



Complete Solutions

Installer partnership guide



Installer
guide



PowerUp with Worcester Bosch

Welcome to all things Worcester Bosch.

It's fantastic that you're working with us and our growing range of home heating and cooling solutions.

From specialist training and local sales managers to a range of brilliant rewards and extended guarantees, in this guide you'll find all the support you need to PowerUp with Worcester Bosch.

Why Worcester Bosch...



Tried and tested

Every day we check up to 1,600 boilers – before, during, and after assembly.



Guaranteed performance

Install with confidence, backed up by our boiler coverage of up to 12 years*.



We've got your back

First-class technical support experts, who answer the phone in seconds.

Welcome to Worcester Bosch

Contents

Click the title to visit the page



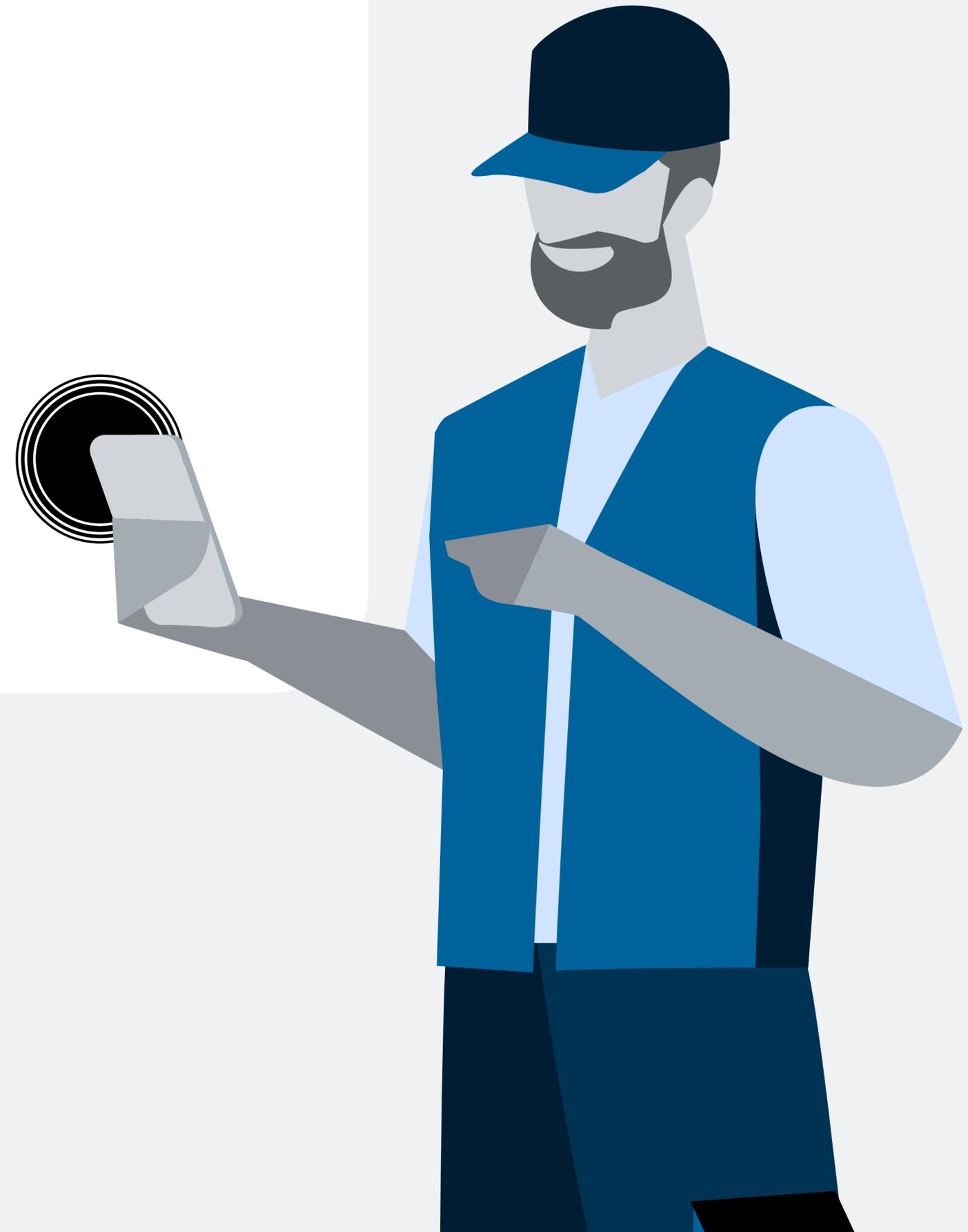
Section 1

Introduction

Every time you work with one of our products, you can rest assured knowing that we've got your back – right from the off.

In this guide, you'll find the full list of all the ways we support you – from training programmes, to installation rewards, to award-winning aftersales.

Each section will show you exactly what's available, where you can find more information, and how to access support. Check the contents and jump to a section that matters to you, or read the full guide to get the most out of what's on offer.



The boiler range

Boilers made better

Click on a product to view more information



1000 series

- Combi – 24, 30kW
- Natural gas



2000 series

- Combi – 25, 30kW
- Natural gas / LPG



4000 series

- Combi – 25, 30kW
- System – 12, 15, 18, 21, 24kW
- Natural gas / LPG



CDi Compact series

- Combi – 28, 32, 36kW
- System – 27, 30kW
- Natural gas / LPG



8000+ series

- Combi – 32, 36, 40, 45, 50kW
- System – 30, 35kW
- Regular – 30, 35, 40, 45, 50kW
- Natural gas / LPG



8000+ Style series

- Combi – 32, 36kW
- Natural gas



Ri series

- Regular – 12, 15, 18, 21, 24kW
- Natural gas / LPG



Ri Compact series

- Regular – 27, 30kW
- Natural gas / LPG



CDi Highflow series

- Combi – 29.5, 41.1kW
- Natural gas / LPG



CDi FS series

- Regular – 30, 42kW
- Natural gas / LPG



Heatslave II series

- Combi – 12-18, 18-25, 25-32kW
- Oil



Heatslave II External series

- Combi – 12-18, 18-25, 25-32kW
- Oil



Danesmoor series

- System / Regular 12-18, 18-25, 25-32kW
- Oil



Danesmoor External series

- System / Regular 12-18, 18-25, 25-32kW
- Oil



Utility series

- Regular – 32-50, 50-70kW
- Oil



7000 WP series

- 50, 65, 85, 100, 125, 145kW
- Gas

The boiler range

Accessories

System care packs

With a system filter included, fitting any of our System Care Packs allows you to offer up to a 12 year guarantee on our gas boiler range*.

[Find out more](#)



*System care packs not suitable for oil boilers, T&Cs apply.



More accessories

Along with award-winning boilers, we offer a range of accessories to suit both homeowner needs and installation requirements.

[See the range](#)



The Electrified Solutions range

Feel good heating and cooling

If you're also interested in electrified heating, find all things Electrified Solutions here.



WORCESTER **BOSCH**

Electrified Solutions Installer partnership guide

Compress 7001i AW
from 47dB(A) **QUIET MARK** R410a

Climate 7000i
Air conditioning
from 59dB(A) R32

Climate 3200i
Air conditioning
from 54dB(A) R32 **GoodHome Approved**

Climate 5000i
Air conditioning
from 56dB(A) R32

Compress 3400i AWS
from 59dB(A) R32

Back to contents

Installer guide

QUIET MARK **GRAND DESIGNS PARTNER**

Section 2

Business & marketing support

For you, your business, and your customers – we've got all angles covered.

From brochures, guides and online tools to training trusted by over 14,000 installers a year. Here you'll also find all the details about our marketing and design services that will help your business stand out from the crowd.

From social media and showrooms, to images and online – we can help to improve your marketing and find new ways to reach more customers.



Business & marketing support

Installer technical guides



Installer gas and oil product range guide

Mini encyclopedias of our entire product ranges, this pocket-sized guide is full of information including part numbers, clearances, and much more.



Download here

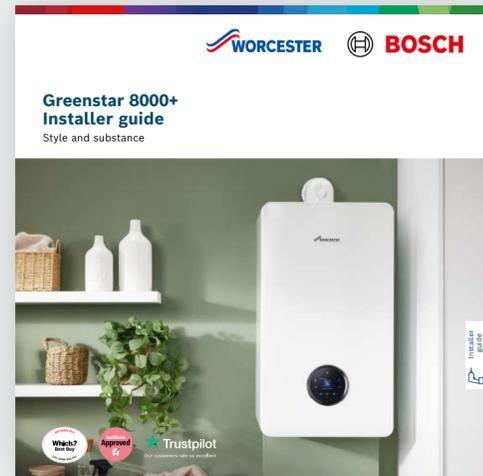
Part number: 8 716 122 882

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 & marketing support

Installer technical guides



Greenstar 8000+ Installer Guide

 **Download here**
Part number:
8 716 119 853



Greenstar 4000 Installer Guide

 **Download here**
Part number:
8 716 121 938



Greenstar 2000 Installer Guide

 **Download here**
Part number:
8 716 119 768



Greenstar 1000 Installer Guide

 **Download here**
Part number:
8 716 122 776

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Business & marketing support

Installer technical guides



Greenstar CDi Compact Installer Guide

 **Download here**
Part number:
8 716 122 868



Air Conditioning Installer Guide

 **Download here**
Part number:
8 716 119 917

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 & marketing support

Trade-rated training



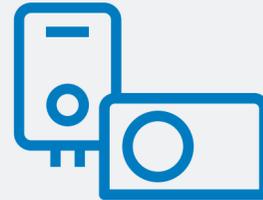
Trusted by thousands

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



Training on tap

Choose from our training academies, mobile trainers or online courses – the choice is yours.



Our complete range

From legacy and new products to future-proofing your business, get trained up.

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



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

Visit us on Facebook



Take advantage of our training programmes to master both current and new technologies, and go from newbie to expert.

We've got 4 Training Academies as well as many partner centres throughout the UK, plus mobile training vans, all kitted out for full-service training and hands-on product demos. You can also access online training modules, to support your learning from home.

Learn from the best



Speak to your Technical Area Sales Managers for more info and business support

Find your local contact



Business & marketing support

Guarantees

To access extended guarantees for your customers, attend our trade-rated product training, and join our loyalty programme.



Unlock longer customer guarantees

Range	Product	Standard Guarantee	With any Greenstar System Filter	With any Greenstar System Filter + £40
Gas boilers	8000+ & 8000+ Style	8 years	10 years*	12 years**
	CDi Compact 4000, Ri, CDi Highflow & FS CDi	7 years	8 years*	10 years**
	2000	7 years	7 years*	n/a
	1000	5 years	5 years*	n/a
Oil boilers	Heatslave II Danesmoor	2 years	5 years*	7 years**

Terms and conditions apply.

*For full terms and conditions please visit worcester-bosch.co.uk/extended-guarantee-tc.

**Loyalty members, who are non-Worcester Accredited Installers, can achieve these guarantee lengths with an additional £40 payment to Bosch Thermotechnology Ltd. via your Worcester Bosch Loyalty Programme account after the boiler has been registered. Full terms and conditions can be found online via your Worcester Bosch Loyalty Programme account.

Business & marketing support

Customer marketplace

As a loyal member of our loyalty programme, WAs and Partners have added benefits and support as you build and manage your business:

Like exclusive rates – get your hands on cheaper fees from business providers, ranging from website designers and CRM systems, to quoting tools and online reviews.



**Exclusive to members of our
Worcester Bosch Loyalty Programme!**



Business & marketing support

Consumer finance

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.

WORCESTER BOSCH

A new boiler made easy
Pay for your boiler in a way that suits you.

Trustpilot
Our customers rate us Excellent

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
- Employed or a 'house person' as long as you have a cohabiting partner who gives consent
- Partner 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

to boiler happiness

- Request a quote by a visit and give us a no-obligation quote.
- Choose your finance package.
- Get your link to the agreement.
- Accept the agreement online.
- We'll book you in for an engineer visit, to get your brand new boiler installed.

Job done! Time to relax.

Get your new boiler?

If you're good to go and we'll get your installation sorted.

Everyone deserves a reliable boiler that keeps them cosy all year round, for many years to come.

Because when it comes to comfort at home, you should always have it your way. With simple repayment options, we're making buying a boiler easier than ever, with one of the UK's best lenders, Novuna Personal Finance.

Up to 2 years

0% interest-free

Pay for your boiler monthly and spread the cost over two years.

With no interest to pay and a monthly cost that never goes up, you can keep your finances in order and your life plans on track.

Example: 2 Years (24 months)	
Cash Price	£2,500
Deposit	£625
Total Amount of Credit	£1,875
Term	24 months
Monthly Payments	£78.12
APR	0%
Fixed Rate of Interest	0%
Total Amount Payable	£2,500
Total Charge for Credit	£0.00

Up to 10 years

7.9% credit

Make your money go further, and your life a little easier, by spreading the cost of your boiler over ten years.

The more you pay up front, the less interest you'll pay back. You can also make overpayments at any time without penalty.

Representative Example: 10 Years (120 months)	
Cash Price	£2,500
Deposit	£625
Total Amount of Credit	£1,875
Term	120 months
Monthly Payments	£22.39
APR	7.9%
Fixed Rate of Interest	7.9%
Total Amount Payable	£3,311.80
Total Charge for Credit	£811.80

Exclusive to members of our Worcester Bosch Loyalty Programme!



Business & marketing support

Materials to promote your business

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



Unlock the power of endorsements

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

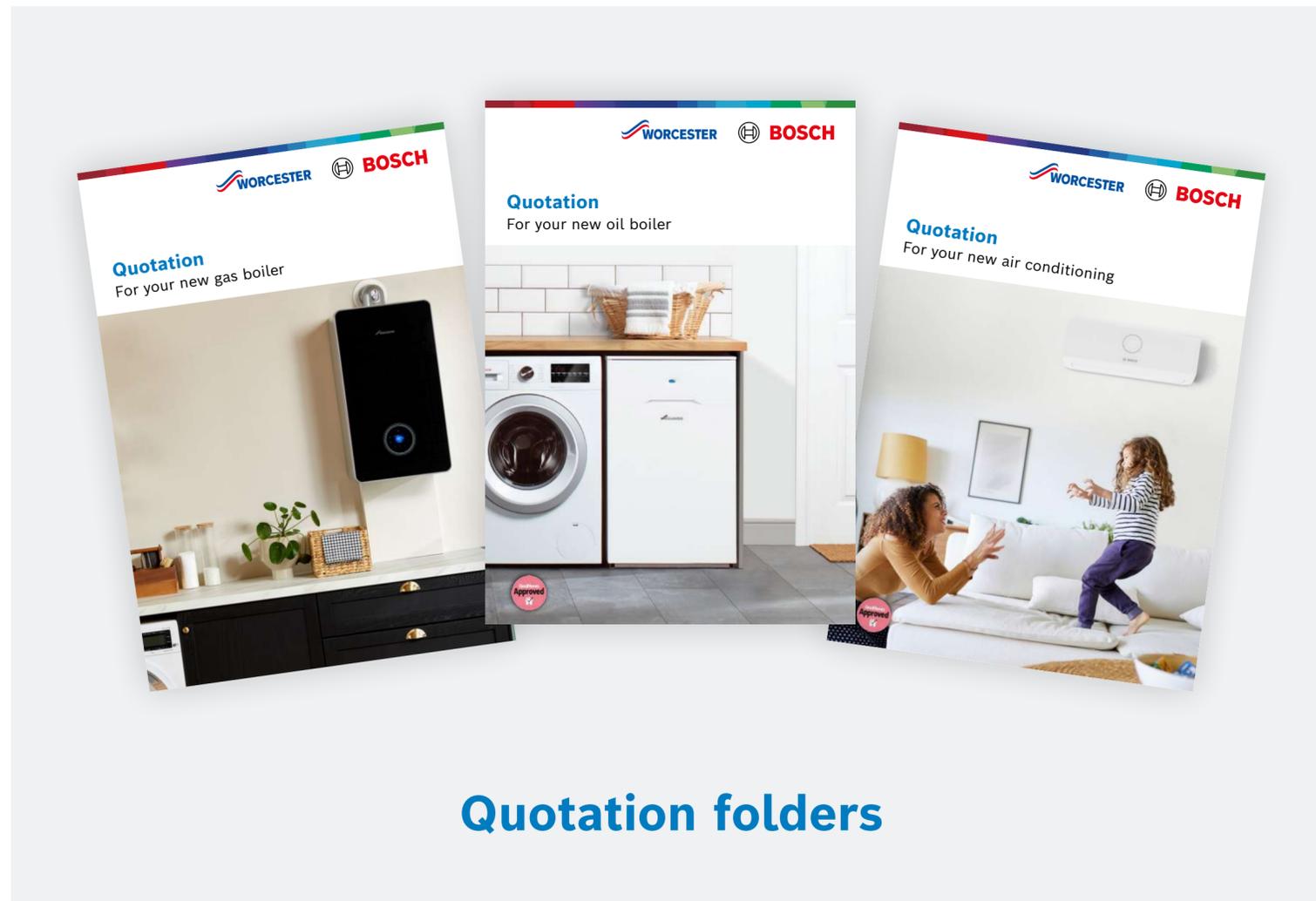


Business & marketing support

Materials to promote your business

Consumer materials

Sign up or log in to our loyalty portal for more information.



Quotation folders



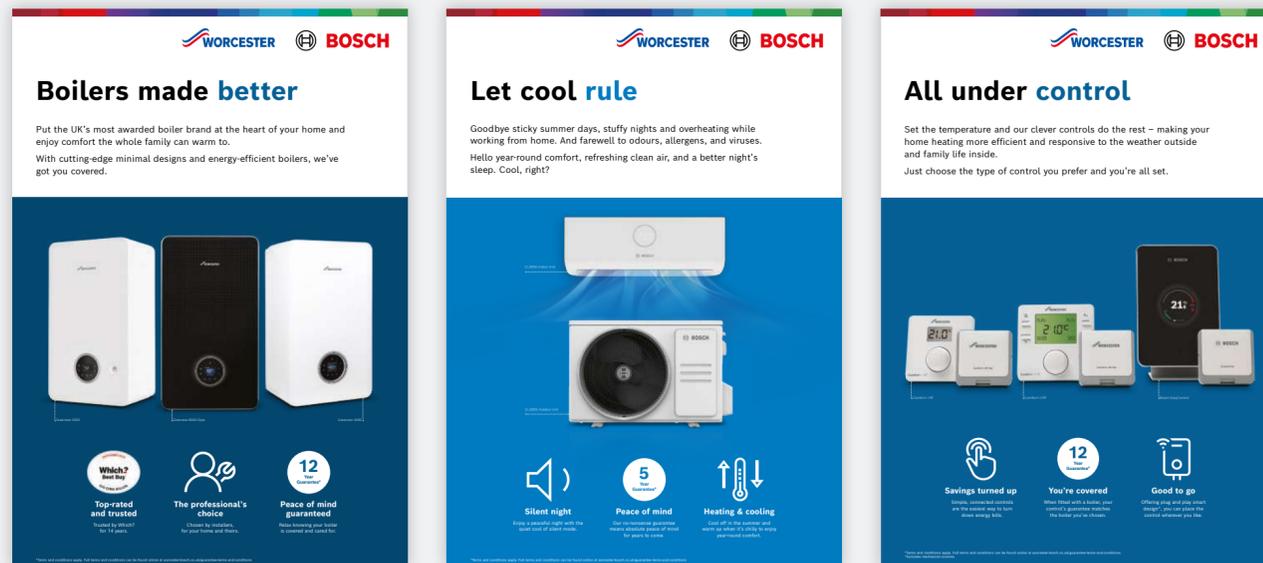
Homeowner brochures and guides

Business & marketing support

Materials to promote your business

Showroom display materials

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

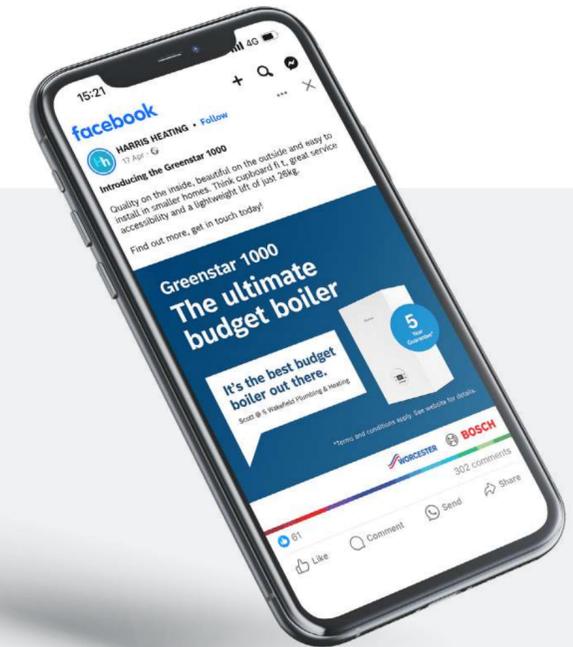


Showroom videos

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



[View videos](#)



Social media toolkit

In the loyalty portal we've got a range of social media assets for you to use on your own channels.

[Find out more](#)



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



Section 3

Aftersales support

Before, during, and after installation, our award-winning Technical Support and Customer Care teams are just a call away.

Pick up the phone, or send an email, and our experts will support you with guarantees, repairs, and hands-on technical advice for specific products.

Aftersales support

Contacts



Live virtual tech support
Connect via camera
and we'll guide you



UK-based teams
Expert support
when 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.

Speak to our **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 on-site manufacturer engineer visits.

Telephone: **0330 123 3366**

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

Mon–Fri: 7am–6pm, Sat: 8.30am–4pm

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

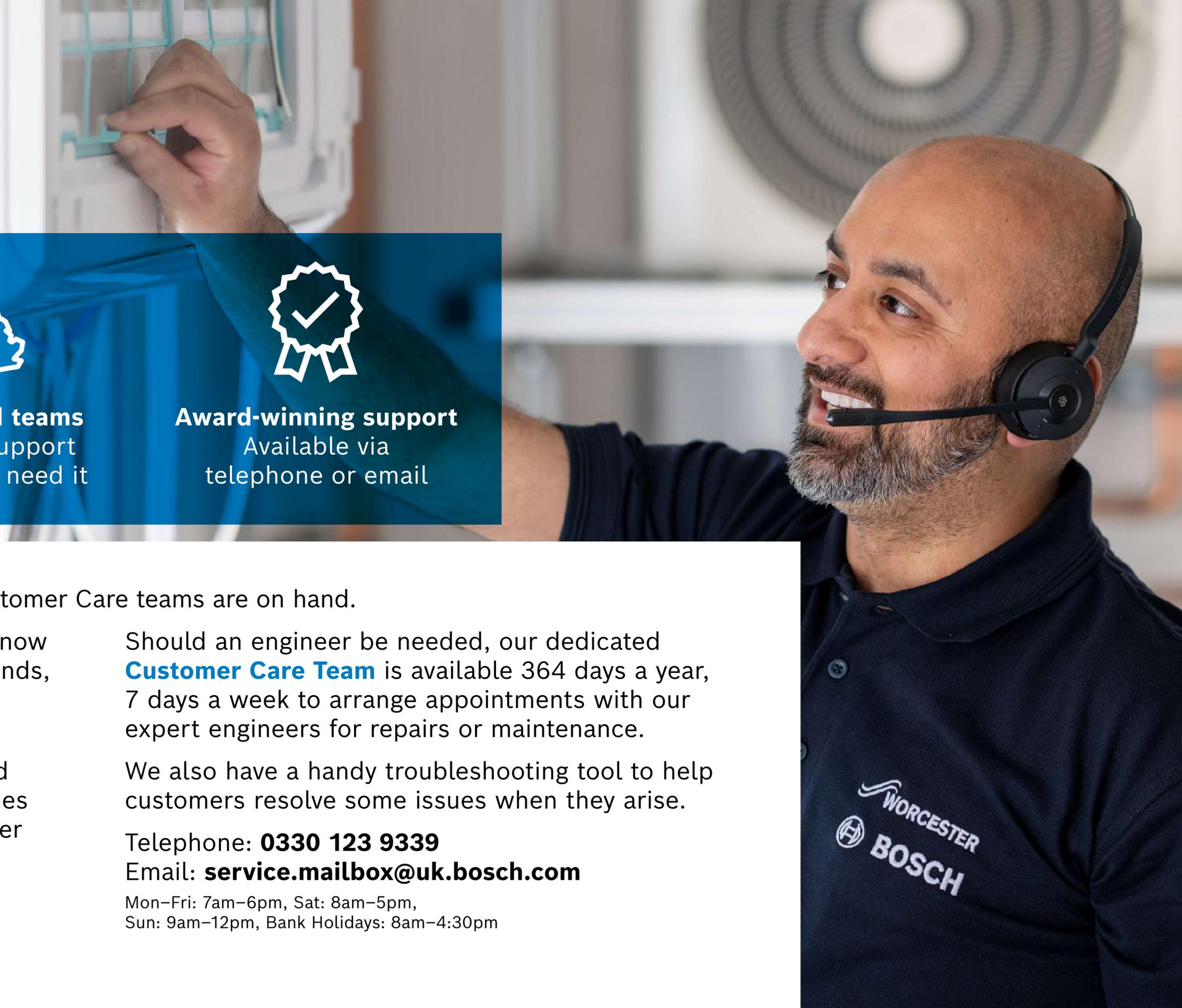
We also have a handy troubleshooting tool to help customers resolve some issues when they arise.

Telephone: **0330 123 9339**

Email: **service.mailbox@uk.bosch.com**

Mon–Fri: 7am–6pm, Sat: 8am–5pm,

Sun: 9am–12pm, Bank Holidays: 8am–4:30pm



Section 4

Rewards for you

PowerUp with Worcester Bosch...

Our loyalty programme is our way of saying thanks – with rewards that will actually make a difference.

Earn points when you install and register products, and spend them on whatever you like from our Rewards Shop.



*Rewards available on installations of boilers, heat pump, hybrid, air con, and light commercial systems.

Worcester Bosch Loyalty Programme

Reap the rewards



Your programme

Convert your points to cash on a card and spend it on whatever you like, whenever you like.



Your rewards

Make your jobs quicker and easier, with brand new tools and better kit.



Your choice

Double down on your business with marketing, sales leads, and training.

Our loyalty programme helps you reap the rewards of all your hard work. Every time you install and register a boiler, heat pump, hybrid, air con, or light commercial system – you'll earn points. Then, you can spend them on whatever works for you.

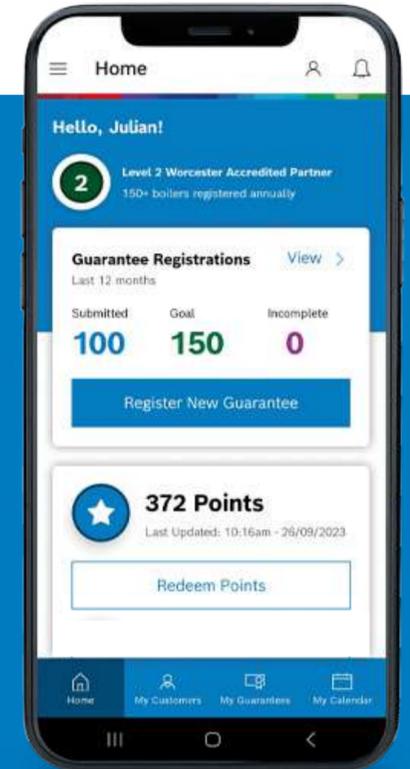
Whichever rewards you choose, we're proud to call you a Worcester Bosch Installer.

Sign up today



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



Worcester Bosch Loyalty Programme

The rewards shop

Need some new power tools to tackle bigger jobs?

Got a holiday coming up and want some spending money?

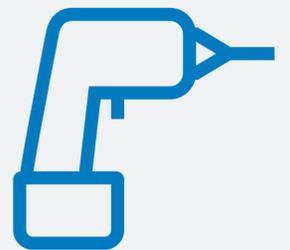
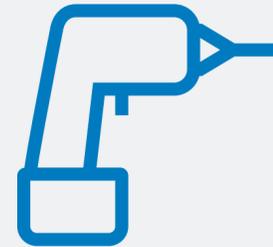
With the Rewards Shop, you're in complete control of what your hard-earned points get spent on.

Visit the shop



Exclusive to members of the Worcester Bosch Loyalty Programme.

Sign up today



Worcester Bosch Loyalty Programme

Products = points



Product	WI L1 & L2	WAI L1	WAI L2	WAI L3 & WAP L1 & L2
Greenstar 1000 series	15	20	25	30
Greenstar 2000 series	15	20	25	30
Greenstar 4000 series	15	20	25	30
Greenstar 8000+ series	15	20	25	30
Greenstar CDi Compact series	15	20	25	30
Greenstar Ri series	15	20	25	30
Greenstar CDi FS & Highflow series	15	20	25	30
Greenstar Heatslave II series	30	40	50	60
Greenstar Danesmoor series	30	40	50	60
7000 WP	15	20	25	30
Heat Pumps	50*	50*	50*	50*
Hybrid unit	10	10	10	10
Air conditioning unit	10	10	10	10
Greenstore Cylinders	10	10	10	10
Bosch EasyControl	5	5	5	5
Greenstar System Care Pack	5	5	5	5
Greenstar System Filters	5	5	5	5

Points are only given for the installations that are registered online either through a Worcester Bosch loyalty account or via the app.

*25 points each for indoor and outdoor unit.

Latest installer promotions

Keep up to date with our offers

To see more offers, what's active at the moment, and how to get involved – click the link below:

[See current promotions](#)



PowerUp
this heating season

This banner features a central white boiler unit surrounded by various gift cards and promotional items, including an Amazon.co.uk gift card, a Bosch gift card, and a Bosch power drill. The background is dark blue with a subtle grid pattern.

Supercharge to Stuttgart

This banner shows a white suitcase with a 'Supercharge to Stuttgart' tag attached. Several smartphone screens are floating around the suitcase, displaying various travel-related images and offers. The background is dark blue with a subtle grid pattern.

PowerUp
Supercharged

Get up to £1,500 worth of Loyalty points, Amazon.co.uk Gift Cards* or Love2shop e-Gift cards.

*Restrictions apply, see www.amazon.co.uk/go-legal.

This banner features a smiling man in a dark polo shirt with 'PowerUp' and 'BOSCH' logos. He is surrounded by various promotional items, including a Bosch power drill, a Bosch jacket, a Bosch toolbox, and several gift cards (Amazon.co.uk, Love2shop, and Bosch). The background is dark blue with a subtle grid pattern.

Install in your own

Get cashback
When you install in your own home or showroom

This banner shows a white Bosch boiler unit and a white Bosch condenser unit. The background is dark blue with a subtle grid pattern.



Section 5

Customer literature

A key part of any sales process is making sure that your customer understands all the benefits of the product you're selling.

To support your sales conversations, we've designed our customer literature to showcase the strengths of choosing Worcester Bosch.

Customer literature

Homeowner brochures and guides

Take advantage of our extensive range of quote and sales guides to help your customers understand and appreciate the benefits of home heating technologies.

WORCESTER BOSCH

Boilers made better
Gas boiler homeowner guide

Discover our full range of boilers
style and performance
as never looked better

1000 series	2000 series	4000 series	8000+ series	8000+ Style series
Combi	Combi	Combi System	Combi System Regular	Combi
Natural Gas	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG	Natural Gas

CDI Compact series	RI series	RI Compact series	CDI Highflow series (floor)	CDI Regular series (floor)
Combi System	Regular	Regular	Combi	Regular
Natural Gas LPG	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG

Boiler range 7

Which? Best Buy Approved Trustpilot

Homeowner gas guide

Help your customers find the right heating system for their home with our consumer gas guide, including product and guarantee information, system diagrams and aftersales information.



Download here

Part number: 8 716 109 642-0

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.



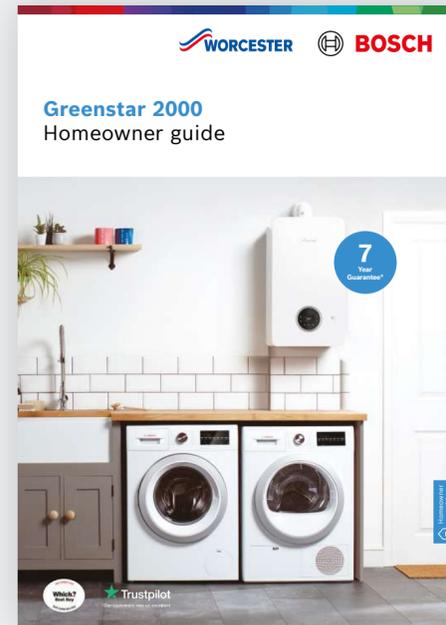
Customer literature

Homeowner brochures and guides



**Greenstar 1000
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 781



**Greenstar 2000
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 782



**Greenstar 4000
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 779



**Greenstar 8000+
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 784



**Greenstar 8000+ Style
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 783

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



**Greenstar
CDi Compact
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 785



**Greenstar
CDi Highflow
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 816



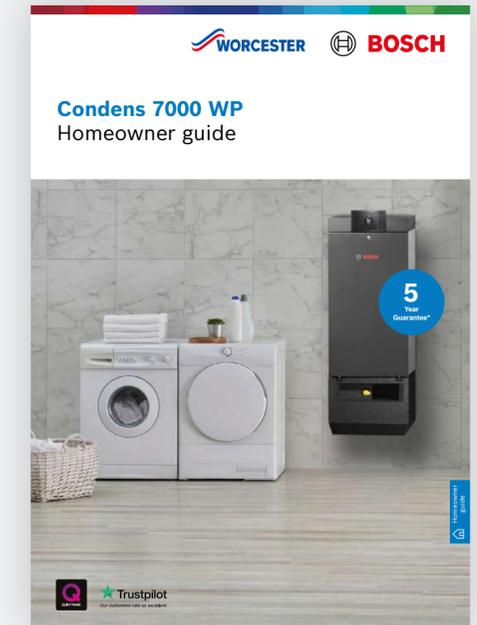
**Greenstar
Ri & Ri Compact
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 799



**Greenstar
CDi FS Regular
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 817



**Condens
7000 WP
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 488

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



**Greenstar
Danesmoor Utility
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 818



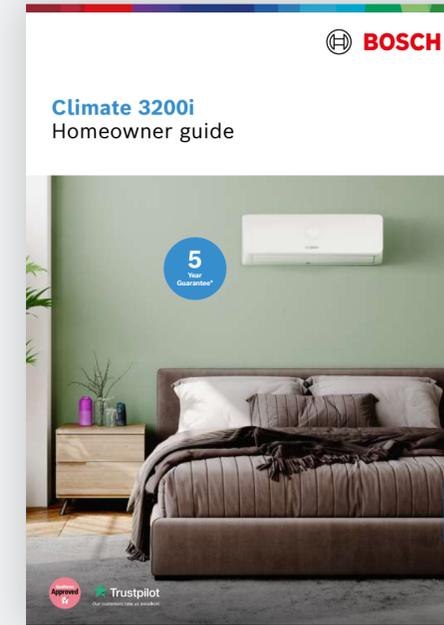
**Greenstar Heatslave II
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 785



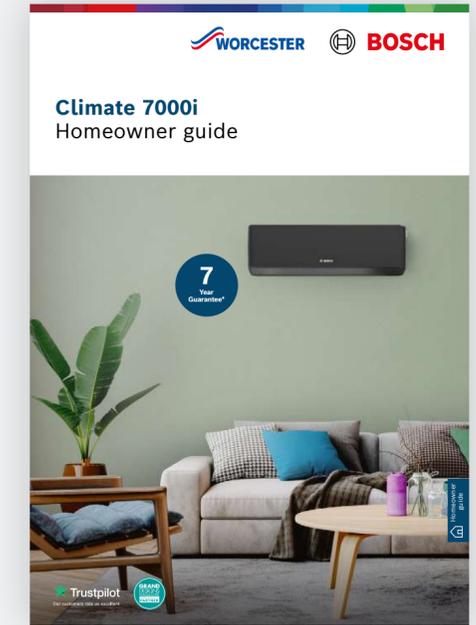
**Greenstar Utility
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 816



**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

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

Get in touch

Whenever you need us, we're here for you. Talk, email or live chat, whichever way you prefer. Whether you're seeking support regarding our loyalty programme, sales, technical advice, trouble-shooting, controls, training, or even spare parts, we're always on hand to help.

Handy contacts

Get in touch

Sales

0330 123 9669

sales.bosch@uk.bosch.com

Technical Helpline (Pre & Post Sales)

0330 123 3366

technical-advice@uk.bosch.com

Customer Care Team

0330 123 9339

service.mailbox@uk.bosch.com

Customer Loyalty Team

0330 123 0167

customer.loyalty@uk.bosch.com

Spare Parts

0330 123 9779

spares.mailbox@uk.bosch.com

Controls Helpline

0330 123 3641

Training

0330 123 0166

training@uk.bosch.com

Book a course online at
worcester-bosch.co.uk/eacademy

Find your local technical
area sales manager:

Get in touch

