

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.

September

Self Build, Dublin, Citywest

11/09/2009 – 13/09/2009

CLA Game Fair

Belvoir Castle, Grantham, Leicestershire

24/07/09 – 26/07/09

The New Forest and Hampshire County Show

Brockenhurst

28/07/09 – 30/07/09

October

Plumbing and Heating trade show,

Ramada Hotel, Belfast

07/10/09 – 08/10/09

The National Home Improvement Show,

Earls Court, London

02/10/09 – 04/10/09

Grand Designs Live, NEC, Birmingham

09/10/09 – 11/10/09

PHEX, Manchester United Football Club

13/10/09 – 14/10/09

November

Homebuilding & Renovating Show, Harrogate

06/11/09 – 08/11/09

PHEX, Chelsea Football Club

18/11/09 – 19/11/09

Permanent Exhibitions

Worcester has several permanent exhibition stands around the UK, which give 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



Worcester's Stamp of Quality

Last chance to score a free
official football shirt!

Get ready for the stampede with
the engineering services team

Average call response
less than a minute

Free heat pump
sizing service

Heating design
service available

Over 35 pre- and post-sales
technical advisors and a
dedicated renewables team

All the technical support you need.

To find out how Gary Arkless, or any of Worcester's
technical advisors can provide you with expert
advice, call **08705 266241** or visit our website.



www.worcester-bosch.co.uk

CONTENTS

Pages 4 & 5

Latest news and views from
Worcester



Pages 6 & 7

Worcester's Greenstar quality checks

Page 8

Be Our Guest: Simon Carin,
managing director, Graham Group

Page 9

Industry Update: Part L Building
Regulations

Page 10

Green Page: The Environment 2020
winner Steve Dixon

Page 11

Promotion: Last chance to score a
free football shirt



Pages 12 & 13

Installer's Choice case study:
Antony Walster

Pages 14 & 15

Bradford focus group: Installers
speak out

Pages 16 & 17

Your questions answered by the
engineering services team

Page 18

Win with Worcester

Page 19

Keep in Touch

Page 20

Diary Dates

Welcome from Carl Arntzen

Hello and welcome to the September
issue of Installer's Choice. With the
heating season almost upon us, we've
introduced a new question and answer
section to the magazine. Here Brian
Murphy, engineering services manager
at Worcester, talks through some of
the most frequently asked questions
the engineering services team receives
from homeowners at this busy time of
the year. We hope the answers will also
help you and your customers as we
approach the peak heating season. Turn
to pages 16 & 17 for more information.

We also talk to John Cross, technical
quality manager at Worcester, to find
out what goes on behind the scenes to
make sure our boilers meet and exceed
your expectations. At Worcester, we
are highly committed to ensuring
both the reliability and quality of all
of our products, which is why we
continuously invest time and money
into new product development and
testing. Turn to pages 6 & 7 to read
about the process for yourself.

As you, the installer, are our eyes
and ears on the ground, we value the
feedback you give us. Keeping regular
contact with you is vital for us to
be able to develop and improve our
services and products to ensure you
can do your job to the best of your
ability. A recent installer forum took
place in Bradford and focused on
Worcester's Greenstar CDi series and
our selection of accessories. Find out
what feedback we received on pages
14 & 15.

Finally don't forget, you only have
until the 18th September to get your
hands on a free football shirt of your
choice when you purchase a Worcester
Greenstar boiler, as part of our 2009
football promotion. Make sure you get
in before the final whistle!

Enjoy the magazine.

Carl Arntzen
Director
Bosch Thermotechnology Ltd

Look out for **Worcester** in the October issue of Build It, on sale 26th August.

Run, Team Run!

Worcester has been committed to raising money for various charities over the years, and regularly organises fundraising events for local and national charities. But the efforts don't stop at the desk for some:

In April, Russell Dixon, 43, technical and administration manager for renewable products at Worcester, participated in the London Marathon to say thank you to Headway, a charity dedicated to supporting people with brain injuries.

In September 2007, Russell was diagnosed with a brain tumour,

which was successfully removed by surgeons at the Queen Elizabeth Hospital in Birmingham two weeks later.

Russell comments: "Brain injuries affect people in different ways. I count myself as one of the lucky ones and see this as my chance to give something back to a charity that does so much for so many people.

"Organisations like Headway make a huge difference to the lives of people with brain injuries. We certainly appreciate the help that's been given to others and I hope my Marathon run

will provide valuable funds as well as raise awareness of brain injury."

The 26.2 mile run raised a massive £2,000 for the brain injury association.

And on 20th September our very own Carl Arntzen will take on the Great North Run in aid of Action for Children, a charity that supports and speaks out for the UK's most vulnerable children and young people.

If you would like to support either Carl or Russell, donations can be made at: www.justgiving.com/carlarntzen and www.justgiving.com/russelldixon



Fluctuating gas boiler sales



According to the latest figures published by the HHIC (Heating and Hot Water Industry Council), annual sales of gas boilers were down 9.3% year to date (January – July 2009 versus the same period in 2008).

Steve Lister, director of sales at Worcester, believes this downturn isn't unexpected. Commenting on how

the heating and plumbing industry is presently faring, he said: "Current media hype surrounding the recession has inevitably led consumers to tighten their purse strings and hold onto any available disposable income they have. With many that may have considered investing in a new high-efficiency boiler to save money in the future simply changing their minds.

"In addition, with unemployment rates the highest in more than 10 years, coupled with the fact that the Office for National Statistics (ONS) has recently revealed that real household disposable income has fallen by 2.4% and as the savings rate has dropped from 4% to 3%, it is clear that for the average UK domestic installer business is more than likely focusing on 'repair' rather than 'replace' installations, as consumers simply

don't have the money available to afford the initial outlay.

"However, more positively, the HHIC has reported that the condensing boiler share of the market has continued to grow year-on-year, reaching a massive 99% in May of this year. Plus solar thermal heating sales as a whole, including both flat plate and vacuum tube style products, have seen almost a 35% rise in sales from Q2 2008 to Q2 2009, which is fantastic. This shows that awareness and curiosity of renewable heating and hot water products has grown steadily over the last 12 months and despite financial pressures consumers have remained committed to helping save the environment and reducing the harmful carbon emissions their homes produce, which is incredibly positive."

PTS Star installer of the year

Congratulations to Graham Bower of Bower Associates in Hornsea!

Graham, who is a loyal Worcester installer, was deemed the very worthy winner of the PTS 'Star Installer' award after a flood of votes attested to his hard work and track record for going above and beyond the call of duty for customers. Graham has built a rock solid reputation, having built his company up from scratch based on an ethos of excellent customer service. Expanding into renewable energy and taking the time to take on apprentices are just some of the reasons why Graham has been voted PTS' Star Installer 2008/09.



John Moran, PTS Northern Region managing director, said: "As a leading merchant it's our responsibility to support the industry and an important part of that is recognising and rewarding installers who are making a difference. Graham is a worthy winner so thank you to

everyone who voted and of course the other nominees."

Graham added: "It's fantastic to be recognised for what you do and the hard work that's been put into Bower Associates to make it successful. Thank you to PTS and to everyone who voted for me."



The Z Test

Quality Checks Ensure Quality Products at Worcester

Worcester's 'Technical Quality Department' comprises of a team of 15 technicians and engineers who ensure its range of Greenstar 'A' rated boilers meet the standards expected from a Bosch Group product. The team is split into two sections: 'Calibration' and 'Product Audit'. Installer's Choice spoke to John Cross, technical quality manager, to find out just what goes into making sure these boilers meet and exceed installer expectation:

Calibration

The team is responsible for ensuring that all measurement and test equipment is fit for its intended purpose and that it remains so throughout its life. This includes all equipment that carries out quality testing, both in 'Manufacturing' and 'Product Audit'.

Manufacturing process tests and measurements

During the manufacturing stages of a Greenstar boiler, Worcester conducts a number of tests and measurement activities, including:

- Water circuit
- Gas
- Combustion chamber
- Heat cell
- Internal flue
- Electrical safety tests
- Torque measurements
- Final test (checking/setting an average of 15 separate performance parameters)

Product audit

As the name suggests this is an audit of a completed product including its packaging, literature, and any added accessories. These audits fall into three types:

A Test

A visual check of the product including: packaging, literature, painted panels, cable routing, part numbers of key components and general tidiness of the product.

Q Test

The appliance is loaded on to a test rig and extended performance



Calibration



Q Test



Manufacturing Process

tests are carried out over a period of approximately two-hours. The parameters measured include: heat input, thermal efficiency, combustion performance, hot water performance, as well as checking several key safety systems.

After both 'Q' and 'A' test the Greenstar boilers are carefully re-packed and released to stock.

Z Test

For this test, samples are selected from production at a rate of 100

parts per million (0.01%). The boiler is pre-tested as in the 'Q Test', and then installed on a special rig which carries out accelerated simulated life tests. It takes, on average, a period of nine months to simulate three years of normal service after which a post test is conducted enabling a product life to be estimated. This test ensures that the products life expectancy remains at or greater than it was when first produced. After these tests the boilers are recycled as they have had the equivalent of three years use.

In the unlikely event that a failure is found in any of the product audits, the Technical Quality team support the relevant areas of the business to put corrective and preventative actions into place to ensure that the failure can not be repeated, and also to monitor such actions until they are fully closed out.

To find out more about Worcester's quality checks and its range of products visit www.worcester-bosch.co.uk or talk to your local representative.



Installer's Choice invited Geoffrey Lean, contributing environment editor at the Daily Telegraph, to give his views on the Government's introduction of the 'White Paper'.

The Daily Telegraph

TRANSFORMING THE ECONOMY?

London's Science Museum houses some of the iconic inventions that stimulated coal-driven industrial revolution. So perhaps it was appropriate that ministers should go there to celebrate launching plans to move away from fossil fuels.

Ed Miliband, the Energy and Climate Change Secretary, Lord Adonis, the Transport Secretary, and Lord Mandelson, First Secretary of State, threw a party at the museum in July after publishing the Government's low carbon industrial strategy to 'transform our whole economy and change our industrial landscape, our supply chain and the way in which we all work and consume.' They accompanied it with 640 pages of planned policies, including a long-awaited 'White Paper' on renewable energy.

The mood among ministers and officials came across as self-congratulation mixed with relief that the policies had finally been published. The same relief was detectable among the environmentalists and representatives of renewable energy companies among the invited guests, but blended with doubt as to whether the Government planned to do enough to bring about a true low carbon revolution.

The record is far from encouraging. Britain has the best renewable

energy resources in Europe, but the third worst record – after Malta and Luxembourg – for exploiting them. Germany and Ireland, for example, get three and a half times more of their electricity from the wind, Spain and Portugal five and a half times, and Denmark nine and a half times.

Ninety per cent of new single family homes in Sweden are now equipped with heat pumps; though increasingly popular, they remain rare here. And even in China one in every ten homes has solar water heating.

Britain has been not just slow, but positively reluctant to follow suit. Three years ago when Government grants for installing renewables on homes finally began to stimulate consumer uptake, ministers first rationed and then cut them – causing demand to slump.

Ninety per cent of new single family homes in Sweden are now equipped with heat pumps

And until recently they were denouncing 'feed-in tariffs', to sell renewably generated electricity to the grid, as 'a regulatory nightmare' – even though they are already working in 19 other European countries.

As part of the launch, ministers belatedly set out plans to introduce the tariffs in Britain from next spring. But the small print shows that they are likely to be too low to stimulate the rapid spread of renewables they have brought about, for example, in France and Germany.

Worse, ministers delayed introducing similar incentives for renewable heat for another year. Yet this is far the most important and urgent issue to tackle, since heating water and rooms accounts for about three quarters of all the energy used in homes. And plans for 'green mortgages' – giving low interest loans for renewables and energy-saving measures, to be paid back out of reduced bills – are only to be 'piloted'.

Once again Britain risks missing out, not just in greening its energy supplies, but in the huge business opportunities emerging as the rest of the world moves away from carbon. Perhaps the party should instead have been held in the Natural History Museum next door – beneath the bones of its dinosaur.



The new revisions to Part L of the Building Regulations covering the conservation of fuel and power will come into force this October, we spoke to Martyn Bridges who gives us a guide on the key changes that will affect installers.

The 'L' Word

Unlike the last time Part L of the Building Regulations was changed, when it became mandatory to install high-efficiency condensing boilers, the latest changes are fairly minor. The first element of the changes, relevant for heating installers, concentrates on improving the level of efficiency of a home's heating system in line with the Code for Sustainable Homes, which covers all new-build properties. The Government has proposed two different options for calculating the statutory 25% increase in energy-efficiency. They are:-

Option A – aggregate 25% approach

The optimal building specifications for 2010 would be determined by equalising the Marginal Abatement Cost (the cost of eliminating an additional unit of pollution) across the component parts. This is then applied to an assumed new-build mix with the requisite 25% reduction delivered overall.

Under the alternative aggregate approach for new homes, the 2010 targets are based on a common specification. The only exception being the heating system efficiency, which is varied if anything other than the conventional fossil fuels – oil and gas – are used. However, there is a separate specification proposed for electric resistance heating. This electric resistance specification is intended to be temporary with the electric heating option eventually having the same fabric specification as other fuels and being based on a heat pump solution. This change would be progressive to allow the electrical heating industry time to diversify into new product areas.

Option B – flat 25% improvement

The Government's preferred option is to take the 2002 notional building that meets energy-efficiency standards and to apply a larger improvement factor for new homes over the 2006 factor. The argument being that it is the simplest method and also generates the largest CO₂ saving.

At present the Government is seeking views on both options to decide the best way to progress. Both methods may sound a little difficult to digest so if you'd like a more detailed breakdown or have any questions, visit the CLG (Communities and Local Government) website at www.communities.gov.uk where the consultation documents can be downloaded and response forms completed.

Gas-fired Boilers

The other main change that will affect installers is about gas-fired boiler efficiency. Currently band 'B' boilers are acceptable within the current Part L regulations but the changes will

mean that from October only SEDBUK 'A' rated boilers will be allowed for all new and replacement installations. All of Worcester's Greenstar boilers are 'A' rated, producing a level of efficiency above 90%, consequently it will be business as usual for Worcester products.

It is also worth being aware that the Government are seeking views on whether to make compliance with Part L a requirement for all new conservatory installations. This would require reasonable provision in the form of effective thermal separation from the existing building, independent control of any heating systems and minimum thermal performance standards for floors, walls and glazing. If this were to be introduced in 2010, it remains to be seen whether such works will require Building Control notification at this stage.

Installer's Choice will keep you up to date with any further developments in the Part L regulations.

Steve Dixon who runs his own plumbing and heating business in West Yorkshire has been awarded one of Worcester's monthly Environment 2020 Awards for an installation he completed using a Worcester renewable technology.



Local Installer claims **National Eco Award**

Steve Dixon, proprietor of SGD Plumbing & Heating, was awarded his prize as part of Worcester's Environment 2020 Awards for a super-efficient installation of two Greenstore ground source heat pumps in a large 1950's home in Halifax.

The Cleckheaton based installer was approached by a customer who was keen to do his bit for the environment and asked Steve about his options. As Steve explains: "The installation was a demanding one as it involved two Greenstore 11kW ground source heat pump system units, two 100 litre buffer tanks and a 280 litre un-vented DHW cylinder with timed secondary circulation. This was the largest installation project we've done, but the results have been fantastic for the customer and they are really pleased with the end result."

A Worcester Greenstore ground source heat pump takes energy from the ground and uses it to meet the heating and hot water requirements of an entire household. By harnessing the energy stored in the ground, they can provide heat with a much lower running cost than standard boilers.

Using the same principles as an ordinary domestic fridge, ground source heat pumps use a water and glycol mixture, which is pumped around a collector circuit, causing the refrigerant to turn into a gas. This refrigerant passes through a compressor, making the temperature rise. The hot gas moves to a condenser and the latent energy is released into a heating circuit.

His winning work meant that Steve was awarded with a £500 voucher for a National Trust cottage holiday and a year's family membership for the National Trust.

The Environment 2020 Awards initiative is an annual competition organised by Worcester which recognises installers who take an environmentally responsible approach to their work. Originally launched in 2000 as the Environment 2010 Awards, the initiative has now 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 ten years.

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 has challenged house builders to incorporate 15% renewable technologies in their new homes by this date.

The Awards also rewards the artistic efforts of young people up to the age of 16 who have created an outstanding piece of artwork that highlights the need to be energy-efficient and addresses the causes of climate change.

For further information and to download entry forms for this year's Awards please visit www.worcester-bosch.co.uk



Worcester's football promotion

Your last chance to take advantage of Worcester's football shirt promotion...

You only have until 18th September 2009 to get your hands on a free football shirt of your choice, with every Greenstar gas or oil-fired boiler you purchase.

Whether your team is in the Premiership, Championship or Scottish Premier League, purchase a Worcester Greenstar gas or oil-fired boiler by 18th September and you will be the proud owner of your very own official football shirt, free of charge – what a result!

Plus, the more boilers purchased the more shirts that can be claimed. So, even if you're not a football fan yourself, you could soon be top of the scoreboard in your family league by giving your son, daughter or

partner their favourite team's shirt, as Worcester will also provide the football shirts in any adult or children size required.

The promotion is available on the following Greenstar range of high-efficiency gas or oil-fired condensing boilers from Worcester:

- Greenstar i Junior series
- Greenstar i System series
- Greenstar Si series
- Greenstar Ri series
- Greenstar CDi series
- Greenstar FS CDi Regular
- Greenstar Highflow CDi
- Greenstar Heatslave series
- Greenstar Camray series
- Greenstar Danesmoor series

All claims must be sent to Worcester promotions by 18th October 2009 in order for your claim to be processed.

To find out more about Worcester's football promotion please visit www.worcester-bosch.co.uk or talk to your local representative to make sure you get in before the final whistle!

*terms and conditions apply

INSTALLER'S CHOICE

Spotlight

Antony Walster, GMS Plumbing

Robustness and strength were the two key requirements for Nottingham-based installer Antony Walster, of GMS Plumbing, when he decided to fit solar panels on his own home. As he explains:

"I live on a road which a lot of school children use as their route home. Kids being kids, I was worried that if they saw the solar panels on my roof they would be tempted to throw stones at them, just because they are a bit different. As such, strength and robustness were just two of the reasons why I decided to choose Worcester.

"Compared to others on the market, Worcester's Greenskies solar panels were also the most reasonably priced particularly as I was able to take

advantage of Worcester's installer cash-back promotion."

Installing the Greenskies solar panels has not only given him the chance to do his own research into the technology, but it has also provided him with the opportunity to demonstrate his commitment to the products: "Having a Greenskies solar thermal system installed in my own home has proved really helpful when talking to customers about renewables because I can tell them that it does work, otherwise I wouldn't have it

on my own house. They are also an excellent showpiece for prospective customers to come back and have a look at.

"I've noticed a massive saving on my gas bills. During the summer months our quarterly bill can be as little as £30 and in winter the solar panels help to give the boiler a head start, by generally heating the bottom of the cylinder by about 15-20 degrees. To be honest I've saved more than I thought and the technology has totally exceeded my expectations."



Feedback for the future

Many of you may already be aware of Worcester's regular installer forums and quite a few of you will have already attended one over the years, but for anyone who hasn't heard about these feedback sessions Martyn Bridges shares with Installer's Choice how they work and tells us how you can participate – so you can get those burning issues off your chest!



Katie Stuart conducts the installer forum

"We value feedback from all sectors of the heating industry and with installers being the ones on the ground fitting the products and liaising with the end user, keeping a regular dialogue with you is vital for us to be able to develop and improve our services and products to ensure you can do your job to the best of your ability."

"Over the years we have run more than a hundred installer forums throughout the UK to gauge opinion on the latest industry issues as well as more specific research about what we offer and how we compare to our competitors."

"Our most recent event was in Bradford where we choose to focus on Worcester's Greenstar CDi range and our selection of accessories."

Market Research

"At the start of each forum we invite participants to answer a few questions to give us an indication of how we fare against other boiler manufacturers in different of areas. We appreciate that

some installers may feel obliged to rate us highly because they are at a Worcester focus group but we do ask all installers to be as objective as possible and to give honest answers. Results are often very favourable for the Worcester brand and the Bradford session was no exception."

When asked 'which boiler manufacturer do you rate as best in terms of reliability and product quality?'

Over 90% of installers opted for Worcester
The remaining 10% of the votes were spread amongst three competitors

When asked 'which manufacturer do you rate as best in terms of range of products?'

100% of installers chose Worcester

CDi Feedback

"The first point that was raised when discussing the CDi range is that some competitors offer higher outputs for system boilers, namely 35kW and 40kW

versions. At present, Worcester's highest gas system boiler output is 30kW, but we would like to inform installers that we are looking at the possibility of increasing this through our research and development team, and if the feedback from the industry is positive Worcester will look to develop the range."

"We sparked the most debate when we opened the floor to the group to give us their suggestions on how we could improve the Greenstar CDi range."

We have dramatically reduced the amount of non-recyclable materials in our packaging in recent years

The following points / suggestions were raised and as a result Worcester is now looking into the viability of all these recommendations. You said:

- Pre-fabricated pipework for behind the boiler in vertical installations
- A rear flue within the cabinet height
- CO/CO₂ analysis points on boiler rather than the flue turret
- Boilers could do with a hook or bracket to hang a manometer
- Screws on the control box can be too tight
- The earth connection point needs moving to where the other connections are
- Telescopic flue could be longer for the thicker cottage walls sometimes encountered
- Instructions for operation of the filling link needed within the users instruction booklet

- Service interval indicator (enabled by installer)
- Full serial number on silver label on fascia (not just boiler code)

"It was also interesting to discover that the recycling of packaging and literature were important to a number of installers. Several members of the group agreed that, if possible, polystyrene should be removed from packaging as it is not environmentally friendly."

"At Worcester, protecting the environment is high on our agenda and we have in place an extensive number of measures which help to reduce our carbon footprint and allow us to operate as efficiently as possible. We have dramatically reduced the amount of non-recyclable materials in our packaging in recent years and are continuing to research the most environmentally sound options which provide the necessary protection for products."

"When discussing Worcester's accessories a number of installers agreed that pre-fabricated pipes (similar to those launched for the i and Si series last year) for CDi boilers as well and adding an intelligent automatic filling link would prove beneficial. We are now looking at introducing these features."

"This is really just a snapshot of the valuable information the team at Worcester gather from our installer forums but this hopefully demonstrates how valuable a two-way communication process can be for both installers and manufacturers. We take on board all comments and over the years many of the recommendations from our installer focus groups have instigated positive changes."

Worcester would like to thank each and every installer who has taken part in one of these sessions and if you haven't attended, but are interested in voicing your opinions please email marketing@uk.bosch.com to find out details of how you can take part in a future forum.



Brian comments: "The types of questions the team receive throughout the year obviously depend on the weather conditions."

Your questions answered

Our team of thirty-four technical advisors answer a wide range of questions six days a week. These calls come in from various sources with the mix of potential callers consisting of specifiers, merchants, installers and homeowners. Here Brian Murphy, engineering services manager, gives us a glimpse into the questions your customers have been asking:



I have a flashing EA Code / Blue slow flashing light – what do I do?

If you are currently without heating and hot water and your boiler is displaying an EA Code on its digital display, or it has a slow flashing blue light, then it is possible that the boiler is not actually faulty, but simply that it has a blocked or frozen condensate trap / discharge pipe. It's also common to hear gurgling noises coming from the boiler if this is the case.

If the condensate pipe is installed to the manufacturer's instructions (insulated, no runs longer than 3m externally, upsized to 32mm if necessary) with a good fall then freezing is far less likely to occur.

We would advise the homeowner to seek assistance from their installer or any qualified engineer, who will be able to inspect the condensate run and repair/offer guidance on any possible prevention methods for the future.



I heard that during freezing weather conditions it's possible for my condensate pipe to freeze – how can I thaw it out?

We would advise that they should contact their installer/qualified engineer in order to thaw the condensate and also in order to find a permanent solution to the freezing condensate problem.

If you are unable to contact an installer, we would advise the following:

1. They should exercise extreme caution at all times when attempting to identify and thaw a condensate pipe.
2. They should only attempt to thaw a condensate pipe that it is at ground level and easily accessible. Under no circumstances should you attempt to thaw a condensate pipe which is at height, without the assistance of a professionally trained engineer.
3. A hot water bottle or wheat wrap would be a suitable and safe way of thawing the condensate pipe.
4. Once thawed, the boiler will need to be reset. This can be done by holding the reset button in for 10 seconds and then waiting 2 – 3 minutes for the boiler to re-fire.

If they are uncertain of what to do or require particular assistance we would ask them to invite a neighbour, friend or family member to assist them. Or contact the Technical Support Team at Worcester on 08705 266241.

We would also advise that they should still contact their installer in order to find a permanent solution to the condensate freezing.



I am constantly losing pressure in my central heating system, what should I do?

Check all visible joints including radiator valves and airing cupboards for obvious signs of leakage, and check that no water is being discharged from a pressure relief pipe.

Once any leaks have been established and repaired, the installer will re-charge the system as per installation and servicing instructions.

Best practice when handing a new boiler over to your customer is to show them how to repressurise the system themselves. The technical team is always glad to assist by phone.



When the clocks go back will my programmer automatically update the change in time?

All of Worcester's current digital programmers and digistat radio frequency programmable room thermostats for our Greenstar gas-fired boiler range feature automatic GMT – BST* adjustment.

Programmer instructions can be downloaded, or a hard copy can be ordered, from Worcester's website – www.worcester-bosch.co.uk

*Greenwich Mean Time – British Summer Time

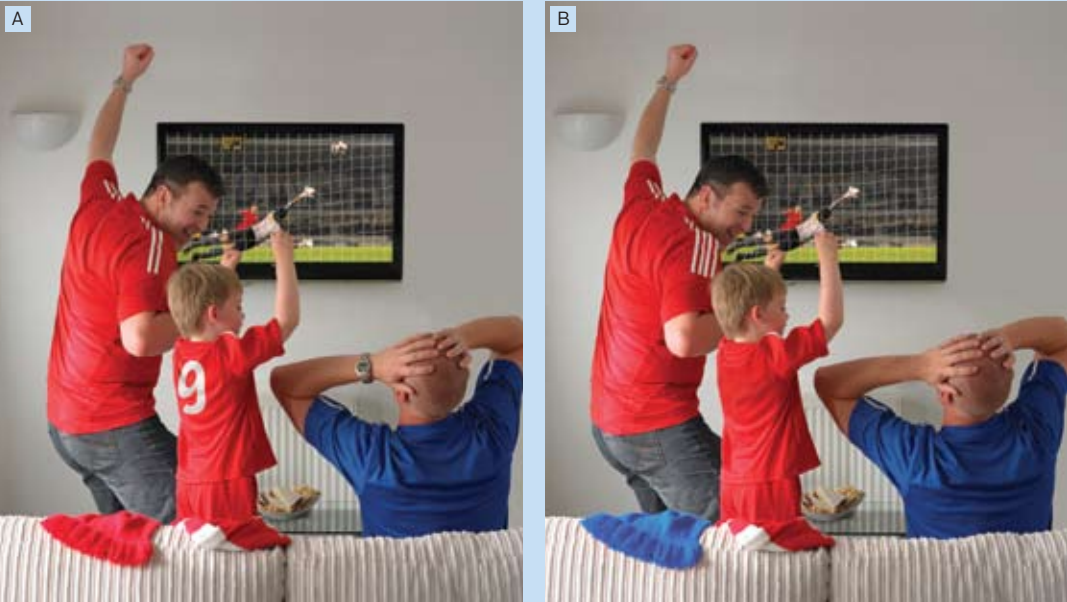
Turn to page 19 to find out how you can get in touch with the technical support team, and get your questions answered.

You may wish to cover these common questions during your handover to the customer



Win with Worcester!

This month's competition is a Spot the Difference challenge. For your chance to win an official Premiership football shirt of your choice, all you need to do is correctly identify the five differences between the below two pictures.



Once you've found them, simply complete the above/below entry form and send it back to the editorial office: *Installer's Choice*, September 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good luck!

Differences

1) _____

2) _____

3) _____

4) _____

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 October 2009



Worcester's Super Team

The engineering services team at Worcester are here to help. To make sure you have their details to hand for those tricky customer questions, we've listed the all important numbers below:

Technical pre and post sales:
Tel: 08705 266 241
Fax: 01905 752 741
Email: technical.enquiries@uk.bosch.com

Renewables Helpline:
Tel: 01905 752 780
Email: renewable.energy@uk.bosch.com

Operating hours:
The technical support team are available Monday to Friday from 7am-8pm and Saturday's from 8.30am-4pm (including bank holidays, excluding Christmas Day).

The team can take appointment details to arrange a renewable on-site visit either by phone or email.