Complete Solutions

Installer partnership guide



Installer guide

Welcome to Worcester Bosch

Welcome to all things Worcester Bosch.

It’s fantastic that you’re working with us and our growing range of home heating and cooling solutions.

From specialist training and local sales managers to a range of brilliant rewards and extended guarantees, in this guide you’ll find all the support you need to take your business to the next level with Worcester Bosch.

Why Worcester Bosch...

Tried and tested

Every day we check up to 1,600 boilers – before, during, and after assembly.

Up to 12 Years Guarantee*

Guaranteed performance

Install with confidence, backed up by our boiler coverage of up to 12 years*.

We’ve got your back

First-class technical support experts, who answer the phone in seconds.

*Terms and conditions apply. Full terms and conditions can be found online at worcester-bosch.co.uk/guarantee-terms-and-conditions

Welcome to Worcester Bosch

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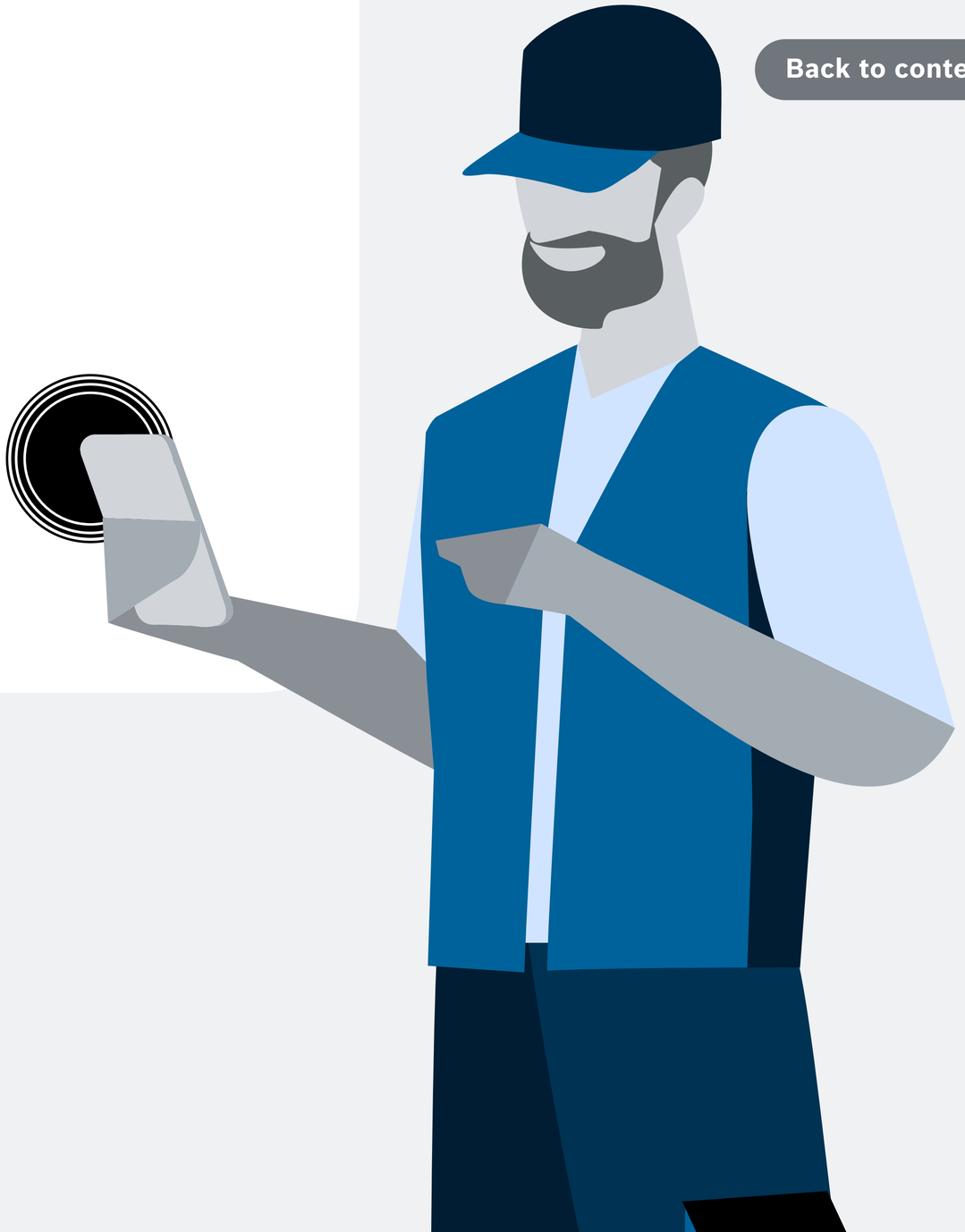
- Handy contacts

Section 1
Introduction

Every time you work with one of our products, you can rest assured knowing that we've got your back – right from the off.

In this guide, you'll find the full list of all the ways we support you – from training programmes, to installation rewards, to award-winning aftersales.

Each section will show you exactly what's available, where you can find more information, and how to access support. Check the contents and jump to a section that matters to you, or read the full guide to get the most out of what's on offer.



Back to contents

The boiler range

Boilers made better

Back to contents

Click on a product to view more information



1000 series

Combi – 24, 30kW

Natural gas



2000 series

Combi – 25, 30kW

Natural gas / LPG



4000 series

Combi – 25, 30kW
System – 12, 15, 18, 21, 24kW

Natural gas / LPG



CDi Compact series

Combi – 28, 32, 36kW
System – 27, 30kW

Natural gas / LPG



8000+ series

Combi – 32, 36, 40, 45, 50kW
System – 30, 35kW
Regular – 30, 35, 40, 45, 50kW

Natural gas / LPG



8000+ Style series

Combi – 32, 36kW

Natural gas



Ri series

Regular – 12, 15, 18, 21, 24kW

Natural gas / LPG



Ri Compact series

Regular – 27, 30kW

Natural gas / LPG



8000 F series

Combi – 35, 50kW

Natural gas / LPG



8000 F series

Regular – 35, 50kW

Natural gas / LPG



Heatslave II series

Combi – 12-18,
18-25, 25-32kW

Oil



Heatslave II External series

Combi – 12-18,
18-25, 25-32kW

Oil



Danesmoor series

System / Regular
12-18, 18-25, 25-32kW

Oil



Danesmoor External series

System / Regular
12-18, 18-25, 25-32kW

Oil



Utility series

Regular – 32-50,
50-70kW

Oil



7000 WP series

50, 65, 85, 100,
125, 145kW

Gas

Back to contents

Accessories

System Care Packs

With a system filter included, fitting any of our System Care Packs allows you to offer up to a 12 year guarantee on our gas boiler range*.

Find out more



*System Care Packs not suitable for oil boilers, T&Cs apply.

More accessories

Along with award-winning boilers, we offer a range of accessories to suit both homeowner needs and installation requirements.

See the range

The Electrified Solutions range

Feel good heating and cooling

Back to contents

If you're also interested in electrified heating, find all things Electrified Solutions here.



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Section 2
Business & marketing support



For you, your business, and your customers – we've got all angles covered.

From brochures, guides and online tools to training trusted by over 14,000 installers a year. Here you'll also find all the details about our marketing and design services that will help your business stand out from the crowd.

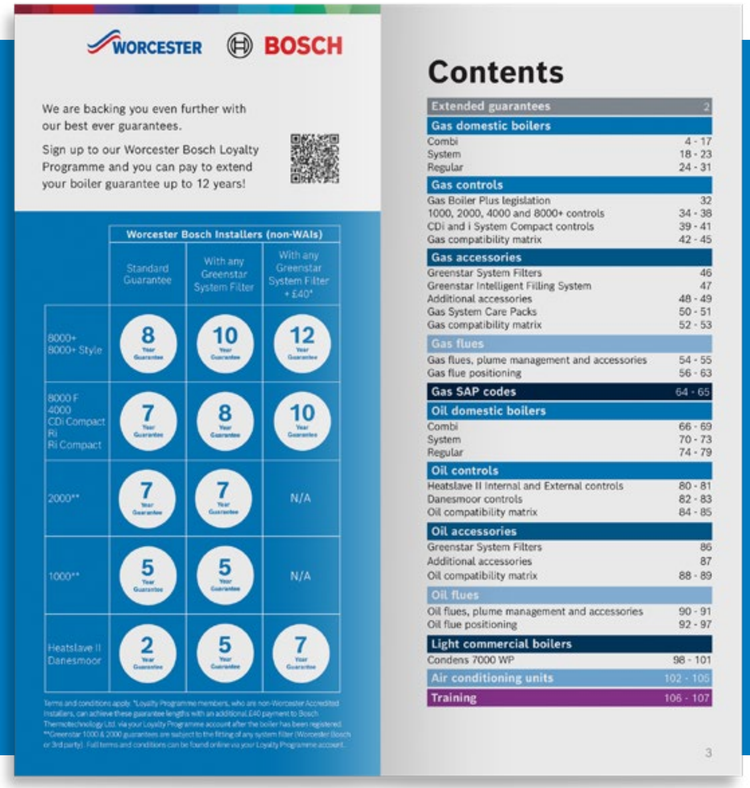
From social media and showrooms, to images and online – we can help to improve your marketing and find new ways to reach more customers.

Business & marketing support

Installer technical guides

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Installer gas and oil product range guide

Mini encyclopedias of our entire product ranges, this pocket-sized guide is full of information including part numbers, clearances, and much more.

Download here
Part number: 8 716 122 882

To order your copies for free, email **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 & marketing support

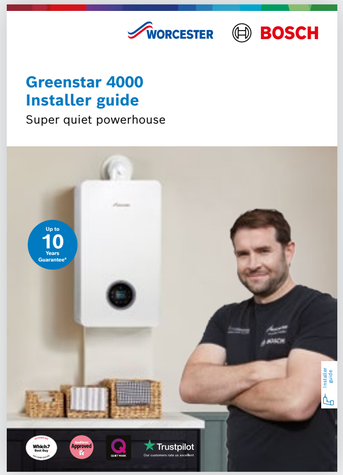
Installer technical guides

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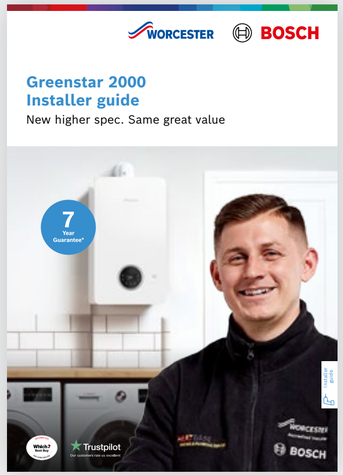
Greenstar 8000+ Installer Guide

Download here
Part number:
8 716 119 853



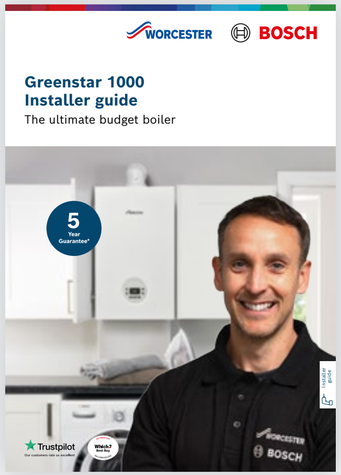
Greenstar 4000 Installer Guide

Download here
Part number:
8 716 121 938



Greenstar 2000 Installer Guide

Download here
Part number:
8 716 119 768



Greenstar 1000 Installer Guide

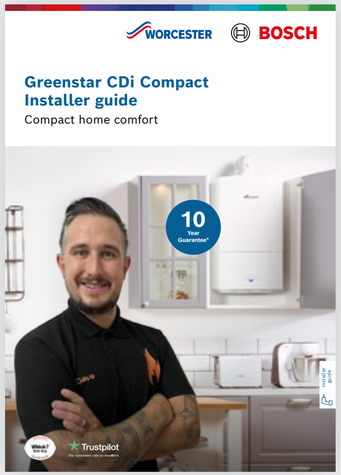
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Business & marketing support

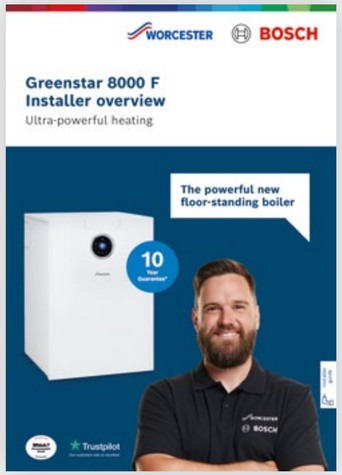
Installer technical guides

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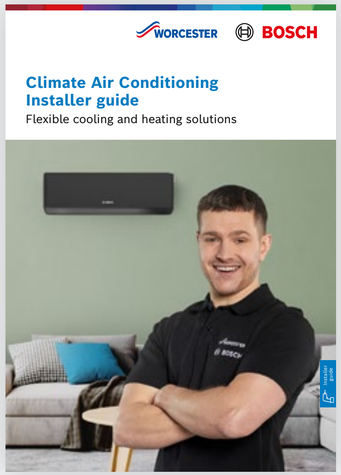
Greenstar CDi Compact Installer Guide

Download here
Part number:
8 716 122 868



Greenstar 8000 F Installer Overview

Download here
Part number:
8 716 122 959



Air Conditioning Installer Guide

Download here
Part number:
8 716 119 917

To order your copies for free, email **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 & marketing support

Trade-rated training

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

Trusted by thousands

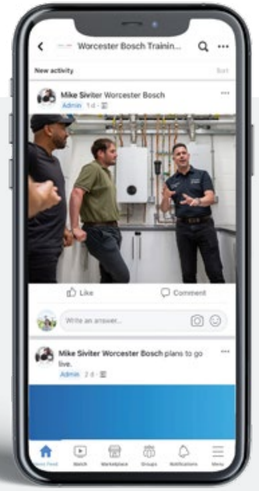
Every year, 14,000 installers trust us to keep their skills up to speed.

Training on tap

Choose from our training academies, mobile trainers or online courses – the choice is yours.

Our complete range

From legacy and new products to future-proofing your business, get trained up.



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

Visit us on Facebook

Our state-of-the art training academies in Worcester, Wakefield, West Thurrock and Dublin are equipped to cover all your training needs. We've also maximised the training opportunities available by building links with partner centres across the UK and Ireland. This means there are more ways than ever to train and ensure your business is fit for the future.

Learn from the best





Speak to your Technical Area Sales Managers for more info and business support

Find your local contact

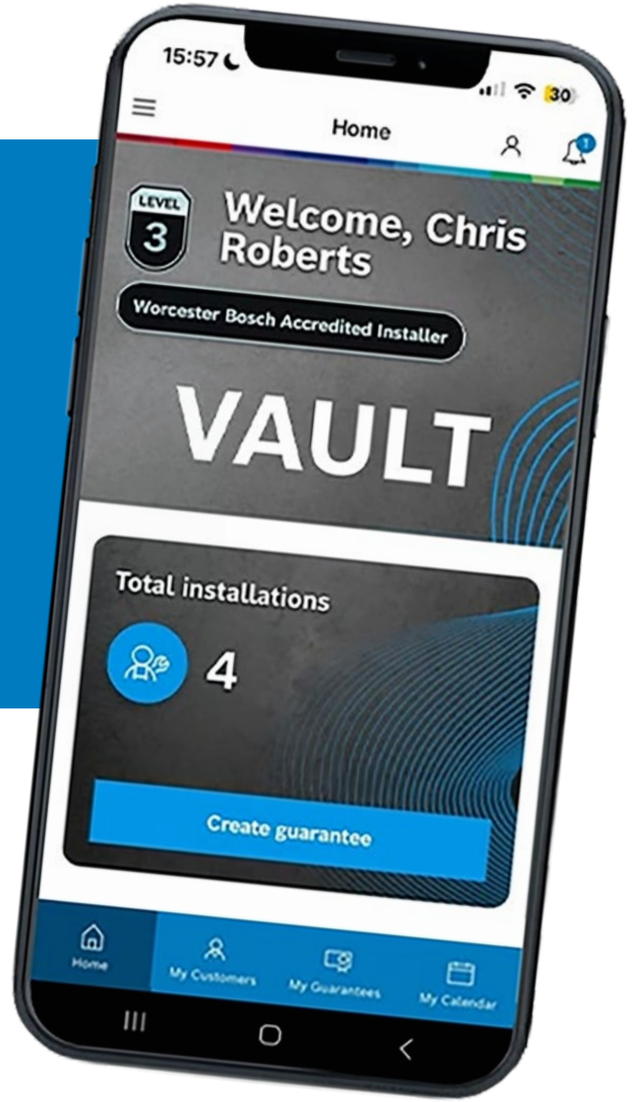
Business support
Worcester Bosch Professional app

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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



Guarantee guidance

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How long does a guarantee last?

The length of the guarantee can depend on the type of product but will also depend on your experience and training as an installer. The more Worcester Bosch qualifications and memberships you hold, the longer the guarantee you can offer your customers.

Did you know you can extend your guarantee?

Worcester Bosch installers have the option to purchase additional years guarantee for your customers for £40. This service is only available 30 days from the original installation date. Terms and conditions apply.

Unlock longer customer guarantees

Range	Product	Standard Guarantee	With any Greenstar System Filter	With any Greenstar System Filter + £40	With a System Filter Micro
Gas boilers	**8000+ & 8000+ Style**	8 years	10 years	12 years**	8 years
	8000 F **4000** **CDi Compact** **i System** **Ri** **Ri Compact**	7 years	8 years	10 years**	7 years
	2000	7 years	7 years*	n/a	7 years*
	1000	5 years	5 years*	n/a	5 years*
Oil boilers	**Heatslave II** **Danesmoor Utility**	2 years	5 years	7 years**	2 years
Controls	**EasyControl** **Comfort I & II** **Comfort+ I & II** **CR11** **CR400** **MT10**	2 years	Up to a 12 year guarantee Will match the Worcester Bosch boiler guarantee if both products are installed at the same time. Otherwise, the control will receive the standard guarantee.		Up to an 8 year guarantee Will match the Worcester Bosch boiler guarantee if both products are installed at the same time. Otherwise, the control will receive the standard guarantee.

Terms and conditions apply.
*Greenstar 1000 & 2000 extended guarantees are subject to the fitting of any system filter (Worcester Bosch or 3rd party).
**Extended guarantees on certain Worcester Bosch appliances are available to VAULT members who are Worcester Bosch Installers subject to an additional £40 payment to Bosch Thermotechnology Ltd via your VAULT account after the boiler has been installed and registered. The Worcester Bosch guarantee for the Bosch System Filter Micro is for the same duration as the standard guarantee of the boiler with which it is installed. Extended guarantees are not available when fitting the System Filter Micro on our appliances.
Terms and conditions apply. For full terms and conditions, please visit: www.worcester-bosch.co.uk/professional/products-terms-and-conditions.

Business & marketing support

Customer marketplace

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As a member of our loyalty programme, VAULT, Worcester Bosch Accredited Installers and Worcester Bosch Accredited Partners have added benefits and support as you build and manage your business.

Like exclusive rates – get your hands on cheaper fees from business providers, ranging from website designers and CRM systems, to quoting tools and online reviews.

Exclusive to members of our VAULT installer loyalty programme!

Business & marketing support

Consumer finance

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As part of our VAULT 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.



Exclusive to members of our VAULT installer loyalty programme!

Business & marketing support

Materials to promote your business

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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 VAULT, our new loyalty programme.

Find it here





Unlock the power of endorsements

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

QUIET MARK

GoodHomes Approved

SEPTEMBER 2026 Which? Recommended Brand GAS BOILERS



Business & marketing support

Materials to promote your business

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Consumer materials

Sign up or log in to our loyalty portal for more information.



Quotation folders



Homeowner brochures and guides

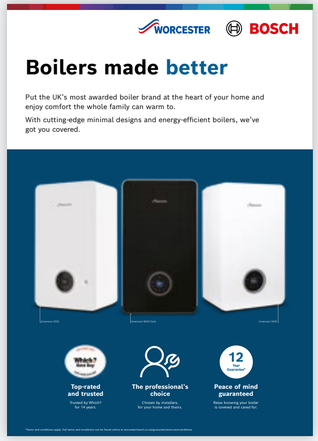
Business & marketing support

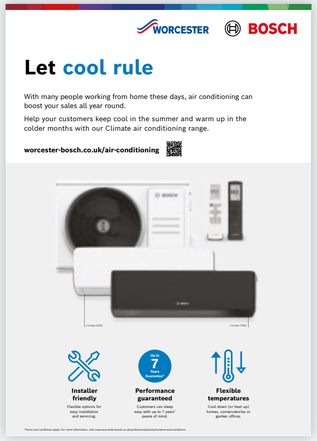
Materials to promote your business

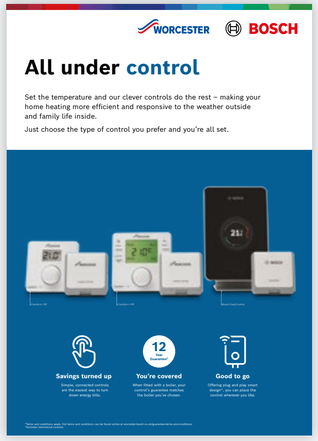
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Showroom display materials

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





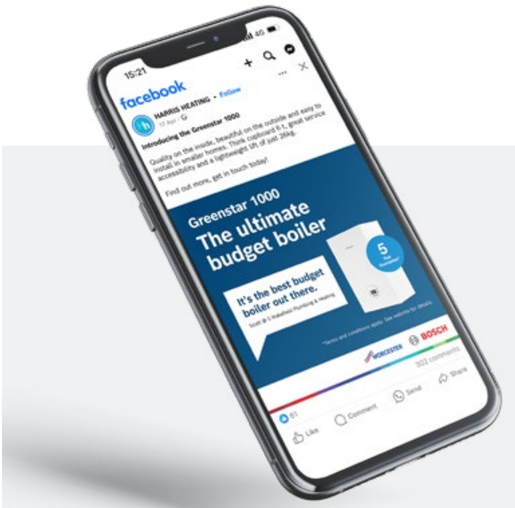


Showroom videos

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



View videos



Social media toolkit

In the loyalty portal we've got a range of social media assets for you to use on your own channels.

Find out more

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

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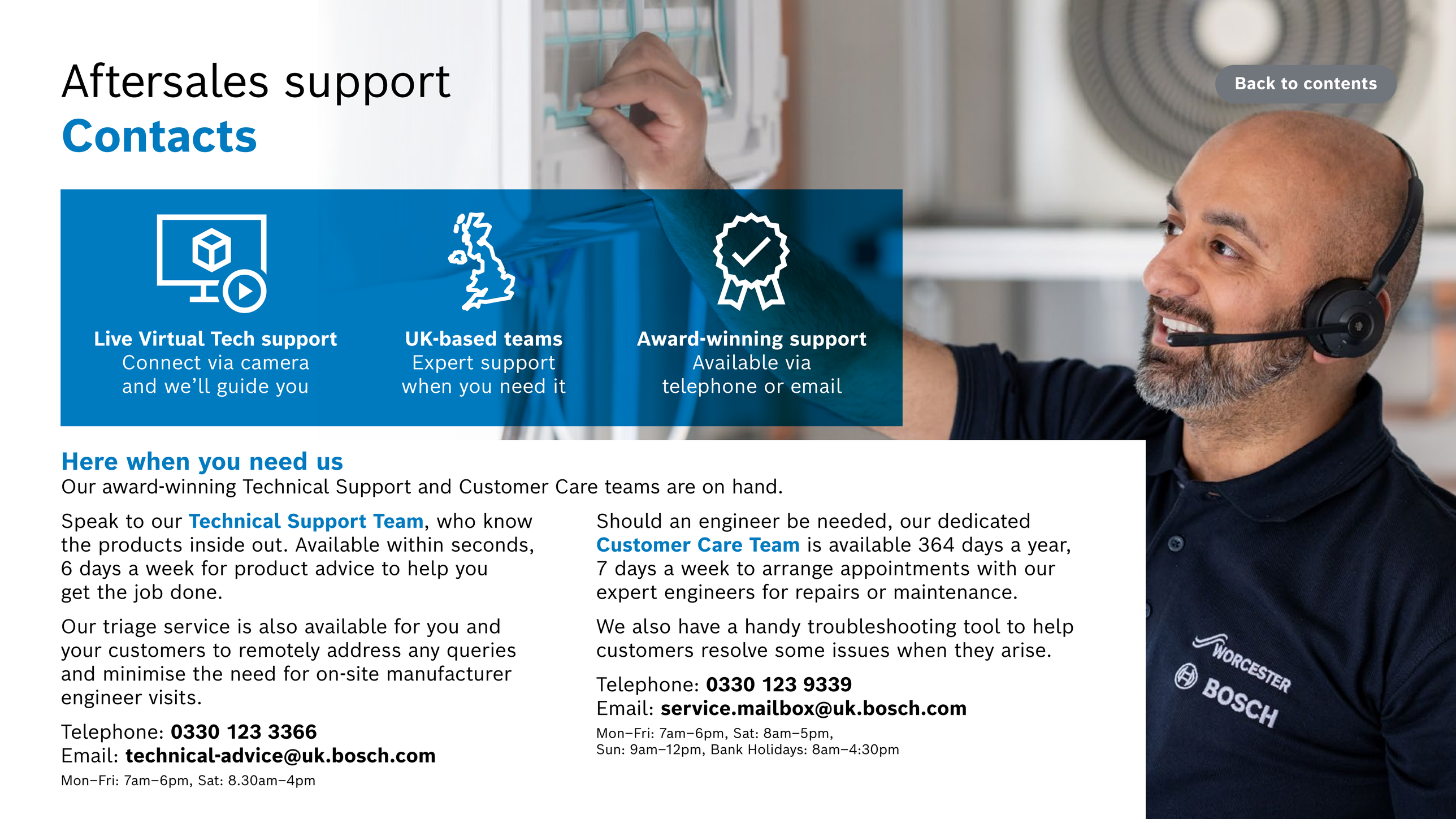
Aftersales support

Before, during, and after installation, our award-winning Technical Support and Customer Care teams are just a call away.

Pick up the phone, or send an email, and our experts will support you with guarantees, repairs, and hands-on technical advice for specific products.

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.

Speak to our **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 on-site manufacturer engineer visits.

Telephone: **0330 123 3366**
Email: **technical-advice@uk.bosch.com**
Mon–Fri: 7am–6pm, Sat: 8.30am–4pm

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

We also have a handy troubleshooting tool to help customers resolve some issues when they arise.

Telephone: **0330 123 9339**
Email: **service.mailbox@uk.bosch.com**
Mon–Fri: 7am–6pm, Sat: 8am–5pm,
Sun: 9am–12pm, Bank Holidays: 8am–4:30pm

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Section 4
Rewards for you

Unlock more with VAULT.

Our new and enhanced loyalty programme is our way of saying thanks – with rewards that will actually make a difference.

Earn points when you install and register products, and spend them on whatever you like from our improved Rewards Shop.



*Rewards available on installations of boilers, heat pump, hybrid, air con, and light commercial systems.

VAULT Loyalty Programme

Unlock more

Back to contents

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

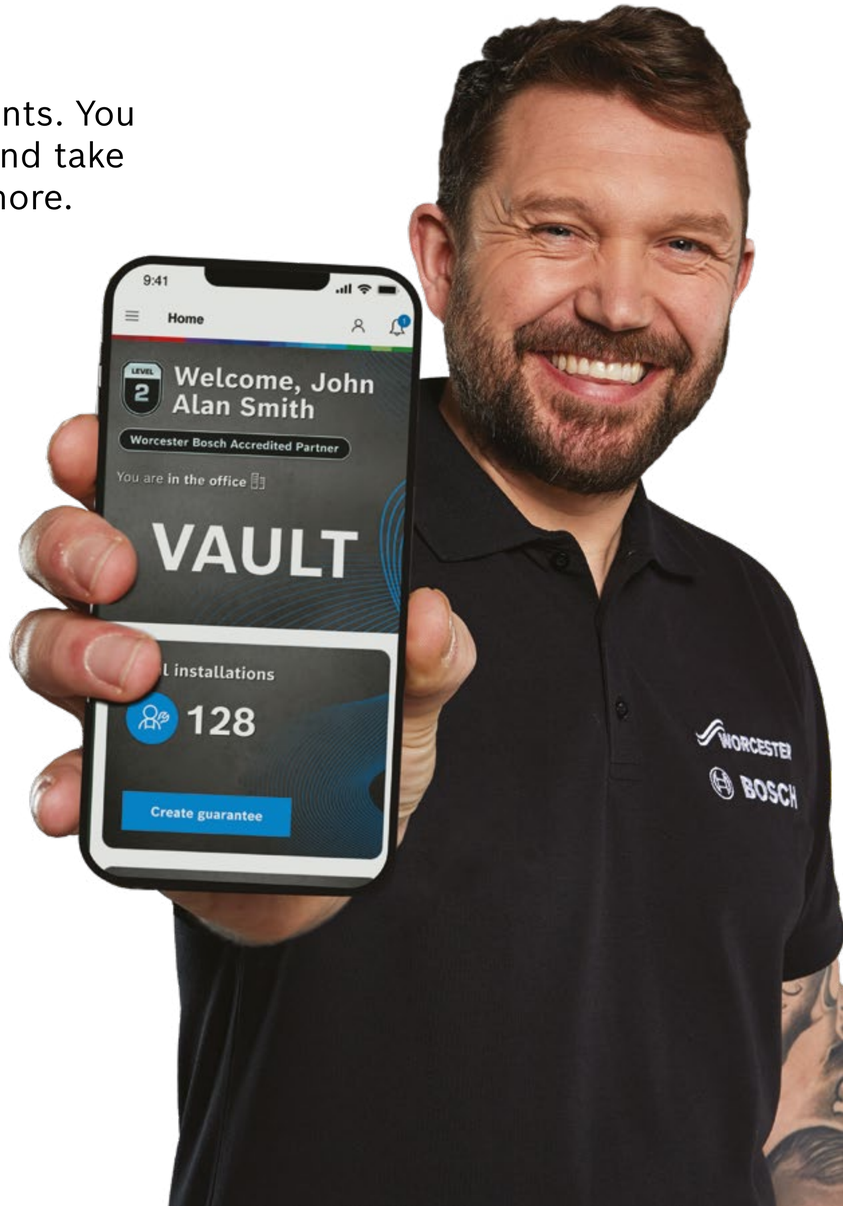
VAULT delivers the rewards you want. Your points can be gained across our range of products to redeem against branded workwear, power tools, big brand gift-cards and even a reloadable Mastercard!

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.



VAULT

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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VAULT Loyalty Programme

Products = points

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Product	WI L1 & L2	WAI L1	WAI L2	WAI L3 & WAP L1 & L2
Greenstar 1000 series	15	20	25	30
Greenstar 2000 series	15	20	25	30
Greenstar 4000 series	15	20	25	30
Greenstar 8000+ series	15	20	25	30
Greenstar CDi Compact series	15	20	25	30
Greenstar Ri series	15	20	25	30
Greenstar 8000 F series	15	20	25	30
Greenstar Heatslave II series	30	40	50	60
Greenstar Danesmoor series	30	40	50	60
7000 WP	15	20	25	30
Heat Pumps	50*	50*	50*	50*
Hybrid unit	10	10	10	10
Air conditioning unit	10	10	10	10
Bosch EasyControl	5	5	5	5
Greenstar System Care Pack	5	5	5	5
System Filters	5	5	5	5

Points are only given for the installations that are registered online either through a Worcester Bosch loyalty account or via the app.
*25 points each for indoor and outdoor unit.

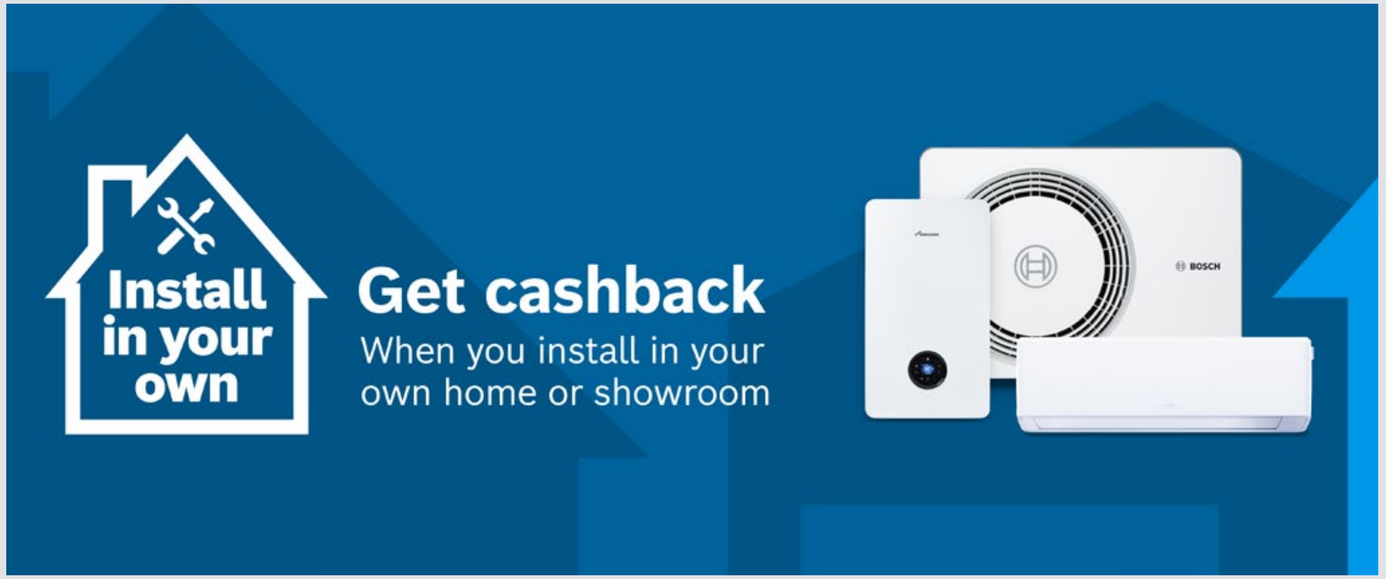
Latest installer promotions

Keep up to date with our offers

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To see more offers, what’s active at the moment, and how to get involved – click the link below:

See current promotions



Terms and conditions apply, see website for details.

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Customer literature

A key part of any sales process is making sure that your customer understands all the benefits of the product you’re selling.

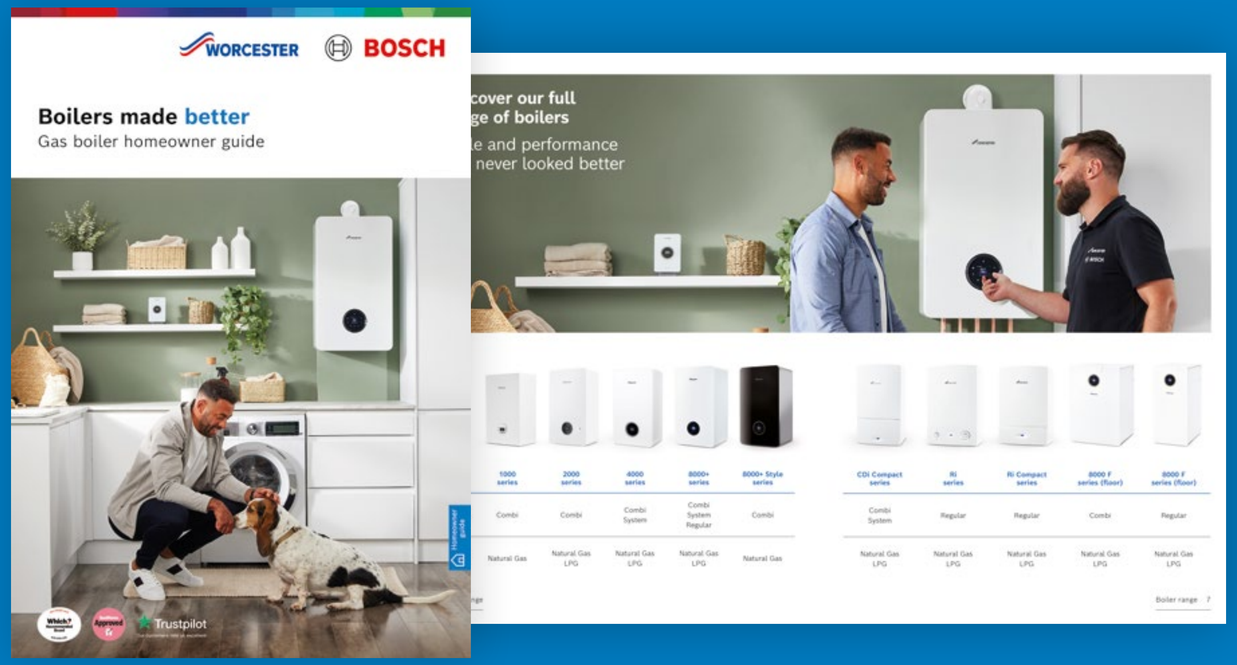
To support your sales conversations, we’ve designed our customer literature to showcase the strengths of choosing Worcester Bosch.

Customer literature

Homeowner brochures and guides

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



Homeowner gas guide

Help your customers find the right heating system for their home with our consumer gas guide, including product and guarantee information, system diagrams and aftersales information.

Download here
Part number: 8 716 109 642 0

See installer guides

To order your copies for free, email **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

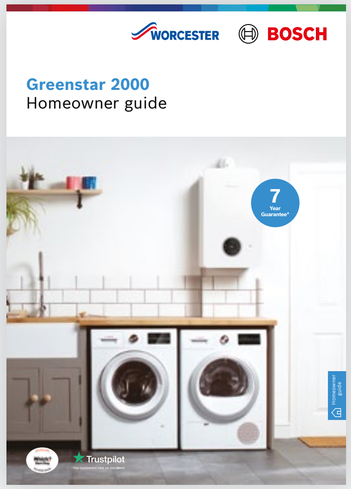
Homeowner brochures and guides

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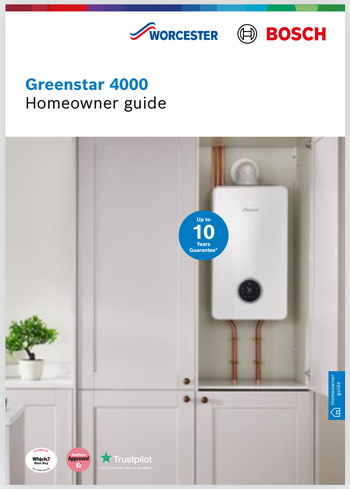
Greenstar 1000 one-pager (for quotes)

Download here
Part number:
8 716 122 781



Greenstar 2000 one-pager (for quotes)

Download here
Part number:
8 716 122 782



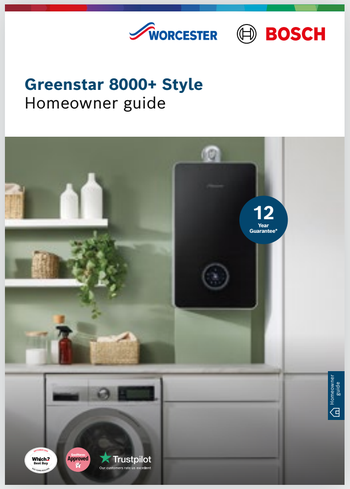
Greenstar 4000 one-pager (for quotes)

Download here
Part number:
8 716 122 779



Greenstar 8000+ one-pager (for quotes)

Download here
Part number:
8 716 122 784



Greenstar 8000+ Style one-pager (for quotes)

Download here
Part number:
8 716 122 783

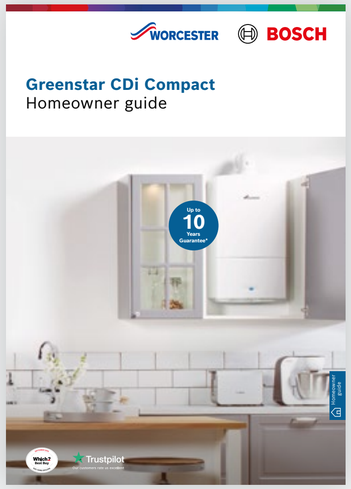
See installer guides

To order your copies for free, email **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

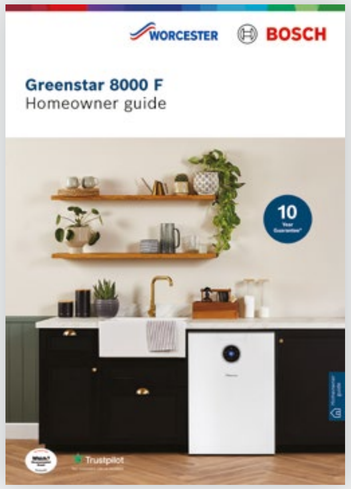
Homeowner brochures and guides

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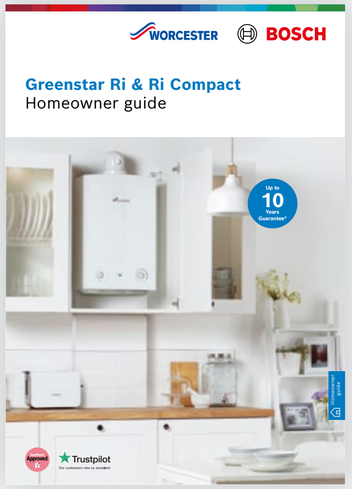
Greenstar
CDi Compact
one-pager (for quotes)

Download here
Part number:
8 716 122 785



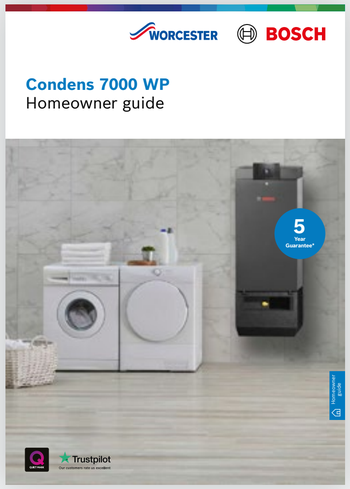
Greenstar
8000 F
one-pager (for quotes)

Download here
Part number:
8 716 122 960



Greenstar
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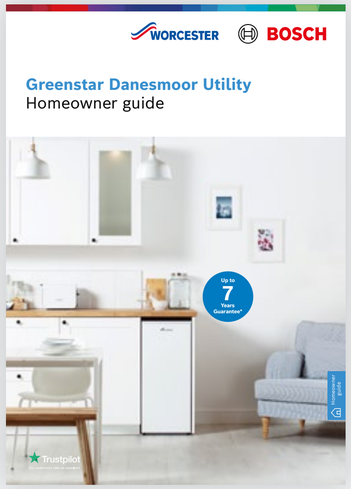
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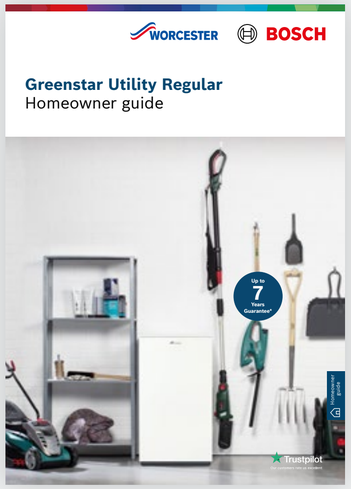
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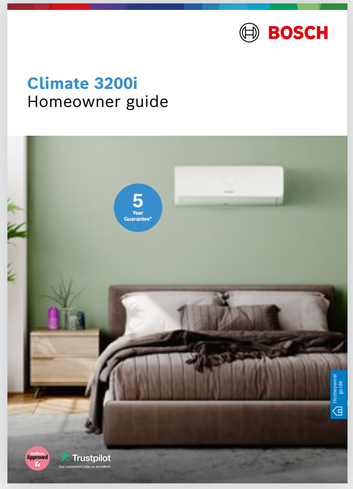
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Section 6
Get in touch

Whenever you need us, we’re here for you. Talk, email or live chat, whichever way you prefer. Whether you’re seeking support regarding our loyalty programme, sales, technical advice, trouble-shooting, controls, training, or even spare parts, we’re always on hand to help.

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Get in touch

Sales
0330 123 9669
sales.bosch@uk.bosch.com

Technical Helpline (Pre & Post Sales)
0330 123 3366
technical-advice@uk.bosch.com

Customer Care Team
0330 123 9339
service.mailbox@uk.bosch.com

Customer Loyalty Team
0330 123 0167
customer.loyalty@uk.bosch.com

Spare Parts
0330 123 9779
spares.mailbox@uk.bosch.com

Controls Helpline
0330 123 3641

Training
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