

## 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](http://www.worcester-bosch.co.uk) and click on the events page.

### March

#### Ground Source Live! (Geothermal Live)

NEC, Birmingham  
12/03/09

#### Home Building & Renovating - National

NEC, Birmingham  
19/03/09 – 22/03/09

#### Energy & Environment 2009

Church House Conference  
Centre, Westminster  
26/03/09

### April

#### Hip Ex!

Newbury Racecourse  
23/04/09 – 24/04/09

#### Grand Designs LIVE

Excel, London  
25/04/09 – 04/05/09

## Permanent Exhibitions

Worcester has several permanent exhibition stands in the UK, which gives customers the opportunity to view new and existing products all year round.



**The Building Centre**  
26 Store Street, London

**National Self Build  
& Renovation Centre**

**Build Store**  
National Self-build & Renovation Centre  
Lydiard Fields, Swindon

MARCH 2009

## THE INSTALLER'S CHOICE



**Updated products  
from Worcester**

**Microgeneration  
Certification Scheme  
– what's it all about?**

**£2,000 grant offer**

**WORCESTER**  
Bosch Group



“I install Worcester products because the standards are high and the support excellent.”

Keith Williams  
Keith Williams Gas Services.



[www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

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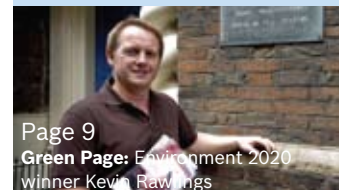
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## Welcome from Richard Soper

Welcome to the March 2009 issue of Installer's Choice. At Worcester we pride ourselves on ensuring our products meet the needs and requirements of all our customers, from merchants who stock our products to installers, like you, who fit them and the homeowners whose homes it heats. In order to keep our products ahead of the competition, our research and development team work tirelessly to ensure our products are continuously being improved.

2009 is no exception, and this month we'll be taking a look at some of the updates we've introduced.

We'll also be hearing from one of our monthly Environment 2020 winners from 2008 and talking to an installer, who has fitted Worcester's products in his own home. Don't forget, if you

install one of Worcester's renewable heating solutions in your property you could not only benefit from reduced fuel bills and energy consumption, but Worcester will also give you up to £2,000 cash-back. If you're thinking about installing our Greenskies solar panels, Greensource air source or Greenstore ground source heat pumps in your own home, turn to page 11 and find out how you can reap the rewards.

We have also prepared an update to the installation instructions on the inlet gas pressure test for Worcester's Greenstar condensing boiler series – find out everything you need to know on pages 12 and 13.

Enjoy the magazine.

**Richard Soper**  
Managing Director







## Increased maximum flue lengths on Greenstar CDi series

Offering increased siting options, Worcester has introduced longer flue lengths to its Greenstar CDi series of condensing boilers.

As a result of refinements and laboratory test work to the Greenstar CDi, the need for acoustic foam in the air inlet has been removed. This, combined with enhancements to the

flue components, has resulted in longer maximum flue lengths being permissible for the Greenstar CDi wall-mounted range.

All new maximum flue lengths can be found in the technical specification guide available to download for all Worcester products from the website [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

## Heat pump buffer tank update

Worcester has updated its primary store tanks to give homeowners even more benefits when choosing its Greenstore ground source or Greensource air source heat pumps. The new storage tanks offer increased insulation to reduce heat loss even further and now offer a drain valve, should there be a

requirement for extra work on the system, following installation.

The new tanks are available in 100 and 120 litre capacities.

**To find out more information or to download a tech and spec brochure visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**

## Improvements to wall-mounting jig

Worcester has significantly updated the wall-mounting jigs found on the Greenstar Combi and System boilers. A new strengthening brace has been fitted at the rear of the top bracket, improving the rigidity. The ribs have also been strengthened around the expansion vessel bracket and the key hole fixing points have been returned to the top. In addition, there is also a pre-drilled condensate route through the back of the jig to allow even easier access.



Worcester has been named '**Boiler Manufacturer of the Year**' at the annual Gas Industry Awards Gala Ball, in Northern Ireland.



The awards, which recognise excellence in developing the natural gas infrastructure in Northern Ireland, are designed to acknowledge companies that have achieved substantial customer growth, innovation and high standards of customer service during the course of the year.

Regional sales manager for Worcester, Ray McClay accepted the award in recognition of Worcester's range of

SEDBUK 'A' rated Greenstar boilers and the professional training support it offers gas installers.

After collecting the award, which was presented by local TV sports personality, Adrian Logan, at the La Mon Hotel and Country Club, Ray said: "To be named boiler manufacturer of the year at such a high profile event as the Phoenix Gas Industry Awards is wonderful news."

## Win a cruise across the Norwegian Fjords

Worcester is searching for the next group of eco-minded installers to feature in its 2010 calendar. As well as being featured in the calendar, the winners will also join Worcester on a five-night cruise around the Norwegian fjords, later in the year. To qualify for the competition you will need to have installed Worcester's Greenstar gas, oil-fired or LPG condensing boilers, Greenskies solar panels, Greenstore ground source or Greensource air source heat pumps in your own home.

To enter, simply provide a detailed outline of how the installation has helped benefit the environment.

**The closing date for the competition is 30th June 2009. For more details on the competition and how to enter, including a full list of terms and conditions, visit [www.worcesterbosch.co.uk](http://www.worcesterbosch.co.uk) and click on the 'events and promotions' page, or call Worcester on 01905 754 624.**

## Grundfos globe cements Worcester partnership



Leading pump manufacturer, Grundfos has donated an impressive rotating globe to Worcester to recognise the longstanding partnership between the two companies.

The Grundfos Group is one of the world's biggest pump manufacturers, covering approximately 50 per cent of the world market, represented by 58 companies in 43 countries and has worked with Worcester for almost 40 years.

The spinning globe was unveiled at Worcester's headquarters in Warndon along with a commemorative plaque to acknowledge the presentation of the gift.

Steve Lister, director of sales at Worcester, commented: "We'd like to say a huge thank you to all at Grundfos for this fantastic donation, which sits pride of place at the front of our head office. Both companies have a similar ethos with a high commitment towards quality and the environment and we have worked successfully together for many years. The globe is an excellent symbol of our strong working relationship."



Neil Schofield, head of sustainable development at Worcester, comments on the Government's recent decision to bring energy and the environment together under the watchful eye of its newly created Department of Energy and Climate Change (DECC), and what this means for the advancement of renewable technologies in the UK.

## Renewables set for greater recognition

**"The campaign for greater recognition of renewable technologies as a solution to lowering the UK's carbon emissions is one that has been gaining momentum over the past year – and rightly so. Looking back at past Energy Reviews carried out by the Government, there has long been a bias towards electricity production, whilst the issue of heat generation has been overlooked to the extent that targets for CO<sub>2</sub> reductions have been set without the backing of practical policies to achieve them.**

"It was then, with great enthusiasm, that I received the news of the Prime Minister's decision to re-shuffle his cabinet to create the new DECC, headed by Ed Miliband, at the end of 2008. For starters, it was good to see the two concerns being more clearly and closely linked for the first time but even more so, within weeks of its creation, the Department announced its intention to introduce a feed-in tariff for renewable technologies.

"Throughout 2008, a number of organisations including Friends of the Earth, the Renewable Energy Association and Worcester, Bosch Group campaigned relentlessly for the introduction of a 'feed-in' incentive to help boost the take-up of renewable technologies in Britain. The aim of this activity was to encourage the Government to view products like solar panels, ground and air source heat pumps as the perfect remedy to the nation's climate change challenge – not to mention encouraging households, businesses, local authorities, social landlords and communities to invest in these high efficiency technologies.

"With ambitious targets set for a 20% reduction in CO<sub>2</sub> emissions by the year 2020 and a requirement of an 80% cut by 2050, it has long been a concern that the real root cause of the UK's problem was being overlooked by the Government. For example, around 75% of the energy used in British homes is for the provision of heating and hot water, which when compared to the lesser amount of energy used for electricity generation, should have made heat the more pressing issue.

"In reality, the focus should always have been weighted towards improving the efficiency of home heating from day one, but the Government seemed to believe it had ticked the box on home heating as a result of changes to the Building Regulations in 2005 and 2007. This made the installation of condensing boilers mandatory for new and replacement installations but ignored the fact there are around 17 million standard efficiency non-condensing boilers in UK homes contributing annually to carbon emissions.

"However, it's not all doom and gloom. The announcement of plans to include a Renewable Heat Incentive as an amendment to the Energy Bill has been seen as a great victory by campaigners but quite clearly, it's what happens next that counts. So far, the steps taken by the newly formed DECC have been the most encouraging we have seen for some time but in view of the ambitious CO<sub>2</sub> reduction targets, it is vitally important that progress doesn't come to a grinding halt.

"The DECC now needs to deliver on its promises by ensuring the idea of a feed-in tariff for renewable energy becomes a reality. This will mean giving greater thought to how the scheme will be funded in order to stimulate demand on a mass market scale, for maximum benefit. By now, the Government has hopefully learnt from past experiences with the Low Carbon Buildings Programme whereby funding was offered for solar installations yet grants were notoriously hard to obtain. At the time, demand far outweighed the budget available, which meant

homeowners were prevented from carrying out installations and renewable technologies were in danger of falling at the first hurdle.

"Going forward, what we'd like to see as far as the feed-in tariff is concerned is a workable solution that encourages a wide range of community, municipal, existing household and business renewable energy generation. Correct implementation would open up all kinds of possibilities for sustainable energy in the UK and, as the numbers of installations begin to increase, the benefits of choosing renewable technologies would become self-

evident. At the end of the day, one of the best outcomes we could hope for would be that the number of renewable installations in Britain are increased to such a level that manufacturing prices are pushed down. Making the technology more affordable in the longer term will help the cause no end – a kick-start is all that's needed.

"As yet, no timetable has been confirmed for implementation of the feed-in tariff and we are still unclear about where funding will come from and the exact form incentives will take. In view of this, it is important that organisations like

Worcester, Bosch Group, Friends of the Earth, the Renewable Energy Association and Energy Saving Trust (amongst many others) continue to apply sufficient pressure on the Government to keep the DECC moving in the direction of a more sustainable future. So far, progress made by the new department in just a short space of time has been encouraging and Ed Miliband's commitment to an 80% carbon reduction by 2050 is another sign the Government is at last getting serious. Only time will tell, but my hope is that 2009 becomes the year of policy change that finally makes a difference."







This month Installer's Choice talks to Robert Burgon, chairman of the World Plumbing Council, about the importance of the plumbing and heating industry as a major contributor to health and the environment.

## PLUMBING – A GLOBAL PLAYER IN HEALTH AND THE ENVIRONMENT

When I mention to people that I am involved in the World Plumbing Council (WPC), the reaction is often one of bemusement followed by some kind of "comical" comment about the failings of our industry. In reality, the significance of the plumbing and heating industry is greatly underestimated in many countries today and one of the goals of the WPC is to promote the importance of the industry as a major contributor to health and the environment.

In the late 1800s in Britain, death from diseases such as cholera and typhoid were almost eradicated through the provision of clean drinking water and appropriate systems of sanitation. Plumbers were at the forefront of these improvements. Readers of the British Medical Journal recently voted sanitation as the greatest medical advancement of the last 150 years. Today, in developing countries, the same improvements in health could be seen (and millions of deaths avoided) if only appropriate plumbing measures were in place. Now, in the 21st century, plumbing is too often seen as a nuisance or distress

purchase in developed countries with most householders taking clean drinking water and effective sanitation for granted.

While readers of Installers' Choice will mostly be aware of the role which today's plumbing and heating industry is playing in relation to energy efficiency and the environment, the same customers who now forget the health role of our industry have yet to discover that plumbers can also improve the health of our planet through the installation and maintenance of renewable technologies including solar and ground and air source heat pumps.

In its relatively short life (WPC was created after a World Plumbing Conference in London in 1990), a significant amount has been achieved by an organisation which is effectively run by a group of volunteers, like me - each of whom has a full-time role in some aspect of the industry. These achievements include:

- Members in some 23 countries (representing over 50% of the

world's population).

- Recognition by the World Health Organisation (WHO) as a Non-Governmental Organisation in official relations with WHO.
- Joint publication, with WHO, of Health Aspects of Plumbing.
- The secondment of a plumbing professional to work on plumbing matters within WHO.
- Major World Plumbing Conferences every three years.
- Award of annual scholarships to enable plumbing lecturers to visit other countries to investigate and learn from training practices in those countries.

As only the second person from the UK to have been elected as Chairman of WPC, I see it as a huge honour to be given the opportunity to lead this organisation for the next three years. There are many challenges ahead but I am convinced that through WPC and its member organisations, the status of the plumbing and heating industry, and those who work within the industry, will grow as more and more people come to recognise that ours is an industry which plays a major role affecting everyone.

King's Lynn based installer, Kevin Rawlings, won one of Worcester's Environment 2020 monthly awards for the second time by delivering a new energy-efficient boiler system for a 16th Century merchant's house with a 13th Century crypt.



## Double delight for Eco Award winner

**Kevin, owner of K E Rawlings Ltd, claimed January 2008's monthly accolade in the Environment 2020 awards for installing a new Greenstar 40CDi regular condensing boiler for Dr Simon Thurley, chief executive of English Heritage.**

Kevin explained: "The installation was a real challenge because the property had never had a bathroom with hot water before. The building itself is very old with floors which haven't been lifted for hundreds of years, so we had to be extra careful."

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

The Worcester Environment 2020 Awards initiative recognises installers

who take an environmentally responsible approach to their work.

Kevin will now compete against 11 other installers selected throughout 2008, for the Overall Winner's title which will be announced in spring 2009. The winner will be presented with leisure vouchers to the value of £1,000.

Kevin added: "We opted for the Greenstar 40CDi boiler because, in my opinion, it's the best gas boiler on the market. The property is very large so it was important that we chose a high-efficiency boiler with a high output, to

cope with the hot water demand and keep fuel costs down."

Originally launched in 2000, as the Environment 2010 Awards, the initiative has been extended and renamed as the Environment 2020 Awards to recognise the energy-efficient installation of heating and hot water products across the UK for a further 10 years.

**For further information and to download an entry form, please visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**



The snow blizzards and freezing conditions in February affected most of the country, but one problem that wasn't so widely reported was homeowners having frozen condensate pipes, preventing their boilers from working. Martyn Bridges, director of marketing and technical support at Worcester, tells us the best ways to avoid it in future.

## It's Cold Outside

**"Condensing boilers have proven to be an excellent development in heating technology, however there is one small issue with the way they work, that did cause a problem for some customers during the very cold start to 2009. The good news is that it can be easily rectified."**

"A condensing boiler produces condensate which has to be dispersed from the boiler to a waste system. In mainland Europe they have been using condensing boilers for years and as a rule, only allow the condensate pipe to be terminated inside the home. When this is the case the condensate will flow into the waste water system of the building and therefore isn't subjected to extreme weather conditions. However, their architecture is very different to here, often providing a plant room in most homes where the boiler, hot water cylinder and utilities can be situated, giving a dedicated room where the waste pipe can receive this condensate."

"Most homes in the UK don't benefit from a plant room. We often have to install boilers in kitchens and cylinders in the loft or airing cupboard. In fact, homes often don't allow space for much more than a wall-hung boiler to be fitted. Therefore, getting the condensate to an internal waste pipe system isn't always possible. In these instances, UK regulations allow the condensate pipe to be terminated externally from the property. This is fine most of the time but when we experience sub-zero temperatures and the pipes are exposed to these freezing conditions – there is a likelihood that it will freeze up."

"In February, parts of the country experienced figures of around -10°C to -14°C overnight. If you combine that with a wind chill factor, it could reduce temperatures to something like -20°C. As a result, any external condensate

pipe that hasn't been insulated could potentially freeze, which in many cases will prevent the boiler from firing because the condensate can't be dispersed and builds up within the pipework."

"To address this problem, firstly we would always recommend that installers terminate the condensate pipe internally within the house whenever possible and that terminating externally should only be considered as a last resort."

"If however, because of the nature of the building, the pipe cannot be terminated internally, we would advise that a number of precautionary steps are taken. The pipework should be increased in diameter from the usual 21mm to at least 32mm. Secondly, the pipework should be insulated with weatherproof insulation. Finally, the pipe should be fitted as vertically as possible to ensure the condensate is drained away quickly and it should be terminated closely to the floor in a drain area to avoid cold winds blowing up the pipe."

"Even if these steps are taken, it can still be so cold that the pipes freeze. Because of this we would recommend that the homeowner should leave the heating running overnight. At Worcester, we have carried out research which suggests that by leaving the heating on at a reduced temperature, around 15°C, should keep the condensate warm, which will help avoid freezing. The obvious concern

here is that we will be using energy when perhaps we wouldn't have done. However, at these settings it will take less time, and less fuel, to bring the house up to the desired temperature, than if the boiler was firing from cold."

"In addition, we would suggest that customers with a radiator heating system should turn their boiler thermostat to a higher temperature setting when they would normally have their heating on. This means the boiler will operate at a higher flow and return temperature which will create less condensate. The surface temperatures of the radiators will also be hotter so consideration should be given before this is undertaken."

"For customers with a frozen condensate pipe issue, they can attempt to thaw the pipe to alleviate the problem. Using something like a hot water bottle wrapped around the pipe is quite effective. However, we wouldn't advise pouring hot water on the pipe, as the liquid is likely to freeze fairly quickly around it."

"In summary these measures are "get out of jail" suggestions to allow the heating system to continue to operate, really the situation needs remedying on a permanent basis by re-routing, insulating and increasing the diameter of the pipework."

**For further advice, contact Worcester on 08705 266 241 or visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)**

## New Promotions for 2009

**Worcester is giving you even more reason to choose its products in 2009 with two fantastic new promotions.**

### Cash-back offers available now



**£200**

cash-back on installing a Greenskies solar water heating system

**+ £150**

on installing a Worcester Greenstar boiler (when installed at the same time as the solar panels)

**+ £50**

on installing a Greenskies cylinder (when installed at the same time as the solar panels)

**£200**

cash-back on Worcester Greensource air-to-water heat pumps

**£2,000**

cash-back on Worcester Greenstore ground source heat pumps

## Cash-Back for you

**Worcester is also offering installers up to £2,000 cash-back when you install one of its renewable heating solutions, in your own home, from now until 31st July 2009.\***

The Greenskies solar panels, Greenstore ground source heat pumps and Greensource air-to-water heat pumps all deliver heating and hot water comfort using sustainable sources of energy and bring significant benefits to you and your business.

When you install selected Worcester renewable products in your own home you could receive up to £2,000 cash-back.\*\* And with daily hands-on use of your own renewable heating and hot water system, you will also have the opportunity to demonstrate its cost-saving efficiency to potential customers – something many installers have found to be a strong source of new business.

Simply install your chosen Worcester products then complete and return the claim form – it couldn't be easier.

What's more, by installing Worcester's renewable products into your own home you are also eligible to enter the Installer's Choice Calendar competition. To find out more turn to page five of the magazine.

**To find out more about Worcester installer promotions visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and go to the installer section of the website, or call 0845 313 0058.**

\*All claims need to be registered by 31st August 2009  
\*\*Terms and conditions apply

# Worcester condensing boilers – inlet gas pressures

## Amendment to installation instructions

**Due to a number of recent enquiries regarding apparent inadequate inlet gas operating pressures to condensing boilers, Worcester has issued the following information in relation to its range of gas-fired condensing boilers.**

### Appliances: All Greenstar condensing boilers

Calls to the technical helpline at Worcester have identified that there is some confusion over acceptable inlet gas OP measured on our condensing boilers, when measured at the test point on the boiler's air/ratio gas control valve.

### Natural gas

The nominal OP at the gas meter outlet test point for natural gas is 21 mbar.

Allowing for the accepted allowable pressure loss of the installation pipework of 1mbar across the installation pipework (BS 6891: 2005 + a2: 2008)[1], it can be assumed that a minimum permitted OP of 18mbar will be delivered to the inlet of the appliance. The integral appliance isolation valve and boiler pipework could further reduce the OP by up to another 1.5mbar when measured at the inlet pressure test point on the appliance's gas valve (air/gas ratio valve). Therefore, it has been identified that an OP as low as 16.5mbar could be measured at the appliance's inlet pressure test point.



The operating pressures (OP) at the meter outlet need to be checked to confirm the correct OP at the time of installation when supplied through a metered supply.



The regulator should normally provide an OP of between 19mbar and 23mbar, depending on the flow rate through the meter. For example, at low flow rates (typically less than 0.5m3/h) the OP can tend towards 23mbar and at high flow rates (up to 6m3/h) towards 19mbar.

The OP at the gas meter should also be checked and the overall difference measured between the OP at the meter outlet and the appliance inlet test point; this should be no greater than 2.5mbar (1mbar pressure drop across the installation pipework + 1.5mbar pressure drop across the appliance controls). If it is confirmed that an OP loss greater than 2.5mbar, as specified above, when measured at the appliance test point, with the appliance operating at maximum heat input rate, this may indicate either undersized or restricted gas supply pipework. In both cases, the necessary remedial work should be carried out to ensure that the installation meets relevant standards.

However, if the OP measured at the gas meter is less than 19mbar or greater than 23mbar, the relevant Gas Emergency Contact Centre should be notified to investigate and rectify the situation. BS6400-1 states a gas supplier must not supply a pressure after the ECV of less than 19mbar, there is a pressure absorbance allowance of 4mbar across the meter and associated controls within the primary meter installation. This could lead to a pressure at the outlet of the meter as low as 15 mbar. BS6400-1 states that this is only permitted for 5% of the time and should not be treated as normal working conditions. (The reason for the lower permitted pressure is to allow for extreme peak demands)

To clarify, if the minimum operating pressure at the meter is measured at 15 mbar the boiler will operate safely providing:-

- 1) The pressure drop between the meter outlet and the gas valve inlet pressure test point is not greater than 2.5 mbar when the boiler is operating at maximum output. (1 mbar pressure drop between meter and appliance + 1.5 mbar pressure drop across the internal gas cock and boiler pipe work)

- 2) There is no detrimental effect on any other gas appliance at the property with the highest output appliance operating at full rate.

15 mbar operating pressure at the meter outlet is not desirable and may affect the technical performance of the boiler. This is only acceptable after the gas supplier has made every effort to correct the supply pressure.

If the situation is not acceptable to the manufacturer, the appliance should be classified as 'at risk' in accordance with the procedure detailed in the current edition of the Gas Industry Unsafe Situations Procedure (GIUSP).

See 'Summary for Natural Gas OP' chart below.

### Appliance installation instructions

This information currently contradicts the appliance manufacturer's installation instructions supplied with our condensing boilers. However, following the results of appropriate in-house testing it can be confirmed that all installation instructions will be amended to show the required minimum OP required for the boiler to work to specification.

Therefore, when checking the OP on an existing Greenstar model it is acceptable to expect an OP that is outside those specified in the manufacturer's instructions which accompany the boiler. Gas operatives should be looking for the appropriate OP at the appliance test point as outlined in the table provided.

For more information please visit the installers section of the website at [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

Summary for Natural gas OP			
Minimum OP at meter outlet*	Pressure loss across installation pipework	Pressure at appliance isolation valve	Pressure at test point on appliance gas valve
19mbar	1mbar	18mbar	16.5mbar

\*Reference BS 6400-1[2] Clause 6.2 Pressure absorption



# INSTALLER'S CHOICE

## Spotlight

### Keith Buckenham

**Keith Buckenham, of WG Buckenham & Son, lives in Tadworth, Surrey and took over his father's business in 1983. As well as general plumbing work and boiler servicing, Keith has branched out into solar installations and recently installed Worcester's Greenskies solar water heating panels in his own home.**

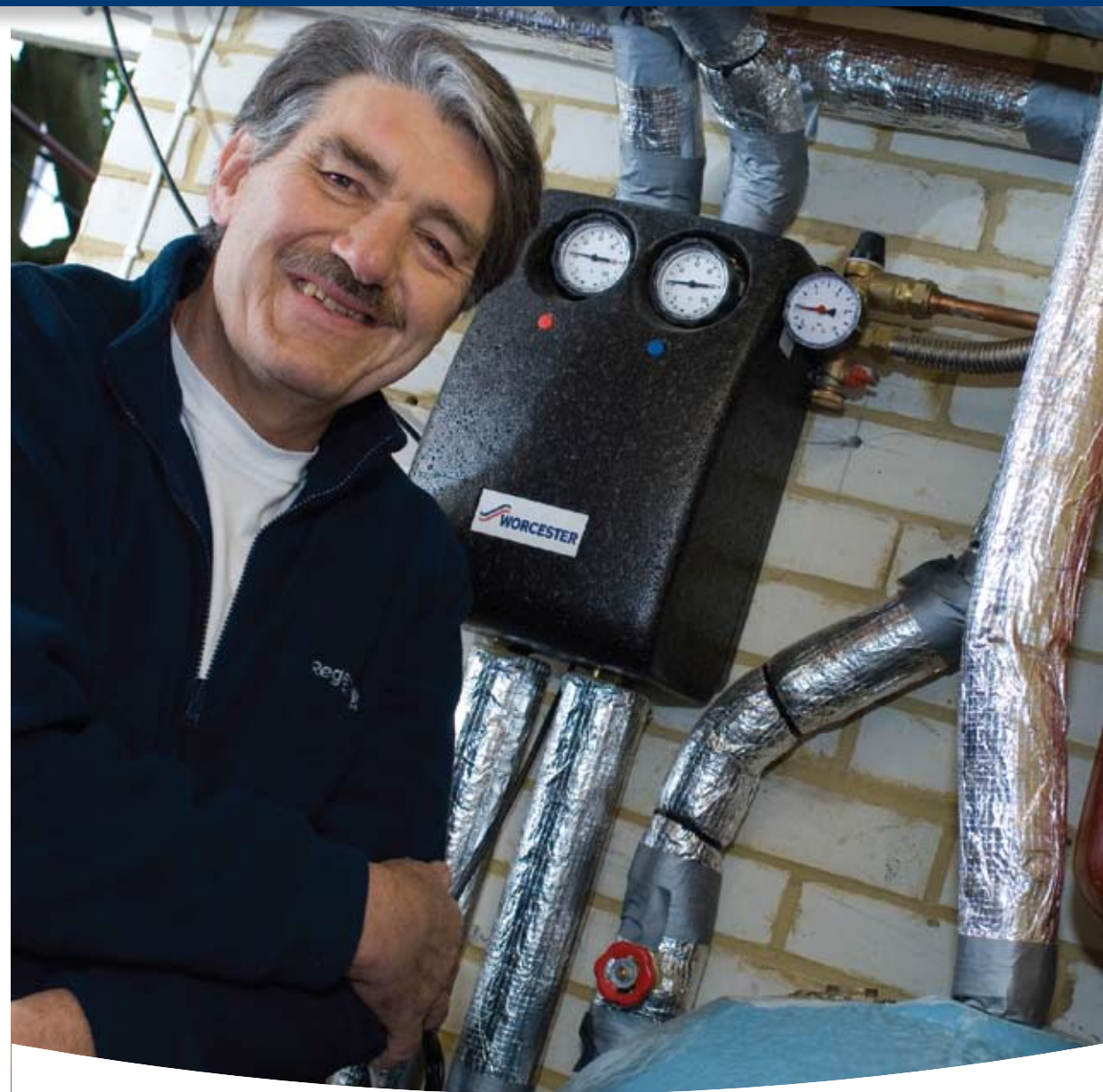
Given the semi-rural location of his property and the perfectly south facing main house, solar was the ideal choice for Keith to improve the efficiency of his ageing central heating system. He said: "My house was built in 1924 and was previously reliant upon an old inefficient boiler and hot water cylinder, which weren't helping my monthly fuel bills.

"I wanted to improve the situation, so installed Worcester's Greenskies solar panels on the south facing roof of my

property and created a mini plant room in the back of my garage, which has a solar cylinder in there too.

"When I first installed my solar panels, we had three good months of weather. During this time, we didn't have the central heating on at all and our hot water was provided for just £5 (our gas bill for the entire quarter) which was incredible. So it does work. Even when the sun isn't strong, it still warms the water and you're saving money on gas all the time.

"In terms of the future, I think renewable technologies are definitely the way to go, coupled with more insulation in domestic properties for greater energy savings. Upgrading to a more efficient central heating system is not something that has to be done all in one go either. It can be done bit by bit. Given the success of my solar installation, I'm now thinking of changing my boiler and installing a wood burning stove at some point. Then I'd have no gas bills at all!"



**Don't forget! If you install one of Worcester's renewable heating solutions in your own home you could receive up to £2,000 cash-back. Find out more on page 11.**



## GAS SAFE REGISTER



With only a few weeks to go until the new mandatory gas registration scheme begins operation throughout England, Scotland and Wales, Andy Stoll, Head of Strategy and Policy for Gas Safe Register, reminds us how important it is to register for the new scheme and raise public awareness around gas safety:

## Goodbye CORGI registration, Hello **Gas Safe Register™**



### Many thousands of installers have already registered

Safety is at the heart of Gas Safe Register™ and support for the new scheme is growing rapidly. By now, every CORGI registered installer in Great Britain will have received a letter notifying them of the change and what to do next, along with a unique business number.

Registering online is easy. Just go to [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) and enter your unique number along with your CORGI registration number (which we've made sure you can keep). Your online account will provide you with many useful features. Registering online will also save time and money, costing you £153 plus VAT, compared with £175 plus VAT if you register by phone or post. If you have any questions, please email [register@GasSafeRegister.co.uk](mailto:register@GasSafeRegister.co.uk)

There is no dual running of the gas registers so don't delay registering. As of 1st April 2009 you are required by law to be registered with Gas Safe

Register™. If you don't have access to the internet, call us instead on 0800 408 5577.

### Fly the flag for gas safety

It is in all our interests to fly the flag for gas safety. A better informed public will demand the safe and qualified services of a Gas Safe registered engineer, which will help stop illegal workers and reduce gas related deaths and injuries.

Consumers will soon recognise the Gas Safe Register™ logo as the only mark of gas safety in Great Britain. We will make it clear to everyone that they should no longer look for the CORGI registration shield. Regional and national newspaper coverage, radio and billboards across the country will mean that you soon start to see all your customers demanding to see your new Gas Safe Register™ ID card.

To show your customers that you are on the Gas Safe Register™, you will also need to make changes to your stationery, forms, adverts, clothing and vehicles. To help you with this,

we have developed a useful free guide featuring the new logo in various formats, along with templates and layouts. This is available for download from our website or by request on CD.

### Helping you put safety first

To help provide the safest possible service to all gas consumers throughout Great Britain, we'll be undertaking a constant monitoring service for new standards and updates. Every Gas Safe registered engineer will receive Registered Gas Engineer, a monthly magazine with news and features, plus a pull-out-and-keep standards update and technical alerts such as manufacturer's recalls. The first issue will also include high quality stickers to help rebrand your vehicle.

**Your customers can now find out more about Gas Safe Register™ on our website [www.GasSafeRegister.co.uk](http://www.GasSafeRegister.co.uk) and download our consumer leaflet. You can also get some free leaflets to hand out and educate your customers. These are available upon request by emailing [marketing@GasSafeRegister.co.uk](mailto:marketing@GasSafeRegister.co.uk)**

## PROFILE PROMISE



## Get the spares you need, when you need them

**Worcester has been running its spares profile stockist scheme for the past two years, in order to maintain the highest possible levels of service and availability of genuine Worcester spare parts to you, the installer.**

The success of the scheme has seen more than 145 spares stockists sign up to the profile partnership scheme with even more branches due to come on board this year. All of this means that installers of Worcester products can be assured that they can get the parts they need, when they need them, from a profile stockist in their local area. On the very rare occasion where a part may not be available, Worcester's profile stockists can guarantee that any spare parts needed will be delivered next day, on all orders placed before 5pm the previous day.

This industry-leading level of service allows Worcester's installers to plan repair work more accurately, with less time wasted tracking down genuine, reliable spares. Ultimately this means a much higher standard of service for the end user, which is of course the result we all strive to provide. Installers looking to find their local profile spares stockists can use the 'Spares Stockist' area at [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk). Simply click on the 'Spares Stockist' section on the left of the page, enter your postcode, and your nearest profile stockist will be displayed.

**Look for the red "PROFILE stockist" logo to identify those branches in your area that offer 98% availability of genuine Worcester, Bosch Group spare parts.**

**Worcester also offer 100% next day availability of all spares at all stockists featured on the "Find a Spares Stockist" search.**

# MEET JAYNE PEARCE

Sales office manager

**Q. How did you get to where you are today?**

**A.** I joined Worcester in 1994 and began my career in the purchasing department placing orders for goods and services for all departments. This enabled me to have a good understanding of all areas of the business and build good working relationships with my colleagues. I progressed to an assistant buyer and then to a buyer and studied for three years to obtain a postgraduate diploma in purchasing and supply.

In 2002 I moved to the sales department. That's the great thing about Worcester, the company enables you to work, learn and grow with it and if you need another challenge, there is usually one available. This department has grown considerably over the past six years, striving to meet its customers' ever increasing demands, and continuing to expand its product offering to the customer, including Worcester gas and oil-fired condensing boilers, Buderus commercial boilers and increasing volumes of renewable products.

**Q. Tell us about the team you work with and what your roles entail?**

**A.** Within the sales department there are three specialist teams - Product Sales, Spares Sales, and Returns Teams. Our core customers are merchants and spares stockists and we offer direct telephone numbers for them to contact us to enquire about their purchase orders and availability of products.

It also helps them to inform us of any changes in their requirements or to confirm which accessory or spare part is compatible with specific products.

We believe availability of products is key and we work closely together with our despatch and logistic departments to ensure all our customers' orders are delivered on time and in full. We want a Worcester product to be available from the merchant when you need one. One of the ways we achieve availability of products is with 'profiling'. Which we talk about on the previous page of the magazine. This is a range of products, always stocked at the merchants, available on the same day.

We support our boilers with spares for a minimum of 10 years and if you visit our website and go to the 'Find a Spares Stockist' section you will find a network of spares stockists. Currently 148 of these stockists carry a 'profile' of spares, available over the counter the same day. At Worcester we have a 100% availability of all spare parts in stock and if ordered before 5pm, will be delivered the next day.

**Q. What do you like to do in your spare time?**

**A.** After spending the week talking to customers, discussing boilers and ensuring all teams are enjoying their working day I look forward to a weekend of spending time with my family, walking the dog, a game of tennis, the odd glass of wine and the occasional trip to the seaside.







The vision of the Microgeneration Certification Scheme (MCS) was to provide confidence and protection for homeowners, by guaranteeing that certified renewable products and installers meet robust standards. However as Neil Schofield, head of sustainable development explains, it's not as straightforward as it sounds.

# It's time for action, **not words**

**Originally conceived in 2006, BRE Global was appointed by the Department for Business, Enterprise and Regulatory Reform, on a two-year contract to develop the MCS scheme and ensure installers and renewable products lived up to an 'approved' Government standard.**

All relatively straight forward, but when you consider that no-less than three different departments have looked after this scheme over a period of two years you'd be forgiven for questioning whether the scheme is actually fit for purpose. Its main aim is to raise awareness of renewable technologies and the role that they can play in reducing carbon emissions and energy bills. In addition, it will also address the barriers of entry into the marketplace for renewables and generate consumer confidence in the effectiveness of these products.

I believe the scheme actually focuses on the 'cottage' industry for renewable technologies, which isn't necessarily suitable for the mainstream sector. This has been our biggest complaint at Worcester. MCS isn't working to serve the existing mainstream industry route to market; instead it has been devised by the 'cottage' industry for the 'cottage' industry to maintain the 'cottage' industry.

In reality, the scheme seeks to protect the householder by ensuring the products they are purchasing are quality products and they are installed by a quality installer. However, this doesn't recognise that there's already a European standard that the

products must conform to. Which begs the question, why do we need a new one in the UK? The sentiment behind giving renewable products an extra-special status is a good idea to guarantee quality, but in practice it is an administration step too far and seems to me to be just another money-making enterprise. All it really appears to do is create a barrier that protects the consumer to the point where no-one is actually installing renewable

***We hope this new scheme will start to recognise the well-established companies in the heating industry.***

technologies in any great numbers, which defeats the whole point of the initiative in the first place.

In November 2008, the scheme began a new phase and is now funded and regulated by the industry itself, rather

than Government. The contract was given to a company called GEMSERV who are now responsible for the administration and registration of installers and products, plus promoting the use of the technologies to the general public, via 'scheme operators'. It's encouraging to see new operators coming into play and I sincerely hope they will devise a simpler, cheaper, more-effective scheme that's easier for installers to use.

Where the previous scheme failed was to recognise that there is an existing installation workforce already serving the UK. At the moment the wider installation community is totally ignored in favour of 'cottage' industry renewable installers.

We hope this new scheme will start to recognise the well-established companies in the heating industry. It currently doesn't recognise an installer's technical ability and experience, or the extent to which successful companies like Worcester are investing in training. It seems to be more about business requirements.

Despite the new scheme operators coming into play and revising the costs, they are still relatively high. At



the moment, to achieve accredited status, installers must first pay £250 to register, then they are required to pay a £100 annual fee and a further £10 per installation. It's disappointing to see that despite the costs coming down they are still considerable and will undoubtedly cause concern to installers, especially smaller companies who would sacrifice time that could be spent on site by completing all the paperwork required by the MCS.

The complexity of these costs means that if we're not careful the scheme will have the opposite effect, potentially discouraging the take up of new technologies, or confining renewables

to 'cottage' industry status, with mainstream installers turning their backs on energy-efficient products in the long term.

It's clear that the energy targets are going to be tough to meet, so, why do we have to make achieving them twice as difficult? To be honest it's likely the scheme has been devised by a Government department that's perhaps a bit out of touch with what's involved with installing renewables, and unsure of the issues faced by the modern heating industry, which incidentally is still buoyant. The result is that schemes like MCS are making it harder for renewables to take off in the UK.

With CO<sub>2</sub> reduction targets of 80% to be achieved by 2050, you'd think the Government would be doing everything they could to make it easier for more installers to work with these products. We need to learn from our European counterparts and start doing more to help the renewables market. At Worcester, we plan to wait and see what the new operators will come up with, and hope that it is fit for purpose for the mainstream industry. While we wait for decisions to be made, and plans to be revised a massive 6,000 boilers a day are installed in the UK, which means all these people are missing out on the opportunity to receive the benefits of renewable technologies.

# Win with Worcester!

For your chance to win one of Worcester’s fleece-lined jackets with front fastening zip, internal mobile phone pocket and 8000wp water proofing, simply answer the following questions:

Q1. Can you name one of the new updates on the heat pump buffer tanks?

Q2. Which Worcester representative picked up the award for ‘Boiler Manufacturer of the Year’ at the annual Gas Industry Awards Gala Ball, organised by Phoenix Natural Gas?

Q3. What is the name of the new chairman of the World Plumbing Council?

Q4. What did Kevin Rawlings install in a 16th Century merchant’s house that won him one of Worcester’s E2020 monthly awards?

Q5. How many litres of water can be generated in a Greenstar boiler’s condensate trap in an hour?



To enter, simply answer the questions, which all relate to this month’s magazine, fill in the form below and send it back to the editorial office: Installer’s Choice, March 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

Write answers below

ANSWER 1: \_\_\_\_\_

ANSWER 2: \_\_\_\_\_

ANSWER 3: \_\_\_\_\_

ANSWER 4: \_\_\_\_\_

ANSWER 5: \_\_\_\_\_

Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

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 April 2009

# Keep in touch

We spoke to Jayne Pearce in this month’s ‘Behind the Scenes’ – here’s how you can contact Jayne and her three teams in the sales office.



<p><b>Sales Team</b></p> <p>Contact on: 01905 752640</p> <p><b>Nathan Collett</b></p> <p>Product Sales Manager</p> <p><b>Jenna Barker</b></p> <p>Team Leader</p>	<p><b>Spares Team</b></p> <p>Contact on: 01905 752576</p> <p><b>Alistair Evans</b></p> <p>Spares Manager</p> <p><b>Ollie Harris</b></p> <p>Team Leader</p>	<p><b>Returns Team</b></p> <p>Contact on: 01905 752531</p> <p><b>Julie Tipper</b></p> <p>Returns Supervisor</p>
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