

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.



June

IPHE Conference and Exhibition

Hinckley Island Hotel,
Leicestershire
01/06/07 - 03/06/07

CORGI Installer Event

Eynsham Hall, Oxford
5th June 2007

CORGI Installer Event

Milton Keynes
6th June 2007

CORGI Installer Event

The Next Generation
Hotel, Hatfield
7th June 2007

Grand Designs Live

Excel, London
08/06/07 - 10/06/07

CORGI Installer Event

The Next Generation
Hotel, Dundee
12th June 2007

CORGI Installer Event

The Next Generation
Hotel, Edinburgh
13th June 2007

Good Homes Live It

NEC, Birmingham
13/06/07 - 17/06/07

CORGI Installer Event

The Next Generation
Hotel, Glasgow
14th June 2007

CORGI Installer Event

Woodbury Park, Exeter
19th June 2007

CIH

Harrogate International
Centre
19/06/07 - 21/06/07

Homebuilding and Renovating Show

Newbury
23/06/07 - 24/06/07

OFTEC

Doncaster Dome,
Yorkshire
27th June 2007

COUNTY SHOWS

June - September

Great Yorkshire Show

Great Yorkshire
Showground, Harrogate,
HG2 8PW
10/07/07-12/07/07

Royal Lancashire Agricultural Society

Lancashire, Salisbury,
20/07/07-22/07/07

Lincolnshire Show

Lincolnshire Showground
Grange de Lings, Lincoln,
LN2 2NA
20/07/07-21/07/07

The CLA Game Show

Harewood House, Nr
Leeds, Yorkshire
27/07/07-29/07/07

Perth Show

26 York Place, Perth,
Perthshire, PH2 8EH
03/08/07-04/08/07

The Keith Show

Keith Banffshire,
AB55 5AJ
12/08/07-13/08/07

Pembrokeshire County Show

Haverfordwest,
SA62 4BW
14/08/07-16/08/07

Anglesey County Show

Anglesey Showground,
Holyhead, Anglesey,
LL65 4RW
14/08/07-15/08/07

Vale of Glamorgan Agricultural Show

Fonmon Castle Park,
Rhoose
15/08/07

Thame & Oxfordshire County Show

The Showground
Kingsey Road Thame,
Oxon, OX9 2BZ
20/09/07



How do
you score?
A guide to energy ratings

Behind the scenes:
We talk to Mark Martin, divisional sales
manager for the Southern region

Focus on the 7th Annual Environment 2010 Awards

The award-winning Greenstar CDi series just got better.

4 new 'A' rated condensing combis with even better hot water performance.

Despite having been voted by CORGI installers as the Domestic Heating Product of the Year 2006 (as it was in 2005), the 'A' rated Worcester Greenstar CDi gas-fired condensing combi boiler range has now been further improved. By increasing the DHW output of each of the four

models (27, 30, 37 and 42kW) your customers can now enjoy even better hot water performance and even better value for money.

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

 **WORCESTER**
Bosch Group



Welcome to the June issue.

In this month's issue we're focusing on the recent 7th Annual Environment 2010 Awards and in particular the winner and runners up from the installer category. The entrants for this year's awards have been of the usual 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 taking part.

Congratulations to Andy Buchan for winning the installation category with his Greenstore ground source heat pump installation. In addition to receiving £1,000 worth of holiday vouchers Andy will be featured on Worcester's website alongside the runners up Richard Perrins, Matt Lee and John Hague.

Entries for our 'Green Earth' calendar competition are also coming in fast, with installations including Greenstar boilers fitted in conjunction with Greenskies solar. We think this promotion is a particularly exciting one, as for installers to actively promote our products to their customers, personal experience is invaluable.

This month's Installer's Choice case study focuses on one of the latest entries for the calendar competition - Peter Manley from Solar Heating Wales Ltd – whose solar and condensing installation is already saving him money on fuel bills.

As usual our Bosch 'Power Points' promotion for Greenstar oil-fired boilers is featured on page 11.

Worcester now offers an oil-fired boiler for every application and there are plenty of opportunities to turn points into power tools. And when you've claimed your free tools, take a look at our expert tips on page 10 on how to get the best performance from your new kit.

As the entries for last month's 'Revelations of an Installer' competition were so entertaining, we've decided to extend the competition for another two issues. So in case you haven't already sent in details of any unusual or funny situations you have encountered whilst at work, here's another opportunity to get in touch.

Richard Soper
Managing Director

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Super savings – consumer cash back offers



The rising cost of fuel bills and concerns over climate change have led to more consumers considering renewable technologies, such as our Greenskies solar water heating system or Greenstore ground source heat pumps.

We recognise that although many homeowners are now considering renewables, there are still concerns over cost and grant availability. As part of our commitment to providing cost effective methods for homeowners to invest in these technologies, we have launched a number of householder cash-back offers to support installers promoting Worcester's renewable technologies.

For example, to support consumers with the cost of installing a ground source heat pump, which usually costs around £8,000-£12,000*, Worcester is offering a £1,700 cash-back scheme. This cash-back initiative is set to run until December 2007 and is not valid

in conjunction with any other offers, including the £1,200 grant from the Low Carbon Buildings Programme.

For Greenskies solar, Worcester is offering up to £400 cash back for consumers who purchase Greenskies solar panels with a Greenskies cylinder and Greenstar boiler until 30th June 2007. In contrast to the ground source heat pump cash-back offer, this offer is also valid with the £400 grant from the Low Carbon Buildings Programme, offering twice the support for homeowners considering a solar installation.

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

*Source: Energy Saving Trust (price excludes heating system)

Come & see us at this year's unmissable county shows

As well as all the upcoming exhibitions you and your customers can also visit our team of experts at the Worcester stand at a number of county shows over the summer months, where a selection of our products will be on display.

County shows are fun for all the family and all ages and interests, so don't miss out and visit us at this month's shows for a fantastic day out.

Three Counties Malvern

Three Counties Showground,
Malvern, WR13 6NW
15.06.07-17.06.07

East of England Show

East of England Showground,
Peterborough, PE2 6XE
15.06.07-17.06.07

Cheshire County Show

Clay House Farm, Flittogate Lane,
Tabley, Knutsford, Cheshire,
WA16 0HJ
19.06.07-20.06.07

The Royal Highland Show

Royal Highland Centre, Ingleston,
Edinburgh, EH28 8NF
21.06.07-24.06.07

Royal Norfolk Show

New Costessey, Norwich, NR5 0TT
27.06.07 - 28.06.07

See the diary dates page for a full list of the County Shows Worcester is exhibiting at this summer.



Its kick-off for the HIP

From 1st June 2007, the law will require all homes put on the market to have a Home Information Pack (HIP). This will include a rating of the home's energy efficiency, as well as other information that will help improve the home buying and selling process.

Homeowners will also need an Energy Performance Certificate (EPC) as part of the Home Information Pack, which should assist installers when educating homeowners about energy efficiency. The pack will also be useful for demonstrating the value of renewable technologies, such as solar hot water systems and ground source heat pumps, in a more tangible way.

For more information on the Government's Home Information Packs visit www.homeinformationpacks.gov.uk.



Free Box File Promotion

Organising your monthly copies of the Installer's Choice magazine could not be simpler with Worcester's free box file offer. All you need to do to avoid searching for past copies of the Installer's Choice magazine is register your details online at www.worcester-bosch.co.uk or call 01905 752730 and a free box file will be on its way to you.



Picture a greener future –

Worcester's new children's book proves a hit

Worcester has launched a new children's book - 'Picture a Greener Future' - aimed at 7-11 year olds. The book is filled with colourful illustrations and tips on how we can all help to save energy in the home. It also features a colouring page, spot the difference and word search puzzle to get children thinking and keep them entertained.

The book contains novel characters such as Bobby the Boiler and Solar

Sam and has proved popular with local primary schools and family groups. Recognising the important part the heating industry has to play in educating the homeowners of the future, many installers have already ordered copies of the book to pass on to customers with young children.

The book is available free of charge and can be ordered by telephoning (01905) 752709 or visit www.worcester-bosch.co.uk

Cash-back Offers

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

£300

householder cash-back

Purchase a Greenskies solar water heating system and get

£50

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

£1,700

householder cash-back

Purchase a Greenstore ground source heat pump and get



"This month, instead of our regular 'green' page, we're focusing on the 7th Annual Environment 2010 Awards and in particular on the winners and runners up in the hotly contested Installer category."

"The Environment 2010 awards are a great example of the industry working together towards a common goal – the reduction of our country's carbon emissions. Following the launch of our Greenskies solar panels and Greenstore ground source heat pumps, we have begun to see a great deal of change in the heating industry, with installers subscribing to our training courses and responding to increasing numbers of customer requests for more information on how to 'go green'. This is reflected in the increased use of renewable technologies in the award entries this year – all of which were of an impressive standard, as always."

Neil Schofield



ENVIRONMENT 2010 WINNING PROJECTS

Overall Winner



(left to right) Steve Lister, Worcester; Andy Buchan overall winner and Nick Eyre, director of strategy and development, Energy Saving Trust

"After weighing up all the alternatives, the owner decided to have the Worcester Greenstore 9kW ground source heat pump system installed along with underfloor heating. The system works by extracting stored solar energy from the ground and converting it into useful heat for the home, significantly reducing fuel consumption and resulting CO₂ emissions. I think it was a great choice and all the staff now working there are finding their work environment extremely cosy."

Andy Buchan

Installer Award – September 2006

Monthly Winner
Andy Buchan

Company
AJ Buchan Ltd

Project Description

Last year, Andy was announced as a runner up for a project that saw him installing solar panels in an 18th century farmhouse as part of a new heating and hot water system. This year, he was hoping that his first ground source heat pump installation in former farm buildings that have now been converted into 3,500 square feet of office space, would generate enough heat amongst judges to see him scoop the top spot. It certainly did. Congratulations Andy!

Runner Up

Installer Award – August 2006

Monthly Winner
Matt Lee

Company
So-Lar Smart Heating Systems Ltd

Project Description

For Matt's entry, two properties – an old cottage and barn – had been knocked into one building. Each building originally had its own heating and hot water systems which needed to be replaced with a single system that would fulfil the requirements of the family living at the property.



Sarah Banford and Matt Lee

Runner Up

Installer Award – April 2006

Monthly Winner
John Hague

Company
Gas Services Installation & Maintenance

Project Description

This installation in Shadwell, Leeds, was carried out at the headquarters of the Leeds and Yorkshire Housing Association. The organisation was expanding and more office space was needed, so the company acquired an additional floor, converting the flats above into additional offices. The original boiler wasn't able to provide the heating needed for the additional floor so it was replaced with two Worcester Greenstar 30CDi boilers and split the offices into four separately controlled zones.



(left) Keith Shepherd (LYHA) and John Hague (right)

Runner Up

Installer Award – July 2006

Monthly Winner
Richard Perrins

Company
Lawrence Perrins & Sons Ltd

Project Description

The project was carried out at Minky Homecare's manufacturing plant in Rochdale. Richard's company had actually fitted the existing boilers around 30 years ago, so they were coming to the end of their lifespan and had become less efficient as the years went on. The owners needed a complete system that was energy efficient and friendlier to the environment.



Warner Perrins (left) Richard Perrins (right)

Runner Up

Installer Award – February 2006

Monthly Winner
Jim Dickson

Company
J & B Dickson

Project Description

This project saw Jim installing a series of three Worcester Greenskies solar panels in conjunction with a Worcester Greenstar 40HE conventional boiler to provide an energy efficient and environmentally friendly heating and hot water supply to a house in Drayton. The new solar system will provide the homeowner with around 70% of its hot water for free.



(left to right) Paul Cording (homeowner) with Jim Dickinson

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.



Each month we've been inviting a different editor from one of the heating industry's top trade titles to discuss a topic of their choice. This month Melody Mitchell, editor of Heating and Plumbing Monthly takes a look at the Government's new Home Information Packs.

HIP HYPE? HOW ARE YOU VIEWING THE NEW HOME-BUYERS PACK?

Hopefully, you are thinking that Home Information Packs (HIPs) are a great business opportunity and that you can offer expert advice in the area of energy efficiency in the home with the aim of developing your business as use of the pack grows.

However, I almost wouldn't be surprised if, at this point in time, you were thinking: HIP, what's that? Mainly, because the general public still seem to know very little about what it entails. There has certainly been information on the HIP included in HPM and other trade magazines but the message from the government over the last year has been vague at best as to what exactly will be included as mandatory and voluntary from the start, (June 1, 2007) and at what point in time voluntary items are likely to become mandatory, if at all.

It's hardly surprising that the public don't seem to have much knowledge because really, unless they are thinking about putting their house on the market they would have had little reason to seek out information on the new selling process. For the average person with no immediate plans to sell a property the only way they would know about the new law would be if they had seen the limited awareness advertising campaign that has been running.

Taking it right back to basics, the HIP has been introduced to "create a more transparent and efficient market

where costs are shared more fairly between buyer and seller," according to the official HIP website (www.homeinformationpacks.gov.uk).

Anyone who has experienced putting an offer in on a house, and forking out for a survey only to find that the property has serious building work required on it, will see why the system needs updating. Often the result of this situation for the potential purchaser is that they pull out of the sale and lose their survey fees.

As the website points out, reforms to conveyancing, local authority searches and consumer redress are all at the heart of the changes that are being made. Certainly for solicitors and estate agents the new HIPs will be a massive change.

For estate agents, it is also a concern that if the HIP is not issued and used correctly in the house buying process they could be subject to fines, so they will be driving its proper use from the outset. But it is not just estate agents that have to be well informed and ensure their customers are made aware. This is also important for heating engineers too, particularly when work is carried out on a property that could fall under the HIP's requirements for certification either from June 1, 2007, or at some point in the future.

From day 1, the mandatory item in the HIP with most relevance to the industry



is the Energy Performance Certificate. This is the item that rates how energy efficient a home is on a scale of A-G. Once rated it offers the homeowner suggestions of measures that could be taken to improve their home's energy efficiency. The Energy Saving Trust has estimated that £300 per year, per home, could be saved if the measures suggested by the HIP are followed. This could mean that where there are heating related measures suggested, there is an opportunity for heating engineers to advise and deliver.

It may be that the HIP is a slow burner, possibly taking a number of years for all homeowners to completely understand its significance. However, as an industry that can have a massive impact on the energy efficiency of a home we are crucially placed to help homeowners develop their homes in a more energy efficient direction, as will be suggested by the pack and hopefully, demanded by any future owners of a property.



Martyn Bridges Comment

Martyn Bridges, director of marketing and technical support for Worcester discusses how different technologies can help you just comply or exceed the requirements of the Building Regulations.

Sustainable Solution?

"Every passing week there seems to be something new about climate change on the news, in a newspaper or on the radio. With just three years to go to reach its ambitious target of cutting CO₂ emissions in the UK by 20% by 2010, it's hardly surprising that the environment is high-up on the Government's list of priorities right now.

"Last December, the Government launched the Code for Sustainable Homes – a new national standard for sustainable design and construction of new homes. Developers will be able to obtain a 'star rating' from one to six (six being carbon neutral) when they build using sustainable materials and provide sustainable heating solutions.

"Considering three quarters of energy in the home is used for heating and hot water, reducing fuel consumption and promoting high efficiency boilers and renewable technologies are key issues

for meeting or succeeding Building Regulations and achieving a high star rating.

"Worcester has used an example of a typical new build semi detached house to demonstrate how installing different heating technologies can affect the energy ratings and carbon emissions of the same property. The house that was assessed had the following attributes:

- Semi Detached
- Internal Floor Area 59m²
- Internal Perimeter Walls 30m²
- Living Area 23.60m²
- Windows, Low Emission U-Value = 2
- Walls, U-Value 0.35
- Roof, U-Value 0.16
- Main Fuel Type Gas

The table below shows where and how installing a condensing boiler or a combination of technologies can make a difference to the buildings energy rating.

"For example, using a standard efficiency gas or oil-fired boiler would now fail under the requirements of Building Regulations section L and would fail to give the home an eco home star rating. Whereas, by installing one of Worcester's 'A' rated Greenstar system boilers particularly with Greenskies solar water heating system, the home would not only exceed the building regulations, but would achieve a one star eco rating.

"By installing a ground source heat pump with solar panels the home would achieve a four star eco homes rating, making it well on its way to becoming a zero carbon home.

With these sustainable energy products available, it makes sense to start installing them ahead of schedule – not only will this support the fight against climate change, but it will also exceed the all important Government Building Regulations."

Building Regulation Section L, Carbon Emission Rating System

Technology	Target Emission Rating	Dwelling Emission Rating	Result	Eco Homes Rating
Standard Efficiency Combi Boiler	23.16	25.14	Fail	
Condensing Combi Boiler	23.16	22.82	Pass	
Condensing System Boiler & 4m ² Solar Panels	23.16	19.16	Pass	One Star
Ground Source Heat Pump	29.47	25.42	Pass	One Star
Ground Source Heat Pump & 4m ² Solar Panels	29.47	18.63	Pass	Four Star



Ask Eric – Tool Time Tips

To celebrate Worcester's popular Power Points promotion, we've asked Bosch's resident tool expert, Eric Streuli, to provide some top tips on how to get the most out of Bosch power tools.

HOW TO GET THE MOST OUT OF CORDLESS HAMMERS AND IMPACT DRILLS

As battery, charger and motor technology improves so does the capability of cordless hammers and impact drills. Making the best use of the power available is essential when ensuring you get the job done properly.

Gear and Torque control

Choose the right gear for your job. First gear delivers high torque for bigger diameter screws and drilling, whilst second gear is for Impact drilling in masonry and smaller screwdriving jobs. Use the torque control to set the tightness of the screw. It's quick to adjust and reduces the risk of a stall or overload and gives you longer run time.

Application tool / bit

Always use quality drill bits that can drill faster with less feed pressure. Putting a lighter load on the motor equals more holes per charge and remember to change the bits when they are blunt!

Consider drilling masonry without Impact. Look out for special multi-purpose drill bits for cordless drills that allow rotary-only drilling in masonry, tiles, wood, metal and plastic.

Feed pressure

Impact drilling with Combo drills need a fair bit of pressure but don't overdo

it. Try not to allow the 'pitch' of the impact mechanism to drop too low. Remember heavy feed pressure equals heavy fuel consumption and this will give you a short runtime. SDS Rotary Hammers need very little feed pressure - push only hard enough to keep them hammering evenly.

Charging and Battery care

Decent cordless tools come with a fast 'Intelligent' charger. These will charge the battery only if it is safe to do so and can sense the condition of the battery resulting in a fast, safe charge with no damage to the battery. Try not to store the battery in hot places e.g. near radiators or on the dash of the van during the summer.

Heat is the number one enemy of battery packs, and will shorten their life!

For further information about Bosch power tools and tips from Eric Streuli visit www.boschpowertools.co.uk or call 0844 736 0107.



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.

Every Worcester condensing oil-fired boiler purchased before December 2007 is worth 20 Power Points, 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 one of the biggest ranges of oil-fired boilers available with its Greenstar Camray, Greenstar Danesmoor and Greenstar Heatslave models providing a solution for every installation.

Worcester's range of 'A' rated oil-fired boilers include the new Greenstar Camray, Utility, Utility System, Camray External and Heatslave External 12/18, 18/25 and 25/32 models.

All the new models have been designed with either the same or smaller dimensions as standard efficiency Danesmoor or Camray boilers making them an obvious choice for homeowners wishing to upgrade to a high efficiency, 'A' rated boiler.



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 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 until 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

Solar Heating Wales Ltd

For this month's Installer's Choice feature, we talked to Peter Manley from Solar Heating Wales Ltd about his recent entry into Worcester's 'Green Earth' calendar competition.

Peter's entry was based on the installation of an 'A' rated Worcester Greenstar gas-fired condensing boiler with Greenskies solar panels and Greenstore cylinder in his own five bedroom property in Cardiff – work he carried out to transform his old inefficient heating system. He explains:

"I've been carrying out solar installations for a number of years now and, as a result, I am used to explaining the benefits of solar and high efficiency condensing boilers to customers. However, as my own heating system was old and fairly in-efficient, I became conscious that I wasn't practising what I was preaching and was determined to do something about it.

"As a family we had been considering solar for some time for our property, but were keen to ensure we could place the solar panels as directly south facing as possible. So rather than installing Worcester's Greenskies solar thermal panels on to our south east facing pitched roof, we decided to install them on to a flat part of the roof, which was directly south facing using an 'A' mounted frame.

"As the panels were installed to an 'A' frame the installation was extremely straightforward and took less than a day. Due to the size of our home and our families hot water requirements we decided to install three solar panels rather than the standard two panels.

"Now the panels are in place, in the perfect sun-trapped location we've been really impressed with how efficient the three FK240 flat panels have proved to be, which has enabled us to switch off our boiler for over half of the year.

"The system was designed to ensure that during winter months the heating circuit passed through the store to the heating system, this enabled any hot water supplied by the panels to support the system and more importantly it has allowed us to increase our savings. Once the panels have generated enough hot water for our home during the summer months they then work to heat a small swimming pool, which gets it to just the right temperature to enjoy on a hot day!

"Since we installed the Greenskies solar panels and Greenstar condensing boiler, we've seen a significant reduction in our gas consumption and now have lower fuel bills as a direct result.

"I've had a keen interest in energy efficiency and renewable technologies for several years, which culminated in me changing my company's name to Solar Heating (Wales) Ltd in April 2006. For the previous thirty-three years I traded under my own name, but after becoming convinced of the long-term prospects of solar I decided to change the name of the company, which has proved very successful over the past year.

"Although the solar installation on my own property is just one of many I have completed, this is probably the installation I'm most proud of. Not only have I dramatically improved the efficiency of my own home, but I've also created a showcase example of how effective solar thermal panels can be when fitted on to a frame on a flat roof.

"As a result of this installation I have also seen a significant increase in the number of solar installations we've completed as a business. This could be attributed to the fact that solar is becoming more popular on a daily basis, but I feel it is because I can talk with enthusiasm to potential customers about the benefits of solar from my own personal experience."



Peter's installation is one of the latest entries received for Worcester's new Installer's Choice Green Earth calendar competition.

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.

Over the next few months, Worcester will be selecting eight winners, each of whom will feature in a special Installer's Choice environmental themed calendar that will be available in 2008. In addition to their appearance in the calendar, the eight installers will also win a four night

trip to Miami, Florida for themselves and a partner. (28th October – 1st November 2007)

For more information about Worcester's renewable technologies and 'A' rated condensing boilers or to enter the Green Earth calendar competition simply visit the Worcester website www.worcester-bosch.co.uk where you can download an entry form.

The closing date for all calendar entries is the 31st July 2007, so don't delay if you want to be in with a chance of winning a trip for two to Florida.

Terms and conditions apply so for full details visit the Worcester website.



Peter Manley with his grandson

Energy Ratings – How Would You Rate Your Knowledge?

The news is full of stories about the need for zero carbon homes in the future, but general reports tend to brush over exactly how homes will be measured and monitored in the months ahead. Whilst there are a number of different energy ratings for homes to be aware of, including SAP ratings and the Government's new Energy performance certificates, what do they actually mean? Here's a simple guide to help:

What are SAP ratings?

SAP ratings are one of the Government's methods for home energy rating. SAP stands for Standard Assessment Procedure, also known as Energy Ratings. Homes are rated from 0 - 100, 0 being very inefficient and 100 being highly efficient.

SAP ratings are used by local authorities and housing improvement programmes to assess the energy efficiency of mainly old housing. The Building Regulations require a SAP assessment to be carried out on all new dwellings. This is now a carbon rating whereby the assessor inputs all the information of the build type, u-values, floor area, heating system etc and a target emission rating in KgCO_2/m^2 is issued. The property then needs to have a dwelling emission rating of less than the target.

(Source: DEFRA, April 2006)

What are Energy Performance Certificates?

From June 2007 all homes for sale will require an Energy Performance Certificate (EPC), this will rank the energy use of the property for sale from A (good) to G (extremely poor).

It is the seller's responsibility (or their agents) to commission the energy assessment by from an accredited Energy Assessor, who visits the property to



collect the relevant data and creates the certificate. This data includes the date, construction and location of the house and relevant fittings (heating systems, insulation or double glazing, for example).

The certificate will show two ratings, one measuring the homes impact on the environment in terms of carbon dioxide (CO_2) emissions, with the other measuring the overall energy-efficiency rating of the home. In both cases the

higher the rating, the more energy-efficient the home is, and the lower the fuel bills are likely to be.

The ratings are based on the building itself, such as heating and lighting, rather than the domestic appliances inside. The ratings will vary according to the age, location, size and condition of the building and will consider such things as insulation and the efficiency of the heating system.

Worcester Educates Local School Science Club



As part of Worcester's commitment to encouraging people to focus on conserving non-renewable energy resources, Worcester held the 'Mad Science' club from Tewkesbury based Eldersfield Lawn Primary School at one of its energy houses last month.

Sixteen of the school's science club visited one of Worcester's energy houses where they were able to see a 'Greenstore' ground source heat pump in use, as well as getting to grips with how the technology works, drawing solar

energy from the ground and pumping it into the house. The group of eleven year olds were also able to see Worcester's 'Greenskies' solar water heating system in action heating a swimming pool.

Phil Bunce, training manager for Worcester commented: "We're committed to educating young and older people alike about what can be done to conserve energy and we're delighted to have the opportunity to talk directly to the homeowners of the future about these issues. It's encouraging to see

the younger generation taking an active interest in how they can help play a part in preserving the planet for generations to come."

School Head, Paul Kilgallon commented: "Environmental concern is at the forefront of everyone's minds and consequently, ways to help save our planet are increasingly covered as part of the curriculum – particularly in the sciences. This was a great opportunity for the children to see the latest renewable technologies in action."

Meet the Divisional Sales Managers



MARK MARTIN

DIVISIONAL SALES MANAGER FOR GAS
AND RENEWABLES SOUTHERN

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

A: My career in the heating industry began at 16 when I started a four year apprenticeship at a heating and plumbing company in Swindon. After serving my apprenticeship I moved to British Gas where I worked first as a sales surveyor and later as an area sales manager. I left British Gas after eight years in 1996 to join Worcester as an area sales manager for oil. In 2001 I was then promoted to divisional sales manager for gas and oil in the South and since then my region has grown and grown.

Q. What do you like most about your job?

A: I honestly enjoy all aspects of my job. I like the competitive nature of sales and really enjoy meeting new clients and building relationships with existing customers. I love the fact that everyday there's a new set of challenges. There's also a really positive company culture at Worcester. You can feel a really strong team spirit throughout the organisation and everyone in the company is committed to achieving the same goals, which makes it so much easier to meet our customers' expectations.

Q. What has been the greatest success of your career to date?

A: Winning the Bosch Group VB Award for sales manager of the year in 1999 has been the most prestigious award I've received in my career to date. Over recent years I would have to say my greatest achievement has been maintaining the high levels of success achieved by the Southern sales team.

Q. What new products are you most excited about?

A: I would have to say the growth in renewables has been really exciting, particularly this year with our new solar cylinders and high efficiency solar panels. The growth in solar has been phenomenal over recent years and I can see this becoming a mainstream product fairly soon. Our solar courses are over subscribed and running on weekends, which just shows the enthusiasm installers have for solar. As both solar and ground source heat pumps develop it is exciting that Worcester is well positioned as a 'total solution provider' in the field of heating and hot water.

Q. How do you feel the industry has changed in recent years?

A: The move to condensing has been a significant change for the industry. It was only a few years ago when I remember installers saying they would never fit condensing boilers and now over 93% of all new installations are condensing appliances. Over recent years there has definitely been a significant rise in the professionalism of the whole industry. Gone are the days when an installer would write a quote on the back of a cigarette packet. From installers to merchants to manufacturers there has been a huge increase in the investment in training, which has greatly shaped the industry over recent years.

Win^{with} Worcester

REVELATIONS OF AN INSTALLER – REVEAL ALL TO WIN!

As your entries for last month's Revelations of an Installer competition, were so hilarious we thought we would include the competition in this month's issue as well.

In case you missed it last month 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.

Just imagine you're writing a biography of your working life - what funny or strange anecdote would you include? Our entries so far have ranged from discovering blackbirds living in a boiler to installing an external flue and getting chased round the garden by a Shetland pony.

One of the best entries so far is from Mike Naughton in Bolton. About twenty years ago, Mike had the unfortunate pleasure of installing a new boiler in a family home with the help of two young brothers who lived there. Taking up the boys offer to lend a hand, Mike went under the floorboards to drain the system only to find that the delightful brothers had placed a table over the trap door to stop him from getting



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.

out. Poor Mike was left trapped underground for four hours while the family went shopping. You can't trust anyone!

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.

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, clean 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

Daytime Telephone Number:

Business Address:

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. One winner will be notified by telephone by the 19th July 2007



April Winner

Congratulations Neil Jackson for Allerton in Leeds for winning April's Guess the Product Competition. Look out in next months issue for May'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 **South of England**, who are each responsible for covering different areas, as indicated below. In the July issue of The Installer's Choice, we'll be including the contact details for key members of the sales team covering London. We look forward to hearing from you!



Key Contacts – Sales Team - South of England



The sales team for the South of England is overseen by divisional sales manager Mark Martin, (see pages 16 & 17 for profile).
Contact Mark on: 07767 432 563

Technical Sales Managers for Gas Southern – Nigel Bartlett

07767 432 571

Areas Covered – Cardiff, Hereford, Llandrindod Wells, Newport Gwent, Swansea

Malcolm Cox

07767 432 529

Areas Covered – Exeter, Plymouth, Taunton, Torquay, Truro

Paul Dewis

07767 432 556

Areas Covered – Bromley, Croydon, Dartford, Kingston-upon-Thames, Sutton and Merton, London South West

Colin Fauvel

07767 432 553

Areas Covered – Brighton, Canterbury, Medway, Redhill, Tonbridge

David Gould

07767 432 528

Areas Covered – Bath, Bournemouth, Bristol, Swindon, Salisbury Plain, Dorchester

Dave Stimson

07767 432 560

Areas Covered – Dudley, Gloucester, Oxford, Swindon, Worcester

Jon Wheeler

07767 432 577

Areas Covered – Guilford, Portsmouth, Reading, Southampton, Twickenham

Technical sales manager for Renewable Energy Products – Richard Blackmore

07790 489 748

Areas Covered – Gloucester, Guilford, Hereford, Llandrindod Wells, Newport Gwent, Oxford, Plymouth, Portsmouth, Reading, Swansea, Swindon, Southampton, Salisbury Plain, Taunton, Torquay, Truro, Worcester

Technical Specification manager – Geoff Bond

07767 432 561

Areas Covered – Bath, Bournemouth, Bristol, Cardiff, Dorchester, Exeter, Gloucester, Hereford, Guilford, Llandrindod Wells, Newport Gwent, Oxford, Plymouth, Swansea, Southampton, Salisbury Plain, Taunton, Torquay, Truro, Worcester, Portsmouth, Reading

Technical Specification Manager – Steve Drummond

07790 488600

Areas Covered – Croydon, Guilford, Harrow, Kingston-upon-Thames, Sutton and Merton, Swindon, Twickenham, Uxbridge

Technical Specification Manager – John Hampson

07767 432 555

Areas Covered – Cambridge, Chelmsford, Colchester, London East, London East Central, Enfield, Ilford and Barking, Ipswich, London North, Norwich, London North West, Peterborough, Romford, Southend-on-Sea, London West, London West Central

Technical Specification Manager – Vic Turner

07767 432 510

Areas Covered – Brighton, Bromley, Canterbury, Dartford, Medway, Redhill, London South East, Tonbridge