

DIARY DATES

SEPTEMBER/OCTOBER 2011

THE INSTALLER'S CHOICE

Exhibitions

Over the next few months you can visit our stand at any one of the following exhibitions, where a selection of our latest 'A' rated Greenstar gas and oil-fired boilers and renewable technologies will be on display.



September/October



Grand Designs
NEC, Birmingham

07/10 – 09/10

PHEX

Old Trafford, Manchester
Stamford Bridge, Chelsea

19/10 – 20/10
24/11 – 25/11

For further information visit www.worcester-bosch.co.uk and click on the events page.



Twitter.com/heatingyourhome



www.youtube.com/worcesterboschgroup



worcesterboschgroup.wordpress.com



Five year guarantee promotion



Taking a look at the England Homes Report
How viable is the mass introduction of renewables?

Kicking off the new season with Worcester Warriors



Everything you need...

STRONG BRITISH BRAND
SUPERIOR QUALITY
RELIABILITY
ON-TIME DELIVERIES
ADVICE
SUSTAINABLE
SYSTEM
SOLUTIONS
SERVICE
SUPPORT
VALUE FOR MONEY
TRAINING
SUPPORT
ADVICE
GUARANTEE
DURABLE
EFFICIENCY
GREENER
QUALITY
PEACE OF MIND
PROVEN

...backed up with a 5 year guarantee

Install any Greenstar CDI or Si boiler between 1st September and 31st December 2011 and your customer will receive an additional 3 year guarantee on top of the standard 2 year guarantee. That's a 5 year guarantee for the boiler and 5 years' peace of mind for your customer.

Call 0845 313 0058

or visit www.worcester-bosch.co.uk/5year
to find out more.

For the rest
of 2011
**5 Year
Guarantee**
with every
Greenstar CDI
or Si boiler*

*Purchased & installed between
1st September &
31st December 2011.
Terms and conditions apply.

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Welcome from Steve Lister

Welcome to the September/
October issue of Installer's Choice.
In this month's magazine, we are
pleased to announce our extended
guarantee promotion, giving your
customers and you the added
benefit of a five year guarantee
on selected Greenstar boilers.

With the rugby season now having
kicked off, we are also pleased to
announce our shirt sponsorship
with the Worcester Warriors for the
coming year. The Warriors returned
to the Aviva Premiership following
a hugely successful 2010/11
season and we are sure that they
will build on this success. Turn to
pages 6 and 7 to find out more.

Details of the RHI Premium Payment
scheme have now been confirmed
and the scheme is now open to
applications. In light of this, we are
taking a look at the results of a recent
research project which looks at
consumer attitudes towards renewable

heating and the incentive itself. Neil
Schofield discusses these results in
more detail on pages 12 and 13.

With the peak heating season just
around the corner, the Benchmark
checklist remains hugely important to
those of you installing new boilers this
winter. Turn to page 14 to read more.

Finally, don't forget that we are
still offering our double cash-
back promotion on all Greenstar
boilers installed in your own home
until 30th September 2011. Turn
to page 15 for more details.

Finally, please find enclosed a
leaflet updating you on the latest
additions to our product range.

We hope you enjoy the magazine.

Steve Lister
Sales Director



Frozen condensate solutions

UK winters have become increasingly harsh over the past few years and as a result there has been a significant increase in the number of calls to boiler manufacturers and heating installers from householders whose condensing boiler had temporarily shut down.

With the colder months on the horizon, Martyn Bridges, our director of marketing and technical support, offers a reminder of the three measures which can be taken to ensure disruption caused by frozen condensate pipework is kept to a minimum:

1. Wherever possible, the condensate drainage pipe should be routed and terminated so that the condensate drains away from the boiler under gravity to a suitable internal foul water discharge point such as an internal soil and vent stack, internal kitchen, bathroom or washing machine waste pipe or similar. A suitable permanent connection to the foul waste pipe should be used and all other relevant guidance in British Standards and/or the boiler manufacturer's instructions should be followed.

Note: where a new or replacement boiler is being installed, access to an internal "gravity discharge" point should be one of the factors considered in determining boiler

location, alongside flue position, convenience of supply and system pipe runs etc.

2. Where "gravity discharge" to an internal termination is not possible, or where very long internal runs of drainage pipe is required to reach a suitable discharge point, condensate should be removed using a proprietary condensate pump, of a specification recommended by the boiler or condensate pump manufacturer. As above, the pump outlet pipe should then discharge to a suitable internal foul water discharge point such as an internal soil and vent stack, internal kitchen, bathroom or washing machine waste pipe. And again all relevant guidance in British Standards and manufacturers' instructions should be followed.
3. If no other discharge method is possible then the use of an externally run condensate drainage pipe terminating at a suitable foul water discharge point, or purpose designed soakaway, may be considered. If this method is chosen then take the following measures:
 - Run the pipe internally as far as possible before going externally and increase the pipe diameter to 32mm before it passes through the wall to the exterior. The pipe should be

insulated using suitable waterproof and weather resistant insulation.

- The external pipe should take the shortest and least exposed route to the discharge point, and should "steeply fall" away from the boiler, with no horizontal runs for condensate to stand.
- The use of fittings, elbows etc. should be kept to a minimum and any internal "burrs" on cut pipework should be removed so the internal pipe section is as smooth as possible.
- Where the pipe terminates over an open drain or gully, the pipe should terminate below the grating level, but above water level, in order to minimise "wind chill".
- Where extreme temperatures are likely, the use of a proprietary trace-heating system for external pipework, incorporating an external frost Thermostat, should be considered. If such a system is used, the requirement to use 32mm pipe may not apply.
- Internal pipe runs in unheated areas such as lofts, basements and garages should be treated as external runs.

Visit our YouTube channel for a video guide to these solutions

Worcester celebrates 50th birthday

As you may already be aware 2012 is an exciting year for Worcester, as it marks our 50th birthday.

Cecil Duckworth founded Worcester in 1962 with a pioneering oil-fired boiler for the UK market. Over the course of the last 50 years a lot has changed and as well as introducing a host of market-leading renewable technologies, Worcester has been credited with bringing combi boilers to the market,

with records showing that we now make up around 70% of all combi boilers sold in the UK each year.

We therefore believe our 50th anniversary gives us an ideal opportunity to celebrate all things Worcester. A number of special events and initiatives will be taking place next year, allowing both you and your customers the chance to make 2012 a year to remember.



We want as many of you as possible to celebrate with us, which is why we are looking for any of you who are also celebrating a special year next year to get in touch. Perhaps your company also has a special birthday on the horizon? If so, please get in touch. Email us at: marketing@uk.bosch.com and let us know what you have planned to mark your special year!

Landmark certification

We are delighted to announce that Bosch Thermotechnology Ltd has been awarded best practice certification for energy management by the British Standards Institution (BSI).

The announcement comes as we are confirmed as the first in the UK to achieve ISO 50001 certification.

ISO 50001 is a worldwide standard which represents the latest international best practice in energy management. The standard has been in development for a number of years with energy management experts, representing over 60 countries from across the world, coming together

to establish the framework for the systematic management of energy.

The certification has been awarded following our continued improvement in meeting energy performance targets and is a mark of our dedicated commitment to sustainability. Having implemented a successful energy management system, we have reaped a number of benefits including reductions in carbon emissions and energy costs, both now and in the future, as well as improved business performance.

Richard Soper, our Managing Director commented: "We are delighted to receive the BS ISO 50001 certification, particularly as the first organisation in the UK, and one of only a handful of companies in the world to do so. The certification recognises our continued efforts to manage our energy efficiency as part of a wider corporate strategy to maintain our position as a market leader in the heating and hot water industry."

"This achievement is testament to our employees within the organisation, who work extremely hard to continually improve our standards of energy management."



Gas Safety Week

As many of you will know, Gas Safety week took place from 12th – 18th September having been introduced to promote the importance of Gas Safety at the start of the heating season.

This year's Gas Safety week was Gas Safe's biggest campaign to date, bringing together representatives from all corners of the industry in order to raise awareness of gas safety in the homes of millions of householders. We are proud supporters of this initiative and aim to promote gas safety all year round by encouraging as many of you as possible to ensure that your customers only use a Gas Safe registered engineer to fit, repair or regularly service their appliances.

To find out more about the Gas Safe Register, visit www.gassaferegister.co.uk

Everything you need...
 ...backed up with a
 5 year guarantee

STRONG BRITISH BRAND
 SUPERIOR QUALITY
RELIABILITY
 ON-TIME DELIVERIES
 ADVICE
 SUSTAINABLE
 SYSTEM
 SOLUTIONS
 SERVICE
SUPPORT
 VALUE FOR
 MONEY
 TRAINING
 SUPPORT
 ADVICE
 GUARANTEE
 DURABLE
 EFFICIENCY
 GREENER
QUALITY
 PEACE OF MIND
 PROVEN

Everything you need, backed up with a **5 year guarantee**

For a limited period your customers can now get a 5 year guarantee on selected Greenstar boilers.

When it comes to central heating, quality and reliability are key factors for homeowners, especially when the Autumn and Winter months are approaching. Martyn Bridges explains why this has prompted us to offer an extended guarantee on a selection of our most popular Greenstar boilers:

“Autumn is already upon us and after another patchy Summer, we now have to accept that the days will be getting colder and the nights will be getting longer. This is the key time when homeowners think about whether their boiler is going to last another frosty winter. It’s also around this time that people begin switching on their central heating for the first time since the Spring, which

can often be the catalyst for an old or inefficient boiler to break down. When this happens, your customers will be in touch to find out what their options are and for many, quality and reliability will be top of their agenda.

“Quality and reliability are strongly associated with our brand and it is widely recognised that our products are chosen because the call out rate following the installation is so low. But to help provide your customers with further confidence in our products we are rolling out an extended five year guarantee across all of our Greenstar CDi and Si boilers*. This promotion shows just how confident we are in the reliability of our boilers.



“This exclusive offer, which increases the length of guarantee installers would normally receive on these selected boilers by three years, applies to all installations carried out from now until 31st December 2011. So not only will customers be helping to save energy, they’ll also be giving themselves peace of mind for an extra three years.”

Every Greenstar boiler is A-rated on the SEDBUK scale and achieves over 90% efficiency. The multi-award winning Greenstar CDi range is one of the most popular boiler models amongst homeowners in the UK.

For more information about our extended guarantee promotion or any of our high efficiency Greenstar boilers, visit www.worcester-bosch.co.uk/5year or call 0845 313 0058.

Worcester is offering a free 5-year extended guarantee with the following gas-fired condensing models:

- Greenstar 42 CDi combi
- Greenstar 37 CDi combi
- Greenstar 30 CDi combi
- Greenstar 27 CDi combi
- Greenstar 30 Si combi
- Greenstar 25 Si combi
- Greenstar Highflow 550 CDi combi
- Greenstar Highflow 440 CDi combi
- Greenstar 40 CDi regular
- Greenstar 30 CDi regular
- Greenstar FS 42 CDi regular
- Greenstar FS 30 CDi regular
- Greenstar 30 CDi system

*Terms and Conditions apply





The EU Ecodesign Directive on energy using products (EuPs) means that all circulators sold in the EU must meet or exceed new and more stringent energy-efficiency requirements from 2013. Diane Willis, marketing manager at Grundfos, outlines the changes and what they mean for the industry.



EuP: Maximising potential

In 2013 the EuP Directive will change the stand alone circulator market in Europe forever and installers who don't already choose energy efficient circulators will no longer have a choice. The ecodesign for glandless stand alone circulators will be part of the Declaration of Conformity (CE) and without a CE mark products may not be sold in the EU.

The EuP Directive's chief aim is to improve the energy efficiency of energy-using products (EuPs).

For more than a decade Grundfos have fought to make circulators more efficient and have embraced the challenge of converting all circulators in the EU to A-rated. Now that foresight has become a reality, which is a major breakthrough, not only for Grundfos, but for the industry as a whole, in the battle against global warming and the depletion of fossil fuels. More energy-efficient circulators will reduce electricity consumption and CO₂ emissions substantially in the EU. For example, a standard European

on July 6th 2005 and establishes a framework of rules and criteria for setting requirements on the ecodesign of EuPs. The directive's goal is to reduce the environmental impact of energy using products and support sustainable development.

The savings potential for stand alone circulators is 13TWh and 6.2m tonnes of CO₂ – which represents the total electricity consumption of 21,500,000 people or the combined populations of Berlin, London, Brussels,

“The directive’s goal is to reduce the environmental impact of energy using products and support sustainable development”

Diane Willis, Grundfos

It thus contributes towards reaching the European Union's targets for climate protection. The EuP Directive is an abbreviation for the Energy Using Products Directive, also known as the Ecodesign Directive. The directive not only covers products' energy use but also aims to reduce the discussed products' general negative environmental impact. The most significant change is that the directive not only covers “energy using” products, but also the so-called “energy-related” products.

The EU Ecodesign Directive means that all circulators sold in the EU must meet or exceed new and more stringent energy-efficiency requirements from 2013.

household could reduce its electricity bill by up to 10% and, at the same time, make a personal contribution to combat global warming.

Compared to many other energy using products, small circulator pumps for domestic and commercial buildings may seem rather insignificant. However the fact that the Commission has dedicated a regulation exclusively to Ecodesign requirements for glandless stand alone circulators and glandless circulators integrated in products proves that energy-efficient circulators are one of the priority product groups.

The EuP Directive was passed by the European Parliament and the Council of the European Union

Sofia, Paris, Rome, Amsterdam, Warsaw, Copenhagen and Riga.

Ready or not, like it or not, the EuP Directive will soon be fact and only the most efficient A-rated pumps currently available will comply. The Energy Efficiency Index (EEI) requirement will be $EEI \leq 0.27$ from 2013, and $EEI \leq 0.23$ from 2015. With this in mind, now could be the perfect time to take advantage of the potential savings on offer.

Visit www.a-ratedpumps.co.uk to find out more about all of Grundfos' energy-saving initiatives and products.

Suffolk-based plumbing & heating engineer, Daniel Ripken received a monthly Environment 2020 award after completing work on a landmark 'eco house' in Lowestoft.



one of the limited amount of installers around the UK who are now officially approved to install this type of renewable technology as well as a range of solar heating products.

Daniel expressed his delight at winning, commenting: “I feel privileged to have been able to work on such an impressive project. The house is certainly the most innovative I've ever worked on and I felt that the Worcester air to water heat pump matched its requirements perfectly.

“We are all being encouraged to cut our carbon emissions and protect the environment for future generations. I am delighted to have picked up this award and will certainly be looking to consider the environmental impact of my future installations.”

Lowestoft local shines with Lite House project

Daniel Ripken, of D Ripken Plumbing & Heating, was selected for the award after he successfully installed a Greensource air to water heat pump in an 'eco house', known as Lite House.

Having been contacted by local eco house builders, Taylor & Son Builders Ltd, to provide a heating system for the property which would maintain its focus on sustainability, Daniel decided to install a Greensource air to water heat pump. The 9.5kW heat pump converts latent energy in the air - even on the coldest days - into heat for the home. 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. This energy is then absorbed and compressed to a higher temperature and passed to the indoor unit, which then uses the heat generated to create hot water for the innovative three bedroom 'post and beam' property.

On successful completion of the project, Daniel was granted MCS (Microgeneration Certification Scheme) membership making him

The Environment 2020 Awards is an annual competition which recognises installers who take an environmentally responsible approach to their work. Daniel was put forward, along with 11 other installers selected throughout the year, for the title of Overall Winner which was announced back in July. The winner of the overall competition was also 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.

Kicking off the new season with Worcester Warriors

With the Aviva Premiership season now underway, we are proud to be front of shirt sponsor for the Worcester Warriors RFC.

Last season was a truly outstanding campaign for the Warriors, who won promotion back to the top flight of English rugby after losing just one match all season. On a memorable evening at Sixways stadium, the Warriors secured their return to the Aviva Premiership on the 18th May with a 25-20 victory over the Cornish Pirates in front of over 12,000 fans. The sponsorship package means that our name and logo will proudly appear on both the Warriors' home and away shirts over the coming season, strengthening the fantastic relationship we have with the rugby club.

We are proud of our strong connections with the Worcester Warriors, who are backed by club chairman, Cecil Duckworth OBE, who founded our company under the name

Worcester Engineering Ltd. back in 1962. Since then, as the city's largest private employer, we have maintained a close relationship with the Warriors.

Kathy Leather, commercial director for the Worcester Warriors said: "Worcester Warriors is delighted to announce that Worcester, Bosch Group will be the club's shirt sponsor for the coming season and we can continue to grow and develop our successful partnership.

"We feel it is important to build strong relationships with local companies and so it is fantastic news that the club can now proudly display the name and logo of one of the city's biggest and most successful companies.

"Worcester shares our ambition for the coming years and we look forward

to working with them as Warriors bid for a successful campaign in the Aviva Premiership."

Richard Soper, managing director of Bosch Thermotechnology added: "As a company, we have been proud supporters of the Warriors for a number of years and are delighted to see the team wearing our logo on their shirts this season. 2011 marks the 125th anniversary of Bosch, whilst 2012 is Worcester's 50th birthday, so we're hopeful of a campaign of celebration.

"It is extremely satisfying to be able to lend our support to our home team. After such an impressive campaign last season, we wish everyone involved with the club every success for the coming season."

In addition to the sponsorship connection, the Worcester Warriors share another common grounding with Worcester. Former England international scrum half, Shaun Perry (pictured) is no stranger to the heating industry having held a full-time job as a welder whilst playing semi-professionally for Dudley Kingswinford and later, Coventry RFC. Perry was eventually forced to give up his welding career after a series of impressive

performances prompted a move to Premiership side, Bristol RFC under the guidance of current Worcester head coach, Richard Hill. Wolverhampton – born Perry has been capped 14 times by England and featured in the 2007 Rugby World Cup. Having joined the Warriors from French outfit CA Brive, Perry is set to prove himself as a vital member of the Warriors squad for the coming season.



Image taken at our Energy Centre in Crowle, Worcestershire



England Homes Report

With the Renewable Heat Incentive set to change the face of the heating and hot water industry over the years to come, the Institute for Public Policy Research (IPPR) has released the results of a research project aimed towards gaining an insight into the viability of mass introduction of renewable technologies in the domestic sector. Neil Schofield (pictured), our head of external and governmental affairs, outlines the findings of the research.

“Despite the extended period of uncertainty which surrounded the RHI, the introduction of the incentive is undoubtedly a welcome boost to the industry. The IPPR has looked at the value of renewable technologies within the domestic sector, as well as any barriers which may hinder their route into the market. Consumer attitudes play a big part in the viability of a wide scale introduction of renewables.

“Recent media coverage has undoubtedly raised awareness of making domestic heating even more efficient – largely due to the widely

publicised rise in energy costs implemented by some of the nation’s providers, plus the boiler scrappage scheme to reduce the number of inefficient boilers. As a result, heat and comfort within the home has remained important to homeowners as they look at maximising their heating efficiency.

“One element of the IPPR research project involved presenting participants with fact sheets and images of the available renewable technologies. Consumer feedback suggests that capital costs are a significant barrier against uptake, with many wanting

high levels of support with the costs required for the installation.

“Despite this, a majority of consumers still expressed an unwillingness to invest in renewables, even with the RHI implementation as planned. This would seem to suggest that the current incentives in place are simply too difficult to explain, or sell, to consumers, who may reap considerable long term benefits following a renewable installation.

“We must remember that a large majority, some **80%, of consumers**

view heating products as a distress purchase. With this in mind, it is clear to see why voluntary adoption of renewables is not seen as a priority for many homeowners. The general consensus seems to be ‘unfamiliarity’ with the products on offer, which suggests that the industry has work to do in order to make renewables a more attractive proposition.

“We also see a mindset whereby people will wait until the technology is cheaper before outlaying that initial investment. Having seen the details of the Renewable Heat Incentive Premium Payment scheme, we now know that there is a window of opportunity – until March next year – in which the consumer can stake a claim for a portion of the **£15 million funding** on a first come, first served basis.

“Another interesting element of the consumer research with regard to renewable heat and the ways in which we can reach our 2020 renewable target, is the housing infrastructure of UK homes. **We have 80% of our housing stock connected to the National Grid gas network**, which provides a direct fuel source for domestic heating. With this reliable infrastructure already in place, there is still work to be done to make consumers aware of the advantages of renewables.

“It would be fair to say that at this stage, unfamiliarity with the products available gives the impression that they are too complex for the home. As an industry, however, our experience tells us that the products available operate using relatively simple technology. In order to really make the Renewable Heat Incentive a success, not to mention achieve the government’s 2020 targets, we have a significant responsibility in educating consumers in the true opportunity offered by renewables to ensure it is taken advantage of by as many homeowners as possible.”



The new RHIPP provides consumers with £300 towards a solar thermal installation



Benchmark checklist update

With the peak heating season just around the corner, the Benchmark checklist remains an important consideration when completing boiler installations this winter. Here, Martyn Bridges offers a gentle reminder about completing Benchmark checklists for gas-fired boiler installations:

“For many of you, the Benchmark checklist has become a formality for all your gas-fired boiler installations, and you are completing them quickly and efficiently without a second thought. However, there are a few installers who are yet to get to grips with this new initiative.

“Just to give you a bit of background; the Benchmark scheme places responsibility on both manufacturers and installers to ensure best practice in installation, commissioning and servicing of domestic heating and hot water products in line with Building Regulations in England and Wales.

“It was set up by the Heating and Hot Water Industry Council (HHIC) with full support from leading boiler manufacturers, like Worcester, and

is now working very successfully. However, for a number of reasons, a handful of installers are still not completing the Benchmark checklist for every gas boiler installation they complete. This creates a major issue for the installer and the homeowner as failure to complete and submit the required documents means the boiler guarantee becomes invalid.

“The scheme is designed to encourage consumers to use a reputable and competent installer, rather than a rogue trader offering a knock down price. Benchmark is also recognised by the Government as an effective means of demonstrating compliance with the Building Regulations, so it’s vital that all installers fill out this documentation for every gas boiler they install.

“You can find the Benchmark checklist at the back of the boiler installation manual. You should complete the checklist in full and then explain it to your customer. The customer must then sign the commissioning checklist along with the commissioning engineer.

“The Benchmark initiative should prevent the small number of poor or illegal installers from claiming the benefits of guarantee and manufacturer’s support which have been earned by the good work of the majority.”

For more information about the Benchmark initiative, visit www.centralheating.co.uk/benchmark.



Double cash-back promotion

Back in June, we launched our Installer’s Choice double cash-back promotion, giving you the opportunity to claim £300 for installing a Worcester Greenstar product in your own home*.

Running alongside this promotion is the added incentive of an extended five year guarantee on all of these products, ensuring you can feel completely assured of the quality and reliability offered by our products.

Having been in touch with many of you through our training sessions and road shows, we know just how much the experience of installing a product in your own home can help when selling the technology to your customers. They often respond well to the assurances that the product

will satisfy their requirements in the best possible way and showing them that you have the product installed at your own home could prove to be a deciding factor. With daily, hands-on use, you will have the opportunity to demonstrate the costs savings you have been able to benefit from to your potential customers, which we know many of you have found to be a strong source of new business.

A recent survey confirmed that 90% of installers would choose to install

one of our products in their own home and this encouraged us to extend and improve our promotion.

With the cash-back incentive running to the end of this month (30th September), time is running out for you to take advantage of this great offer. To claim your double cash-back, call 0845 3130058 or visit www.worcesterbosch.co.uk/boilercashback.

*Terms and conditions apply.

Spotlight

Pete Ross, Eastern Gas Services in Lincolnshire



850 reasons to install Worcester

Pete Ross, of Mablethorpe, Lincolnshire is a loyal supporter of Worcester having become a Worcester Accredited Installer 11 years ago. Since then, Pete has installed some 850 Worcester boilers and remains dedicated to improving the heating at properties across Lincolnshire.

"I started working in the industry 42 years ago, but became Worcester accredited 11 years ago and have never looked back," says Pete, of Eastern Gas Services in Lincolnshire. Pete continues, "My son, Mark has since joined me and I'm hoping that he'll maintain the business when I decide to retire."

On the market in his area, Pete says, "Despite the undoubted benefits of renewables, which are increasing in popularity within the domestic market, the area we work in shows just how strong the market remains for the traditional boiler. Being based in Mablethorpe, which is a traditional coastal town, a lot of our business comes from the owners of luxury coastal holiday homes or caravans, with the remainder largely coming

from the homes of retired people in the area. Many of these people feel more confident using a domestic boiler, with renewables often seen as complex technology. The pleasing thing about today's technology is that domestic boilers operate at high efficiency levels and can be timed and controlled to perfectly fit the homeowner's everyday needs."

Pete says that many of his customers have been impressed with the savings they have been able to make as a direct result of replacing their existing boiler with one of our Greenstar range. "Only yesterday, I had a customer call me to say that he'd seen a 25% reduction in his heating bill for last year after I'd replaced a 1970's free-standing boiler with one from Worcester's Greenstar range. With many energy providers

hiking costs, a reduction of this kind of level is particularly impressive."

Pete was also keen to praise the added benefit of the guarantee on the Greenstar range, which gives his customer true satisfaction that their boiler can be relied upon all year round. "Many people underestimate the value of a guarantee once the product has been installed, but my experience over the last few years tells me that customers investing in a Worcester boiler are certainly receiving fantastic value for money. Last year, we were required to service between 500 and 600 boilers, with each customer well aware that their guarantee was giving them that extra peace of mind throughout the colder winter months."

YOUR QUESTIONS ANSWERED



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'm installing a Greenstar boiler in a garage and I'm thinking about adding additional frost protection. I know that the Greenstar range already has a frost protection function built in, so is there any need for additional protection?

All our Greenstar gas-fired boilers have built-in frost protection which works off the boiler's internal flow sensor. When the temperature at this sensor drops to 8°C, the boiler will run the pump. If the temperature drops further to 5°C, the boiler will fire until a flow temperature of 12°C is reached.

This is designed to protect the boiler but will not protect areas of the system that are outside of the heating envelope.

So how do you overcome this? You could fit an external frost Thermostat in conjunction with a pipe Thermostat and wire it back to the boiler. This will add additional protection for the pipe and/or equipment in the area in which the frost Thermostat is located. As the pipe work will be lagged, the addition of the pipe Thermostat will ensure that once the pipe work has received heat and the pipe Thermostat set temperature has been achieved, the boiler will be turned off. This cycle will continue until the ambient temperature increases or the heating system is in operation.

If the system is zoned, and you identify additional requirement for frost protection, you will need to wire your frost Thermostat through the wiring centre so that the relevant valve is energised on demand. This will then fire the boiler, circulating heat round the system until the frost and pipe Thermostats are satisfied. For this you may require more than one frost thermo Thermostat.



I'm doing a lot of servicing work at this time of year, any tips to make things easier?

Remember with the Greenstar gas-fired range, you can carry out a fan pressure check, which alerts you as to whether you need to clean the primary heat exchanger. This could save you 30 or 40 minutes per service. Check that your customer's condensate drain pipe is correctly installed too – this could prevent a call out later on in the year. With combination boilers, check the flow rate and water temperature rise compared to the incoming cold mains temperature. Are the external controls working correctly in preparation for the winter period?

Remember, when installing and commissioning our Greenstar boilers you don't have to use an analyser, provided your gas pressure and gas rate are correct; but when servicing, you must use an analyser to check your CO₂ percentages and CO parts per million.



I want to install one of your system boilers using the internal diverter valve, can I keep the current cylinder - will it work?

Yes you can, but you do need to check that there is a suitable location to position the sensor that comes as part of the diverter kit. Ideally there should be a sensor pocket on the cylinder. The sensor dimensions are 30mm in length & 7mm in diameter. Where a cylinder is identified as not having a sensor pocket, depending on the make and type you can strap the sensor to the cylinder one-third up from the bottom of the cylinder. Please ensure that you confirm the cylinder is not double skinned - if you are unsure ask the technical department of the cylinder manufacturer.

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



Win with Worcester!

Be in with a chance of getting your hands on pair of tickets to any Worcester Warriors league match of your choice this season.

To enter this month's competition, all you need to do is to spot the five differences between the two images of Steve Lister and Shaun Perry below. Simply complete the entry form and send it to our editorial office.

Good Luck!



Entry Form

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 Sept/Oct 'Spot the difference' Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

Closing date: 30th October 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 November 2011



Keep in touch

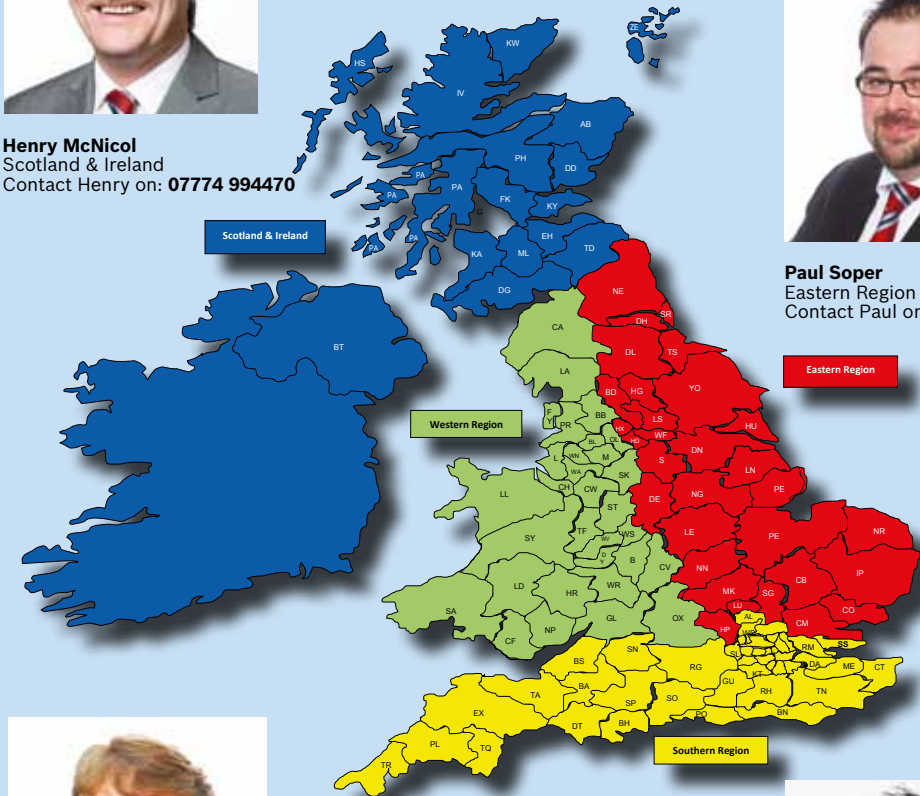
No matter where you are based around the country, we have a team of local representatives available to help with your specific requirements. One of our aims is to make sure that all of our team offer you all the support you need to deliver an exceptional service to your customers. This month we profile our 4 regional sales directors and highlight the areas they and their teams cover.



Henry McNicol
Scotland & Ireland
Contact Henry on: **07774 994470**



Paul Soper
Eastern Region
Contact Paul on: **07790 489563**



Barry Wilson
Western Region
Contact Barry on: **07767 432569**



Mark Martin
Southern Region
Contact Mark on: **07767 432563**