

DIARY DATES

Exhibitions

Over the next few months, you can visit the Worcester stand at any one of the following exhibitions and county shows, where a selection of our latest high-efficiency gas and oil-fired boilers and renewable technologies will be on display.

For further information, visit www.worcester-bosch.co.uk and click on the events page.

September – November

Installer Live – Don't forget to vote for us!

Ricoh Arena,
Coventry
18/09/07 - 21/09/07

London Homebuilding and Renovating Show

Excel, London
21/09/07 - 23/09/07

Grand Designs Live – NEC

NEC, Birmingham
05/10/07 - 07/10/07

PHEX

Old Trafford,
Manchester United FC
23/10/07 - 24/10/07

OFTEC

Newton Abbot
Racecourse, Devon
10/09/07

Northern Homebuilding and Renovating Show

HIC, Harrogate
09/11/07 - 11/11/07

PHEX

Stamford Bridge,
Chelsea FC
21/11/07 - 22/11/07

South West Homebuilding and Renovating Show

Bath and West
Showground
24/11/07 - 25/11/07



County Shows

September

Thame & Oxfordshire County Show

The Showground
Kingsey Road Thame,
Oxon, OX9 2BZ
20/09/07



SEPTEMBER 2007

THE INSTALLER'S CHOICE

Celebrating Success

College, Student & Service Engineer of the Year Awards

Servicing

Martyn Bridges offers a step by step guide to servicing a condensing oil-fired boiler

Green Earth

Focus on the Installer's Choice calendar competition

Use the power of the sun to help your business grow.

£400 householder cash-back* available now on the extended Greenskies solar water heating series.

A choice of landscape and portrait panels designed for in- or on-roof installation on flat or sloping roofs, or even wall-mounting, and complemented by a range of mains pressure twin-coil hot water cylinders with capacities of up to 300 litres.

**To find out more call 08705 266241
or visit www.worcester-bosch.co.uk**

*Terms and conditions apply.



**WORCESTER**
Bosch Group



Welcome to the September issue.

In this month's issue, we're focusing on the 2008 'Green Earth' competition and in particular on the recently announced installer winners, each of whom will feature in the new calendar.

The entrants were all very impressive and of a high standard, with many installers showing their commitment to promoting renewable technologies by installing either Greenskies or Greenstore products in their own homes.

Judging was tough but its congratulations to the ten winners who demonstrated excellence in the installation of energy saving projects in their own home. In addition to featuring in the calendar, the ten winners have won a fantastic 5* four night trip to Miami with their partners next month.

Keeping to a winning theme, our regular green page, this month takes a closer look at one of our monthly Environment 2010 winners. Cornwall based installer David Llewelyn of Central Heating Cornwall Ltd, won one of the first awards of 2007 for his Greenskies solar installation, which transformed the heating system of a four bedroom part Victorian, part Georgian farmhouse.

This month's Installer's Choice case study focuses on another winning Greenskies installation. David Allen of Allen Mechanical Services has won a spot in the 'Green Earth' calendar for the Greenskies solar installation he carried out in his own home and stables.

We are celebrating more successes on pages 14, 15 and 16 with Worcester's College, Student and Service Engineer of the Year Awards. At Worcester, we are passionate about supporting our college links programme, so it is really pleasing to recognise the successes of so many students and colleges taking part. Congratulations as well to Matthew White, who beat off fierce competition from eleven other regional finalists to become Worcester's first 'Service Engineer of the Year'.

Finally, test your industry knowledge this month by answering a few simple quiz questions in our regular competition on page 18. You could win £250 worth of leisure vouchers – so why not enter!

Enjoy the magazine

Richard Soper
Managing Director

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Worcester announces partnership with the Woodland Trust



As part of Worcester's ongoing commitment to being an environmentally responsible manufacturer, it has recently announced a new partnership with the UK's leading conservation charity, The Woodland Trust.

The partnership means that for every Greenstar condensing boiler installed, Worcester will plant a tree through the Woodland Trust. In order for this to happen, all homeowners need to do is register their purchase on the Worcester website: www.worcester-bosch.co.uk.

By introducing this initiative, Worcester hopes installers will have another opportunity to benefit from its 'green credentials' by offering an additional point of difference when talking to homeowners and recommending a new boiler.

Neil Schofield, head of sustainable development commented; "With



environmental issues being such a hot topic with consumers these days, we felt that homeowners would welcome this opportunity to 'give something back'. As the number one conservation charity dedicated to the protection of our native woodland heritage, The Woodland Trust was the perfect choice."

Irresistible Installer cash-back offers – Have you applied yet?

Worcester has introduced fantastic cash-back offers for installers who have specified Worcester Greenstar, Greenskies and Greenstore products and fitted them as an installation in their own home.

Installers can claim **£250** cash-back on Greenstar boilers, up to **£550** cash-back for Greenskies solar and Greenskies cylinders and an impressive **£1,700** cash-back on Greenstore ground source heat pumps.

As well as receiving these cash-back offers, many installers have been able to use their installation as a case study example to demonstrate first hand



energy efficiency and how fuel bills can be lowered as a result.

If you are conscious that you're promoting high efficiency products and renewable technologies to your customers when your own heating system is old and inefficient, why don't you consider these technologies? As well as the benefits of reduced fuel bills and an increase in the value of your property, you could receive a fantastic cash-back offer from Worcester!

For more details about the Installer's Choice cash-back promotion visit www.worcester-bosch.co.uk or call 0845 201 0522.

Worcester supports Cancer Research UK's relay for life

To raise funds for Cancer Research Worcester is hosting the very first Worcestershire based Cancer Research UK's Relay for Life on the 15th September 2007.

The event will see hundreds of local people gather at the Nunnery Wood Sports complex in Worcester for 24 hours of entertainment and fundraising events including an opening 'Lap of Honour' around the running track by people who have had personal experience of cancer.

At Worcester, we are keen to generate support for the event and encourage local people and businesses to sign up and support the teams involved.

Relay for Life events are happening across the country and are open to everyone.

If you are keen to get involved in one of the events visit www.cancerresearchuk.org/relay.

Picture a greener future – Worcester's new children's book proves a hit



Worcester's new children's book – 'Picture a Greener Future' - aimed at 7-11 year olds has proved a massive hit with over 25,000 copies ordered by installers, homeowners and schools.

The book is filled with colourful illustrations and tips on how we can all help to save energy in the home. It also features a colouring page, spot the difference and word search puzzle to get children thinking and keep them entertained.

The book contains novel characters such as Bobby the Boiler and Solar Sam and has proved popular with local primary schools and family groups. Recognising the important part the heating industry has to play in educating the homeowners of the future, many installers have already ordered copies of the book to pass on to customers with young children.

The book is available free of charge and can be ordered by telephoning (01905) 752709 or visiting www.worcester-bosch.co.uk



Free Box File Promotion

Organising your monthly copies of the Installer's Choice magazine could not be simpler with Worcester's free box file offer. All you need to do to avoid searching for past copies of the Installer's Choice magazine is register your details online at www.worcester-bosch.co.uk or call 01905 752730 and a free box file will be on its way to you.



Worcester's Greenstar Camray System models

Triple Power Points – another unbeatable oil promotion

Don't miss out. Until 31st October every Greenstar Camray System condensing oil-fired boiler you buy is worth an impressive **60** Power Points, which can be converted into the Bosch professional tools of your choice from those shown in the promotion booklet. For example buy just one Greenstar Camray 12/18 'A' rated oil-fired boiler and you will qualify for 60 power tools, which means you can claim a Bosch circular saw worth around £210.

Worcester's new Greenstar Camray System models are available in outputs of 12/18kW, 18/25kW and 25/32kW have been added to the existing range of Greenstar Heatslave, Utility and Danesmoor oil-fired boilers.

All the new models have been designed with either the same or smaller dimensions as standard efficiency Danesmoor or Camray boilers making them an obvious choice for homeowners wishing to upgrade to a high efficiency, 'A' rated boiler without disrupting the kitchen or adjacent cupboards.

For more information on Worcester's range of 'A' rated oil-fired product range or power points promotion visit www.worcester-bosch.co.uk.

For more
information about
Worcester's renewable
technologies call
01905 752780

2008 Green Earth calendar

Worcester introduced the new Installer's Choice 'Green Earth' 2008 calendar competition at the start of the year to raise awareness of environmental issues and recognise best practice when it comes to 'green' installations.

For this month's cover story, we're focusing on the ten 'Green Earth' Calendar winners, who were announced at Worcester's Headquarters on the 13th August.

The standard of all entries was so high, deciding the final winners was a tough decision for the Worcester judging panel. Each of the ten winners were selected to feature within the calendar as they have demonstrated 'best practice' at work by specifying Worcester Greenstar, Greenskies or Greenstore products as environmentally friendly installations in their own home.

As if appearing in the new 2008 calendar were not enough, the winning installers have won a fantastic 5* four night trip for two to Miami!

The ten winners and their partners will be off to South Beach, Miami, Florida from 28th October – 1st November 2007, for four days of 5* luxury.

In addition to the fantastic sites of Miami and the miles of pristine beaches, the installers and their partners will have time to relax in the fabulous National Hotel where they will be staying.

The National Hotel is one of Miami's best loved hotels. The 1940s style comes complete with high ceilings, gilded mirrors and Art Deco furnishings, which are all sure to impress. But, the real 'wow' factor has got to be the unbelievable swimming pool. At 205 feet, it's Miami's longest pool and has been coined the supermodel of hotel pools.

Over the four days, the installers and their partners will be treated to a guided tour of the famous and historic Art Deco district of South Beach, a trip to the thrilling wilderness of the Everglades, where alligators, turtles, rare birds and all other sorts of plant and animal life will be seen, as well as a fun filled Halloween party.



To see Peter Manley's winning Greenskies installation look back at the June issue of the Installer's Choice

Winning prize –
a 5* Trip to Miami



The lucky winning installers who will enjoy this fantastic 5* trip to Miami next month are:

Winning entries –

Scott Pickett from
Piper Heating Ltd in Oxford

Kevin McDonald from
Kevin McDonald Plumbing &
Heating in Shropshire

David Salmon from
Plymstock Gas and Heating
Systems Ltd in Plymouth

Peter Manley from
Solar Heating in Cardiff

Warner Perrins from Lawrence
Perrins & Sons in Oldham

David Allen from Allen
Mechanical Services in Belfast

Terry Walder from
Invicta Gas Ltd in Kent

Trevor Carter from
T & C A Carter in Nottingham

Dean Southall from
Dean Southall Heating and
Plumbing in Birmingham

Arthur Coates from
Aquatherm in Richmond

**The standard of all the entries
were fantastic – thank you all
for entering.**

**Look out for the winning
installations carried out by
these installers in future issues
of the Installer's Choice.**

**Worcester's 2008
'Green Earth' calendar will
be available free of charge
from December, visit
www.worcester-bosch.co.uk for
further information.**



Each month we've been inviting a different editor from one of the heating industry's top trade titles to discuss a topic of their choice. This month Jennie Ward, editor of Oil Heating News comments on the industry challenges facing installers.



IT'S NOT ALWAYS EASY TO GO GREEN

Times are changing rapidly in the heating industry. Recent years have seen the introduction of one set of government legislation after another, including Part L Building Regulations for gas being introduced in 2005, and the same for the oil heating industry earlier this year.

Despite initial misgivings, Part L seems to have been accepted by installers and manufacturers alike, with the industry as a whole taking the adjustment in its stride. Knowing about the legislation in advance was a big help, giving manufacturers plenty of time to develop and launch high-efficiency condensing products to the market, and allowing installers to make sure they were sufficiently trained and prepared before the deadline.

However, the major heating industry changes didn't end with the Building Regulations. Climate change and global warming seem to be the buzzwords on everybody's mind, and the growing search for low-carbon heating and renewable technologies has brought with it a minefield of different grants, schemes and regulations that the plumbing and heating engineer now has to navigate through.

Whether by recycling, turning their washing machine to 30°C or installing solar panels, it seems as if everyone these days is urging the consumer to 'go green'. Unfortunately that isn't always as easy as it seems, particularly where domestic heating is concerned.

The Low Carbon Building Programme (LCBP) funding scheme, though

a good idea in principle, quickly became a logistical nightmare, and a similar thing has now happened with the delayed introduction of the Home Improvement Packs. No-one seems to know exactly what the HIPs entail, or how Energy Performance Certificates, which the government has to introduce by 2009 according to the European Energy Performance of Buildings Directive, will now be launched.

Even so, it is often the plumber who has to deal with an outraged, confused consumer, angry over feeling 'forced' into spending more to upgrade their heating system than they are prepared for, or can easily afford. Or, in the case of the LCBP, being offered a grant that they cannot actually obtain.

With all the current uncertainty, heating engineers could be forgiven for simply burying their head in the sand and ignoring it all until all the teething problems are resolved.

Unfortunately, the lack of any clear answers has allowed some unscrupulous companies to muscle in on the renewables market, making outrageous claims about payback times from products that, they say, can reduce heating and hot water bills to zero.

These 'cowboy' traders make it all the more important for competent, professional heating engineers to keep properly abreast of industry issues and legislation changes by attending up-to-date training programmes.



Reputable manufacturers like Worcester who market renewable products also run training programmes to bring their installers up to speed on exactly how they should be marketed and installed, so that the heating engineer can pass on accurate, reliable information to their customer. These courses are run at bespoke, high-tech training centres situated across the UK, and even at some builders' merchant branches, ensuring that every installer has access to the training that he or she needs.

Industry bodies including CORGI and OFTEC also run their own training courses, some of which are compulsory in order to be considered a 'competent person'. It seems that, whether they like it or not, installers are destined to be at the forefront of the renewable revolution. Those that embrace the new technology are likely to be successful in the long-term, but those who, instead, choose to bury their head in the sand, could soon find that their days in the industry are numbered.

Jennie Ward
OHN Editor



Martyn Bridges Comment

Martyn Bridges, director of technical support for Worcester, offers a simple guide to servicing a condensing oil-fired boiler.

Step by step servicing

Whilst it has been mandatory for all new and replacement oil-fired boiler installations to be condensing since April or May this year (depending on where you live) our Greenstar Danesmoor and Heatslave models have been available since 2005 and will be approaching or overdue on their annual service. Here we have listed a structured guide to approaching this.

Prior to any strip down and maintenance firstly check all installation requirements of the boiler, flue and oil supply are to standards, also enquire with the householder as to whether there are any performance issues to consider.



Step 1:

To begin the servicing procedure, firstly isolate the electrical supply of the appliance and disconnect the electrical supply to the burner. Then you can remove the boiler's burner from the combustion chamber safely.



Step 2:

Once the burner has been fully removed you should then extract the baffles from the combustion chamber.



Step 3:

This will now allow you to clean the heat exchanger surface. It is also important to clean the baffles with a suitable brush at this point.



Step 4:

Make sure you clean the internal burner components thoroughly, including the fan impellor. Once all components have been cleaned, remove the combustion head from the boiler.



Step 5:

Now change the fuel nozzle. Then clean and check all the electrode settings and change the fuel line of the appliance.



Step 6:

Finally, re-commission the burner and reset the combustion air settings. If required, also reset the oil pump pressure. The boiler service is now complete.



Welcome again to our regular 'green page', commenting on the latest legislation and issues affecting the heating industry, as well as following the progress of Worcester's Environment 2010 Awards.



"The Environment 2010 Awards are just one example of Worcester's total commitment to its environmental policy by focusing attention on the critical need to conserve non-renewable energy resources and minimise environmental damage. The Awards are designed to celebrate activities that will preserve the environment for future generations and recognise best practice installation projects featuring high efficiency condensing boilers and new technologies, such as solar and ground source heat pumps.

"For this month's issue, we talk to the one of the first monthly winners of this year's Environment 2010 Awards, David Llewelyn from Central Heating Cornwall Ltd.

"Look out in next month's issue for another Environment 2010 winning case study."

Neil Schofield
Head of Sustainable Development

Eco-Installers – making a difference

David Llewelyn from Central Heating Cornwall Ltd, won the February Environment 2010 monthly award after a solar installation he carried out on a period property in Cornwall.

The installation saw Worcester's Greenskies solar panels specified together with one of Worcester's high-efficiency oil-fired boilers, which was fully compatible with the solar system.

Describing the award-winning project, David said: "We were asked to update the heating system in a four bedroom part Victorian, part Georgian farmhouse, which was being heated with an old cast iron oil-fired boiler on its last legs. The homeowners generally try to be as environmentally friendly as possible and were keen to find out more about solar panels to heat their water.

"After weighing up the initial cost of installation against the long term fuel savings and the benefits to the planet, it was decided that a Greenskies solar system with a Danesmoor Utility 32/50 oil-fired boiler, would be ideal for their needs."

David was delighted with the award, saying: "It was hugely satisfying for the homeowner to nominate us because promoting renewable technologies is

very important to us. I try to tell everyone about the benefits of solar heating when providing a new boiler installation, even if a customer chooses not to install panels now I always recommend they have a solar cylinder installed in preparation because they will want one in the future."

David's award-winning work has won him a £500 voucher for a National Trust cottage holiday and a year's family membership to the National Trust. His installation will be judged against

those of eleven other monthly winners – one of whom will be awarded the Overall Winner's prize in spring next year. Should David go on to win this, he could also win holiday vouchers to the value of £1,000.

For more information about Worcester's Environment 2010 awards and renewable products, call 08705 266241 or to download a nomination form, visit the website: www.worcester-bosch.co.uk.



David brought this 17th century home into the future

Power Points promotion now available on Greenstar gas

Until 30th September, every Greenstar 28i Junior, Greenstar 30Si and Greenstar 37CDi and 42CDi combi boiler you buy will take you one step closer to getting your hands on a superb selection of quality professional power tools from Bosch – absolutely free.*

What makes this promotion even more exciting is the fact that Worcester now offers one of the biggest ranges of 'A' rated gas-fired boilers in Britain, with its popular Greenstar range, which includes the CORGI Product of the Year – Greenstar CDi.

Claiming your free* tools is easy. Register using the online form by visiting www.worcester-bosch.co.uk/gaspowerpoints or by calling 0845 201 0522. Once you have registered, you will receive your first claim form, you can then download further claim forms from our website or by calling the number above.

*Terms and conditions apply

POINTS TABLE	
Worcester POWER POINTS	
GREENSTAR 28i JUNIOR	
POINTS VALUE	5
GREENSTAR 30Si	
POINTS VALUE	7.5
GREENSTAR 37 & 42CDi COMBI	
POINTS VALUE	10



INSTALLER'S CHOICE

FEATURE

Spotlight on 'Green Earth' Calendar Winner:

Allen Mechanical Services

For this month's Installer's Choice feature, we talked to David Allen from Allen Mechanical Services about his winning entry into Worcester's 'Green Earth' calendar competition.

David's entry was based on the installation of Greenskies solar panels and a Greenstore cylinder in his own home and stables in County Down. He explains:

"We had been considering branching out into the renewable market for some time, but the deciding factor was when I discovered a solar water heating system could provide the solution to a problem I was experiencing in my own property.

"As a keen horse eventing competitor, we have many horses at our stables. During winter months I was having problems hosing the horses, as the cold weather and cold water combined were causing them to rear up. To try and combat the cold I decided to use electric heaters,

which ended up costing me a fortune in electricity bills, particularly as we also have copious amounts of washing which also adds up to higher electricity usage.

"After much consideration, it was decided that a solar water heating system could be the solution. The idea was to install the solar panels on the tack room roof, with an unvented cylinder inside the tack room. The heat radiating from the cylinder would then heat the tack room, thereby reducing any damp and providing the horses with some warmth.

"We then worked out we could set the washing machine up to come off the cylinder to ensure the solar panels heated the water used for washing

too. This was such a perfect solution I couldn't believe I hadn't thought of it before.

"Once we worked out that a solar water heating system could provide all these benefits as well as providing the hot water requirements for our five bedroom property and office, we contacted Worcester to find out more about the Greenskies system.

"For several years we have been solely fitting Worcester products, so the Greenskies system was an obvious choice for us. We opted for two Greenskies panels and a 210 litre unvented cylinder, as we felt combined with our existing Greenstar oil-fired boiler this would adequately meet our needs.



The unvented cylinder is stored in the tack room



Worcester's Greenskies panels are keeping the family & the horses happy



David Allen with one of his happy horses

"Since the solar system was installed, we've been amazed by the results. As well as my horses being happy, the majority of our home's hot water requirements are satisfied. My wife is happy as the washing is done in half the time and my electric costs are now minimal, so everybody's happy.

"Perhaps better still, my sister-in-law who scoffed at me at the beginning saying it was a gimmick –has recently installed a Greenskies solar water heating system at her stables, where she keeps 10 horses. My sister-in-law

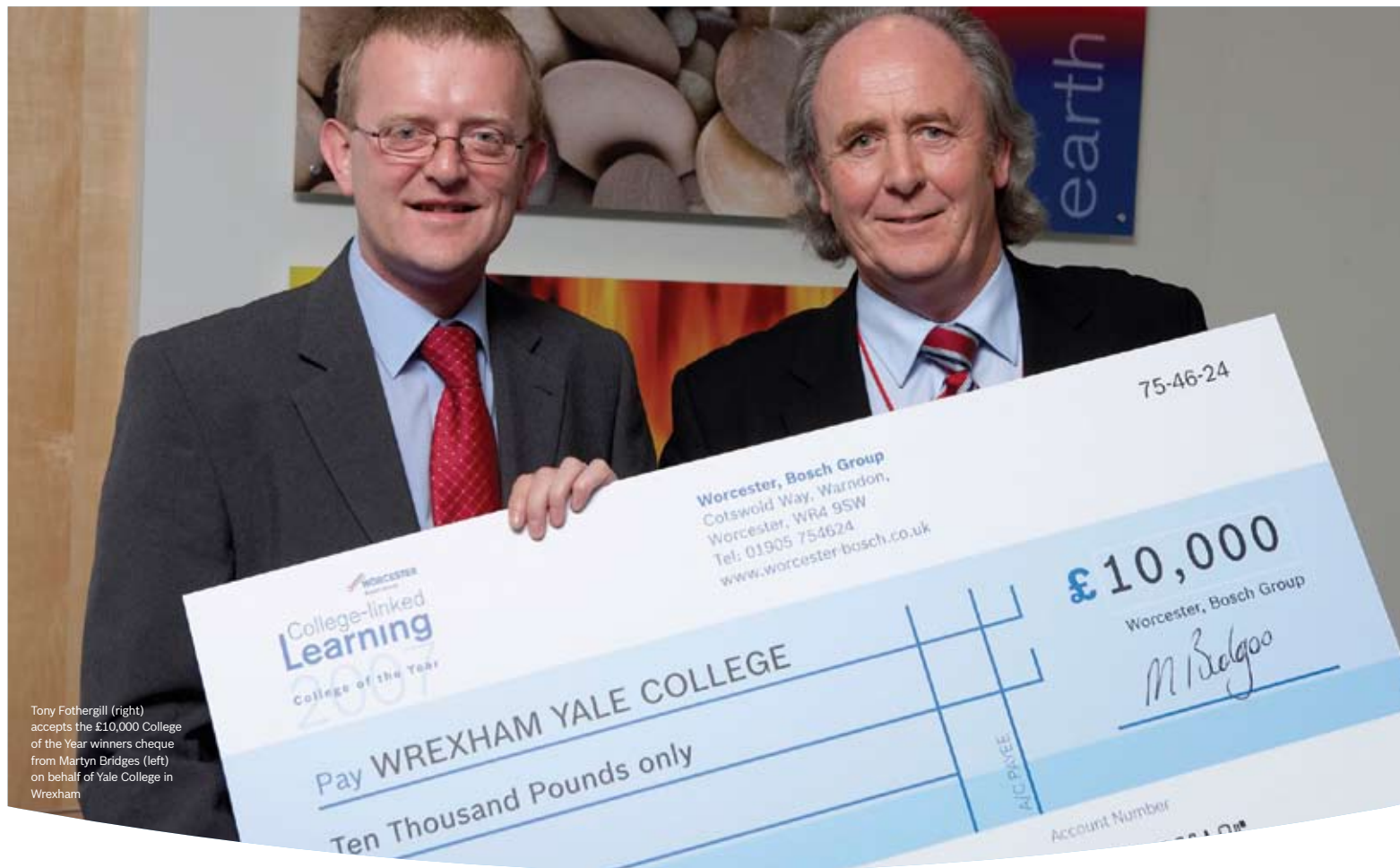
has also been absolutely delighted with the results – so my new saying is "Keep the horses happy with a Greenskies solar water heating system".

"Since completing this solar installation in my own home, we've been regularly installing solar panels and are now looking at ground source heat pump installations as well. Installing solar panels in my own property has helped me realise that renewables are the future. We therefore need to be making sure customers have the option to choose

these technologies so they can help make a difference."

David's installation was one of the excellent entries chosen to feature in Worcester's new Installer's Choice 2008 'Green Earth' calendar. He also won the Environment 2010 monthly award for May this year thanks to the innovative nature of his installation.

For more information about Worcester's renewable technologies simply call 01905 752780 or email renewable.energy@uk.bosch.com



Tony Fothergill (right) accepts the £10,000 College of the Year winners cheque from Martyn Bridges (left) on behalf of Yale College in Wrexham

Joined up learning for Worcesters college links winners

This was the second annual College Links event to be held but the College Links Programme was set up by Worcester in 1996. Worcester has now built links with 129 colleges and training centres around the UK to offer support to training installers, providing a vast array of literature, equipment, and advice.

The ceremony rewarded Yale College in Wrexham, as the 'College of the Year', due to the excellent teaching facilities, supportive staff and commitment to developing links with the industry. The heating and plumbing department of the college received a £10,000 donation for their accomplishments.

North Devon College achieved second place and were awarded a

system flushing machine from one of Worcester's College Links partners, Fernox. Pembrokeshire College came third and were given six highly sought after wiring boards for training purposes by fellow partner, Drayton Controls.

Budding installer, Warren Whitaker, has earned the title of Worcester's College Links 'Student of the Year', at the annual ceremony recognising that students are

the future of the heating industry.

Warren, 21, from Colne in Lancashire was rewarded for his impressive development during his studies and his drive to learn way beyond the course requirements. He has helped fellow students gain top marks by setting up a revision group and has remained an exceptional student whilst looking after his disabled father. Warren collected £1,000 and a free membership to the IPHE along with a copy of the Plumbing Engineering Systems Design Guide for his efforts.

Runners up, Dean Tingle of Schneider Industry Training Centre and Andrew

McLean of Liverpool Community college were also highly praised for their total commitment to learning. Dean won a DAB digital radio, a sports bag and a selection of heating controls whilst Andrew could pick a training course of his choice at Worcester which included full OFTEC registration or others from a list of accredited courses on offer.

Martyn Bridges, who hosted the event, said: "All our nominees and winners should be immensely proud to be here today. It's wonderful to be in a position here at Worcester to be able to reward those who are making a real difference to improving the future of the heating industry."

For further information about the college links programme visit www.worcester-bosch.co.uk/training or telephone Sally White on 01905 753190



Blane Judd (left), chief executive for the IPHE presents Warren Whitaker with the Student of the Year Award



Worcester names 'Service Engineer of the Year' at gala awards evening

Matthew White was named as Worcester's 'Service Engineer of the Year' at a special Gala Awards evening held at the Chateau Impney Hotel, Droitwich, in late July.

Matthew, who works in the South Central area, was one of 12 regional winners to beat off competition from around 300 other Worcester engineers taking part around the country.

The awards, which are in their first year in this format, were launched by the customer service team in June 2006 to recognise and reward excellence amongst its team of service engineers working in customer facing roles throughout the UK. Judging has taken place over the past 12 months, with the first finalists announced in July 2007.

In the initial round of the selection process, engineers were assessed on their overall ability as a service engineer, as well as their general flexibility, administration accuracy and customer service skills. A point scoring system was devised to ensure engineers were measured fairly against others taking part.

Individual performances were monitored on a monthly basis from July 2006 – June 2007, providing results across a 12 month period. Those with the highest number of points were selected as the overall regional winners.

Having made it through to the second and last stage of the awards, the 12 finalists and their partners were invited to the Chateau Impney Hotel. The 12 engineers spent a day at head office undertaking final assessments and appraisals designed to test their technical and practical product knowledge, in addition to their customer facing skills.

Whilst the engineers were put through their paces, their partners were treated to a relaxing day out in Stratford-upon-Avon where they enjoyed a tour of the town, lunch and free time for shopping before attending the awards dinner.



The evening awards ceremony was attended by over 90 guests including Worcester's managing director, Richard Soper. At the ceremony, the twelve finalists were each presented with a commemorative certificate, trophy and bottle of champagne to celebrate their achievements as regional winners.

Having achieved the highest score in the final round of assessments, Matthew was presented with a week long Mediterranean cruise for two and £100 worth of 'Love to Shop' vouchers in addition to his regional prize.

Ian Cockett, director of service operations said: "We are delighted at how well the awards have been received by our service engineers and everyone at Worcester, from the service team to the technical and training departments.

"The initiative was introduced as part of our ongoing commitment to invest in the people who work for Worcester and are our special way of recognising

and rewarding the most outstanding contributions people are making to the business from day to day.

"The judging process has already been put in place to find the 'Service Engineer of the Year' for 2008. We are looking forward to holding a similar event next year and to celebrating even more personal achievements."

Congratulations to Matthew White and the other regional winners:

- Paul Wheeler – Western Central
- Matthew White – South Central (overall winner)
- Nigel Gregory – North West
- Paul Walters – Northern
- Paul Greenland – Western
- Gary Pickford – South West
- Paul Fensome – Eastern
- Alan Downes – Central
- Philip Negus – South East
- Michael Reilly – London
- Mark Durran – Eastern Central
- Graham Manson – Scotland



See Worcester at this year's unmissable Installer Live

Don't miss us at this year's Installer Live, running from September 18th – 21st at the Ricoh Arena in Coventry.

Worcester whole-heartedly endorses the CORGI Awards and Installer Live. The exhibition represents a fantastic opportunity for Installers to feedback on new products and changes and allows the whole industry to communicate with each other face to face.

As well as showcasing our range of SEDBUK 'A' rated Greenstar gas and oil-fired condensing boilers and renewable energy solutions, this year selected installers will be able to vote for both the CORGI products of the year and for products to go in to the prime attraction - the 'House of the Future'.

House of the Future

The House of the Future will showcase the latest new and developing renewable technologies as voted for by installers. Worcester has entered a number of innovative products, which you'll be able to see in action if they are voted into the house.

Worcester entries include:

New Greenskies FKC-1S and FKT-1W solar panels

New Greenskies unvented solar twin coil cylinders

Revolutionary home heating technology Greenstore system and combination ground source heat pumps

CORGI AWARDS

It's your choice!

This year installers will decide the winners of the CORGI Product of the Year categories, which will be hosted by Scottish comedian Frankie Boyle – probably best known for his appearances on the BBC panel show Mock the Week and They Think It's All Over.

Vote Worcester!

Worcester entries:

- Boiler of the Year - Greenstar CDI
- Energy Efficient Product of the Year - Greenstore ground source heat pump

Don't miss out on your chance to vote. If you're keen to be part of the panel to judge the Product awards, email Joanna Cardy at jcardy@shoreline-media.com for further details

To add to all of this, Worcester is also sponsoring the Gas Safety Initiative award and the popular Worcester stand will be back and manned by technically trained sales managers available to answer any questions about Worcester's range of boilers and renewable technologies.

Complimentary refreshments will be served on stand and installers will have plenty of chances to win Worcester products and merchandise, with competition's running throughout the week.

For more information about Worcester's high efficiency heating and hot water appliances, training courses or services visit www.worcester-bosch.co.uk or call 01905 754624.

Win with Worcester BACK TO SCHOOL QUIZ

For this month's competition, we're celebrating the College and Student of the Year Awards by testing your knowledge of the basics in our 'Back to School' Quiz.

All you need to do to be in with a chance of winning £250 worth of leisure vouchers is answer the five questions below. The questions are pretty straightforward but if you are stuck you can always look through this issue and you'll find the answers – it's so simple!

Leisure Vouchers can be enjoyed at a huge number of places and in lots of different ways including: eating and

drinking fine wines, exciting attractions and thrilling experiences, memorable holidays and short breaks away, relaxing and de-stressing and fun family days out.

To enter, simply answer the questions on the entry form below and send it back to our editorial office: The Installer's Choice Quiz Competition, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.



Name _____

Business Address: _____

Daytime Telephone Number: _____

Question 1 – How many colleges and training providers are there in Worcester's College Linked learning programme?

A: _____

Question 2 – In order to become a qualified gas installer, you must be approved by which governing body?

A: _____

Question 3 – A combi boiler requires a hot water cylinder – true or false?

A: _____

Question 4 – Solar thermal panels provide electricity – true or false?

A: _____

Question 5 – What viscosity is kerosene domestic heating oil ?

A: _____

Tick box as appropriate:

☐ I would like to receive further information from Worcester, Bosch Group.

☐ Please do not contact me with further information.

Terms and Conditions

1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. One winner will be notified by telephone by the 19th October 2007



July Winner

Congratulations Gerard McPhillips from London for winning July's 'Revelations of an Installer' Competition. Look out in next month's issue for August's winner!

Keep in touch – training special

In this issue, we're focusing on Worcester's network of regional training centres, which are strategically located across the country to help put you within convenient travelling distance of the courses you wish to attend.



Phil Bunce, training manager for Worcester



In addition to the outstanding facilities at the company's headquarters near Worcester, there are centres at Clay Cross (Chesterfield), Bangor (Northern Ireland) and our brand new centre in West Thurrock. From November, you'll also be able to visit us at our new training facility in Bradford.

All our dedicated schools of excellence are fully equipped with gas, oil and LPG boilers together with solar and GSHP training equipment designed to put installers through their accreditation.

Each course is run by specialist trainers and is superbly equipped to deliver a combination of classroom theory and practical hands-on experience that's second to none.

At Worcester, we recognise that every installer has different requirements when it comes to training, which is why we aim to offer a choice of training courses, locations and delivery methods to meet all needs.

If you are keen to attend a training course at one of our regional training centres or if you would like to book one of our mobile training vehicles, which are currently touring the country, please visit www.worcester-bosch.co.uk/training or call 01905 752 526.

Regional Centres

Worcester, Bosch Group Headquarters
Cotswold Way, Warndon,
Worcester,
WR4 9SW

Clay Cross
Danesmoor Works
Pilsley Road,
Clay Cross,
Chesterfield,
Derbyshire, S45 9BY

West Thurrock
Units 6 & 7,
Magnet Point Estate,
Magnet Road,
West Thurrock,
Grays, RM20 4DR

Bangor
Unit 1,
11 Balloo Drive,
Bangor,
BT19 7QY