



Electrified Solutions Installer partnership 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

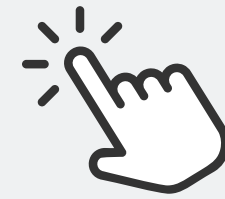
Put your trust in decades of Bosch experience and expertise.



Welcome to the future of home heating

Contents

Click the title to visit the page



Section 1 **Introduction**

Range overview

Section 2 **Business support**

Meet our team

Online product tools

Installer brochures and technical guides

Trade-rated training

Worcester Bosch Professional app

UK design team

Consumer finance

Section 3 **Aftersales support**

Commissioning and guarantees

Contacts

How-to content

Section 4 **Rewards for you**

Worcester Bosch Loyalty Programme

Latest installer promotions

Section 5 **Customer literature**

Homeowner brochures and guides

Section 6 **Marketing support**

Materials to promote your business

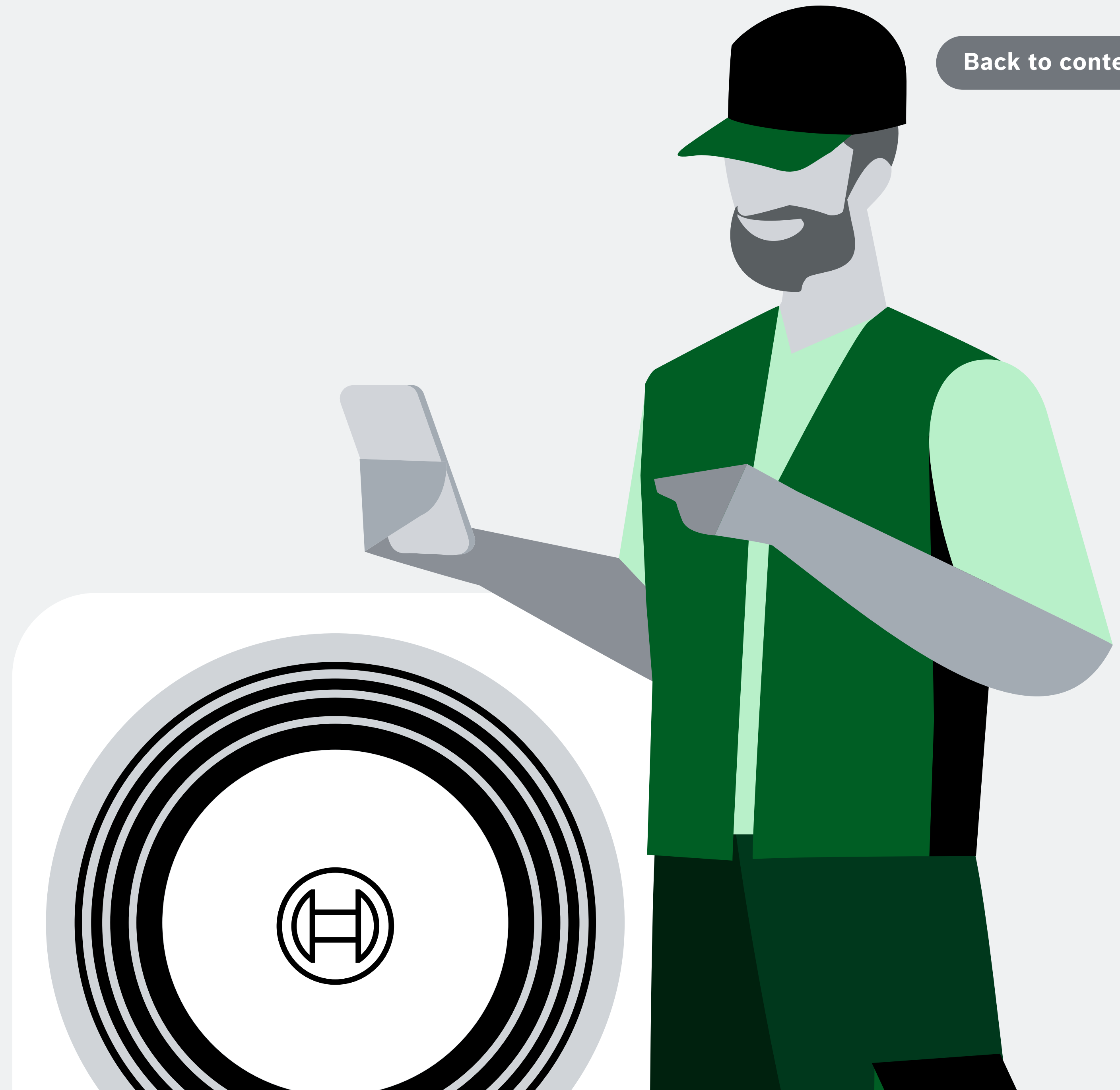
Section 1

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.

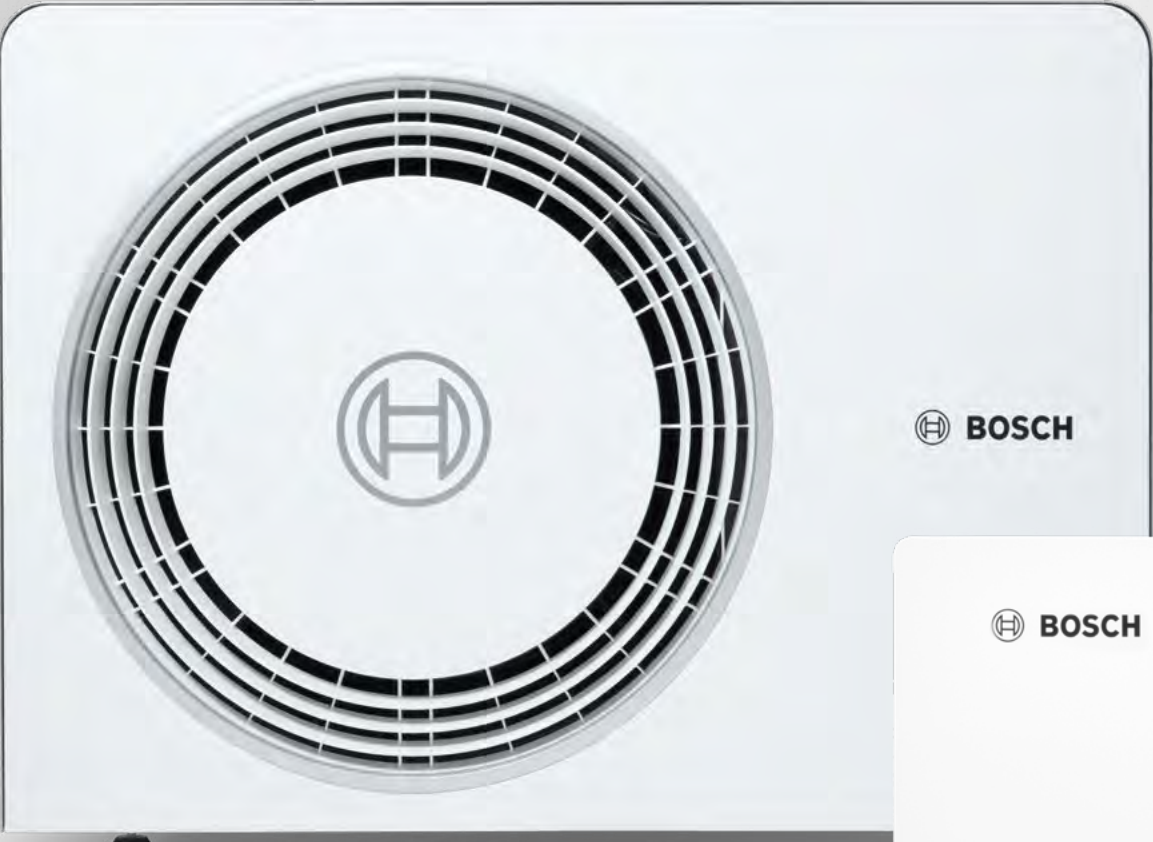
You can progress from here to get the full picture or simply jump to any section that currently really matters to you.



The range

Feel good heating and cooling

Click on a product to view more information

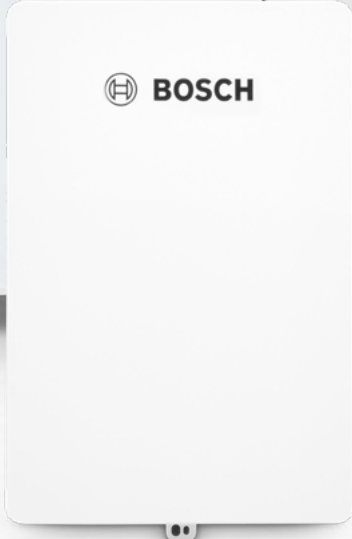


Compress 5800i AW


from 40dB(A)

R290

QUIET MARK



Compress 5800i Hybrid unit



Compress 2000 AWF

from 55dB(A)


R32

Compress 7001i AW

from 47dB(A)

QUIET MARK

R410a

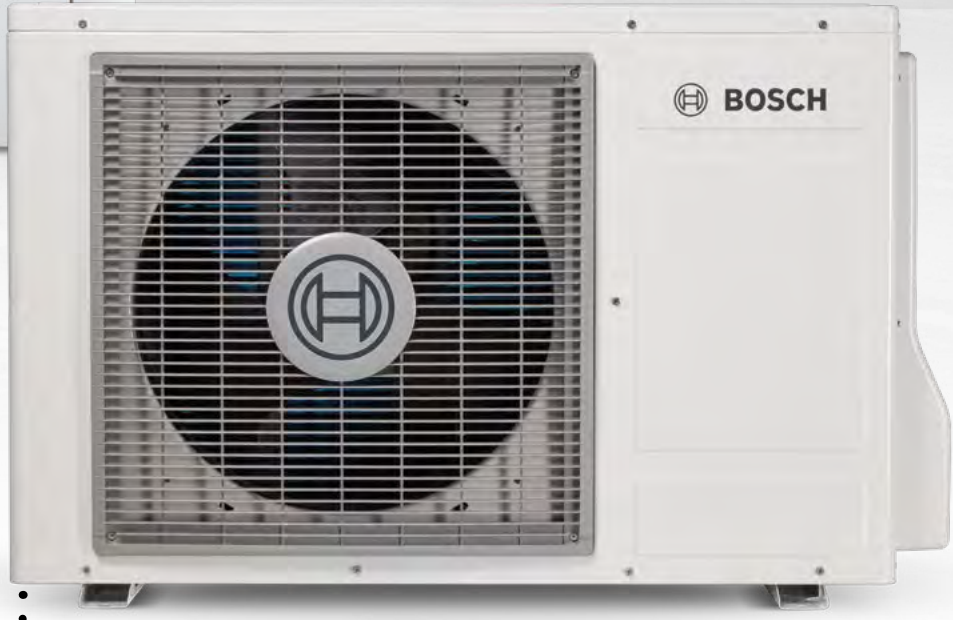


BOSCH

Compress 3400i AWS

from 59dB(A)

R32




BOSCH

Climate 3200i Air conditioning

from 54dB(A)

R32

Good Homes Approved



BOSCH

Climate 7000i Air conditioning

from 59dB(A)

R32



BOSCH

Climate 5000i Air conditioning

from 56dB(A)

R32



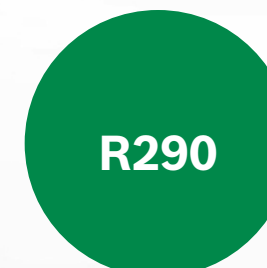
BOSCH

[Back to contents](#)

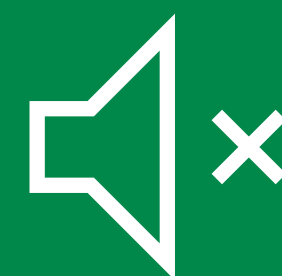
Sound power shown in accordance with EN 12102.

Compress 5800i AW

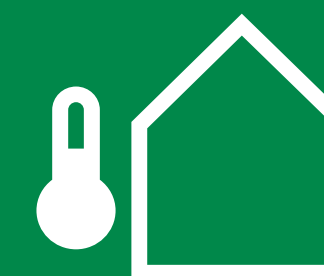
Quiet, stylish design

[Back to contents](#)

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](#)

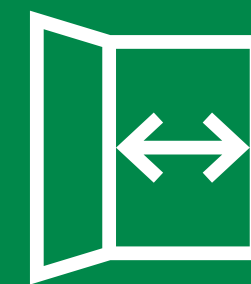
*Monitoring may cease automatically after 12 months. No disconnection required. Visit the website for more information.

Compress 5800i AW Hybrid unit

Compact, flexible, simple

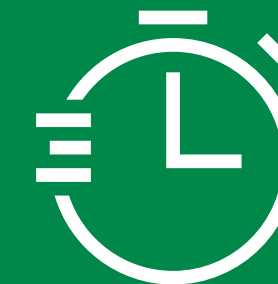
[Back to contents](#)

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.



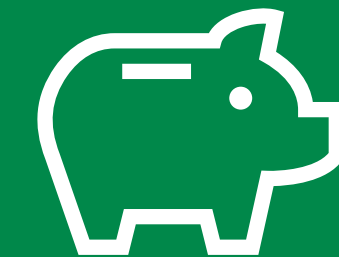
Flexible design

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](#)

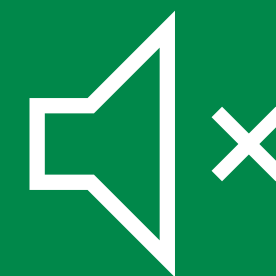
*New or existing (up to 32kW) Greenstar Combi 8000+, 4000, 2000, 1000, CDi Compact, CDi Classic, Si Compact, i ErP, Heatslave II and Danesmoor Utility (ErP+, 2022+)

Compress 7001i AW

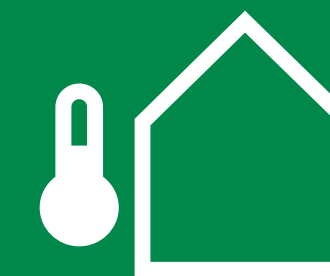
Quiet, efficient heating

[Back to contents](#)

High-efficiency, lower 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](#)

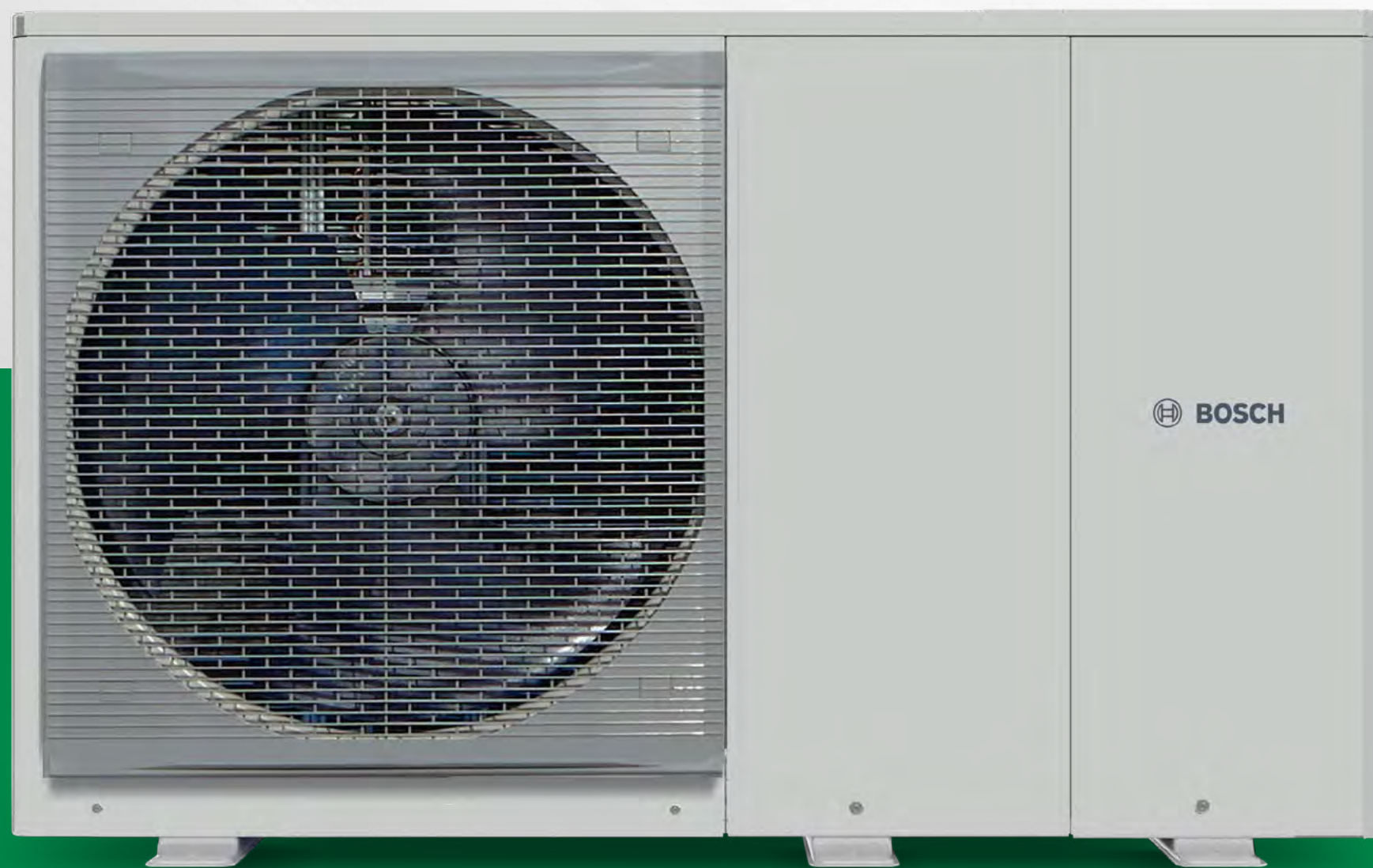
*A heat pump when running emits less carbon dioxide than a gas or oil boiler.
^Sound power in accordance with EN 12102.

Compress 2000 AWF

Clever, compact comfort

[Back to contents](#)

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



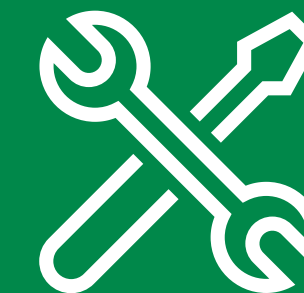
Easy installation

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.

Compress 3400i AWS

Compact and flexible

[Back to contents](#)

from
59dB(A)*

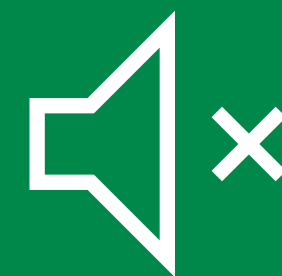


R32



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.



Quiet

From 59dB, 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 R32 refrigerant.

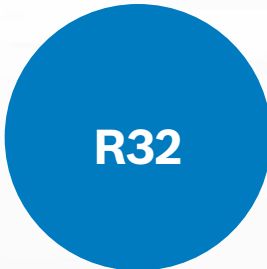
[Find out more](#)

*Sound power in accordance with EN 12102.

Climate 3200i

Fresher, cooler, cleaner

[Back to contents](#)



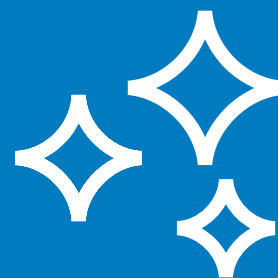
With an energy efficiency rating of A++ for cooling and A+ for heating, our newest design delivers the best solutions to give user comfort and smart connectivity with our HomeCom Easy App^^.



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.

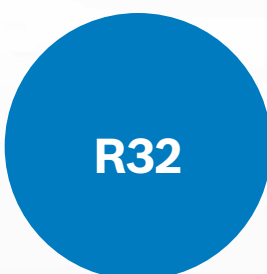
*Terms and conditions apply, see website for details.
^\^Sound power in accordance with EN 12102.
^^Optional Connect Key G10 CL-1 accessory is required.

[Find out more](#)

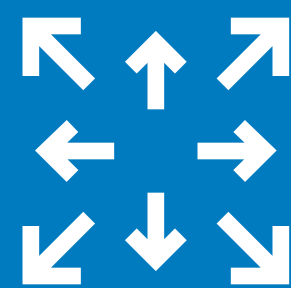
Climate 5000i

Cool made easier

[Back to contents](#)



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.

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

[Find out more](#)



Climate 7000i

Ultimate indoor coolness

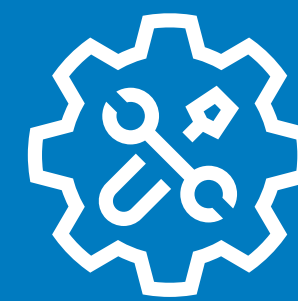
[Back to contents](#)

Up to
7
Years
Guarantee*



R32

Powerful with up to 5.3kW, quiet from just 59dB(A)^\nand 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.
^\nSound power in accordance with EN 12102.

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.



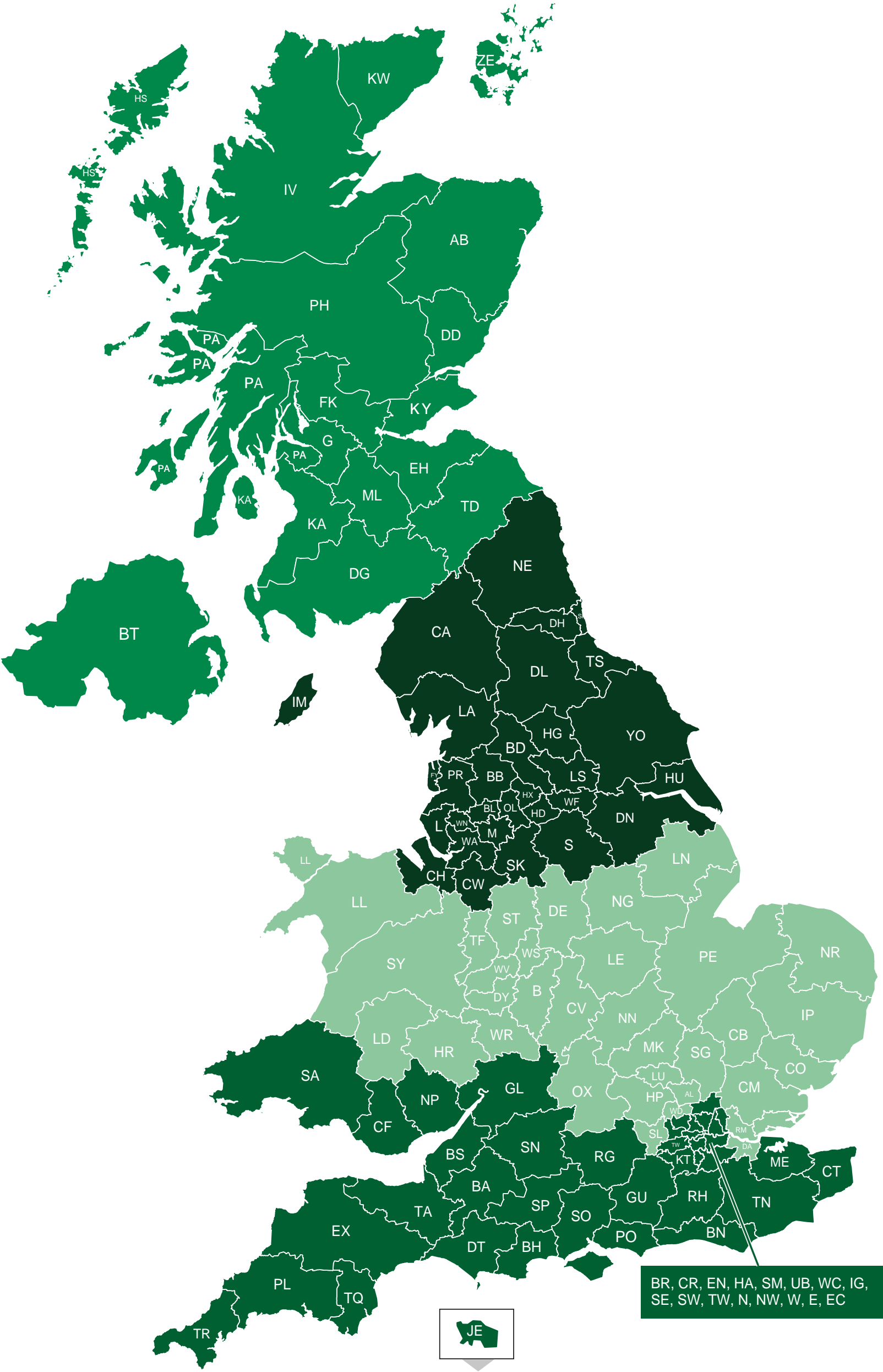
Business support

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.

Mark Holdcroft
ES Area Sales Manager - North
07780 446761
mark.holdcroft@uk.bosch.com

Bryn Vernon
ES Area Sales Manager - Central & South East
07827 898265
bryn.vernon@uk.bosch.com



Stuart Hawthorn
ES Area Sales Manager - Scotland
07901 374153
stuart.hawthorn@uk.bosch.com

Melissa Puryer
ES Area Sales Manager - South West & South East
07385 003752
melissa.puryer@uk.bosch.com

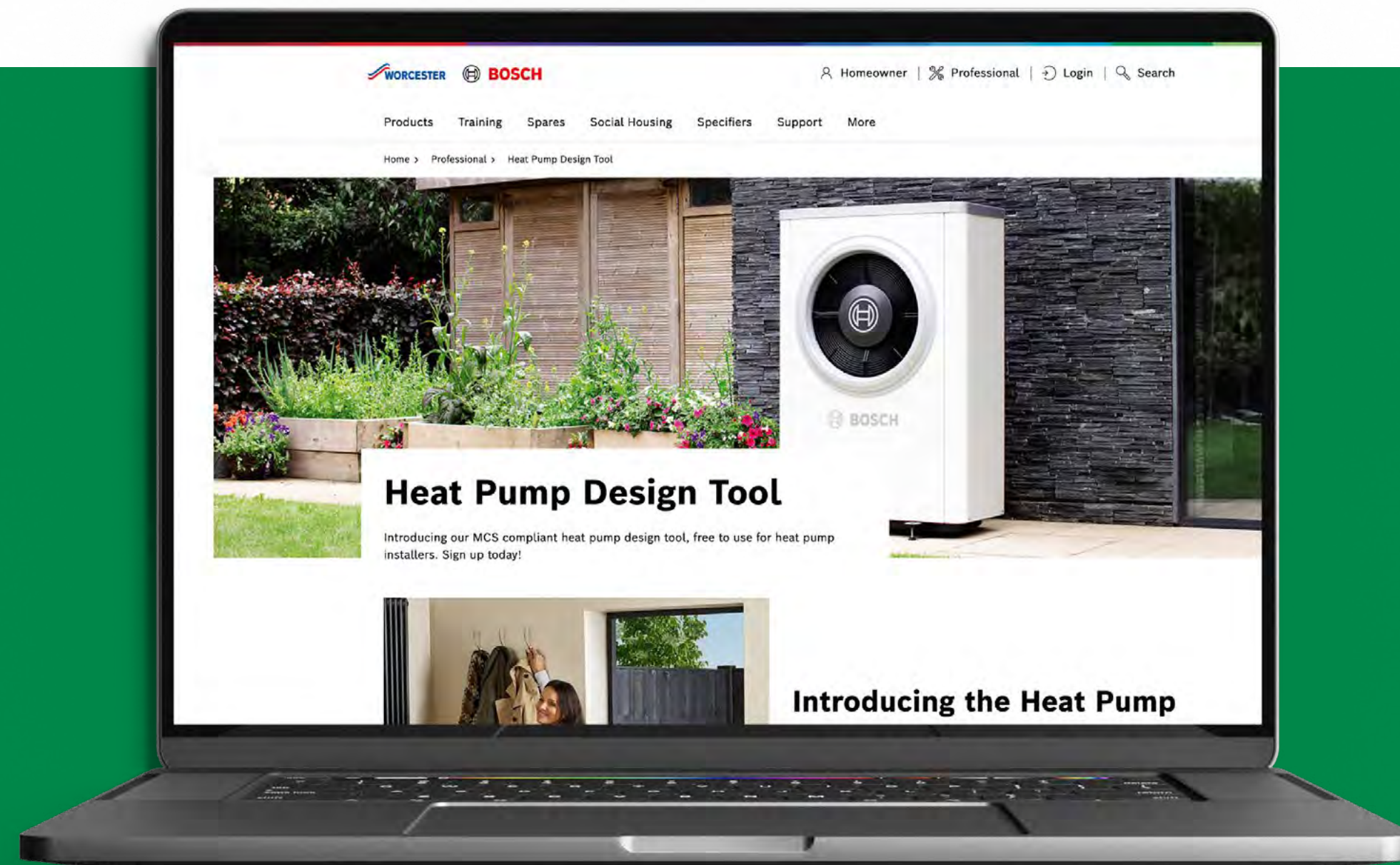
[Back to contents](#)

Business support

Online product tools

[Back to contents](#)

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

[Back to contents](#)

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 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


[Back to contents](#)

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:
8 716 122 800



Compress 3400i AWS Installer Guide

 **Download here**
Part number:
8 716 122 774

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 support

Installer brochures and technical guides

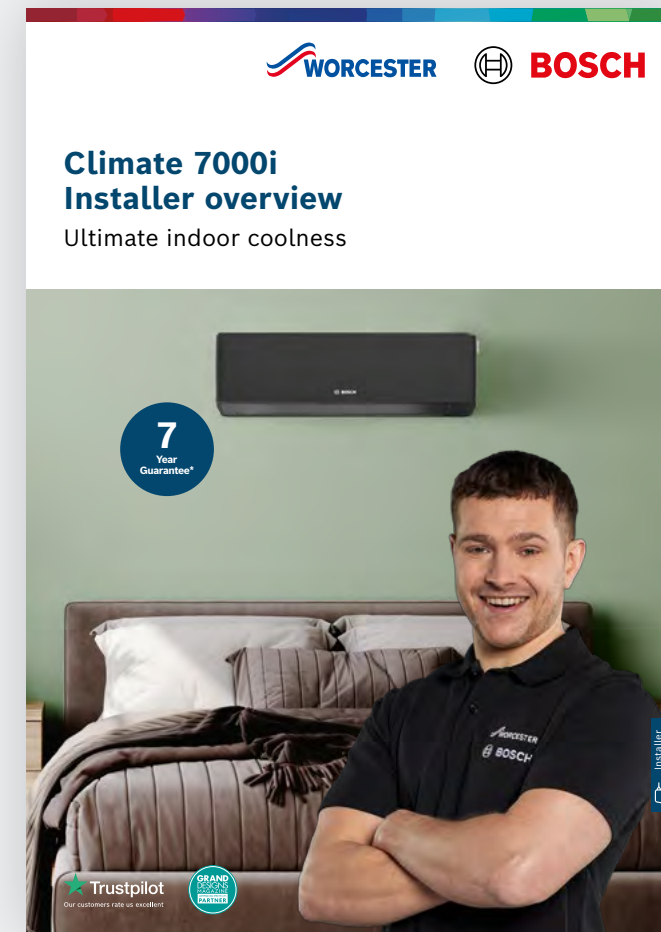
[Back to contents](#)

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** 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

[Back to contents](#)

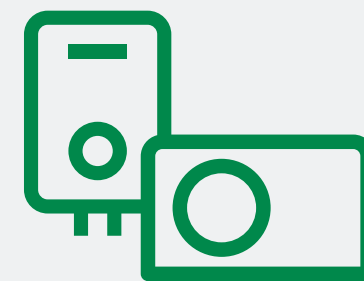
Trusted by thousands

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

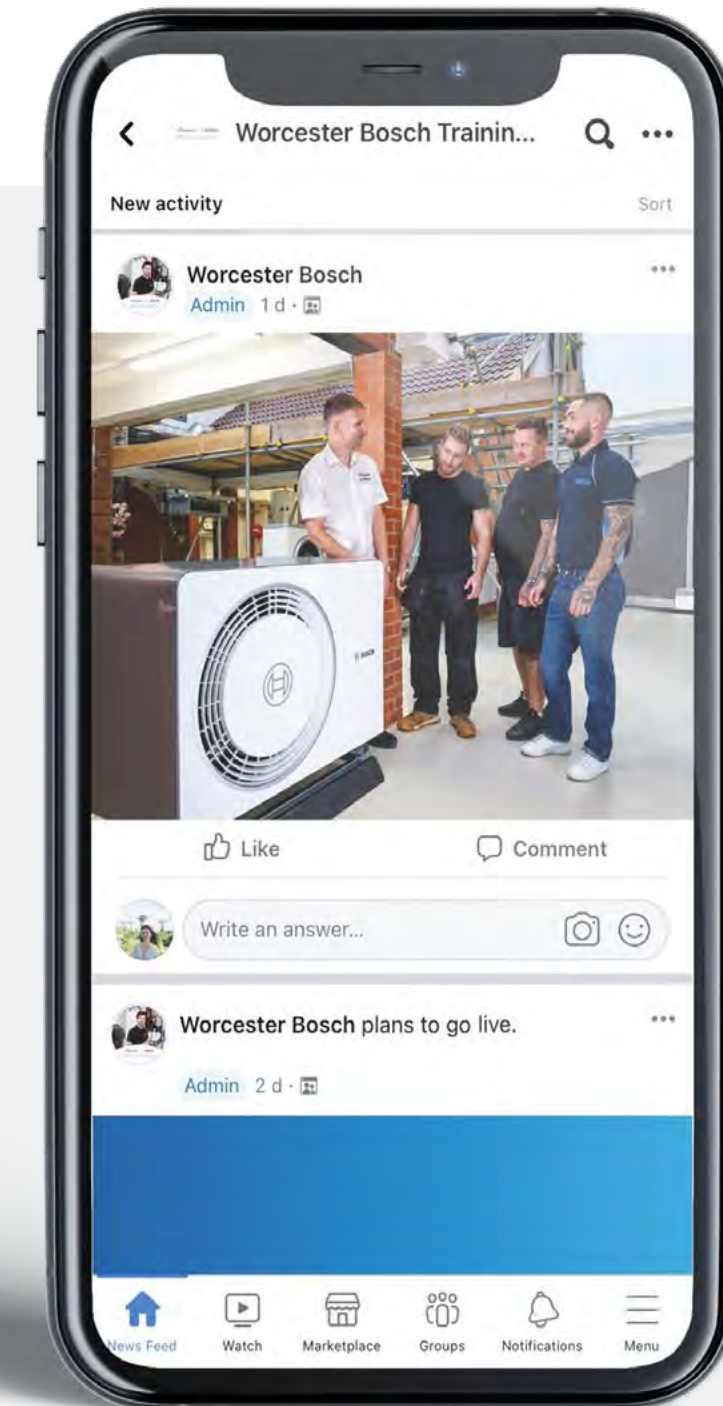
Master our electrified product range and learn new tech as soon as it's released.

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

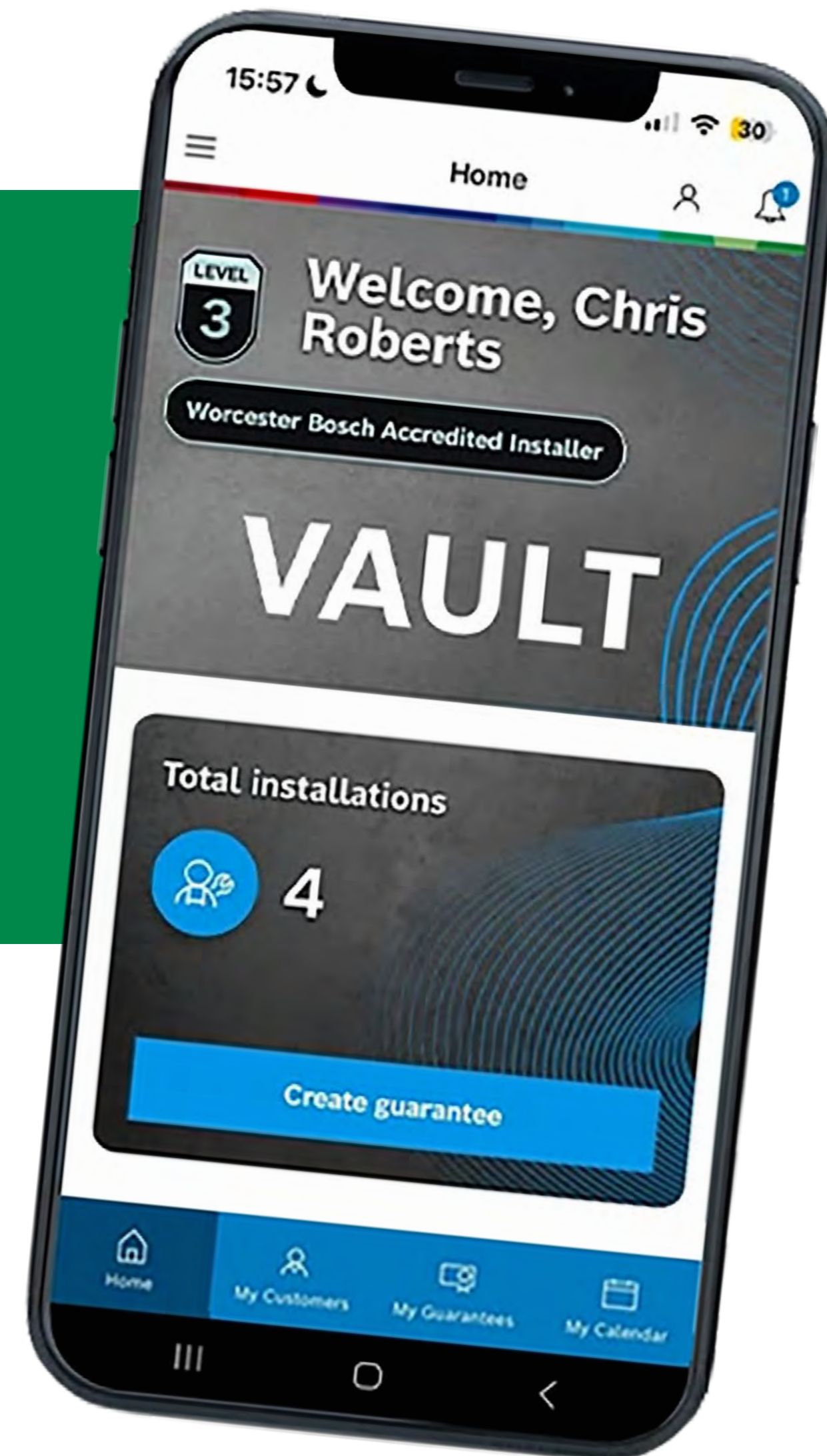
Worcester Bosch Professional app

[Back to contents](#)

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

[Back to contents](#)



- ✓ 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



Business & marketing support

Consumer finance

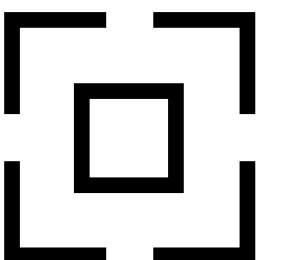
As part of our loyalty programme, you can gain access to being able to offer your customers finance options on their new Worcester Bosch install.

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.

The image is a collage of promotional materials for Bosch Worcester Greenhouse Heat Pumps. On the left is a large, angled flyer. The flyer has a white background with a green and blue header. It features the Worcester logo and the Bosch logo. The main headline is "Feel good heating" in green, followed by the sub-headline "Take your first step into electrified heating and pay in a way that suits you." in black. Below this is a photo of a man and a woman looking at a document. A white box with pink text says "CLICK HERE TO ADD YOUR LOGO (jpg, png or pdf file)". At the bottom of the flyer is a large image of a Bosch Worcester Greenhouse Heat Pump unit. In the center is a white informational page. It has a green header with the text "A home heating solution that uses air and electricity to deliver hot water for your heating system. Clever, isn't it? Choose from our tried and tested range of heat pumps and lead the way in enjoying lower carbon heating!". Below this is a photo of a technician in a blue uniform talking to a woman. The technician is holding a small device. The woman is holding a cup of coffee. Below the photo is the Novuna Personal Finance logo. The page also contains two tables of financial examples. The first table is for a 2-year term, and the second table is for a 10-year term. Both tables show the total amount of credit, the duration of the agreement, the monthly repayments, the representative APR, the total interest, and the total payable after the grant. On the right is a white page with a green header that says "Can I get finance?". Below the header is a checklist of eligibility criteria. The criteria are divided into two sections: "You're eligible if you're..." and "You may not be eligible if you're...". The checklist includes items such as being at least 18 years old, being a UK resident for more than 3 years, having a personal bank account, living in a house you own, being in permanent employment, being self-employed or retired, being on disability allowance, being unemployed or a 'house person', and having an email address and telephone number. Below the checklist is a section titled "5 steps to feel good heating" with five numbered steps. The steps are: 1. We'll pop by for a visit and give you a free, no-obligation quote. 2. You choose the finance package that best suits you. 3. We will then introduce you to TradeHelp who will discuss finance options and carry out an application with you. 4. Accept the agreement online. 5. We'll book you in for an engineer visit, to get your brand new heat pump installed. At the bottom of the page is a green box with the text "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

Heat pump commissioning and guarantees

[Back to contents](#)

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.

2 Year Guarantee*	5 Year Guarantee*	7 Year Guarantee*
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.

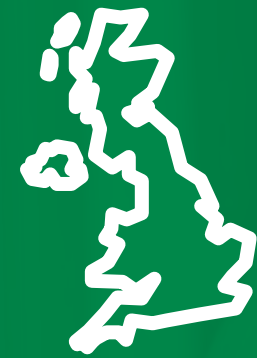
Aftersales support

Contacts

[Back to contents](#)

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

[Back to contents](#)


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!



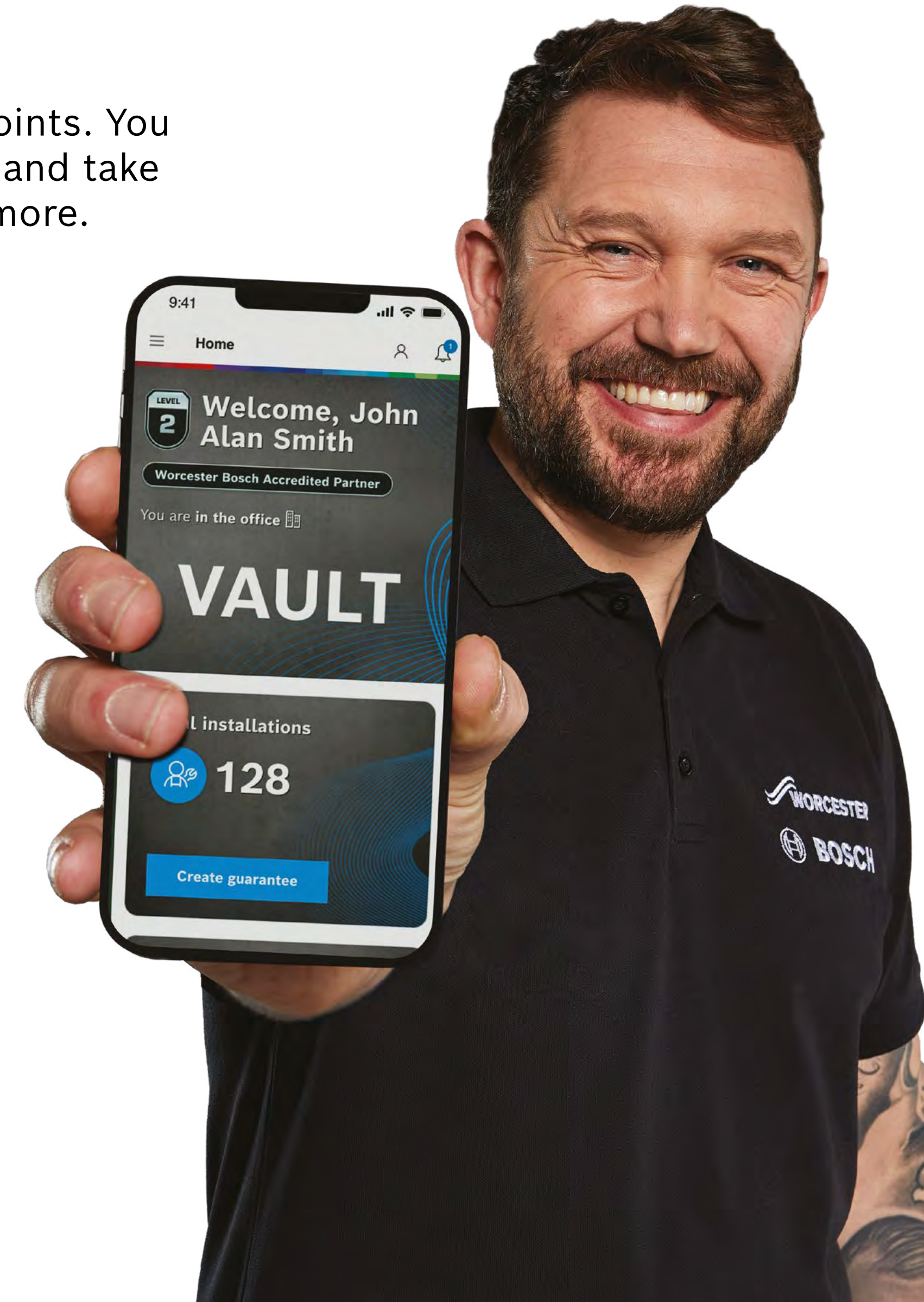
TOOLS TO POWER YOUR BUSINESS

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

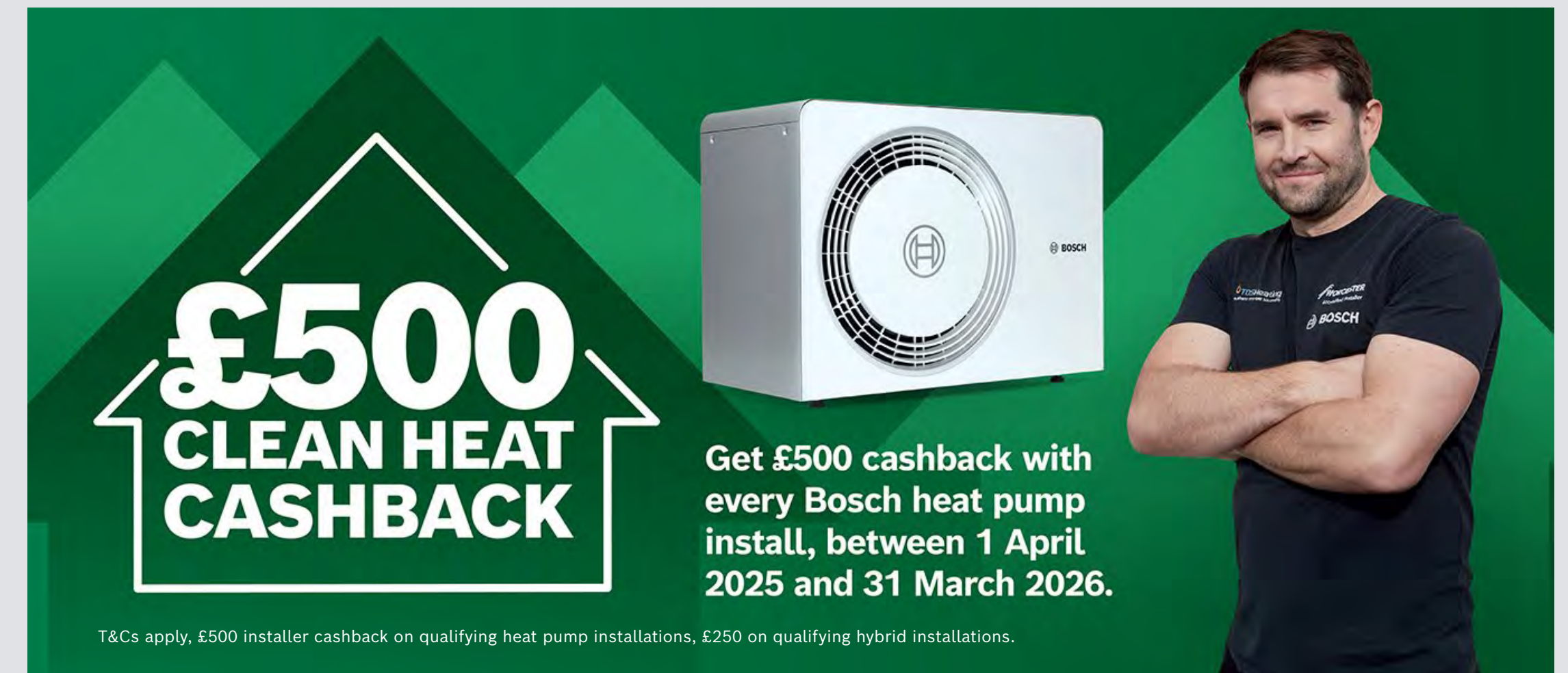


[Back to contents](#)



Latest installer promotions

Keep up to date with our offers

[Back to contents](#)

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.



Back to contents

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

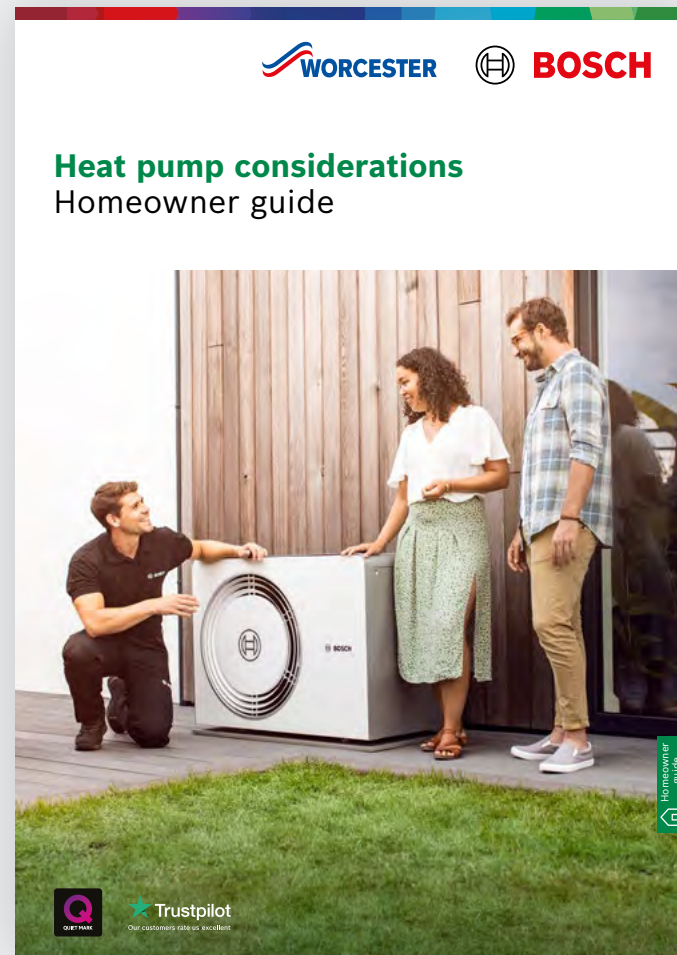


To order your copies for free, email **brochure-request@uk.bosch.com** with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




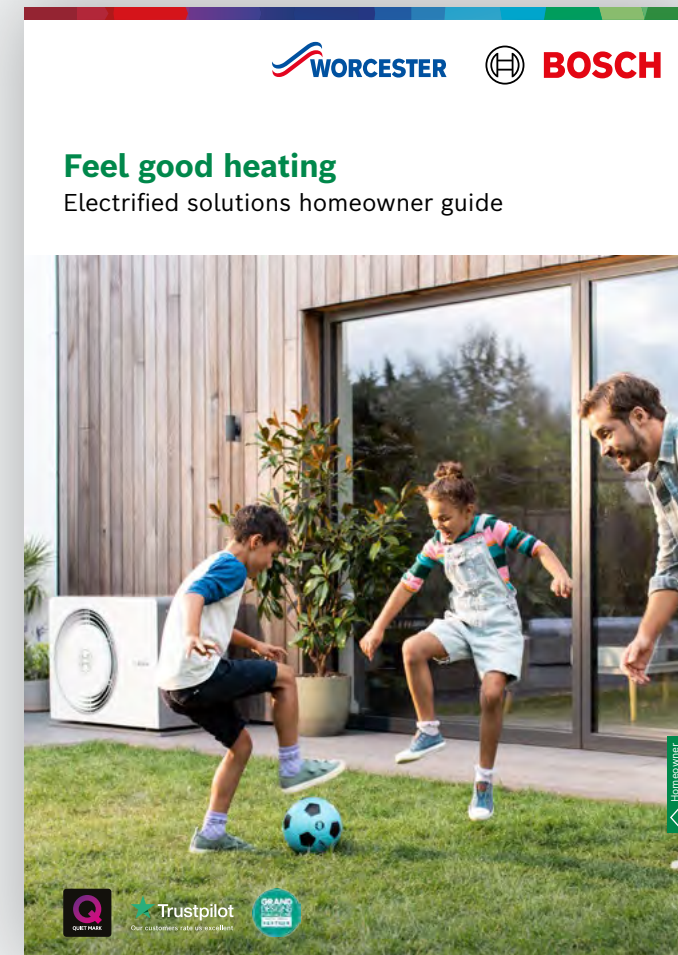
Customer literature

Homeowner brochures and guides


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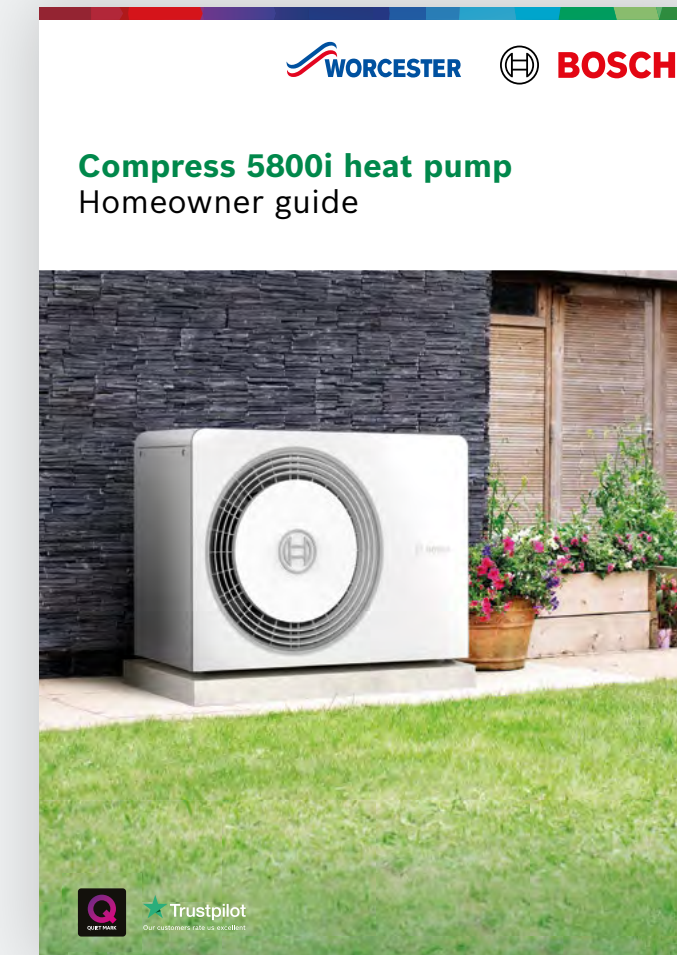
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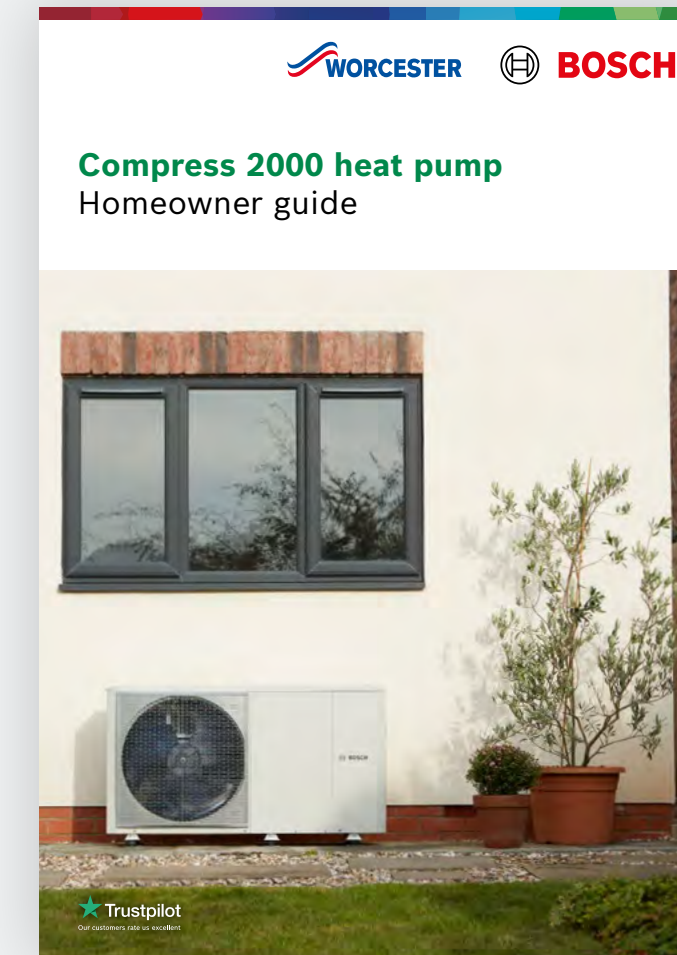
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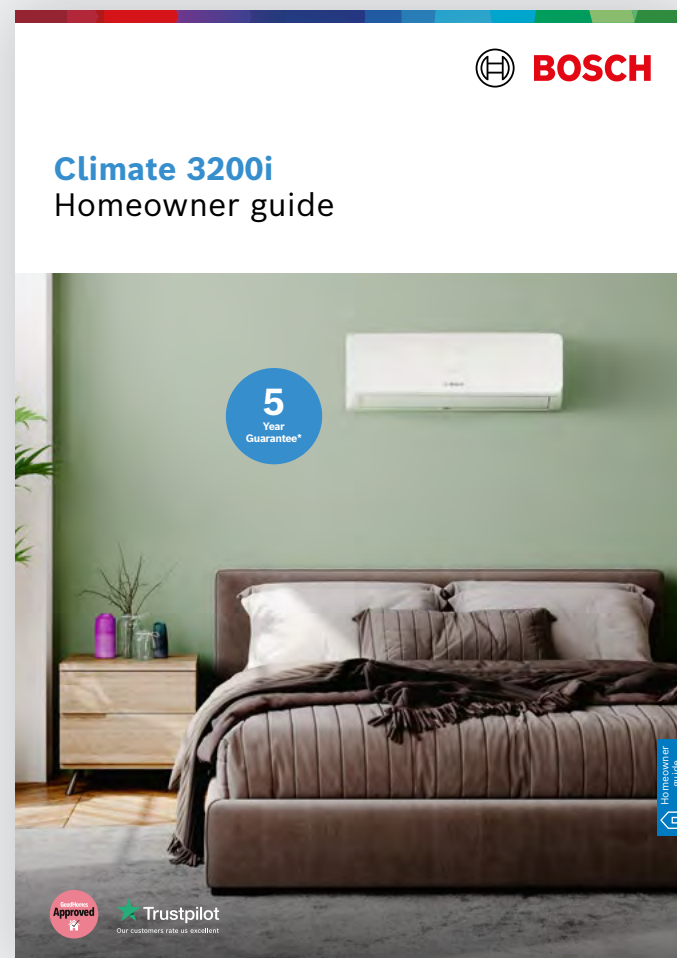


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[Back to contents](#)

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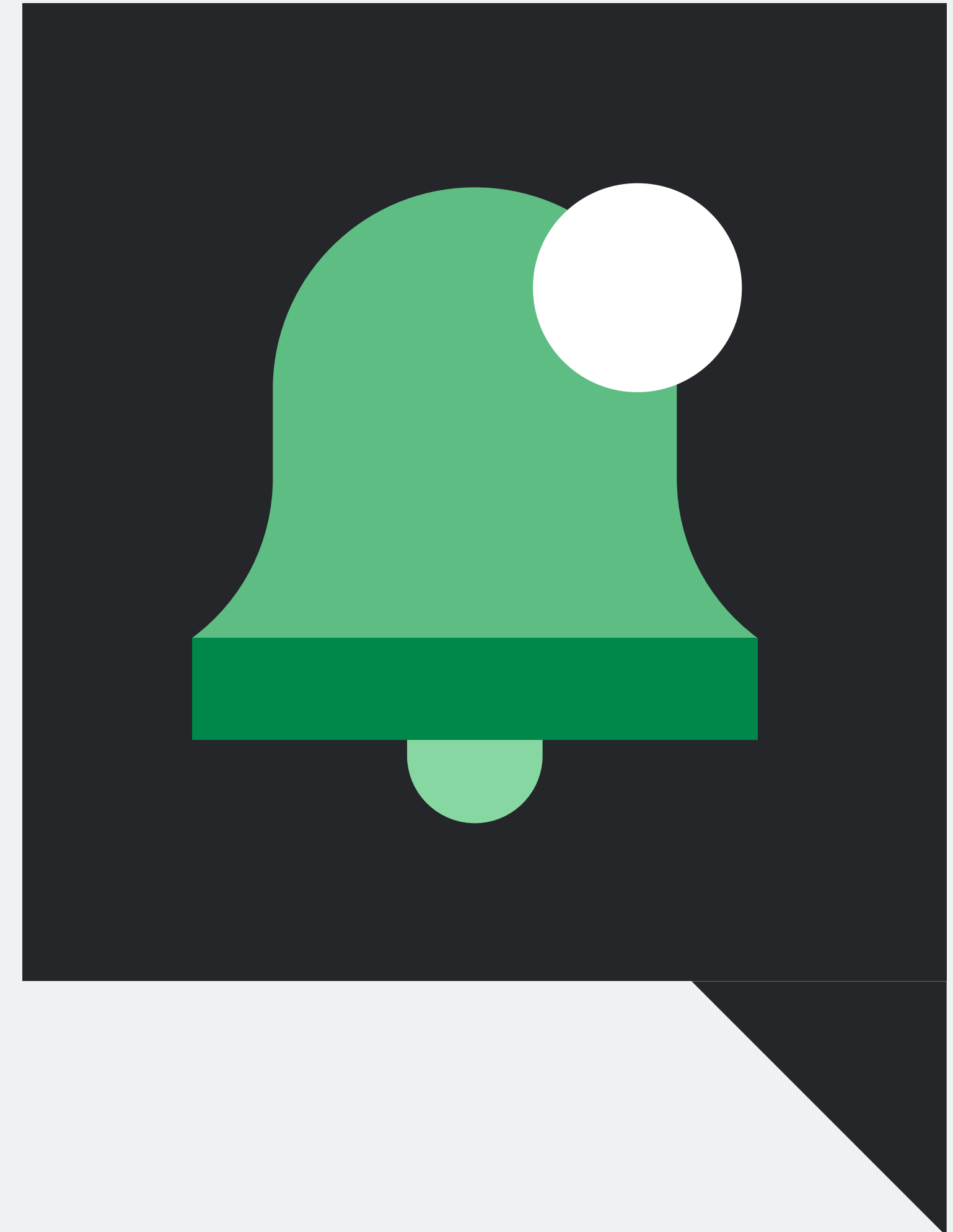


Section 6

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.



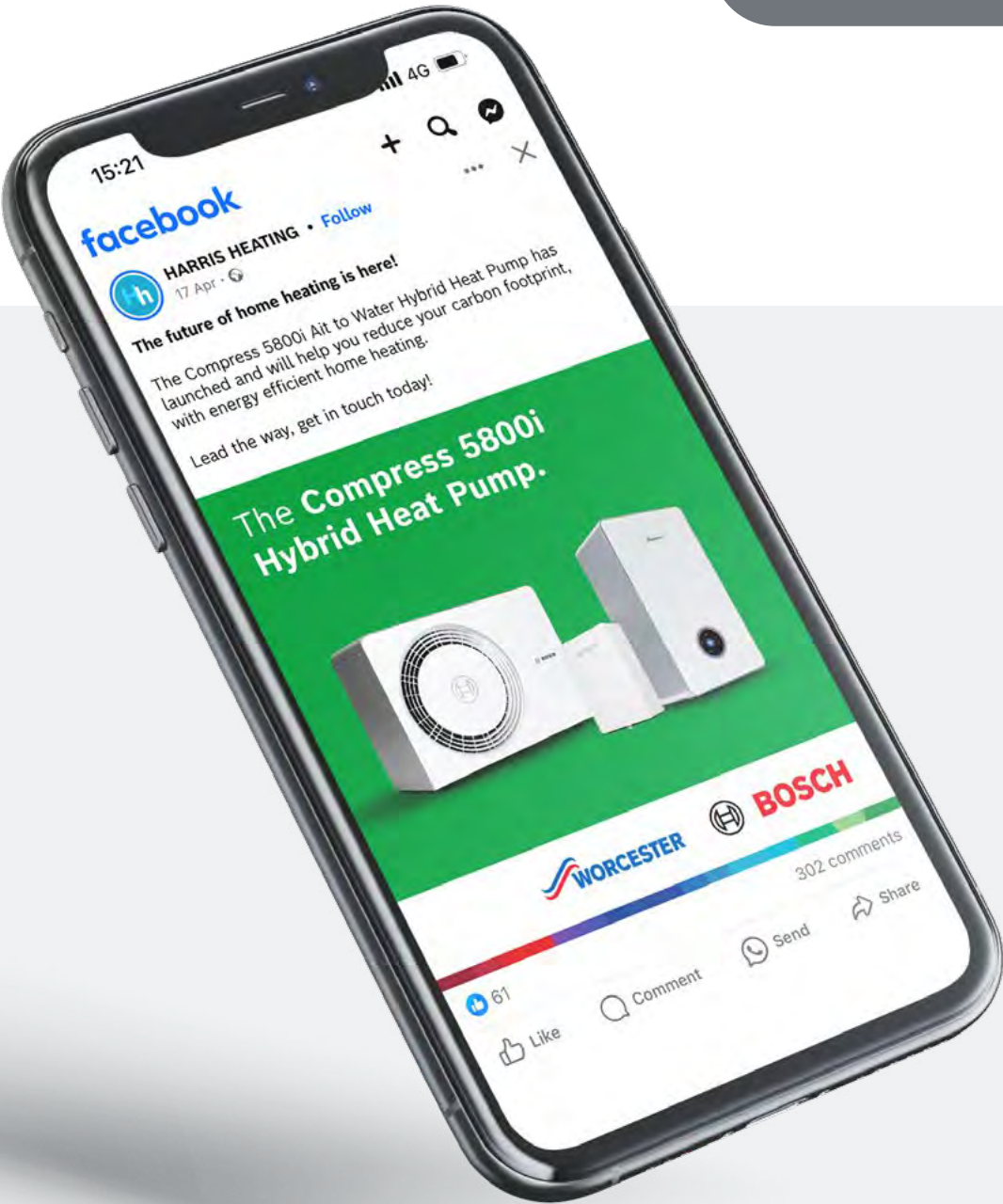
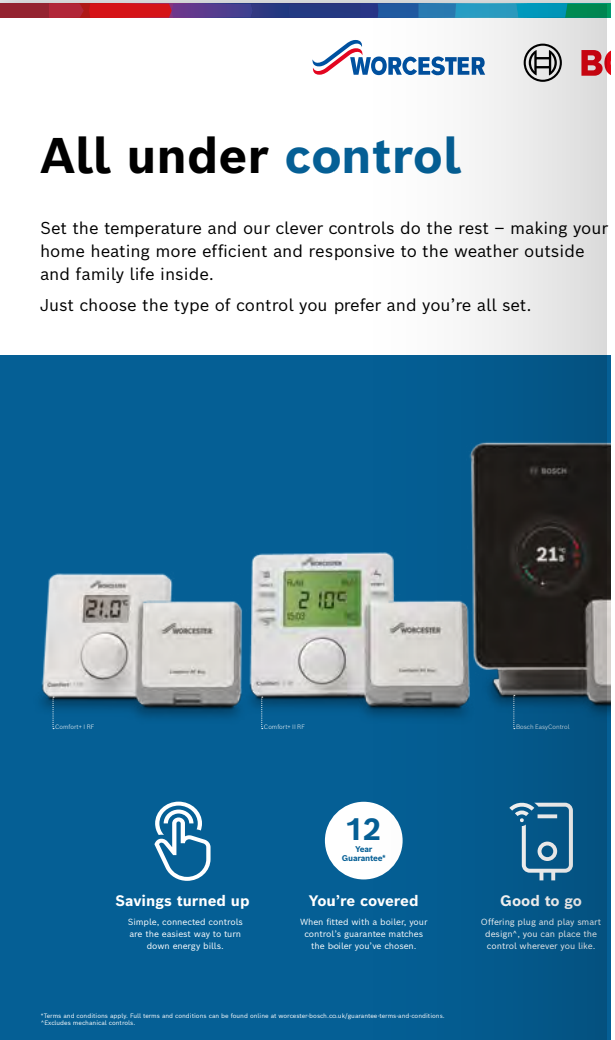
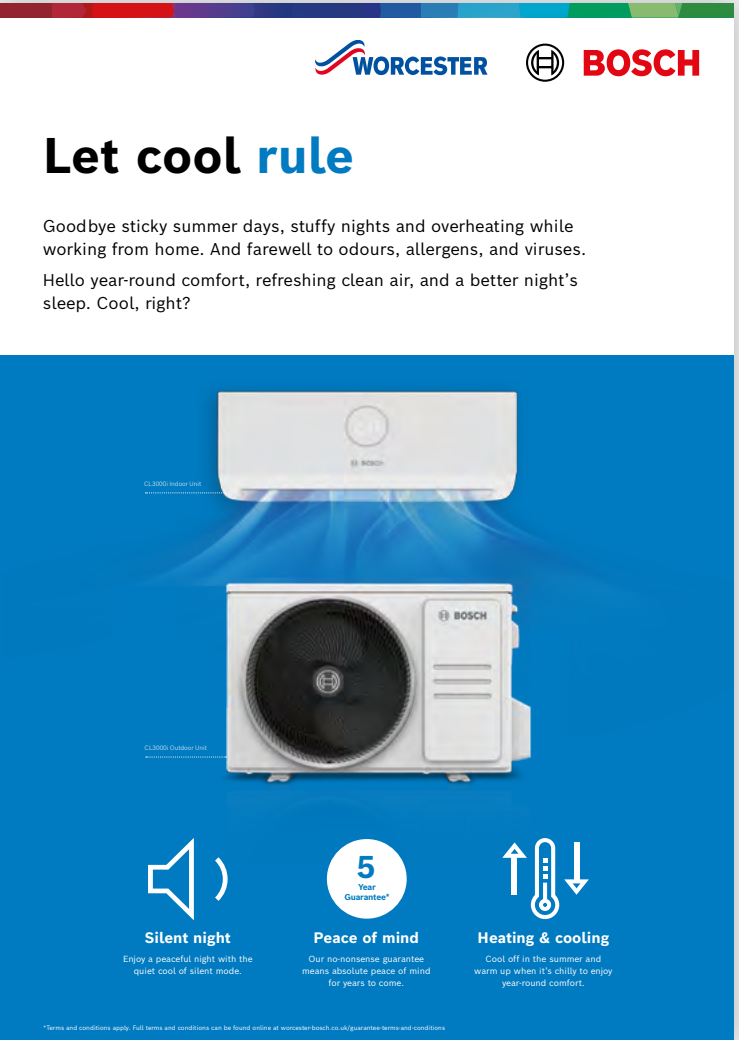
Marketing support

Materials to promote your business

[Back to contents](#)

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

[Back to contents](#)

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 

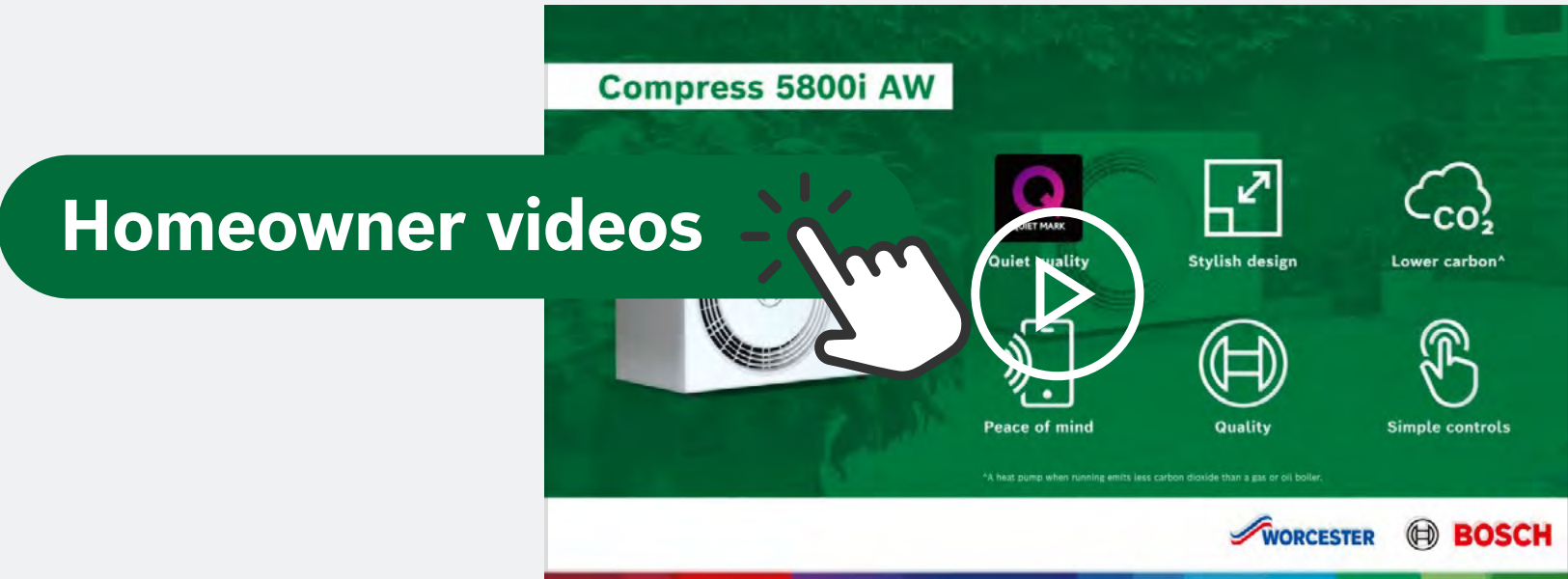


Product videos

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 

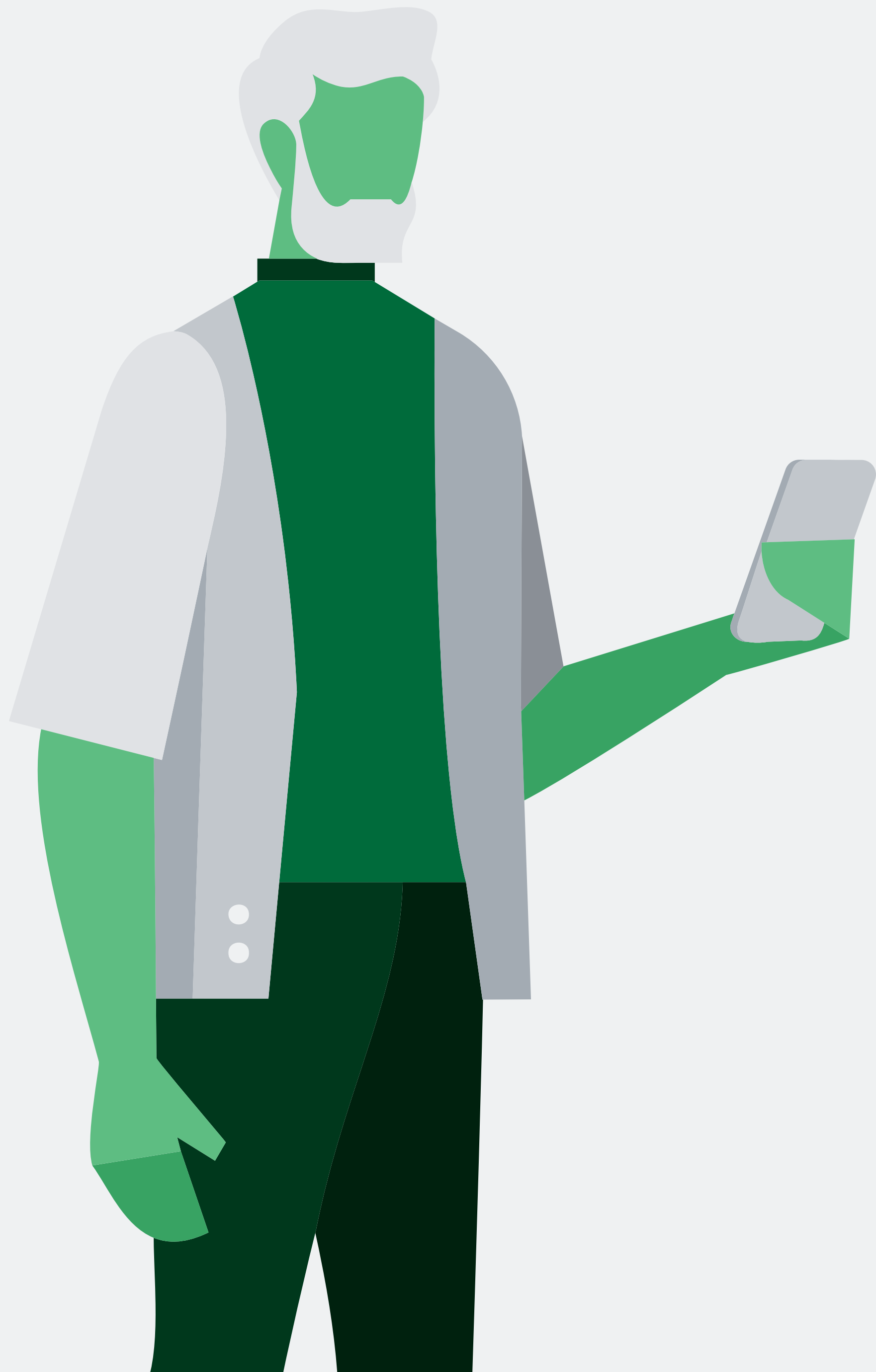


Homeowner videos 

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

[Back to contents](#)

Pre-Sales Technical

Designs and technical queries

01905 751464

system.design@uk.bosch.com

Tech Support

Product advice

0330 123 3366

technical-advice@uk.bosch.com

Commissioning Support

Requests and documentation

renewable.support@uk.bosch.com

Aftersales / Customer Care Team

In guarantee appointments

and general enquiries

0330 123 9339

renewable.worcester@uk.bosch.com

Customer Loyalty

Questions about the Loyalty Programme

0330 123 0167

customer.loyalty@uk.bosch.com