



Electrified Solutions Installer partnership guide



Installer
guide



A new age of technology

It's time to embrace electrified heating solutions

We're glad you're working with us, and our growing range of electrified solutions, to introduce your customers to a new way of heating their homes.

From specialist training to your own dedicated local sales manager, it's an easy transition into electrified home heating tech with Worcester Bosch. And within this guide, you'll find all the support you need to get started!

Why Worcester Bosch...



End-to-end support

We've got your back – with marketing, technical, and design support.



Nationwide training

All you need to get trained up – wherever and however suits you best.



Tried and tested

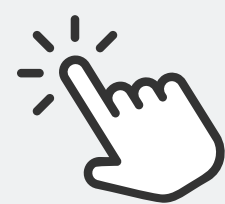
Put your trust in decades of experience and expertise.



Welcome to the future of home heating

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Click the title to visit the page



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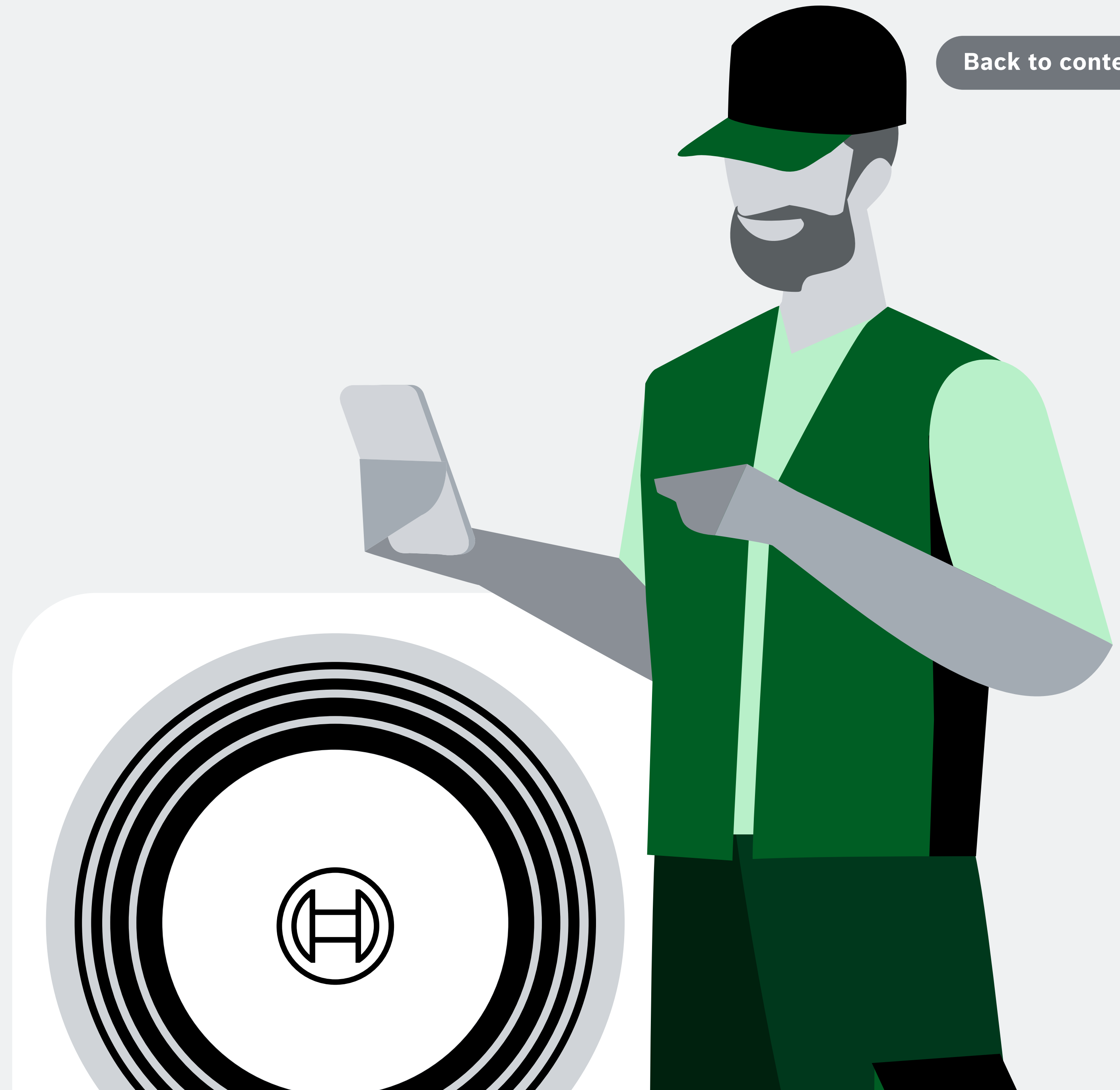
Section 1

Introduction

This guide is designed to walk you through the many ways we've got your back – product wise of course, but support, training, reward and wisdom wise too.

Each section takes you through the support available and gives you links to more in-depth information, assets, contacts, apps and expertise.

You can progress from here to get the full picture or simply jump to any section that currently really matters to you.

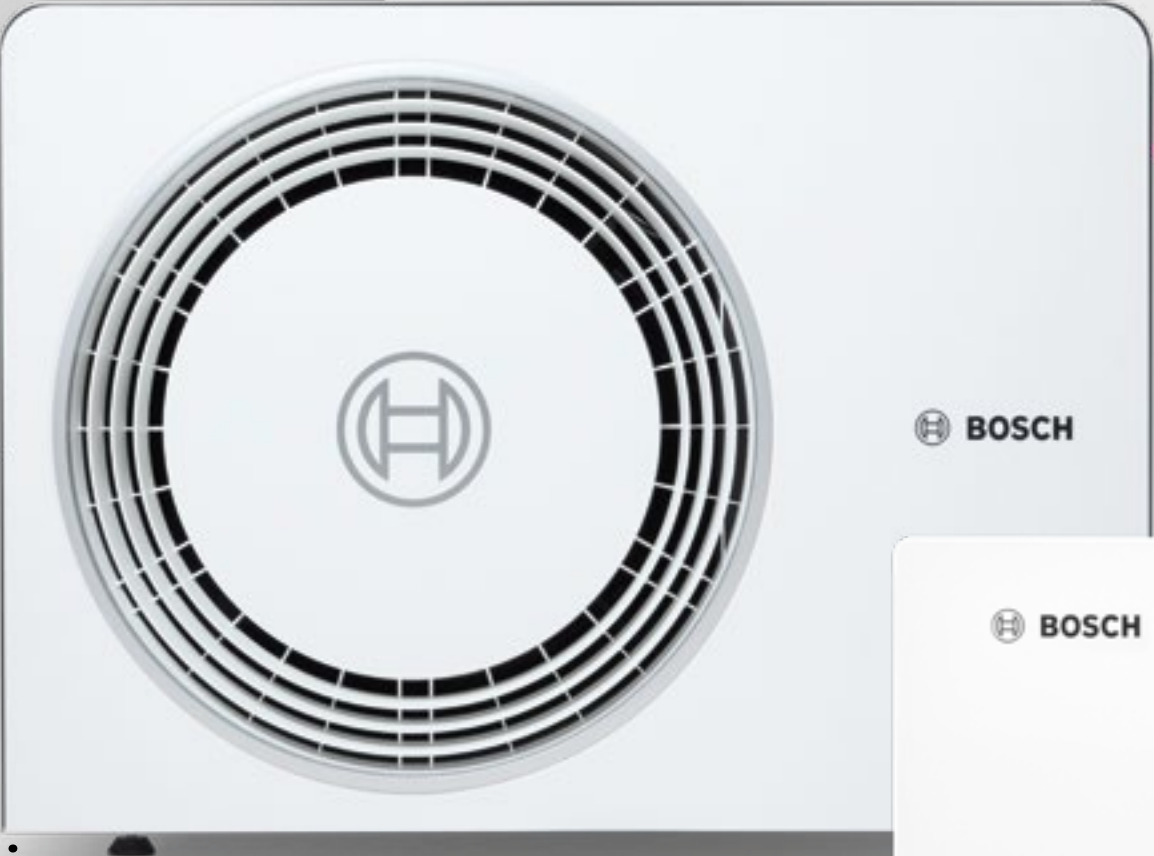


The range

Feel good heating and cooling

Click on a product to view more information



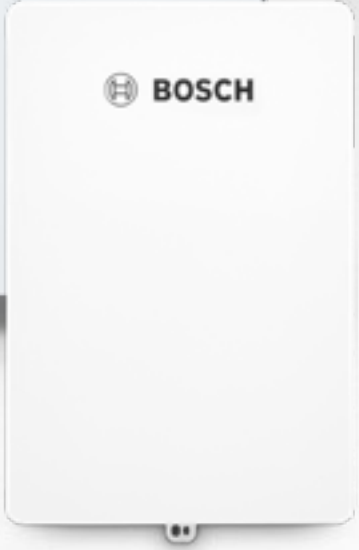


Compress 5800i AW

from 40dB(A)

R290





Compress 5800i Hybrid unit



Compress 2000 AWF

from 55dB(A)

R32

Climate 7000i
Air conditioning

from 59dB(A)

R32



Climate 3200i
Air conditioning

from 54dB(A)

R32





Climate 5000i
Air conditioning

from 56dB(A)

R32



Sound power shown in accordance with EN 12102.

Compress 5800i AW

Quiet, stylish design

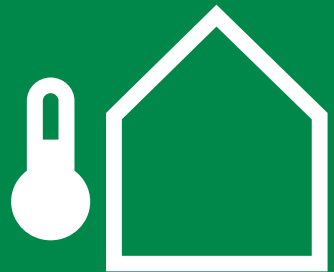
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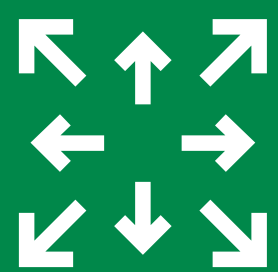
The CS5800i AW Heat Pump is our flagship heat pump. This all-in-one compact heat pump is easy to install, easy to maintain, and easy to choose for most UK homeowners.



Quiet Mark
With integrated diffuser and Quiet Mark certified.



High Performance
Flow temperatures up to 75°C for wider range of UK homes & SCOP up to 4.54.



Flexible
Perfect for renovation projects and new build, with a range of compatible indoor units.

[Find out more](#)

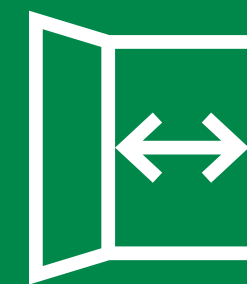
*Monitoring may cease automatically after 12 months. No disconnection required. Visit the website for more information.

Compress 5800i AW Hybrid unit

Compact, flexible, heating

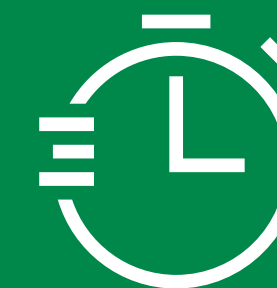
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The CS5800i Hybrid Heat Pump features a hybrid unit which enables your customers' heating system to switch intelligently between their current or newly installed Worcester Bosch boiler[^] and their heat pump. This delivers the best from both heat sources for year-round, lower carbon* home heating.



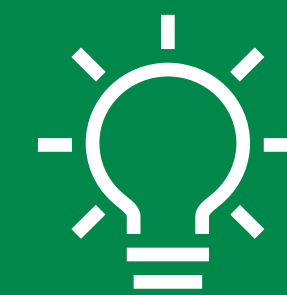
Flexible design

Indoor or outdoor positioning for added flexibility.



Easy

Rapid, add-on installation means no loss of service.



Smart

Intelligent energy management for maximum efficiency.

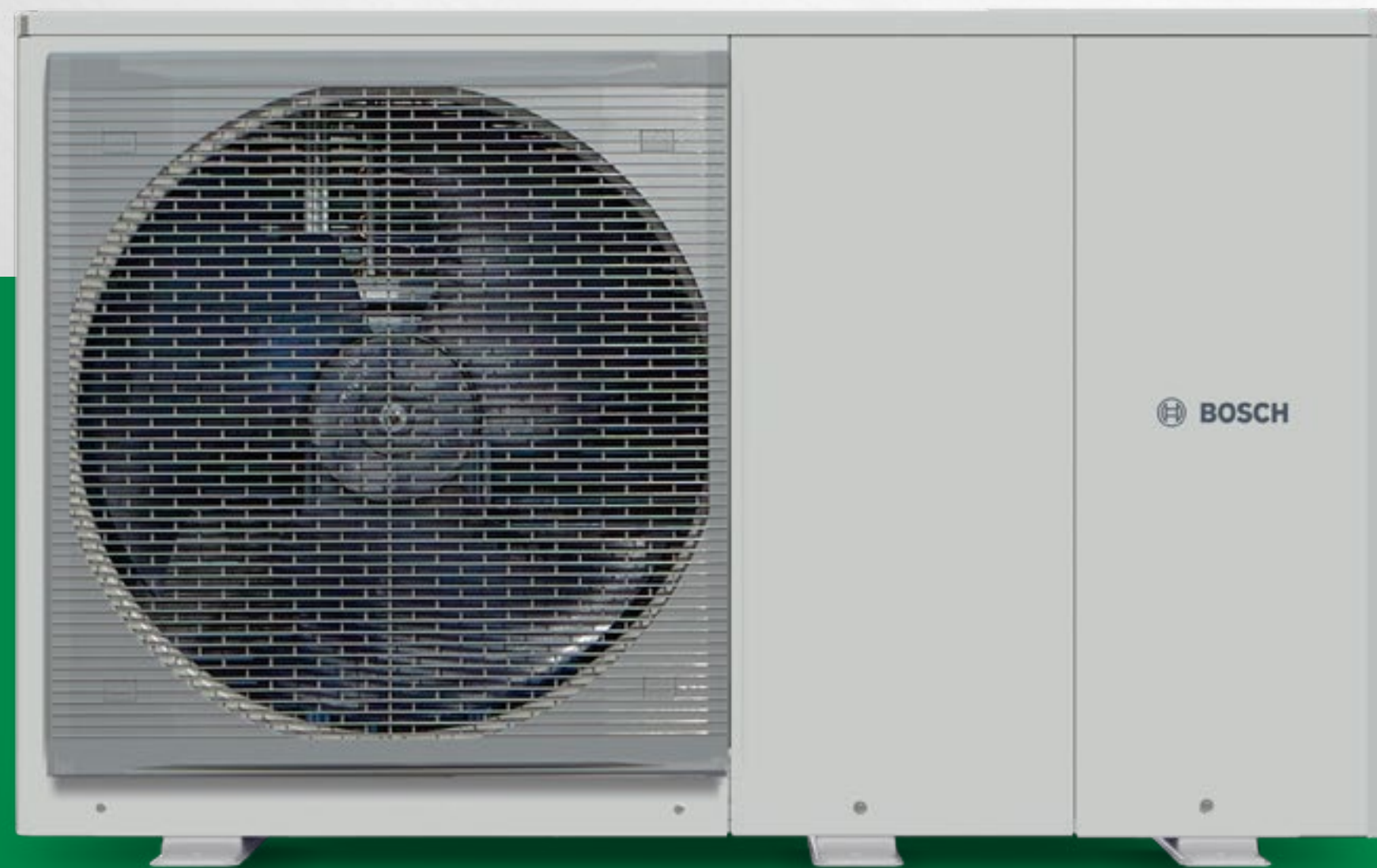
[Find out more](#)

Compress 2000 AWF

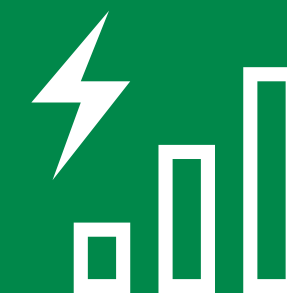
Clever, compact comfort

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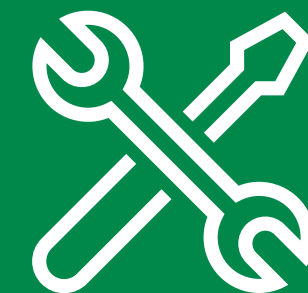
The compact, all-in-one heat pump for customers tight on space and tight on budget – the Compress 2000 AWF.



Easy installation
With all-in-one monobloc design.



Flexible outputs
4-30kW with cascading options.



Easy access
Service and maintain with ease.

[Find out more](#)

*Sound power in accordance with EN 12102.

Climate 3200i

Fresher, cooler, cleaner

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Installer-friendly, and offering year-round comfort – the Climate 3200i has something for every household. Available in multiple power outputs, and with efficiency ratings up to A++, it's flexible and efficient.



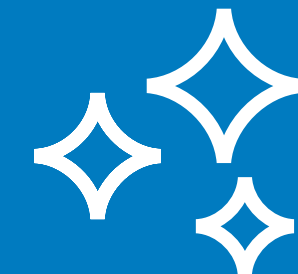
All-in-one

Four-in-one comfort and easy-to-install.



Smart connectivity

Connect to Alexa, Google Home or Apple Home with HomeCom^^.



Air quality

Double filter system and ionizer for improved air quality.

[Find out more](#)

*Terms and conditions apply, see website for details.
^Sound power in accordance with EN 12102.
^^Optional Connect Key G10 CL-1 accessory is required.

Climate 5000i

Cool made easier

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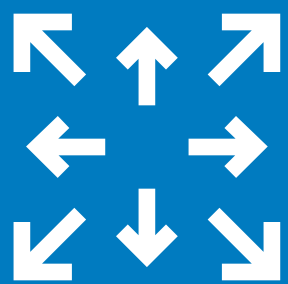


5
Year
Guarantee*

from
56dB(A)[^]

R32

Multi-split air con units delivering both heating and cooling for homes, small businesses and offices, providing comfort throughout the year.



Flexible

Up to 5 indoor units
with 1 outdoor unit.



Efficient

ErP rating of A++
for cooling and A+
for heating.



Easy installation

Easy installs with long
piping lengths.

[Find out more](#)

*Terms and conditions apply, see website for details.
^Sound power in accordance with EN 12102.

Climate 7000i

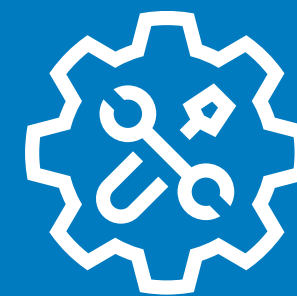
Ultimate indoor coolness

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R32

Up to
7
Years
Guarantee*

Delivering cooler, cleaner air for busy households, the stylish Climate 7000i makes light work of bacteria, dust and odours with its advanced ionizer. An all-in-one solution with remote energy monitoring – delivering cooling, heating, dehumidifying and air purification from one unit – it's the coolest and smartest air con we make.



Installer friendly
Easy installation
and servicing.



Efficiency
Impressive SEER
9.4 and SCOP
5.3 values.



Smart connectivity
Customers can connect
to Alexa, Google Home
or Apple Home using
the app.

[Find out more](#)

*Terms and conditions apply, see website for details.
^Sound power in accordance with EN 12102.

Section 2

Business support

With the transition to electrified heating solutions and a new range of technologies, we recognise now more than ever, you need support on all fronts.

So, for you, your business and your customers, we've got all angles covered. From brochures, guides and online tools to training trusted by 14,000 installers every year and a design support team that makes our expertise yours, the future is secure.



Business support

Meet our team

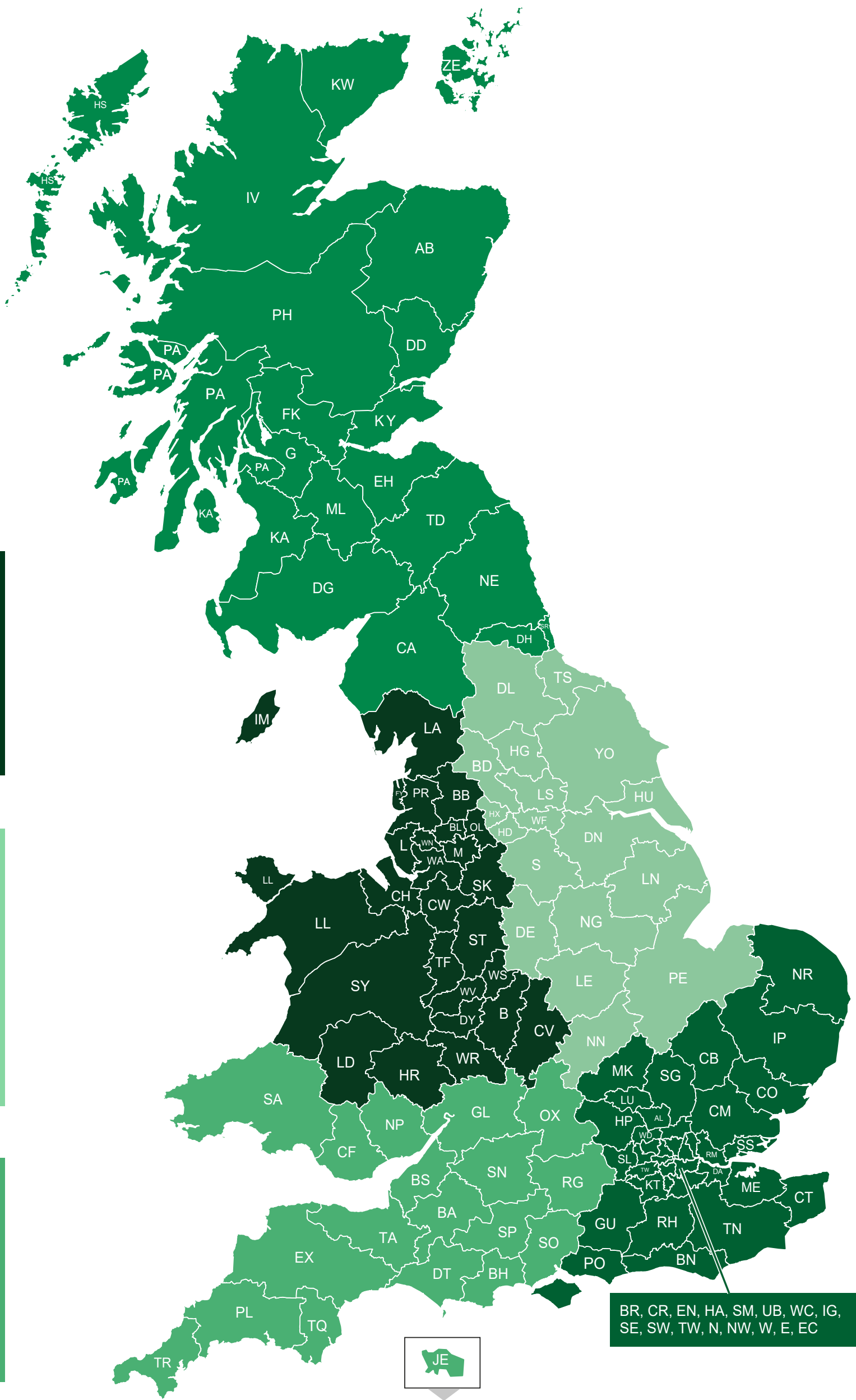
Our ES sales team are on hand to support you on your journey with Worcester Bosch. From product and training information to business advice, get in touch with your local contact.

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Henry Burke
ES Area Sales Manager - North
07385 002292
henry.burke@uk.bosch.com

Bryn Vernon
ES Area Sales Manager - Central & South East
07827 898265
bryn.vernon@uk.bosch.com

Elliot Dessi
ES Area Sales Manager - South West
07385 003752
elliott.dessi@uk.bosch.com



Stuart Hawthorn
ES Area Sales Manager - Scotland
07901 374153
stuart.hawthorn@uk.bosch.com

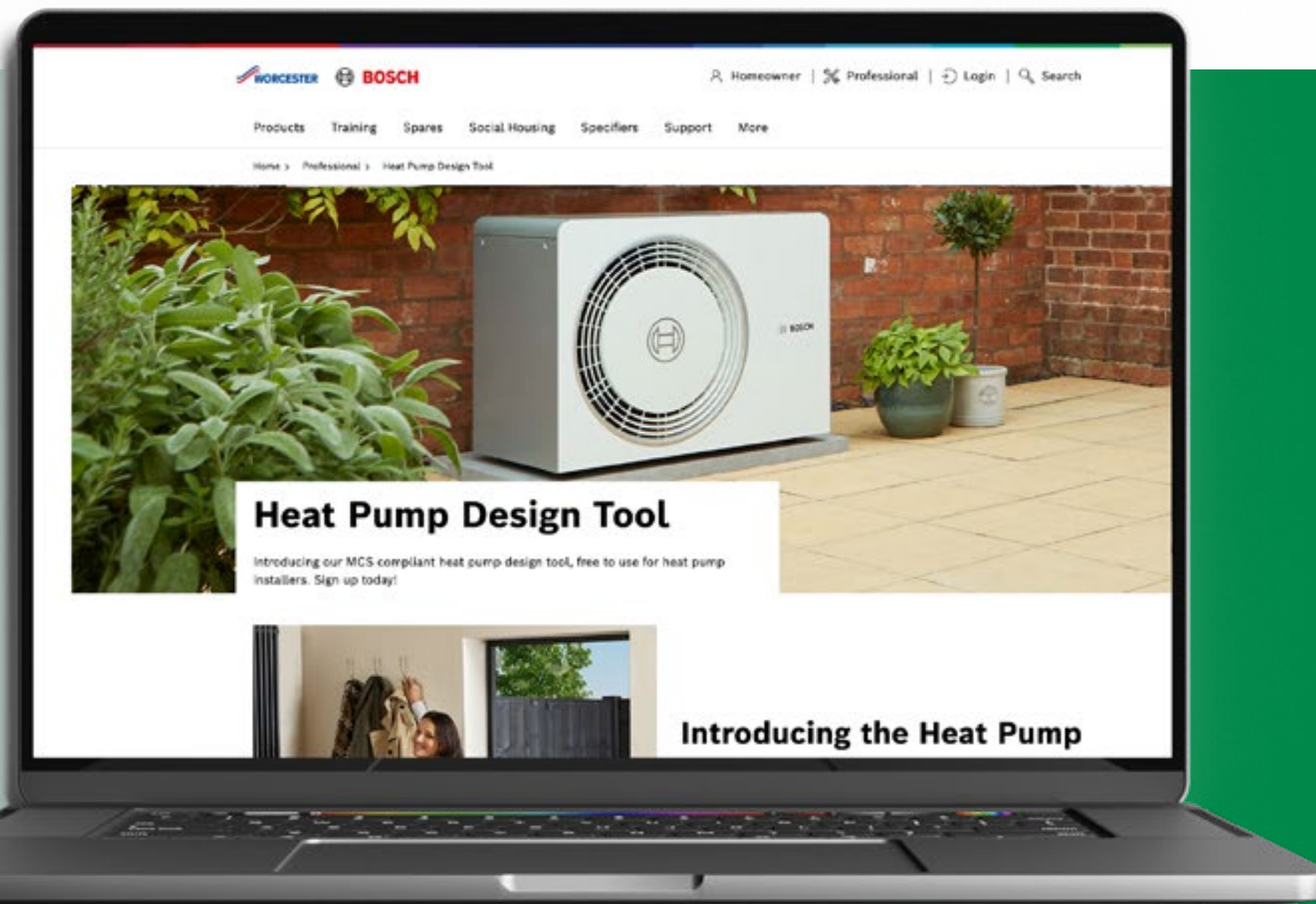
Chris Bullen
ES Area Sales Manager - South East
07502 784371
chris.bullen@uk.bosch.com

Business support

Online product tools

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We're here to help make your life easier, with tools and content to inspire and explain our products to both you and your customers, making it simple to understand and easier to sell.



Heat Pump Design Tool

- ✓ Calculate room-by-room heat loss easily and choose the best heat pump for the home
- ✓ Digitally recreate any building and demonstrate MCS standard design outcomes for full MCS certification
- ✓ Easily share designs with our MCS trained design team for support and assistance

For more info, speak to your Sales team contact.

System Schematics

Easy access to our handy schematic documents, allowing you to design and specify the right system solution using our products.

[Find out more](#)

Business support

Installer brochures and technical guides

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Handy heat pump, hybrid heat pump and air conditioning guides for you and your team.



Installer electrified solutions product range guide

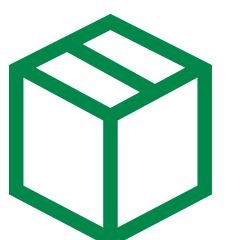
A mini encyclopaedia of all things Electrified Solutions. This pocket-sized product guide is full of information, including MCS/ENA/SAP database information, clearances and part numbers.



Download here

Part number: 8 716 122 884

To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.



Business support

Installer brochures and technical guides

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Compress 5800i AW Installer Guide

 **Download here**
Part number:
8 716 122 777



Compress 2000 AWF Installer Guide

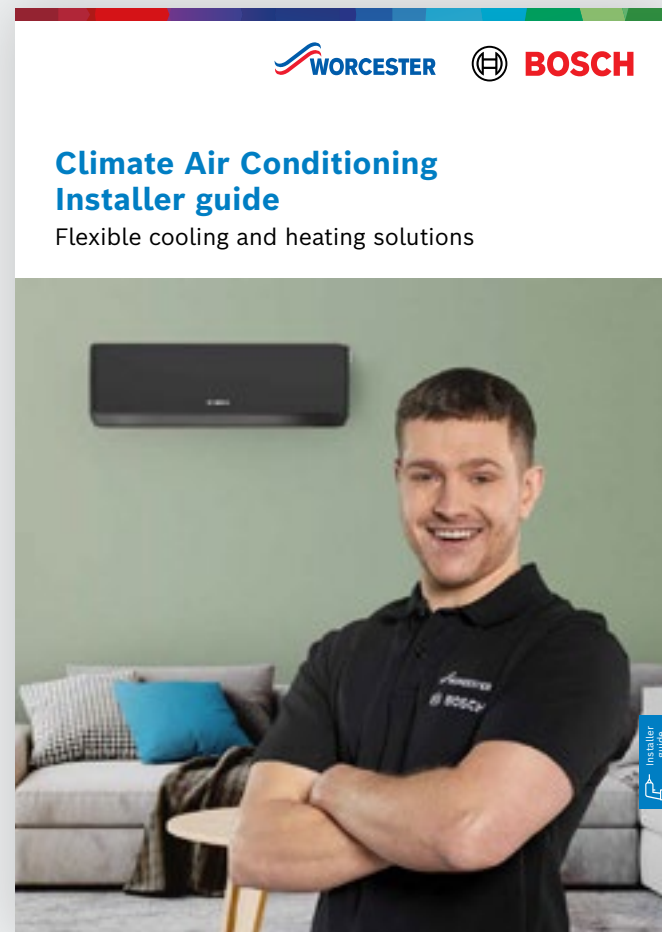
 **Download here**
Part number:
8 716 122 800

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Business support

Installer brochures and technical guides

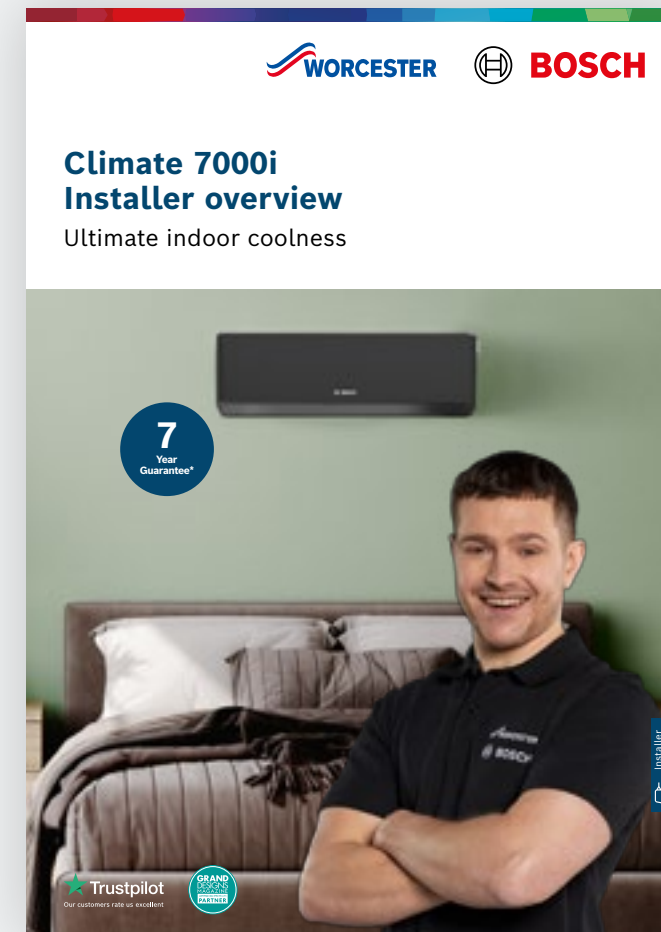
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Air Conditioning Installer Guide



Download here

Part number:
8 716 119 917



Climate 7000i Installer Overview



Download here

Part number:
8 716 122 933

To order your copies for free, email **brochure-request@uk.bosch.com** with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.



Business support

Trade-rated training

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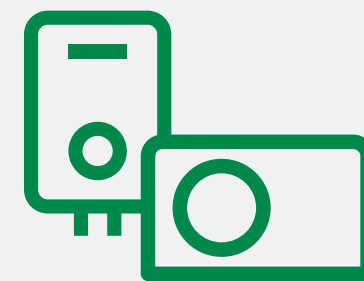
Trusted by thousands

Every year, 14,000 installers trust us to keep their skills sharp.



Training on tap

Come to us, we'll come to you, or learn online – whatever suits you best.



Our complete range

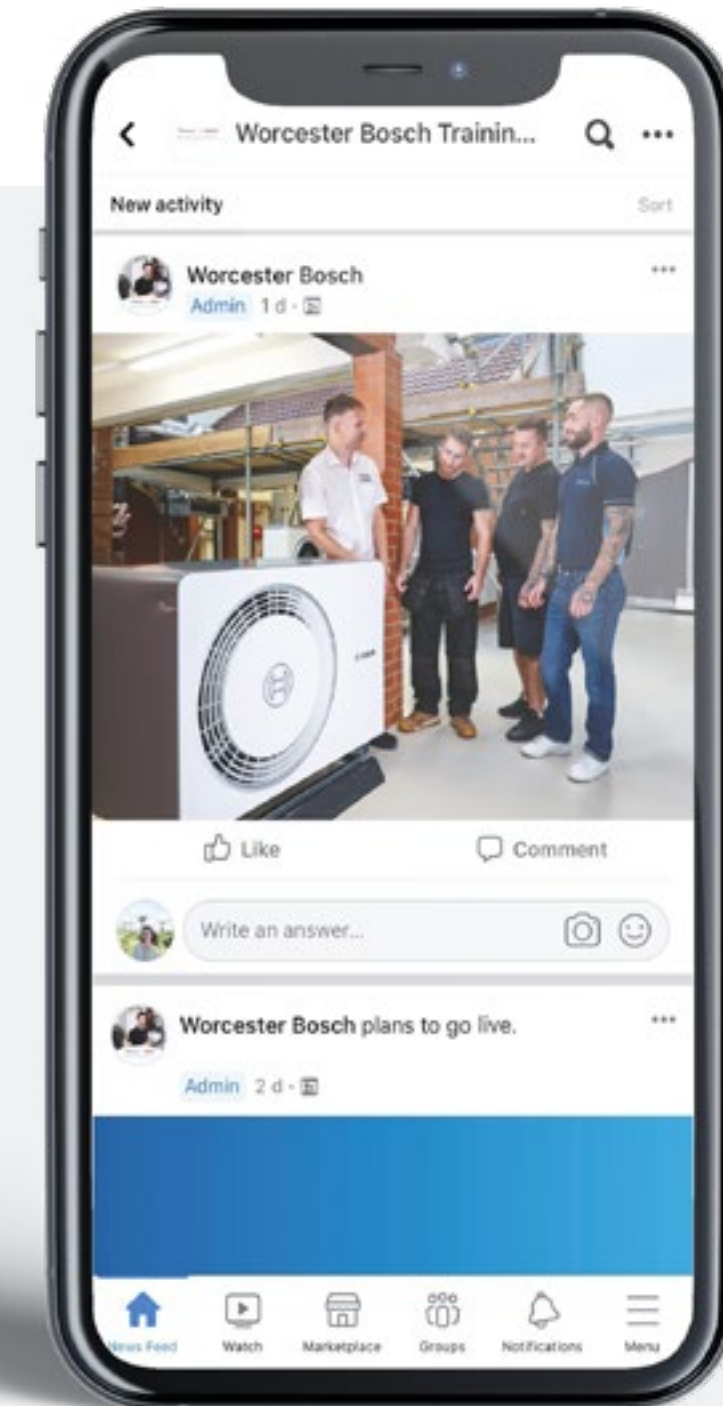
Master our electrified product range and learn new tech as soon as it's released.

Join our loyalty programme and get trained up using the points you earn.
Find out more.

Take advantage of our training programmes to master new technologies, and go from beginner to brilliant.

We've got 4 completely kitted-out Training Academies nationwide, offering MCS recognised RQF courses. Plus mobile training vans and digital solutions if you'd prefer, including online training modules that could be used to support the upskilling process of your team.

Learn from the best



Join our '**Worcester Bosch Training Academy**' Facebook group for news, online courses and training videos.

Visit us on Facebook



Business support

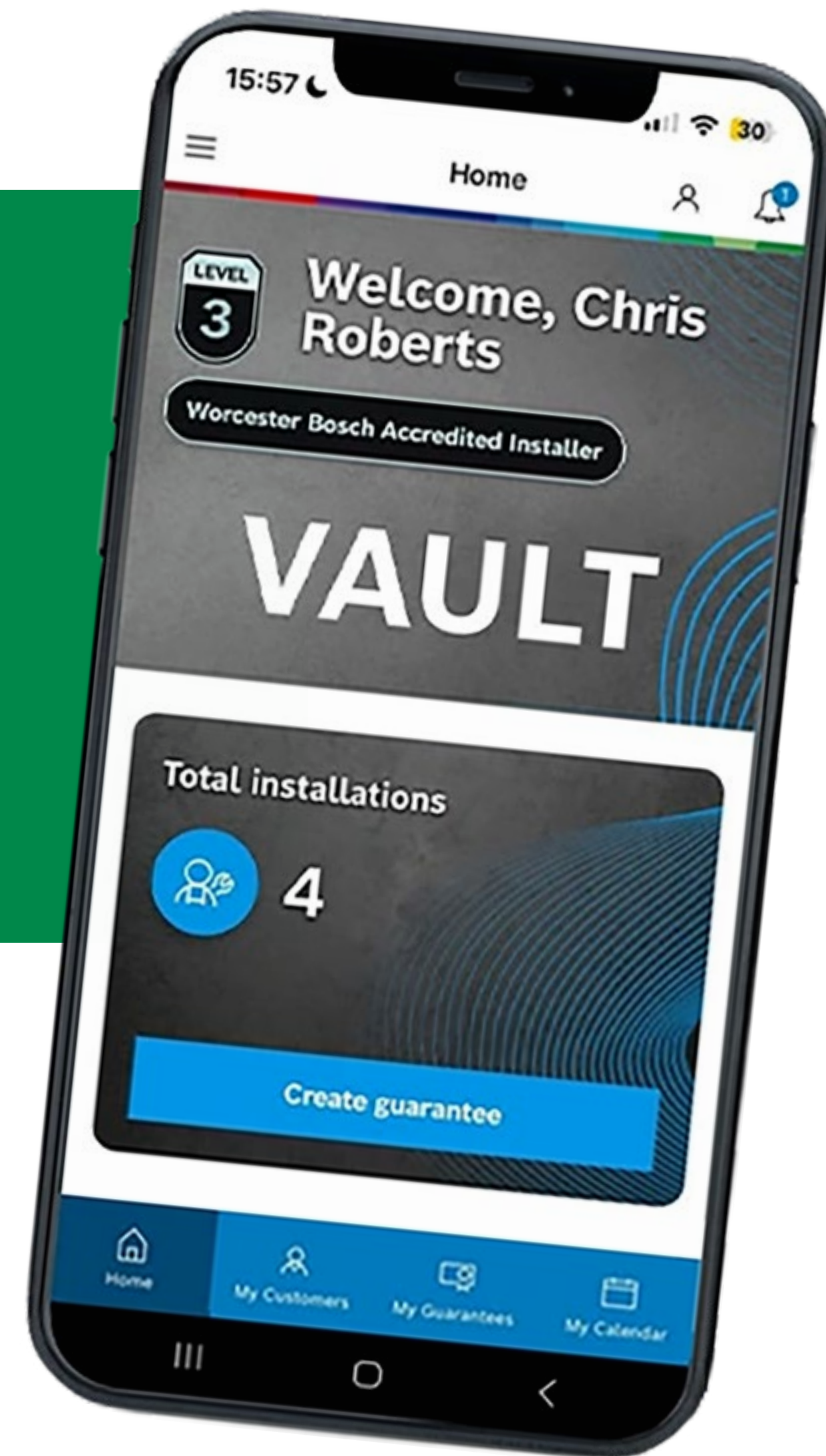
Worcester Bosch Professional app

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Worcester Bosch Professional app

- ✓ Scan and send complete product registrations in seconds
- ✓ Access your knowledge hub – Every technical document and manual you will need
- ✓ Engineer registration – You and your engineers can use the app to register products to the same company

Get the app



Business support

Electrified Solutions design team

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- ✓ Our expert design team are on hand to support you with developing system designs
- ✓ Our in-house specialists have masses of experience supporting the industry
- ✓ 15+ expert renewables design and technical support teams including dedicated heat pump champions
- ✓ Able to offer heat pump specifications and system schematics
- ✓ 'Virtual Tech' video calling platform available allowing you to share visuals of the query live for instant feedback
- ✓ Fully indemnified MCS accredited design service

Involve the team in your project:
system.design@uk.bosch.com



Business & marketing support

Consumer finance

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As part of our loyalty programme, you can gain access to being able to offer your customers finance options on their new Worcester Bosch install.

And don't worry about figuring out the numbers yourself, we've got plenty of support materials and courses that'll get you up to speed on how best to incorporate finance into your business.

Speak to your sales rep
for more information.

Can I get finance?

This checklist will help you see if you're eligible for one of our monthly repayment options. All applications are subject to status and credit checks.

You're eligible if you're...

- ✓ At least 18 years old
- ✓ Have been a UK resident for more than 3 years
- ✓ Have a personal bank account that allows Direct Debits
- ✓ Living in a house you own
- ✓ In permanent employment (min. 16hrs per week)
- ✓ Self-employed
- ✓ Retired
- ✓ On disability allowance
- ✓ Unemployed or a 'house person' (as long as you have a cohabiting working partner who gives consent)
- ✓ A customer with an email address and telephone number

You may not be eligible if you're...

- ✗ Unemployed, unless you have a spouse/partner in full-time employment
- ✗ A foster carer, unless you have a spouse/partner in full-time employment
- ✗ An unregistered childminder
- ✗ A full-time student, unless you're a trainee nurse or doctor
- ✗ A supply teacher, unless you have a permanent contract with a specific school
- ✗ Working a temporary position or via an agency
- ✗ A customer without an email address and telephone number

5 steps to feel good heating

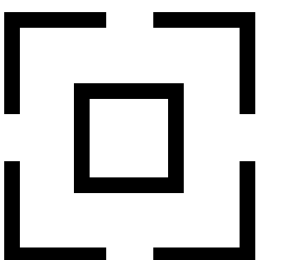
- We'll pop by for a visit and give you a free, no-obligation quote.
- You choose the finance package that best suits you.
- We will then introduce you to TradeHelp who will discuss finance options and carry out an application with you.
- Accept the agreement online.
- We'll book you in for an engineer visit, to get your brand new heat pump installed.
- Job done! Time to relax.

Ready for your new heat pump?

Let us know when you're good to go and we'll get your installation sorted.

Exclusive to members of our

**Exclusive to members of our
VAULT installer loyalty programme!**





Section 3

After-sales support

Our award-winning Technical Support and Customer Care teams connect you instantly to the help you need.

For you or your customer, via telephone or email, our teams will support with commissioning and guarantees, enquiries and repairs, and hands-on experience and expertise to provide top-class support.

Aftersales support

[Back to contents](#)

Heat pump commissioning and guarantees

Our team of expert engineers have extensive hands-on experience and in-depth Bosch product expertise, providing comprehensive heat pump commissioning support. To arrange your heat pump commission ahead of installation, click the link below:



[Reserve your commission date](#)

Unlock longer customer guarantees

To access extended guarantees for your customers, attend our trade-rated product training, join our loyalty programme and undertake our specialised commissioning. Our expert renewable engineers will commission your heat pump and help ensure optimum performance and energy efficiency, providing peace of mind with longer lasting guarantees.

2 Year Guarantee*	5 Year Guarantee*	7 Year Guarantee*
As standard	Loyalty member + Trained by Bosch + Bosch Commissioning completed**	Loyalty member + Trained by Bosch + MCS Certified

*Terms and conditions apply, visit the website for more information. **Commissioning - without MCS certification a full system design and commissioning document is required and our engineer in attendance for registered product.

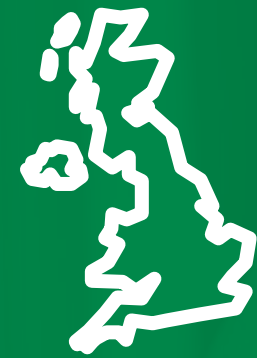
Aftersales support

Contacts

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Live virtual tech support

Connect via camera and we'll guide you.



UK-based teams

Expert support if you need it.



Award-winning support

Available via telephone or email.

Here when you need us

Our award-winning Technical Support and Customer Care teams are on hand when you need them.

Speak to our **Electrified Solutions Technical Support Team**, who know the products inside out. Available within seconds, 6 days a week for product advice to help you get the job done.

Our triage service is also available for you and your customers to remotely address any queries and minimise the need for onsite manufacturer engineer visits.

Telephone: **0330 123 3366**

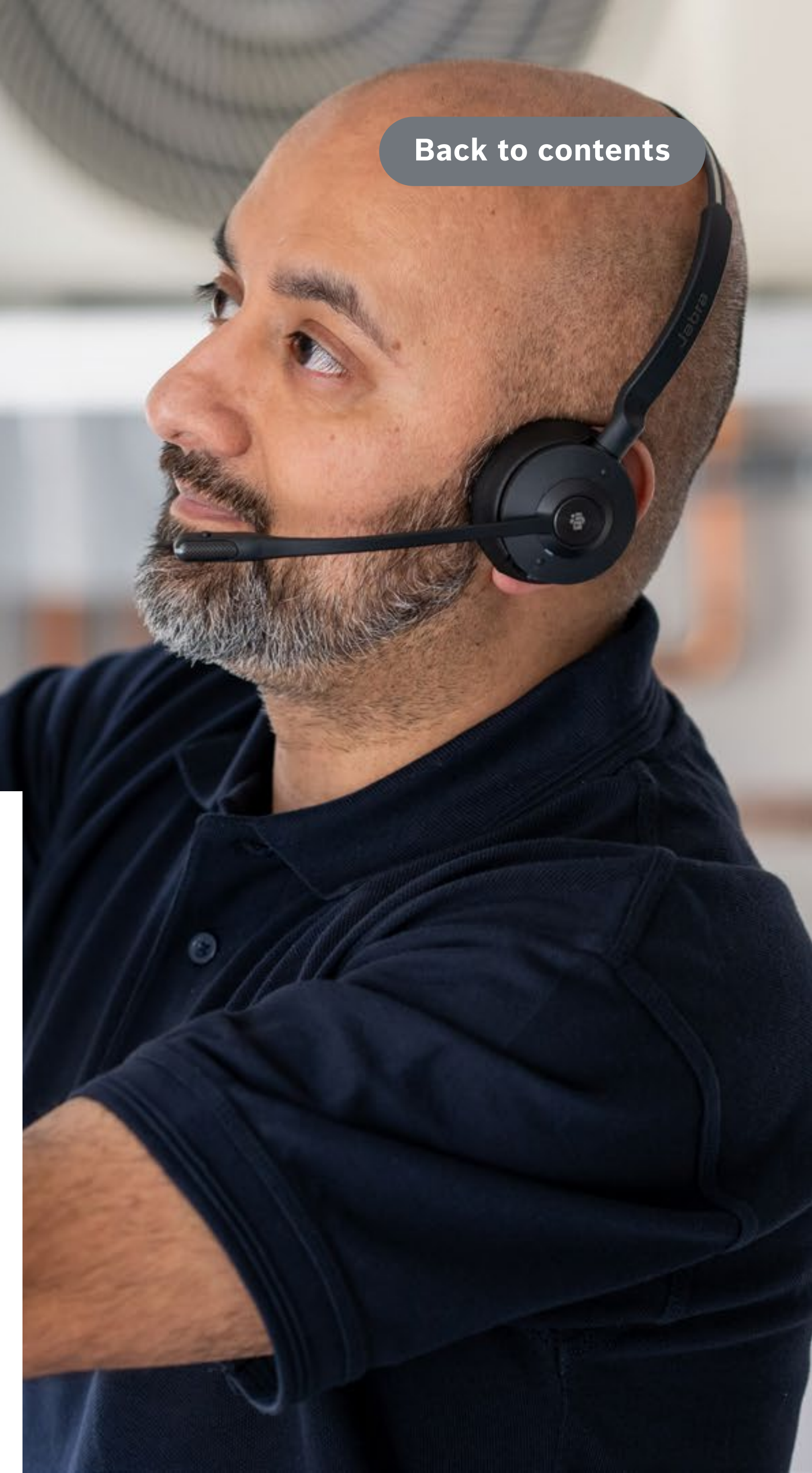
Email: **technical-advice@uk.bosch.com**

Should an engineer be needed, our dedicated **Electrified Solutions Customer Care Team** is available 364 days a year, 7 days a week to arrange appointments with our specialist renewable engineers for repairs or maintenance.

Rest assured we're ready to assist you and your customers, if needed.

Telephone: **0330 123 9339**

Email: **renewable.worcester@uk.bosch.com**



Aftersales support

How-to content

[Back to contents](#)

Our technical team are on hand to help when you need them, and they've put together some handy heat pump how-to videos to help you when installing our products.

Compress 2000
Set the time



 **Watch here**

Compress 2000
Switch on the heating & hot water



 **Watch here**

Compress 2000
Set the timer



 **Watch here**

Compress 2000
Set the heat curve



 **Watch here**

Compress 2000
Removing air from the system



 **Watch here**

Compress 2000
Enabling third party controls



 **Watch here**

Compress 2000
Using the HMI as a room thermostat



 **Watch here**

Much more how-to content, plus other product information is available on our YouTube channel.

Watch now



Section 4

Rewards for you

The VAULT Loyalty Programme is our way of saying thanks – with rewards everybody can benefit from.

Heat pumps, hybrid heat pumps, air con, boilers and light commercial installations all put points in the bank, ready for you to spend and enjoy.



VAULT Loyalty Programme

Unlock more

[Back to contents](#)

Welcome to a new world of loyalty. Simply install products and register your installs to earn points. You can even convert your points onto a huge range of rewards including a reloadable Mastercard, and take advantage of marketing materials and business support. Sign-up today and prepare to unlock more.



REWARDS TAILORED TO YOU

VAULT delivers the rewards you want. Your points can be gained across our range of products to redeem against branded workwear, power tools, big brand gift-cards and even a reloadable Mastercard!



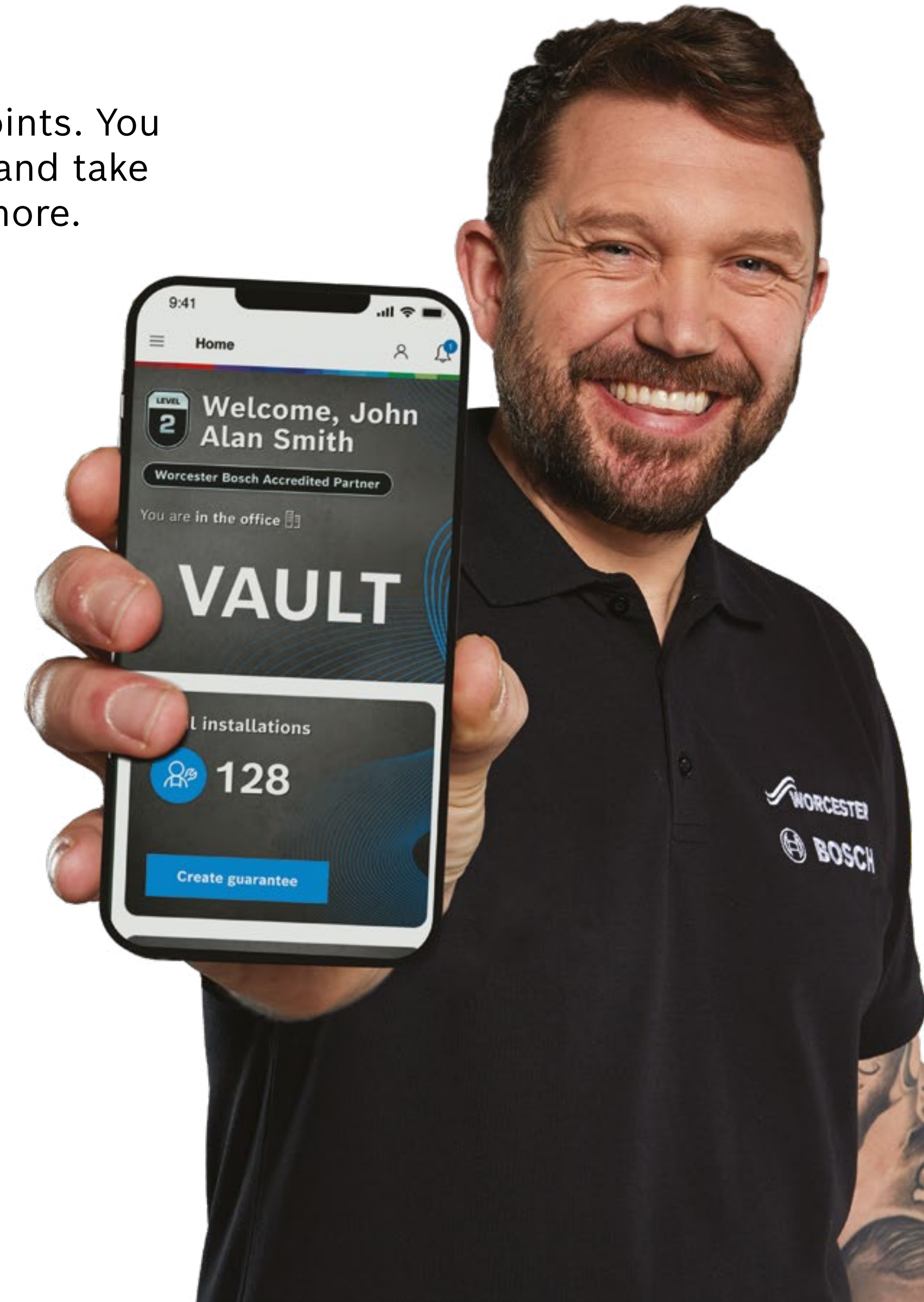
TOOLS TO POWER YOUR BUSINESS

VAULT gives you the right tools for your business. Tap into lead generation, social media toolkits and extended guarantees available at your fingertips.



SUPPORT THAT SETS YOU APART

VAULT is designed to help you grow your business. From marketing materials and consumer finance options to access to discounted training, you'll find everything you need to unlock growth.

[Sign up today](#)

VAULT Loyalty Programme

The rewards shop

Need some new power tools to tackle bigger jobs?

Got a holiday coming up and want some spending money?

With the Rewards Shop, you're in complete control of what your hard-earned points get spent on.

Visit the shop



Exclusive to members of our
VAULT Loyalty Programme.

Sign up today

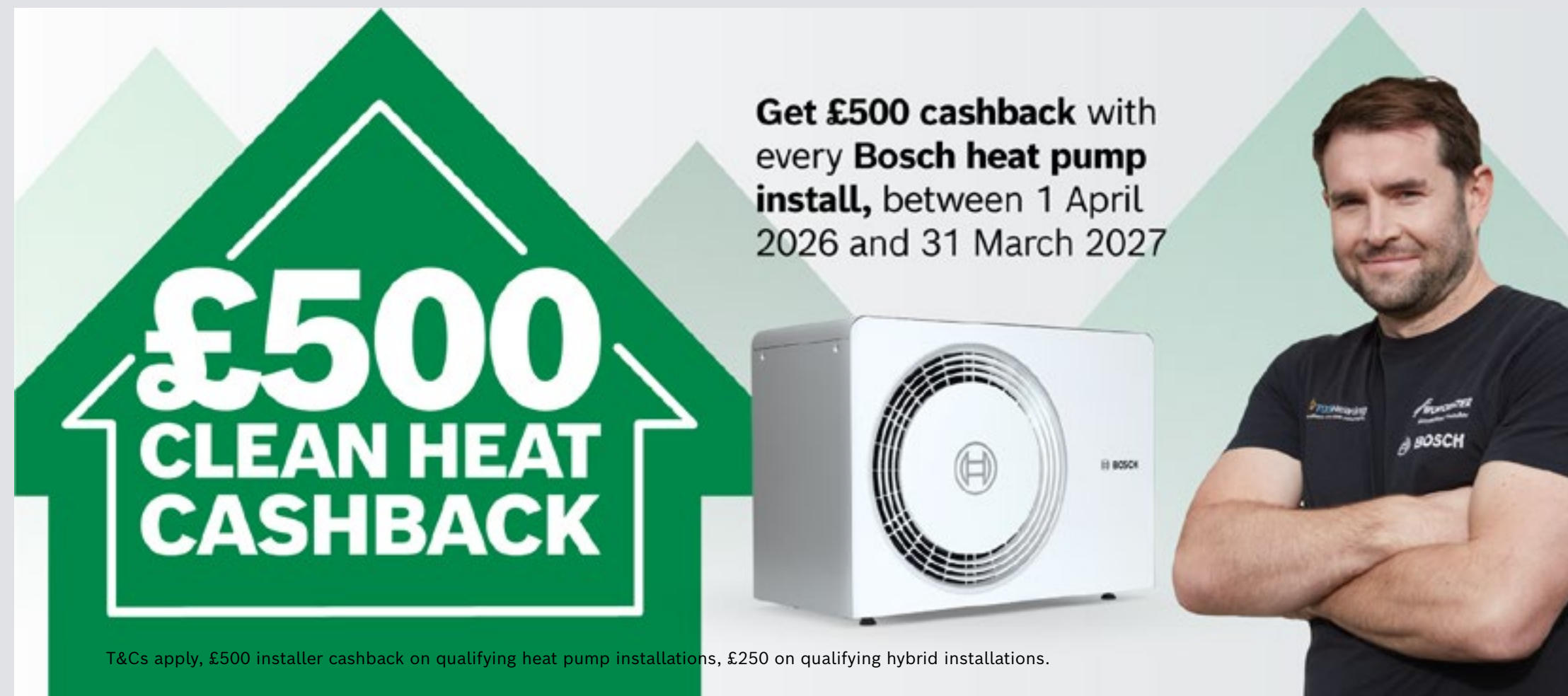


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Latest installer promotions

Keep up to date with our offers

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These are just some of our recent promotions, to see our current offers and to get involved, click the link below.

[See current promotions](#)

Section 5

Customer literature

A key part of any sales process is to make sure your customer understands the benefits of the products and systems you're recommending.

We design our literature to tick that box for you, building on the combined brand expertise of Worcester and Bosch.



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Your customers guide on how to live with their new heat pump. Including handy tips and advice to take them from season to season, keeping their home comfortable throughout the year.



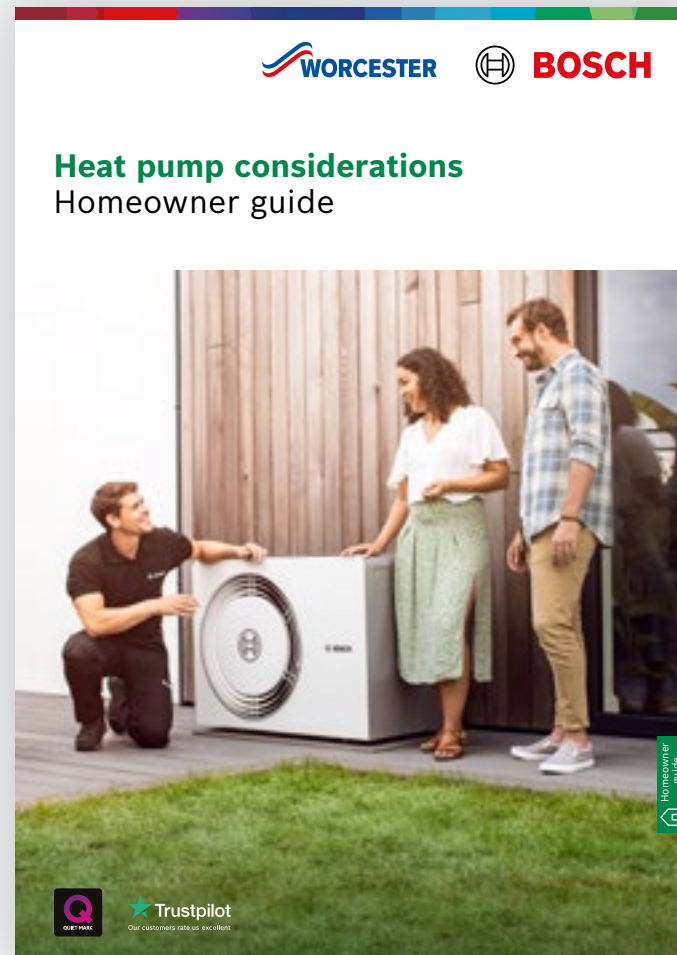
See installer guides

To order your copies for free, email **brochure-request@uk.bosch.com** with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.



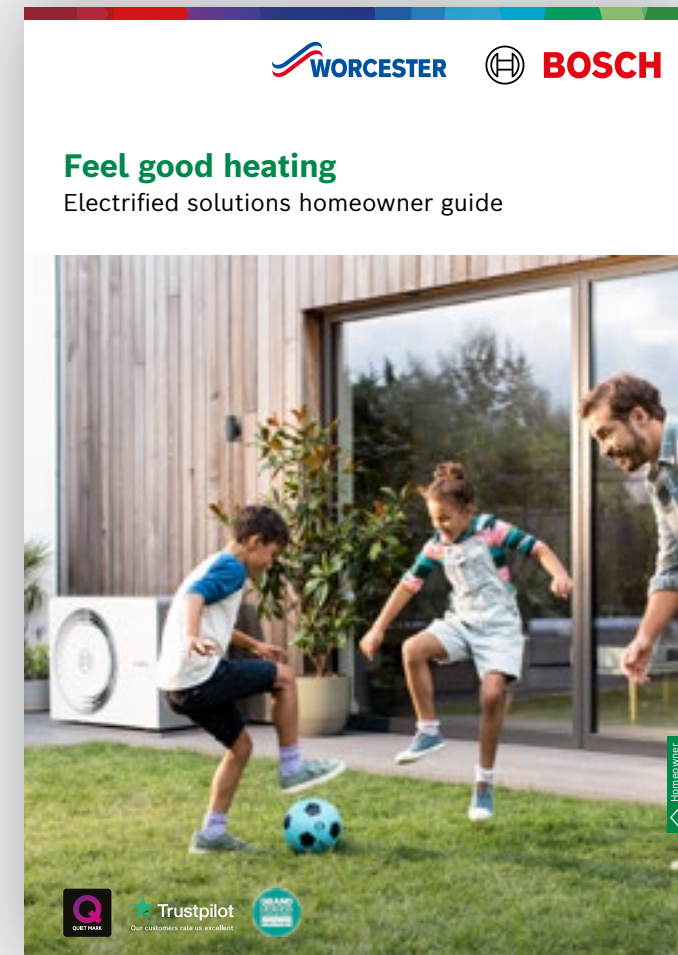
Customer literature

Homeowner brochures and guides

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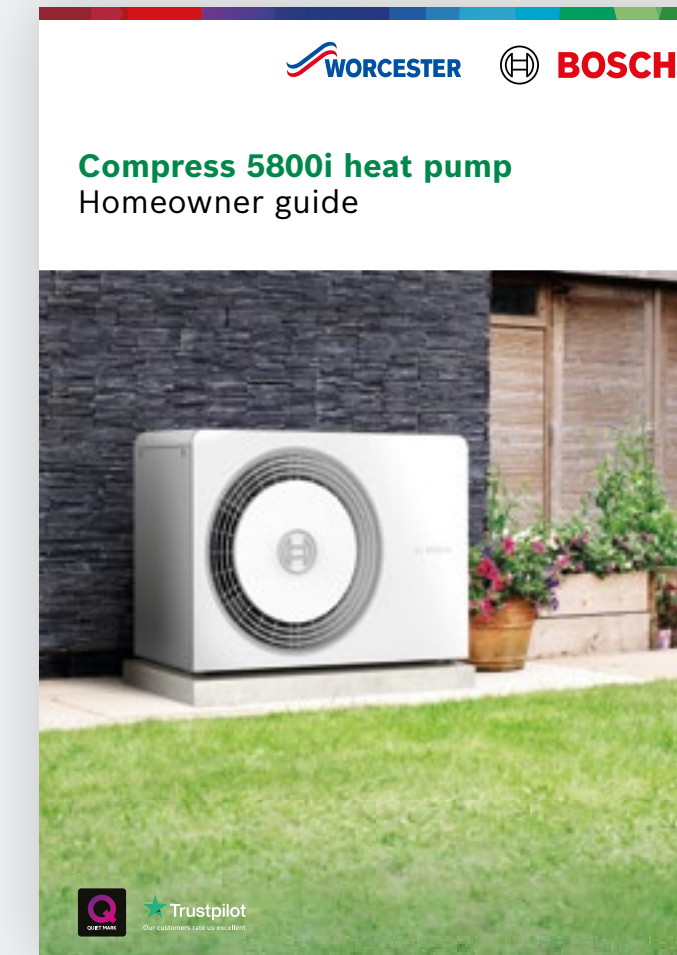
Consumer heat pump pre-sales guide

 **Download here**
Part number:
8 716 122 864



Homeowner heat pump guide

 **Download here**
Part number:
8 716 122 885



Compress 5800i AW one-pager (for quotes)

 **Download here**
Part number:
8 716 122 780



Compress 5800i Hybrid Heat Pump one-pager (for quotes)

 **Download here**
Part number:
8 716 122 809

See installer guides



To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.



Customer literature

Homeowner brochures and guides

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HomeCom Easy one-pager



Download here
Part number:
7 716 122 801



Compress 2000 AWF one-pager (for quotes)



Download here
Part number:
8 716 122 788

See installer guides

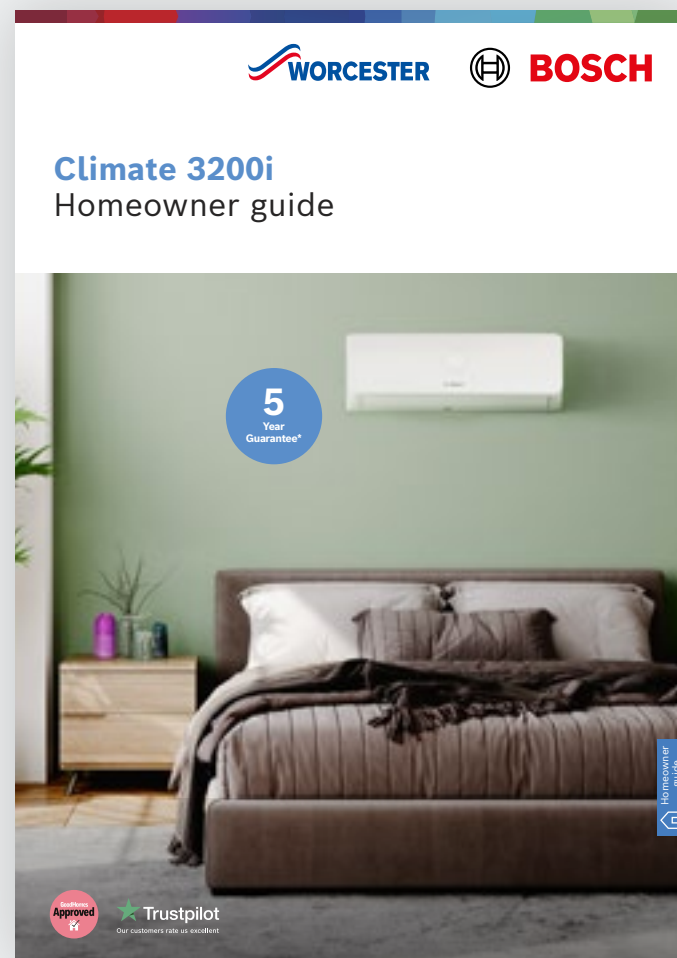


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Customer literature

Homeowner brochures and guides

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Climate 3200i one-pager (for quotes)

 **Download here**
Part number:
8 716 122 931



Climate 7000i one-pager (for quotes)

 **Download here**
Part number:
8 716 122 932

[See installer guides](#)

To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.

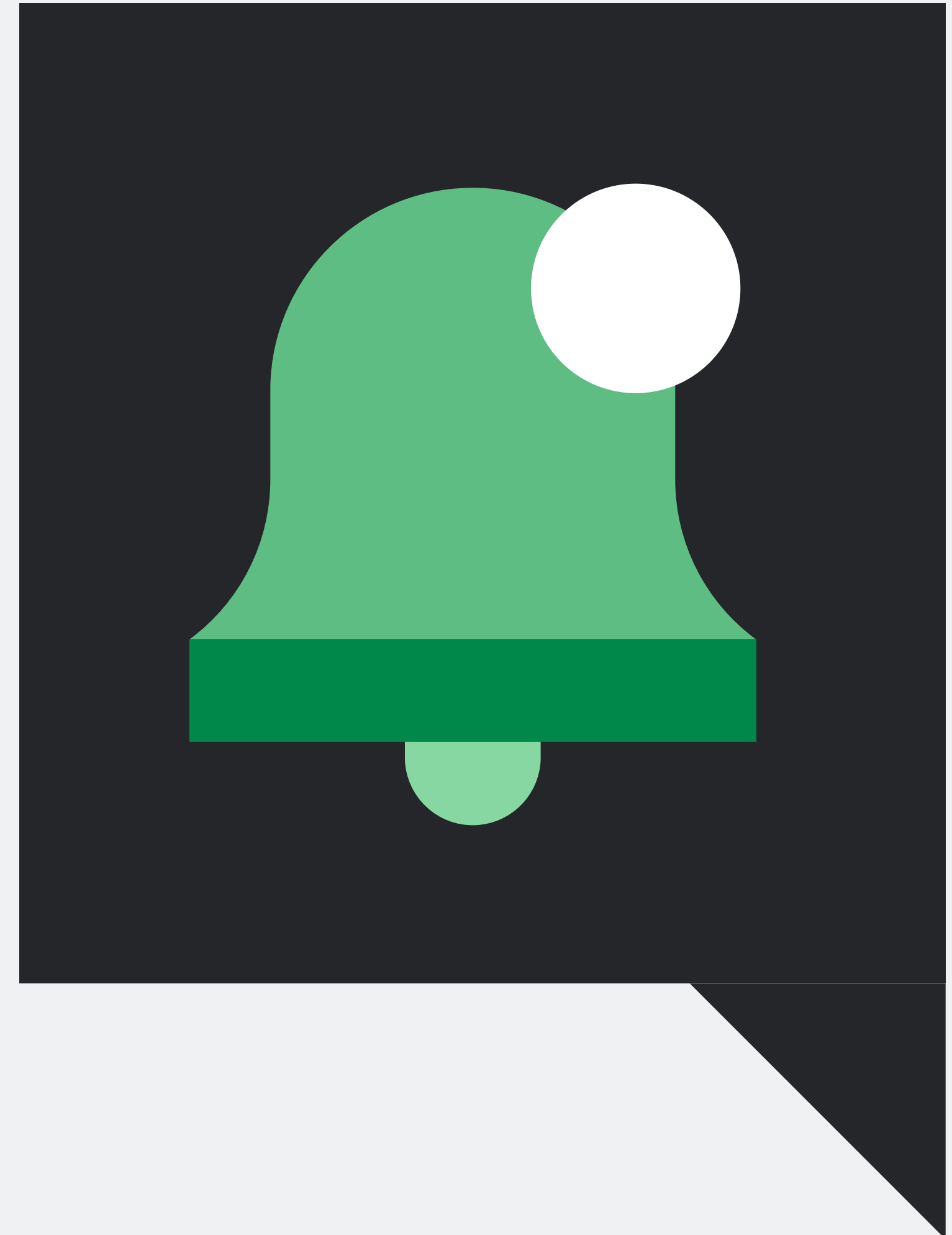


Section 6

Marketing support

Mutual success is the foundation of any good partnership and the materials we provide to help promote your business recognise the fact that growing your business grows ours and vice versa.

From online and social to showroom and imagery, we can help you connect, engage and convert.



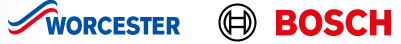
Marketing support

Materials to promote your business

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Showroom display materials

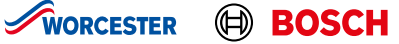
Showroom display materials are available as print-ready files – speak to your sales manager.



ello hybrid heating

Our Which? Best Buy endorsed boilers working in harmony with our mark certified heat pumps and you have the joy of hybrid heating. A smart solution that gives you the best of both worlds; so you can heat more responsibly, quicker and easier.





Feel good heating

Choose from our tried and tested range of heat pumps to lead the way in enjoying carbon-reducing, responsible heating. Super quiet and super efficient, our heat pumps are as great for your home as they are for the planet.

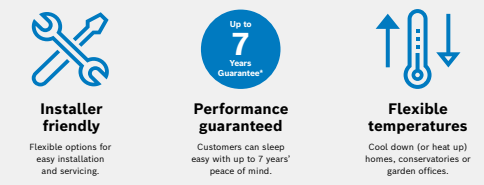




Let cool rule

With many people working from home these days, air conditioning can boost your sales all year round. Help your customers keep cool in the summer and warm up in the colder months with our Climate air conditioning range.

worchester-bosch.co.uk/air-conditioning



- Installer friendly**
Flexible options for easy installation and servicing.
- Performance guaranteed**
Customers can sleep easy with up to 7 years' peace of mind.
- Flexible temperatures**
Cool down for their call homes, conservatories or garden offices.

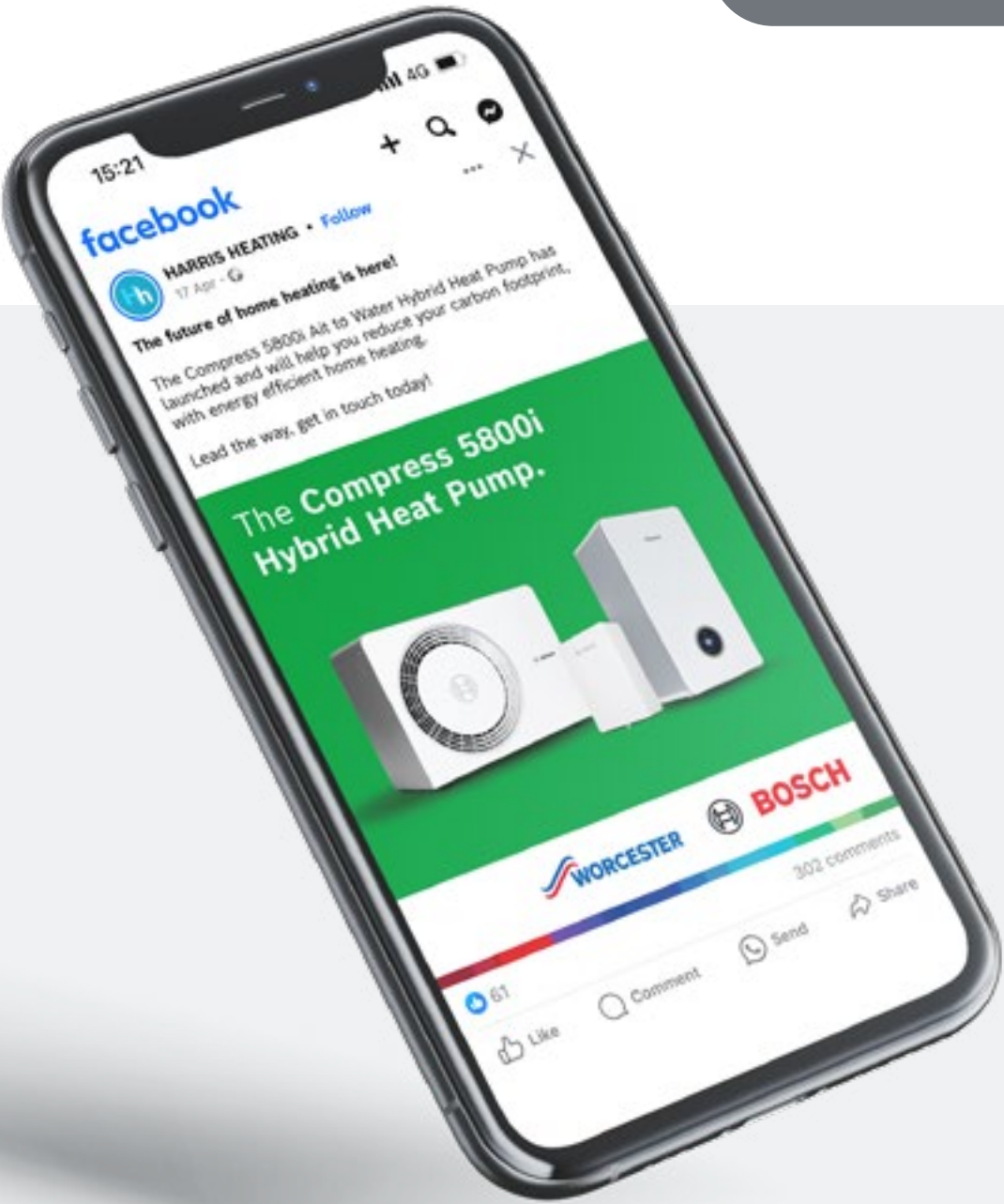


All under control

Set the temperature and our clever controls do the rest – making your home heating more efficient and responsive to the weather outside and family life inside. Just choose the type of control you prefer and you're all set.



- Savings turned up**
Smart, connected controls are the easiest way to turn down energy bills.
- You're covered**
When fitted with a boiler, your control's guarantee matches the boiler you've chosen.
- Good to go**
Offering sleek and slim smart design, you can place the control wherever you like.



Social media toolkit

In the Loyalty Programme portal we've got a range of social media assets for you to use on your own channels (see page 27 for more on our loyalty programme).

    Don't forget to follow and tag us on your socials! @WorcesterBoschProfessional

Marketing support

Materials to promote your business



Case study call out!
If you have an installation to be proud of we'd love to share it! Speak to your ES Sales Manager.

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Product imagery

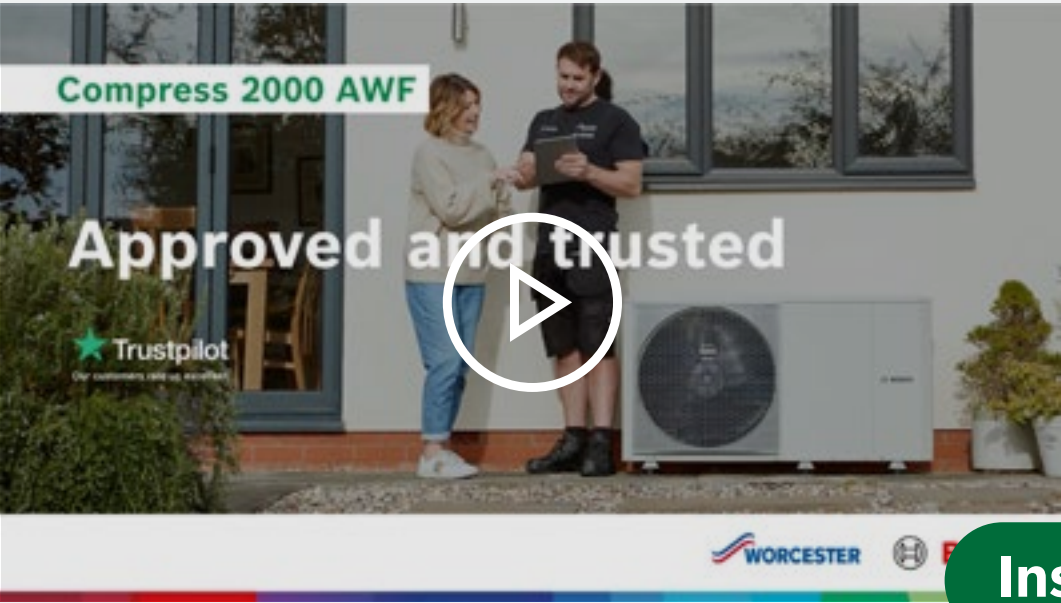
There's a huge range of product imagery available for you to use on your website or social media, when you join our Loyalty Programme.

[Find it here](#)



Product videos

A series of installer and consumer product videos can be used on your website or on showroom screens, speak to your sales manager or find them on our YouTube Channel.



[Installer videos](#)

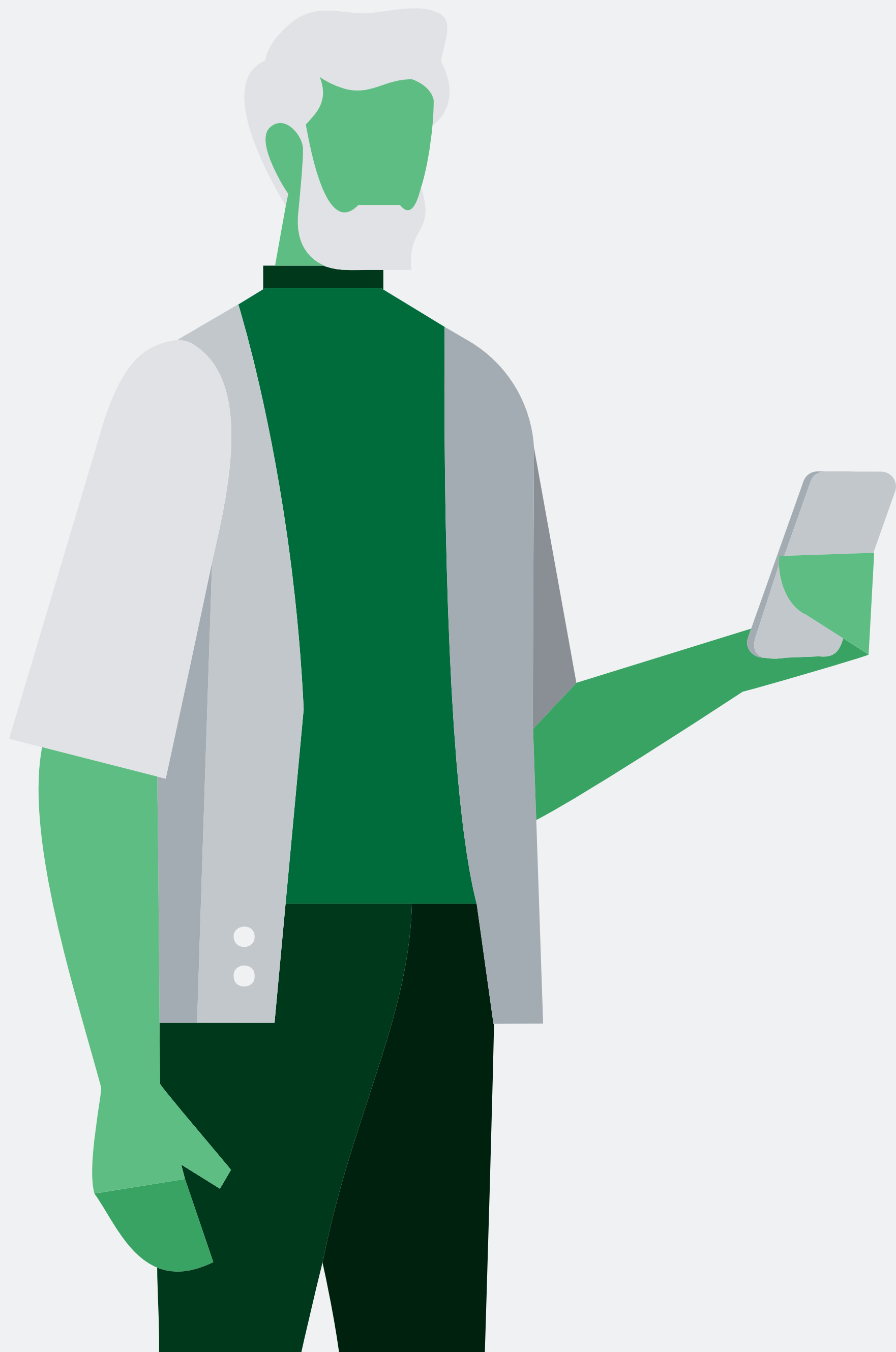


[Homeowner videos](#)

Unlock the power of endorsements

Use product endorsements (where applicable) on your Bosch product marketing. For more information, speak to your sales manager.





Handy Contacts

Get in touch

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Pre-Sales Technical

Designs and technical queries

01905 751464

system.design@uk.bosch.com

Tech Support

Product advice

0330 123 3366

technical-advice@uk.bosch.com

Commissioning Support

Requests and documentation

renewable.support@uk.bosch.com

Aftersales / Customer Care Team

**In guarantee appointments
and general enquiries**

0330 123 9339

renewable.worcester@uk.bosch.com

Customer Loyalty

Questions about the Loyalty Programme

0330 123 0167

customer.loyalty@uk.bosch.com