

EXHIBITIONS

Over the next few months you can visit the Worcester stand at any one of the following exhibitions, where a selection of our latest high-efficiency gas and oil-fired boilers and renewable technologies will be on display. For further information, visit www.worcester-bosch.co.uk and click on the events page.

May

CORGI Installer Event

Village Hotel, Liverpool
1st May 2007

Jackson Bonanza

Lincolnshire Showground,
Grange-De-Lings,
LN2 2NA
1-2 May 2007

CORGI Installer Event

Next Generation Hotel,
Chorley (Lancashire)
2nd May 2007

CORGI Installer Event

Cresta Court Hotel,
Manchester
3rd May 2007

CORGI Installer Event

Ramada, Belfast
9th May 2007

Good Homes Live It

NEC, Birmingham
10-13 May 2007

Scottish Homebuilding and Renovating Show

SECC, Glasgow
12-13 May 2007

CORGI Installer Event

The Park Inn Hotel,
Cardiff
16th May 2007

OFTEC

The Royal International
Pavilion, Llangollen,
N Wales
16th May 2007

CORGI Installer Event

The Next Generation
Hotel, Bristol
17th May 2007

CORGI Installer Event

The Next Generation
Hotel, Ipswich
22nd May 2007

CORGI Installer Event

The Next Generation
Hotel, Cambridge
23rd May 2007

CORGI Installer Event

Holiday Inn, Brentwood
24th May 2007

PHEX

Emirates Stadium,
Arsenal FC
23-24 May 2007

All Energy

Aberdeen Exhibition and
Conference Centre
23-25 May 2007

CORGI Installer Event

The Next Generation
Hotel, Dartford
29th May 2007

CORGI Installer Event

Selsdon Park, Croydon
30th May 2007

CORGI Installer Event

The Novotel,
Southampton
31st May 2007

OIL TRADE EVENTS

May

Gwesty Carreg

Môn Hotel
Llanfairpwllgwyngyll
Ynys Môn, Anglesey,
LL61 5YH
1st May 2007, 7.00pm

Hawkstone Park

Weston under Redcastle
Shrewsbury, Shropshire,
SY4 5UY
2nd May 2007, 7.00pm

Worcester Rugby Club

Sixways Premier Suite
(Lower Level),
Persore Lane,
Hindlip, Worcester,
WR3 8ZE
3rd May 2007, 7.00pm

Reading Rugby Club

Holme Park
Sunning Lane, Reading,
RG4 6SP
10th May 2007, 7.00pm

The Spinnaker

Bridge Road,
Lower Swanwick,
Southampton,
SO31 7EB
9th May 2007, 7.00pm

Dorchester Town FC Ltd

The Ave Stadium
Weymouth Avenue,
Dorchester,
DT1 2RY
15th May 2007, 7.00pm

MAY 2007

THE

INSTALLER'S CHOICE

Budget 2007:

The Environment and your part to play

Training

Worcester ups the training
provision with a new centre in Thurrock

Savings all the way
– with Greenskies



WORCESTER
Bosch Group

G3 approval
(see page 5 for more info)

Trust Worcester to give you more.

The new extended Greenstore ground source heat pump series.

Worcester's continuing investment in sustainable, environmentally-friendly heating and hot water technologies doesn't end with the additions to our Greenskies solar water heating package. We're also extending our Greenstore ground source heat pump series with the addition of five new models and two hot water storage

cylinders, all of which are fully compliant with Building Regulation G3.

The new Greenstore series now comprises four heating only System models and four Combination heating and hot water units with outputs ranging from 6 to 11kW. The storage cylinders, which are designed

especially for use with the System models, offer a solution to the limited choice of unvented storage cylinders that are suitable for heat pump applications and are available in 180 and 280 litre capacities.

To find out more, call 08705 266241 or visit www.worcester-bosch.co.uk

Greenstore ground source heat pump and cylinder series	
Heating only System models	Output
Greenstore 6 System	6kW
Greenstore 7 System	7kW
Greenstore 9 System	9kW
Greenstore 11 System	11kW
Heating and hot water Combination models	
Greenstore 6 Combination	6kW
Greenstore 7 Combination	7kW
Greenstore 9 Combination	9kW
Greenstore 11 Combination	11kW
Greenstore Storage Cylinders	Capacity
Greenstore 180 Cylinder	180 litres
Greenstore 280 Cylinder	280 litres



Compliant with
Building Regulation
G3

WORCESTER
Bosch Group



Welcome to the May issue.

With last month's eagerly awaited 'Green' budget everyone is talking about the environment and what the Chancellor's new measures mean for consumers and installers. This issue has a real 'Green' feel to it. Our cover story highlights the green points of interest within the budget and discusses the important part installers have to play in promoting energy efficiency and renewable energy.

At Worcester, we recognise that installers are vital to promoting renewable technologies, which is why our Installer's Choice case study this month focuses on one of our very first entries for the Green Earth calendar competition. This promotion is particularly exciting, as we recognise that for installers to actively promote our products to their customers, personal experience is invaluable. David Salmon entered with the Greenskies solar installation he completed on his own property, putting himself in with a chance of winning a trip for two to Miami.

The last few months have been particularly busy for the oil industry, which appears to be coping well with the recent changes to Part L1 of the building regulations. Our first Oil Enlightened Events have been running across the country over the last few months with great success. For an update on the

progress and upcoming dates, see the news pages.

Whilst condensing is the here and now, the demand for renewables training is also continuing to increase. In response to this, we have just recently expanded our training academy in Worcester to become a training village, with new facilities available to cope with the sheer number of installers who want to diversify their skills in order to offer renewable solutions for customers.

Last month, we also opened a new training facility for the South East in West Thurrock, which will provide training for hundreds of installers over the course of this year on a range of Worcester products – from Greenstar condensing boilers to Greenskies solar and Greenstore ground source heat pumps.

To end on a quirky note, this month's competition is designed to draw on your installation experience, as we ask you to look back on all the jobs and repairs you've carried out over the years, to identify anything odd or funny that you have come across at work. As usual, one lucky installer who enters will win £250 worth of leisure vouchers.

Richard Soper
Managing Director

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Savings all the Way – with Greenskies

Sales of Worcester's Greenskies solar thermal panels have increased rapidly year on year since their launch in 2005. Coupled with new additions to the Greenskies range, including solar cylinders and landscape panels, as well as the scrapping of planning permission for solar installations from August, this upward trend is expected to continue throughout the year.

However, whilst demand is on the increase as we discussed in last month's issue, there remains some controversy over Government grants through the Low Carbon Buildings Scheme for solar, as many consumers are struggling to gain access to the £400 grant available.

As part of its ongoing dedication to providing energy efficient home heating solutions, Worcester is committed to providing cost effective methods for households to upgrade their heating systems. As a result, Worcester is offering up to £400 cash back for

consumers who purchase Greenskies solar panels with a Greenskies cylinder and Greenstar boiler from 1st May 2007 – 30th June 2007.

The aim is to offer support for consumers who have been unable to receive the £400 grant from the Low Buildings Programme. However consumers who take up the cash back offer are still eligible to apply for the government grant.

And the good news doesn't end there. Worcester is offering **£600 cash back** for installers who fit Greenskies solar panels in their own home with a Greenskies cylinder and Greenstar boiler.

Terms and conditions apply for both Worcester's £400 householder cash back and £600 installer cash back. Further details can be found on the website www.worcester-bosch.co.uk where you will be able to find out how to register a claim.

Here's how the benefits of going green with Worcester really add up

Purchase a Greenskies solar water heating system and get

£300
householder cash-back

Purchase a Greenskies twin-coil hot water cylinder at the same time and get a further

£50
householder cash-back

Purchase a Greenstar gas, LPG or oil-fired condensing boiler at the same time as your Greenskies solar system and get a further

£50
householder cash-back

Plus – under the Government's Low Carbon Buildings Programme you could also qualify for a further

£400 grant

(visit www.est.org.uk for details)



Dinner with Energy Minister Lord Truscott

The Intelligent Energy Group together with the Worcester, Bosch Group had great pleasure in hosting a small private dinner in March at the House of Commons with the new Energy Minister, Lord Truscott.

The dinner provided an excellent opportunity for Worcester to discuss environmental issues with important MP's and industry figures. The group widely discussed the developments which are taking place in British manufacturing to help stem the tide of climate change, but also looked at the wider global picture, and in particular, the work being carried out internationally by the Bosch Group to help reduce CO₂ emissions for future generations around the world.

Working with the Government through consultation meetings like this, is an important way for Worcester to reinforce the message to Government that the development of microgeneration technologies and more energy efficient home heating, needs its support.

We have the technologies at our fingertips to help reduce carbon emissions, we just need a combination of Government and industry support to enable us to meet future demands.

Look out for Greenskies on Grand Designs

Worcester's new Greenskies landscape solar panels and Greenstar 24i system boiler are set to feature on the popular C4 property renovation show Grand Designs on May 16th, so be sure to watch.

Grand Designs returned to our screens in February with a new series of the UK's most ambitious home-owners setting out to impress Kevin McCloud with their astonishing house-building and conversion projects.

The show on May 16th at 9pm on C4 will feature two eco homes, which are being built in Dulwich. Worcester's Greenskies solar water heating system forms part of both of the eco builds, which have been built using sustainable materials.

In a brand new series on More 4, also on May 16th at 10pm, Kevin McCloud is joined by Naomi Cleaver and Deborah Saunt to offer behind the scenes advice on how to create an eco dream home and will discuss the benefits of solar further.

You'll also be able to see these two eco homes on show with their Greenskies solar water heating system and Greenstar condensing boilers at the Grand Designs Live shows, running from 8-10 June at Excel in London.

Finally, if you miss the C4 show or are unable to see the eco homes at the Grand Designs Shows, Worcester's Greenskies solar panels will be featured again in the May issue of Grand Designs magazine, so there's no excuse not to see it!



First Oil Enlightened Events prove a big hit

Since March 2007, Worcester's Oil Enlightened Trade Events have been taking place across the country in over forty different venues throughout the UK. From Cornwall to Kilmarnock, Worcester's team of oil experts are travelling the country with Worcester's new range of Greenstar oil-fired boilers.

These events offer installers the chance to get face to face information from Worcester's technical team on the recent changes to the Building Regulations and the new products available to meet increased demand for oil-fired condensing boilers as a result. The events also offer installers a chance

to discover more about Worcester's renewable technologies and their compatibility with oil-fired boilers. Oil and solar combinations, for example, are proving to be a perfect partnership, if entries to Worcester's Environment 2010 Awards are any indicator.

Worcester's dedicated trade events are running across the country until December 2007, so the team should be coming to a town near you soon.

To avoid missing out, check the list of up and coming dates on the Diary Dates page at the back of this issue or visit www.worcester-bosch.co.uk for further details.

Worcester Gets G3 Rating

Worcester's Greenstore Combination series of heat pumps and the Greenstore Cylinder range have been fully approved, by independent testing body KIWA, to section G3 of the building regulations. This means that they fulfill the legal requirements for unvented hot water storage.

The complex nature of these requirements and the fact that, in Europe, only the UK has such stringent

requirements means that products imported to the UK are unlikely to comply with the regulations. As such

Worcester has taken the step of specifically approving the products it brings to the UK and is the only supplier of

combination heat pump products which include the mandatory G3 approval.

For further information on the G3 approval and other testing procedures, visit www.worcester-bosch.co.uk

Compliant with
Building Regulation
G3

Budget 2007: The Environment

In last month's eagerly awaited budget, the Chancellor announced a series of measures to encourage greener, more energy efficient homes. He said: "At home and abroad, the test we must apply is what is the most environmentally effective, economically efficient and socially equitable way of reducing emissions."

However, in a similar way to last year's Energy Review and Stern Report, these measures were met with a lukewarm reception from the heating industry. Many within the heating industry feel that the budget failed to go far enough to make a real difference to the efficiency of homes and again failed to critically acknowledge the area of 'home heating' as the logical place to start to make a difference to the environment.

Whilst measures such as the increase in grants available for renewable technologies acknowledge the increasing problem of emissions, the Government continues to focus too closely on the provision and consumption of electricity in Britain instead of getting to the heart of the matter – the way we heat our homes and produce hot water. Whether you live in a brand new house or an older property, there's no escaping the fact that 84% of UK homes are heated by gas boilers and that three quarters of energy

used in the home is for heating and hot water (which equates to 73% of all domestic carbon emissions).

Your part to play

The Government's ambitious targets to make all new homes in the UK "zero carbon" by 2016 and the aim to cut carbon emissions by 60% by 2050 have been highly publicised, as have initiatives such as the Home Information Pack. However, what the Government forgets and what the media often ignores is that the installer is 'king' when it comes to promoting energy efficiency and renewable technologies in the home. It is the installers who give advice to householders and recommend products that support the Governments' aim to reduce carbon emissions.

Installers have clearly played a critical role in the fantastic transition to condensing and the rapid uptake of solar technology and will continue to

The budget – key environmental policies for UK homes

- Encouraging banks and building societies to create mortgages for energy efficient homes.
- Grants of between £300 and £4,000 for pensioners installing insulation or central heating.
- Microgeneration grants for homes to increase by 50 per cent.
- Until 2012, all new zero-carbon homes worth up to £500,000 will be exempt from stamp duty.
- Asking the EU for a Europe-wide ruling which would reduce the rate of VAT from 17.5 to five per cent on energy saving products in the home.

be vital to the growth in renewables for the future. The Government needs to recognise this achievement and understand that unless installers are motivated to promote renewable technologies, these products won't succeed.

Inconsistent policies such as, stop start grants and a move from the current accreditation initiative Clear Skies to the Microgeneration Accreditation Scheme are cause for grave concern. For example, under the new guidelines, installers will be required to pay an anticipated £1,800 to register on the scheme before they can even begin to offer their customers renewable technologies, like solar thermal and ground source heat pumps.

Policies like this will only serve to reduce the number of installers who want to enrol, train and promote renewables with the biggest loser of all ultimately being the Government, in view of their massive

carbon reduction targets and their aim to hit the first of these by 2010.

Installers have a massive part to play in promoting 'greener' alternatives to householders. With the environment being such a hot topic at the moment, there are plenty of opportunities for installers to make a healthy profit through installing renewable technologies such as Worcester's Greenskies solar panels and Greenstore ground source heat pumps. What's key for all installers is keeping updated on government or local authority policies which will encourage the uptake of renewables.

See our handy reference check for what measures are set to be introduced over the next few months. With the exception of the new accreditation scheme, its all very positive for renewable technologies.

What's coming up – All you need to know!

- From 1st June 2007 - Home Information Pack - evidence of the energy efficiency of a property will be required when selling
- SAP ratings – The Government method for home energy rating. Homes are rated from 0 - 100, 0 being very inefficient and 100 being highly efficient.
- From August 2007 – Solar installations will no longer need planning permission
- Microgeneration Accreditation Scheme - £1,800 registration fee for installers
- New Build Homes to have green 'star' ratings by 2008





gas Installer
ESSENTIAL READING FOR CORN-REGISTERED GAS INSTALLERS

Each month we'll be inviting a different editor from one of the heating industry's top trade titles to discuss a topic of their choice. This month Eoin McManus editor of Gas Installer discusses the growing market for renewable technologies.

Riding the Renewable Tidal Wave

At the risk of starting off with a cliché, business is booming. Well it is if installers are brave enough to ride the huge wave of change that's currently crashing its way through our industry. The catalyst for all this change is, of course, the burgeoning renewables market – and if anyone is in any doubt as to what the future might look like, they need look no further than our European neighbours, who have been embracing this technology for years.

It's time to catch up, and the business opportunities for installers are there for the taking – they might have to reinvent themselves a little to take advantage of what is undeniably a profitable marketplace, but the effort will be well worth it.

It's not just installers who are being caught up in this renewable tidal wave, consumers are becoming increasingly aware of the need to cut carbon emissions and their reliance on fossil fuels. Soaring utility bills are a constant reminder that things simply can't stay as they are. As with most things, when it affects your wallet, people tend to take a little more interest. In the past few years we've seen consumers become very market-aware when it comes to central heating systems and energy efficiency.

In the past the customer would have relied on their installer to tell them which boiler to fit – no questions asked, but things are changing. Consumers are shopping around, they're asking questions, and installers will be the ones they turn to for answers. An installer who has the answers, who has the solutions, and who has some kind of

vision, will undoubtedly profit big time from all of this.

No boiler manufacturer worth their salt will tell you that renewables will totally replace fossil fuel-burning appliances any time soon. Renewable technology such as solar thermal will work in tandem with gas fired-boilers at least for the foreseeable future. But as the technology develops, our reliance of fossil fuels will decrease, and the job for the industry is to ensure that alternative forms of energy are in place and working to pick up what will inevitably become an increased workload.

If they're not already, installers need to start thinking 'outside the box'. When a potential customer approaches them to install a new central heating, they might suggest that before going any further they should commission a SAP report on their property. Now this is really is innovative, and some might even ask what it is. SAP stands for Standard Assessment Procedure, and it's the Government's recommended system for home energy rating. If you have someone come and do a SAP report on your property, they determine just how energy efficient it is using a whole range of variables – the number of people living in the property, the number of rooms, the number of radiators, the number of windows, the amount of insulation, the age of the building and so on.

Armed with all this information, an informed and educated decision can be made about what appliances, or system should be installed – and what



types of renewable technologies would be most effective. It all makes perfect sense, but how many people are having the SAP reports done? The answer is probably very few, and I suspect part of the reason for this is that they simply don't know about it. Here's another great opportunity for installers. Offer this service to your customers. OK you might have to take some training, or you could even outsource it, but think of the business opportunities it could open up?

It's really no longer good enough to pretend change is not happening. It is, and it's only going to get more intense. Installers should see this as a period of enormous business opportunity and immense growth. They – along with manufacturers who must supply the technology, the vital support and the training – can determine the future, and just how quickly we embrace it.



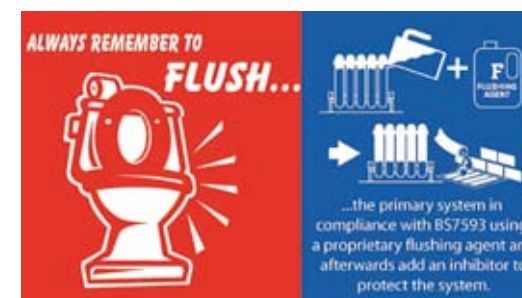
To help installers avoid common mistakes, Worcester has identified some of the most common errors that can result in call-backs to check the installation of gas-condensing boilers. Here, Martyn Bridges, director of marketing and technical support, follows on from last month's tips and offers the final two handy hints for trouble free installation of condensing gas-fired boilers.

Worcester's top technical trouble shooting tips



Flue Installation

- Incorrect assembly of the flue can cause a number of problems.
- If the flue is of a greater length than specified, the performance of the appliance will be affected.
- If the flue does not have the correct fall of 3 degrees or 52mm per metre, condensate may not drain back to the boiler to be disposed of safely. Conversely, if the fall is too steep there is a possibility that rain water could enter the air duct and damage components within the combustion chamber.
- If the joints within the flue system are not correctly sealed there will be cross contamination of flue gases into the fresh air inlet of the combustion chamber.
- If the flue is not terminated in accordance with the dimensions listed within the installation instructions (particularly from re-entry positions such as air vents or windows) problems can occur.



Flushing Primary Systems

Before flushing, ensure the existing system and pipework are in good working order.

Keep the existing boiler/circulating pump where possible or use a power flushing machine to aid cleansing before the new boiler is installed.

Once the new boiler is installed:

- 1) Fill the boiler with cold water and drain immediately to remove loose debris.
- 2) Close drain cocks and refill, adding a suitable flushing agent and leave for at least 1 hour.
- 3) Run the boiler/system at normal operating temperature as specified by the manufacturer of the flushing agent.

- 4) Switch off the boiler. Drain and thoroughly flush the system to remove the flushing agent and any debris.
- 5) Close the drain cocks and refill with fresh water and an inhibitor*. Bleed any air from the boiler and the system.

*Add inhibitor according to the DWTA Code of Practice and the manufacturer's instructions. The inhibitor must not cause damage to the materials within the boiler or any other materials/components within the system.

For more detailed information you can download the full versions by visiting www.worcester-bosch.co.uk and clicking on 'Literature' then 'Technical Training Bulletins'.



Welcome to our regular 'green' page, designed to take a look at environmental issues affecting the UK today as well as following the progress of Worcester's Environment 2010 Awards.



This month, we're focusing on the recent Environment 2006 Gala Awards Luncheon held in the Energy Atrium at Worcester's Headquarters on the 17th April 2007.

"Since the launch in 2000, we have seen our Environment 2010 Awards initiative gather momentum as concern for our planet increases and the deadline for reducing the UK's carbon emissions looms ever nearer.

"2006 saw the successful completion of the seventh year of these prestigious environmental awards and their importance grows with every passing year. The Awards are designed to celebrate activities that will preserve the environment for future generations and recognise best practice installation projects featuring high efficiency condensing boilers and new technologies, such as solar and ground source heat pumps.

"The entrants for this year's awards have been of the usual very high standard, with an increase in entries for renewables and some excellent results. In addition, we have had some truly impressive entries for the children's art competition – thank you all for entering.

"This year we were delighted to have Mr. Nick Eyre, Director of Strategy and



Installation Category
Winner: Andy Buchan of
AJ Buchan Ltd

Development at the Energy Saving Trust to present the awards, including the hotly contested award for the Installation category.

Andy Buchan, of AJ Buchan Ltd beat off stiff competition to win the Installation category for the Greenstore ground source heat pump installation he carried out at the Cotswold Efficient Energy Centre in Cherington. Andy picked up his award at the Gala Luncheon and £1,000 worth of holiday

vouchers to spend on a holiday of his choice. See next month's issue for a full profile of the winning projects."

Neil Schofield
Head of sustainable development

For more information about Worcester's Environment 2010 Awards and renewable products, call 08705 266241 or to download an entry form, visit the website: www.worcester-bosch.co.uk.

Power points promotion powers on

Worcester's Power Points promotion is now supercharged with an extension until December 2007 on purchases of all Worcester Greenstar oil-fired condensing boilers.

And there's more. Any Greenstar oil-fired boiler purchased in May 2007 will qualify for supercharged "Double Points", taking you not just one, but two steps closer to getting your hands on a superb selection of quality professional power tools from Bosch – absolutely free.*

Every Worcester condensing oil-fired boiler purchased during the promotional period is worth 20 Power Points (40

points during the month of May), which can be converted into the Bosch professional tools of your choice from those shown in the promotion booklet. What makes this promotion even more exciting is the fact that Worcester now offers the biggest range of oil-fired boilers in Britain with its Greenstar Camray, Greenstar Danesmoor and Greenstar Heatslave models providing a solution for every installation.



Claiming your free* tools is easy. Register using the online form by visiting www.worcester-bosch.co.uk/powerpoints or by calling 0845 201 0522. Once you have registered, you will receive your first claim form, you can then download further claim forms from our website or by calling the number above.

* Terms and conditions apply



FREE*
post installation
operational and
efficiency check
on Greenstar condensing oil-fired boilers installed
between 1st March - 31st August 2007
To claim call 01905 752790



FREE OF CHARGE POST INSTALLATION CHECK FROM WORCESTER

In addition to extending the period of the Power Points promotion, Worcester is also offering **FREE** post-installation operational and efficiency checks on all its Greenstar condensing oil products between 1st March – 31st August 2007. To get in touch with the team for an appointment, call 01905 752790.

INSTALLER'S CHOICE

FEATURE

Spotlight on Green Earth Competition

Plymstock Gas and Heating Systems Ltd

For this month's Installer's Choice feature, we talk to an installer who was one of the first to enter Worcester's 'Green Earth' calendar competition - David Salmon of Plymstock Gas and Heating Systems Ltd. To transform his old inefficient heating system, David recently installed an 'A' rated Worcester Greenstar gas-fired condensing boiler with Greenskies solar panels, in his own property in Plymouth. He explains:

"Over recent years I have completed many solar installations on various different properties and have become convinced that by upgrading old boilers to condensing models and installing renewables such as solar, the efficiency of the home can be greatly improved. As I am explaining the benefits of renewable technologies and high efficiency condensing boilers to customers on a daily basis, I suddenly became conscious that my own heating system was as bad, if not worse for the environment, than the systems of many of my customers. I wasn't practising what I was preaching, so I decided to do something about it.

"Therefore, I made the decision to make my own home more energy efficient, and decided to install Worcester Greenskies thermal solar panels to provide the majority of my hot water. I used a Worcester Greenskies solar system twinned with a Greenstar 30CDi system boiler, sophisticated wireless controls and a 250 litre twin coil solar cylinder.

The Installation

"I recruited a fellow installer from Plymstock Gas and Heating Systems Ltd to help with the installation. On the first day, we got the Greenskies solar panels on to the south facing roof.

"We sited the cylinder first, then the boiler, followed by the wireless controls. Once the controls were in place, we were able to remove the existing cylinder and pipe work.

"The merit of this system is in its control and flueing. We used a new Worcester plume management kit to alleviate discharge from passing over a boundary, enabling us to direct it above the roofline in order to reduce noise from the outlet, which affected a nearby bedroom. The heating was zoned and controlled by six different seven day wireless thermostats that were used to separate the under floor heating from the radiator circuits. We also decided to split the zoning between the heating north from south, to give a much better thermostatic separation when there is winter solar gain to the southerly facing area.

"We also used an additional control circuit to pump excess cylinder heat in the summer to bathroom towel rails and flooring. I opted for this as it can provide an additional airing facility and also reduces stagnation time for the panels.

"The reason I'm so proud of this installation, is that it is not just about solar power, it demonstrates what can

be done with additional controls to really improve the environmental impact of a heating system.

"This was one of many solar installations I have completed and I have been really pleased with the results. Not only have I dramatically improved the efficiency of my own home, but perhaps more importantly, I am now able to show my customers that I'm leading by example in my commitment to making a difference. As a result of talking about the success of my own solar installation, we have seen a significant increase in the number of customers taking up solar water heating.

"Ultimately, if you don't do what you say it's hard to be seen as credible by customers. Through initiatives such as the 'Green Earth' calendar competition, this is something that Worcester has shown within the heating industry year after year."

For more information about Worcester's high efficiency and renewable products, its services and training facilities, call 08705 266241 or visit the website: www.worcester-bosch.co.uk.



Competition is hotting up for calendar entries

David Salmon's installation is one of the first entries of Worcester's new Installer's Choice Green Earth calendar competition. The calendar competition is set to reward eight installers who carry out a 'green' installation in their home, with a trip for two to Miami.

The calendar has been launched to raise awareness of environmental issues and recognise best practice when it comes to 'green' installations'. Worcester is looking for eight installer winners, each of whom will have completed environmental or energy saving projects on their own homes to a high standard.

Worcester's 'Green Earth' initiative is designed to recognise the work of installers who have specified Worcester Greenstar, Greenskies and Greenstore products, and fitted them, as environmentally friendly installations in their own home.

As well as demonstrating 'best practice' at work, all installers

have to do to be in with a chance of winning is submit a summary of how their particular installation benefits the environment. Entries are expected to range from boiler upgrades, to projects featuring high efficiency boilers and renewable technologies. For example, a Greenstar oil-fired boiler fitted in conjunction with Greenskies solar panels.

Over the next few months, Worcester will be selecting eight winners, each of whom will feature in a special Installer's Choice environmentally themed calendar that will be available in 2008. In addition to their appearance in the calendar, the winning eight installers will also win a four night trip to Miami, Florida for themselves and a partner. (28th October – 1st November 2007)

To enter, simply visit the Worcester website www.worcester-bosch.co.uk and download an entry form before the closing date of 31st July 2007. Terms and conditions apply, so for full details visit the Worcester website.



Above from left to right: Phil Bunce, Worcester; Blane Judd, chief executive for IPHE and Steve Lister, Worcester.



Worcester ups the training provision with a **new centre in Thurrock**

Worcester has made further investment into increasing the company's training facilities across the country, with the grand opening of its state of the art technical training academy in West Thurrock.

Blane Judd, chief executive of IPHE, was in attendance to officially open the new building, alongside Worcester representatives, Steve Lister and Phil Bunce.

Blane commented: "Worcester stand for the very best in plumbing and heating engineering and the company's commitment to professional development and life long learning for the industry is highly commendable.

"This new facility goes above and beyond expectations. It has all the necessary requirements for the highest standard of training but in addition to that the building has been designed in such a way to create an open and welcoming environment, which will make it a pleasure to learn and teach in."

The West Thurrock outlet is part of an £3 million investment for Worcester in training this year, which has also

seen the company's facilities at the Worcester head quarters upgraded to a 'training village'.

The building contains interactive smart boards and high specification audio visual equipment, a lecture room which can be divided into two separate teaching rooms, a reception room, dining area and three extensively equipped practical training rooms

Training Targets

After training over 12,000 people in 2006, Worcester aims to increase that figure to 14,000 this year. The expansion of the company's training facilities continues with the opening of another centre for the Northern region in Bradford this summer.

for oil-fired, gas-fired and renewable products. The gas-fired boiler training room also contains a purpose built bungalow to help simulate real life situations, particularly with flueing.

The renewables training room contains two Greenstore ground source heat pumps, including the latest combination model, which contains its own cylinder, as well as a mock roof to practise the installation of Greenskies solar panels.

Phil Bunce, training manager for Worcester, said: "It makes me proud to be here today and see the fantastic resources we now have at our disposal. We're certainly leading the way with quality training in the plumbing and heating industry."

To find out more about Worcester's training courses and centres visit www.worcester-bosch.co.uk/training or call 01905 752 526



Worcester's Training – A choice to **meet all needs**

Education is key to helping the progress of renewable heating technologies in this country, which is why Worcester has made sure it can provide a complete package of training and support, to ensure the industry is fully prepared to benefit from the introduction of these new products.

Worcester offers dedicated training courses at sites throughout the UK for its Greenskies solar water heating system and Greenstore ground source heat pumps. As the public interest in the environment and renewable energy products in particular increases, training with Worcester ensures installers will be better equipped to satisfy customer's needs.

Worcester's training courses are run by experts for professionals who appreciate the value of continuous professional development. The choice of courses is comprehensive and geared

towards meeting individual needs. There are several Worcester training centres throughout the UK and ongoing investment is helping to improve facilities all the time.

In fact, Worcester now has its very own training village at the company's headquarters after a further extension to include a new gas commissioning, servicing and fault finding workshop. This contains over 20 working gas-fired appliances and a separate, state of the art AV area for theoretical training.

To add to this, Worcester is also launching a new web based learning programme to ensure that distance is never an issue. The new web based training modules for condensing gas and oil-fired boilers can be accessed from Worcester's website, visit www.worcester-bosch.co.uk/training for further information.

Worcester now has its very own training village at the company's headquarters



Meet the Divisional Sales Managers

HENRY McNICOL

DIVISIONAL SALES AND SERVICE MANAGER FOR
SCOTLAND AND NORTHERN IRELAND

Q. How did you get into the industry and to your current position?

A: After serving my apprenticeship as a heating and ventilation engineer and working several years in the heating industry, my career at Worcester began back in 1989 as a service engineer. I thoroughly enjoyed this position. Meeting customers and delivering quality service with a personal touch was a hugely satisfying part of the job for me.

The success of the Worcester product range brought about tremendous growth for the company in a short period of time. With that growth came the opportunity for me to advance my career within the service department. Firstly, I progressed to a regional service manager and then to a position as operations manager, where I looked after day to day field operations within the UK along with another colleague.

The opportunity then came along for me to take on the new position of divisional sales and service manager for Scotland and Ireland – a challenge I'm highly excited about!

Q. What do you like most about your job?

A: Throughout my career at Worcester, playing a part in the delivery of exceptional customer service has always been what I enjoy about my job. Communication and the value of face-to-face contact are key elements in discovering what customers need and want. This is the basis of good customer service and our challenge is to go above the needs and wants, and deliver beyond our customers expectations, which is a principle Worcester embraces.

Q. What has been your biggest challenge so far?

A: I would have to say that by far the greatest challenge of my career to date has been taking on the responsibility for the sales and service teams in Scotland and Ireland. This is a position I have only recently taken on. Since taking on the role, the whole team has been really supportive, which has made my transition far easier. Looking forward, we want our growth in sales to continue and with a very competent and technically skilled team around me it's a challenge that I relish.

Q. What new products are you most excited about?

A: The condensing boiler market is still a growth area in Scotland. From May 2007, the building regulations which were introduced in England and Wales back in 2006 will be brought into effect for Scotland. Although over recent years we have seen steady growth in the sales of condensing boilers, both in the one off market and for Local Authorities, there is still a long way to go to catch up with sales in England and Wales. To promote sales of condensing boilers installers are looking for quality and reliability in products, which can provide real value and the best deal for the customer. I feel that at Worcester we have this on offer through our range and it's our job as technical sales people to highlight this.

Q. What do you think distinguishes Worcester from its competitors?

A: I could answer this simply by saying the quality and reliability of our products, the standard of all of our services and finally the integrity and honesty of the people at Worcester. Having formed relationships across the business I have found my colleagues to be extremely hard working and very committed to continuous improvements, which is very important when it comes to maintaining our No1 position in the UK.



Win^{with}Worcester

For this month's Installer's Choice competition, we thought we would opt for something a bit different. Imagine you're writing a biography of your working life - what funny or strange anecdotes would you include?

All you need to do to be in with a chance of winning £250 worth of leisure vouchers, is to think back over your career and make a note of all weird, wacky or just plain crazy things you've come across when either fitting or repairing a boiler. This could range from anything such as turning up to a property to repair the boiler to be welcomed by the homeowner in a towel, to replacing a boiler which hasn't been serviced for five years and discovering more than dust but dead rats inside the casing.

Leisure Vouchers can be enjoyed at a huge number of places and in lots of different ways including; eating and drinking fine wines, exciting attractions and thrilling experiences, memorable holidays and short breaks away, relaxing and de-stressing and fun family days out.



With thanks to our installer models: Lee Pringle, Lindean Electrical and Plumbing; Tony Nagi, A Cosy Heating and Ed Bolton from BHP Heating and Plumbing.

To enter, simply send us your memories on the entry form below and send it back to our editorial office: The Installer's Choice Quiz Competition, WPR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Whether you think they are scandalous or not, we really want to hear from you. Truthful entries only please – we'll be checking.

To enter, simply tell us the most memorable experience you can think of on the form below:

Name

Business Address:

Daytime Telephone Number:

Tick box as appropriate:

- ☐ I would like to receive further information from Worcester, Bosch Group.
- ☐ Please do not contact me with further information.

Rules and regulations:

1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. Closing date is 28th May 2007
4. The winner will be notified by telephone by the 19th June 2007



March's Winner

Congratulations to Richard Halliday from Leicestershire for winning March's Brain Teaser Competition. Look out in next month's issue for April's winner!

Keep in touch

No matter where you are based around the country, Worcester has a team of local representatives available to help with your specific requirements.

Each month we're covering a different area of the country, providing the names and numbers of the key contacts who are there to help make your job a lot easier.

In this issue, we're focusing on the sales team for Scotland and Northern Ireland, who are each responsible for covering different areas, as indicated below. In the June issue of The Installer's Choice, we'll be including the contact details for key members of the sales team covering the South of England. We look forward to hearing from you!



Key Contacts – Sales Team - Scotland and Northern Ireland



The sales team for Scotland and Northern Ireland is overseen by divisional sales manager, Henry McNicol (see pages 16 & 17 for Henry's profile).
Contact Henry on: 07774 994470

David Robb

Gas Technical Sales Manager
Contact Number - 07790 488611

Areas Covered – Dumfries, Falkirk, Glasgow, Kilmarnock, Motherwell, Paisley

Harry Gilfillan

Gas Technical Sales Manager
Contact Number - 07971 645995

Areas Covered – Aberdeen, Dundee, Edinburgh, Hebrides, Inverness, Kirkwall, Kirkcaldy, Perth, Galashiels, Lerwick

Ray McClay

Gas, Oil and Renewable Energy Technical Sales Manager
Contact Number - 07767 432567

Areas Covered – Belfast

Stewart Cochrane

Oil Technical Sales Manager
Contact Number - 07790 489681

Areas Covered – Glasgow, Kilmarnock, Motherwell, Paisley, Edinburgh, Galashiels

Appointment to be announced:

Oil Technical Sales Manager
Contact number (07774 994470 - Henry McNicol)

Areas covered – Kirkwall, Outer Hebrides, Inverness, Aberdeen, Perth, Dundee, Falkirk, Kirkcaldy

David Morrison

Renewable Energy Technical Sales Manager
Contact Number - 07790 489796

Areas Covered – Dumfries, Falkirk, Glasgow, Kilmarnock, Motherwell, Paisley, Aberdeen, Dundee, Edinburgh, Hebrides, Inverness, Kirkwall, Kirkcaldy, Perth, Galashiels, Lerwick

