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The **NEW** Greenstar CDi Compact



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Revolutionary and ultra compact WB7 heat exchanger

Unique wall mounting jig to pre-plumb all 7 boiler connections

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the **NEW**
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THE INSTALLER'S CHOICE
The official magazine for Worcester installers
JANUARY/FEBRUARY 2013



A **revolution** in heating

The **NEW** Greenstar CDi Compact

5 year guarantee
extended until
30th June 2013



Evolution

Revolution



Greenstar CDi Classic



Greenstar CDi Compact

The Greenstar CDi Classic and the **NEW** CDi Compact combi boilers

With the upgraded higher output Greenstar CDi Classic, and the all-new Greenstar CDi Compact, a revolution in condensing boiler technology has started.

Developed in partnership with installers and precision engineered by Worcester, the innovative Greenstar CDi Compact fits in a standard kitchen cupboard, features a unique space-saving heat exchanger, easy-access hydraulics and next generation controls.



Be part of a revolution in heating by visiting www.cdi-revolution.co.uk to find out more.



Welcome

from Steve Lister

Welcome to our first issue of Installer's Choice for 2013.

With the new year now upon us and the heating season in full force, there is no better time to announce the launch of the latest addition to our award-winning Greenstar boiler range. This issue is dedicated to what is, without doubt, our most innovative boiler yet. The Greenstar CDi Compact, as the name suggests, offers you a gas-fired condensing boiler with the optimum combination of compact dimensions, high outputs, high efficiency levels and low emissions.

Using valuable feedback from both you and your customers, we have designed our Greenstar CDi Compact to ensure this is a boiler which is simple to install and offers a host of advanced energy-saving features, as well as the latest pioneering technology for the heating industry. Find out more on pages 6 & 7.

As you know, we celebrated our 50th anniversary in style last year, so 2013

gives us the opportunity to build on our reputation as a market leader, with the introduction of a number of additional exciting new products. We are extremely confident that each of these technologies will make its mark on the industry as well as improving your business prospects. For more information, turn to pages 10 & 11.

We were also delighted to pick up the award for 'Best Technical Support' at the OFTEC Awards for Excellence, towards the end of last year. Having now won the prize for the last two years, we wanted to give you an insight into the hard work that goes on behind the scenes to support you in your daily work. To read what a typical day in our Technical Support team involves, turn to pages 14 & 15.

We hope you enjoy the magazine and we wish you a prosperous year for 2013.

Steve Lister
Sales Director



"This issue is dedicated to what is, without doubt, our most innovative boiler yet – the Greenstar CDi Compact."

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OFTEC Winner

As well as being ranked, for the second year running, as the top boiler manufacturer in the UK by Which? Magazine, we have another reason to celebrate as we scooped the award for 'Best Technical Support' at the OFTEC Awards for Excellence towards the end of last year.

This is the second time in a row that our team has claimed the award and signifies our commitment to providing unrivalled support to you and your customers. The hardworking team consists of 40 advisors who can, at peak times, take in excess of 2,000 calls a day, all of which we strive to answer within just 20 seconds.

Colin Simpson, our technical manager, and Alison Thould, one of our technical advisors, collected the award on behalf of the team. Colin said: "This accolade is the latest testament to the work that goes on behind the scenes every day, to ensure customers can rely on our support should they have any queries relating to our complete range of products, past and present.

"Innovation, quality and reliability are principles we hold in extremely high regard and our state-of-the-art contact centre and team of exceptionally knowledgeable technical support advisors are a key part of the package installers can count on us to deliver."

ROCCO Award for Family Business of the Year



We'd like to congratulate Worcester Accredited Installer, Gillies Gas Services, who recently claimed the ROCCO Award for Family Business of the Year. Run by the Renfrewshire Chamber of Commerce, the awards celebrate the achievements of those businesses which have gone the extra mile in the county of Renfrew, West Lowlands. Well done to all concerned!

Energy prices on the rise

It has been well publicised that each of the big six energy providers has announced energy price hikes of up to 11%, prompting homeowners to once again worry about the cost of heating their home throughout the winter.

EDF, Scottish Power, SSE, British Gas, E.ON and npower all revealed increases in prices as a result of the rise in wholesale costs for energy, as well as environmental taxes and mounting distribution costs. It has also been suggested that the increase in demand for fossil fuels, as a result of lifestyle choices and the growing population, further forced the decision to raise prices.

With rising energy bills in the back of consumers' minds, now is the perfect time for you to educate homeowners on the ways to make their home as economically efficient as possible. Recommending simple measures such as annual boiler servicing, turning the room thermostat down by 1°C and improving insulation will enable you to protect your customers' best interests as they try to get to grips with the price hike.

Green Deal Update

Towards the end of last year, the energy secretary, Ed Davy, revealed the latest details for the long-awaited Green Deal. From this month onwards, householders who make the decision to 'go green' will be able to take advantage of the financial incentives on offer to significantly reduce the cost of home insulation.

The Department of Energy and Climate Change (DECC) outlined details of a significant pot of money, available for homeowners who increase energy efficiency. Under the scheme, householders will be able to take out a loan with an accredited Green Deal provider who will then undertake work such as upgrading old boilers, lagging lofts and installing draught proofing.

The loans are attached to the property for up to 25 years and

will cover the price of the installation, before being paid back via a small surcharge on tenants' energy bills. Crucially the loan is lower than the amount residents save through reduced energy bills, making it an attractive proposition for the majority of householders. The rates include £650 cash back for fitting solid wall insulation, £150 for floor insulation and £50 for draught proofing.

To kick-start the launch of the scheme, DECC is also offering up to £310 to customers who replace their existing boiler with a condensing boiler. This will lead to new business opportunities for you, not to mention the mitigation of rising energy costs for the homeowner.



Not only will the scheme help to make UK homes more energy efficient but it will also help to create new job opportunities due to the potential surge in demand for green installations.

As a manufacturer, we will be supporting those of you wishing to become Green Deal accredited in any way we can. More information on the professional development we can offer will be available in the next issue of Installer's Choice.

For more information on the Green Deal, visit www.decc.gov.uk.

Online Solar Product Selector

We are always looking for ways to provide you with a thorough knowledge of our products and have recently created a new online search tool, which will help you find the best solar water heating panels for your customers' requirements.

The search tool works by asking three questions;

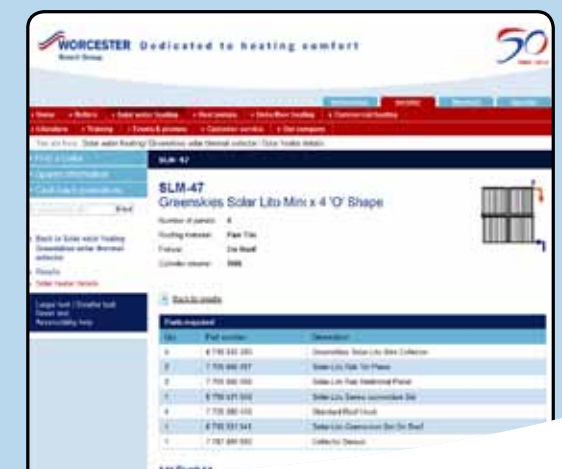
1. What size cylinder are you using?
2. What is the desired installation fixture (in roof, on roof or flat roof)?
3. What roofing material is on the property (corrugated, pan tile, slate/shingle tile or raised tile)?

The selector then generates results based on this information before providing you with the recommended panel configurations from our Greenskies solar range.

The selector also provides all the relevant part numbers and quantities required to give you a list

to take, or send, to your chosen merchant, as well as information on corresponding pump kits.

To access our online solar product selector, visit www.worcester-bosch.co.uk/solar-selector





Introducing: The all-new Greenstar CDi Compact

Innovation and quality in our most compact package yet

Building on our reputation as a market leader in the UK, we have added a revolutionary new boiler to our award-winning Greenstar range. The introduction of the innovative Greenstar CDi Compact offers you a brand new gas-fired condensing boiler that not only delivers on the high outputs, high efficiency levels and low emissions expected from our Greenstar range, but now also boasts compact dimensions, making it one of the smallest boilers on the market.



Time saving pre-plumbing jig

Compact and accessible hydraulics

Revolutionary WB7 heat exchanger

Intuitive and intelligent controls

Using valuable feedback from a number of you and your customers, we have designed our Greenstar CDi Compact in such a way to ensure it is a boiler which is simple to install, yet also offers a host of advanced energy-saving features. The new addition is smaller and more energy efficient than its predecessors in our well-established Greenstar series, of which over 2 million are already installed in UK homes.

Revolution

The Greenstar CDi Compact features a revolutionary new WB7 heat exchanger, which has been manufactured using the latest cutting-edge technology. The heat exchanger has been constructed using a friction stir welding process*, which is a first for the UK heating industry, having been adopted from the aerospace industry and the military. Friction stir welding is a solid-state fusing process where metal is not melted, but softened, improving the overall strength of the weld.

Thanks to this state-of-the-art process, our new WB7 heat exchanger offers greater quality, reliability and performance levels. This unique manufacturing process and advanced engineering techniques has enabled us to create a next generation heat exchanger with a compact design,

reducing the size of the boiler, whilst achieving high outputs and low emissions.

Putting the 'Green' in Greenstar

Available in outputs of 28kW, 32kW and 36kW, the Greenstar CDi Compact has dimensions of just 690mm x 390mm x 280mm, making it perfect for installations with limited space. The boiler also uses 1W of electricity when in standby mode and offers cleaner combustion, with factory set Class 5 NOx levels below 40mg/kWh.

With our newest boiler, we have also maintained our unique wall mounting jig, which enables you to pre-plumb all seven key boiler connections during installation. In addition, having continued our split jig design, the Greenstar CDi Compact boasts a one man lift installer weight.

Martyn Bridges, our director of marketing and technical support, comments: "The CDi Compact is a great addition to our already established and successful Greenstar range. By using friction stir welding technology in the production process we are able to offer installers a boiler with compact dimensions and a light lift weight,

whilst still meeting the demand for domestic hot water and high efficiency levels.

"Having carried our extensive field trials for the Greenstar CDi Compact and obtained feedback from installers and homeowners before its release, we are confident that this latest addition to our established portfolio of products will prove to be a huge hit with the industry's professionals and their customers alike."

For more information on the latest innovative addition to our Greenstar range, please visit www.cdi-revolution.co.uk.

*The friction stir welding process is used under license from The Welding Institute.



INSTALLER'S CHOICE

Spotlight

Gas Appliance Showroom & Fireplace Centre Ltd



Installers Dave Richards and Alex Davies, of Gas Appliance Showroom & Fireplace Centre Ltd in Great Malvern, were amongst the first to install a Greenstar CDi Compact.

Having been tasked with a boiler replacement at a three bedroom property in Worcestershire, the two installers decided that the job was the perfect opportunity to put the strengths of our innovative new boiler to good use – particularly as the original boiler was located in a kitchen where space was at a premium.

With energy bills on the rise, their customers made clear their desire to improve their heating efficiency levels to keep costs to a minimum. The property is home to a family of four, one of whom is a stay at home mum to

the family's three year old son, which means the property is often occupied during the week. This further increases the importance of the family being able to depend upon affordable heating during the winter months.

Having removed the existing boiler from the property, Dave and Alex went about installing the 36kW Greenstar CDi Compact in the same location as the original boiler. Thanks to the robust metal wall mounting jig provided with the boiler, they were quickly able to hang the boiler and plumb each of the seven key connections.

During the installation process, the two installers were also keen to prolong the lifespan of their customers' investment, so installed both our CondenseSure accessory to safeguard against frozen condensate pipes in harsh winter conditions, and a system filter, to limit the amount of contaminants accumulating in the heating system. Both of these will enhance performance and help maintain heating efficiency.

Dave and Alex's final task was to install a new room thermostat and programmer and additional TRV's



throughout the property, which will allow the property's occupants to adjust room temperatures to a comfortable level.

On completion of the installation, Dave said: "It was a real honour to be the first installer to fit such an innovative new product and **I was genuinely amazed to see how so many features and installer benefits had been included in such a small boiler. The overall make-up of the product made it really easy to install and I have no doubt it will be just as easy to service and maintain.**

"I'm excited to be able to offer this product to my customers, as a boiler with such small dimensions is sure to prove really popular. To make things even more impressive, the efficiency levels of the boiler means the payback period on the Greenstar CDi Compact will make it a worthwhile investment for anyone, whether they are looking to replace an existing boiler, or install one in a new property."

As Dave and Alex were amongst the first to install our Greenstar CDi Compact, we took the opportunity

to send our camera crew to follow his pioneering installation. The video showcase of just how simple the boiler is to install is now available on our website at www.worcester-bosch.co.uk.

With sales of the Greenstar CDi Compact now underway, we're also interested to hear from those of you who have made particularly noteworthy installations as a result of the boiler's compact dimensions. You can notify us of any interesting installation work by e-mailing marketing@uk.bosch.com.

New Products

Maintaining our commitment to innovation, 2013 will see us introduce a number of new products to enhance our established range of high- efficiency domestic heating and hot water appliances. Here we give you a preview of the new products you can expect to see over the coming months:



Greenstore Cylinders

Our new Greenstore single coil (SC) and Greenstore twin coil (TC) cylinders have been specifically designed and manufactured by the Bosch Group, for UK heating systems. These rapid reheat cylinders allow us to offer a complete system solution, coupling high efficiency cylinders with either our award-winning Greenstar gas-fired boilers or our wider range of high-efficiency boiler and renewable heating technologies.

This series features duplex stainless steel hot water storage cylinders, which have been specifically designed for systems with boiler and solar panel connections. Each cylinder offers outstanding heat retention, ease of installation and full compliance with current and anticipated legislation and best practice.



Greensource Air to Air Heat Pump

Our Greensource Air to Air range of heat pumps has continued to evolve with the introduction of two new models, one with a 5kW heating output and another with a 6kW heating output. These new products include adaptations to both the internal and external product characteristics, to offer a cost-saving source of healthy air for the home.

The outdoor unit for both has been optimised for higher efficiency with new fan blades offering better airflows and also the ability to defrost, with the inclusion of an electric heater. Additionally, the indoor unit has been given a facelift with preparation for distance control, Ion Plasmacluster air cleaning and also a new energy label.

Look out for our new Greensource air to water split system heat pump. More details can be found on page 13.



Greenstar Heat Distribution Unit (HDU)

The Greenstar Heat Distribution Unit (HDU) is a wall mounted unit which is perfect for individual apartments served by heat generated from a central source. It operates through an integrated circulating pump, expansion vessel and two plate-to-plate heat exchangers.

The Greenstar HDU is best suited to new build and renovation installations, as it is a simple solution for domestic hot water and space heating. For the homeowner, the benefit of this product lies in its cost saving features, led by the continuous monitoring of heat consumption through the heat meter, which prompts up to a 20% reduction in hot water cost.



Greenstore LECP ground source heat pump series

Our Greenstore low energy circulation pump (LECP) is our latest ground source heat pump addition, which meets anticipated future legislation and allows the homeowner to take advantage of renewable and sustainable energy.

The system comprises a ground source heat collection array, a ground source heat pump, a hot water store and the space emitters for property. Preferably an underfloor heating system or radiators designed to calculate the heat loss of each room should be used. The system variant heat pumps can also be combined with our Greenskies solar thermal panels and Greenstore solar compatible cylinders for high efficiency hot water production and storage.



Solar-Lito and Solar-Lito Mini Full Sheet absorber

The Solar-Lito and the Solar-Lito Mini collectors have been given a new and improved look. Both products will now be available as a full sheet absorber, meaning they are now made from aluminium instead of copper and supplied in one continuous piece, rather than as welded copper strips to give a better quality look and feel.

Additionally the Solar-Lito and Solar Lito Mini collectors now have a blue Physical Vapour Deposition (PVD) coating rather than a black chrome coating. This increases the absorption rate of the collector and reduces the emissivity, whilst improving the aesthetics of the panel.



Worcester Greenstar System Filter

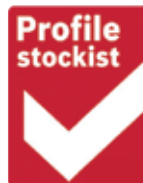
The new Greenstar System Filter uses twin action filter technology to capture magnetic and non-magnetic system water contaminants. The filter protects the boiler and other water facing components by removing any debris which may damage the functionality of the boiler. For the end user the benefits are limitless, with increased energy saving benefits over contaminated systems and increased longevity and reliability.

This is just a snapshot of the new products we will be unveiling over the course of this year. We look forward to updating you on the launch dates as well as the features and benefits of these products over the year ahead.



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GREEN PAGE

Our Greensource split air to water heat pump is the latest addition to our growing range of renewable technologies. As we move towards the next generation of hybrid technology, our split system infrastructure is the smartest way to install a heat pump alongside any boiler, to deliver maximum savings.



Our new Greensource Air to Water split system heat pump

The Greensource split air to water heat pump offers low energy heating all year round, which is great for homeowners who want to keep energy costs down yet maintain a high temperature level within their property. The system consists of an outdoor unit as well as an indoor modulator unit to effectively keep the split system running as efficiently as possible.

Our new Greensource split air to water heat pump is available in four outputs with heating capacities from 8kW - 16kW in single phase and 14kW - 16kW in 3 phase. These can be combined with one of two indoor units, the Hydrolight boiler compatible unit or the Hydro Comfort – stand alone unit with electric heater. These units could also be eligible for both the Renewable Heat Incentive (RHI) and Green Deal tariffs; giving your customers the opportunity to apply for the financial

assistance available through these Government funded schemes.

Prior to fitting a Greensource split air to water heat pump, we recommend you attend one of our training courses to gain knowledge on the best methods for installing this type of heat pump.

Please visit www.worcester-bosch.co.uk for more information.

Features and benefits:

- Fast and easy to install
- Full MCS Certification
- Can be combined with any existing boiler (Hydrolight Unit)
- Ease of siting – No flue system required
- Flexibility – up to 50m (8kW) and 70m (11kW-16kW) of refrigerant pipe work can be used.
- Quick installation thanks to a built-in circulation pump, expansion vessel and diverter valve
- Compact size – the indoor unit measures just 500mm²
- Compatible with solar thermal and underfloor heating
- Three-phase technology – can be installed in both large domestic properties and small commercial applications



A day in the life of... Our award-winning Technical Support team

Having recently won our second consecutive OFTEC award for Best Technical Support, this issue gives us the perfect opportunity to give you an insight into our Technical Support team's daily duties. Here, Colin Simpson, our technical manager, explains what goes on behind the scenes:

"Our technical support helpline is available from 07:00 to 20:00 Monday – Friday, 08:30 – 16:00 on Saturdays and 08:00 – 16:30 on Bank Holidays – boasting the longest opening hours in the industry. The team operates on a shift rotation, to ensure there is always up to 40 advisors ready to take customer calls.

"Not only do we need to know about all the products in our portfolio of gas, oil, renewable, and commercial

ranges, but we can also take calls on the complete range of associated accessories, giving us over 100 products that, as a team, we need to be extremely familiar with.

"Without doubt, the technical demands of the department are extremely high, as installers across UK and Ireland rely on us to answer a wide range of technical queries, many of which require urgent attention. The vast majority of our incoming

calls are from installers, electricians and service engineers with questions ranging from the correct specification for a boiler, right through to component replacements and fault finding procedures.

Training

"It is imperative that every member of our team is as up to date as possible when it comes to product knowledge. Before being able to advise customers, a new team member goes

on an intensive 12 week training programme to ensure they are up to speed with our portfolio of gas- and oil-fired boilers. All training takes place at our training and assessment academy in Worcester and ensures each member of the team is familiar with every product, not to mention their components, commissioning as well as servicing requirements and fault finding identification.

"In addition, regular refresher courses take place for all team members throughout the year to ensure product knowledge is always as thorough as possible. Plus the team is always one of the first to be briefed on the features and benefits of any new product or accessory that is launched, as well as spending time with Worcester engineers 'in the field' to get a first hand experience of the products in action.

"Most of our customers make contact via the phone lines, but we also have a dedicated email team who can answer as many as 80 email queries a day. We

recognise the importance of ensuring you can offer your customers the best possible service, so we strive to answer every call within 20 seconds and respond to any email query within 24 hours of its arrival.

Delivering Results

"We aim to deliver the highest of standards for those of you who contact us with a technical question or query. Based on a close monitoring of the department, we have achieved the following results (YTD):

- 99.2% reachability – the proportion of calls to our department that are answered by one of our technical team

- 90% service level – the proportion of calls answered within our target time of just 20 seconds
- 6 seconds – the average speed of answering a call to our technical department

"We are extremely proud of the level of service we deliver to our customers, particularly given that we receive over 400,000 calls and over 20,000 emails annually."

Should you need to contact our technical department for assistance with a question or query, please call 0844 892 3366 or email technical.enquiries@uk.bosch.com.





Keeping Control

With household energy prices on the rise, Martyn Bridges explains why now could be the time to emphasise the importance of effective heating controls to your customers:

“Research has shown that millions of UK households don’t even use a basic thermostat control to regulate the temperature inside their property, making it evident that we need to do more to improve homeowner knowledge.

“As a result, it is worthwhile reminding yourself of the minimum requirements for controls, as many homes don’t have this basic standard installed. For instance, if a new combi boiler is fitted, a time switch, room thermostat and thermostatic radiator valves should also be installed to meet mandatory standards.

“Whilst it can often be assumed that the benefits of time switches are self-evident, there are still millions of homes that haven’t yet embraced this most basic of functionality, which is a concern for the industry, particularly

given the rise in energy costs. Many also don’t have a room thermostat, meaning their boilers will continue to fire and cycle into a reduced load heating system, not only wasting energy but also leading to unnecessary wear and tear on components. In these situations there is an opportunity for you to really emphasise just how simple the technology is to operate and how cost-effective an investment it can prove to be over the long term.

“It is also beneficial for you to educate homeowners on the range of intelligent heating controls now available. From a homeowner’s perspective the benefit of these more intelligent products, is the way they can be programmed to suit different patterns for different days of the week, offering a more closely monitored regulation of the property’s heating provision.

“Increasingly amongst the high-end systems available, weather compensation control, in particular, is incorporated to assess the temperature outside the property and to adjust the output of the boiler accordingly. This results in the most efficient use of fuel, which will ultimately reduce energy bills.

“Our latest generation of intelligent controls has been designed to take a number of factors into account in order to govern the heating output, with only a small input required from the homeowner.”

For more information on our range of intelligent heating controls, visit: www.worcester-bosch.co.uk/installer/boilers/boiler-controls.



Greenstar NOx emissions

Nitrogen oxides (NOx) released from burning fossil fuels is a relatively new issue for the UK’s heating industry, but one which will continue to grow in importance. NOx emissions have always occurred, but only recently has there been any movement to limit them.

Attempts to control the environmental impact of domestic heating systems have been concentrated on limiting CO₂ emissions, but increasingly attention is turning to NOx. The key point to remember is that NOx has nothing to do with efficiency. NOx is merely a measurement of exhaust gases.

With domestic condensing boilers, there are no boilers on the UK market that really emit or create high levels of NOx emissions. But with standard efficiency boilers and the prevalence of atmospheric burners higher NOx levels were quite common.

At the moment, the NOx emissions issue really only affects new-build properties, but could be taken up by existing housing stock along the way, particularly in light of the EuP or ErP Directive, which includes NOx standards.

Following the publication of the Code for Sustainable Homes and the Energy related Products (ErP) Directive, many of you have been in touch with our technical department, requesting the NOx levels for each boiler in our Greenstar range. To assist with the provision of this information, we have produced the following technical data, which provides a breakdown of NOx emissions for our complete Greenstar boiler range.

To download this as a technical bulletin, or to access our full catalogue of technical bulletins, please visit www.worcester-bosch.co.uk/tb.

Gas Boiler Model	NOx (mg/kWh)	Appliance Class
Greenstar 29CDi Classic	33.3	5
Greenstar 34CDi Classic	33.3	5
Greenstar 38CDi Classic	21.8	5
Greenstar 42CDi Classic	21.8	5
Greenstar 28CDi Compact	35	5
Greenstar 32CDi Compact	35	5
Greenstar 36CDi Compact	35	5
Greenstar 25Si	66	5
Greenstar 30Si	66	5
Greenstar 25Si (low NOx Code Plug)	38	5
Greenstar 30Si (low NOx Code Plug)	38	5
Greenstar 24i Junior	66	5
Greenstar 28i Junior	66	5
Greenstar 24i Junior (low NOx Code Plug)	38	5
Greenstar 28i Junior (low NOx Code Plug)	38	5
Greenstar Highflow 440 CDi	27	5
Greenstar Highflow 550 CDi	27	5
Greenstar 30CDi Classic System	33.3	5
Greenstar 12i System	39	5
Greenstar 15i System	60	5
Greenstar 18i System	84	4
Greenstar 24i System	66	5
Greenstar 30CDi Classic Regular	33.3	5
Greenstar 40CDi Classic Regular	32.2	5
Greenstar 12 Ri	39	5
Greenstar 15 Ri	60	5
Greenstar 18 Ri	84	4
Greenstar 24 Ri	66	5
Greenstar FS 30 CDi	33.3	5
Greenstar FS 42 CDi	32.2	5



Training focus: CDi Compact training

To tie-in with the launch of our new Greenstar CDi Compact, we have developed a brand new training programme which offers an insight into its main features, benefits, installation and servicing requirements.

The one-day course, which will be running at our network of training academies around the UK, will give you the chance to get 'hands-on' with the Greenstar CDi Compact. The boiler features a whole host of new design features which we recommend you familiarise yourself with.

Crucially, the course also gives you the chance to trial what is a big leap forward in terms of

our boiler software. For the first time, this boiler will enable you to access all the information you need to complete your customer's benchmark checklist, without the requirement for any additional tools or accessories.

In addition to the one-day training course, our four training vehicles will also be touring the country to give as many of you as possible the chance

to get up close and personal with our newest boiler. Should you wish to arrange for one of our vehicles to visit your local area, simply contact your local Technical Sales Manager – the details of which can be found via our website.

This latest course marks our commitment to ensuring you are well-equipped to offer your customers the best possible service.

For more information on our training and assessment programmes and to book a place on our CDi Compact course, visit www.worcester-bosch.co.uk or call 01905 752 526.



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

CondenseSure Q&A

Our CondenseSure accessory was launched earlier this year to mitigate the impact of frozen condensate pipes over the winter period. Following its introduction, a number of you have been in touch with questions relating to the product and its application, many of which we aim to answer here:

Does the CondenseSure have to be fitted directly beneath the boiler?

A. No it does not, it can go anywhere within the heated envelope of the property, bearing in mind the condensate requires a constant 2.5 degree drop from the boiler.

What about under a worktop?

A. Yes, providing you have access to the unit when required.

How far away from the boiler can it be fitted?

A. For maximum efficiency it should be installed on the boiler flow pipe as this means the condensate is slightly warmed when the heating is on. The product is still effective no matter where it is fitted, however it must be within the heating envelope of the property.

Can the unit be fitted outside? What about a loft or garage?

A. Treat areas like lofts or garages like the outdoors – Installing the CondenseSure externally is not recommended and areas such as garages and lofts should be treated like the outdoors.

Do I still need to insulate pipework outside?

A. No, you don't have to – but if you have long runs of pipework it is still a good idea and adds additional protection in extreme conditions.

What size pipework should I use?

A. The CondenseSure is tested with a discharge pipe of no less a diameter than 32mm, additionally the outdoor pipework should not run for more than 3 metres and should have a minimum 2.5° fall. (See boiler installation manual for more details).

How often should it be checked? Does it need emptying?

A. It should be checked every year as part of the service of the appliance. It may require washing out, so always ensure it is located in an area that is accessible.

Does the homeowner need to look at it? Can they check/empty it?

A. They can take a look by removing the insulating jacket but we would recommend discouraging the homeowner from uncoupling the device.

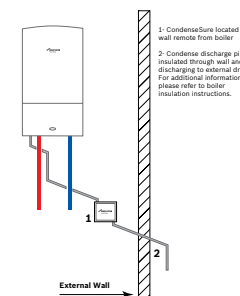
Can I use it with another brand of boiler?

A. Yes, however it might not fit onto the heating flow pipe, but that is not always necessary. It is always a good idea to discuss your requirements with the appliance manufacturer.

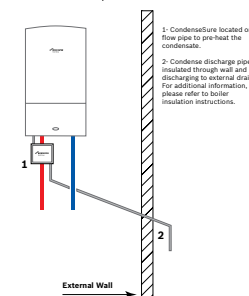
Does it make the boiler less efficient?

A. No, as the small amount of heat drawn from the flow pipe is negligible.

CondenseSure remote from boiler



CondenseSure pre-heated from boiler



WIN A GREENSTAR CDi COMPACT



To mark the launch of our Greenstar CDi Compact, we're giving three of you the chance to get your hands on a 28kW model of our latest addition – allowing you to be among the first installers in the UK to prove to your customers that some of the best things do come in small packages.

To enter, all you need to do is answer the following questions correctly:

What is the name of the cutting edge technology used to manufacture our new heat exchanger?

How many Greenstar boilers have been sold to date?

What is the name of our new heat exchanger?

What is the highest output our Greenstar CDi Compact is available in?

Name: _____

Daytime Telephone Number: _____

Business Name: _____

Email: _____

Business Address: _____

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

Closing date: 28th February 2013

Terms and Conditions apply. For a list of all terms and conditions visit: www.worcester-bosch.co.uk/cdigiveaway

DIARY DATES

Ecobuild 2013

With March just around the corner, attentions turn to one of the industry's landmark events of the year – Ecobuild 2013 – which takes place at London's ExCel from Tuesday 5th – Thursday 7th March.

Ecobuild is the world's biggest event for sustainable design, construction and the built environment, offering an insight into what the future has in store for the construction sector and in turn, the heating and renewables industry.

We are delighted to confirm we will be returning to Ecobuild this year, where our double-decker stand will feature a wide range of products, including our Greenstar CDi Compact as well as some of our innovative new additions. As always, our experienced sales team will be

on hand to offer assistance and to answer any questions or queries relating to our products.

To find out more and to register for your free ticket to Ecobuild 2013, visit www.ecobuild.co.uk.



Exhibitions

Exhibition	Venue	Date
March		
Ecobuild	ExCel, London	5 - 7 March
National Homebuilding & Renovating Show	NEC, Birmingham (Stand J113)	21 - 24 March

Each year we host hundreds 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

Northern region

In order to support you in a more effective way, we have restructured our sales team to enhance our ability to handle your requirements no matter where you are in the country. The changes see our northern and southern regions each headed up by their own regional sales director, with a network of regional sales managers and technical sales managers supporting them.

We will be profiling our new sales teams over the coming months to keep you up to date with your local Worcester contacts.

This month we profile our Northern sales team, highlighting the areas they cover as well as providing you with their contact details.



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

North West



Paul Jones
Regional Sales Manager
Contact Paul on: **07790 489969**
Areas covered: **BB, BL, CA, FY, LA, M, OL, PR, SK, WA, WN**

Technical Sales Managers – North West



Lee Cain
Contact Lee on: **07790 488601**
Areas covered: **OL, M, SK, WA14**



Richard Hodgkiss
Contact Richard on: **07767 432572**
Areas covered: **BB, BL, PR, WN**



Chris Davison
Contact Chris on: **07767 253717**
Areas covered: **CA, FY, LA**



Paul Morgan
Contact Paul on: **07767 432557**
Areas covered: **CW, ST, SY**



Anthony Roberts
Contact Anthony on: **07790 489974**
Areas covered: **DY, TF, WS, WV**



Neil Wootton-Porter
Contact Neil on: **07767 432534**
Areas covered: **CH, CW, DY, LL, ST, SY, TF, WS, WV**



Mark Galloway
Contact Mark on: **07767 432566**
Areas covered: **CH, IM, L, LL, WA (except WA14)**

North East



Dave White
Regional Sales Manager
Contact Dave on: **07790 489970**
Areas covered: **BD, DH, DL, HG, HX, LS, NE, SR, TS, WF**

Technical Sales Managers – North East



Steve Barkas
Contact Steve on: **07971 645979**
Areas covered: **NE, SR**



Vacancy
Contact: **07767 432579**
Areas covered: **DE, NG**



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



Scott Dunn
Contact Scott on: **07790 488474**
Areas covered: **HD, S**



Terry Morgan
Contact Terry on: **07790 489979**
Areas covered: **HU, YO**



Niel Rumbold
Contact Niel on: **07790 489682**
Areas covered: **DN, LN, PE9-12 & 20-25**



Eric Short
Contact Eric on: **07790 488584**
Areas covered: **DH, DL, TS**

Technical data

Greenstar CDi Compact

Feature	28CDi Compact	32CDi Compact	36CDi Compact
Height	690mm	690mm	690mm
Width	390mm	390mm	390mm
Depth	280mm	280mm	280mm
Weight – lift	32.9kg	32.9kg	32.9kg
SEDBUK value – natural gas (2009)	89.8%	89.8%	89.8%
Heating flow / return connections	22mm compression	22mm compression	22mm compression
Primary water content	2.2 ltr	2.2 ltr	2.2 ltr
Output to central heating	7.03 - 24kW	7.03 - 24kW	7.03 - 24kW
Max. output to DHW	28kW	32kW	36kW
Max. domestic hot water flow rate – 35°C rise (± 15%)	11.4 ltr/min	13.1 ltr/min	14.7 ltr/min
Wall mounting jig	✓	✓	✓
Plug-in timers	✓ +	✓ +	✓ +
Optimising room temperature controller	✓ +	✓ +	✓ +
Intelligent controls	✓ +	✓ +	✓ +
Modulating pump	✓	✓	✓
Fault diagnostic display	✓	✓	✓
Plug-in filling link	✓ +	✓ +	✓ +
NOx classification / NOx Class	35mg/kWh / 5	35mg/kWh / 5	35mg/kWh / 5
Ingress protection (IP)	X4D	X4D	X4D
Maximum flue lengths			
Horizontal flue option 100mm	6,000mm	6,000mm	6,000mm
Vertical flue option 100mm	6,000mm	6,000mm	6,000mm
Horizontal flue option 125mm	15,000mm	15,000mm	15,000mm
Vertical flue option 125mm	15,000mm	15,000mm	15,000mm

*Optional.



This information is for guidance only. Further technical information can be found on our website or by calling 0844 892 3366.

We always recommend you consult a qualified Gas Safe installer prior to choosing your boiler.



Twitter.com/heatingyourhome



www.youtube.com/worcesterboschgroup



worcesterboschgroup.wordpress.com