

Exhibitions

Over the next few months you can visit the Worcester stand at any one of the following exhibitions, where a selection of our latest 'A' rated 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.

June 2008

BBC Summer Festival

Stand H220
NEC, Birmingham
11/06/08 – 15/06/08

Chartered Institute of Housing

Stand A28
Harrogate International Centre
17/06/08 – 19/06/08

OFTEC

Carlisle
18/06/08

Homebuilding and Renovating Show

Stand 101
Newbury Showground
28/06/08 – 29/08/06

CORGI Road shows:

JUNE

Doncaster	3/06/08
Derby/Notts	4/06/08
Aberdeen	10/06/08
Glasgow	11/06/08
Edinburgh	12/06/08
Plymouth	18/06/08
Isle of Man	24/06/08

County Shows:

JUNE

Royal Cornwall
13/06/08 – 15/06/08

Three Counties, Malvern
13/06/08 – 15/06/08

Lincolnshire
18/06/08 – 19/06/08

Shropshire and West Midlands
21/06/08 – 22/06/08

Royal Norfolk
25/06/08 – 26/06/08

JULY

Royal Show Kenilworth
03/07/08 – 06/07/08

Great Yorkshire
08/07/08 – 10/07/08

Kent
11/07/08 – 13/07/08

Cumberland
19/07/08

Royal Welsh
21/07/08 – 24/07/08

CLA Game Fair
25/07/08 – 27/07/08

New Forest
29/07/08 – 31/07/08

August and September dates will be detailed in the July 2008 issue

Worcester launches new products

Meet our Environment 2010 winner

Two fantastic cash-back promotions

The Greenstar CDi.
A boiler you can really trust.
Because it's built by Worcester.
And honoured by you.



With Worcester's Greenstar range, you can offer your customers real award-winning performance. Not only has the Greenstar CDi been voted CORGI's Boiler of the Year three years running, it also offers Bosch quality

and reliability as standard. The Greenstar CDi Combi is able to condense in DHW mode – making it even more efficient. Add our full pre- and post-sales support – and a 10-year warranty* on the primary heat exchanger – and

you can see why Greenstar is loved by installers and consumers alike. Call us today for your free brochure, or visit us online to find out more. **08705 266 241**
www.worcester-bosch.co.uk

*See website for terms & conditions.

 **WORCESTER**
Bosch Group

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Welcome from Richard Soper

Hello and welcome to the June issue of Installer's Choice. This month we've got even more product launches to tell you about - find out more on pages 14 and 15 - and our news pages give you an update on the latest information on the EuP Directive.

You can also find out about a recent visitor to our headquarters, George Osborne. Mr Osborne, Shadow Chancellor of the Exchequer, took a tour of the factory and our premises in April. With carbon emissions high on the political agenda, it's refreshing to see another member of the Government taking such a vested interest in Worcester – the visit even encouraged Mr Osborne to look into solar for his own home!

Talking about renewables, in April we held our annual Environment 2010 awards. These awards recognise the installation of renewable products by installers. We announced the overall winner and the three runners up. One of the runners up – Dean Willis – is

also featured on our 'Green Page' for his installation. An impressive bespoke system incorporating an existing wood burner, which has saved his customers hundreds of pounds!

To help encourage more of your customers to invest in renewable technology, we have introduced two fantastic cash-back promotions which you can find out more about on pages 6 and 7. We know renewable products are still a relatively new concept to consumers, so anything we can do to help your business, we will.

On that note, we are always interested in hearing from you and if there's anything you would like to see in Installer's Choice or any ways in which you think we could improve our service to you, please let us know.

Enjoy the magazine.

Richard Soper
Managing Director



Conservative MP visits Worcester

The Shadow Chancellor was full of praise for Worcester, Bosch Group during a recent visit to Worcester's headquarters in April.

Conservative MP George Osborne visited Worcester, along with Worcester city council leader, councillor Simon Gerhaty and parliamentary candidate for Worcester, Robin Walker in the run-up to the city council elections. Mr Osborne and his colleagues met with managing director Richard Soper and his team to discuss Worcester's stance on renewable technologies and took a tour of the factory. Richard Soper comments:

"Here at Worcester, we are very aware of the critical need to conserve non-renewable energy resources and help minimise environmental damage. It is therefore a very positive sign and an endorsement of Worcester's strategy to see someone like George Osborne taking such an interest in renewable home heating and hot water technology.

"We are delighted to have been able to demonstrate our factory and the heating technologies that exist to help reduce CO₂ emissions in the home. We hope that, by seeing the technology for himself, Mr Osborne has

an even greater understanding of fiscal incentives to introduce new legislation and bring these issues to the forefront of the political agenda."

Mr Osborne added: "Worcester, Bosch Group is a really impressive company. As a politician, the big issues on my desk are things like climate change and the fact that families are paying more for their heating bills.

"This is a company that's really engaged in solutions to these problems, right here in Worcester."



Tell us what you think

This month we would like to know 'Are there any improvements or enhancements you would like us to make to our products?' Please let us know your thoughts on this and any other areas you feel we can improve on. Email r.soper@uk.bosch.com

The best entry will receive £100 of high street vouchers.



Martyn Bridges Comment

EuP Update

The Eco-Design of Energy using Products (EuP) Directive looks set to considerably change the face of the UK heating industry. However, at present there is a large amount of speculation but little in the way of hard facts about EuP implementing measures for boilers and water heaters. Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group takes this opportunity to provide an insight into the current situation:

"Established by the European Commission in July 2005, the framework behind the EuP Directive was based on the need to continually update energy using products, to make them more efficient and reduce the impact they have on the environment. With domestic heating and hot water production accounting for approximately three quarters of the energy used by UK homes each year, the heating industry's prime concern was to study emissions and energy consumption. With a massive drive towards condensing technology ahead of the deadlines in 2005 and 2007, manufacturers took a significant step forward with the arrival of SEDBUK A and B rated condensing appliances.

"The industry has achieved what was required of it and manufacturers, Worcester included, have continued to strive for even greater efficiency through the development of renewable technologies that are compatible with condensing boilers and suitable for the UK mass market. However, whilst there are many proactive manufacturers, further adaptation to the law will need to be approved by a qualified majority of the Directive's members states, so

the Commission looks set to put a structure in place to ensure progress doesn't come to a grinding halt.

"Whilst Worcester is wholly supportive of any measures designed to protect the environment we are also realistic about the time required to develop the products capable of meeting any new performance criteria. The main concern was that the Directive would require changes to occur quickly, therefore causing problems if the technology wasn't available to improve boiler performance or if insufficient time was allowed for manufacturers to develop new products.

"The European Heating Industry (EHI), which represents boiler manufacturers throughout the EU, agreed at its Executive Council on 1 April to propose a much simplified and more flexible system approach. This will offer huge benefits to manufacturers and our concerns over lowering NOx emissions seem to have been addressed, as it is expected that the EHI will seek a relaxation on proposed emission limits.

"Whilst NOx emissions have little or no bearing on a boiler's CO₂ levels, they were still seen to be harmful to the environment, so original thinking saw the EuP Directive looking to reduce emissions to 35mg per kWh for gas appliances and 20mg kWh for oil-fired boilers. At Worcester, we believe lowering NOx emissions is not beyond the industry's capabilities for gas-fired products, however with oil-fired boilers it would be impossible to reach these targets.

"It is not anticipated that a UK pressure jet oil-fired boiler will ever achieve these targets. This is where the UK falls behind Europe, because most of the UK's oil-fired boilers run on kerosene, rather than on gas-oil (diesel) as in Europe. European oil-fired boilers are able to contain larger burner technology, so if larger boilers are required in the UK it is likely they would need to be installed somewhere other than in a kitchen or utility room.

"At worst this may push consumers to decide to repair rather than replace, to extend a boiler's expectancy, meaning the aim of reducing CO₂ emissions would not be met.

"The Commission has been somewhat taken aback by the fact that 13 member states have claimed that the proposal to label the boiler at the place of manufacture is unworkable and that the EPBD would be a better vehicle. The Commission is also said to be considering holding a further consultation forum on boilers over the next couple of months, however latest discussions show that the Commission remains certain that the heating industry, through the EuP Directive can make a major contribution to the European Union's 20/20/20 target.

"It would be encouraging to see the European Commission taking note of the EHI's recommendations. Rather than set tight deadlines and, in the case of NOx emissions, impossible targets, it would be far more effective to listen to and work in partnership with manufacturers to set realistic targets that can be met, otherwise any credibility the Directive has could easily be undermined and regulations rendered ineffective."



Worcester's two Cash-Back promotions

Worcester is giving you even more opportunities to help your customers invest in the latest renewable heating products with two fantastic new consumer cash-back promotions.

Greenskies solar water heating consumer cash-back promotion

Available now until 31st July 2008, consumers can receive £300 cash-back when they purchase the Greenskies solar water heating system. If they buy a Greenskies twin-coil hot water cylinder or a Greenstar gas, LPG or oil-fired condensing boiler at the same time they will receive a further £50 cash-back per product*.

Cash-back isn't the only incentive for purchasing a Worcester Greenskies solar water heating system:

- A recent MORI report stated that adding solar water heating to your home could raise its value by up to £10,000
- Solar energy is free! As the energy used to provide a household's hot water typically accounts for around 60% of the total annual bill, consumers will make big savings

- Worcester's Greenskies light collection solar panels can be installed on a sloping roof, flat roof or even wall-mounted

What's more, the Worcester Greenskies solar water heating system requires very little maintenance and comes with a two year guarantee – so your customers really have nothing to lose!

Here's how the benefits of going green with Worcester really add up

Purchase a Greenskies solar water heating system and get

£300

householder cash-back

Purchase a Greenskies twin-coil hot water cylinder at the same time and get a further

£50

householder cash-back

Purchase a Greenstar gas, LPG or oil-fired condensing boiler at the same time as your Greenskies solar system and get a further

£50

householder cash-back

Purchase a Greenstore ground source heat pump and qualify for a

£2,000

householder cash-back



Offer extended – now with £2,000 cash-back on Worcester's Greenstore ground source heat pumps

Available now until 31st November 2008, consumers can qualify for a fantastic £2,000 cash-back when they purchase a Worcester Greenstore ground source heat pump*.

Ground source heat pumps are relatively new to the UK but their proven technology has been used for many years in Sweden and other areas of northern Europe. Energy from the sun is continuously absorbed by the ground, so Greenstore ground source heat pumps simply extract the energy trapped below the surface of the ground and turn it into heat and hot water for your home.

If you would like to find out more about Worcester's Greenskies solar water heating system, Greenstore ground source heat pumps, our other



renewable products or the training Worcester offers, take a look at the 'Installer' section of our website, www.worcester-bosch.co.uk, or speak to your area representative.

To qualify for the Greenstore ground source heat pump promotion, you will

need to be a Worcester Accredited ground source heat pump installer.

To qualify for the Greenskies solar promotion you will need to be a Worcester Accredited solar installer, or possess the relevant BPEC qualification for solar installations.

*terms and conditions apply ** subject to availability and correct at the time of printing



Roger Webb, director of the Heating and Hotwater Industry Council (HHIC), comments on the importance of the council and the support it provides for the hot water and heating industry.

TALK TO THE PEOPLE IN THE KNOW



Trade associations provide a wealth of information. They will help you understand your competition and any government regulations that affect you, especially those in your industry. It also enables a collective industry to be represented and to influence legislation and policy.

HHIC is a well-established trade association and is committed to driving, supporting and promoting the sustained growth of the UK domestic heating and hot water industry. We provide an active voice to the wider industry through a range of activities, services and enviable contacts.

An association can provide a forum for discussion of non-competitive information, resolve industry wide issues and act as a research centre. HHIC shares, sources and analyses information with members, Government, installers and consumers.

At the heart of our work is the quality and breadth of information that we provide to a range of audiences. This includes up-to-date facts on relevant legislation and responding to consultations on their behalf. By providing regular updates and briefings including our weekly news e-bulletin, magazine and installer and consumer website, the industry is being constantly informed. Our sales statistics service keeps members up-to-date with market trends, and specialist

groups, representing various sectors of the industry, meet on a regular basis to bring together common business interests.

HHIC is able to offer the industry a single, united voice, through lobbying to actively promote the interests of the industry. Our work on behalf of the heating and hot water industry has a long history as well as with other government organisations. We achieve this by supporting the industry in keeping them informed of current building regulations and other legislations. Currently, we are highlighting the wider implications created by a new European legislation. The legislation, "The Eco-Design of Energy Using Products Directive" (EuP), as Martyn Bridges talked about on page 5, aims to improve the environmental performance of products throughout their life-cycle. This legislation could dramatically change the heating industry in the UK.

The proposals that will directly affect this industry will deliver a considerable chunk of the Commission's "20/20/20" target. The hot water and heating industry falls into this category and subsequently could be hit hard by this legislation.

HHIC has been representing industry views by lobbying with the UK Government (Defra) and through the association of the European Heating

Industry (EHI) to the European Commission.

However, the UK is in a very strong position to influence the outcome of the EuP Consultation. This is because the UK has the largest market for central heating products in Europe. It also has the highest boiler installation efficiency standards in Europe, since the Building Regulations have made condensing boilers mandatory.

HHIC has always been committed to improving standards and we are continually developing our Benchmark Scheme. This nationally recognised Code of Practice for manufacturers and installers encourages the very highest levels of installation and commissioning of heating appliances. Installers who wish to carry the Benchmark logo can do so providing they are members of a Competent Persons Scheme (in England and Wales) or recognised Registration Scheme and are signed up to the Installer Scheme Requirements.

Our range of activity and expertise makes us well placed to present our industry's interests and we will continue to provide a strong and active voice for the hot water and heating industry.

To find out how you can benefit from being part of HHIC, contact us on 01926 334357, email info@hhic.org.uk or visit www.centralheating.co.uk



Overall Installer Winner Doug Miles



Environment 2010 installer winners show off their plaques

Doug goes the extra mile to win **environment award**

Doug Miles, owner of DJ Miles Bathroom Plumbing and Heating Engineers Ltd, in Oxfordshire has been crowned the overall winner at Worcester's Environment 2010 awards, which took place at the Worcester head office on the 17 April.

Throughout the year, one winner is chosen every month for a sustainable project they have completed using renewable technology. Doug was chosen for an extensive heating project he carried out on a 14th Century property. The exceptionally efficient installation combined a Greenstore ground source heat pump, Greenskies solar panels and an oil-fired condensing boiler.

Picking up the award, Doug commented: "I'm overwhelmed to have won. My company is thoroughly committed to renewable heating technologies and we are just happy that our work is helping to combat climate change."

The runners up in the category, who came a close joint second, included David Llewellyn of Central Heating Cornwall Ltd, Dean Willis of Solar Future Ltd and Alonzo Llewellyn of Alonzo Llewellyn Heating and Plumbing.

The ceremony was opened by Carl Arntzen, sales and marketing director at Worcester, who announced Worcester would continue its annual competition for the next 12 years and will be renamed the Environment 2020 Awards.

Carl's introduction was followed by a presentation by Paul Moul, business continuity and corporate manager at Worcester, on the climate

change timeline, and the awards were compared by Neil Schofield, Worcester's head of sustainable development. After lunch, guests were treated to a motivating speech on 'making being green more fun' by Solitaire Townsend, chief executive of Futerra, the award winning green communications agency.

Entering this year's Environment 2020 awards couldn't be easier and you could be one of next years winners. Simply complete an entry form, found within the information packs supplied with every Worcester boiler; visit www.worcester-bosch.co.uk; or contact Worcester on 01905 752 709.



Welcome to our regular 'green' page designed to take a look at environmental issues affecting the UK today as well as following the progress of Worcester's Environment 2020 Awards across the year.



Solar so good for Solar Future

Dean Willis, director of Solar Future Limited, set up his business around five years ago with the specific aim of working within the renewable and sustainable energy market. Having always been in the heating and plumbing business, Dean's real interest lies in renewable technologies and he firmly believes this is the way the market is heading.

The winner of last July's Environment 2010 awards, Dean's entry involved fitting a bespoke renewable heating system for a retired couple in Langley, Kent, which incorporated two Greenskies solar panels and a wood burner, meaning the home's hot water provision was completely free all year round. The addition of a new Greenstar 30CDi gas-fired condensing boiler supplemented the heating, running at a highly impressive 90% efficiency. Dean comments:

"The couple contacted me following our attendance at the South of England Show, where we were demonstrating a working Greenskies solar system in the middle of a field. The couple were so impressed with the technology they asked me to provide a renewable heating system for their home.

"The installation was completely unique to the house. They had a wood burner, which we integrated into the hot water supply in conjunction with the Greenskies solar system. So when they use the wood burner it provides space heating for downstairs, supplements two radiators for drying purposes in the bathroom and provides hot water. Meaning they barely use their boiler.

"In fact, they use their boiler so little they called their gas provider out to make sure the reading was correct – as they couldn't believe how much they were saving.

"I have been working with Worcester's products for over 10 years and have been continuously pleased with the excellent back-up, support and service the team provides. Having installed a number of solar systems over the years the one thing I would recommend investing time in is the training courses at Worcester, as all the myths about renewable products are dispelled in a practical, down to earth approach."

His award-winning work has won Dean a £500 voucher for a National Trust cottage holiday and a year's family membership to the National Trust.

For more information about Worcester's newly renamed Environment 2020 awards, please call 01905 752709 or to download an entry form, visit the website: www.worcester-bosch.co.uk



This month, Worcester is delighted to announce that it will be extending its Environment 2010 Awards initiative and re-naming it the Environment 2020 Awards. 2020 is a landmark year for the battle against climate change, as the Government has set targets to reduce carbon emissions by 20%, encourage a 20% saving in energy usage and challenge housebuilders to incorporate 20% renewable technologies in their new homes by this date. At Worcester, we remain as committed as ever to helping save the planet and by extending these awards for a further 10 years we shall be able to reward many more environmentally conscious installers.

**Neil Schofield
Head of Sustainable Development**

POWER ON with Worcester

Worcester is giving you the chance to get your hands on free Power Points with Greenstar oil and LPG-fired condensing boilers, Greenskies solar systems AND Greenstore ground source heat pumps. The points are offered on all qualifying products purchased by 31st December 2008*.

Worcester offers you one of the most comprehensive ranges of oil and LPG-fired condensing boilers, and sustainable heating and hot water systems in the UK. So you're bound to find a product to suit any situation.

Claiming your free* Bosch professional power tools is so easy. Register using the online form by visiting www.worcester-bosch.co.uk/powerpoints or by calling 0845 313 0058. A claim form will be sent directly to you upon registration.

*Terms and conditions apply.

By purchasing a Greenstar oil-fired condensing boiler you can get a GSB 13 RE Professional Impact Drill to kick start your collection!



Earn **25** points by purchasing the Greenskies solar system and claim a Bosch GSR 10.8V-LI Compact Screwdriver.



With **100** points you can claim Bosch's latest high spec 4kg Hammer Drill, worth a whopping **£375!**

A ground source heat pump will earn you **50** points!

What makes this promotion even more enticing is the fact that for a limited period Worcester has extended the warranty on all of its Greenstar oil-fired boilers from two to five years! This exclusive offer, which increases the length of warranty you would normally receive on all Greenstar oil-fired boilers by three years, applies to all installations carried out between now and 31st December 2008. So not only will your customers be helping to save energy, they'll also be giving themselves peace of mind for an extra three years.

Worcester is offering a free 5-year warranty with these oil-fired condensing models:



Greenstar Danesmoor 18/25 regular boiler
Greenstar Camray Kitchen regular boiler
Greenstar Camray Kitchen system boiler
Greenstar Camray Utility system boiler

Greenstar Heatslave combi boiler
Greenstar Utility regular boiler
Greenstar Heatslave External combi boiler
Greenstar Camray External regular boiler



INSTALLER'S CHOICE

Spotlight

Steve Rooke, Glow Heat

For this month's Installer's Choice we caught up with Steve Rooke from Glow Heat plumbing services in Torquay, Devon. Steve believes that when it comes to his own home only the best is good enough. He explains:

"I look at Worcester's products as offering quality; and in my own home I naturally only wanted the best. I own a 1930's-style semi-detached, four-bedroom property and recently installed Worcester's Greenskies solar panels and a Greenstar 30CDi System boiler during a kitchen and bathroom extension to the downstairs of the property.

"We moved into our home 10 years ago and the house's original heating and hot water supply was relying on a 15 year old gas-fired boiler. Whilst I was familiar with the product, I guess it's the same with all installers – you spend all day looking after other people's boilers but you never get around to looking after your own! As part of the extension we had to reposition the boiler and so I decided it was time for 'out with the old and in with the new' and I replaced the old uneconomical boiler with a Worcester Greenstar CDi System boiler.

"I chose to install the solar panels not only to cut down on fuel bills but also to do my bit for the environment and to try and save the planet for my children. At the time of our extension,



Worcester was running a £500 cash-back promotion for installers who fitted Worcester's Greenskies solar system and a Greenstar gas-fired boiler in their own home, which I thought was a fantastic incentive and definitely worthwhile.

"Without a shadow of a doubt, I believe renewables is going to be the way forward for the industry. I think including solar panels on new build properties will definitely become part of Government building regulations.

"My customers know that I've got the solar panels installed in my own home and those that are interested are more than welcome to come and have a look. Whilst, solar panels are just starting to catch on with my customers, I'm hoping that as we move into summer that solar energy will be at the forefront of people's minds and the product will continue to increase in popularity in years to come."



What you need to know about air-to-air heat pumps

In last month's Installer's Choice, we announced the launch of Worcester's Greensource air-to-water heat pumps which will be available from the end of June. This month we're giving you all the information you need on Greensource air-to-air heat pumps.

Launching at the end of September, Worcester's Greensource air-to-air heat pump converts the energy from the outside air into heat, which is then circulated internally to a comfortable temperature. As an extra benefit, these heat pumps also operate as an air cooler and purifier (which is ideal for allergy sufferers) using Plasmacluster Ion-technology.

Where space is limited, the compact Greensource air-to-air heat pumps are an attractive alternative for providing energy efficient heating as the only space requirement is an external wall, making them ideal for apartments, conservatories and smaller homes.

As with the air-to-water heat pumps, the performance of Worcester's Greensource air-to-air heat pumps is measured by the Coefficient of Performance (CoP). When installed properly, an air-to-air heat pump can produce up to approximately five times more heat energy than the electrical energy it consumes, which means each heat pump is capable

of providing up to 5kW of energy for every kW used.

The dimensions of the indoor unit is (w x h x d) 790x278x198mm and for the outdoor unit (w x h x d) is 780x540x265mm. Relatively light weight, the indoor unit weighs only 10kg and the outdoor unit 37kg.



Upcoming new product

Greenstar Danesmoor Wall-Mounted Oil-Fired Boiler

Worcester will add to its Greenstar Danesmoor oil-fired condensing boiler range by introducing a wall-mounted appliance, which will be available from September.

Available in two models, 12/18 and 18/25, the wall-mounted Greenstar

Danesmoor oil-fired boiler will offer outputs from 12kW through to 25kW and measures 880mm (height), 380mm (depth) and 600mm (width).

Designed to blend with other domestic appliances, the Greenstar Danesmoor

wall-mounted addition will offer versatility as well as flexibility and this latest edition will have the same consistent 'skin' design as the gas boiler series, utilise the existing flue components and timer options and include the advanced riello cross-firing burner technology.

How to install an air-to-air heat pump

Here are a few simple steps to installing a Worcester Greensource air-to-air heat pump. Please note installers must hold the necessary refrigerant handling qualifications to install an air-to-air heat pump.



1. To begin, find a suitable site to position the outdoor inverter unit. The system requires a stable base and should be sheltered from rain water and strong winds.



2. Position the outdoor unit according to the installation instructions. The system can be mounted onto a wall or directly onto the floor. Allow a 200mm clearance around the appliance.



3. Next, install the external wall bracket. Place the mounting plate horizontally on the wall allowing 50mm clearance on both sides.

4. The mounting plate has seven different fixing holes to account for poor wall conditions. Drill a 70mm diameter hole, to hold the electrical cables and refrigerant pipework. Set the sleeve and the caps.



5. Connect the electrical cable to the indoor unit. Open the panel by about 70° and remove and retain the screw from the indoor unit. Connect the electrical cable and fix with the cord holder. Replace the retained screw.

6. Mount the indoor unit to the wall. Pass the auxiliary pipe and the drain hose through the piping hole and hook the unit onto the mounting plate. Push the unit and apply the bottom hooking points to the mounting plate's support.



7. Connect the refrigerant and drain hose pipes. Flare the end of the refrigerant pipe and then lay the drain hose vertically to ensure a smooth drainflow. Tighten the pipes, then wind coating tape around the refrigerant pipes, drain hose and the electrical cable. Insulate the refrigerant pipes and drain hose.



8. Connect the refrigerant pipes and the electrical cable to the outdoor unit. Prepare the end of the electrical cable and remove the control box cover. Remove the cable holder and connect the cable. Fix the electrical cable sheath with the cable holder and the screw.



9. Prepare a dedicated power supply circuit. Provide an earth leakage circuit breaker and fit a disconnection switch, having a contact separation of at least 3mm in all poles to the electricity power line.

10. Complete the installation by doing a test run.

For more information about training courses to install air source heat pumps contact Worcester, Bosch Group on 08705 266 241 or visit the website www.worcester-bosch.co.uk

MEET ROB LEONARD

Regional Sales Manager, Central Region 2

Q. Tell us a bit about yourself and how you got into the industry?

A: I started at Worcester almost 16 years ago, when it was known as Worcester Heat Systems, working on the assembly line building the Worcester 240 RSF Combi. At the time, I was also attending a tool making apprenticeship at college. I was then given the opportunity to progress into the tool room in 1995, maintaining machines and site equipment. I worked in this department on the shop floor until September 1996 before moving into the quality department.

With a desire to progress, I applied for a position in the technical department in July 2001 and this is really where my career path changed, as I had the opportunity to build on product and industry knowledge. I learnt more about regulations and system designs etc. and worked within the technical department for almost three years.

During my time in the technical department I started to build relationships with the sales team, helping out from time to time at events and exhibitions. Then an opportunity came up to become a technical sales manager for Birmingham and the West Midlands. I started my new role in June 2003, where I stayed until my recent promotion in November last year when I became regional sales manager for central region 2.

Q. What does your role entail?

A: A typical day for me can vary from travelling around the region maintaining relationships with customers to supporting my team during meetings or at events. But the main focus for my role is to build relationships with customers and ultimately grow sales and market share for the business.

Q. What do you enjoy most about your job?

A: What I enjoy most about a sales focused job is meeting new customers and building relationships with them. I like the face-to-face aspect of the role and enjoy what I do – which I feel very lucky about.

Q. What areas of the industry are you most interested in?

A: It has to be the renewables side of the business, not only is it really interesting but sooner or later it will become the main part of the business. So we need to keep one step ahead of our competitors with our knowledge.

Q. What do you like to do outside work?

A: I love to spend my time outside; I'm not a person who likes to sit still for too long. I like to play football and golf at the weekend. I also enjoy snowboarding and I'm currently trying my hand at mountain boarding with my nephews, which is proving to be quite painful!

Q. What has been your biggest achievement since joining the industry?

A: My biggest achievement in the industry, has been to reach my current position. I am really proud I have been with Worcester so long. I also won the prestigious VB award for two consecutive years, where I was awarded a long weekend away with my girlfriend to Budapest the first time and Athens the second.

Turn to page 19 for Rob's contact details and the rest of the Central team.



Win with Worcester

Contribute further towards energy saving and keeping your customers' heating systems operating at optimum efficiency levels by getting your hands on more than £200 worth of Sentinel Rapid-Dose water treatment products, courtesy of Worcester.

You could win a mixed box selection of 12 canisters from Sentinel's new range of Rapid-Dose products, along with a full set of connectors. Rapid-Dose, from Europe's leading water treatment specialist Sentinel, discharges in around 30 seconds and is both easy to use and mess free, offering a revolutionary answer to chemical water treatment.

Sentinel Rapid-Dose is a new system which allows the water treatment chemicals to be dosed into a system in a matter of seconds, restoring system efficiency to older systems and maintaining the efficiency of new ones, minimising CO₂ emissions in the process.

To enter, circle the correct answer on each multiple choice question below and send your response back to the editorial office: *Installer's Choice Competition June, WPR, 43 Calthorpe Road, Edgbaston, Birmingham B15 1TS.*

SENTINEL

Water & Energy Solutions



Q1: What is the name of Sentinel's new products?

- 1) Rapid-Hose
- 2) Rapid-Dose
- 3) Rapid-Nose

Q2: How many seconds does it take Rapid-Dose to discharge?

- 1) 30
- 2) 40
- 3) 50

Q3: How many canisters of Sentinel's Rapid-Dose will you win?

- 1) 5
- 2) 10
- 3) 12

Name _____

Business Address: _____

Daytime Telephone Number: _____

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 the 19th June 2008

April's winner

A big congratulations to Mr G Solari from North Finchley for winning April's competition. Look out in next month's issue for May's winner – it could be you!

Keep in touch

No matter where you are based around the country, Worcester has a team of local representatives available to help with your specific requirements.

We spoke to Rob Leonard in this month's 'Behind the Scenes' – here's how you can contact Rob and his team in England and Wales.



Rob Leonard
Regional Sales Manager
Contact Rob on 07790 489968
Areas: CF, GL, HR, LD, NP, OX, SA, WR



Geoff Bond
Technical Specification Manager
Contact Geoff on 07767 432561
Areas: CF, GL, HR, LD, NP, OX, SA, WR



Rhian Davies
TSM Oil
Contact Rhian on 07795 504429
Areas covered: CF, HR, LD, NP, SA

Please note Geoff is retiring at the end of the summer.



Nigel Bartlett
TSM Gas
Contact Nigel on 07767 432571
Areas: CF, HR, LD, NP, SA



Dave Stimson
TSM Gas
Contact Dave on 07767 432560
Areas: GL, OX, WR