

Discover our You **Tube** Channel

With over **2.3 million views** and **70 videos**, our YouTube channel now hosts new product videos, 'how to' videos, as well as tips for both you and your customer - all of which aims to make your job and the customer handover as easy as possible.

Our latest videos include the NEW Greenstar i, information on the ErP Directive and our Wave internet connected controller.

To view our range of videos, or to join our community of over **2,000 subscribed installers**, please visit: youtube.com/worcesterboschgroup



THE **INSTALLER'S CHOICE**
AUGUST/SEPTEMBER 2015

Our Greenstar guarantee



Find out how you can achieve a 6 or 7 year guarantee* on selected Greenstar boilers.

Our Greenstar guarantee



5 year guarantee* is standard on:

- ✓ Any Greenstar gas-fired boiler



*Terms and conditions apply. Promotion running between 1st August and 31st December 2015.

Our Greenstar guarantee



For a 6 year guarantee*, install a:

- ✓ Any Greenstar gas-fired boiler
- ✓ Greenstar System Filter



*Terms and conditions apply. Promotion running between 1st August and 31st December 2015.

Our Greenstar guarantee



For a 7 year guarantee*, install:

- ✓ Any Greenstar Si Compact or CDi boiler
- ✓ Greenstar System Filter
- ✓ Wave or Greenstar Comfort RF controller† or a Greenstore Cylinder



*Terms and conditions apply. Promotion running between 1st August and 31st December 2015.
†System boilers must be installed with an optional integral Diverter Valve. Not compatible with Greenstar CDi Classic Regular boilers.

Welcome

from Steve Lister



Welcome to the August / September edition of Installer's Choice.

This edition comes at an exciting time for those of you who fit our products on a regular basis, as we unveil a brand new guarantee initiative, which rewards all installers of our award-winning Greenstar Si and CDi gas boilers and compatible accessories with a guarantee of up to seven years. We're delighted to be offering what is without doubt our strongest guarantee promotion to date, and I encourage you to read more about it on pages 2 to 4.

As anticipation builds ahead of the introduction of the ErP Directive in late September, we're continuing to do all we can to ensure you're fully equipped to confidently deliver energy information and the required labels to your customers as soon as the new legislation takes effect. Our new ErP label generator, which is one of the standout features of our brand new website, will allow you to tick every box

of the new Directive with ease, and is profiled on page 13 .

This legislation will also mean that weather compensating controls will offer a 4% uplift in efficiency, making it much easier for you to offer your customers a 98% efficient heating system with an A+ rating. To find out how our high-efficiency appliances can help you to achieve this in a quick and cost-effective manner, turn to pages 10 and 11.

Finally, with it never having been more important to ensure your customers' heating systems are expertly designed, our own Heating Design Team has grown substantially over recent years, and provides you with a free resource unrivalled by any other manufacturer. To find out about how the team works, read pages 20 and 21.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director

CONTENTS

Pages 6 & 7

The latest news from Worcester

Pages 8 & 9

FAQs from #ErPWeek

Pages 10 & 11

Simple ErP A+ package

Pages 12 & 13

New Website and ErP Label Generator

Pages 14 & 15

Installer's Voice

Pages 16 & 17

Installer's Choice Spotlight: Steven Andrusjak

Pages 18 & 19

Training

Pages 20 & 21

Heating Design

Page 22

Be our guest: Dave Salmon

Page 23

Green Page: Darren Miles

Pages 24 & 25

Technical Q&A

Page 26

Win with Worcester: Greenstar boiler and system filter

Page 27

Keep in touch: Northern & Republic of Ireland

Cylinder Cash-Back Promotion extended: another chance to win a day in the fast lane

We've extended our cylinder cash-back promotion by six months, meaning that you have another fantastic chance to experience "the world's greatest driving event", whilst helping your customers to achieve greater energy efficiency in their homes.

Available in capacities ranging from 90 to 300-litres, our Greenstore unvented cylinders combine rapid re-heat times with excellent heat retention and the ability to consistently deliver hot water at mains pressure.

Not only can you claim £100 back from any Greenstore unvented cylinder purchased between 1st July



and 31st December 2015, but every valid claim form we receive will be entered into a free prize draw to win one of 18 Palmer Sport Racing Days.

This means that you'll have the chance to drive some of the world's most

iconic cars at a full-day event created by former F1 driver Jonathan Palmer.

For further details, and to view the terms and conditions, visit worcester-bosch.co.uk/cylinder100.

This year's Environment 2020 Awards now open

This year's E2020 awards ceremony in June saw six installers and three specifiers from across the UK rewarded for their outstanding commitment to tackling climate change through the use of high-efficiency heating technologies.

Now you have the chance to be recognised for installing everything from heat pumps, to solar, to total system solutions, as the awards open for their 15th year.

If you'd like to enter an installation, speak to your local Technical Sales Manager or visit worcester-bosch.co.uk.

Environment 2020

INDUSTRY IN NUMBERS

44

The average age of a gas engineer on the Gas Safe Register.

£1,200

The amount spent by the average household on energy each year according to the Competitions and Markets authority.

60%

The proportion of people who stated they find a trader through a family member or friend, according to WaterSafe.

1.2 MILLION

The number of vans on UK roads that the Driver and Vehicle Standards agency states are carrying loads in excess of national weight regulations.



Which? award for Worcester installer

In our last issue, we told you that a Worcester Accredited Installer was celebrating being one of just four companies to have been nominated for the first-ever Which? Trusted Traders awards.

In this issue, we are delighted to inform you that the team at South London Heating are popping the corks once again, having been crowned one of three winners of the national search to find the very

best of businesses endorsed by the Which? Trusted Traders scheme.

On the win, Mark Gallagher, Director at South London Heating, commented: "We're thrilled to have won the first ever Which? Trusted Trader of the Year award, particularly as we were up against such stiff competition across all trades in the UK. It is a real honour to be recognised by this accolade, and this reinforces our pledge to surpass the high standards that we've achieved."



Heating & Renewables Roadshow 2015

National exhibitions for the Commercial, Domestic & Rural Sectors

September will see us exhibiting at the Heating & Renewables Roadshow:

MIDLANDS (10th September)
Ricoh Arena, Coventry

SOUTH-WEST (15th September)
Westpoint Arena, Exeter

SOUTH-EAST (17th September)
FIVE, Farnborough

SCOTLAND (22nd September)
Royal Highland Centre, Edinburgh

NORTH (24th September)
Event City, Manchester

To find out more about the events, visit the Heating and Renewables Roadshow website.

Industry voices

“

The Government will repeat its successful target from the previous parliament to reduce net regulation on housebuilders” - Government Product Plan.

The Government does not intend to proceed with the Zero Carbon Allowable Solution Carbon Off-Setting Scheme, or the proposed increase in on-site energy efficiency standards, but will keep energy efficiency standards under review, recognising that existing measures to increase energy efficiency of new building should be allowed time to become established. Be sure to check out our next edition where we will be reviewing this announcement in full.



Your Q&As from #ErPweek

Our dedicated ErP week earlier this summer saw thousands of you visit our website to take part in our online webinar and put your questions to our dedicated team of experts. Here, we outline some of the most frequently asked questions, and their answers, to help those of you who may still be getting to grips with the forthcoming legislation:



Q. As an installer, am I required to print the efficiency label? Or am I required to make a label and send it out?

A. The product label will come with the product. If you install more than just the boiler, i.e. controls, then you will be required to create a system label which you can produce using our easy to use online tool. This tool will create a system label electronically that you can print out or e-mail to your customer. For more information, please call our ErP helpline on 0330 123 3641 where we will happily answer any further specific questions regarding ErP labelling.

Q. Can you advise where to find and learn more on how to calculate and provide an ErP label?

A. The good news is that from August, we will have an online tool in place that calculates and generates the ErP system label for you. The tool could not be easier, in some cases generating a system label in just four clicks. Simply by searching and adding the products you require and exporting the label. All the figures and calculations are populated within seconds.

Q. What if I install a system with a programmer or other non-Worcester components? Will I still be able to use the Worcester ErP online tool?

A. Our label generator will have support for third party products. You will need the ErP data provided by the product manufacturer to use our tool. For reference, the secondary system pump will not factor into ErP system fiches or labels. From 2013, all secondary pumps placed on the market will be a low energy type.

Q. If we are putting the labels on after we have installed a new boiler, what are the customers going to compare this information with?

A. The product label is designed to encourage homeowners and installers to make informed decisions before installing a new system. The efficiency rating is shown, as part of the pre-sales process, on our website or within our literature. The ErP Directive also allows different technologies to be compared, for example boilers against heat pumps.

Q. Why has this ErP Directive been introduced without any consultation with installers? And why is it necessary when we already have an appliance label and a home Energy Performance Certificate – both of which are based on the well-understood A-G scale?

A. The ErP Directive is a piece of European legislation covering all energy using products and has been introduced Europe wide. You quite correctly state that in the UK we have had an energy label for some years, SEDBUK or SAP 2009. This brings the rest of Europe up to the same level as the UK and as members of the EC we have no say in whether we take it or not. The additional benefit of ErP ratings is for customers to be able to compare across different technologies rather than just boilers.

ErP easy as **ABC**

For more information on how we are making ErP easy as ABC, visit worcester-bosch.co.uk/erp, call our dedicated ErP hotline on 0330 123 3641, or email ErP-advice@uk.bosch.com.



A simple way to achieve an ErP A+ rated system

The introduction of the ErP Directive will soon mean that in order to be given an A+ energy rating, a heating and hot water system package must reach 98% in heating efficiency. Martyn Bridges explains how our products offer the easiest – and most cost effective – way of achieving the very highest efficiency levels for your customers:

“Previously, a rating of 98% efficiency would have been achievable only through the complex and costly combination of a number of different products. For example, a system comprising a 92% efficient system or regular boiler, with a control offering a four percent uplift, such as the Wave,

would still require the addition of, say, a 400-litre Thermal Store and two 4m² Solar Panels to achieve a further uplift in efficiency of around 3%.

“Manufacturers like ourselves are constantly attempting to find new ways of refining their products however,

and, providing your customers with an A+ efficiency rating has been made significantly easier thanks to these advances in technology.

“Each of our Greenstar i, Greenstar i System, and Greenstar Si and CDi Compact boilers boast a 94%

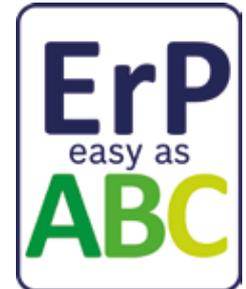
efficiency level. In other words, thanks to the premium efficiency levels of our appliances, the addition of a control offering a 4% uplift is all that will be required to achieve the 98% heating efficiency necessary for an A+ rating.

“In order to achieve this 4% uplift in efficiency, a control must meet the criteria listed in class six of the ErP Directive controls classification. Specifically, the control must use a weather compensator in collaboration with a room sensor; taking temperature readings from the outside and the inside of a property to calculate the optimum temperature at

which the boiler should be fired. This will offer double the efficiency of most other controls on the market.

“The Wave smart thermostat falls into this category, making us the UK’s only manufacturer to make a Weather and Load Compensating room thermostat and ensuring that creating a 98% efficient or A+ rated system will be rather simpler than the costly fitting together of a number of separate products. Instead this will be possible by installing a Greenstar i, Greenstar i System, and Greenstar Si and CDi Compact boilers, alongside a Wave smart thermostat internet connected control or FW100.”

We’ll always try our hardest to ensure that you can continue to offer your customers the very best in heating and hot water efficiency. **To stay up to date with all that we’re doing to make ErP as easy as ABC, keep checking worcester-bosch.co.uk/erp.**



Achieving an ErP A+ rated system can take a little...



Or a lot...





New website goes live

This month sees us reveal our brand new mobile-friendly website, which has been developed to provide you with a host of useful tools and resources.

ErP Label Generator

Ahead of the launch of the ErP Directive this September, the new website will provide you with a free, simple-to-use online tool to assist with the production of an energy efficiency label for heating systems comprising multiple products. Using the intuitive new tool, you simply need to either select the Worcester products being fitted, or input the performance data of other manufacturers' products, to produce a label which can be saved, printed, or emailed to your customer.

Mobile friendly

In addition to the ErP label generator, our new website has also been optimised for smartphone use; making it extremely responsive for those of you wishing to use it as a go-to resource for all product details, technical

assistance, and contact information both during and between jobs.

Helpful videos

Boasting a comprehensive catalogue of integrated helpful videos, installers can familiarise themselves with a number of technical procedures with ease. Meanwhile, a simple troubleshoot tool for homeowners and easy-to-follow videos on Worcester's range of controls are the perfect resources for installers to point their customers towards during the handover process.

Martyn Bridges, our Director of Marketing and Technical Support, commented: "With our website generating millions of hits every year, we recognised the need to develop a new website which is capable of being an invaluable tool for you and your customers on a daily basis.

"While research tells us that a growing number of you are visiting our website on your smartphones at various points during the working day, there is also demand amongst your customers for simple troubleshooting advice, which may prove invaluable should you encounter any performance issues with their heating and hot water.

"You can expect to see our website evolve over time as we ensure it can always be relied upon as a first port of call for all manner of information relating to our products and services as well as wider industry developments."

Our new website can be accessed at the usual web address: worcester-bosch.co.uk.



Our online ErP label generator

The introduction on the ErP Directive on 26th September will see you confronted by the need to ensure that your customers receive an energy label whenever a new appliance or system is fitted. In anticipation of this, we have launched our online ErP label generator, which will offer access to all of our product labels, and enables you to generate your own system labels where multiple products are being installed.

Product label

Here you will also be able to access this information if for any reason you need to replace that which is included within the product literature. To do so, simply search for the Worcester product for which you require a label using either the product's name or part number and save, email or print the accompanying label.

System label

Where multiple products are being installed, the label generator will enable you to produce the necessary system or package label, which

summarises the overall efficiency of the entire system rather than a single product in isolation.

System label with a third party manufacturer

If you are installing a Worcester product alongside a product manufactured by a third party, our Label Generator will still allow you to produce a system label, but the necessary third party information will need to be entered manually. Again this label can be saved, e-mailed or printed.





Installers (left to right):
Chris Knowles (CK), Custom Heat, Rugby
Ross Sanderson (RS), Custom Heat, Rugby
Tom Horne (TH), Custom Heat, Rugby
Raj Ubhi (RU), Custom Heat, Rugby
Himen Kadhem (HK), Infinity Heating and Gas, Coventry
Mohammed Afzan (MA), London Gas Engineers Ltd, Slough
Ian Kavanagh (IK), A+ Property services, Telford
Terry McDavid (TM), Glangwna Holiday Park, North Wales

Installer's Voice

This issue, we caught up with installers on one of our gas-fired training courses to get their thoughts on some of the industry's most pressing issues; ranging from the ErP Directive to the demand for solar technology.

A recent survey by Worcester found that half of installers are worried about the effect the ErP Directive will have on their day to day duties. Is the ErP Directive something you were aware of and are you worried about the effect it will have?

CK: I think I need to hear more from the industry. I'm aware of certain things, that if you fit an A-rated boiler on to another product, you have to create a fiche, but if it launched today, I still wouldn't know how to deal with it. I need more support from the industry.

IK: There's a total lack of information about how it's going to affect everybody. They [the government] don't actually give you all the facts.

CK: It might be good though, because

when you're telling customers you're going to be producing a certificate to say their heating system is a certain rating – some people are into that, so it might encourage people to upgrade their systems with controls and so on whereas in the past they might not have. So it could work out quite well, but me as an installer, I need to know more.

Is there anything specific you'd like to see from manufacturers as its introduction draws closer?

CK: I'm assuming that manufacturers will make their own online calculators, but even though they will help, I don't think it's a manufacturer's responsibility to train us in that regard. It's a Europe-wide initiative and I'd expect more support from the Government.

IK: With that said, if a manufacturer did offer you support, that might steer you to using their products.

TM: We're responsible now for the Carbon Dioxide detectors and smoke detectors, new regulation has come out to deal with those, but it's only through the magazines that we find these things out.

IK: We're all Gas Safe registered, so why not publicise the requirements through the register? They could do a little multiple-choice test online or something, just to increase awareness.

CK: It's like when they change regulations with Gas Safe, they then release technical bulletins, but the only way I actually find out about that is through the magazine, and because we work for a company we only get one copy through to the office, rather than to our house. They have everyone's home address, so technical bulletins or other materials could definitely be sent out directly to us.

Another recent survey found that one in six installers say they are so busy they have more work than they

can handle. Is this something you can sympathise with and are there any particular ways you deal with the inevitable dip in demand during the summer months?

HK: I'm so busy that I've had to get an apprentice to help me out - last Winter was the busiest I've ever been.

MA: In the past you'd have a lot of people installing boilers, but they weren't registered. These days, everything's a lot stricter. All installations need documentation filling out, so that's why all the registered engineers are really busy. I've been to properties where there's been a boiler installed by somebody who isn't registered, but when the homeowner wants to sell the property they need a building notification letter, so that's when we get called, even though we can only register a new installation.

CK: Generally in Winter, we can't keep up with the amount of work we get; you'd need double the amount of people. But then, in Summer, you need half the amount of people, so it's very seasonal. At one point we were even thinking about getting into the MCS side of things.

IK: In the Summer we attend training courses, upskill. That's the best use of time.

TM: It's completely different for us in the caravan industry. It's quiet in Winter, but then Summer is choc-a-block.

Research from Mintel suggests that 60 per cent of homeowners who do not have solar panels installed would consider them in the next five years. How is the take up among your customers and has there been any growth in interest?

IK: I'm looking to do solar. Because I'm electrically registered as well, people have been saying to me for several years "have you thought about doing MCS and going into the solar side?" and I'm now starting to look into that. Demand varies, but come the Summer people do begin to think that solar does seem viable.

CK: I'm solar registered now, I did a course last year, so I know more what I'm looking at now. What I've found is that in every job I've ever been to, the system hasn't been fitted properly, so customers tend to think that it doesn't

work, or doesn't work to the efficiency levels they thought it would and don't like it. This kind of poor practice can affect people's perceptions of the industry overall.

RU: I think people are most concerned with how long it will take to earn back the money they spend on installing it. It needs to be marketed and sold better in the first place, and people need to have the payback period explained.

TH: A lot of people just don't believe that they work.

IK: Part of the problem is that the systems that have been installed have historically been the less efficient ones that have been affected by shaded areas and so on.

CK: We don't have customers asking us about solar – it's very, very rare. But with the EU trying to make all new builds after 2016 zero carbon, they're going to be forced to move towards solar anyway. If there are going to be houses built without gas boilers, that will be work we're missing out on, and we need to move with the times and go out and get other kinds of work.

INSTALLER'S CHOICE SPOTLIGHT

Steven Andrusjak, Anders Plumbing and Heating Ltd, Wigan

Installers are undoubtedly used to finding heating solutions to meet the everyday needs of their customers, but less often their pets, so even the most experienced among you may allow yourselves a wry smile presented with the situation facing Wigan-based installer Steven Andrusjak last year.

While Steven's central heating system was adequate to meet the family's needs, the large marine fish tank located in the property's large kitchen-diner meant that relying on one system to fulfil the requirements this specific room would not be sufficient.

Steven decided that, with the fish having financial as well as sentimental value to the family, it was in his interests to make sure the room would remain at a stable temperature to guarantee the fish's comfort and safety. Keen to ensure that his family got as much benefit from the solution as the fish did however, Steven began searching for a system whereby he could control the temperature in the kitchen no matter what the external conditions were.

The solution, it turned out, was quite simple. With the ability to heat an area of up to 100 square metres in a well-insulated home and act as an air cooler in the warmer months, Steven decided a Greensource air to

air heat pump would perfectly meet his requirements in its ability to offer year-round comfort. The heat pump's high level of efficiency also meant that Steven could keep the costs for his new solution as low as possible, as our Greensource air to air heat pumps can generate up to five times the amount of usable heat from each kilowatt of electricity used to power it.

The installation took just one day to complete, and was carried out by Steven's MCS-accredited installer friend ready for the summer.

On his new solution, Steven commented: "We were searching for a way to keep the kitchen warm in the winter months, but cool during summer, as it can become dangerous for the fish if the room gets too hot. I was looking into my options, as a lot of people use units which go underneath the fish tank to cool the water, but felt that there was no point using energy to cool the water if the surrounding environment is also too warm.



"Because the room is quite a large kitchen-diner, we decided an air to air heat pump would be best for us. If you're going to spend money keeping the tank cool, you might as well keep yourself cool at the same time, and we've been able to benefit from the system too, especially during the really hot weather we had in June and July.

"I found out about the installer cash-back promotion through my local Technical Sales Manager. We were already going to invest in the equipment, but the cash-back promotion saved me a bit of money in the process, which was a welcome bonus.

"It's definitely worked for us. Now, not only will I be able to explain the benefits to customers who might need a similar heating and cooling solution, but I've also been on a few forums to explain the benefits of this system to other fish owners."



**£250
CASH-BACK**
on a Greenstar boiler for your own home.

Remember, until 31st December you can claim money back when you choose one of our leading products for your own home, including £250 for our brand new Greenstar i gas boiler and even £25 for our new Wave smart thermostat.

The full range of products included in the promotion is as follows:

- **£250** for Greenstar gas or oil-fired boilers
- **£25** for Wave and Greenstar Comfort I RF and Comfort II RF
- **£150** for a Greenstore unvented cylinder
- **£350** for Greenstore ground source heat pumps
- **£300** for Greenskies Solar-Lux 12 solar thermal systems
- **£200** for Greenskies Lifestyle and Solar-Lux 6 solar thermal systems
- **£100** for Greenskies Lito solar thermal systems
- **£100** for Greensource air to air heat pumps
- **£100** for a Greenstore solar compatible unvented cylinder (when installed at the same time as a solar thermal system)

For more information, or to download a cash-back leaflet and claim form, visit worcester-bosch.co.uk/.



Comprehensive training at your convenience

We have always recognised the important role training plays in ensuring you have the knowledge, skillsets, and confidence to bring the ultimate in heating and hot water comfort to your customers.

For over 25 years, we've been providing top-quality training and support across our network of training centres – so much so that over 20,000 of you now undertake training with us every year.

Our Training Academies in Worcester, Derbyshire, West Yorkshire and Essex, are all equipped with comprehensive workshops for oil-fired boilers, heat pumps, solar thermal workshops and gas training rooms. Thanks to these facilities, we have a training course to meet almost every need, no matter where in the country you are based.

Adapted to your individual needs

Despite training so many of you on an annual basis, each one of our product courses is bespoke to the needs of those in attendance, which helps to ensure that your individual needs will always be met, regardless of your background or requirements.

Mobile training

Our training offering isn't restricted to our four main academies either. If you cannot get to a Worcester training course, our training can come to you. Our fleet of seven mobile training vehicles located around the UK drive more than 100,000 miles and run 800 courses per year, from the very north of Scotland to the southern tip of Cornwall and even the Isle of Man, meaning no postcode within the British Isles is ever too far away.

Our full list of available training courses is as follows:

Gas
Greenstar CDi Classic combi – 1 day - Free*
Greenstar CDi & Si Compact combi – 1 day - Free*
Greenstar i combi – 1 day - Free*
Greenstar system and regular – 1 day - Free*
Greenstar floor standing boilers – 1 day - Free*

Oil
Greenstar Oil boilers – 1 day - Free*
Advanced Oil fault finding course – 1 day - Free*
OFTEC 50 – 5 days - £200
OFTEC 101 & 105e – 3 days - £350
OFTEC 101, 105e & 600a refresher training and assessment – 4 days - £500
OFTEC 600a refresher training and assessment – 1 day - £175

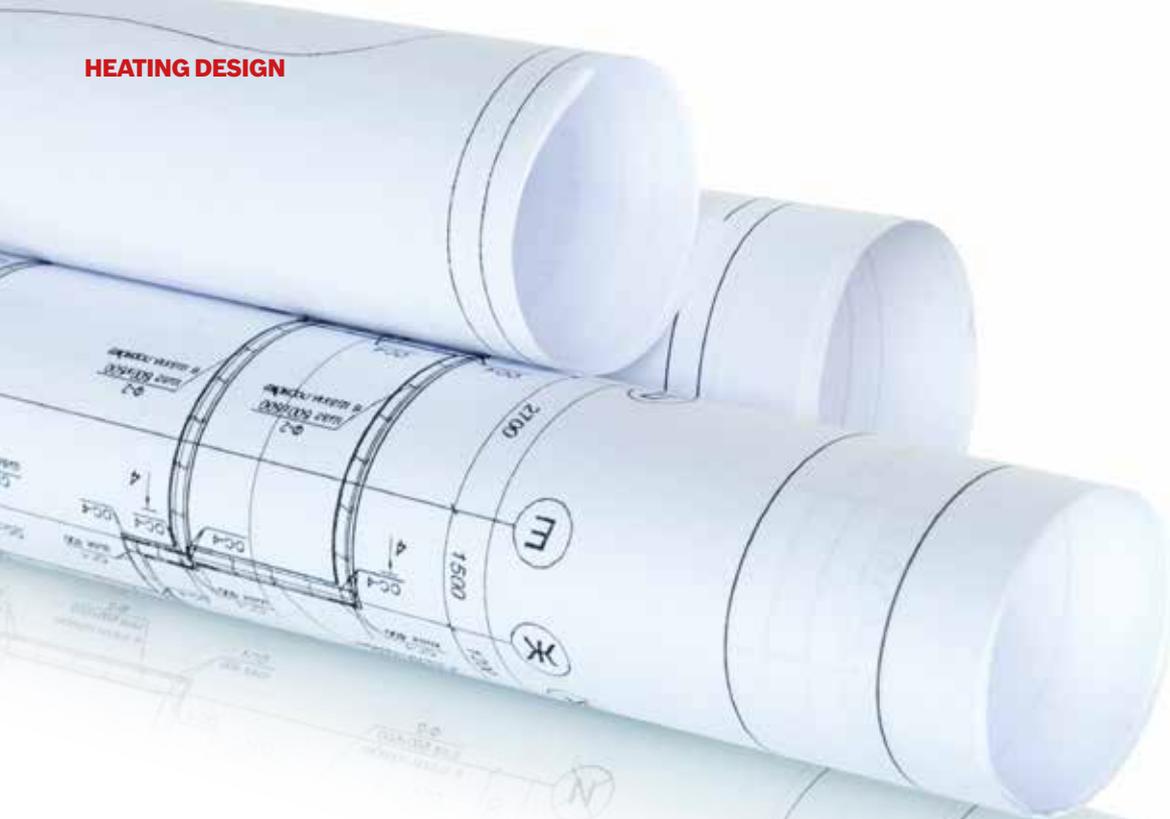
Industry Courses
Hot water systems and safety course – 1 day - £200
Water Regulations Certificate (WRAS) – 1 day - £100
Domestic ACS training and assessment – Reassessment CCN1 + 3 appliances – 4 days - £700
Commercial ACS – 5 days - £780
Chemical water treatment course – 1 day - Free*
LPG changeover – 3 days - £350
Worcester's MCS Made Easy programme – ½ day - Free*
Worcester's Green Deal/Eco Made Easy programme – ½ day - Free*

Renewables
Introduction to renewable technology – 1 day - Free*
Greenskies solar hot water system – 2 days - Free*
Greenskies advanced solar controls course – 1 day - Free*
Introduction to heat pumps – 1 day - Free*
Greensource air to air heat pump course – 1 day - Free*
Greenstore LECP ground source heat pump course – 1 day - Free*
QCF - Level 3 Award in the installation and maintenance of heat pumps systems (non-refrigerant circuits) – 4 days - £500
QCF - Level 3 Award in the installation and maintenance of solar thermal hot water systems – 3 days - £450

Commercial
GB162 domestic course – 2 days - Free*
GB162 commercial course – 2 days - Free*
Greenstar Heat Interface Unit (HIU) training course – 1 day - Free*
Greenspring CWi47 continuous flow water heater – 1 day - Free*

*A holding fee of £65 applies to free courses and is refunded on attendance of the course. If a booking is cancelled more than 10 working days before the course date, the fee will be fully refunded. The fee is non-refundable if a cancellation is made less than 10 working days before the course date.

To find out more about our range of training courses and to book your place on a programme, visit: worcester-bosch.co.uk/training or call 0330 123 0166.



Turning up the heat with our **heating design services**



Here at Worcester, our Heating Design Services team provides expert design support across our entire product range. Russell Dixon, who heads up the team, explains how they can assist you in specifying the most energy-efficient heating solutions.

“The Heating Design team consists of designers, who are certified by the Institute of Domestic Heating and Environmental Engineering (IDHEE), are authorised Standard Assessment Procedure (SAP) assessors, and have over 50 years’ combined experience.

“We provide a range of design solutions in support of our core range of Greenstar gas and oil boilers, and our growing portfolio of renewable technologies; offering a complete range of services from SAP support to plot-specific schematics.

A bespoke solution

“The bulk of our work however, comes through the bespoke design of heating solutions, which we receive through a developer contacting one of our Technical Sales Managers at the design stage. The developer will have a new building project, which will of course involve specific requirements when it comes to heating design.

We see a massive variation in property types, from multi-million pound mansions to one-bedroom apartments, and these bring with

them very different challenges, in terms of the circulation and secondary heating and hot water provision. That’s probably the best part of what we do - getting to work with a diverse range of properties and trying to find the most environmentally-friendly and cost-effective heating and hot water solutions for them.

“The sales manager will talk through the site requirements with the installer or developer, and it may be that these needs can be met through a phone

call or site visit. However, should a design be required, the project will be passed on to us. From that point, we collect all the project information needed for us to carry out the design, such as the U values and the property drawings, which is processed through our database. Then, we use CAD software to build a 3D model of the property. This allows us to calculate the heat loss, which means that we can work out what the best heating appliance or appliances will be – from boilers through to heat pumps - before putting in the right size radiators and connecting the system with the correctly-sized pipework.

“Once the design is complete, we’ll send the customer a design package. This includes an equipment schedule, which gives a complete list of the parts required, a breakdown of the heat loss calculations and, ahead of its introduction on 26th September, we have also started including an ErP system package label.

Solar thermal and heat pump sizing service

“As well as supporting boiler specification, we also offer a sizing design service for solar thermal systems. In particular, the team has developed a sizing calculator to assist installers with the correct number of panels and cylinder size they will need for a particular installation. The calculator also gives a parts list and important RHI information for the homeowner. This can be accessed at worcester-bosch.co.uk/st.

“We also offer a heat pump sizing service, where installers can go on to our website, download a survey form and we will provide the size of the heat pump required as well as the collector sizing and the estimated running costs. This means that installers are able to offer their customers even more precise information and to fit the most efficient solution available. The form can be found at worcester-bosch.co.uk/hp.



Technical Bulletins

“Finally, the design team provides the latest technical information about our product range in the form of technical bulletins available on our website. These highlight product updates big and small, and communicate the latest industry news and legislations updates.

“We deal with a variety of customers day to day, from architects, to installers, to developers and even

house builders. Yet, with the complete range of boilers, solar, cylinders and heat pumps we are able to specify - as well as the controls to go with those appliances – it’s fair to say we have a heating solution for pretty well every type of property.”

To find out more about the Heating Design Services team, speak to your local Technical Sales Manager or visit our website: worcester-bosch.co.uk/



Dave Salmon, of Plymstock Gas & Heating Systems Ltd, based in Plymouth, explains how installers' own innovations and entrepreneurial acts have the potential to change the industry for the better.

DAVE SALMON, INSTALLER & ENTREPRENEUR

I have been an installer for 25 years, and like so many of you, I have seen many changes to products, installation procedures and those unforeseen events that have cast a shadow across the industry. It was one well-documented crisis, and another potential problem on the horizon, which has inspired me to develop products that I feel could be of benefit to homeowners and installers alike.

Boiler Buoy Device

At this time of the year, especially with the recent high temperatures homeowners are giving little thought to their heating system. But as quick as the summer has arrived, the winter will be upon us and, with the fact El Niño has developed, we could see the repeat of winter 2009/10 sooner rather than later.

As an installer I have suffered my share of callouts to deal with frozen condensates, cutting pipes and numerous return visits to reconnect. This was my inspiration to develop the



Boiler Buoy, a simple low cost indicator and bypass device that allows the homeowner to identify a blockage and more importantly reinstate heating. With tens of thousands of the patented device installed across the UK, installers and housing associations are already specifying this low cost solution.

I realise that the Boiler Buoy is no substitute for internally routing the condensate or correctly sizing and insulating if external. However, many installations are still falling short by using the wrong type of insulation, BS6798 now refers to the black type PVC coated external grade required, while, the grey silver type commonly available from plumbers merchants can make freezing worse. Consequently I feel it is not if, but more when we encounter another winter like 2009/2010 we could see thousands of homeowners being left out in the cold once again. The Boiler Buoy, compared to trace heating, is a much simpler, low cost solution that is the perfect van spare for a potential Arctic winter.

My next invention

The next challenge on the horizon is the implementation of ErP boilers and the installed system, which are aimed to improve consumer's awareness of high efficiency heating products and installations.

So why is this a problem? The new boilers or systems could use high efficiency pumps which could be more prone to fault due to black corrosion (iron oxide). For many years the benefit of chemical treatment has been widely known, but all too often we all encounter problems caused by the ravages of iron oxide. Even if the system is apparently working satisfactorily, the effect on efficiency could be counterproductive over the benefits gained from better controls. Even if at the installation stage the system is deemed clean, things may change over time and corrosion could set in.

The existing problems and those that will undoubtedly arise due to corrosion, have inspired me to develop and file a patent for a simple very low cost product to detect iron oxide levels. The device would be installed in seconds and left indefinitely on the heating system, it could be utilised by installers and homeowner alike to periodically test the system and raise awareness of the first signs of a corrosion problem (iron oxide in suspension). The idea is a way to stimulate conversation regarding system treatment and, if necessary, filtration which I'm sure we would all happily undertake if requested. As this product is in development I would very much appreciate comments.

Dave Salmon would very much welcome your comments on his next invention. Feel free to e-mail your thoughts to plymstock.gas@blueyonder.co.uk.

Environment 2020

Last year, Darren Miles scooped the top prize in the Greenspring continuous flow water heater installation category at our annual Environment 2020 awards last year.



Darren goes the extra miles for water heating efficiency

Tasked with installing a new heating system as part of the refurbishment of a three-bedroom, three-storey property in Chipping Campden, Worcester-based installer Darren Miles opted to install an innovative solution which combined the performance of a Greenstar 30CDi gas-fired boiler, and the high efficiency, high output Greenspring CWI47 continuous flow water heater.

Due to the lack of storage space in the property, Darren looked no further than a cascade of two

Greenspring water heaters, which would be capable of meeting the homeowners' hot water requirements on demand. This was particularly important to Darren's customers, who regularly have friends stay over.

On the installation, Darren at Darren Miles Plumbing & Heating Services, commented: "With space limitations ruling out the possibility of a stored hot water system, I was pleased to be able to offer my customer a system based around the Greenspring water heaters, which were new to the

market at the time. The installation couldn't have been much simpler, and the combination of a boiler with two water heaters means there are no doubts over the system's capability to deliver hot water on demand – a requirement that was crucial for the residents of the property."

For more information about the Environment 2020 awards, or to submit an entry for this year's awards, please visit worcesterbosch.co.uk.



Technical Q&A

Ewan Sutherland and the team of technical support advisors answer some of the most common questions that they receive from you at this time of the year.

Q. I have been called out to a Greenstar Heatslave II which has been installed on a new pipe and radiator installation and the pump appears to be at fault. When the boiler was installed the system was cleaned, but when I disassembled the pump head it was found to be full of an oily black substance. Do you know what may have caused this and is there anything you can suggest to prevent this from happening again?

A. It has been identified that residual oil can get into heating system as a result of the manufacturing processes of copper pipe and radiators. This will be more prevalent when installing new heating systems due to the quality materials used.

The oil, by itself, will not cause an issue with the operation of the circulation pump, but if there is any iron oxide debris within the heating circuit, the oil may combine with the metallic particles. As this circulates around the heating system, the pump, due to its magnetic components, can attract the coated metallic debris resulting in them collecting in the pump body. The metallic debris, combined with the oil, could be the cause of the pump issue that you have described.

As you are aware when fitting a new boiler the guidance stated in BS7593 should be followed, this covers treatment of water in domestic hot water central heating systems.

Before cleaning the system, there are a couple of points to consider:

- Ensure that the system and pipe work is in good working order.
- Where possible keep the existing appliance/circulating pump in place when flushing the system.

To flush the system, follow the guidance below along with the manufacturer's instructions:

1. Fill the system with cold water and check for leaks.
2. Open vented systems only: Turn off the water to the system header tank.
3. Open all drain cocks and drain the system. Check the manufacturer's instructions for the appliance drain points.
4. Close drain cocks and add a suitable flushing agent at the correct strength for the system conditions in accordance with the manufacturer's instructions.
5. Circulate the flushing agent before the boiler is fired up.
6. Run the boiler/system at normal operating temperature as directed by the manufacturer of the flushing agent.
7. Drain and thoroughly flush the system to remove the flushing agent and debris. It may be necessary to use a power flushing machine to aid the cleansing procedure in some circumstances.
8. Close the drain cocks and manual air vents.
9. Add a suitable inhibitor to the system in accordance with the manufacturer's instructions.
10. Fill the system to between 1 and 1.5 bar via a WRAS approved filling loop.
11. Vent any air from the boiler and system. See our installation instructions for the location of the manual air vent points

If any new radiators or pipework are added after the system has been flushed, we would recommend that the system is flushed again once the new boiler is installed and before chemical inhibitor is added.

This should be a hot flush with the boiler in operation using a suitable cleansing agent used to break down any manufacturing oils that may be present within the new components.

Q. I have just fitted a new Greenstar i System and the boiler does not react to the demand for hot water but works fine for central heating. I am using external controls and zone valves on the system. I have followed the installation manual for the wiring of this system configuration. Why does the boiler not react to the demand for hot water?

A. The current manual for the Greenstar i System shows separate switched inputs for CH & DHW. A common switched live should be used from the wiring centre to the CH connection, terminal 4 LR with a CH symbol.

The installation manuals will be updated to reflect this at the earliest opportunity.

Figure 1 shows the current installation manual.

When using 230v controls without an optional integral diverter valve the Domestic Hot Water electrical input will be inactive.

Figure 2 shows the wiring guidance that should be used when using external controls and zone valves.

The pre wired links should be removed shown in figure 1 and both the CH and DHW switched lives from the wiring centre must be wired to CH LR shown in figure 2. The appliance cannot differentiate between CH and DHW demands; hence the requirement for a common switched live meaning the Domestic Hot Water set point cannot be adjusted by means of the boiler hot water control dial.

If a DHW temperature set point change is attempted on the boiler hot water control dial, "Not Applicable" will be displayed on the LCD screen.

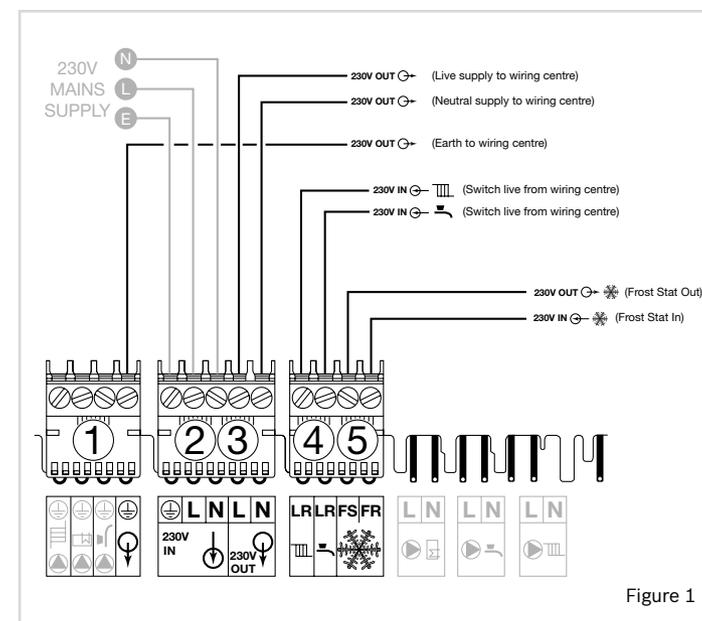


Figure 1

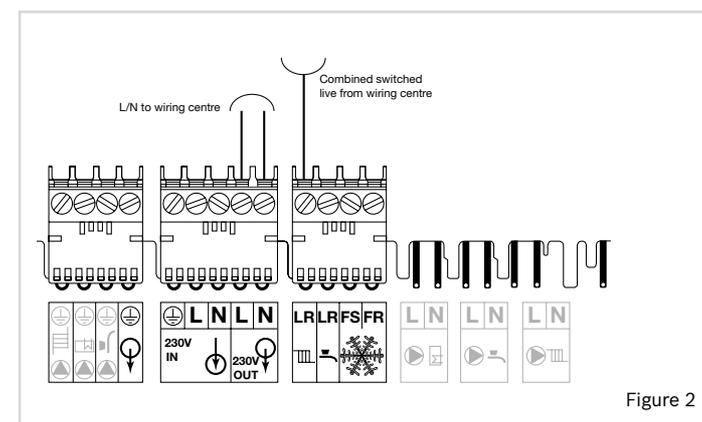


Figure 2

Flow temperature must be set on the CH control level to a level is at least 10°C above the required cylinder temperature.

If independent Domestic Hot Water & Central Heating flow temperature control is required then the optional diverter valve kit must be fitted.

We have released Technical Bulletins that are now available at worcester-bosch.co.uk/bulletin. Please see below a list of the recently released Technical Bulletins:

- TB 086 b – Flue Joints in Walls
- TB 089 a – Greenstar CDi Compact pre-heat kit
- TB 090 a – External 230V controls without optional diverter

Win a Greenstar boiler and system filter



This month we're giving you the chance to get your hands on one of our award-winning Greenstar boilers, complete with a Greenstar system filter and a six-year guarantee.

To enter, simply complete the following Sudoku puzzle, and send your entry back to the address below before 12pm Friday 28th August 2015:

Name: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____

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

Send your entry back to our editorial office: **Installer's Choice August/September competition**, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS

For terms and conditions please visit: worcester-bosch.co.uk/installer/literature/worcesters-magazine-the-installers-choice

All entries must be received before Friday 28th August 2015

KEEP IN TOUCH

Northern & Republic of Ireland

We always aim to make sure that you have access to all the support you need to deliver exceptional service to your customers, no matter where you are. With that in mind, this issue we're providing you with the contact details of our team in Northern Ireland and the Republic of Ireland.

Regional Sales Director



Barry Wilson
Contact Barry on:
07767 432569

Regional Sales Manager



Ray McClay
Contact Ray on:
NI 07767 432567
ROI 00353 (0) 876 848499

Technical Sales Managers



John Savage
Contact John on:
07790 489573
Areas covered:
Northern Ireland



Shane Smith
Contact Shane on:
00 353 (0) 876 847158
Areas covered:
Republic of Ireland

