

# DIARY DATES

JULY/AUGUST 2011

## THE INSTALLER'S CHOICE

### Exhibitions



Success begins at home  
**DOUBLE** cash-back promotion

Boiler Comparison Report Update

Focus on Greenstar

### September



National Home Improvement Show  
Earls Court 1, London

02/09/2011



Renewables Roadshow powered by Plumb Center

Reebok Stadium, Bolton	06/09/2011
Ricoh Arena, Coventry	08/09/2011
The Centaur, Cheltenham	13/09/2011
Wembley, London	15/09/2011
International Centre, Harrogate	20/09/2011
SECC, Glasgow	22/09/2011

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



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

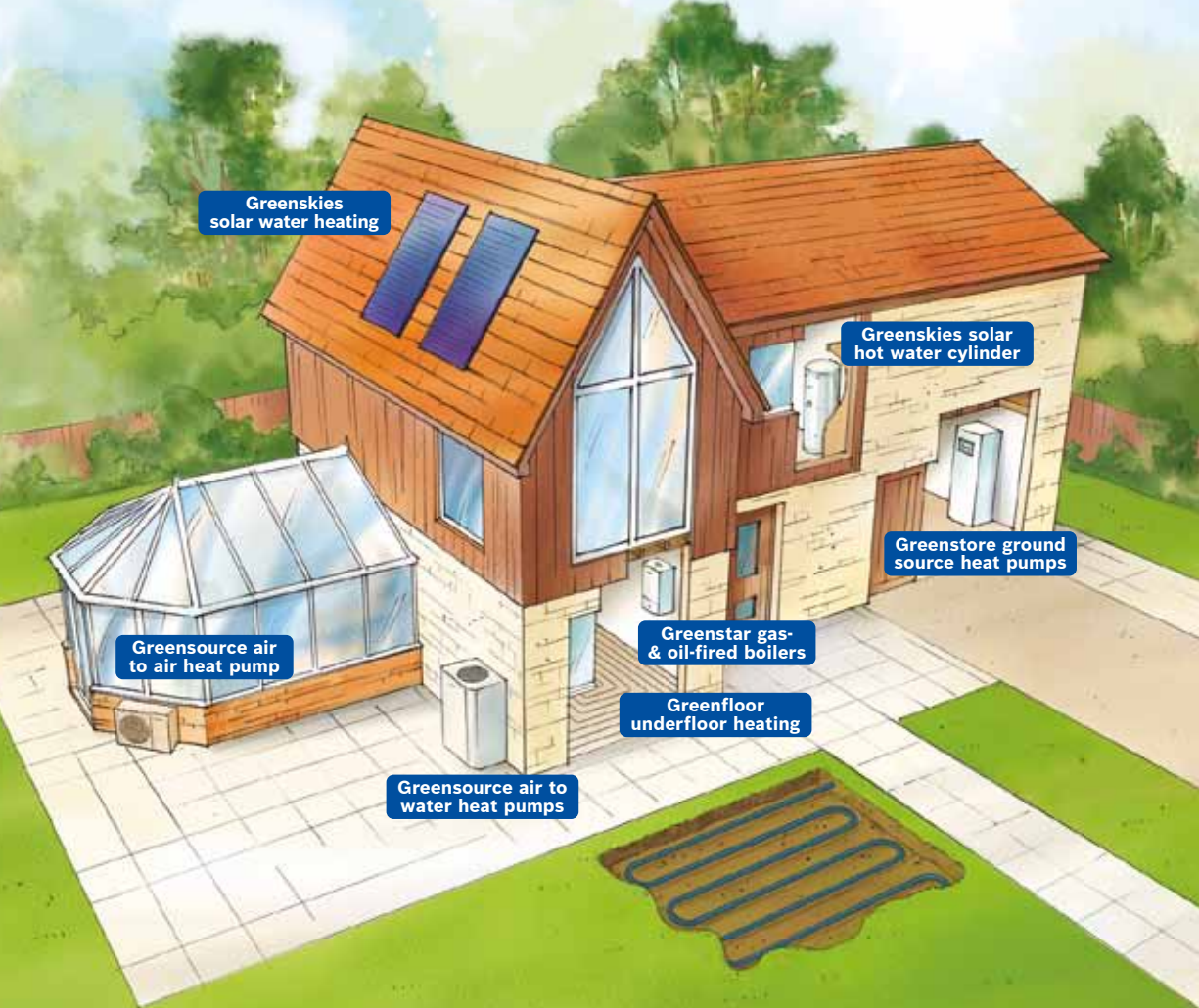


[www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup)



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





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Whatever your heating and hot water application, you'll find the complete system solution at Worcester.

To find out more, call 0844 892 3366 or visit our website.



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## Welcome from Steve Lister

Welcome to the July/August issue of Installer's Choice. In this month's magazine, we are pleased to announce our double cash-back promotion, which has been introduced to reward those of you who install our products in your own homes. We know how important it is for you to have a full understanding of the products you sell to your customers and want to encourage this in the best possible way.

Following our extensive research project, we outline the unique selling points we are able to offer via our Greenstar range of boilers. Many of these have been built into our range to make life easier for you when you install our products. To find out more, take a look at pages 10 and 11.

This summer also sees the launch of a new Greenstar Low Loss Header, an accessory which will make things much simpler for those of you carrying out larger domestic installations. Find

out more about the Greenstar low loss header on pages 12 and 13.

As the market becomes increasingly competitive, the relationship between you and your customer becomes even more important. In this issue, we speak to two installers who emphasise the importance of a detailed commissioning process for both your business and your customer. Read what they had to say on page 14.

Finally, with many homeowners choosing to repair their current boiler rather than investing in a new product, we know that it is essential for you to be able to access spare parts as quickly as possible. Read more about our dedicated spares department and the service it offers on page 16.

We hope you enjoy the magazine.

**Steve Lister**  
Sales Director



## Power of nature garden **scoops gold**

Amidst challenging times for installers across the country, we are leaving no stone unturned in our drive to raise consumer awareness of our products. In turn, we hope that this will impact positively on the number of sales leads you receive in your area.

Back in May, we attended the Chelsea Flower Show with the aim of raising awareness amongst the thousands of attendees on how the forces of nature can be harnessed to provide heating and hot water for the home. We were delighted to scoop a coveted 'Gold' Award from the judges for our

renewable energy themed garden. Our award winning 'Power of Nature' Urban Garden was given the highest accolade at the show following a strict judging criteria.

Our energy-efficient renewable technologies – including solar panels set into the walls, striking solar evacuated tube used to create a feature in the garden and ground source heat pump collectors buried underneath the ground – were worked into the design and cleverly set against a beautiful, planting scheme to bring in the strong elements of earth, wind, fire and air.

Sue Pennington, our consumer brand manager, said: "The interest in the garden, its design and its renewable energy theme was fantastic. Visitors to the show certainly enjoyed looking at the garden as much as we did and we hope to have played a part in highlighting the different ways we can heat our homes."

The beautiful garden will now be rebuilt at our headquarters ahead of our 50th birthday celebrations in 2012, forming a lasting space that visitors can enjoy for years to come.

## Our new **training academy**

Back in March, we told you of the ongoing upgrade to our headquarters as part of the 125<sup>th</sup> anniversary of Bosch. As many of you will know, our reception area has been given a new lease of life thanks to a state-of-the-art refurbishment and extension. We are now putting the finishing touches to our new training academy, which is due to open later this summer.

Phil Bunce, our training manager, comments: "We are now well into the final stage of development for our new training academy.

The main area within the new facility is based around renewables and we have now constructed our single storey 'bungalows' to enable installers to gain that all-important hands-on experience.

"We also have an interactive demonstration area which shows how a boiler can be linked with a solar system. We will be able to offer installers the chance to view this type of installation on both a domestic and a commercial level. "For the first time in our history,

we'll be able to offer ACS training and assessment on both a commercial and a domestic level.

"The facility itself will be heated and cooled by Buderus' commercial products and both our gas absorption heat pumps and CHP units are now in place.

"We're really looking forward to unveiling our new training academy, which is sure to enhance our offering to thousands of installers every year."

## Climate change targets but bring concerns

We welcome the Government's new climate change targets, which aim to cut greenhouse gas emissions by 50%\* by 2025.

However, the new targets, which have been unveiled as part of the fourth Carbon Budget, also include a clause which allows the Government to amend the targets in 2014 if other European Union countries are slower to implement carbon reduction measures.

Neil Schofield, our Head of External and Governmental affairs, commented: "These targets are very ambitious and should be welcomed by the UK's heating industry. The Secretary of State talked about the issue of domestic heat in his announcement and is including heat generation in the Green Deal as a 'desirable improvement' which is a very positive move."

However, Neil has warned that the proposals also include the opportunity to review these figures in 2014 to

ensure that the UK remains on a similar track to other European Union nations. "My only concern is that these proposals include what is effectively a get-out clause which could slow implementation down. The heating industry needs certainty over the long term and there will be some concern that the goalposts have the potential to move over the medium term. The Government appears to have given itself a get-out clause."

He continued: "The heating industry still has much to do to convince the Government that it can help deliver these targets. There are 5,000 boilers replaced every day, which is 5,000 opportunities to sell a low carbon solution to the homeowner. We need to be able to offer a whole-house solution including insulation, heat generation and renewables, not just relying on separate tradesmen to do their own bit."

\*from 1990 levels



## Be the face of our future advertising campaign

Your personal recommendations and constant word-of-mouth promotion are just two of the ringing endorsements that have helped Worcester become one of the UK's leading manufacturers of heating and hot water products.

We know how valuable your feedback is in helping us to better our own products and how other installers within the industry trust and value your thoughts and opinions. As a result, for our future advertising campaign we are looking to recruit several installers to be the face of 'Worcester'.

If this sounds like something you would be interested in, simply send us the details of your most unusual Worcester installation including where and when the installation took place and the reason why you believe it to be so unusual. Photos are also welcome and don't forget to include your name, company name, address and contact numbers.

The installation that catches our eye the most will be in with the chance of being the future face of our advertising campaign. As well as being invited to a photo shoot and seeing your picture appear in trade press adverts, you will also receive a free Bosch power tool kit worth £500 and we will support you in return with some free local PR.

All entries need to be sent to [marketing@uk.bosch.com](mailto:marketing@uk.bosch.com) by 31st July 2011 and the winner will be notified by 5th August 2011. Good luck!



Dennis Annear, Dennis Annear Plumbing & Heating

## Success begins at home

**Our Installer's Choice cash-back promotion has been extended and what's more; for a limited period you can now get DOUBLE cash-back and a 5 year guarantee when you install any Greenstar boiler in your own home.**

Committed to energy efficiency, Worcester has been at the forefront of heating and hot water systems for many years, developing high quality renewable technologies that help homeowners to reduce their fuel costs as well as protecting the environment.

From talking to many of you, at road shows and training sessions, we know that the experience of installing a product in your own home can help

you to sell that technology onto your customers more easily. Figures from a recent survey, which stated that 9 out of 10 installers would choose to install one of our products in their own home, encouraged us to extend and enhance the promotion. Here are the details:

For the first time ever we are doubling our current installer cash-back promotion, giving you the opportunity

to claim £300 cash-back for installing a Worcester Greenstar boiler product in your own home. Running from 13<sup>th</sup> June to 30<sup>th</sup> September, there is also an extended five year guarantee on all of these products, so you can feel assured of quality and reliability with Worcester.

Installing our products in your own home can bring significant benefits to you and your business. With daily,

hands-on use, you will have the opportunity to demonstrate the cost-savings you experience to potential customers – something we know many of you have found to be a strong source of new business.

But don't just take our word for it. We spoke to two installers who have fitted our products in their own home.

**Graham Peachey is from G R Peachey Plumbing & Heating**

As part of an extension to his 1980's detached property, Kent-based installer Graham decided to install a Greenstar 24Ri boiler alongside Greenskies solar panels and a Greenskies 210 litre cylinder, to ensure his five-bedroom home had a sufficient heating and hot water system.

Graham comments: "I always offer clients the chance to look at the products in my own home, so that they know what they will be getting. Doing this has certainly helped them to understand the product, how it works and its benefits. In fact, a couple of my customers have had Greenskies hot water cylinders installed with a view to adding the solar system to it at a later date. This has definitely come from being able to show them the package face-to-face."

**Dennis Annear is from Dennis Annear Plumbing & Heating**

Whilst adding an extension to his four-bedroom, semi-detached home, Cornwall-based installer Dennis decided to install a Greenstar 24i System condensing boiler alongside Greenskies solar panels in a quest to reduce his heating costs.

Dennis comments: "The installation on my own property was the first one my dad and I had completed, but practicing on my own home really gave me a head start with that side of our business and I've since completed a number of further installations. Having the Greenskies solar panels on

*"Practising on my own home really gave me a head start with that side of our business"*

**Dennis Annear**

my own home has also helped me to sell the product to customers because I can give them honest feedback and they can see that I believe in the brand."

**This offer runs from 13th June to 30th September, with all claims to be submitted by 31st October 2011. For any enquiries regarding this promotion call 0845 313 0058 or visit [www.worcester-bosch.co.uk/boilercashback](http://www.worcester-bosch.co.uk/boilercashback)**

Terms and conditions apply.

Features and Benefits
<ul style="list-style-type: none"> <li>• <b>Greenstar gas- and oil-fired boilers</b></li> <li>• All Greenstar boilers are SEDBUK A-rated for efficiency</li> <li>• Greenstar gas-fired boilers are available in outputs from 12-40kW</li> <li>• Greenstar oil-fired boilers are available in outputs from 12-32kW</li> <li>• Greenstar boilers are available in both wall-mounted and floor-standing models</li> <li>• The range is complemented with plug-in timers and programmers that enhance the boiler's heating and hot water control</li> <li>• 10 year guarantee of primary heat exchanger</li> </ul>





With the current economic climate challenging businesses of all shapes and sizes, Ian Exall of Aqualisa explains how you can make your company a Superbrand in its own right.

## Brand Power

'Brand' and 'branding' are arguably some of the biggest buzz-words of our modern times.

Times that are littered with the success stories of brand conception and reinvention, and even an official organisation that measures global brand worth; producing an annual top 10 of consumer and business 'Superbrands'.

*"In challenging times, where customers are shopping around, it has never been more critical to communicate that yours is a brand that delivers; that understands their needs and that, beyond the sale, will still care about them."*

Ian Exall

Of course, brand power is a highly complex thing, but one thing is for sure; when the going gets tough, it's the brands that get going. Yes, the economic climate remains chilly, but you can be sure that the strongest, brands will be the ones that continue to hold their own.

Just what is it that makes a great brand? And how can you get your customers to switch on and remain loyal? In challenging times, where customers are shopping around, it has never been more critical to communicate that yours is a brand that delivers; that understands their needs and that, beyond the sale, will still care about them. Run through the weightiest consumer

and business brands – Rolls Royce, BlackBerry, Apple, British Airways and a name not too far removed from these very pages, Bosch – and you'll have an instant perception of their business – which is exactly what brand reputations are built on.

Few of us can enjoy the dizzying marketing spend of such household names, but everyone can learn from

how big brands work. Everyone can assimilate what their brand values are and how to preserve and strengthen them. The key is to know your customers, listen to what they want and make your reputation rock-solid by consistently delivering the goods.

At Aqualisa, we take our own brand management extremely seriously. We're known as the 'installer's brand' – and it's not for nothing. For close to 40 years, we've taken the time to build long-term relationships with installers.

From start to finish, we ask ourselves 'How does this work for our installers?' So, when you install a new shower, attend one of our training courses or call our technical

helpline, you can be sure that we've tried to ensure that the experience delivers on our brand values of quality, reliability and great service back-up.

As an installer with a reputation to maintain, there's also a good argument for matching the quality of your brand with products that offer a similar quality, value and reliability. After all, why tarnish your own high

standards by using products and tools that are below par? Sometimes, especially during a recession, that's not easy – but it pays to be mindful about the detail because more often than not, it's exactly those little details that make you stand out from the crowd and that ultimately, will ensure your long-term survival and success.

**For further information about Aqualisa's showers, training seminars and after-sales technical support, visit [www.aqualisa.co.uk](http://www.aqualisa.co.uk) or telephone 01959 560010.**



Northampton-based sustainable heating specialist, John Kendrick was awarded a monthly Environment 2020 Award having successfully completed a project at the world's busiest animal hospital.



John was delighted to work on the project, commenting: "Tiggywinkles is such a good cause and so this was a project I was really pleased to be involved with. The new centre is a great facility for all visitors to the hospital and their focus on sustainability gave me the opportunity to install the right heat pump to cater for their needs.

"They wanted a system which would be efficient as well as economical to run and the new installation fits the bill perfectly. Whilst it's too early to be able to reflect on exact savings, our initial calculations estimate that the new system will prove to be an extremely energy efficient solution and help to keep the charity's fuel costs at a minimum."

## John gives creature comfort to Tiggywinkles

John Kendrick, of The Sustainable Heating Company, was selected for the award after he installed a Greensource air to water heat pump at Tiggywinkles wildlife hospital, Buckinghamshire.

The Sustainable Heating Company was initially contacted by Tiggywinkles in advance of work starting on their new build Red Kite Information and Education Centre. John was asked to install an environmentally friendly heating system for the new building, which would build upon the charity's

vision to teach school children and regular visitors about the importance of sustainability and the environment. The Greensource air to water heat pump system comprises an outdoor and indoor unit. The outdoor unit extracts the energy from the air outside the property, which is absorbed and compressed to a higher temperature, before passing to the indoor unit. The heat generated by this process is then used to provide hot water for the purpose-built education and visitor centre.

The Environment 2020 Awards initiative is an annual competition which recognises installers who take an environmentally responsible approach to their work. John 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 summer 2011. The winner of the overall competition will also be presented with travel vouchers to the value of £1,000.

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).



## Boiler comparison report update

### Greenstar in a class of its own

As we are always looking to make sure that our Greenstar boilers maintain a strong position in the market and are as easy as possible to install, we therefore regularly analyse the features of our boilers in relation to our competitors. Following our latest competitor comparison research, we've found that the following features make our Greenstar boilers stand out from the crowd.

#### **i and Si combi boilers have a lift weight of less than 30kg**

The Greenstar i and Si combi boilers are one of the only combi boilers on the market to be a genuine 'one man

lift' product. The general accepted standard is that 25-30kg is the maximum weight one man should be lifting alone. Anything above that requires two or more people to carry out the job. For that reason, we designed the boiler in such a way that it is split into two pieces so installers never have to lift more than 27kg in one go. Consequently, we hope that this will ensure that our boilers are as simple to handle as possible.

#### **Si and CDi are the only boilers where pipes can be routed behind as standard**

Our recent findings have shown that

approximately six to seven boilers out of every ten are installed in either a kitchen or utility room. Of this number, the majority have some, or all, of their pipework directed up into the roof space or ceiling of the room it has been installed in. For this reason, we designed a wall mounting jig which allows all of the pipework to be pre-plumbed without the boiler being on the wall at this point. All or some of the pipework can be run inside the wall mounting frame allowing pipework to run up the back of the boiler without the need for an optional or extra spacing frame. Without this option, the pipework would have to be

brought out of the bottom of the boiler and then to the left or right before being re-directed upwards. This can look rather unsightly, especially when many homeowners are now looking for high-spec designer kitchens where aesthetics are as much of a consideration as the functionality. Worcester is the only manufacturer to offer this pipework solution as standard, which ensures that you can offer your customer a highly-efficient heating system without disrupting the aesthetics of their home.

#### **Greenstars can be connected to the framework in less than ten minutes**

It is accepted that, depending on position and available space, wall-mounted boilers can be awkward to fit. With many installers fitting large numbers of boilers every year, we are aware of how important it is for the process to be as simple and as quick as possible. Thanks to a precise framework, we have been able to make sure that the Greenstar boiler sits quickly and easily onto the wall mounting jig connections without having to push, shove or slacken off valves and fittings for example.

#### **Optional programmers can be plugged into the front of the boiler**

A programmer or timer is something we have offered for a number of years. It means the installer can complete the installation without the need for an electrician. Programmers used to take the form of either a mechanical or digital timer; however we can now offer several different options. Some of these control options have a room thermostat as well, which operates via a radio frequency signal, eliminating the need for an electrician to connect wiring and allowing the timer to be fitted in minutes rather than hours. The result of this is that you can complete the full installation without any electrical qualifications and are able to spend more time educating your customer on how their control system can be used to maximise their heating efficiency.

#### **Auto clock setup**

Our auto-clock set-up feature means that as soon as the boiler is plugged in and supplied with electricity, the clock will set itself to the correct time and date automatically. Likewise, when the clocks change during the year, the intelligent auto clock will correct itself automatically to ensure that your customer is not required to make any timing adjustments.

#### **10 Year primary heat exchanger warranty**

So confident are we of the robustness and durability of the WB condensing Heatcell series, that we provide a 10 year warranty on this component for all of our Greenstar gas-fired boilers. We hope that this gives you and your customer that extra peace of mind

#### **Annual servicing time less than 15 minutes**

This is a new benefit which has come about thanks to the pre-mix burners



within condensing boilers. On our Greenstar range, we have a pre-mix burner which provides precise combustion levels and makes sure that the air and gas ratios are always precisely aligned. As a result, the gas combustion mix is never under or over aired to enable the perfect level of combustion. Therefore, the heat cell itself should rarely need cleaning.

In years gone by, you would have been expected to dismantle the boiler without even looking at it because of the cleaning required with each service. This could take anything up to an hour of time for a standard efficiency boiler. Today however, with our condensing boilers, we suggest that they are not dismantled at all.

A combustion analysis should be taken with a CO/CO<sub>2</sub> analyser and then an air pressure reading over the heat cell. If both of these figures are found to be within the acceptable parameters listed within the installation instructions, then no further action is required. We are aware of some of our early Greenstar condensing boilers which have been in action for eleven years or so and are yet to require the heat cell cleaning, which is a testament to the quality of the boiler.



## Introducing the new **Greenstar Low Loss Header**

Having obtained feedback from many of you regarding the challenges you face in the domestic market, we have once again added to our award-winning Greenstar range. In this issue of Installer's Choice, Martyn Bridges introduces the Greenstar Low Loss Header, which is due to be launched this summer and explains how it will widen your installation options.

"Many installers are finding that properties which are considerably larger than average have a subsequent higher demand in heating output. As a result, some have resorted to designing their own Low Loss Headers in order to cascade two domestic boilers to meet this output.

"In keeping with our complete system offering, commencing this summer, we will be offering a Low Loss Header option to installers, which adds a vital component to our Greenstar range and a perfect solution for those of you looking to cascade

two boilers in larger properties.

"The Low Loss Header serves to maintain a suitable flow rate throughout the heating system, even when multiple heating circuits are in operation to satisfy the demand of the property.

"Thanks to this addition, you will be able to satisfy demands of up to 70kW using the Greenstar boilers you have become accustomed to. We are aware that due to the existing regulations in the domestic heating sector, installers are only able to fit boilers with outputs of up to 70kW. Anything larger than this requires a commercial ACS qualification, which arguably requires too much of an investment for those focused on installations in the domestic sector alone.

"The Greenstar Low Loss Header package includes all of the required fittings to connect the system and balance the flow rate through the boilers with the varying flow rate

*"Thanks to this addition, you will be able to satisfy demands of up to 70kW using the Greenstar boilers you have become accustomed to."*

*Martyn Bridges*

through the system. By offering the complete package we hope that installers will be able to save time and money thanks to a ready-made solution which is easy to install."

### Installation considerations

- When encountering a system which is large enough to require two Greenstar boilers or the customer wishes to split the system load so that two boilers do the job ensuring a back up is in place in the event of a breakdown, then the Worcester team only recommend a Low Loss Header for this arrangement.
- Providing the total input rating for a domestic property is 70kW, then the heating system can be serviced and maintained by a registered engineer with domestic qualifications.

Properties requiring an input rating of more than 70kW are classified as commercial and can therefore only be attended to by a commercially-qualified installer.

- In the absence of a sequence controller for the boiler system, a lead/lag boiler combination can be used. This is where one boiler's thermostat is set 5°C higher than the other boiler. The lead boiler should be swapped with the lag boiler at each annual service to ensure that the load is met evenly by both boilers across their respective lifetimes.





## Customer Satisfaction is key

With a wide range of products available in today's market, selecting the best possible system is one of the most important decisions you will be required to make as an installer. This month, we look at the benefits of close contact with your customers, and speak to two installers who are keen to promote a thorough commissioning process.

Jason Mounsey, an installer from Blackburn-based Calder Services Ltd, explains why it is important to discuss requirements with the customer prior to an installation. He said: "Every property and every customer is different so it is extremely important for the first step to be a conversation with the customer.

"There is more to a survey than simply measuring the rooms in the house. You need to get an idea of

the customer's lifestyle and family size. Do they prefer showering to bathing, do they have a "staggered" use of hot water, or is it likely that 4 or 5 people will all want a shower at 7:00am in the morning?

"Many homeowners also want to be sure that the aesthetics of their home are maintained. It's always a good idea to discuss the visible elements of the system in advance as the plume from the flue and the condensate drainage in particular can be causes of confusion if they are not explained in detail. The positioning of the boiler or heat pump, for example, is also something that needs to be considered prior to an installation. Whilst there may be a majority of people who take an 'out of sight, out of mind' approach to their heating system, future servicing or maintenance will always require access.

Graham Harrison, a colleague of Jason's at Calder Services Ltd, also stresses the value of a control system, adding: "Heating controls are more sophisticated than ever before. Explaining the functionality of the controls to the customer will not only ensure that they can take advantage of the full benefits of their system, but will also give them the confidence that you have their best interests at heart.

"Taking the time to get to know your customer and ensuring you can cater for their best interests is also likely to set you apart from your local competitors, which can only reflect positively on your business."

**Our award-winning technical support team is always on hand to assist with any queries you may have relating to an installation and can be contacted on 0844 892 3366.**



## Extra 12 months guarantee on all Greenstar boilers

We have extended the guarantee period on all of our Greenstar gas- and oil-fired boilers. This exclusive offer, applies to all installation carried out between the 1<sup>st</sup> May and 31<sup>st</sup> August 2011. So now, not only will you be helping your customers to save energy but you'll also be giving them peace of mind for even longer. Visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) for more information.

Please note, the cash-back promotion cannot be claimed in conjunction with the extended guarantee promotion.





# Spare a thought

Despite recent legislation updates and a drive towards high-efficiency technology, a large number of homeowners are still choosing to repair their old boiler rather than invest in a new high-efficiency model, which has meant the availability of spare parts has become more important than ever before. Martin Lewis, our national spares manager, discusses our commitment to the spares market:

“We’ve seen real efforts made to introduce high-efficiency home heating over the last year or so. Yet

despite the introduction of SEDBUK ‘A’ rated condensing boilers such as our Greenstar range, we still received just under 150,000 calls in 2010 requesting information about our spare parts. These calls were answered within 10 seconds on average, providing excellent support for the spares industry.

“Year on year, we see an increase in calls and, inevitably, with an increase in our boiler population comes a demand for spare parts in out of warranty appliances. The main reason for this would appear

that during this economic climate, more people are choosing to repair their old boiler rather than having a new appliance installed.

“To ensure this demand for spares is met we have genuine replacement parts for all of our boilers. Our network of 210 profile stockists offer 98% availability of spare parts in branch. All of these branches are also guaranteed 100% next day delivery from our warehouse to ensure that your profile stockist can offer only the best service to you and your customers.”



## FIND A STOCKIST

There’s nothing more annoying than waiting for a spare part, especially when time is money!

To take the hassle out of finding a Worcester stockist in your local area, our website now features an easy to use ‘find a stockist’ service online.

Simply visit:  
[www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

and click on the installer page of the website and then on ‘spares stockists’. All you need to do then is to enter your postcode and your nearest profile stockist will appear with all their relevant contact details. Our dedicated iPhone app also enables you to find your nearest profile spares stockist at the touch of a button. Getting hold of that crucial spare part really couldn’t be any easier!

**Remember, to ensure you get the correct spare, just tell us the serial number and 3 digit FD code. From this we can tell the product’s model, year and month of manufacture.**



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



**My customer is not connected to mains sewerage and uses a septic tank. Can I run the condense from his boiler into the tank?**

Only if it’s neutralised first. Condense, as we know, is slightly acidic and in high quantities this could disrupt the natural balance of bacteria in the tank. Of course, the normal precautions should be taken to ensure any pipe work from the boiler to the tank is protected from freezing.



**Can you please explain what this additional low NOx chip is for in your Greenstar i Junior boiler? Have I got to fit it?**

It is a low NOx code plug. You don’t have to fit it unless your customer has specified it in order to gain extra credits under the Code for Sustainable Homes. Because it limits the boiler’s heating output to 12kW, it can also be useful if you are fitting the boiler in a small property with a low heating load.



**When I’m installing a solar system, what can I do with the PRV discharge pipe?**

This can’t be treated like a boiler PRV because the solar system contains glycol. Because the discharge from this PRV could be very hot glycol, which can burn skin, you should discharge it to a controlled point – i.e. a covered container that can take the temperature. We have such a container as an accessory which can take the high temperatures and pressures likely to be emitted from a solar PRV discharge; part number 7716 192 348.



**I’ve been called to a boiler because the PRV pipe is dripping, what should I check for?**

Firstly, check the system pressure to make sure there is no underlying cause for a dripping PRV. If the pressure is up at 3 bar, bring it back down to 1 bar when cold. Run the heating and make sure it doesn’t increase back up again to 3 bar – this could indicate an expansion vessel problem. Check that the expansion vessel is connected, and the vessel pressure is set at 0.7 bar. This must be done when the boiler has no pressure in the heating circuit.

Check the boiler’s filling link to make sure this isn’t left connected and over pressurising the system. If it is a combi boiler, isolate the cold mains to the boiler; to ensure that the heat exchanger isn’t cross leaking. This can sometimes be caused by a backflow device on the cold water mains with no mini expansion vessel fitted.



**Can flue terminal clearances be reduced if a plume management kit is used?**

If a plume management kit is fitted, the clearance from the air inlet section of the flue to any opening in the building fabric or internal/external corner may be reduced to a minimum of 150mm. This is only acceptable providing the specified clearances to the flue terminal outlet are maintained.

A flue terminal guard must still be fitted when a plume management kit is used and the air inlet is 2 metres or less from ground level.

## Our YouTube Channel

We have our own information channel on YouTube, to guide you and your customers through a number of technical queries as well as providing a range of information on our products. Visit [www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup)





# Win £150 Love 2 Shop vouchers!

To enter this month's competition all you need to do is complete the wordsearch below by identifying some of the industry's key terms. Simply complete the below entry form, highlight the hidden words and send it into our editorial office. Good Luck!

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 C Y R E T S E C R O W D B A G I N  
 I O N R D T U N W O E E E R N K S  
 F R A T S N E E R G T A L T F S E  
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**How to enter:**  
 To enter, simply complete the entry form below and send it back to our editorial office: Installer's Choice July/August 'Word search Competition', Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.  
**Closing date: 29th July 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 July 2011

- |              |            |               |
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## 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 Paul Soper's central team 2, headed up by Paul Jones, and highlight the areas they cover individually as well as providing you with their contact details



**Paul Soper**  
 Regional Sales Director  
 Contact Paul on: **07790 489563**  
**Areas covered: All postcodes**



**Paul Jones**  
 Regional Sales Manager: Central region 2  
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**Areas covered: BB, BD, BL, FY, HG, HX, LS, M, OL, PR, SK, WF**



**Richard Hodgkiss**  
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**Areas covered: FY, PR, WA, WN**



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