

THE INSTALLER'S CHOICE

The official magazine for Worcester installers

MAY/JUNE 2012



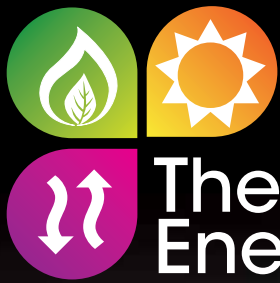
**First golden
ticket
discovered**

**Why choose
Worcester?**

**System Design
service**

**WORCESTER**
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Welcome

from Steve Lister

Welcome to the May/June edition of Installer's Choice.

Having launched our golden ticket promotion in the last issue, this month sees us feature the installer who was lucky enough to find the first ticket. We are delighted and congratulate Ben on helping us to celebrate our special anniversary year. For more information on this and our other 50th anniversary activities turn to pages 6 and 7.

Our first venture into the light commercial market, with the launch of our GB162 boiler last year, has given a number of you new opportunities to broaden your business offering. Turn to pages 12 and 13 to hear from Richard Perrins, one of the first Worcester Accredited Installers to fit a GB162 heating system earlier this year.

We know that the market out there is increasingly competitive, so we

want to ensure you are able to confidently outline the benefits of your services and our products to your customers. This issue sees us introduce the first of our series of Why Worcester? articles, giving you the key facts and figures behind our focus on product quality and reliability. Turn to pages 14 and 15 for more information.

Finally, if you cast your minds back to the end of 2010 you will remember we launched our search for the oldest Worcester boiler. In this issue, we visit one homeowner whose historical discovery is a true testament to our boilers' ability to go the distance. We profile our latest and greatest historical discovery on page 18.

We hope you enjoy the magazine.

Steve Lister
Sales Director



"Our first venture into the light commercial market, with the launch of our GB162 boiler last year, has given a number of you new opportunities to broaden your business offering"

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World Trade Fair comes to Worcester

Last month we hosted an international trade fair at our Worcester headquarters, which saw a number of delegates from multinational embassies attend with a view to building relationships with local businesses looking to export their goods overseas.

We were delighted to welcome representatives from local businesses as well as embassies from as far afield as Chile and Canada. The event was a huge success, with a number of relationships forged throughout the day, proving that Worcestershire has a lot to offer as an exporter of UK-manufactured products.



Richard Soper, our CEO (left) and Carl Arntzen, our Managing Director (right) speak to one of the delegates from the Macedonian embassy

Worcester's 50 days of charity

Building on our 50th anniversary celebrations we are donating 50 days of volunteer work to a number of local charities.

Employees from a number of departments across the business will each be taking a day out from their day-to-day duties to lend a helping hand at one of a number of local charities as part of a wider initiative geared towards raising £50,000 for charity over the course of our 50th anniversary year.

Staff from our Worcester headquarters and our oil manufacturing plant in Clay Cross, Derbyshire will be offering their services for a number of tasks including painting the facilities of Sight Concern and Acorns Children's Hospice, helping to build local wildlife areas and even de-rusting and repainting at the Severn Valley Railway.

For more information on our schedule of activities throughout this year, visit www.50yearsofwarmth.co.uk.



Steve Lister and Martyn Bridges, together with centre manager, Mel Smith at Sight Concern, where they spent the day painting corridors, a day room and reception

All change with Part L



Since Part L of the UK Building Regulations came into force, greater focus has been paid to the conservation of energy and power amongst domestic properties. At the time of going to print, we hear that a number of changes are afoot which could eventually see homeowners being required to make consequential improvements to their properties as any extension work is carried out.

The latest proposals are not due to be implemented until 2013 and are still under consultation, however the initial suggestions are likely to require homeowners to reinvest an

additional 10% of the value of any extension work into improving the energy efficiency of the rest of the property. Whilst we welcome any moves to improve energy efficiency across UK homes, the concern is that this requirement may have a negative impact on the building sector, which has undoubtedly close links with our industry.

We are working closely with the Government where possible to ensure the best interests of both the installer and the homeowner are taken into account and will update you on these developments as and when we can.

Installer sets sights on world record

We're extremely excited to hear that one of our accredited installers in Ayrshire has his sights set on a new Guinness world record – with one of our boilers going the distance with him every step of the way.

Jody Gerrard, of Abacus Plumbing & Heating, will be climbing Britain's highest mountain, Ben Nevis, at the end of May and to make his task even tougher, he is aiming to reach the peak of Scotland's very own 'Big Ben' with one of our Greenstar 15i System boilers strapped to his back – a challenge which has never been completed before!

Jody's efforts will raise money for Yorkhill Children's Foundation in Glasgow, which has cared for his seven year old daughter following heart surgery. By climbing Ben Nevis, Jody hopes to raise in excess of £1,000 for the Foundation.

Jody said: "My family and I owe a great deal to Yorkhill Children's Foundation and am keen to raise as much money for them as I can, to help with the great work they do. I like a challenge and as a heating engineer thought there would be no better item to take with me than a Worcester boiler."

Support for energy bill revolution campaign

We are pleased to be able to confirm that we are the only boiler manufacturer supporting the Energy Bill Revolution – a nationwide campaign geared towards reducing the impact of fuel poverty in the UK.

The Energy Bill Revolution is an alliance of charities, health and disability groups, environmental groups, consumer groups, trade unions, businesses, politicians and public figures, all working together to campaign for the Government to use the money it gets from carbon taxes to help make homes super-energy efficient – with excellent insulation, renewable energy and modern boilers.

We are always keen to lend our support to the improvement of energy efficiency, lower domestic fuel bills and reduced carbon emissions and want to ensure that this latest campaign gets the attention it deserves through Government funding.

We urge as many of you as possible to join us in supporting this campaign. To add your support to the Energy Bill Revolution by signing the petition, visit www.energybillrevolution.org.



Lucky installer **strikes gold**

Having launched our national golden ticket competition in the last issue of Installer's Choice, we were delighted to hear the news that one lucky installer wasted little time in striking gold after getting his hands on the first of our special tickets.

Ben Eyres, of Ben Eyres Gas Ltd in Devon, discovered the first of our five golden tickets when he came to install a new Greenstar Heatslave 18/25 boiler for his customers Helen and Nigel Paver, in Farringdon. As a result, his customers received £1,000 off the cost of their boiler plus a five year guarantee and free servicing for the lifetime of the boiler.

Five of our Greenstar boilers were picked at random by Managing Director Carl Arntzen on 1st February 2012 and had a special golden ticket inserted inside the gold casing before being distributed to stockists across

the UK. Within just a few weeks of us launching the campaign, the gold floor-standing Greenstar Heatslave boiler was found and installed by Ben at his customer's home.

As part of the prize, Ben has also won a Bosch power tools kit worth over £200.

Ben Eyres commented: "Myself and all the staff at Ben Eyres Gas Ltd were really happy to find the first golden ticket. When we read the ticket we were delighted to tell Helen and Nigel they could claim £1,000 off the cost of their boiler - they were a bit shocked but completely over the moon. We thank

Worcester for a fantastic promotion and feel very lucky to be the first company to have found one of the five tickets."

Carl Arntzen, Managing Director of Worcester, added: "The 50th Anniversary is such an important milestone for us at Worcester and we want to involve everyone around the UK in the celebrations this year. The national golden ticket competition is exciting for us as we really have no idea where the special boilers will be delivered or how long it will be until we have each winner identified. It is brilliant that within the first couple of months of the competition a golden ticket has been distributed, found and installed - we are delighted for both Ben and his customers."

As we went to print, we were pleased to hear that Ben isn't the only installer lucky enough to strike gold. We'll be speaking to the second winner in our July/August issue.



150 Not out for Motherwell Installers

Ben isn't the only installer to have given us even greater cause for celebration now our 50th anniversary year is underway. We were thrilled to hear from Barclay Erskine & Sons in Motherwell, for whom 2012 marks their 150th anniversary. Naturally, we were only too happy to celebrate with them, as the image above shows.

Kenneth Thom (pictured) of Barclay

Erskine & Sons said: "It's been great sharing a milestone birthday with Worcester and we have enjoyed looking back at the old boiler models they have produced in the past. In the run up to our company's birthday our tradesman have been enjoying chatting with customers about what life for a plumber must have been like back when our company was founded.

"Who knows what changes will happen over the next 50 years, but we hope that when Worcester celebrates its 100th birthday they will join us to celebrate our 200th!"

We encourage those of you who are also celebrating company anniversaries this year to get in touch by sending your details to marketing@uk.bosch.com

Our commemorative website, www.50yearsofwarmth.co.uk remains an online hub to all of our 50th anniversary activity and we're running a number of competitions to celebrate our special year. Every month, correct entries to our online quiz will be drawn and 50 lucky winners will receive Worcester 50th anniversary merchandise – why not pay the site a visit to find out more.



Despite the recent economic downturn prompting a challenging time for installers, Robert D Burgon, Chief Executive of SNIPEF and Immediate Past Chairman of the World Plumbing Council explains why UK installers should take pride in their profession.

Be proud to be a professional in the plumbing and heating industry



“In over three decades of working with plumbing industry organisations, one of my constant frustrations is that too many customers of our industry do not place a proper value on the service provided to them. By ‘value’, I do not just refer to financial value - although most readers will have experienced the downward pressure on their prices in recent years, in spite of continually rising costs. In my view, too few clients and customers see our industry as one delivering a highly professional and essential service which has to be respected. If that changed, then the problem of customers not willing to pay appropriate prices might also change.

“There are many reasons for the somewhat cynical view of plumbing and heating taken by many customers. The well-publicised ‘rogue traders’ who manage to do so much damage to customers’ property and the entire industry’s reputation are partly responsible, fuelled by TV programmes which thrive on the sensationalism which such characters provide. I would also argue that our general education system must take part of the blame with an unhealthy

emphasis on university (as opposed to professions like plumbing) being the optimum goal for our brightest youngsters. There is also a lack of general education about the debt which every one of us owes to a professional plumbing and heating industry. One just has to see what some African countries experience where plumbing as we know it is almost non-existent. Recent initiatives such as World Plumbing Day (on 11 March each year) have been designed to do something to correct the general awareness of this.

“Sadly, the industry itself has much to answer for in the poor image which it enjoys with its public. Too many well qualified plumbing and heating engineers let themselves down in the lack of a professional approach to their dealings with customers. Even some of the industry’s best players unwittingly associate themselves with the ‘white van’ brigade by using vehicles of that colour with absolutely no corporate markings. Muddy footprints on carpets, missed appointments, broken promises and a failure to explain costs in advance all need to be added to the mix to

explain our industry’s poor image. “Industry bodies such as the trade associations, APHC and SNIPEF, and the professional body, CIPHE, all work hard to try to improve the industry’s image and that of their members. However, even their best efforts can be in vain when Governments continue to introduce approval schemes each of which does little to recognise existing industry qualifications and accreditation. All of these new schemes (MCS and Green Deal to mention but two) seem to delight in creating mounds of relatively meaningless paperwork and costs which are not for the fainthearted.

“It is not too late to change this situation. I call on everyone working in this industry in a professional capacity to take stock and consider whether your actions help to perpetuate the myth that we are not an industry to be respected. Our industry’s customers deserve better than they sometimes receive. Won’t it be wonderful when we reach the position where plumbing and heating engineers are amongst the most respected members of our society?”

A Gloucestershire based heating specialist claimed the overall prize at our annual E2020 awards last year, having successfully modernised the heating system of a rural property.



Gloucester heating installer crowned overall E2020 winner

Dave Merrett, of EC Merrett Ltd, was chosen for the award having completed an impressive heating installation at the cottage and boarding kennels in Winston. Based in Frampton-on-Severn, EC Merrett specialise in all heating services including renewable technologies and were able to draw upon their expertise for this project.

After the owners of a cottage invested in a sizeable extension to the property, Dave was tasked with providing a heating system which would cater for the whole property in the most efficient way possible.

Seizing the opportunity to provide a renewable heating system to meet the property’s annual heating requirements, Dave installed two Greenskies solar thermal panels to cater for the property’s hot water demand, along with a supporting Greenstar Camray 18/25 oil-fired boiler.

On completion, Dave was keen to dispel any doubts about solar water heating, commenting: “We hear people express concerns that solar technology is only

for those with an eye for technology but in truth, it’s a simple and cost-effective way to supply hot water to a property.

“The owner of the cottage and kennels wasn’t sure at first whether the system was for them, but having installed a number of Worcester solar systems, I was able to show just how much people stand to gain by making such a worthwhile investment.

“With the Government looking to encourage renewable technologies in the home, now is a great time to go green. I am delighted to win this award and hope that other installers across the country will embrace the renewable market in the same way I have.”

The Environment 2020 Awards initiative is an annual competition organised by us and recognises installers who take an environmentally responsible approach to their work.

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.



Reaction to the latest **RHI delay**

Having seen further delay to the second phase of the long-anticipated Renewable Heat Incentive confirmed back in March, we regularly hear that many of you are losing confidence in the Government's commitment to renewable technologies. Here, Neil Schofield, our Head of External and Governmental Affairs, offers his reaction to the latest delay:

"The latest delay to the RHI is a disappointing but ultimately familiar story for the industry. The latest announcement from DECC suggests that the scheme is unlikely to come into play until the middle of next year, which is hugely disappointing given that it was originally scheduled for mid-2011. All momentum is being lost by this succession of delays.

He continues: "Whilst the Premium Payment scheme has also been extended as a result, the big problem here is that the Premium Payment concept remains too hard for the installer to sell to a potential customer.

"How can an installer be expected to sell renewables when they don't know when the incentive will come into play, how long it will last for, or even how much funding will be on offer? My understanding is that fewer than 50 Premium Payments have been applied for in all of London.

"With the exception of solar thermal, the scheme is focused on those in off-mains gas areas, which already excludes some 90% of the UK's installer base. In order to encourage mass uptake, the initiative has to be opened up to act as the game-changer it was originally intended to be.

"Whilst it comes as no great surprise to see the incentive delayed even further, UK installers are continuing to suffer as a result of this prolonged uncertainty. I would urge DECC to act sooner rather than later in bringing some clarity to an industry which is nowhere near reaching its full potential."

With the final details of the RHI still yet to be confirmed, we'd like to hear from those of you who feel the continued delay is affecting your business. Email us with your thoughts at marketing@uk.bosch.com.



Oil boilers included as **5 year guarantee promotion** is extended

Given the continued success of our 5 year guarantee promotion, we have again reinforced our commitment to reliability and product support by extending our five year guarantee promotion until 30th June 2012.

Not only are we offering a five year guarantee across all of our Greenstar gas-fired CDi and Si boilers, now all Greenstar oil-fired boilers purchased after 1st April are also included in the promotion, giving more of you the opportunity to benefit from energy savings and additional peace of mind.

Martyn Bridges, our director of marketing and technical support comments: "We are keen to assist both the installer and their customers in every way we can, and by extending our guarantee can give them that all-important peace of mind.

"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. Our extended guarantee demonstrates the faith we have in our products as a reliable source of heating and hot water for homes across the UK."

For more information on qualifying models and the extended 5 year guarantee, visit www.worcesterbosch.co.uk/5year or call 0845 313 0058.

INSTALLER'S CHOICE

Spotlight

Richard Perrins of Lawrence Perrins & Sons Ltd



(L to R) Richard Perrins, Gordon Roscoe, treasurer at Oldham East Methodist Church and Warner Perrins

Towards the end of last year we expanded into the light commercial market with the launch of our new Greenstar GB162 series, available in 65kW, 80kW and 100kW models. The range provides the power and performance of a commercial boiler, but in a more compact and versatile package. With net efficiencies of up to 110% and NOx emissions of less than 40mg/kWh, the GB162 provides clean, low-carbon heating to virtually any size of installation.

The installation of one of these new boilers was completed by family-run Lawrence Perrins & Sons Ltd, based in Saddleworth, near Oldham. Here, Richard Perrins talks us through the contract at Oldham East Methodist Church:

“Having been a loyal installer of Worcester’s products for over 15 years, we were very excited to learn

that Worcester was expanding into the light commercial arena and even more privileged to be the first installers to fit one of the new GB162 boilers, at Oldham East Methodist Church,

“The church had been relying on two commercial boilers that had been fitted when the Methodist Church was first built, 35 years ago. Noticing

that the boilers were becoming less and less efficient and therefore ultimately very expensive to run, the church treasurer asked for our help to reduce their costs and deliver the warmth needed to heat the church.

“To heat large sections of the building on a daily basis was just a waste of money, especially as there is only one Sunday weekly



service held in the church. Therefore, it was important to add a level of flexibility with the new heating system that allowed different areas of the building to be kept warm at different times.

“We advised the church to install two 80kW GB162 boilers and update their control system to incorporate four different zones onto the system.

“For the first time the church can now contain the warmth in different zones and just heat the areas in use, rather than having to turn on large areas just to heat part of the building. The installation all went really smoothly and it took us 10 days to complete.

“We are confident that East Oldham Methodist Church will feel the

benefits of this new energy efficient system and will find that fewer funds are required on a monthly basis to meet their growing gas bills. Having got to grips with commercial boiler installations alongside our domestic work, we’re now starting to think about working with renewables on the commercial side too. The thought of this type of project doesn’t scare us – we like a challenge!”

Our training and assessment academy now offers training courses for those looking to branch into the light commercial sector. Our certified ACS training course will equip installers with the relevant qualifications needed for the changeover from domestic to commercial, plus specific training on the servicing and maintenance of GB162 boilers is also available. For more information visit www.worcester-bosch.co.uk/installer/training or call 01905 752526.

Why choose Worcester?

Given the competitive nature of the heating industry, we know that many of you have an important decision to make when it comes to making the best product choice for your customer. Here, Jason Foxall, our Product Reliability and Controls Development Manager, offers an insight into the work that takes place behind the scenes to make sure you and your customers can count on reliability and added value:

“We know that many of you are loyal to the Worcester brand and recognise the importance of the technical support and training we offer, however what is sometimes overlooked is the work that goes on behind the scenes to make sure you and your customers benefit from much more than the best in high-efficiency boilers.

“Within the product reliability department, we test every one of our products, from our Greenstar range of condensing boilers to our Greenskies solar offering. Our testing procedure ensures that all of our products have been put through their paces in the most extreme of conditions to ensure they are robust enough to stand up to the highest of demands and toughest of environments.

“In addition, we have separate, highly-skilled departments in purchasing, Research and Development (R&D), as well as manufacturing. This ensures that from selecting only the most suitable components through to assembling them into a quality product, our commitment

to quality is maintained at each stage of the full process.

“In the unlikely event that we are notified of a fault or failure, each instance is extensively analysed thanks to the access we have to information on each individual component through to the name of the service engineer who worked on the product. Information from our service network is constantly fed through to us to ensure we can act on all technical observations as a matter of urgency – ultimately ensuring our products remain the best they can be.

“Our product reliability department isn’t the only one with a focus on quality however. The entire Worcester workforce is fully engaged with our bespoke TQI (Total Quality Initiative), which promotes a ‘zero defect’ culture from the top of the business to the bottom. This quality-focused ethos stems from the Robert Bosch Quality Principles and means that all of our customers can benefit from the reputation for quality and reliability with which the global Bosch Group is associated.”



DID YOU KNOW?

- We have our own recipe to replicate contaminated heating system water, which contains iron dust, quartz sand, hemp fibre and other contaminants found in system water samples.
- We then perform a drop test onto a concrete floor – again, to test durability.
- Our test boilers are positioned on a shaker table for 3 hours before being set to vibrate across a range of frequencies to simulate 3,000 miles of worldwide transport. We then perform a drop test onto a concrete floor – again, to test durability.
- To test reliability, our circuit boards are subjected to an electromagnetic test at 4,000 volts.
- Boilers are subject to 20,000 electromagnetic surges at up to 3,000 volts to ensure they can perform in the event of exceptional power surges.
- Parts in the hydraulic circuit complete 300,000 water pressure cycles to ensure optimum performance is achieved
- Components are tested to a simulated 15 year life at development stage.
- With over 100 people in our quality control team on-site, we have more quality control engineers than salesmen. This means every boiler we make is rigorously tested before it leaves the factory to ensure it will meet your customers’ requirements.
- Thanks to being part of the global Bosch Group, we have access to the worldwide resources of Bosch, including a corporate research dept and access to Bosch automotive processes.
- Each of our new appliance designs are ‘field trialled’ for at least 1 winter period. To ensure we can benefit from winter conditions all year round, outside of the British winter we test overseas in countries such as Chile.





Following the first of our two part series on system design last month, here, Russell Dixon explains more about our service and how you can benefit by attending our dedicated course.

Heating system design

Our Heating Design team is on hand to help you with all manner of system design and technical installation queries, relating to products in the Worcester range. Here, Russell Dixon, who heads up our Heating Design team, explains how his team can offer advice and guidance on solar thermal and heat pump installations:

“Within the team there are three dedicated heating designers, all of whom produce drawings and provide technical specification advice to support all the products available in our portfolio.

“As well as supporting boiler specification, there is also a sizing design service available for solar thermal systems. In particular, the team has developed a solar thermal sizing calculator to assist installers who are working on projects and need to check the number of panels they need to suit a particular installation.

This calculator can be used to obtain sizing data and is available for anyone to use free of charge on the trade section of our website.

“In addition to this, we have also developed a free SAP calculator, which provides the figures required for funding and building regulations compliance. This can also be accessed online in the same way. Both of these programmes have been designed to be easy to use, providing instant and accurate results.

“Where more complicated, larger

systems are concerned, our Heating Design team can offer a bespoke solar sizing service, liaising directly with you over the phone to provide accurate recommendations. All you are required to do is complete a simple survey form, to allow us to come back with a suitable solution.

“The design team also offers advice and guidance on heat pump installations. As reported in the last issue of Installer’s Choice, the guidelines governing how heat pumps are supplied, designed and installed changed earlier this year. As you know, MIS (Microgeneration

Installation Standard) provides guidance on the correct sizing of heat pumps and the correct sizing of ground collectors. Under the MIS 3005 standard, to be able to access the funding installers will be asked for evidence on how they’ve calculated the sizing of the system and the heat loss connected to it.

“At present we can provide a variety of data and information including what size of ground source heat pump, connection and collection methods (ground loop length, borehole depth) are required for the system. The team can also estimate annual running costs, so customers have a good idea of the benefits of investing in the technology in the first place.

“The calculations are required for example where an old non-condensing gas-fired boiler has been replaced with an air source heat pump. Does your specification assume that the existing pipework

and radiators are the correct sizes for the new heat generator? Or is an upgrade needed to the pipe sizes and radiators.

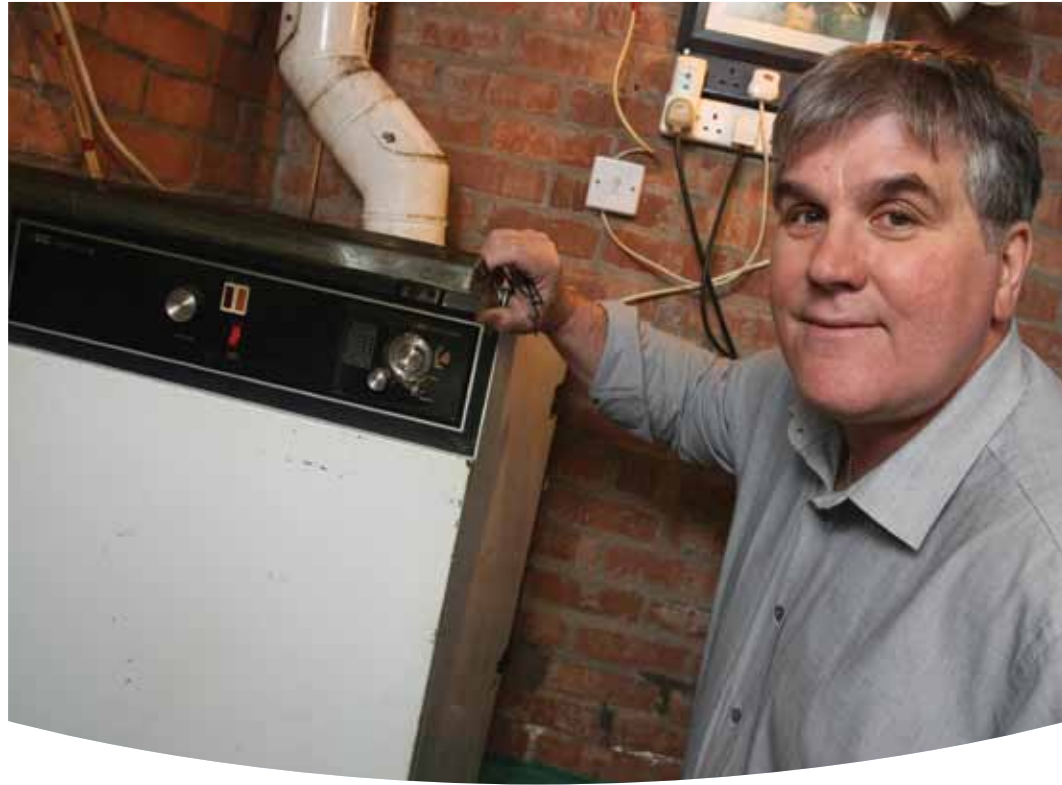
“To help installers who want to learn how to do these calculations themselves, we will be introducing a new training course at our headquarters in Worcester, working in conjunction with the IDHEE (Institute of Domestic Heating & Environmental Engineers’).

“The course which will be available from September uses the CIBSE Domestic Heating Guide as its core reference document. We will be offering a combination of distance learning with four classroom-based one-day long tutorials. The sessions will be spread out over a couple of months to allow sufficient time to complete the course, ensuring you are fully prepared for the final examination.

“We expect that in the future, installers won’t be installing heat pumps without obtaining MCS funding. As a result you will definitely need to know how to do heat pump sizing calculations. If you are thinking about adding this type of renewable technology to your product offering, our advice is to start get involved now rather than playing catch up at a later date.

“The course will be a fixed fee of £500. This will cover the cost of the examination and all the paperwork and distance learning material needed.

“As a team we’re here to help and are always happy to hear from installers, contractors, developers, local authorities and specifiers. If you need help or support with one of your installations, simply speak to your local Technical Energy or Technical Sales Manager and they will be able to arrange for you to talk to one of our designers.”



39 year old Firefly discovered

Back in 2010, we launched our search for the oldest Worcester boiler and a number of you notified us of some extremely reliable Worcester boilers, which have stood the test of time over a number of years. With these boilers now standing in the museum at our Worcester headquarters, this month we hear from one homeowner who recently brought to our attention the most impressive historical discovery yet.

Marton Hayes (pictured), a homeowner in Oswestry, Shropshire contacted us after realising that his WEC Firefly HD II had been heating his three bedroom detached home since it was built in 1973. With an output of 60K BTU (17.5 kWh), the Firefly isn't capable of the much improved outputs of our latest generation of boilers, however Marton tells us it remains in good working order despite being 39 years old.

Marton said: "I think this is a fantastic achievement as the boiler is still performing excellently after 39 years

of service. I moved into the property with my wife and four children back in 1986 and, having continued to service the boiler annually, we have experienced no problems other than the odd replacement spare part."

Given the rising cost of oil, Marton has taken the decision to replace his Firefly with one of our high efficiency Greenstar gas-fired boilers as he looks for a more economical way to heat his home.

He continued: "Although the boiler

is in full working order I am planning to replace it with a Greenstar CDi gas-fired combi boiler. I have chosen a Worcester gas-fired combi boiler as the replacement, due to the excellent service and reliability given by the Firefly, which is still running well after 39 years of service. I would be delighted to see it given a place at the Worcester museum."

Marton's WEC Firefly HD II is currently being refurbished before taking pride of place amongst our other historical discoveries at our Worcester headquarters.



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 in need of a part number for a boiler I'm working on. Are there any other ways, apart from calling you, that I can get hold of numbers?

A. Of course. We've just launched an online version of our spares catalogue, at www.worcestersparecatalogue.co.uk, or you can order a hard copy or CD of the catalogue from our Literature Line on 0844 892 9800.



Must I powerflush every time I fit a new domestic boiler?

A. It's a competitive market out there and the extra expense of a powerflush on a quote can be a deciding factor for some customers. However it's important to point out to your customers that not every system needs a powerflush; it's your decision as the installer to determine whether it's required depending on the condition and layout of the system. In some instances, where the system has been well cared-for, a chemical cleanse and flush will be all that's necessary. The terms of Worcester's guarantee state that the system should be "adequately cleansed and flushed" in line with BS7593 Treatment of water in domestic hot water central heating systems.



When I'm replacing a customer's traditional cylinder-based system with a combination boiler, is there anything I should double check?

A. There's the obvious question of whether your customer understands that hot water provision might differ with a combination boiler – especially where flow rates to bath taps etc. might appear to be slightly lower.

You should remember to try and minimise dead leg sections of pipework when removing the header tank and it's also important to check the existing shower is suitable for use with a combination boiler. It's all too easy to forget, so make sure the shower can handle mains pressure hot water – and make sure you're fitting a boiler that can provide the sort of hot water flow rate your customer needs.



When I'm gas rating a domestic boiler, sometimes the figure I get varies from what I'm expecting to see. Are there any tolerances?

A. This has recently been clarified in Gas Safe Technical Bulletin, number 141. You can get this technical bulletin from Gas Safe's website, www.gassaferegister.co.uk, along with a number of other very useful reference documents.

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 £150 LOVE2SHOP VOUCHERS

This month, we're giving away £150 of Love2Shop vouchers. To enter our latest competition all you need to do is provide a caption for the image below, in no more than 20 words, before sending your completed entry form to the address below. The author of the wittiest caption will win this fantastic prize and have their winning caption printed in the next issue of Installer's Choice. Good luck!



My caption is:

.....

.....

.....

Name: _____ Daytime Telephone Number: _____

Business Name: _____ Email: _____

Business Address: _____

Send your entry back to our editorial office: **Installer's Choice, May/June Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.**

Closing date: 29th June 2012
 Terms and Conditions
 1. No cash alternative
 2. The decision of Worcester, Bosch Group is final
 3. One winner will be notified by the 27th July 2012

DIARY DATES

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

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

Exhibitions

Exhibition	Venue	Date
May		
Oil Event	Stonecross Manor Hotel, Kendal	22.05.2012
Oil Event	Cumbria Park Hotel, Carlisle	23.05.2012
All Energy Exhibition	Aberdeen	23.05.2012 – 24.05.2012
June		
Oil training course	Kendal College, Kendal	11.06.2012 – 13.06.2012
Breakfast Morning	Chichester	03.06.2012
Breakfast Morning	Portsmouth	04.06.2012
July		
Breakfast Morning	Shoreham-by-Sea	05.07.2012

Each year we host thousands of events nationwide. To find out more about the events taking place in your local area, or any of those listed above, contact your Technical Sales Manager.



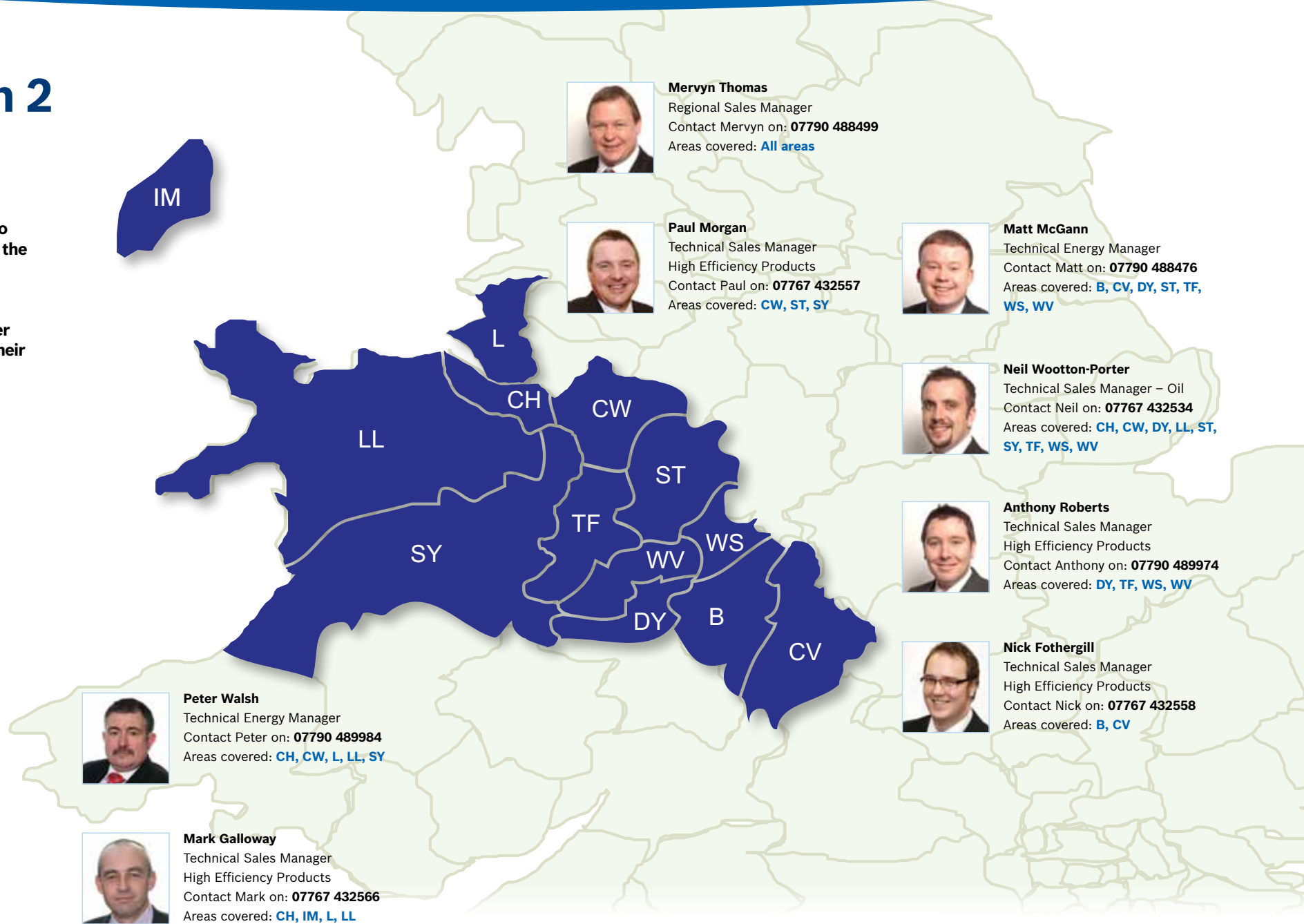
KEEP IN TOUCH

Western Region 2

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 Barry Wilson's team (Western region 2), and highlight the areas they cover individually as well as providing you with their contact details.



Barry Wilson
Regional Sales Director
Contact Barry on: **07767 432569**



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



www.youtube.com/worcesterboschgroup



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