

### Exhibitions



#### May

##### All-Energy Show

Aberdeen Exhibition & Conference Centre, Aberdeen  
18/05/2011 – 19/05/2011



##### PHEX

Ricoh Arena, Coventry  
18/05/2011 – 19/05/2011



#### June

##### CIH (Chartered Institute of Housing)

Harrogate International Centre  
21/06/2011 – 23/06/2011



##### The Southern Homebuilding & Renovating Show

Sandown Park, Esher, Surrey  
25/06/2011 – 26/06/2011



For further information visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and click on the events page.



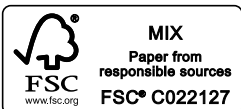
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## Improvements to our Greenstar i System and Si boilers

### What does 'value for money' mean to you?

### Product testing in Chile



# Green, Greener,



# Greenstar.

By choosing a high efficiency Greenstar condensing boiler for your customers you're helping them to invest in proven Worcester quality and reliability. Today's Greenstar gas-fired range is greener and cleaner than ever, with lower NOx and CO<sub>2</sub> levels. And now, for a limited period, we're backing every Greenstar boiler with an additional **free** 1 year guarantee\*.

To find out more, call 0844 892 3366 or visit our website.



\*Purchased & installed between 1st May & 31st August 2011. Terms and conditions apply.



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

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## Welcome from Steve Lister

Welcome to the May issue of Installer's Choice. In this month's magazine Martyn Bridges, director of marketing and technical support, informs you of the recent changes we have made to our Greenstar i System and Si boilers, explaining how they are now cleaner and greener than ever before on pages 6 and 7.

I am pleased to announce that on the 1st May we launched our new extended guarantee promotion, offering an additional one year's guarantee on all of our Greenstar gas- and oil-fired boilers. To find out more take a look at page 15.

To ensure we are providing you with the best levels of service, we regularly seek your feedback on various elements of our business. Most recently we commissioned a survey to look at what your perceptions of 'value for money' are within the industry's range of products. The results prove that boilers are still viewed as a long term investment by many of your

customers. Martyn analyses the rest of the results on page 13.

In addition, the letters your customers have been receiving from Corgi HomeCare has been brought to our attention. This company seems to be offering homeowners a new boiler service contract, which I know has frustrated a number of you, because it appears to be stepping on your toes. We take a look at the problem in more detail on pages 10 and 11.

Finally we update you on some new and exciting product trials that we are now conducting in Chile. At Worcester we are dedicated to ensuring the continual development and place a 100% focus on quality control and reliability. Testing products abroad means we can complete year round trials to deliver you the best products.

We hope you enjoy the May issue.

**Steve Lister**  
Sales Director

## Worcester's Chelsea Flower Show garden



We will be helping to show just how nature can seamlessly provide energy for the UK's homes, with the unveiling of our very first urban garden at this year's Chelsea Flower Show, between 24th – 28th May. Working with award winning architect and landscape designer, Olivia Kirk, who scooped a Silver Gilt award at last year's show, our urban garden aims to show just how easily we can heat our homes and provide hot water if we harness energy sources from the air, sun and ground around us.

The design of the garden incorporates solar, ground source and air source heat pumps amongst a display of striking planting and features, chosen to represent the four elements of earth, air, fire and water.

Sue Pennington, consumer brand manager for Worcester, said: "Home heating and hot water accounts for a perhaps surprising 82% of the

UK's emissions, so we wanted this garden to communicate that we are all actually surrounded by natural energy sources, which harnessed to help provide heating and hot water for our homes and lessen our impact on the environment. Presenting the technologies in a very different way challenges the way we see renewables and will hopefully make people consider their energy options in a new form."

After the show the stunning garden will be rebuilt at our headquarters in Worcestershire ahead of our 50th birthday celebrations in 2012, forming a lasting space that you and all our other visitors can enjoy for years to come.

**For your chance to win one of four pairs of tickets to attend the Chelsea Flower Show and see the garden for yourself on Saturday 28th May, complete the Sudoku puzzle on page 18.**

## Calls for boilers to be included in the Green Deal

The Department of Energy and Climate Change (DECC) is coming under increasing pressure to include boilers as part of the Green Deal.

In recent months representatives from the heating industry have pressed DECC for the inclusion of boilers in the belief that, as it stands, the Green Deal is only a partial solution to the problem of improving the energy performance of UK homes. Since it was first announced, the DECC stance has been that the Green Deal is a strictly insulation-only financing package. One which will be provided by high street retailers in the form of loans, with an upper limit of £6,500, which are repaid with the savings made on a household's energy bills.

More recently, criticism of the Green Deal has intensified with increasing concerns that any movement in interest rates above 2.5% would increase repayments to a level significantly above the savings generated by improved insulation. Neil Schofield, our Head of Government and External Affairs, commented: "There has been some criticism that any increase in rates would essentially make the Green Deal a 'pay as you pay' scheme, I believe the inclusion of boilers could make the Green Deal really stand up and work by increasing the potential savings on offer and ensuring that consumers are making real savings to pay off their loans."



## 500 and counting – MCS made easy for installers

We were delighted last month to see the 500th registration on our MCS Made Easy website, which was launched just last year.

The website is part of our MCS Made Easy programme and contains handy downloads to help installers with their MCS office assessment.

The Microgeneration Certification Scheme was set up to help homeowners who want to invest in renewable technologies for their home.

There are two sections to MCS, one is the accreditation of domestic renewable products, which manufacturers are awarded if their products meet the standards set out within the scheme. The second section is to recognise fully qualified, high quality installers who can fit the products.

Martyn Bridges commented: "We recognised that the structure of the scheme was making it difficult for many of you to become accredited so we wanted to encourage even

more of you to take part by making the whole application process much simpler. The fact that over 500 of you have now registered via our own programme is fantastic news."

**To view the site, visit [www.worcester-bosch.co.uk/mcs](http://www.worcester-bosch.co.uk/mcs) For more information about our renewable training courses or MCS Made Easy seminars, call 01905 752526.**

## Praise from our latest VIP

We were honoured to welcome the Government's work and pensions minister, Chris Grayling, to our headquarters when he paid a recent visit to Worcester.

Mr. Grayling, was in the area to promote a new Government strategy which aims to get young people into full-time work. After a guided tour around our factory and offices, he was full of praise for the organisation. Mr. Grayling commented: "It's clear that

it is a first rate business. You can't walk around without being very impressed with what they are doing and I hope it will see Worcester become a centre of excellence for the future. It's a great business for the city and has great local heritage. I hope that will continue."

As a company, we welcome the latest government strategy to encourage more companies to give young people full time employment opportunities.



Carl Arntzen, director of Bosch Thermotechnology with Mr. Grayling

## Bosch recognised as a 2011 Superbrand

Bosch has been named as one of the UK's leading business to business brands by Superbrands UK.

The announcement of the Superbrands 2011 listing follows analysis of the views of an expert council as well as 2,000 UK business professionals. Of the thousands of brands initially considered for the

listing, only the top 500 are deemed business Superbrands. Bosch was placed 10th in the prestigious annual listing, which is now in its ninth year.

Nicola Fisher, our trade brand manager, said of the announcement: "The Superbrands listing highlights just how many strong brands there are in the business to business

# Superbrands

sphere in the UK. As part of the Bosch Group, we remain dedicated to strengthening both our products and services for the UK market. Superbrand recognition underlines our continued success and we are proud to be part of an organisation with such a strong presence."



## Greenstar range ‘greener’ than ever before

At Worcester, we are continually revising our portfolio to ensure that our products are the best they can be. In this latest issue of Installer’s Choice, Martyn Bridges, profiles the Greenstar Si and i System gas-fired boilers and explains how they are now cleaner and greener than ever before.

Reducing the CO<sub>2</sub> emissions of a property has, over the past couple of years, become increasingly important, especially in light of the introduction of the Code for Sustainable Homes. As you know, the Code works by allocating a certain amount of points

for each environmental innovation and the more points you get the higher level of the Code you can achieve.

Historically, NOx emissions have been split into five categories, however in recent years, within the Code, Level 5 has been split to introduce a new lower level of 40mg per kW hour which, within the Code, rewards the property or design with two points rather than one.

The latest versions of our Greenstar boilers with low NOx capability now produce less than 40mg per kW

hour of NOx, which means you can secure three tradeable credits in Category 6 Pollution to help meet the required level of the Code.

Low NOx options are now available for all of our natural gas, low to mid output, combi models. The Greenstar 24i Junior, 28i Junior, 25Si and 30Si combis are now supplied with a simple to install low NOx code plug, whilst the Greenstar 12Ri and 12i System boilers will perform as low NOx boilers as standard. In all cases NOx emissions are reduced whilst still achieving a SEDBUK A rating.

Intelligent Control Option	Boiler			
	i System	Si Combi	CDi System	CDi Combi
FR10 room thermostat	✓	✓	✓	✓
FR110 room thermostat	✓	✓	✓	✓
FW100 weather compensation controller	✓	✓	✓	✓
ISM1 intelligent solar module	✓		✓	

In addition to helping achieve a further point in the Code, we are also preparing for the introduction of the Energy using Products Directive (EuPD), which has set criteria benchmarks that are more stringent than ever before with regards to energy efficiency. We are therefore developing products now that will comply with forthcoming regulations.

As standard we now feature the EMS bus connection, to allow for the introduction of weather compensation controls. This communications ability means that our boilers can now not only receive a signal to indicate whether a boiler needs to turn on or off, to satisfy demand, but also indicate at what flow temperature a boiler should operate.

Intelligent controls are a new generation of heating controls which offer far more than simple on/off control. Two-way communication

between the boiler and the room thermostat, or weather compensation controller, means that the controls can help to provide efficient heating even when requirements change.

This is the first time we have been able to electronically control a heating system in this very precise way as it now has two control boxes, making it very accurate. For example, if we connected a Greenstar i System boiler to a Greenskies solar thermal heating system with a FW100 weather compensation controller, ordinarily the external weather compensator would only have picked up the outside temperature from the north facing wall, where the weather compensator was located.

However, now it will also pick up the temperature of the south facing Greenskies solar panels, meaning the homeowner now has the ability to see and control the required boiler output

from both, via a temperature controller in the property’s hallway. Homeowners can now select and receive three different temperatures from three separate areas all over the house; giving a more accurate assessment of the actual temperature and solar gain.

Compensation controls are widely recognised as being able to improve the overall operation of a boiler. Our Greenstar boilers are currently running at the best possible efficiency, so for us the next natural step forward was to incorporate more accurate and variable external controls to reduce operation time and the temperature of the boiler. These latest amendments help us to do just that.

**For more information on our low NOx boilers and intelligent controls visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) or call 0844 892 3366.**

Greenstar model	12Ri	12i System	24i Junior	28i Junior	25Si	30Si
System type	Regular	System	Combi	Combi	Combi	Combi
Height (mm)	600	710 (max)	710 (max)	710 (max)	710 (max)	710 (max)
Width (mm)	390	400	400	400	400	400
Depth (mm)	270	330 (max)	330 (max)	330 (max)	330 (max)	330 (max)
DHW flow rate @ 35°C (l/min)			9.8	11.4	10.2	12.3
Output to central heating kW (Btu/h)	4-12 (13,648-40,944)	3-12 (10,236-40,950)	7.2-24 (24,566-82,000)	7.2-24 (24,566-82,000)	7.2-24 (24,566-82,000)	7.2-24 (24,566-82,000)
Max output to central heating with low Nox code plug (kW)			13	13	13	13
NOx classification (mg/kWh)	39	39	66	66	66	66
NOx classification with low NOx code plug (mg/kWh)			38	38	38	38
NOx class	5	5	5	5	5	5



With fuel costs at an all-time high and with boilers as energy efficient as they can be – where can your customers turn for greater energy efficiency? Neil Davies, European Marketing Manager from Sentinel, shares his thoughts:

## How do you encourage your customers to become more energy efficient?



In reality, despite a move towards ‘renewables’ and the incentives to encourage such installations coming into play – the Renewable Heat Initiative is here and the Green Deal is on the horizon – it is my opinion the vast majority of domestic heating systems in the UK will still be ‘boiler driven’ for the next 10 to 15 years at least.

When it comes to boilers, homeowners are typically waking up to the additional energy savings that can be achieved by looking at the various components of a traditional heating system, such as the savings achievable from high efficiency pumps and modern heating controls.

You know that an annual service of a boiler will help maintain its efficiency and its lifespan but many of your customers may see this as just an annual safety check. With a very small up-sell, you could be promoting the importance of protecting your customer’s whole heating system and saving energy, simply by repeating three little words.

Those words are ‘quality...water...treatment’. Clean and protect – it makes sense – particularly in the current economic climate when your customers are predictably looking for ways of saving money, cutting heating and hot water costs, reducing carbon emissions and eliminating general maintenance costs where possible.

All boiler manufacturers accept that poor quality circulating water

can cause problems. This can be easily addressed with quality water treatment products, but there are still too many heating systems out there that have not been properly treated, despite the requirements of Building Regulations, the relatively low cost of the products, and despite knowing that using quality water treatment will stop call backs and will see satisfied customers.

Did you know that you could be risking your customers warranty by not treating the water during a replacement installation? Many boiler manufacturers do actually state that if their product is not installed according to their installation guide – which clearly specifies the use of quality water treatment – the warranty for the boiler could be invalid.

There’s no point in replacing an inefficient Band G boiler with a new high efficiency version if the system is filthy. It’s imperative your customers understand that the benefits of their new boiler will begin to decrease within days of installation. Any black magnetite sludge already in the system will simply re-circulate and limescale will continue to build up in pipework and radiators if the installation is in a hard water area. Heavily ‘sludged’ heating systems will see damage to the boiler, the pump and valves.

It’s your role as competent installers to advise customers about the state of their heating systems. Although an additional expense, jetflushing

a heavily fouled system may be the answer to cleaning a system with extensive magnetite sludge and limescale problems. Using a good quality, ‘one visit’ cleaner in conjunction with a jetflush will be highly effective in removing the system debris. Just show your customers the sludge that can be flushed out of their system – this will usually convince them!

Once the heating system is clean and the circulating water is running clean, simply adding a quality water treatment inhibitor to protect the system and stop sludge and scale forming again will guarantee continued high-efficiency performance from the new boiler. British Standard BS7593:2006 Code of Practice for treatment of water in domestic hot water heating systems also suggest that ‘the use of a filter that collects magnetite may be beneficial as part of the flushing procedure. These should be used in conjunction with a chemical cleanser to mobilise the magnetite and aid its transport to the filter’. No surprise that the sale of system filters as a belt and braces solution has rocketed in recent years.

So who says water treatment products are essential? Not just us at Sentinel, although we do, regularly! It’s in every Worcester, Bosch Group boiler installation instructions booklet, because Worcester recognises that quality water treatment will help ensure that their boilers deliver the high efficiency performance they are designed and built to deliver.

Hampshire plumbing & heating contractor, Shaun Finnegan was awarded a monthly Environment 2020 prize for the successful installation of innovative new heating system at two identical properties in Petersfield.



Shaun expressed his enthusiasm for the overall integration of the Worcester products, commenting: “This was the first time I’d installed an FW controller, but it wasn’t difficult to install. The benefit of the FW100 is that it is compatible with all Greenstar boiler systems as well as Greenskies solar panels. As a result, it was perfect for the systems I installed.

“It is refreshing for a manufacturer to provide products which can be so easily linked together. I would definitely recommend that more installers consider this as an option when tasked with providing heating systems for new build properties.”

## Award winning Shaun goes solar

**Shaun, of Heatec Services Ltd, was asked to provide highly efficient heating systems for both of the identical new-build five bedroom properties. Consequently, a number of Worcester products were selected by Shaun to achieve his objective.**

Three Greenskies solar panels were installed on the roof of each property to cater for the kitchen and three bathrooms inside.

In conjunction with the Greenskies solar panels, Shaun also took the opportunity to install a Greenskies 300 litre cylinder at each property in order to monitor and control the temperature of the hot water.

Shaun said: “The Greenskies system is not only hugely efficient and simple to control, but was also easy to install. The solar system is expected to provide up to 60% of the annual hot water requirements of each property, which should make a big difference to the overall energy savings.”

Keen to provide a system which maximises heating efficiency throughout the two properties, Shaun also elected to install a Greenstar 30CDi gas-fired boiler to assist with the provision of hot water, but also to supply the heating system.

To add to the overall simplicity of the heating system’s management, Shaun also incorporated a Worcester FW100 weather compensation controller. The control system allows the user to set a series of times and temperatures to meet the heating and hot water requirements, which can differ for each day of the week. It also features a sensor which adjusts the boiler’s output depending on the outdoor temperature.

The Environment 2020 Awards initiative is an annual competition which recognises installers who take an environmentally responsible approach to their work. Shaun will now be put forward, along with 11 other installers selected throughout the year, for the title of Overall Winner which will be announced in summer 2011. The winner of the overall competition will also be presented with travel vouchers to the value of £1,000.

The scheme 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, please visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).



## Corgi HomeCare **under scrutiny**

About a month ago, a number of you brought to our attention the worrying reality that your customers were receiving letters from a company called Corgi HomeCare. Here, Martyn Bridges explains the problem and details why installers are getting so frustrated.

This has been a topic of contention within a number of the trade titles and having spoken to other colleagues in the industry I've since learnt that customers of other boiler manufacturers have also been receiving similar letters, simply addressed, like ours, to a 'Worcester Boiler Owner'.

Quite rightly, these letters assert the importance of maintaining the efficiency of a boiler, by encouraging the homeowner to ensure the boiler is annually serviced. However each letter then goes on to effectively 'sell' a number of different service contracts, obviously with varying prices. And, it is here that many of you have the bone of contention. Not only is the monthly price of the boiler manufacturer's

service contract listed, the homeowners are also given a utility price from a selection of the energy providers around the UK. Finally, the price of the Corgi HomeCare service is given, which predictably is the cheapest.

In my opinion this is clearly a very targeted marketing campaign, but understandably the irritating element for you is firstly where and how has the company Corgi HomeCare acquired the postal address and boiler details of the homeowners. Unfortunately this isn't the first time Corgi has encroached into an area that has annoyed many of you. Under the UK's Building Regulations a boiler is classed as a 'controlled service', meaning it is legal for a heating engineer to register any new

installations with either building control or a competent person scheme. About five years ago Corgi, at the time, was one of the listed competent person schemes, so you dutifully did as instructed and after fitting a new Worcester boiler, you registered the installation with Corgi.

If you remember this was the first time a few of your noses were put out, as approximately a month after you had registered the appliance, the homeowner would receive a magazine from Corgi called 'Place'. This first magazine was free and to receive additional copies the homeowner had to subsequently subscribe. All very straightforward, but the reason a number of you started to feel irritated

about registering your installations with Corgi was because within the magazine there were lots of adverts for service companies, ie direct competitors to your businesses. Ultimately Corgi was taking your customers' names and addresses and then targeting them with competitors' details to continue the ongoing service work.

The current problem is that it would appear somehow Corgi HomeCare has got hold of a database of all homeowners who have had a boiler installed over the past few years and are subsequently targeting them with an alternative contract for the ongoing service of their boiler. This is causing both manufacturers and you immense irritation.

As many of you know, when submitting a boiler for registration, there is also an option to 'tick a box' for the details of the homeowner and boiler to be passed directly to the manufacturer to activate the warranty. This seemed to be a real time-saver, as it reduced the need for you to also complete warranty cards which would have doubled paperwork.

From a manufacturer point of view this is where we are irritated, as naturally you are questioning our role behind this new Corgi HomeCare marketing campaign. Technically only two organisations should have known the details of the homeowner – the competent person scheme, such as Corgi, with who the installer registered the boiler, plus the manufacturer with

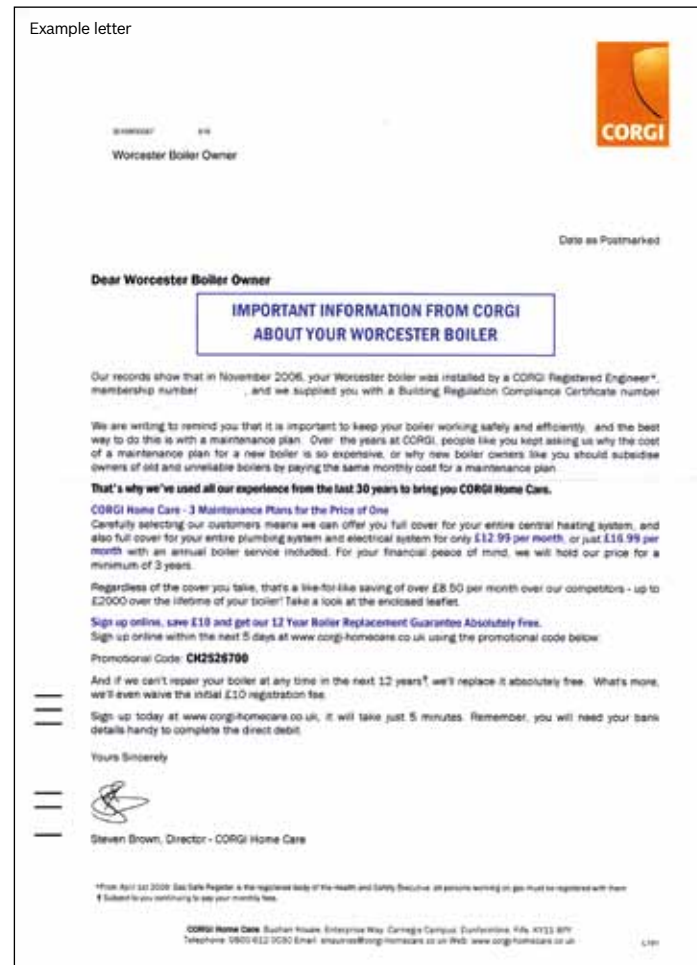
*“Ultimately Corgi was taking your customers’ names and addresses and then targeting them with competitors’ details to continue the ongoing service work.”*

who the warranty was activated. A number of you have therefore been asking if we have passed on your details and so we wanted to take this opportunity to categorically say 'no', we have not been passing on your details to Corgi HomeCare.

From your point of view, we understand that while competition is healthy this seems to be extremely unfair as you yourselves don't have the ability to access lists of homeowners in your area. It's not a general marketing or advertising campaign, instead this is specifically writing to your customers, and customers for which you submitted the details through legal requirements.

The reason we have decided to include an article on this in Installer's Choice, is because we wanted to make it clear that this problem has not stemmed from us. Only if enough of us start talking about it and bring the problem to the forefront will it get resolved.

We have instructed our legal team to look into this as we don't want this issue to cast a shadow over the importance of registering the work completed on domestic boilers. We are concerned that many of you won't register boilers for Building Regulations compliance. We will keep you informed about the situation as and when we hear any progress.



# Spotlight on domestic hot water flow rates

The profile of legislation on domestic hot water flow rates has been raised, as the industry bears a greater focus on environmental conservation. Here, Martyn Bridges questions the NHBC's stance on domestic hot water flow rates and calls for a clearer definition of workable practice for the industry.

When combis were first introduced without the control and combustion management systems, which are available today, the output of combi boilers was, to a certain extent, quite limited. Consequently, the hot water flow rate from this type of boiler was restricted. In the early days, the criticism was perhaps justified in some cases – that wall-hung boilers didn't deliver the flow rate that customers expected and were used to from a traditional hot water system.

So over the years, Worcester was one of the first to manufacture a 35kW combi, which gave a flow rate of over 13 litres of water per minute. We continually developed our product and now have a floor-standing combi which can deliver over 22 litres of water per minute. So, if the right appliance is selected, the homeowner can satisfy the hot water demand of even the largest of domestic homes. The hot water demand and the occupancy levels of the house just need to be balanced. Over the years, some 13 million people and counting have had combi boilers installed in their homes and in the main; I think most people are quite happy.

In more recent times however, the NHBC have placed requirements on housebuilders to only fit a combi boiler in a one bathroom bedsit if it delivers 15

litres of water per minute. So any one bathroom property, which could quite conceivably be a one bedroom, one bathroom property, will require a 37kW combi to provide the necessary hot water flow rate. Where demand is slightly larger, and the house has one bathroom and perhaps an en-suite shower the requirement is a flow rate of 21 litres per minute, which is generally not possible to achieve with a combi boiler.

Last year saw revisions made to Part G of the Building Regulations, which is intended to work alongside the Code for Sustainable Homes and offers an idea of how domestic water will need to be managed over the years to come. Within this, there is a

*“With combi boilers fitted in 13 million households already, we have an infrastructure which the majority are perfectly content with.”*

desire to reduce the present estimated hot water usage of an occupant from 125 litres per day down to 85 which, when placed alongside the NHBC requirements, is confusing for both the installer and the manufacturer. On one hand there is a Building Regulation stipulation that measures must be taken to reduce the level of hot water usage for conservational purposes but then, on the other, probably the biggest of all the housebuilding organisations requesting that we offer a flow rate which is double or perhaps treble the level that most people have become accustomed to and are happy with.

The ultimate result is that manufacturers are uncertain of what they are supposed to be designing and producing at a time when we'd like to be forward-thinking.

Why doesn't the NHBC look to work alongside the national trend of conservation? Instead, it appears to insist on having flow rates far in excess of what any normal household quite capably lives with. With combi boilers fitted in 13 million households already, we have an infrastructure which the majority are perfectly content with. It would appear to me that the NHBC is not in tune with the national consensus.



## Product quality and after-sales service **key for installers**

Installers nationwide have rated 'product quality' and 'after-sales service' as the most important factors in deciding value for money, following a national survey.

We recently commissioned a survey which polled over three hundred of you on your perceptions of value for money within the industry's range of products.

96% of you said that 'product quality' is the most important consideration when assessing a product's value for money, whilst 'after-sales service' was ranked in second place. 'Product price' was ranked as the sixth most important factor, demonstrating that many of you look beyond a product's price tag

when considering which offers the best solution to the requirements.

Martyn Bridges believes the results prove that boilers are still viewed as a long term investment: He said: "Aside from the house itself, or a new car, a new boiler installation is still likely to be the homeowner's single largest expense. Whilst competitive prices always need to be a consideration, installers are aware of the added value that product quality and after-sales service can offer.

"As a manufacturer, we recognise that the installer is a key part of our supply chain. The survey results show that installers recognise the fact that

ultimately, you get what you pay for. After-sales service and high-end quality of product does command a premium price, but this pays off in the long run through fewer callouts and less of a requirement for spare parts."

He continued: "At Worcester, we have invested significantly in our continual product development and can offer assurances that each of our boilers meet and surpass the latest regulatory requirements. Our technical support department also boasts the longest opening hours in the industry, which ensures that the after-sales support available to installers and homeowners alike remains a priority."



## ISH leading the way

Last month saw the world's leading trade fair for bathrooms, buildings, energy, air-conditioning technology and renewable technologies take place. ISH is held every two years in Frankfurt, Germany, bringing together over 2,400 manufacturers across a hectic four day period. Offering a real insight into the latest advancements already taking shape in Europe, Nicola Fisher attended the show on behalf of Worcester. Here, she shares her learnings and explains what she believes to be the most exciting technological advances likely to be heading to the UK over the next couple of years.

The 'heating' halls are always very grand, with many of the exhibitors boasting stands over 10 times the size of a typical UK exhibition stand. From a Bosch perspective, Worcester's commercial sister brand in Europe is Buderus and this stand alone had approximately 180 people manning it. This in itself demonstrates the sheer size and importance of this European heating trade show.

From the stands that I visited, by far and away the biggest trend to come out of the show was the launch of what a number of manufacturers' were terming 'hybrid' solutions. This is a heating system which combines a gas-fired boiler together with an air source heat

pump to provide a hot water solution. It was really interesting to see the importance being placed on this system heating approach.

The combination of a gas-fired boiler with an air source heat pump is certainly destined for the UK, particularly with a large network of combi boiler installations. From the show it was evident that this pairing of technologies would be an excellent solution for households with a combi boiler, because it's very difficult to fit a renewable technology, such as solar water heating, to a combi. Therefore a heat pump would be a reasonable option for those with a combi boiler.

In terms of solar technology, most of the manufacturers were also displaying solar PV rather than solar thermal technology, much the same as to what many of you who came to EcoBuild will have seen. It was also interesting to see the number of Combined Heat and Power (CHP) products being demonstrated, having been proved successful for the light commercial sector and for light commercial installations.

Interestingly, there was a growth in the number of smart phone apps, which is sure to become to a massive trend for the industry. We have already started

to introduce phone apps for installers as part of our offering, but this trend is sure to make its way to the UK as it gives a homeowner the ability to remotely control their own boiler via their smart phone. Ideal for landlords, or people who have holiday homes, who may need remote access to operate a boiler such as raising and lowering the temperature on warmer or colder days, these applications can also let the homeowner know if a problem becomes apparent or if the boiler has broken down.

For installers the latest developments in smart phone apps is in relation to spares and part numbers. You will soon be able to use your phone to scan the label of the part you need, to determine the barcode. Using this data will then tell you the nearest spare part distributor, where the shop is located and also the price of the item. This is incredibly useful as it will pick up your geographical location to help determine your nearest spare parts stockist.

Typically the European market is two to three years ahead of the UK in terms of trends, so it was really promising to see that the 'hot topics' at ISH were already well on our radar at Worcester and many already in product innovation.



## Extra 12 month guarantee for three months

We have extended the guarantee on all of our Greenstar gas- and oil-fired boilers. This exclusive offer, applies to all installations purchased and installed between the 1st May and 31st August 2011. So now, not only will you be helping your customers to save energy but you'll also be giving them peace of mind for even longer. To register the guarantee, simply visit our website, [www.worcester-bosch.co.uk/1yearextra](http://www.worcester-bosch.co.uk/1yearextra).

### Cash-back

Plus, don't forget that we are still running the £1,200 cash-back promotion to reward those of you who choose Worcester products for your own home. For example, if

your home needs a new A-rated Greenstar gas- or oil-fired boiler you could claim £150 cash-back.

Or for any of you thinking of investing in a Greensource air to water heat pump then an impressive £300 is redeemable.

If you fancy taking advantage of this specific offer, simply install the product(s) of choice and complete and return the simple claim form, which you can get hold of by calling 0845 313 0058, or by visiting the website [www.worcester-bosch.co.uk/cashforinstallers](http://www.worcester-bosch.co.uk/cashforinstallers). This promotion runs until 30th June and all claims will need to be in by 31st July 2011.

Please note, cash-back promotion cannot be claimed in conjunction with extended guarantee



# Chilean product testing

**Worcester is at the forefront of heating technology development in the UK and has a whole team dedicated to research and development.**

We are constantly checking and reviewing our products to secure our position as a leader in the improvement of heating and hot water technologies.

The development covers:

### Engineering New Technologies

This area accounts for about one third of the dedicated research facility's activity and sees the development of micro CHP appliances and new concepts to link in with existing products and other innovative technologies.

### Gas Development

This area accounts for about half of the department's activity with product development of current appliances and the next generation of wall hung gas-fired boilers as its key operations.

### Oil Development

Part of the laboratory is dedicated to the product development of oil-fired and off mains gas, floor standing boilers, with current projects based on the EuP directive.

### Product Reliability

In addition, we also regularly test the reliability of our products to ensure the robustness of components and appliances before they are released to the market. Here Martyn Bridges explains why our product trials have now also gone global:

Before we bring any new product, or product variation to market, we always complete at least two winters of field trials to ensure the technology is still able to function even in the most extreme conditions. As we move into the summer months, we don't want product testing to come to a halt so as a result we have had to look at other options.

We have hopefully seen the worst of the weather now until we head into autumn, so installing products in homes as we approach a warmer period means they won't be run to the biggest demand, which is crucially the best test. Testing to see how a product such as a boiler operates in part, when the only demand is for hot water, does still take place during the summer months, but this is typically completed after any winter testing.

To keep research and development continually moving we need to still be able to test a large number of appliances. As a result we have looked for countries that are polar opposites to the UK, in that during our summer months they are experiencing their colder winter spells. However it was also crucial that we find a country that experiences the same winter weather conditions as the UK, and has the same natural gas methods of heating a property. Plus the country we looked

at doing the testing in also needed to have virtually the same property types. Strangely the best match for the UK was Chile. It might not seem the most natural choice, but it was crucial to us that we find a country that has the same gas type as us in the UK and that isn't common.

As a result a number of our product reliability engineers have been out to Chile to oversee the installation of six of our in-development Greenstar boilers into six separate domestic properties.

At Worcester we are serious about quality control and reliability to ensure our products are the best in the industry. Searching for a country around the world that is similar to us on so many levels is just another way of ensuring we can keep a continual flow of product development going, so we can be confident that our products and boilers have been fully tested even before they reach the market.



Brian Murphy and his team of technical advisors answer some of the most common questions they receive from installers at this time of the year

## Your questions answered



**I'm fitting a combi boiler in a home where a water meter is fitted. I've read something about mini expansion vessels – what are they for?**

As we know, water expands when heated. This is true of domestic hot water too, so when it's heated by a combi boiler, it can expand back down the cold main. But what happens when there's a backflow prevention device, such as the non-return valve found in a water meter? There's no space for natural expansion to take place and in extreme circumstances this can lead to excessive pressure on the pipe-work and associated equipment.

The solution is to fit a small expansion vessel on the cold main, as close to the boiler as practically possible between the backflow device and the boiler. These are also known as shock arrestors – they are only small (generally under a litre in volume) and suitable for potable water.



**If I need a part number for a Worcester boiler, do I ring technical?**

No you don't need to, we have a spares DVD with part numbers on that you can order through our literature line. Alternatively, if you have internet access you can order this DVD through our website at [www.worcester-bosch.co.uk/sparescd](http://www.worcester-bosch.co.uk/sparescd).



**I need to order a filling key to re-pressurise my customer's boiler, how do I know which one I need?**

When you order a part for a filling key (part number: 8716 121 1070) this comes with both keys to ensure you get the right one.



## Our YouTube Channel

**We have our own information channel on YouTube, to guide you and your customers through a number of technical queries as well as providing a range of information on our products. Visit, [www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup)**



# Win tickets to the Chelsea Flower Show

Be in with a chance of getting your hands on one of four pairs of tickets to the Chelsea Flower Show on Saturday 28th May.

To enter this month's competition all you need to do is complete the below Sudoku by filling in the blank squares so that each row, each column and each 3-by-3 block contains all of the digits from 1 to 9. If you use logic you can solve the puzzle without guesswork. Then send your completed puzzle with the entry form below. Good luck!

2		5		7				6
4			9	6				2
				8			4	5
9	8			7	4			
5	7		8	2		6		9
			6	3		5		7
7	5			2				
	6			5	1			2
3			4			5		8

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

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

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

\_\_\_\_\_

\_\_\_\_\_

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

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

Send your entry back to our editorial office: Installer's Choice, May 'Chelsea Sudoku' Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

**Closing date: 23rd May 2011**  
**Terms and Conditions**  
 1. No cash alternative  
 2. The decision of Worcester, Bosch Group is final  
 3. One winner will be notified on the 23rd May 2011

## CONTACTS

# Keep in touch

No matter where you are based around the country, we have a team of local representatives available to help with your specific requirements. This month we profile our dedicated Northern sales team, headed up by Henry McNicol.



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