



**BOSCH**

# Electrified Solutions Installer partnership guide



Installer  
guide



# A new age of 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 new way of heating their homes.

From specialist training to your own dedicated local sales manager, it's an easy transition into electrified 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

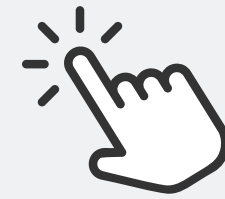
Put your trust in decades of Bosch experience and expertise.



# Welcome to the future of home heating

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Click the title to visit the page



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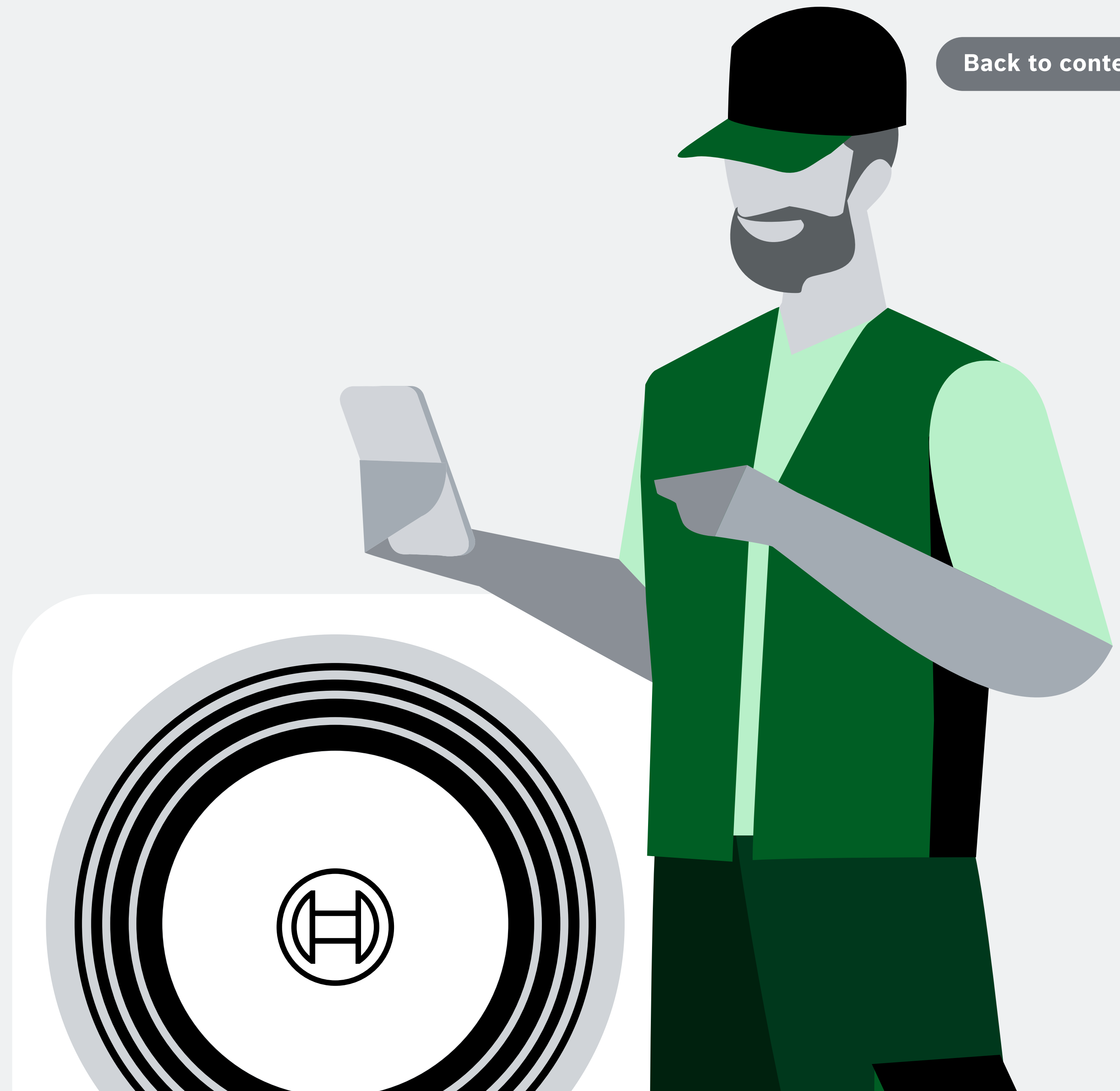
# Section 1

## 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.

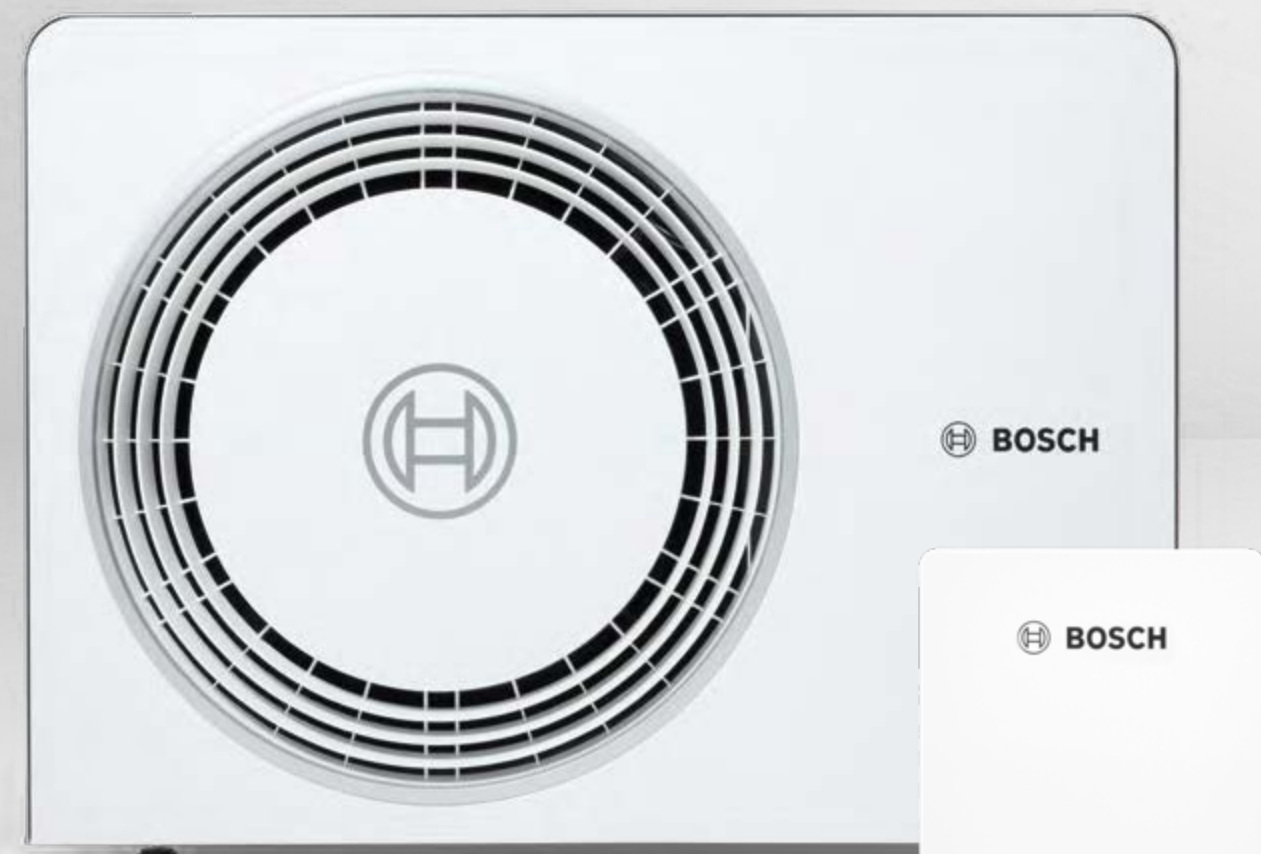
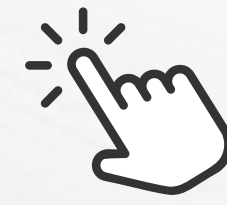
You can progress from here to get the full picture or simply jump to any section that currently really matters to you.



# The range

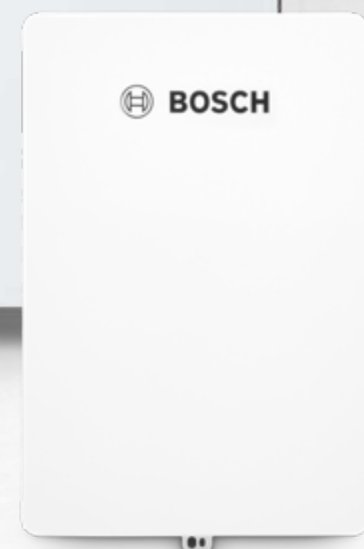
## Feel good heating and cooling

Click on a product to view more information



**Compress 5800i AW**

from 40dB(A) R290 QUIET MARK



**Compress 5800i Hybrid unit**



**Compress 2000 AWF**

from 55dB(A) R32

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**Climate 7000i**  
Air conditioning

from 59dB(A) R32



**Climate 3200i**  
Air conditioning

from 54dB(A) R32 Good Homes Approved



**Climate 5000i**  
Air conditioning

from 56dB(A) R32

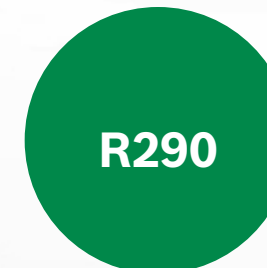


Sound power shown in accordance with EN 12102.

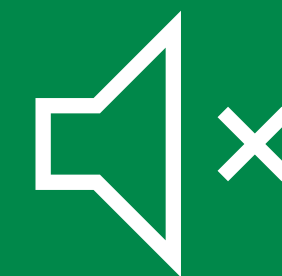
# Compress 5800i AW

## Quiet, stylish design

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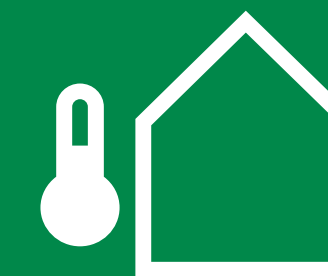


The CS5800i AW Heat Pump is our flagship heat pump. With Quiet Mark certification, a modern design and easy installation – it's a sleek heat pump with a big impact.



### 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. Visit the website for more information.

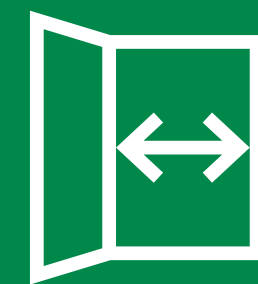
# Compress 5800i AW Hybrid unit

## Compact, flexible, simple

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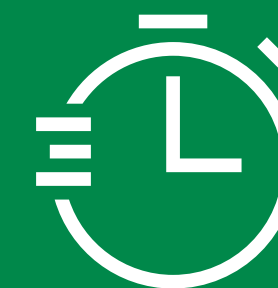


By combining the CS5800i Heat Pump outdoor unit and a Worcester Bosch boiler\*, the CS5800i Hybrid unit delivers intelligent, efficient and energy-saving comfort right into your customers' home.



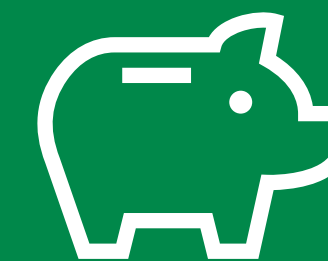
### Flexible design

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](#)



# Compress 2000 AWF

## Clever, compact comfort

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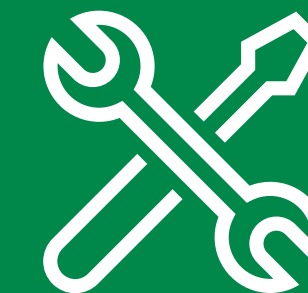
The compact, all-in-one heat pump for customers tight on space and tight on budget – the Compress 2000 AWF.



**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](#)

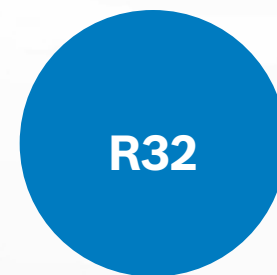


\*Sound power in accordance with EN 12102.

# Climate 3200i

## Fresher, cooler, cleaner

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With an energy efficiency rating of A++ for cooling and A+ for heating, our newest design delivers the best solutions to give user comfort and smart connectivity with our HomeCom Easy App^^.



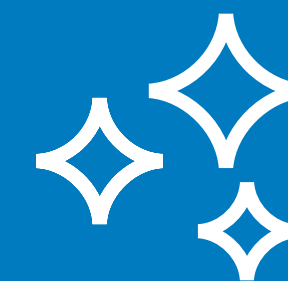
### All-in-one

Cooling, heating and air purification.



### Smart connectivity

Connect to Alexa, Google Home or Apple Home with HomeCom^^.



### Air quality

Reduce allergens, odours and dust from your home.

[Find out more](#) 

\*Terms and conditions apply, see website for details.  
^\^Sound power in accordance with EN 12102.  
^^Optional Connect Key G10 CL-1 accessory is required.

# Climate 5000i

## Cool made easier

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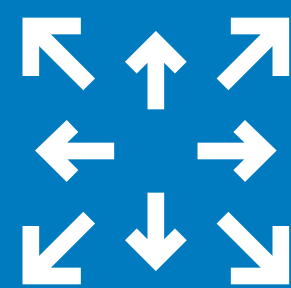


**5**  
Year  
Guarantee\*

from  
**56dB(A)**<sup>^</sup>

**R32**

Multi-split air con units delivering both heating and cooling for homes, small businesses 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.  
<sup>^</sup>Sound power in accordance with EN 12102.

# Climate 7000i

## Ultimate indoor coolness

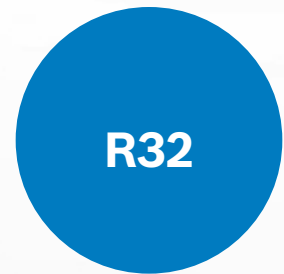
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Up to  
**7**  
Years  
Guarantee\*

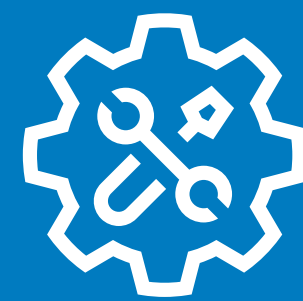


from  
**59dB(A)**<sup>^</sup>



**R32**

Powerful with up to 5.3kW, quiet from just 59dB(A)<sup>^</sup>, and with an A+++ efficiency rating and remote energy monitoring, it's the coolest, smartest air con we make.



**Installer friendly**  
Easy installation  
and servicing.



**Superior efficiency**  
Impressive SEER  
9.4 and SCOP  
5.3 values.



**Smart connectivity**  
Customers can  
connect to Alexa,  
Google Home or Apple  
Home using the app.

[Find out more](#) 

\*Terms and conditions apply, see website for details.  
<sup>^</sup>Sound power in accordance with EN 12102.

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# Section 2

## Business support

With the transition to electrified heating solutions and a new range of 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 every year and a design support team that makes our expertise yours, the future is secure.



# Business support

## Meet our team

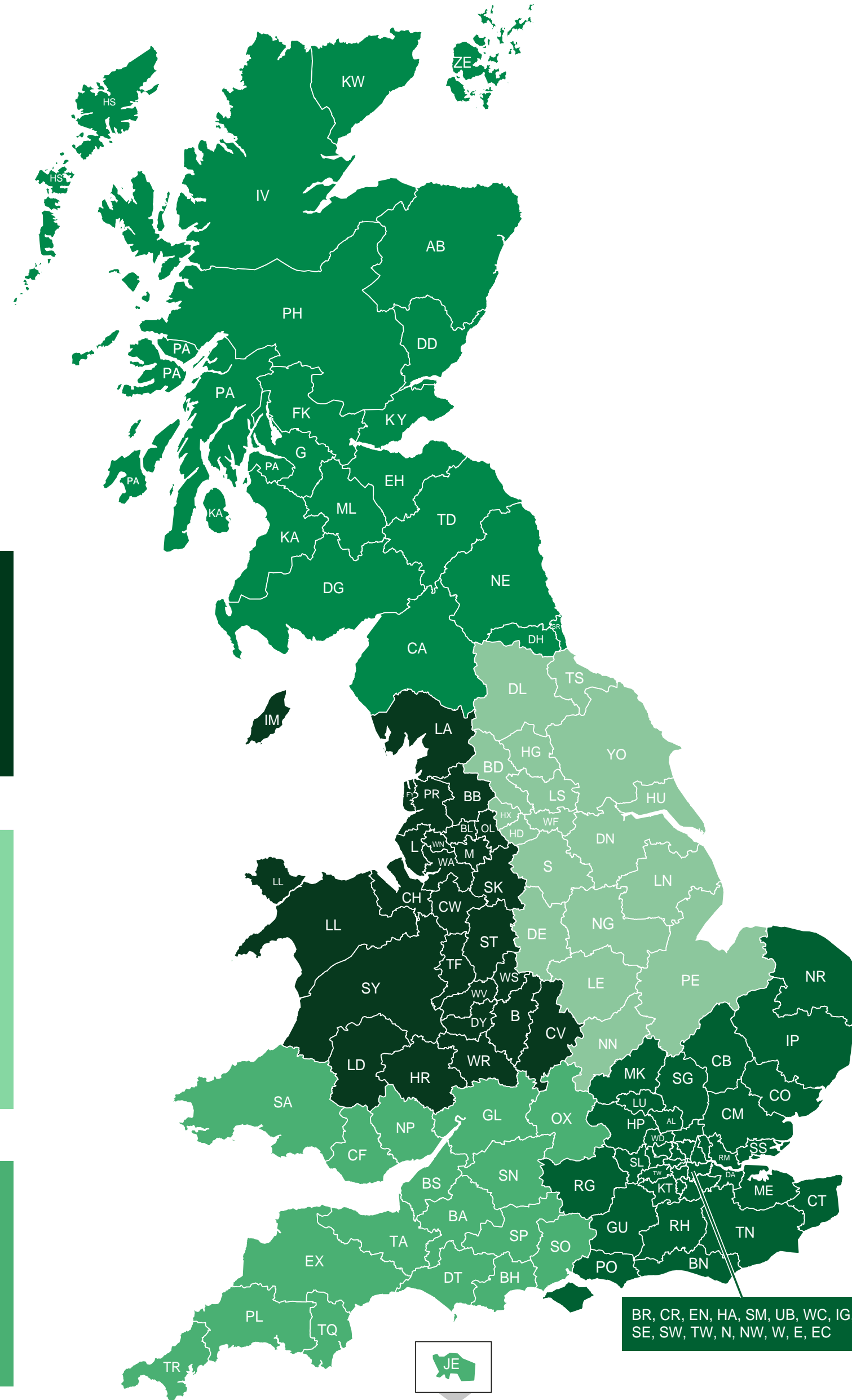
Our ES sales team are on hand to support you on your journey with Worcester Bosch. From product and training information to business advice, get in touch with your local contact.

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**Vacancy**  
Central & North West

**Bryn Vernon**  
ES Area Sales Manager - Central & North East  
**07827 898265**  
[bryn.vernon@uk.bosch.com](mailto:bryn.vernon@uk.bosch.com)

**Elliot Dessi**  
ES Area Sales Manager - South West  
**07385 003752**  
[elliott.dessi@uk.bosch.com](mailto:elliott.dessi@uk.bosch.com)



**Stuart Hawthorn**  
ES Area Sales Manager - Scotland  
**07901 374153**  
[stuart.hawthorn@uk.bosch.com](mailto:stuart.hawthorn@uk.bosch.com)

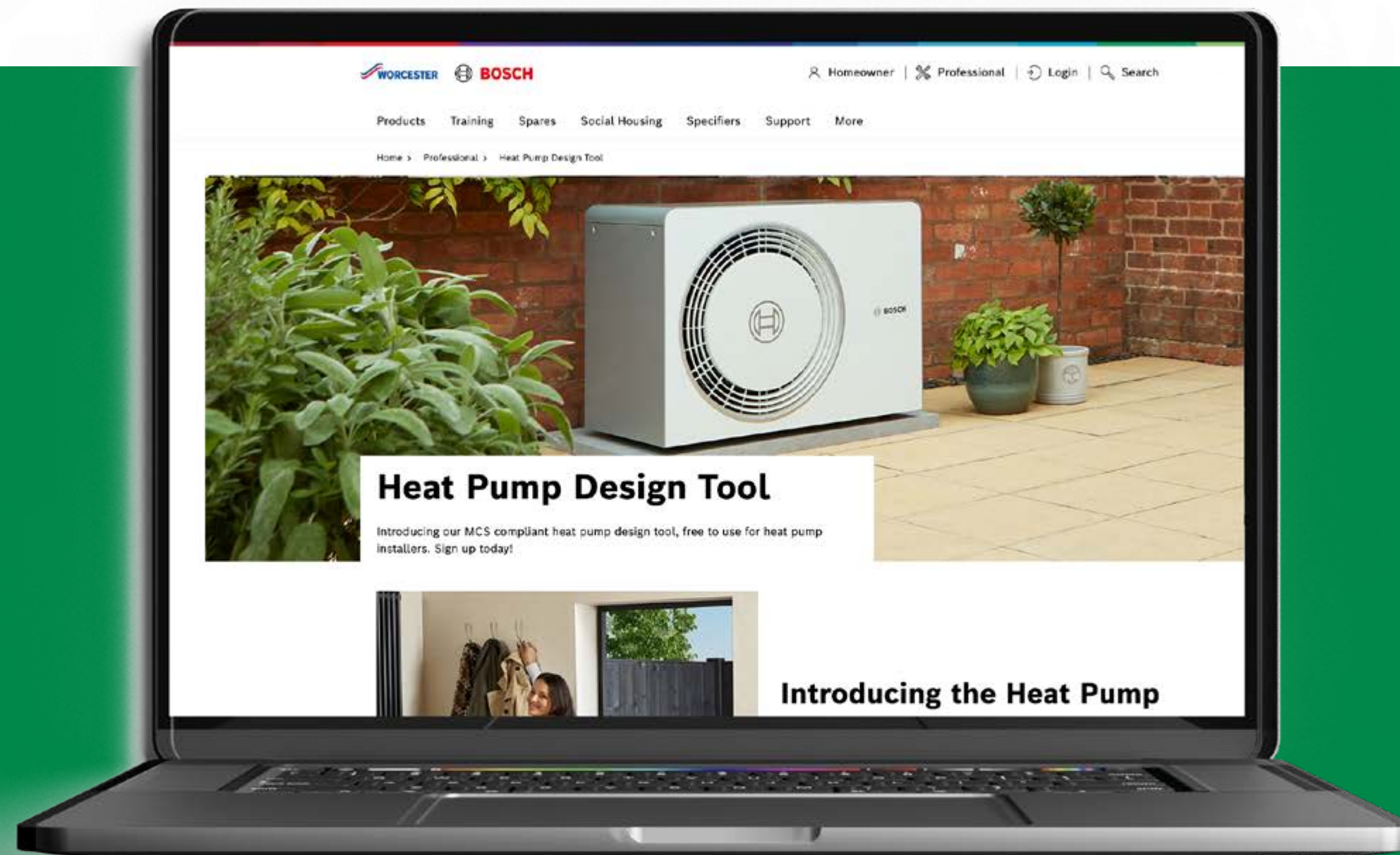
**Chris Bullen**  
ES Area Sales Manager - South East  
**07502 784371**  
[chris.bullen@uk.bosch.com](mailto:chris.bullen@uk.bosch.com)

# 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.**

### System Schematics

Easy access to our handy schematic documents, allowing you to design and specify the right system solution using our products.

[Find out more](#)



# Business support

## Installer brochures and technical guides

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



## 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 2000 AWF Installer Guide

 **Download here**  
Part number:  
8 716 122 800

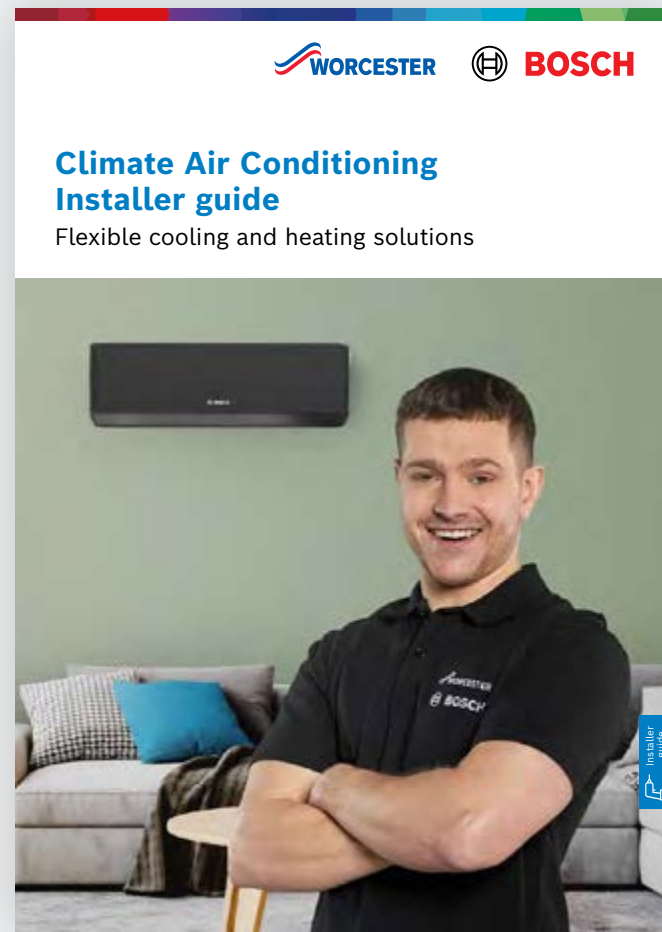
To order your copies for free, email [brochure-request@uk.bosch.com](mailto:brochure-request@uk.bosch.com) with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




# Business support

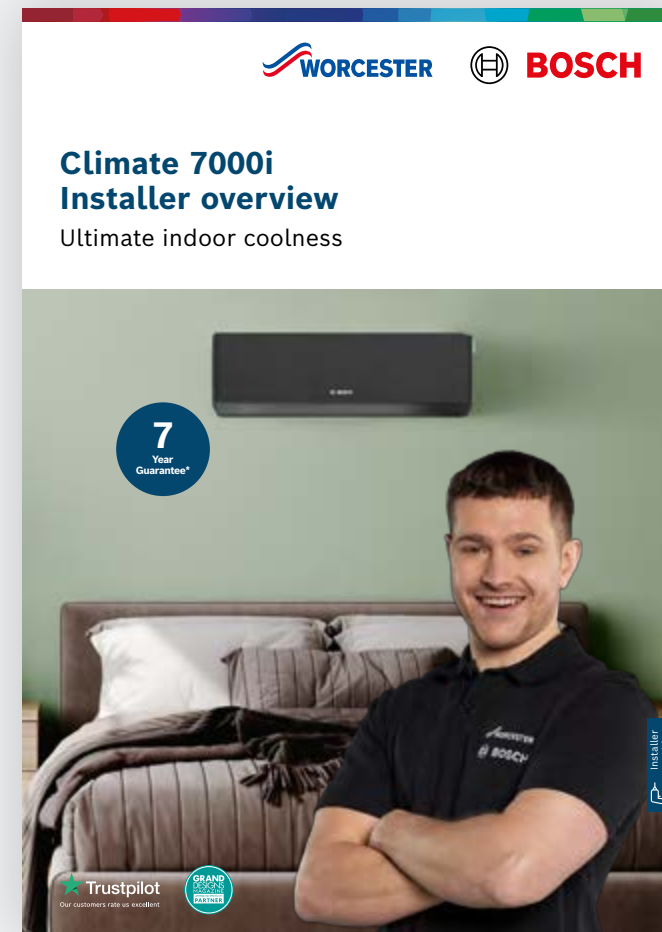
## Installer brochures and technical guides

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### Air Conditioning Installer Guide

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



### Climate 7000i Installer Overview

 **Download here**  
Part number:  
8 716 122 933

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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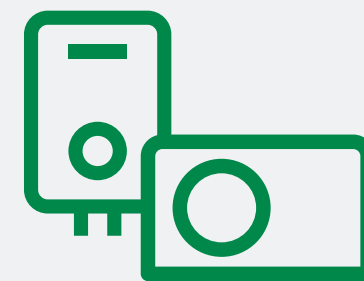
### Trusted by thousands

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

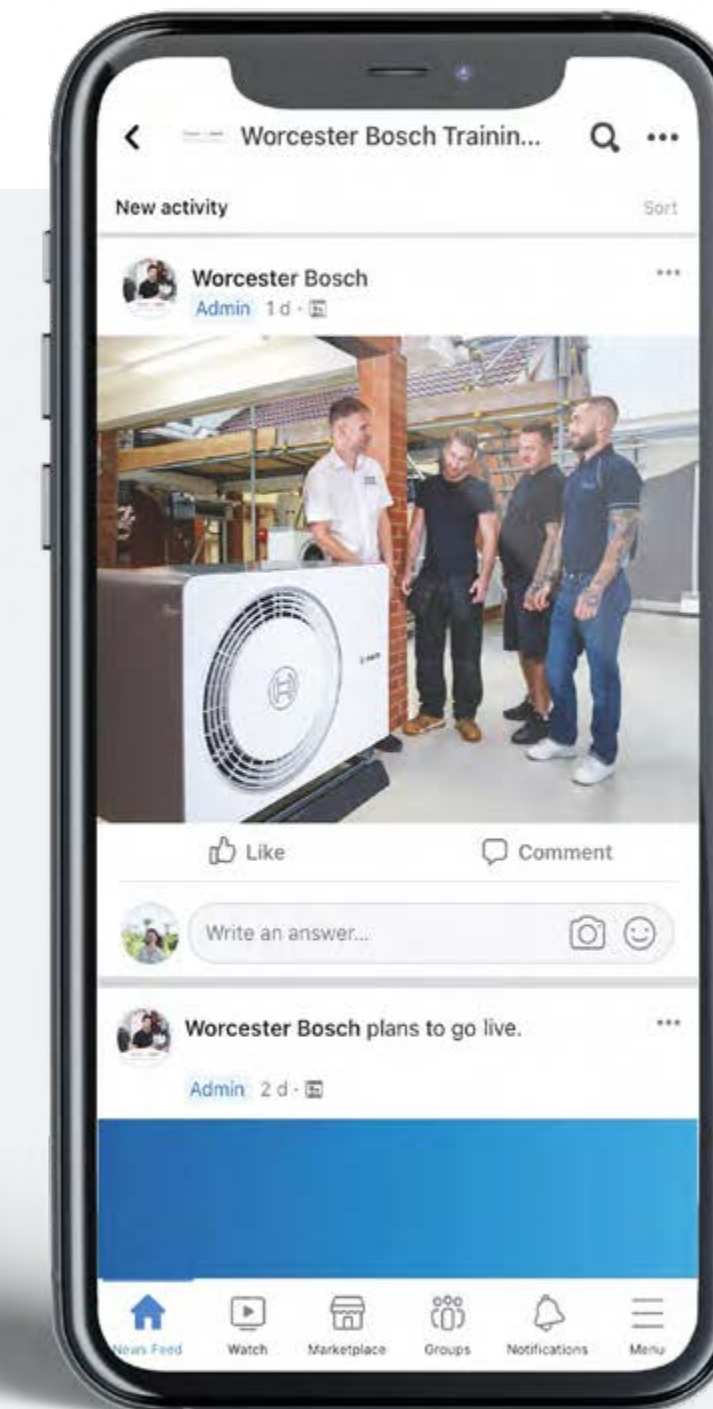
Master our electrified product range and learn new tech as soon as it's released.

Join our loyalty programme and get trained up using the points you earn.  
**Find out more.**

Take advantage of our 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 mobile training vans and 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

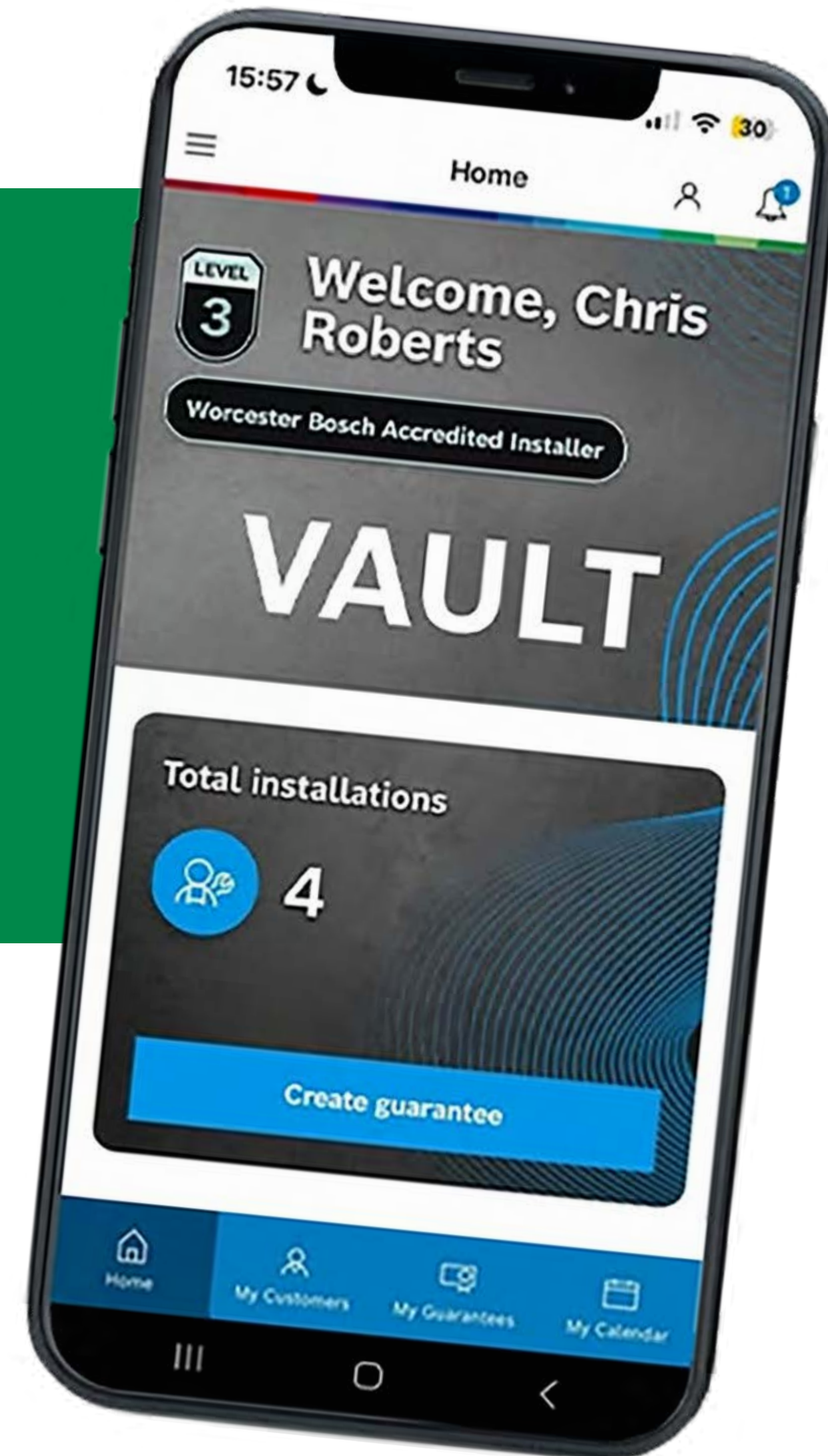
## Worcester Bosch Professional app

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### Worcester Bosch Professional app

- ✓ Scan and send complete product 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



# Business support

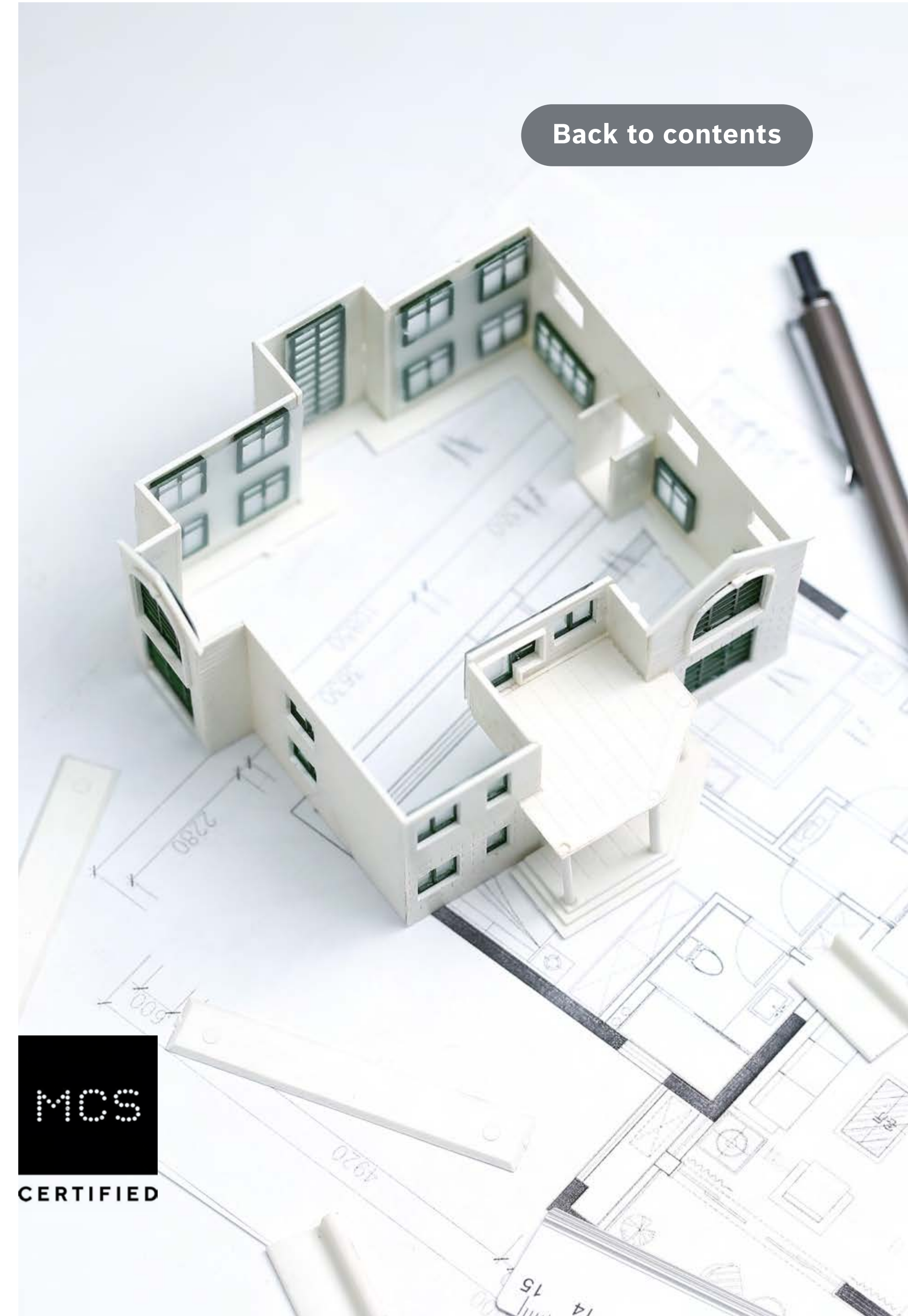
## Electrified Solutions design team

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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

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



# Business & marketing support

## Consumer finance

As part of our loyalty programme, you can gain access to being able to offer your customers finance options on their new Worcester Bosch install.

And don't worry about figuring out the numbers yourself, we've got plenty of support materials and courses that'll get you up to speed on how best to incorporate finance into your business.

Speak to your sales rep for more information.

**Worcester Bosch**

**Feel good heating**  
Take your first step into electrified heating and pay in a way that suits you.

**CLICK HERE TO ADD YOUR LOGO**  
(jpg, png or pdf file)

**Novuna Personal Finance**

**Example: 2 Years (24 months)**

Quote Total	£15,500
Government Grant (BUS)*	£7,500
Deposit	£1,600
Total Amount of Credit	£6,400
Duration of Agreement	24 months
24 Monthly Repayments of	£266.66
Representative APR	0%
Total Interest	£0
<b>Total Payable (after Grant*)</b>	<b>£8,000</b>

**Representative Example: 10 Years (120 months)**

Quote Total	£15,500
Government Grant (BUS)*	£7,500
Deposit	£1,600
Total Amount of Credit	£6,400
Duration of Agreement	120 months
120 Monthly Repayments of	£76.41
Representative APR	7.9%
Fixed rate of Interest	7.9%
Total Interest	£2,769.20
<b>Total Payable (after Grant*)</b>	<b>£10,769.20</b>

**Trustpilot**

### Can I get finance?

This checklist will help you see if you're eligible for one of our monthly repayment options. All applications are subject to status and credit checks.

#### You're eligible if you're...

- At least 18 years old
- Have been a UK resident for more than 3 years
- Have a personal bank account that allows Direct Debits
- Living in a house you own
- In permanent employment (min. 16hrs per week)
- Self-employed
- Retired
- On disability allowance
- Unemployed or a 'house person' (as long as you have a cohabiting working partner who gives consent)
- A customer with an email address and telephone number

#### You may not be eligible if you're...

- Unemployed, unless you have a spouse/partner in full-time employment
- A foster carer, unless you have a spouse/partner in full-time employment
- An unregistered childminder
- A full-time student, unless you're a trainee nurse or doctor
- A supply teacher, unless you have a permanent contract with a specific school
- Working a temporary position or via an agency
- A customer without an email address and telephone number

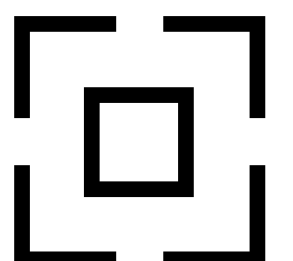
### 5 steps to feel good heating

- We'll pop by for a visit and give you a free, no-obligation quote.
- You choose the finance package that best suits you.
- We'll book you in for an engineer visit, to get your brand new heat pump installed.
- Accept the agreement online.
- We'll introduce you to TradeHelp who will discuss finance options and carry out an application with you.
- Job done! Time to relax.**

### Ready for your new heat pump?

Let us know when you're good to go and we'll get your installation sorted.

**Exclusive to members of our VAULT installer loyalty programme!**





# 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 and guarantees

Our team of expert 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.

		
As standard	Loyalty member + Trained by Bosch + Bosch Commissioning completed**	Loyalty member + Trained by Bosch + MCS Certified

\*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.

# Aftersales support

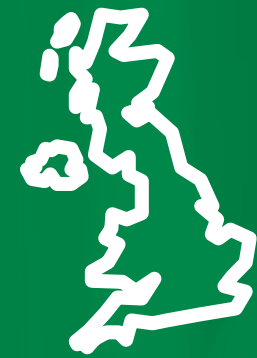
## Contacts

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### Live virtual tech support

Connect via camera and we'll guide you.



### UK-based teams

Expert support if 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 **Electrified Solutions 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**

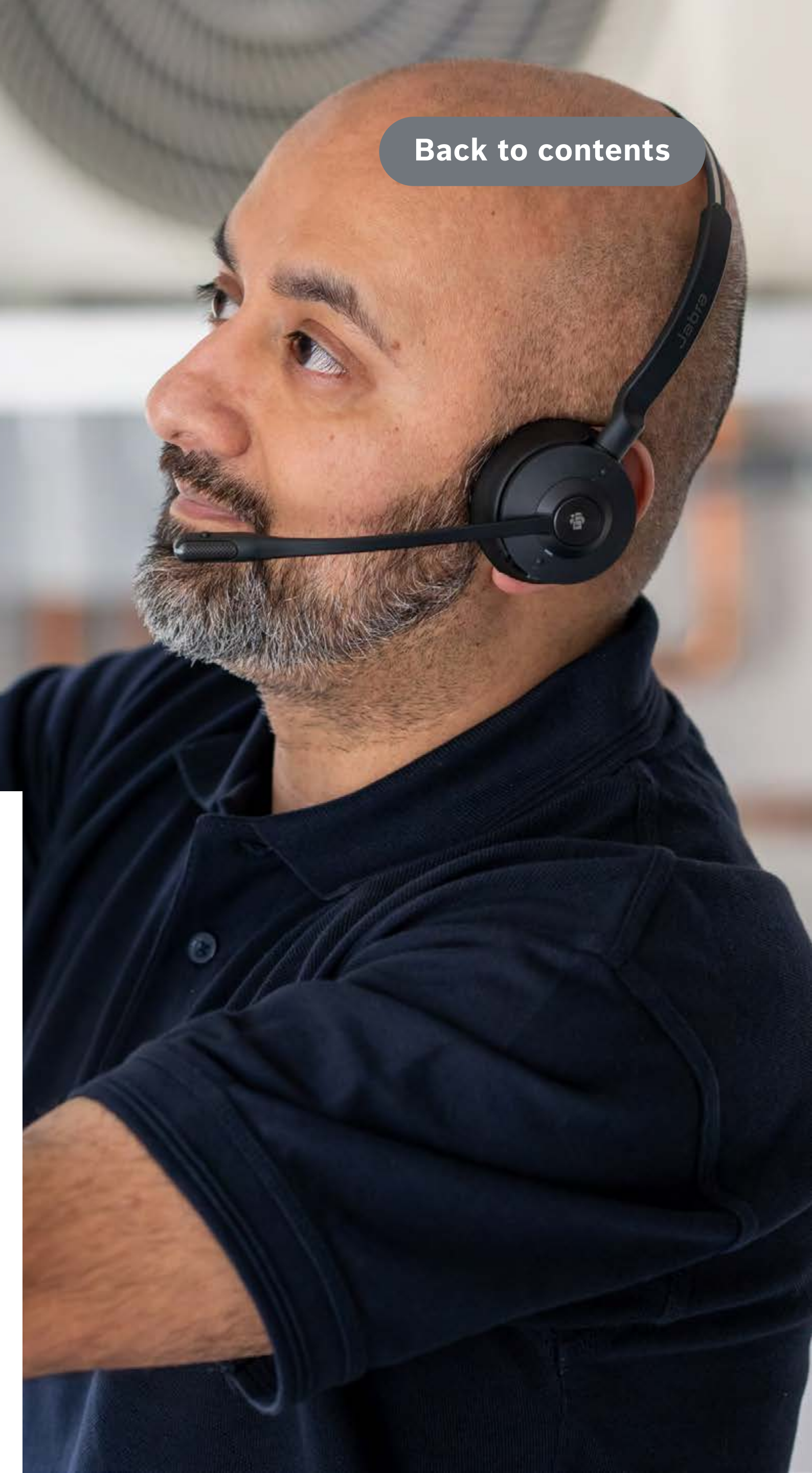
Email: **technical-advice@uk.bosch.com**

Should an engineer be needed, our dedicated **Electrified Solutions 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**



# Aftersales support

## How-to content

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Our technical team are on hand to help when you need them, and they've put together some handy heat pump how-to videos to help you when installing our products.

Compress 2000  
**Set the time**



[▶ Watch here](#)

Compress 2000  
**Switch on the heating & hot water**



[▶ Watch here](#)

Compress 2000  
**Set the timer**




[▶ Watch here](#)

Compress 2000  
**Set the heat curve**



[▶ Watch here](#)

Compress 2000  
**Removing air from the system**



[▶ Watch here](#)

Compress 2000  
**Enabling third party controls**



[▶ Watch here](#)

Compress 2000  
**Using the HMI as a room thermostat**



[▶ Watch here](#)

Much more how-to content, plus other product information is available on our YouTube channel.

[Watch now](#)

# Section 4

## Rewards for you

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

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



# VAULT Loyalty Programme

## Unlock more

Welcome to a new world of loyalty. Simply install products and register your installs to earn points. You can even convert your points onto a huge range of rewards including a reloadable Mastercard, and take advantage of marketing materials and business support. Sign-up today and prepare to unlock more.



### REWARDS TAILORED TO YOU

VAULT delivers the rewards you want. Your points can be gained across our range of products to redeem against branded workwear, power tools, big brand gift-cards and even a reloadable Mastercard!



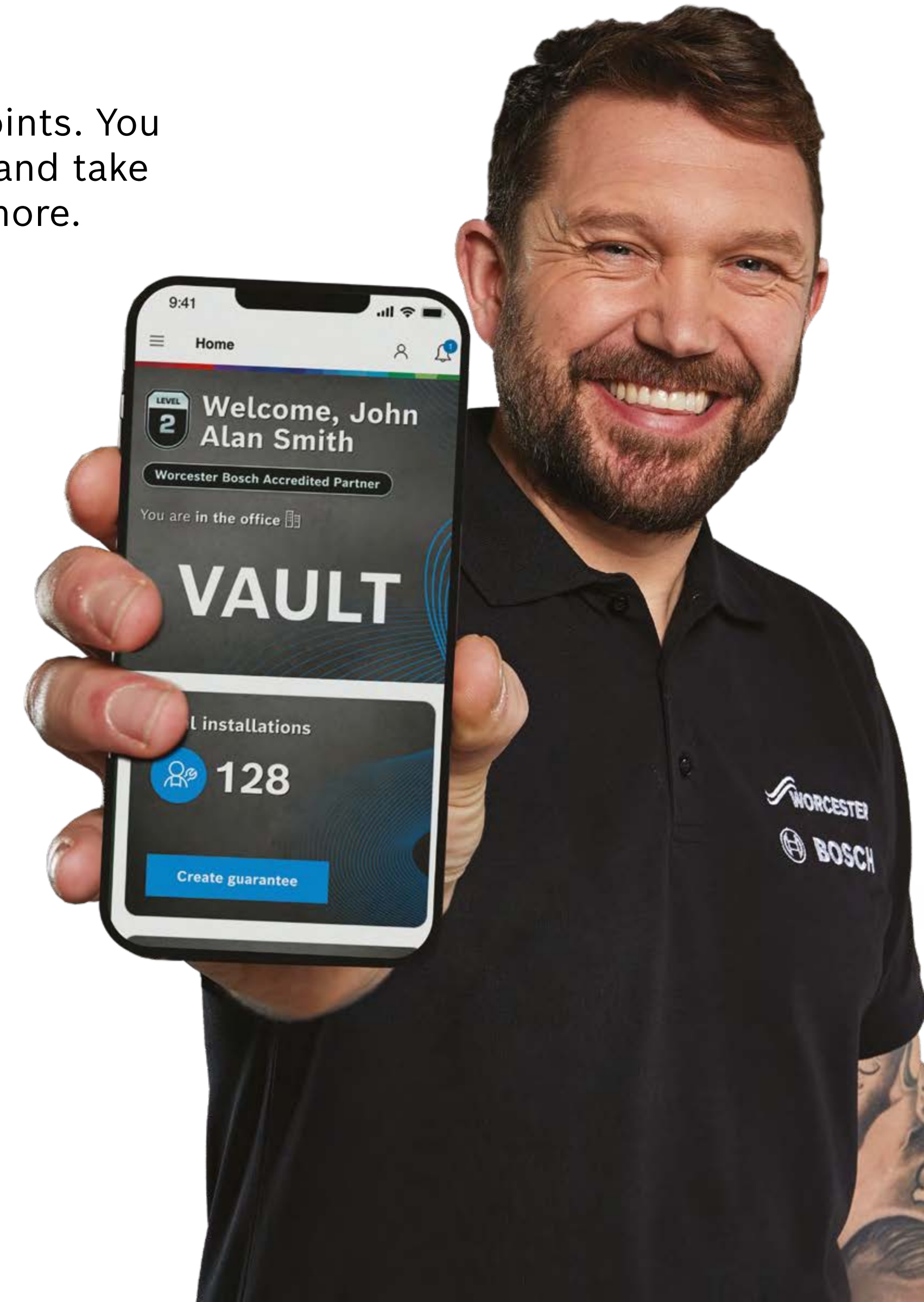
### TOOLS TO POWER YOUR BUSINESS

VAULT gives you the right tools for your business. Tap into lead generation, social media toolkits and extended guarantees available at your fingertips.



### SUPPORT THAT SETS YOU APART

VAULT is designed to help you grow your business. From marketing materials and consumer finance options to access to discounted training, you'll find everything you need to unlock growth.



Sign up today



# VAULT Loyalty Programme

## The rewards shop

Need some new power tools to tackle bigger jobs?

Got a holiday coming up and want some spending money?

With the Rewards Shop, you're in complete control of what your hard-earned points get spent on.

Visit the shop

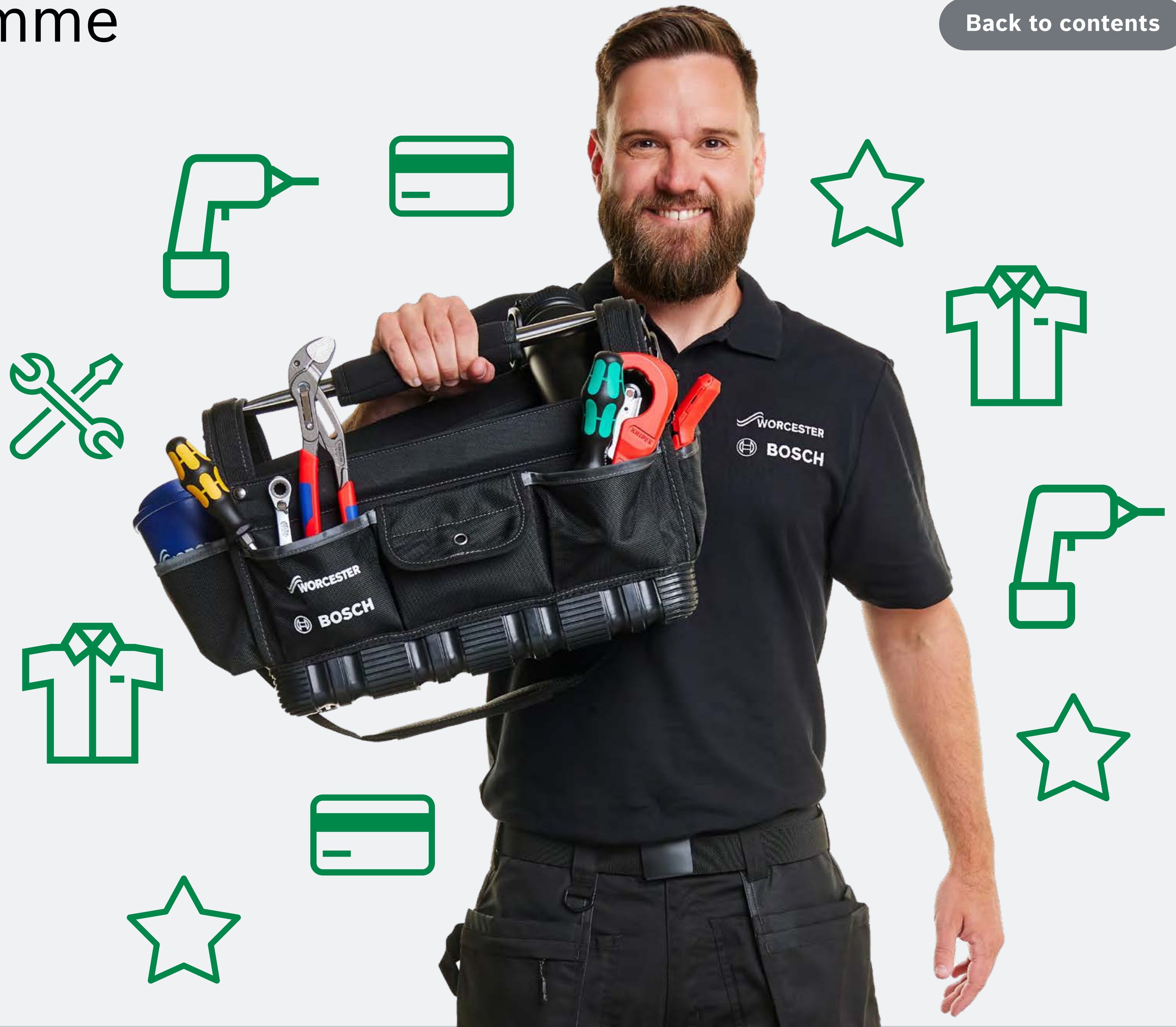


Exclusive to members of our VAULT Loyalty Programme.

Sign up today



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# Latest installer promotions

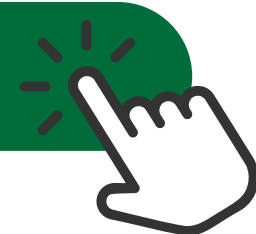
## Keep up to date with our offers

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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 electrified heating technologies.

**WORCESTER BOSCH**

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

Warm welcome to the future of home heating

Ready to enjoy a warm and cosy home, along with the feel-good of reducing your carbon footprint\* and managing your energy use. We're going to show you how to live in harmony with your brand-new heat pump, as well as providing some tips and tricks to help you get the most out of it.

We're with you every step of the way, whatever the weather...

**Homeowner guide**

**Forward-winning support**  
We're here to help via phone, email, live chat or social, 364 days a year.

**We've got it covered**  
Trust the UK's favourite boiler brand with looking after your new heat pump.

**Nationwide coverage**  
With engineers in your area, we've got you covered if you need us.

Compare a heat pump or hybrid system vs a gas or oil-fired boiler

**Trustpilot**  
Our customers rate us excellent

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

**Settle into electrified heating**  
Just like changing cars or moving house, you're going to need time to adjust to your heat pump before you can enjoy everything it has to offer. But don't worry. You'll be used to your heat pump in no time. Let's take a look at what you can expect from your first year, season by season.

**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](#)

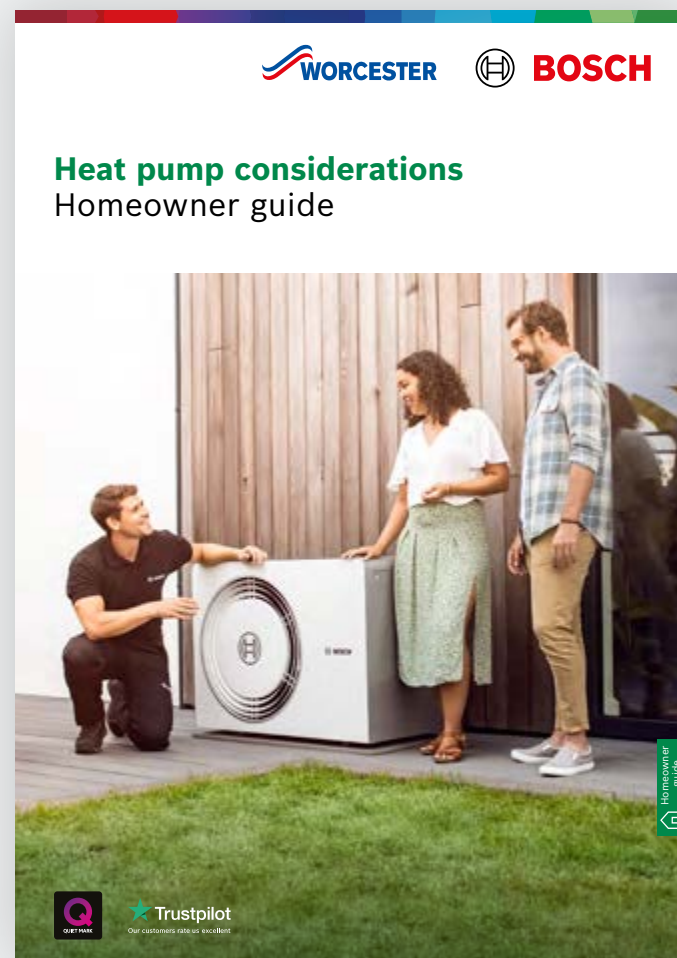
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# Customer literature

## Homeowner brochures and guides

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### Consumer heat pump pre-sales guide

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8 716 122 864




### Homeowner heat pump guide

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8 716 122 885




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

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8 716 122 780



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

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8 716 122 809

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# Customer literature

## Homeowner brochures and guides

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

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

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

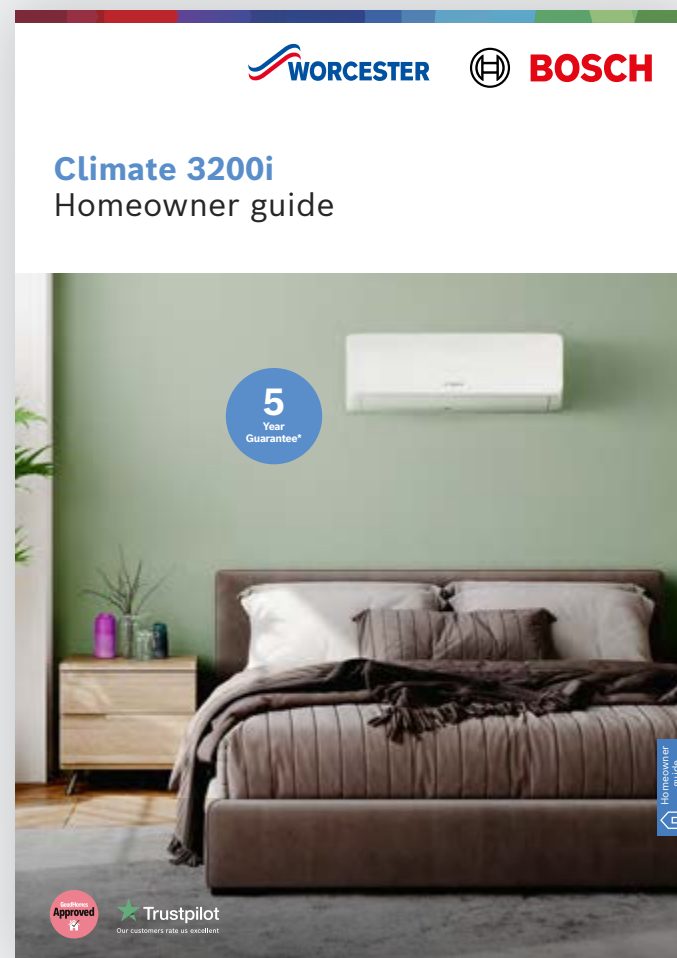
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# Customer literature

## Homeowner brochures and guides

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**Climate 3200i  
one-pager (for quotes)**

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8 716 122 931



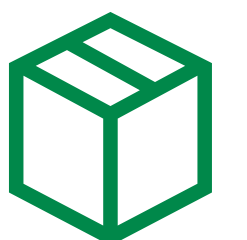
**Climate 7000i  
one-pager (for quotes)**

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Part number:  
8 716 122 932

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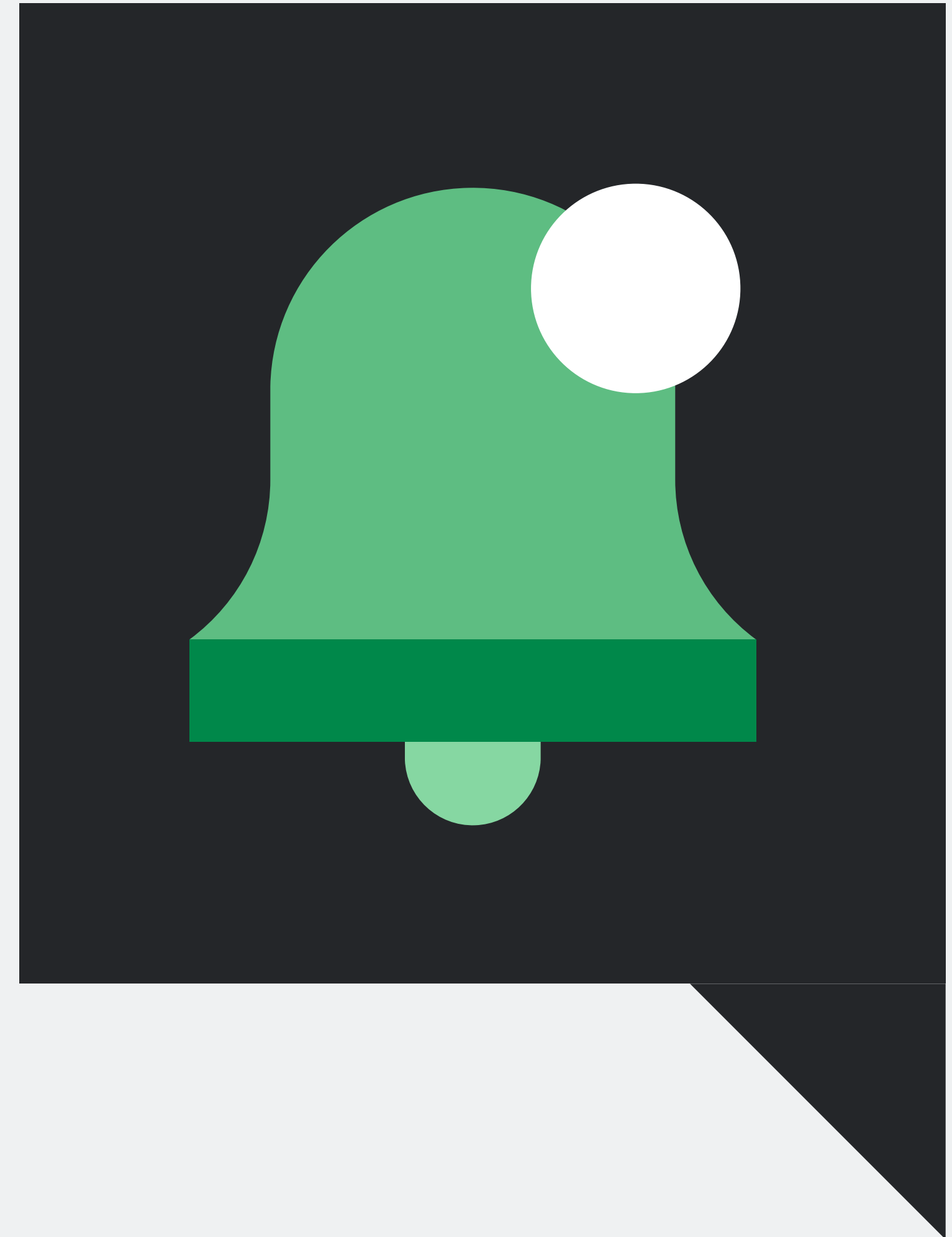


# Section 6

## 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 online and social to showroom and imagery, we can help you connect, engage and convert.



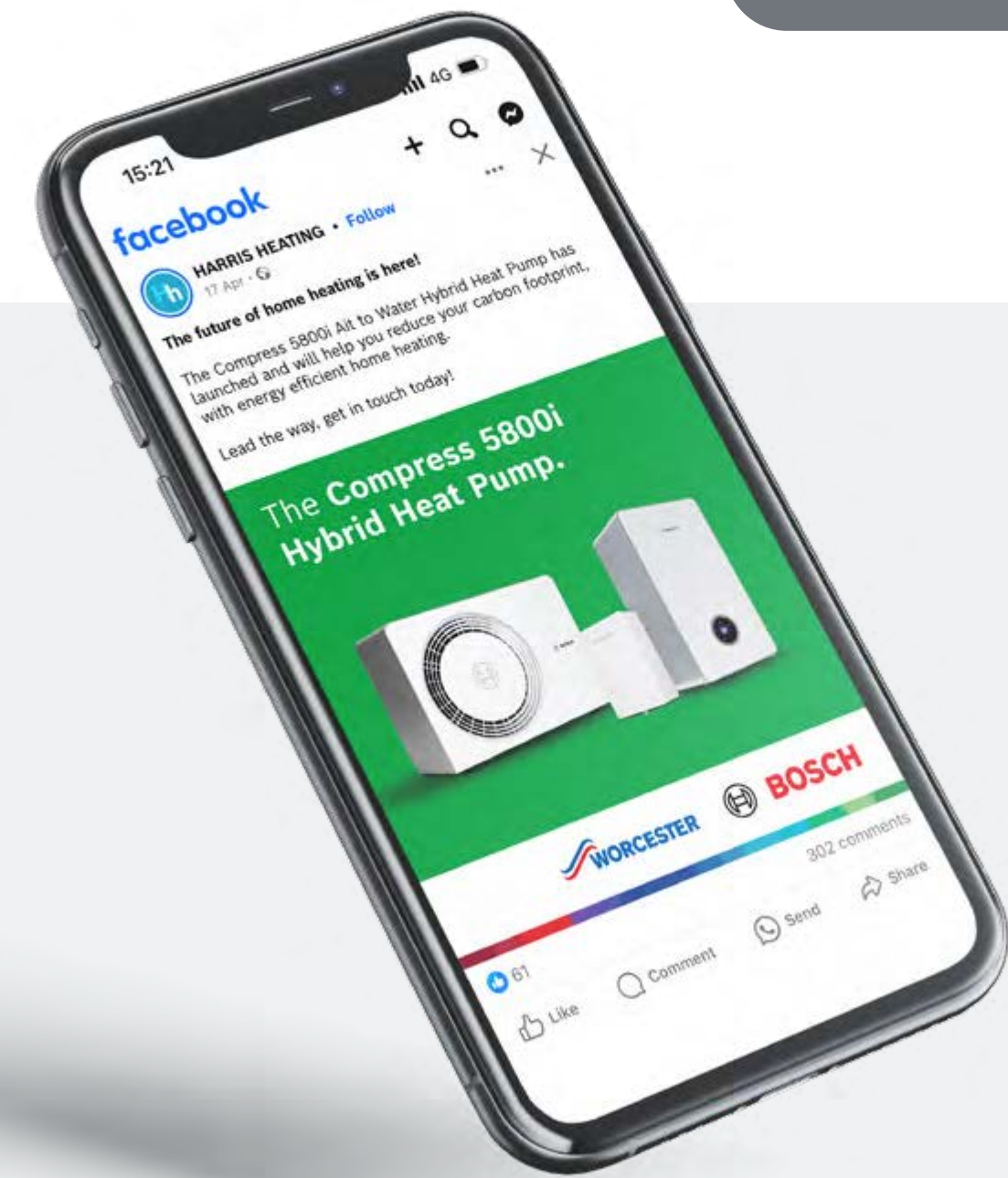
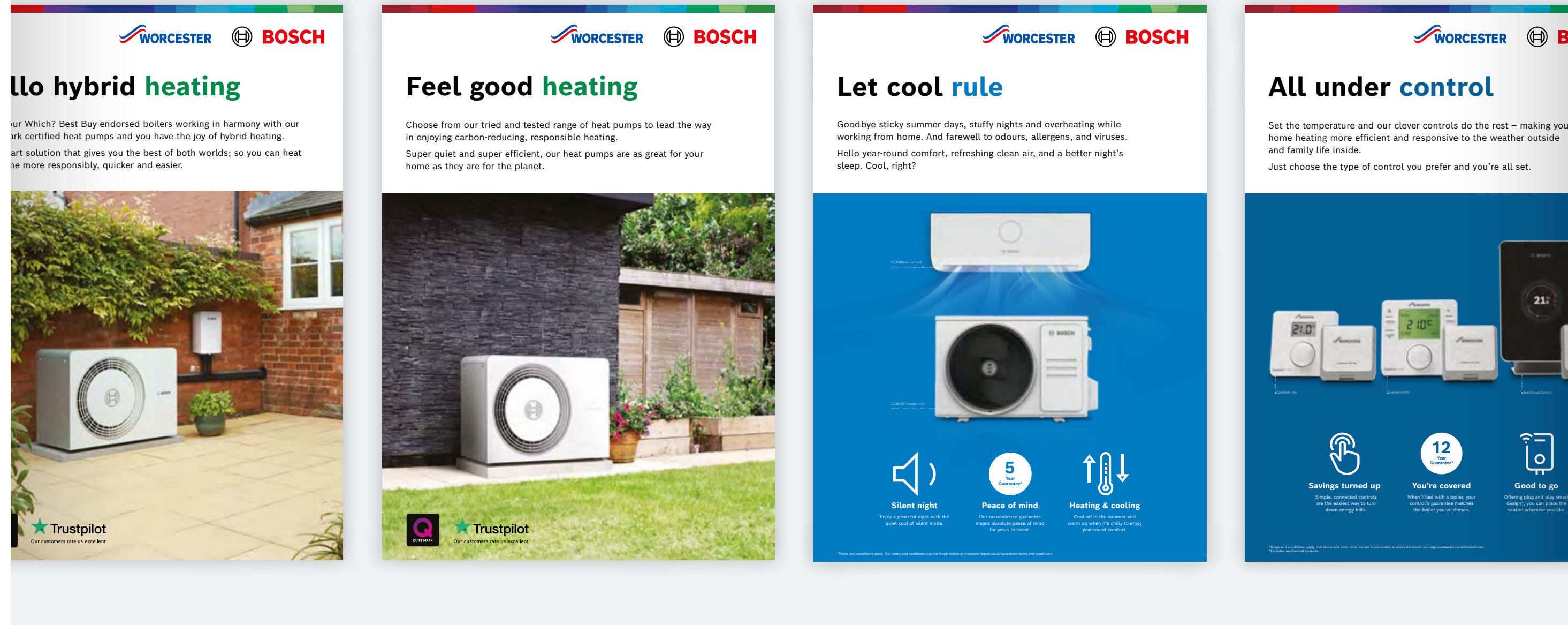
# Marketing support

## Materials to promote your business

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### 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 27 for more on our loyalty programme).

 Don't forget to follow and tag us on your socials! @WorcesterBoschProfessional

# Marketing support

## Materials to promote your business



**Case study call out!**  
If you have an installation to be proud of we'd love to share it! Speak to your ES Sales Manager.

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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](#)



### Product videos

A series of installer and consumer product videos can be used on your website or on showroom screens, speak to your sales manager or find them on our YouTube Channel.



[Installer videos](#)



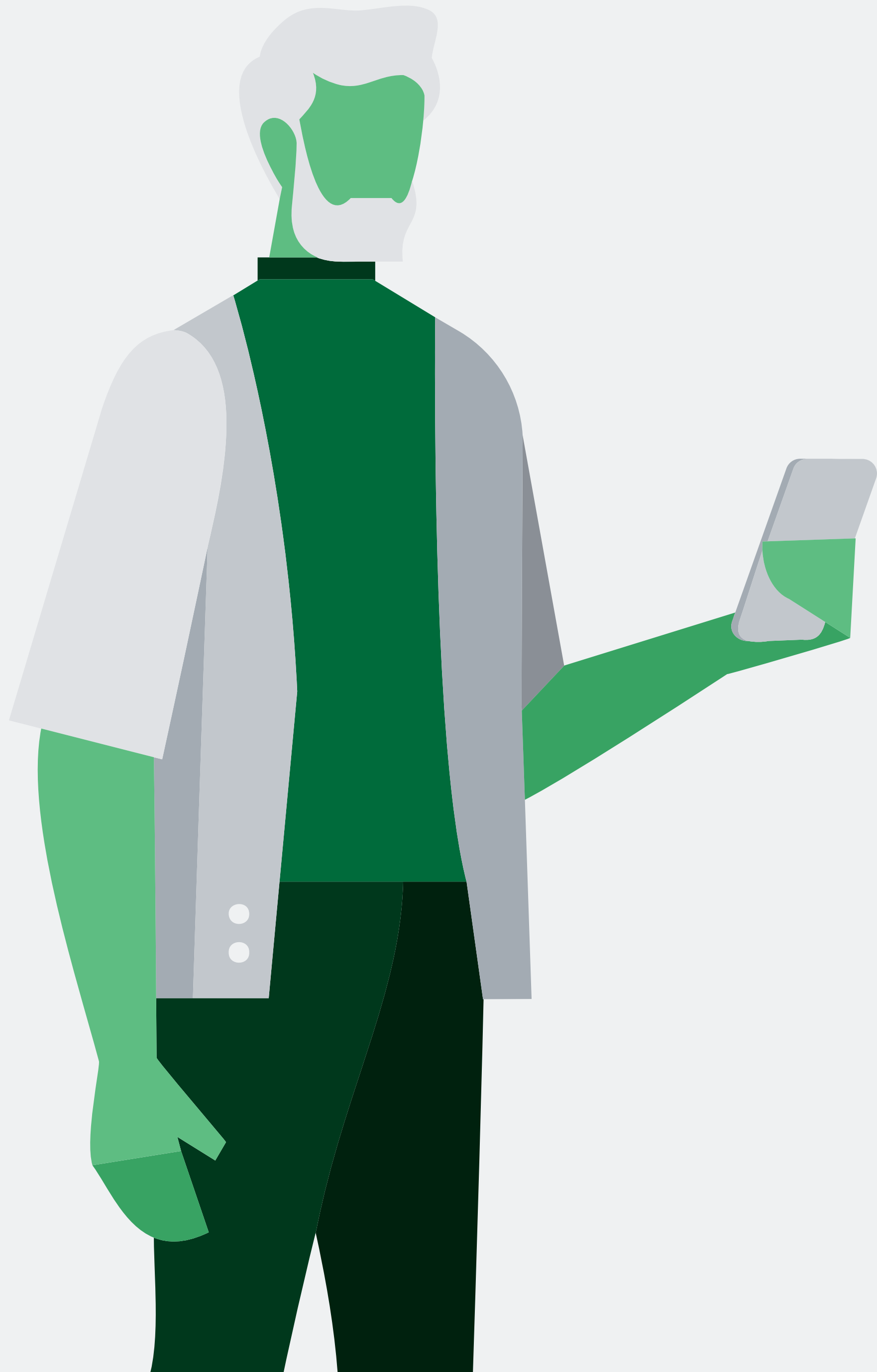
[Homeowner videos](#)



### 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)