

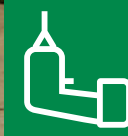


**BOSCH**

# Electrified Solutions Installer partnership guide



Installer  
guide



# A new age of low carbon technology

## It's time to embrace electrified heating solutions

We're glad you're working with us, and our growing range of electrified solutions, to introduce your customers to a future-proofed way of heating their homes.

From specialist training to your own dedicated local sales manager, it's an easy transition into responsible, renewable home heating tech with Worcester Bosch. And within this guide, you'll find all the support you need to get started!

### Why Worcester Bosch...



#### End-to-end support

We've got your back – with marketing, technical, and design support.



#### Nationwide training

All you need to get trained up – wherever and however suits you best.



#### Tried and tested

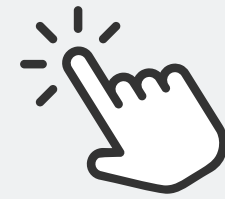
Put your trust in decades of Bosch experience and expertise.



# Welcome to the future of home heating

## Contents

Click the title to visit the page



### Section 1 **Introduction**

Range overview

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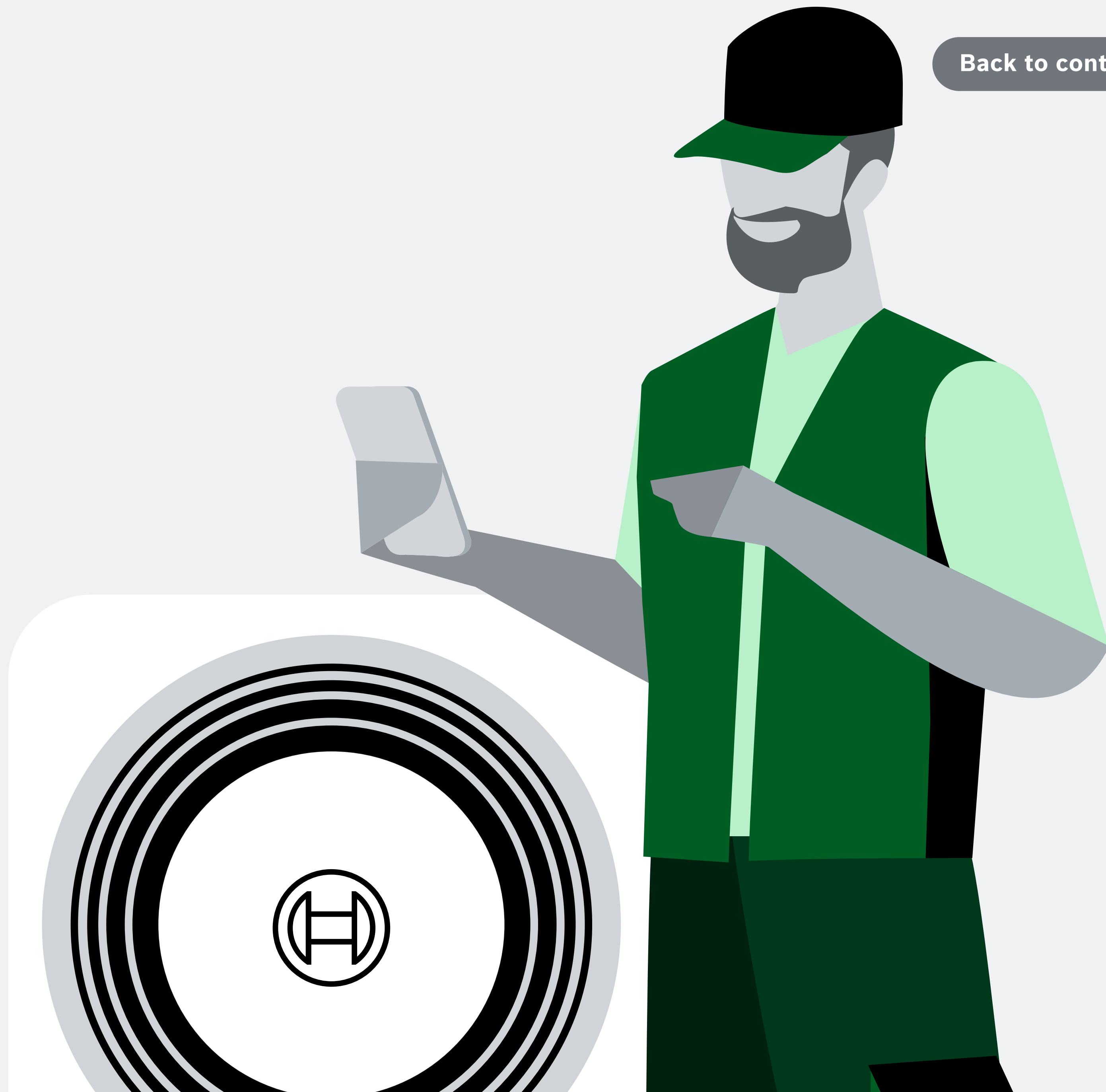
# Section 1

## Introduction

This guide is designed to walk you through the many ways we've got your back – product wise of course, but support, training, reward and wisdom wise too.

Each section takes you through the support available and gives you links to more in-depth information, assets, contacts, apps and expertise.

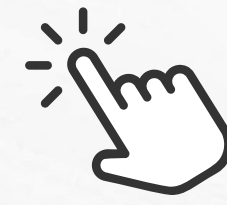
You can progress from here to get the full picture or simply jump to any section that currently really matters to you.



# The range

## Feel good heating and cooling

Click on a product to view more information



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**Compress 5800i AW**

- from 40dB(A)
- QUIET MARK
- R290

**Compress 5800i Hybrid unit**



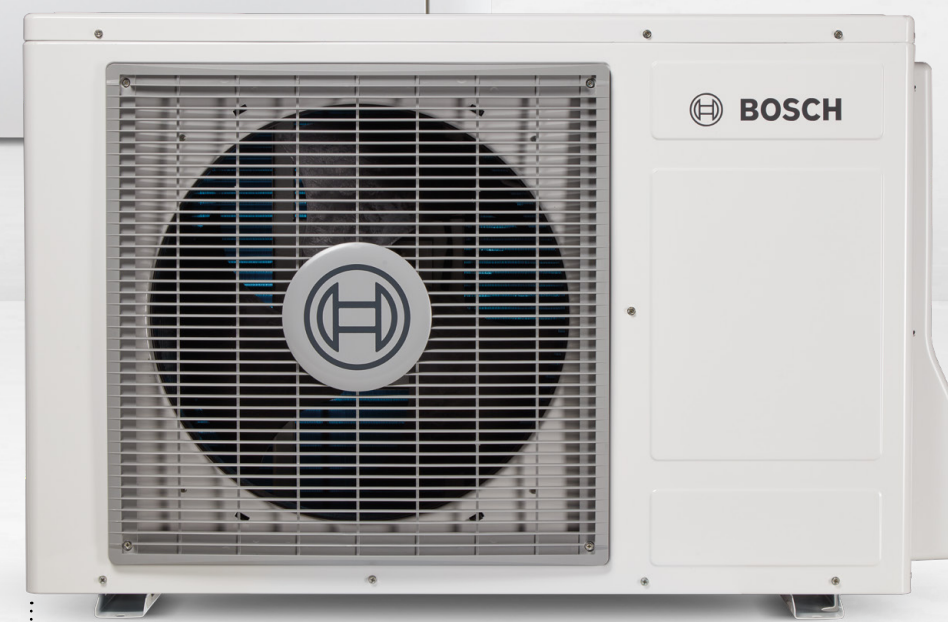
**Compress 2000 AWF**

- from 55dB(A)
- R32



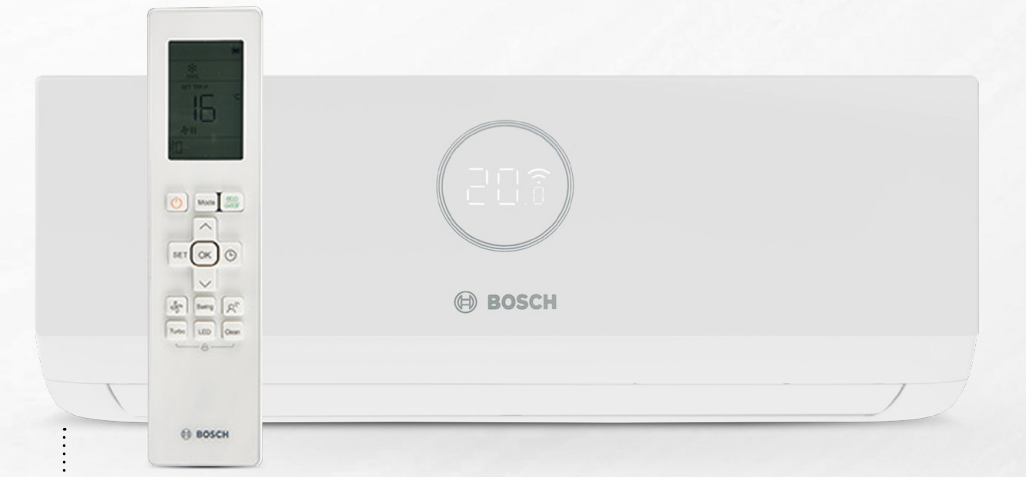
**Compress 7001i AW**

- from 47dB(A)
- QUIET MARK
- R410a



**Compress 3400i AWS**

- from 51dB(A)
- R32



**Climate 3000i**

- from 54dB(A)
- R32
- GoodHomes Approved



**Climate 5000i**

- from 56dB(A)
- R32

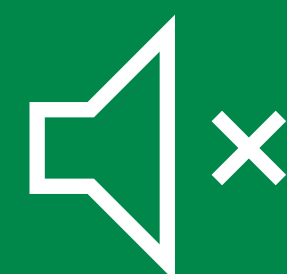
# Compress 5800i AW

## Quieter, smaller and powerful

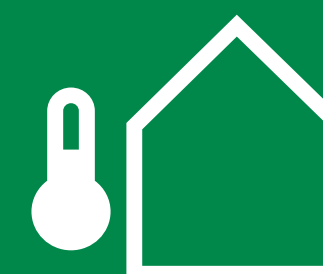
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The CS5800i AW Heat Pump brings a more responsible future to home heating. With space-saving features, a compact footprint, modern design, and easy installation – it's a compact heat pump with a big impact.



**Ultra quiet**  
Our quietest heat pump ever and Quiet Mark certified



**Powerful**  
Flow temp. up to 75°C for UK homes



**Peace of mind**  
Remote monitoring via HomeCom Easy app\*

[Find out more](#)

\*Monitoring may cease automatically after 12 months. No disconnection required.

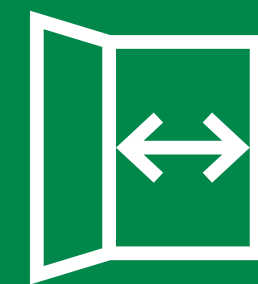
# Compress 5800i AW Hybrid unit

## Future-flexible heating

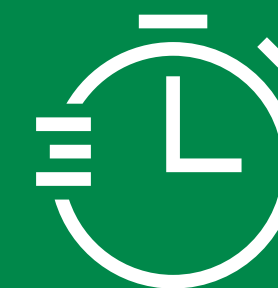
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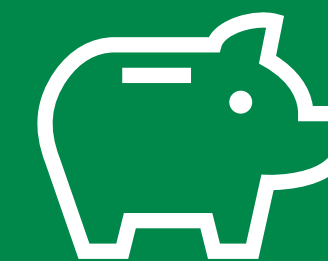
By combining the CS5800i Heat Pump outdoor unit and a Worcester Bosch combi boiler\*, the CS5800i Hybrid unit delivers intelligent, efficient, and energy-saving comfort right into your customers' home.



**Flexible design**  
Indoor or outdoor positioning for added flexibility



**Easy**  
Enjoy a simple set-up by adding to a new or existing boiler\*



**Cost-efficient**  
Optimises between heat pump and boiler based on fuel prices

[Find out more](#)



\*New or existing Greenstar 8000, Greenstar 4000 and Greenstar CDi Compact range (up to 36kW)

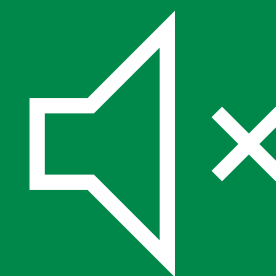
# Compress 7001i AW

## Flexible, future-proofed heating

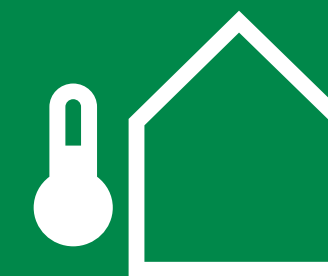
[Back to contents](#)



High-efficiency, low-carbon heating – with plenty of power outputs – the CS7001i AW is a low maintenance monobloc suitable for renovation and new build projects alike.



**Ultra quiet**  
Quiet Mark certified from 47dB(A)



**Powerful**  
Range of outputs for larger homes



**Simple**  
Easy-to-use temperature controls

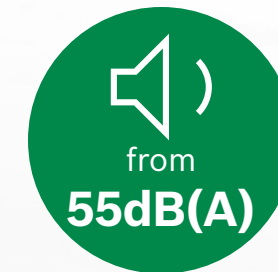
[Find out more](#) 



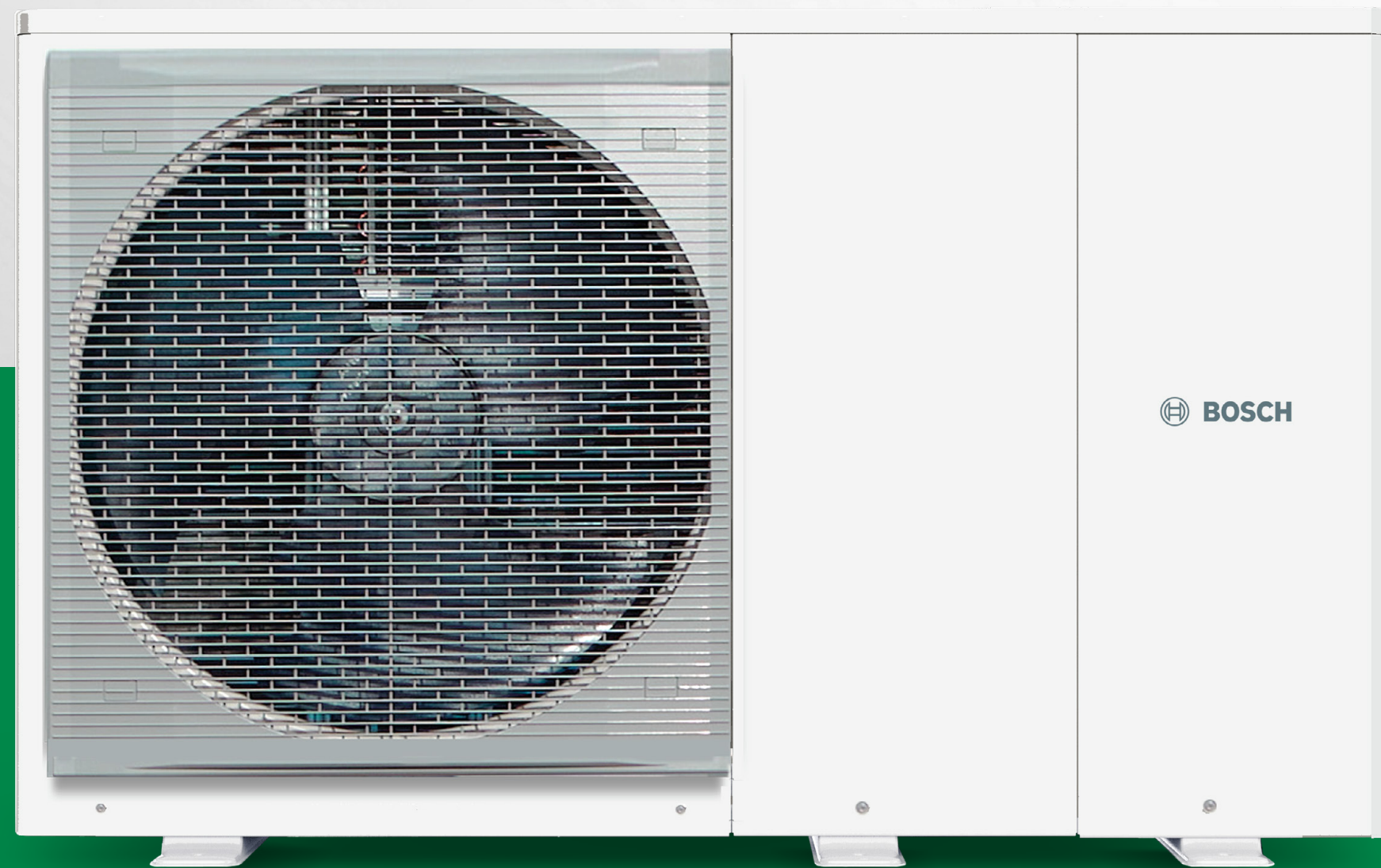
# Compress 2000 AWF

## Clever, compact comfort

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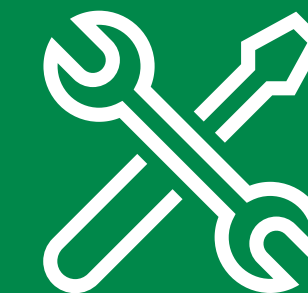
The compact, all-in-one heat pump for customers tight on space and tight on budget – the Compress 2000 AWF.



**Easy installation**  
With all-in-one  
monobloc  
design



**Flexible outputs**  
4-30kW with  
flow temperature  
of up to 65°C



**Easy access**  
Service and  
maintain  
with ease

[Find out more](#)



# Compress 3400i AWS

## Compact and flexible

[Back to contents](#)



from  
51dB(A)

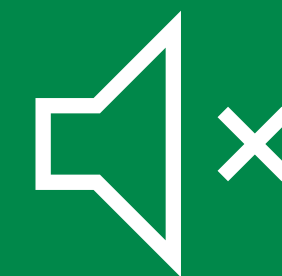


R32



50-66kg  
4kW-10kW

Simple, space-saving, and speedy to install – the CS3400i AWS is new build and renovation-friendly, designed to suit most UK homes.



**Super quiet**  
At 51dB, it's no louder than a dishwasher



**Fits almost anywhere**  
Wall-mount, floor-mount, or install up to 30m away from the indoor unit



**High output**  
Up to 60°C max. flow, with energy efficient R32 refrigerant

[Find out more](#)



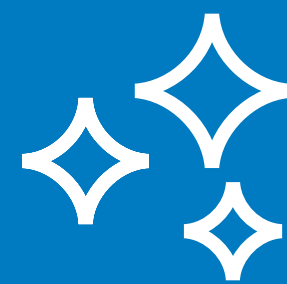
# Climate 3000i

## Cool, clean, quiet

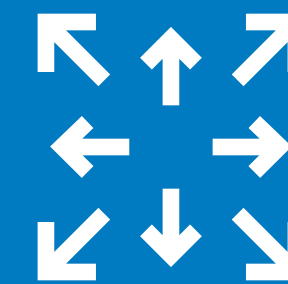
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With superb cooling and heating performance plus quick and simple installation, it's perfect for you and your customers.



**Filtered air**  
Clean, filtered air for your customer's home



**Flexible**  
Use in conservatories, bedrooms or home offices



**Sleep better**  
Keep homes cool and calm with silent mode

[Find out more](#) 

\*Terms and conditions apply, see website for details.

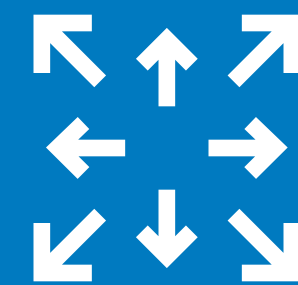
# Climate 5000i

## Cool made easier

[Back to contents](#)



Multi-split air con units delivering both heating and cooling for homes, small business and offices, providing comfort throughout the year.



**Flexible**  
Up to 5 indoor units  
with 1 outdoor unit



**Efficient**  
ErP rating of A++  
for cooling and A+  
for heating



**Easy installation**  
Easy installs with  
long piping lengths

[Find out more](#) 

\*Terms and conditions apply, see website for details.

# Section 2

## Business support

With the transition to electrified heating solutions and a new range of low carbon technologies, we recognise now more than ever, you need support on all fronts.

So, for you, your business and your customers, we've got all angles covered. From brochures, guides and online tools to training trusted by 14,000 installers and a design support team that makes our expertise yours, the future is secure.

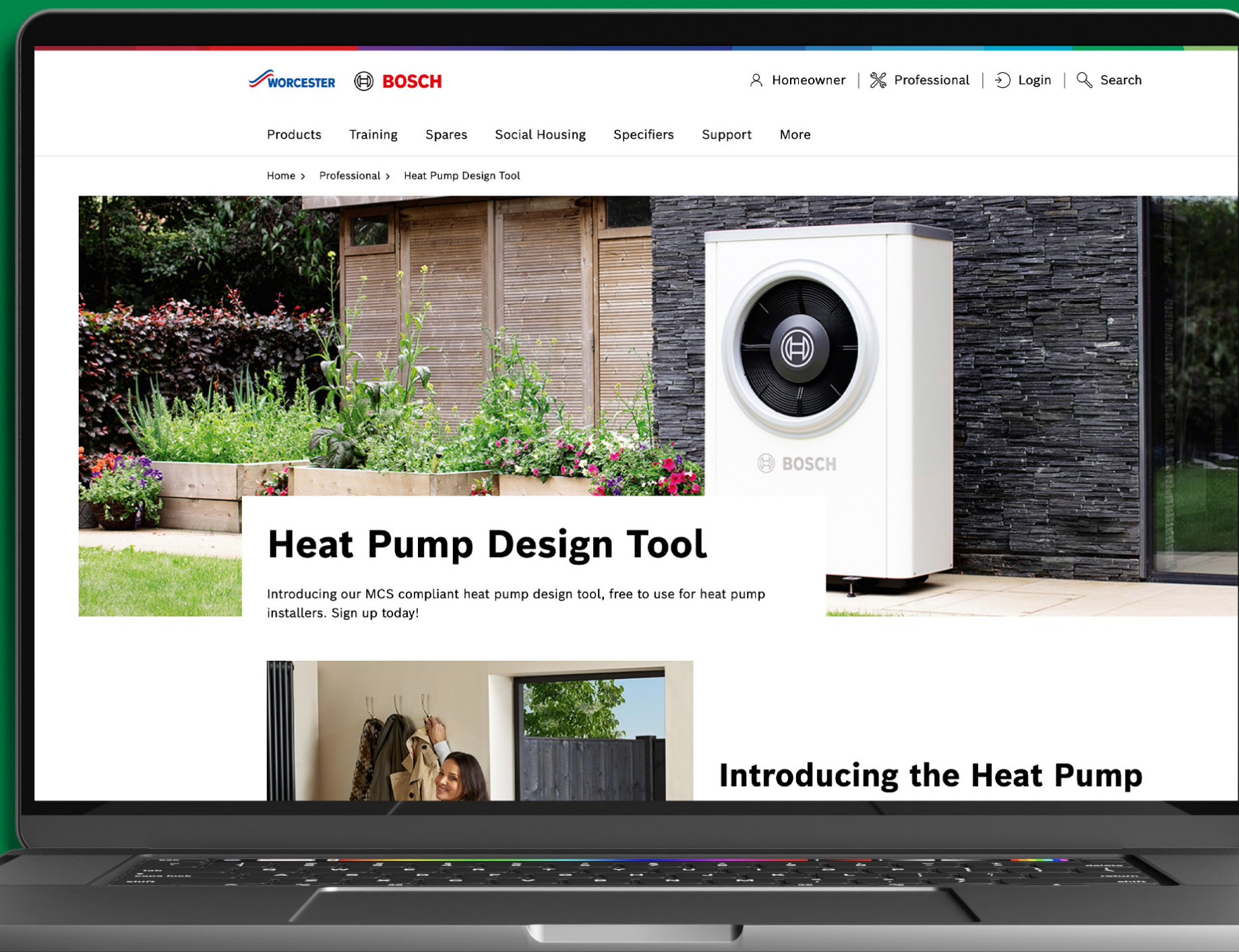


# Business support

## Online product tools

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We're here to help make your life easier, with tools and content to inspire and explain our products to both you and your customers, making it simple to understand and easier to sell.



### Heat Pump Design Tool

- ✓ Calculate room-by-room heat loss easily and choose the best heat pump for the home
- ✓ Digitally recreate any building and demonstrate MCS standard design outcomes for full MCS certification
- ✓ Easily share designs with our MCS trained design team for support and assistance

**For more info, speak to your Sales team contact.**

# Business support

## Installer brochures and technical guides

[Back to contents](#)

Handy heat pump, hybrid heat pump and air conditioning guides for you and your team.

### Compress 5800i AW

Quieter, smaller and ultra powerful

**Quiet**  
Our quietest heat pump ever and Quiet Mark certified

**Powerful**  
Flow temp. up to 75°C for UK homes

**Peace of mind**  
Remote monitoring via HomeCom Easy app\*

The CS5800i outdoor unit brings a more responsible future to home heating. With space-saving features, a compact footprint, modern design, and easy installation – it's a compact heat pump with a big impact.

**Compatibility**

CS5800i AW	4kW	5kW	7kW
Pre-plumbed cylinder 180L	✓	✓	✓
Pre-plumbed cylinder 210L	✓	✓	✓
Pre-plumbed cylinder 250L	✗	✓	✓
Wall hung unit	✓	✓	✓

\*Monitoring may cease automatically after 12 months. No disconnection required.

8 Compress 5800i AW

**System set-ups**  
The following information shows some possible system configurations and the necessary minimum clearances.

**Heat pump system**  
Outdoor unit with pre-plumbed cylinder

**Heat pump system**  
Outdoor unit with indoor unit and hot water cylinder

**Hybrid system**  
Outdoor unit with hybrid unit, combi boiler\* and system controller

**Clearances**  
Front: 2,000mm (800mm\*\*) Rear: 400mm (200mm\*\*) Left/Right: 1,000mm (2,000mm to wall or 400mm\*\*)

\*New or existing Greenstar 8000, Greenstar 4000 and Greenstar CDI Compact range (up to 36kW)  
\*\*Minimum distance: The clearance can be reduced to the minimum clearance on one side and either the front or rear. There must be no house openings (windows, doors, light shafts) and electrical sources of ignition (sockets, lamps, electric switches) within the protected area.

Compress 5800i AW 9

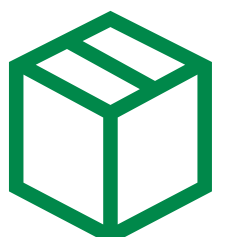
## Installer electrified solutions product range guide

A mini encyclopaedia of all things Electrified Solutions. This pocket-sized product guide is full of information, including MCS/ENA/SAP database information, clearances and part numbers.

**Download here**

Part number: 8 716 122 884

To order your copies for free, email [brochure-request@uk.bosch.com](mailto:brochure-request@uk.bosch.com) with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




# Business support

## Installer brochures and technical guides

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### Compress 5800i AW Installer Guide

 **Download here**  
Part number:  
8 716 122 777




### Compress 7001i AW Installer Guide

 **Download here**  
Part number:  
8 716 122 098




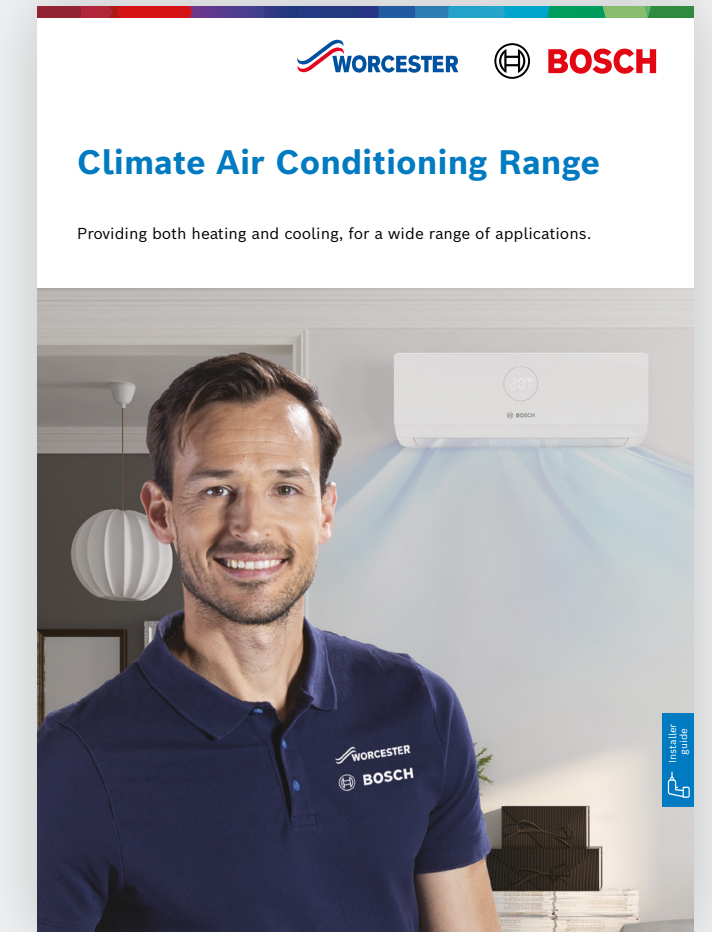
### Compress 2000 AWF Installer Guide

 **Download here**  
Part number:  
8 716 122 777




### Compress 3400i AWS Installer Guide

 **Download here**  
Part number:  
8 716 122 098



### Air Conditioning Installer Guide

 **Download here**  
Part number:  
8 716 119 917

To order your copies for free, email [brochure-request@uk.bosch.com](mailto:brochure-request@uk.bosch.com) with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.





# Business support

## Trade-rated training

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### Trusted by thousands

Every year, 14,000 installers trust us to keep their skills sharp.



### Training on tap

Come to us, we'll come to you, or learn online – whatever suits you best.



### Our complete range

Master our renewables range and learn new tech as soon as it's released.

Take advantage of our award-winning training programmes to master new technologies, and go from beginner to brilliant.

We've got 4 completely kitted-out Training Academies nationwide, offering MCS recognised RQF courses. Plus digital solutions if you'd prefer, including online training modules that could be used to support the upskilling process of your team.

[Learn from the best](#)



Join our '**Worcester Bosch Training Academy**' Facebook group for news, online courses and training videos.

[Visit us on Facebook](#)



# Business support

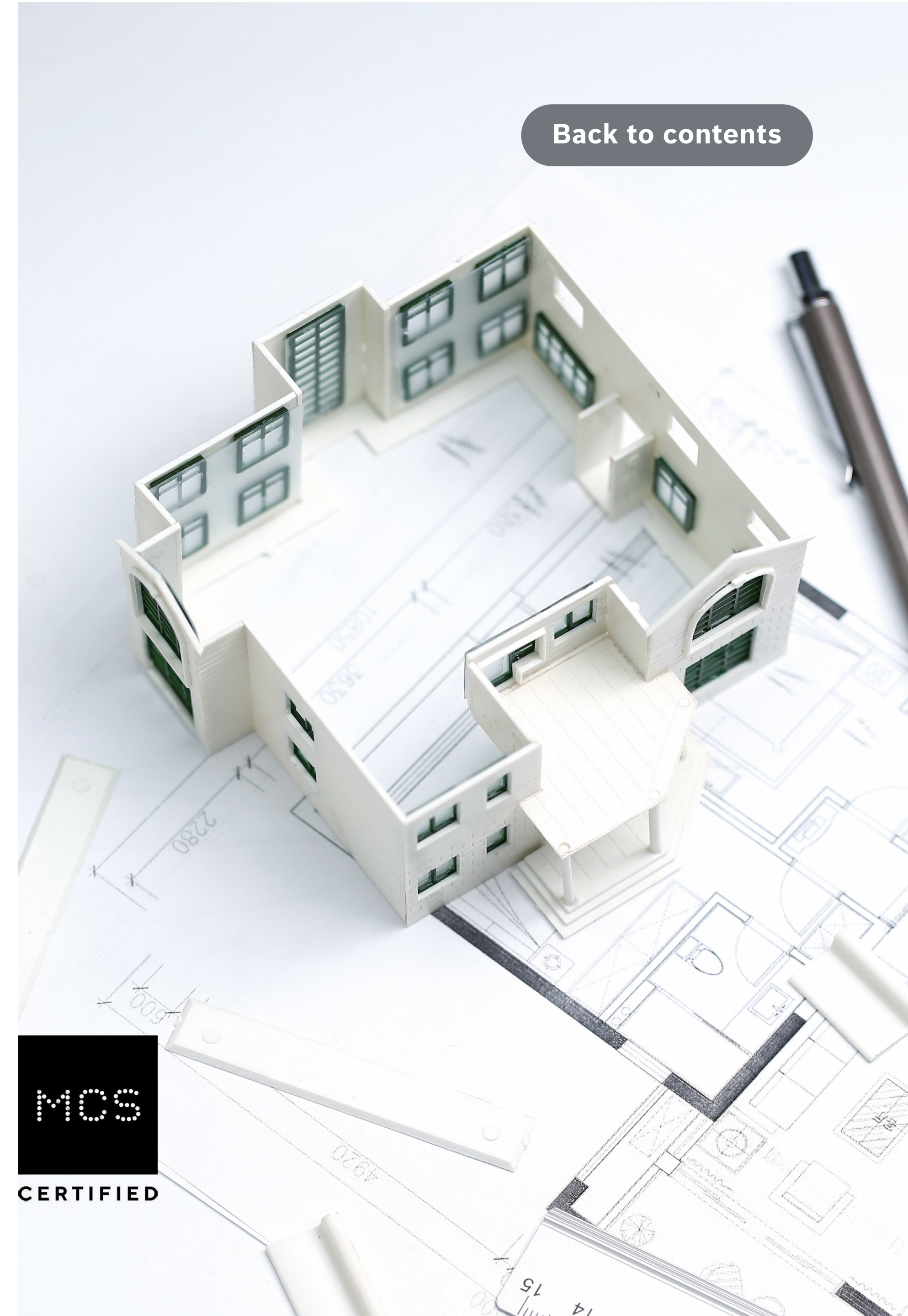
## Renewables design team

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- ✓ Our expert design team are on hand to support you with developing system designs
- ✓ Our in-house specialists have masses of experience supporting the industry
- ✓ 15+ expert renewables design and technical support teams including dedicated heat pump champions
- ✓ Able to offer heat pump specifications and system schematics
- ✓ 'Virtual tech' video calling platform available allowing you to share visuals of the query live for instant feedback
- ✓ Fully indemnified MCS accredited design service (coming soon)

Involve the team in you project:  
[system.design@uk.bosch.com](mailto:system.design@uk.bosch.com)





# Section 3

## After-sales support

Our award-winning Technical Support and Customer Care teams connect you instantly to the help you need.

For you or your customer, via telephone or email, our teams will support with commissioning and guarantees, enquiries and repairs, and hands-on experience and expertise to provide top-class support.

# Aftersales support

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## Heat pump commissioning & guarantees

Our team of renewable engineers have extensive hands-on experience and in-depth Bosch product expertise, providing comprehensive heat pump commissioning support. To arrange your heat pump commission ahead of installation, click the link below:



[Reserve your commission date](#) 

### Unlock longer customer guarantees

To access extended guarantees for your customers, attend our trade-rated product training, join our loyalty programme and undertake our specialised commissioning. Our expert renewable engineers will commission your heat pump and help ensure optimum performance and energy efficiency, providing peace of mind with longer lasting guarantees.

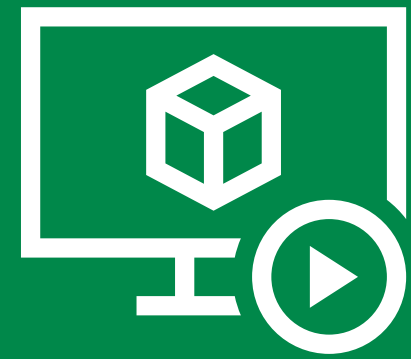
2 Year Guarantee*	5 Year Guarantee*	7 Year Guarantee*
As standard	Loyalty member + Trained by Bosch + Bosch Commissioning completed**	Loyalty member + Trained by Bosch + MSC Certified + Bosch Commissioning completed^

\*Terms and conditions apply, visit the website for more information. \*\*Commissioning - without MCS certification a full system design and commissioning document is required and our engineer in attendance for registered product ^Commissioning - To be carried out remotely by Worcester Bosch Technical Support team, subject to conditions. Supporting registered product copies of design documents and commissioning required.

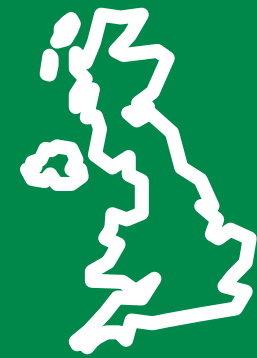
# Aftersales support

## Contacts

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**Live virtual tech support**  
Connect via camera  
and we'll guide you



**UK-based teams**  
Expert support  
when you need it



**Award-winning support**  
Available via  
telephone or email

### Here when you need us

Our award-winning Technical Support and Customer Care teams are on hand when you need them.

Speak to our **Renewable Technical Support Team**, who know the products inside out. Available within seconds, 6 days a week for product advice to help you get the job done.

Our triage service is also available for you and your customers to remotely address any queries and minimise the need for onsite manufacturer engineer visits.

Telephone: **0330 123 3366**  
Email: **technical-advice@uk.bosch.com**

Should an engineer be needed, our dedicated **Renewable Customer Care Team** is available 364 days a year, 7 days a week to arrange appointments with our specialist renewable engineers for repairs or maintenance.

Rest assured we're ready to assist you and your customers, if needed.

Telephone: **0330 123 9339**  
Email: **renewable.worcester@uk.bosch.com**



# Section 4

## Rewards for you

The Worcester Bosch Loyalty Programme is our way of saying thanks – with rewards everybody can benefit from.

Heat pumps, hybrid heat pumps, air con, HIUs, boilers and light commercial installations all put points in the bank, ready for you to spend and enjoy.



# Worcester Bosch Loyalty Programme

## Reap the rewards

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### Your programme

Convert your points to cash on a card and enjoy your time off the clock.



### Your rewards

Make your job easier with brand new tools and better kit.



### Your choice

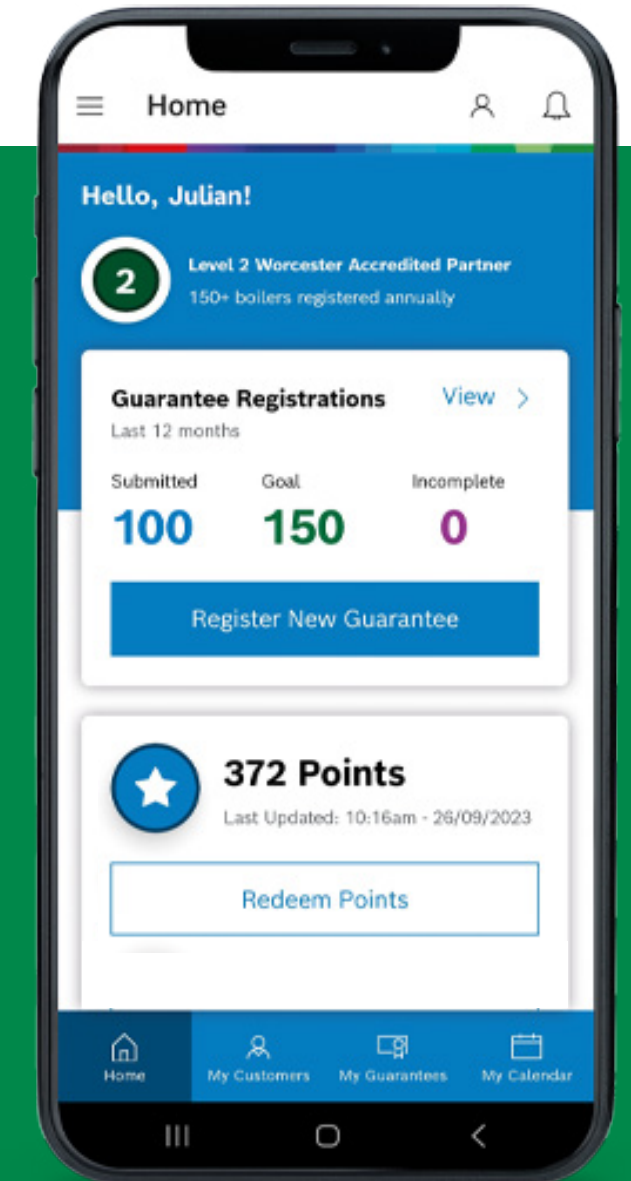
Double down on your business with marketing, sales leads, and training.

The Worcester Bosch Loyalty Programme is designed to help you reap the rewards of your hard work, and it's a wide range of products that bring in the points. Heat pumps, hybrids, air con, HIUs, boilers and light commercial installations tick the box too. By earning points for every registration, you can spend them on whatever means the most to you.

Whichever rewards you choose, the Worcester Bosch Loyalty Programme is our way of saying thank you for choosing Worcester Bosch for your customers.

## Worcester Bosch Professional app

- ✓ Scan and send complete product registrations – Complete Heat Pump guarantee registrations in seconds
- ✓ Access your knowledge hub – Every technical document and manual you will need
- ✓ Engineer registration – You and your engineers can use the app to register products to the same company



[Get the app](#)



# Latest installer promotions

## Keep up to date with our offers

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**Up to  
£1,000  
in gift cards**

When you register more boilers or heat pumps than the same period in 2023\*



\*Terms and conditions apply. See website for details.



**Install  
in your  
own**

Fit in your home or showroom for  
up to **£1,000\***  
**Cashback**

\*Terms and conditions apply.



These are just some of our recent promotions, to see our current offers and to get involved, click the link below.

[See current promotions](#)





# Section 5

## Customer literature

A key part of any sales process is to make sure your customer understands the benefits of the products and systems you're recommending.

We design our literature to tick that box for you, building on the combined brand expertise of Worcester and Bosch.



# Customer literature

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## Homeowner brochures and guides

Take advantage of our extensive range of quote and sales guides to help your customers understand and appreciate the benefits of responsible heating technologies.

**WORCESTER BOSCH**

**Feel good heating**  
Guidance for first-time heat pump owners

Warm welcome to the future of home heating

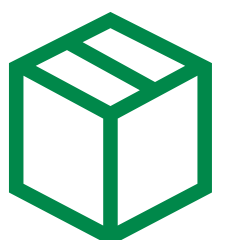
Your first year with a heat pump  
**A season-by-season guide**

**Heat pump new owner guide**  
Your customers guide on how to live with their new heat pump. Including handy tips and advice to take them from season to season, keeping their home comfortable throughout the year.

**Download here**  
Part number: 8 716 122 773

[See installer guides](#)

To order your copies for free, email [brochure-request@uk.bosch.com](mailto:brochure-request@uk.bosch.com) with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




# Customer literature

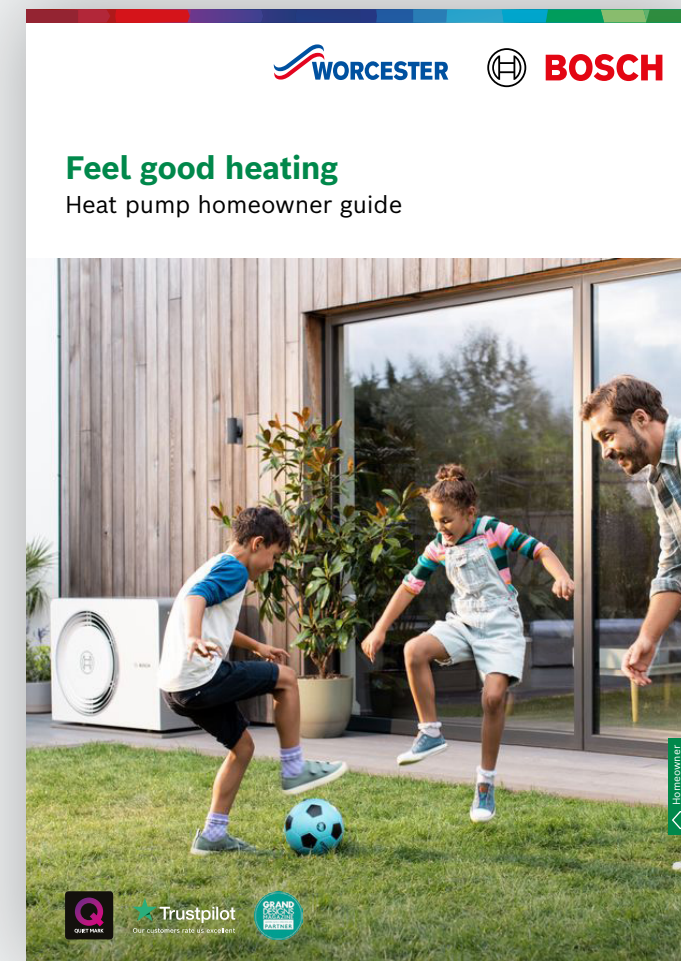
## Homeowner brochures and guides

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### Consumer heat pump pre-sales guide

 **Download here**  
Part number:  
8 716 122 864




### Homeowner heat pump guide

 **Available 2024**  
Part number:  
8 716 122 885




### Compress 5800i AW one-pager (for quotes)

 **Download here**  
Part number:  
8 716 122 780



### Compress 5800i Hybrid Heat Pump one-pager (for quotes)

 **Download here**  
Part number:  
8 716 122 809

[See installer guides](#)



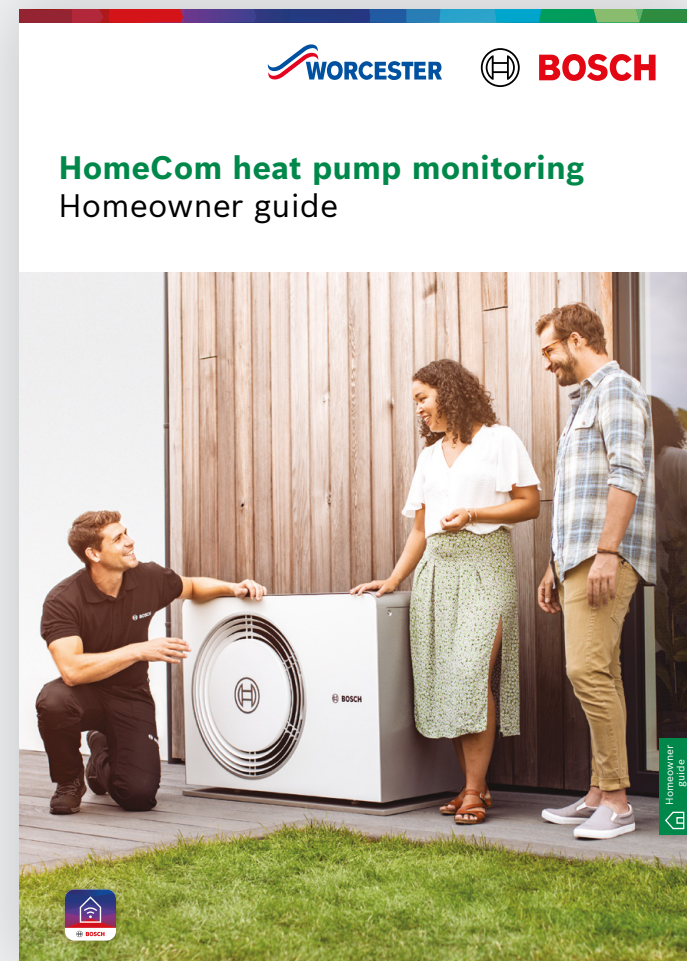
To order your copies for free, email [brochure-request@uk.bosch.com](mailto:brochure-request@uk.bosch.com) with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




# Customer literature

## Homeowner brochures and guides

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**HomeCom Pro  
one-pager (for quotes)**

 **Download here**  
Part number:  
7 716 122 801




**Compress 7001i AW  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 790




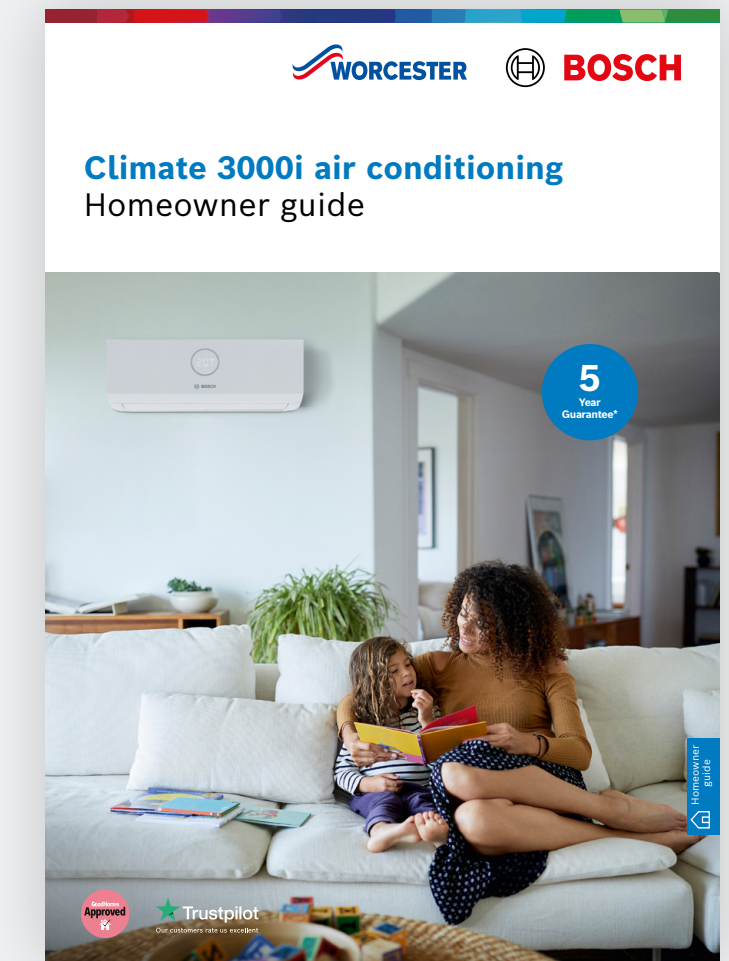
**Compress 2000 AWF  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 788




**Compress 3400i AWS  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 789



**Climate 3000i  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 789

[See installer guides](#)



To order your copies for free, email [brochure-request@uk.bosch.com](mailto:brochure-request@uk.bosch.com) with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.

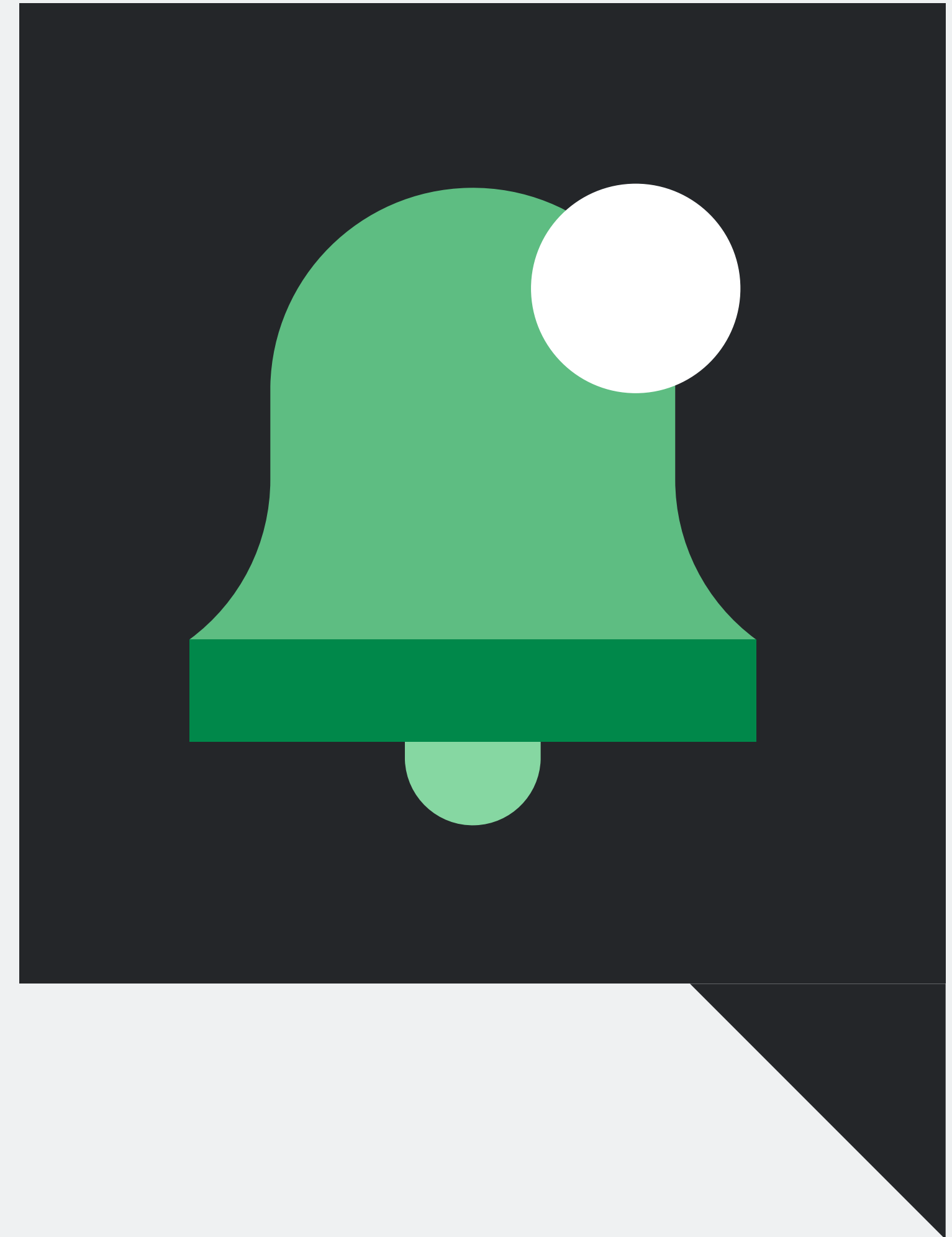


# Section 6

## Marketing support

Mutual success is the foundation of any good partnership and the materials we provide to help promote your business recognise the fact that growing your business grows ours and vice versa.

From TV to online and social to showroom we can help you connect, engage and convert.



# Marketing support

## Materials to promote your business

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### From the screen to you

Have you seen our 'Heat more responsibly #LikeABosch' campaign? Featuring a range of technologies, the video is available for you to use in your showroom or on your website.

[Find it here](#)



### New for 2024, our air con campaign Cool #LikeABosch

The new 'Cool #LikeABosch' campaign is live this summer, driving awareness and sales leads for air con – on social, YouTube and Sky Adsmart in regions across the UK.



[Find it here](#)



# Marketing support

## Materials to promote your business

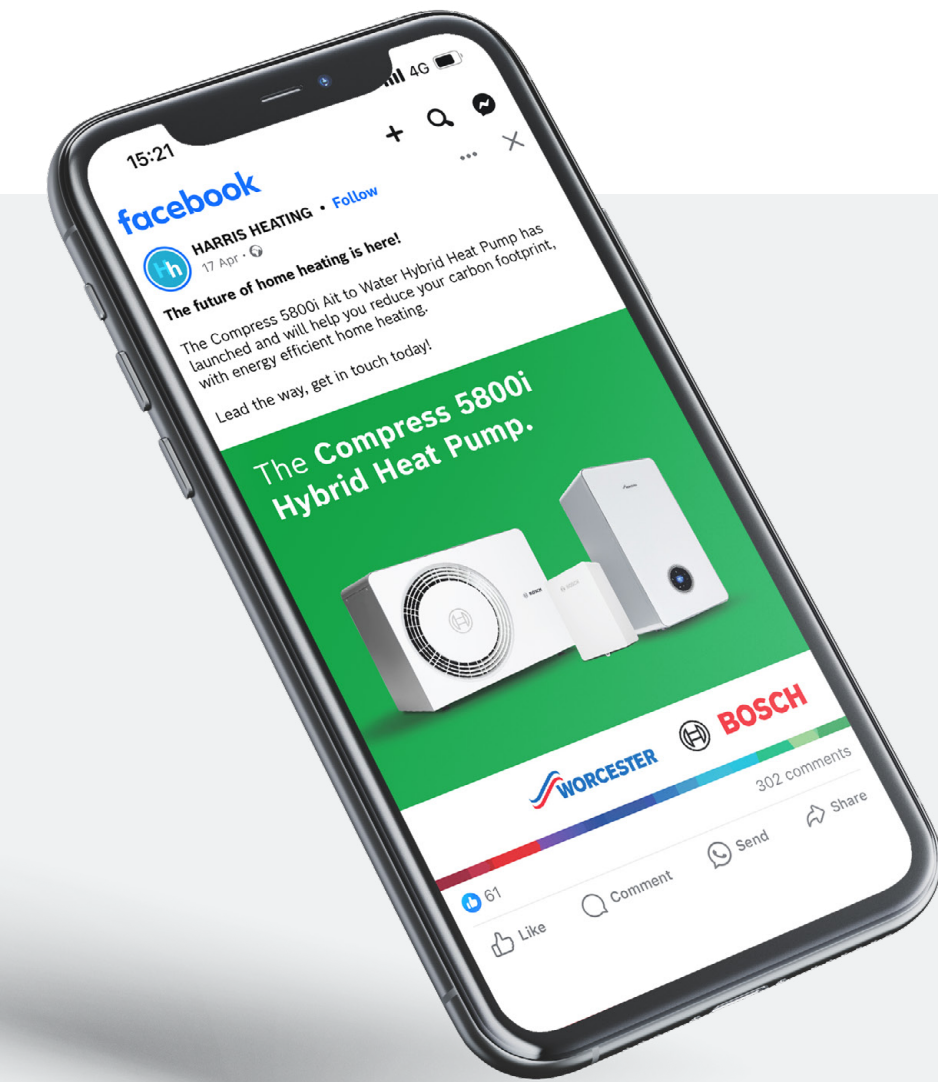
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### Angelica Bell's Savvy Series

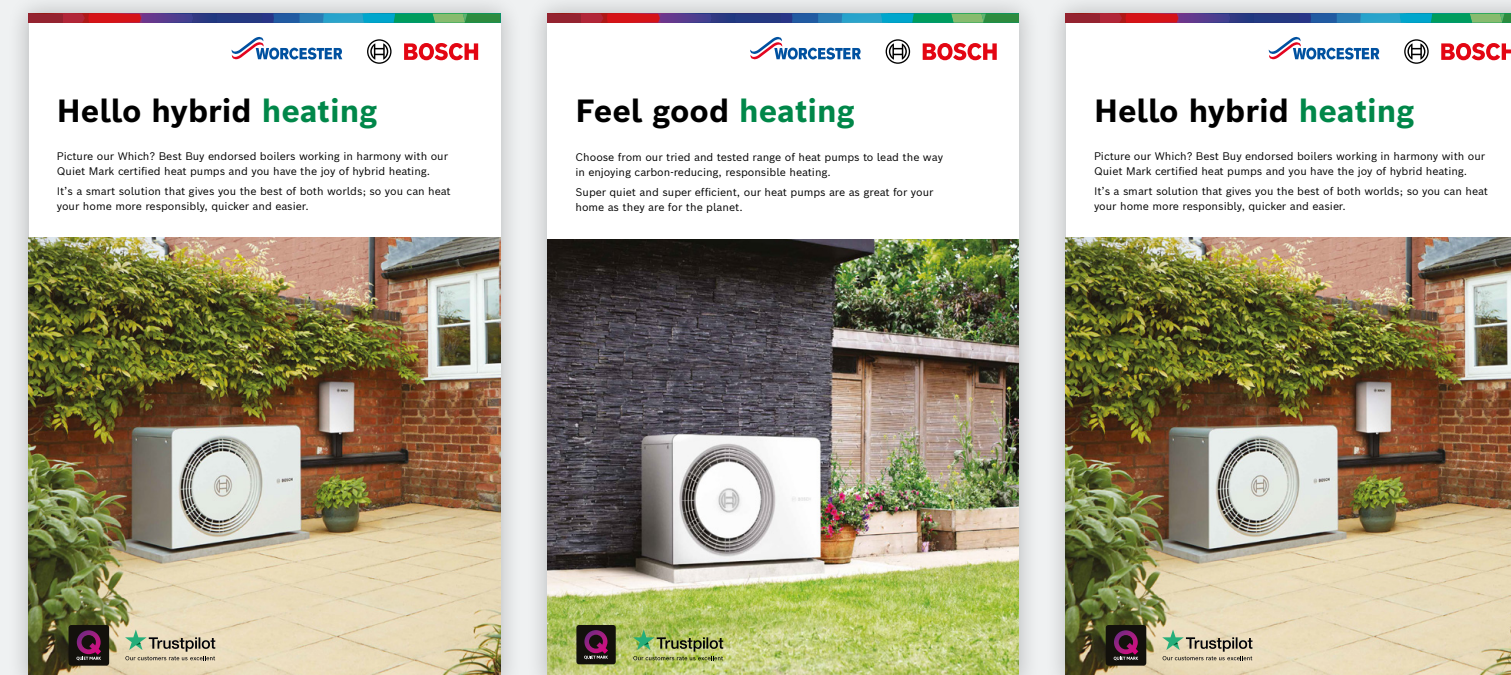
Handy, bitesize info for your customers with Angelica Bell's Savvy Series.

[Find it here](#)



### Showroom display materials

Showroom display materials are available as print-ready files – speak to your sales manager.



### Social media toolkit

In the Loyalty Programme portal we've got a range of social media assets for you to use on your own channels (see page 23 for more on our loyalty programme).



Don't forget to follow and tag us on your socials! [@WorcesterBoschProfessional](#)

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### Product imagery

There's a huge range of product imagery available for you to use on your website or social media, when you join our Loyalty Programme.

Find it here

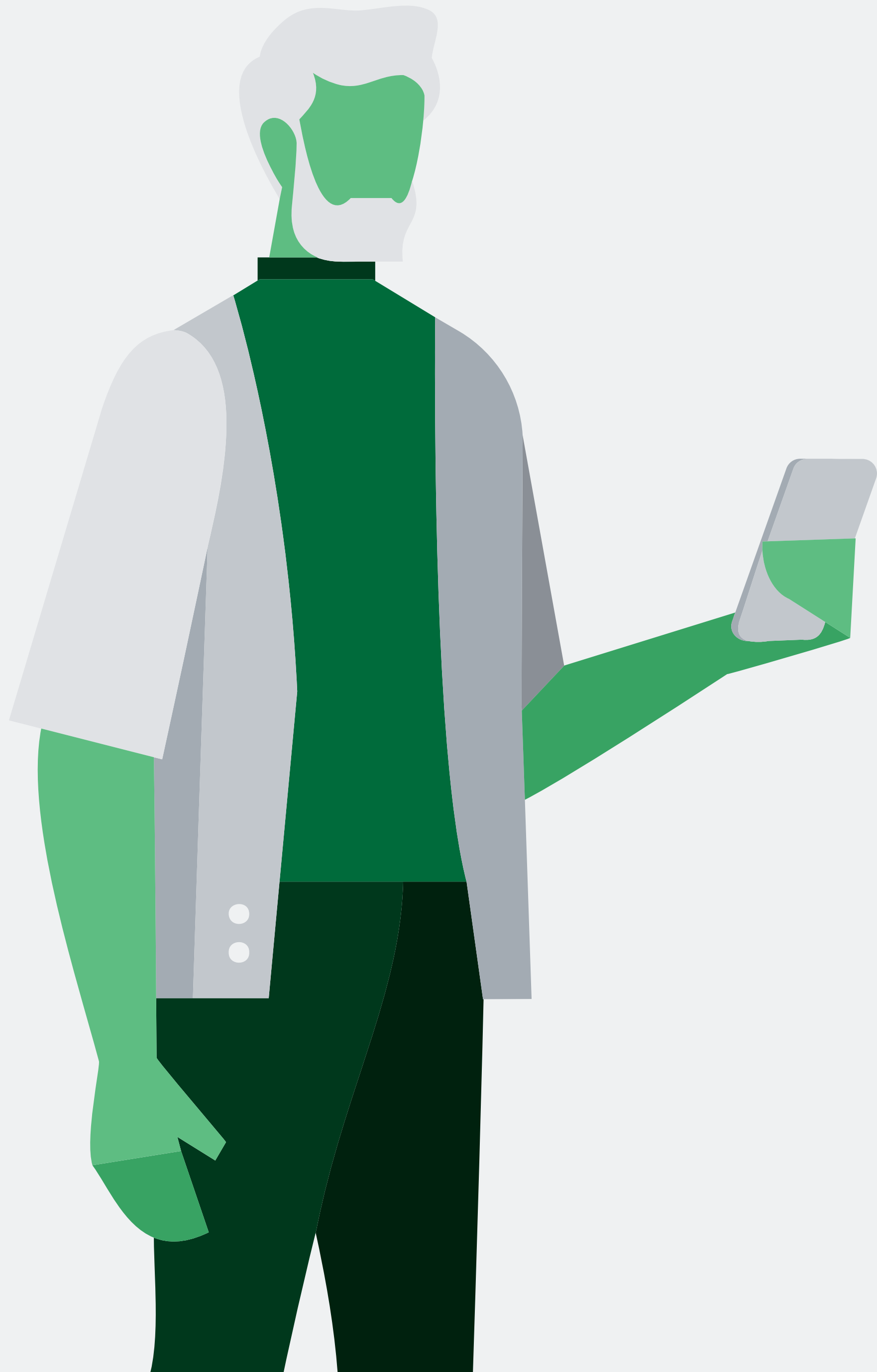


### Unlock the power of endorsements

Use product endorsements (where applicable) on your Bosch product marketing. For more information, speak to your sales manager.







# Handy Contacts

## Get in touch

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### **Pre-Sales Technical**

**Designs and technical queries**

01905 751464

[system.design@uk.bosch.com](mailto:system.design@uk.bosch.com)

### **Tech Support**

**Product advice**

0330 123 3366

[technical-advice@uk.bosch.com](mailto:technical-advice@uk.bosch.com)

### **Commissioning Support**

**Requests and documentation**

[renewable.support@uk.bosch.com](mailto:renewable.support@uk.bosch.com)

### **Aftersales / Customer Care Team**

**In guarantee appointments**

**and general enquiries**

0330 123 9339

[renewable.worcester@uk.bosch.com](mailto:renewable.worcester@uk.bosch.com)

### **Customer Loyalty**

**Questions about the Loyalty Programme**

0330 123 0167

[customer.loyalty@uk.bosch.com](mailto:customer.loyalty@uk.bosch.com)