: **07767 432558**
 Areas covered: **B, CV**



Lee Cain
 Technical Sales Manager, Gas, Oil & Solar
 Contact Lee on: **07790 488601**
 Areas covered: **M, SK**



Paul Morgan
 Technical Sales Manager, Gas
 Contact Paul on: **07767 432557**
 Areas covered: **CH1-40, CW, LL, ST**



Steve Cooper
 Technical Sales Manager, Gas
 Contact Steve on: **07767 432565**
 Areas covered: **BD, HG, HX, LS, WF**



Terry Morgan
 Technical Sales Manager, Gas
 Contact Terry on: **07790 489979**
 Areas covered: **DN, HU, YO**



Scott Dunn
 Technical Sales Manager, Gas & Solar
 Contact Scott on: **07790 488474**
 Areas covered: **HD, S**



Oliver Reynolds
 Technical Sales Manager, Gas & Oil
 Contact Oliver on: **07767 432570**
 Areas covered: **IP, NR, PE (excl 10,11, 20-25)**



Nicholas Fothergill
 Technical Sales Manager, Gas
 Contact Nicholas on: **07767 432572**
 Areas covered: **FY, PR, WA, WN**



Anthony Roberts
 Technical Sales Manager, Gas
 Contact Anthony on: **07790 489974**
 Areas covered: **DY, SY, TF, WS, WV**



John Jackson
 Technical Sales Manager, Oil
 Contact John on: **07790 489682**
 Areas covered: **DE, DN, HD, HU, LN, NG, PE 10, 11 20-25, S, SK, YO**



Barry John Wilson
 Technical Sales Manager, Gas, Oil & Solar
 Contact Barry on: **07790 489791**
 Areas covered: **CB, CM, CO, SG**



Scott Love
 Technical Sales Manager, Gas
 Contact Scott on: **07790 489507**
 Areas covered: **HP, LE, LU, MK, NN**



Neil Wootton-Porter
 Technical Sales Manager, Oil
 Contact Neil on: **07767 432534**
 Areas covered: **CH41+, CH1-40, CW, DY, LL, SY, ST, TF, WV, WS**