

DIARY DATES

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 'A' rated 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.

February

Self Build Belfast

Kings Hall, Belfast
20/02/09 – 22/02/09

March

Ecobuild

Earls Court, London
03/03/09-05/03/09

CIH South East

Hilton, Brighton
Metropole
03/03/09 – 05/03/09

Ground Source Live! (Geothermal Live)

NEC, Birmingham
12/03/09

Home Building & Renovating - National

NEC, Birmingham
19/03/09 – 22/03/09

Energy & Environment 2009

Church House Conference
Centre, Westminster
26/03/09

Permanent Exhibitions



The Building Centre

26 Store Street, London



Build Store

National Self-build & Renovation Centre
Lydiard Fields, Swindon

JANUARY/ FEBRUARY 2009

THE INSTALLER'S CHOICE

New Promotion for January

Worcester's new
FX controls

Payback on
renewables
What's the deal?



Find out
more inside



On the wall

Introducing the latest generation of wall-mounted Worcester Greenstar i Junior and Si Combi boilers. Our best selling 'A' rated gas-fired boilers now offer even more built-in value for money with a host of new features for quicker and easier installation. Plus all the qualities you've come to expect from Worcester, Bosch Group; comprehensive pre- and post-sales support, award-winning training and nationwide service back-up.



The improved Greenstar i Junior and Si Combi series

- Lightweight wall mounting jig with built-in spirit level
- Pre-wired 2 metre mains cable
- Built-in pipework channel to allow pipes to run behind
- Pre-fabricated pipework option eliminates the need to pre-bend
- Universal condensate fitting allowing pre-plumbing of condensate discharge
- Optional earth bonding strip for electrical regulation compliance

For further details call 08705 266241 or visit www.worcester-bosch.co.uk



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Diary Dates



Welcome from Richard Soper

Happy New Year and welcome to the January 2009 issue of Installer's Choice. This month's newsletter is packed with information, from an update on Worcester's new Greenstar i and Si models, to a detailed look at our new FX controls.

There has also been continuous speculation and discussion around the benefits of installing renewable or 'eco' solutions and although more homeowners than ever are installing these products, many question the pay-back. Martyn Bridges, Worcester's director of marketing and technical support, talks to us in more detail about these claims and reveals the evidence Worcester has to prove the significant savings our Greenskies solar thermal panels can offer. Turn to page 12 to find out more.

From 1 April 2009 we will have a new name in gas safety. CAPITA announced at the end of 2008 **Gas Safe Register™** will be the new name and the official stamp for gas safety in Great Britain and will replace the

CORGI gas register. Unveiled for the first time to the gas industry at a London event, the brand will be held by the Health and Safety Executive (HSE) who will ensure it will remain the official mark for the gas safety register. Worcester will be working along side CAPITA to support them in their campaign for gas safety and ensure the industry standard on gas-fired boiler installations is maintained. Find out more on pages 16 & 17.

We have two exciting new promotions for January. Not only can you bag yourself a free Worcester jacket or professional Bosch impact drill when you purchase any Greenstar oil-fired boiler, or qualifying gas-fired boiler, but Worcester is also giving you the chance to win a cruise around the Norwegian Fjords when you install one of our renewable products in your own home.

Enjoy the magazine.

Richard Soper
Managing Director

New water treatment course added to training programme



Worcester has launched a new one-day water treatment training course, designed to help installers understand the full requirements of BS7593:2006, which as Worcester's Martyn Bridges explained in the last issue of The Installer's Choice is now detailed within part L of the Building Regulations and in the Domestic Heating Compliance Guide.

Water treatment fulfils a number of roles within domestic central heating systems including:

- minimising the corrosion of metals within the system
- inhibiting the formation of sludge
- inhibiting the growth of microbiological organisms
- maintaining or restoring the energy efficiency of the system through a combination of the above effects

The course, entitled 'water treatment in domestic central heating systems', has been designed by Worcester in partnership with Fernox and Sentinel and outlines the best practice for cleaning and inhibiting a central heating system.

The new course combines theoretical as well as practical exercises to ensure full understanding of the requirements of BS7593:2006 and includes a detailed explanation of

the code of practice, examples of the typical problems found in central heating systems, the benefits of water treatment, correct product selection and the methods of system cleansing. Installers will also be shown practical tasks such as powerflushing a system, correct use of TDS meters and system water testing.

Phil Bunce, training manager for Worcester, said: "We are constantly reviewing our training programme to ensure we offer a wide range of courses which cover all of the topics that installers request and require, allowing them to provide the very best service to their customers. The 'water treatment in domestic central heating systems' course has had significant installer demand and offers a great opportunity to acquire extremely valuable knowledge and expertise."

Once completed, installers will gain Logic accreditation for passing the course. The course costs £50 which includes lunch and refreshments.

To book a place on the water treatment course or for any information on Worcester's training provision, contact 01905 752 526, visit www.worcester-bosch.co.uk or email training@uk.bosch.com



Eco-Installers win a cruise across the Norwegian Fjords

Worcester is now searching for the next group of eco-minded installers to feature in its 2010 calendar. As well as being featured in the calendar, winning installers will also join Worcester on a five-night cruise around the Norwegian fjords, later in the year.

To qualify for the competition, you will need to have specified and installed Greenstar gas, oil-fired or LPG condensing boilers, Greenskies solar, Greenstore ground source or Greensource air source heat pumps in your own home. To enter, simply provide a detailed outline of how an installation carried out on your own home, using Worcester products, has helped benefit the environment.

The closing date for the competition is 30th June 2009. For more details on the competition and how to enter, including a full list of terms and conditions, visit www.worcester-bosch.co.uk and click on the 'events and promotions' page or call Worcester on 01905 754 624.

Royal Honour for Worcester brand

Worcester has been honoured with a Royal Warrant in recognition of supplying goods to Her Majesty, the Queen.

Worcester has joined one of 850 companies and individuals to hold a Royal Warrant and was considered for the accolade following a successful trading relationship with the Royal Family for over five years.

Richard Soper, managing director of Worcester, said: "The Royal Warrant is only granted to elite businesses which are deemed suitable to serve the British Royal Family for many years, to have this honour bestowed upon us is a fantastic privilege. At Worcester, quality products and service are at the very top of our agenda which is something all our stakeholders and customers are fully aware of. The Royal Warrant helps to further reinforce our commitment to producing the highest standards possible in everything we do."



Bosch Group earns Innovation Prize

The Bosch Group has received a prestigious award – the Innovation Prize – at the Human Capital Awards.

Described as 'inspirational' by the judges, the Bosch Group's Bosch Management Support Programme is an initiative which has been successfully implemented at Worcester.

The Human Capital Awards celebrate the impact of people and HR-led programmes on the performance and profitability of organisations across the UK. The Innovation award identifies an organisation that has radically changed its working practices in response to competitive challenges. Finalists for the Innovation category included KPMG, Sainsbury's and Centrica Recruitment.

Richard Soper, managing director of Worcester, said: "Being part of the Bosch family allows us to share a whole array of fantastic business

initiatives that can be adapted to the business models of ours and many of our sister companies to greater enhance our efficiency, productivity and corporate responsibility. We pride ourselves in being innovators with the products that we bring to our collective marketplaces and this award is a wonderful recognition of another successful initiative that benefits both employees and customers.

"Our company's success depends on our ability to recruit and retain the best talent. That is why it is so important that we are able to continue to draw upon the wealth of knowledge held by some of our previous employees through this programme. Being awarded this accolade and being held as an example of best practice in the industry is a great honour and something that we are all proud of."



Tell us...

At Worcester we think it's important to shout about the fantastic work you do on a daily basis. If you've installed any Worcester products in an interesting building, school, public

building or a domestic property, we would love to hear from you. Just tell your local representative about your interesting installation and we'll do the rest.

Worcester's new controls series – explained

Following the launch of Worcester's new FX controls series, The Installer's Choice takes a look at the products individually to help installers understand the true benefits.

The collection has been specifically designed and manufactured to meet consumer demand. The new additions compliment Worcester's existing

range of heating controls to give your customers more controllability and ease of use. What's more, with a variety of programmable options the

FX controls series can help minimise the amount of energy and fuel wastage - helping consumers to reduce their fuel bills and energy consumption.



FR10 Intelligent Room Thermostat

The FR10 Intelligent Room Thermostat is an energy saving load compensating room thermostat suitable for use with the current plug-in control options – the MT10 mechanical timer and the DT20 digital programmer.

The system enables users to control the room temperature by assessing the demand and comparing the current temperature with the desired result. For example: if it is programmed to reach 21°C the product will assess the room's current reading and the required energy needed to reach this temperature. The system will use less energy the closer the current reading is to the requested temperature. (i.e 12°C will use more energy than 17°C and so on)

Benefits:

- Easy to use
- Familiar format
- Use with existing programmers for enhanced efficiency



FR110 Programmable Room Thermostat

Working in the same way as the FR10 control does to vary the flow temperature according to demand, the FR110 is compatible with the ISM1 to enable integration with a solar water heating system. This control is programmable with a factory set economy temperature of 15°C, and varied settings throughout the day. The system doesn't require large amounts of heat to return to the comfort setting of 21°C, meaning less energy is used.

Benefits:

- Clear backlit display
- Integration with solar system
- Control of hot water settings
- No separate timer required



FW100 Weather Compensation Controller

A programmable control with pre-set comfort and economy temperatures. The controller pack includes an outdoor sensor to allow the FW100 to vary the boiler flow temperature according to the weather. The system also includes factory set heat curves to work with radiators, underfloor heating and convectors and can be individually programmed to the homeowner's need.

During installation the 'minimum outside temperature' is quickly commissioned to UK conditions (between -1 and -3) to provide an optimised heat curve.

Benefits:

- Compatible with ISM1 for solar integration
- Factory settings for easy installation and use
- Only requires the minimum outside temperature setting at installation



ISM1 Intelligent Solar Module

The brand new ISM1 Intelligent Solar Module integrates with the chosen FX controller pack to enable complete control of both the solar system and central heating. Through a patented algorithm the ISM1 estimates the energy available from the solar system and adjusts the boiler input to the hot water cylinder accordingly, giving the benefit of optimal balance of solar input against gas input for the best efficiency and hot water comfort.

Benefits:

- Compatible with FR110 and FW100
- Functions of current TDS10 plus solar optimisation
- Integration with FX controller pack gives user constant hot water with minimum use of gas



The whole of the heating industry is changing. Rising fuel costs are making us look in detail at running costs and efficiencies, whilst Government legislation is driving the move towards renewable technologies.

OFTEC ON GOING GREEN



It's a challenging time for the oil heating industry as we seek to define the future for oil in such a rapidly changing market. Around 1.5 million homes in the UK and Ireland use oil for heating and cooking, and many of those are in rural areas which tend to have a higher incidence of fuel poverty than urban areas.

The push towards renewables does however have cost implications, with households investing in new, more environmentally friendly ways to heat their homes. For some time now, OFTEC has been working on an ambitious quarter of a million pound project to determine how a liquid biofuel would replace kerosene and gas oil for domestic and commercial heating oil users. Worcester are playing an important part in this research.

The project is being undertaken with several respected key partners including ICOM, Carbon Connections, the University of East Anglia (UEA), Clean Energy Consultancy, Pace Petroleum and Norfolk County Council. The aim is to identify a specification for liquid biofuel which can be used with existing oil fired boilers with only minimal adaptation, meaning that customers can switch

over to a greener fuel any time they choose, with very limited capital outlay on a new plant.

Initial laboratory trials have been very encouraging, with anything between a B20 (20% biofuel, 80% kerosene) and a B50 (50% biofuel, 50% kerosene) acceptable as a substitute for kerosene. Good combustion results have been obtained on a wide range of different burners, boilers and range cookers using a Fatty Acid Methyl Ester (FAME) biofuel, which is made mainly from waste cooking oil. Tests with a B100 fuel have also produced good results, but would probably need the adjustment of existing burner components.

Phase two of the project has just started, with field trials in Norfolk including homes and schools.

Depending on the field trials' success, it is anticipated that a liquid biofuel will be widely available to domestic and commercial users by 2010.

To address the changing needs of the heating market, OFTEC recently launched a new category of registration for renewables. The scheme is designed for oil installers who are also installing alternative heating

technologies such as solar panels and ground source or air source heat pumps.

OFTEC has also applied to run a Microgeneration Certification Scheme as part of our existing competent persons scheme. The scheme will open up self-certification of renewables for OFTEC registered technicians and importantly, give registrants' customers access to Government grants to help with installation costs.

To further support the move towards renewable technologies, we added a brand new Green Product of the Year category at the recent OFTEC Awards for Excellence. The first award was presented to Worcester to recognise their innovative Greenskies solar series.

There is still a long way to go with renewables, but the industry is changing so quickly that we need to have everything in place to make sure that both installers and end users have access to the latest technology, and that it will be installed and maintained in the most effective way possible. The good news however, is that there is a long term future for a liquid fuel for heating and cooking.



Neil Schofield pictured with Benet Northcote, head of policy at Greenpeace UK at the Conservative party conference

Is the Government doing enough to meet its renewables target?

At the tail end of last year, Worcester was involved with each of the three main political party's annual fringe conferences, known as the 'Climate Clinic', Neil Schofield, head of sustainable development at Worcester, was asked to speak at the fringe events which debated all things green. As we start a new year, The Installer's Choice catches up with Neil to find out if the Government is doing enough to meet its renewables target. He comments:

"Currently the Government seems to want to leave it to businesses, particularly energy companies, to take on the responsibility of reducing carbon emissions. As the leaders of our nation it is clearly up to the Government to show us the way forward. They seem to be holding plenty of meetings and drafting papers, but few advances have been made to reduce emissions in 25 million existing homes.

"As it was rightly pointed out during the Conservative party conference – with 27% of emissions coming from a home's central heating, the current Government needs to stop talking about the idea of eco-towns and new-housing and instead concentrate on reducing the carbon emissions of existing homes.

"The fact of the matter is, as a country, we are falling behind other

"It's clearly up to the Government to show us the way forward."

major industrial nations. A study of 35 countries, carried out by the International Energy Agency, puts the UK near the bottom of the class on green energy. Stating, 'the Government's renewable power strategy is ineffective and very expensive'.

"For instance, getting a grant to install a renewable technology is not as easy as it sounds. Anyone wishing to claim a grant must firstly use an installer registered with the Low Carbon Buildings Programme (LCBP), which costs installers £1,800 up front to register, followed by £500 per annum. It is simply ridiculous to expect self-employed installers to pay these costs – leaving many homeowners unable to claim because there aren't any LCBP registered installers in their area.

"Surely it would make more sense to incentivise homeowners to invest in renewable technologies that will reduce their reliance on non-renewable sources of energy, at the same time as reducing their fuel bills? These technologies are completely normal in Europe, so why not make them less of a novelty over here in the UK?"



Martyn Bridges, director of marketing and technical support for Worcester, recaps on the new key features to the Greenstar i and Si models.



Pictured here (from left to right) Richard Jones, Peter Seymour and Geoff Kirkpatrick ensure Alun Matthews is 'on the level'.

Greenstar features easy as A, B, C – according to installers!

Between them, the Greenstar i and Si ranges of high efficiency wall-mounted boilers now have a number of clever new features that not only make them easy to install but are capable of saving precious time on the job too.

Here, Martyn enlists the help of some of Worcester's installers to highlight the great new features and their benefits:

On the level

To make the boilers easier to get into position, the wall-mounting jig has been re-designed to be even more lightweight and has additional pre-drilled fixing points and an integral spirit level for installation ease. The vertical sides of the frame are now made from re-enforced plastic and to help ensure the boiler is fitted squarely to the wall, the new jig also incorporates a spirit level – so there's no need for juggling extra equipment to get it right first time.

Tell us how you're getting on with the new features – write to us, or email us at r.soper@uk.bosch.com



(From left to right) Wilson Houston, David Lambert, Mark Hinton and Brian Jowers show how Worcester's new vertical pre-piping assembly of pre-fabricated pipework together with an earth bonding strip allows for an even faster installation.

Perfectly pre-formed for faster installation

The Greenstar i and Si boilers now have available an optional vertical pre-piping assembly of pre-fabricated pipework together with an earth bonding strip. The pre-piping has a set of pre-formed copper pipes and an electrical cross-bonding strip for even faster installation. This relieves

installers from having to pre-bend pipework behind the boiler should vertical pipework be necessary. The earth bonding strip bonds all the pipework together to give an equal potential to each and eliminate the need for any wire and clamp bonding arrangements.



(From left to right) do Andrew Marsden, Roy McRae and Jeff Moran have something to hide?

Keeping ease of installation firmly in the frame

Each of the boilers have a 'pipes behind' facility within the boiler casing. With no increase in dimensions, a routing channel built-in to the back of the boiler is designed to allow pipes to pass behind the unit without the need for an additional spacing frame. This can help save up to £15 on the cost of purchasing an additional frame and assembly time ahead of the job.

Inspections in under 10 minutes

The annual service inspection of our wall-mounted gas boiler range takes less than 10 minutes.



(From left to right) Andy Baxter and Chris Brereton keep track of time.



The problem with **payback**

Martyn Bridges, director of marketing and technical support for Worcester, Bosch Group, explains why the issue of 'payback' looks set to hinder the take-up of renewable technologies in the UK if the population is not encouraged to see the issue from a different perspective.

"Over the past three years there has been a huge boom in interest in the environment, led by the media for the most part but also by manufacturers seeking new ways to develop and market more energy efficient products to help stem the tide of climate change in the UK. The Government has also confirmed its commitment to the cause by setting substantial targets for carbon reduction and introducing new legislation, such as the need for all new homes to be carbon neutral by 2016.

"With ambitious plans to reduce the UK's CO₂ emissions by 80% by 2050, you would expect that any measures to help achieve this would be welcomed by the Government, media and general public with open arms. However, in reality, there appears to be far more barriers preventing progression than there are opportunities for improvement at present.

"With little funding available for homeowners in the form of grants and with installers struggling to register under the Government's unnecessarily complicated Low Carbon Buildings Programme, increasing the number of renewable technology installations in the UK is already proving a real challenge. Add to this the media's obsession with bringing up the subject of 'payback' whenever renewables are mentioned and the odds start stacking

up against sustainable solutions like solar panels, ground and air source heat pumps.

"For example, a recent guide on energy efficiency published by the Royal Institution of Chartered Surveyors (RICS), resulted in The Independent newspaper printing claims that solar panels are "one of the least cost-effective ways of combating climate change" and that it could "take more than 100 years" to 'payback' installation costs.

"Sadly this estimation simply isn't true, but unfortunately the average homeowner doesn't necessarily know the difference when reading claims like these. As a result, many people can be put off from choosing renewables for their heating and hot water whereas they should feel more encouraged to make the change.

"According to feedback we have received from installers who have fitted Greenskies solar panels in their own homes and from the data we have gained from a number of 'real life' energy houses, we know that our Greenskies solar panels can help save £150-£200 a year on average and not the £50-£80 stated by the RICS (which they initially suggested could be as low as £28 per year).

"It is therefore frustrating that potential 'payback' is continually cited as the deciding factor for installing a renewable product when there are savings to be made. Yes, there is always going to be an initial investment required to install solar panels but this is far less than many household purchases – and these days, who expects any return on the investment they have made on a new kitchen or bathroom?

"The same goes for purchasing a new flat screen TV or a long distance holiday but, as far as I know, no-one ever asks when these items will have paid for themselves; so why make such an example of renewable technologies? Being new and different perhaps doesn't help but there needs to be more positive communication with consumers to help them separate fact from fiction.

"At present, around 75% of all the energy used in Britain's homes is for heating and hot water, so introducing renewable technologies like solar thermal panels, ground source and air source heat pumps are a good way of helping to safeguard the environment whilst lowering fuel bills for homeowners at the same time. Let's hope we hear less about the problem of 'payback' in 2009 and see the Government and media start to promote the positives of renewable technologies instead."



Green Installation wins award for Dominic



Northern Ireland installer Dominic McCartney, owner of Action Plumbing & Heating, won the Environment 2020 monthly installation award in April 2008 for the complete overhaul of a heating system in a 1930's-style detached house in Belfast. The Installer's Choice spoke to Dominic, winner of the Phoenix Gas residential installer of the year in 2002 and 2006, to find out all the details. He said:

"This job was originally an upgrade of an existing oil-fired boiler system, which was in a really bad state, but with the current rising cost of utility bills the customer was really keen to install a more efficient heating system. As the customer trusted my advice and experience, they opted for two highly-efficient Worcester Greenstar 24i system boilers and two Greenskies FK1-1S solar panels to provide all the heating and hot water for the property.

"Everything went smoothly with the renovation and the customers are really happy with the system. Over the summer period they were even able to turn the boilers off completely and rely solely on the solar panels. They constantly had a cylinder full of hot water sitting there ready to be used.

"I recommended Worcester because I've been installing their products

"Everything went smoothly with the renovation and the customers are really happy with the system"

successfully for years and I feel that we get great service and backup from them. It's reassuring to know, on the rare occasion you have a problem, you can pick up the phone and get in touch with someone from the technical team straight away. In fact, I've been

so impressed that I'm also planning to install a Greenstar boiler in my own property.

"As a company we've only just started installing solar and have, so far, completed five. As an industry I think renewables are definitely the way it's going to go, it's just unfortunate that the grants here in Northern Ireland have stopped. Despite that, our customers are generally asking for renewables more and more and so it's obviously going to become a major part of our business. We find they ask more about solar than air and ground source technology, but I think this is because it's more widely known.

"We always try to keep ourselves ahead of the game and as such we're putting all our staff through training so that we are ready ahead of our competitors and don't get left behind."

INSTALLER'S CHOICE

Spotlight

Vince Davey of Vince Davey Plumbing and Heating

Vince Davey of Vince Davey Plumbing and Heating set up his business seven years ago and covers all aspects of heating, from boiler replacements to full central heating systems, underfloor heating and solar systems.

When he moved into his current home – an old school house – it was in disrepair and in desperate need of renovation. The central heating system was extremely inefficient and outdated and was one of the first things about the property that Vince wanted to tackle. As he explains:

“When we bought the school, all it had was an old copper cylinder and a very old boiler. As well as the property itself needing attention, the heating system badly needed bringing up-to-

date too and from day one my priority was to make it more efficient.

“As we’re in a semi-rural location, the school house isn’t connected to a mains gas supply so we are on LPG instead. It’s horrendously expensive, so the main aim of upgrading was specifically to lower my fuel costs. At the time, Worcester was promoting its Greenskies solar panels, so I opted to install them in conjunction with a Worcester Greenstar Ri boiler. In addition to the solar panels and high

efficiency condensing boiler, I’ve also installed a Rayburn in the kitchen to be as energy efficient as I possibly can and keep some money in my own pocket at the same time.

“Since completing the work, I can honestly say that the savings have been phenomenal! Thanks to the large 310 litre pressurised cylinder I installed along with the Greenskies panels, we are now getting ample supplies of hot water for free and we’re less reliant upon the boiler to do the hard work.”



Vince Davey with his successful solar installation



There's a new name for gas safety and to make sure you have all the latest and most up-to-date information, Installer's Choice spoke to Andy Stoll, Head of Strategy and Policy for the new Register, to get the lowdown:

Gas safety in Great Britain is changing from 1 April 2009

The Health and Safety Executive (HSE) has appointed a new body to provide a new gas safety register in England, Scotland and Wales – replacing the one operated by CORGI. The new register is called the Gas Safe Register™.

Gas Safe Register™ will be responsible for registration services, consumer education, tackling illegal installers and providing support to registered businesses and engineers.

What will be different about the new gas register? You will quickly find that Gas Safe Register™ is all about gas safety and nothing else. What we won't be doing is selling you boots, vans or other paraphernalia – that is not what we're about. What we are going to do is run an efficient and effective registration service and educate consumers about gas safety.

We will spend a considerable amount of effort educating the public about the value of working with registered engineers. The public will get a better understanding of the protection offered by the gas register and the actions they can take to keep themselves and their family safe. Awareness campaigns will include the importance of regular appliance servicing, using approved CO alarms and the dangers of Carbon Monoxide. These activities will be part of our

national publicity campaign to raise awareness of the changeover from CORGI to Gas Safe Register™. A better informed public will begin to routinely demand the services of registered engineers (squeezing out illegal workers).

Registered engineers will benefit from a professional relationship with a safety register that is focused exclusively on gas safety. We are reducing unnecessary burden on registered engineers, and will be tenacious in dealing with unsafe installers. We will provide comprehensive technical support, a new gas standards update and technical alerts service, plus a new monthly magazine – big on technical content. There are other benefits including paying reduced costs and fees by monthly direct debit from 2010 – they can also keep their CORGI registration number.

Consumers will also see positive changes:

The 'Find an Installer' service will be simplified. It will provide information

on local registered businesses, and give details of the engineers working for that business, their qualifications and their picture (where permitted).

We are providing a 'Check an Installer' service that will allow householders to call us and use an automated service or speak with one of our advisors. The service will confirm the engineer is registered and provide details of work they are registered to carry out. The system will offer to send an MMS text message containing the same details and a picture of the engineer – this will stop illegal workers pretending to be a legitimate registered installer.

Finally, it is very important to note that there will be no dual-running of old and new registers. The CORGI register will end on the 31 March 2009 in Great Britain. The new register, Gas Safe Register™ will start on 1 April 2009. To continue to carry out gas work legally from 1 April, businesses and engineers must be registered – there will be no period of grace.



Who is Gas Safe Register™?

Gas Safe Register™ is the registration body appointed by the Health and Safety Executive to manage the new gas safety register in Great Britain from 1 April 2009.

It is a legal requirement for anyone carrying out domestic and commercial gas work to be registered, and comply with the Gas Safety (Installation & Use) Regulations 1998.

The register of gas engineers held by Gas Safe Register™ will be there to protect people from dangerous gas work. Gas Safe Register™ will assess the competence of individual engineers by inspecting the gas work they have

carried out. They will do this to make sure engineers are safe to work on gas. Gas Safe Register™ is focused on gas safety and will campaign to raise awareness of gas safety risks associated with using illegal gas installers.

Gas Safe Register™ is the brand name for Capita Gas and Ancillary Services Limited, a division of the Capita Group Plc. For more information visit www.GasSafeRegister.co.uk

How to register

We are starting to renew registration for CORGI installers from 19 January. Anyone registered with CORGI will have received a letter before January, which directs to the new website for online registration www.GasSafeRegister.co.uk. Or you can phone 0800 408 5577 and request a registration pack by post.

Tell us what you think of the new gas safety scheme and how you think it will affect you by writing to us or emailing r.soper@uk.bosch.com

MEET MERVYN THOMAS

Regional Sales Manager, Central Region One

Q. Tell us how you got into the industry?

A. I knew from an early age that I wanted to be in this industry and so I started by completing a four-year plumbing and heating apprenticeship at a college in North Wales, where I grew up. After that I was sub-contracted to British Gas where I worked as an installer, on the ground, for the best part of 11 years.

I made the move to Worcester in the early 1990's, working as a service engineer in Wrexham and Chester covering a patch that stretched as far as South Wales and Aberdeenshire. From there, in 1997, I was interviewed for the role as Worcester area sales manager for Cheshire and North Wales and this was my move into sales. I found that I really enjoyed the sales side and so when, in 2001, an opportunity came up for the role as regional sales manager I jumped at the chance and the rest, as they say, is history.

Q. What does your role entail?

A. I look after Central Region One, which covers the West Midlands, Merseyside and North Wales. On a day-to-day basis my job involves looking after a team of eight salespeople, who I support where I can, when needed. I guide the team to improve sales as a region and also have my own key accounts which I am in contact with on a regular basis.

The team includes two technical specification managers, which concentrate on local authorities and larger contracts, and six area technical sales managers who look after merchants and installers.

Q. What do you enjoy most about your job?

A. It has to be the variety. In terms of the different roles and the hats we have to wear on a regular basis whether you're speaking to your team, key accounts, or even talking about the different products we offer.

It's also really exciting now that renewables are coming into play. Not only is it a new technology, it's also a totally new thought process. For example, these days when an installer visits a property to talk about renewables, they have to come up with a complete design. It's not a case of simply turning up and fitting two Greenskies solar panels on a roof, there's a lot more thought that needs to go into the installation. You have to carry out calculations and look at whether a property is suitable for the new technologies, giving everyone more of a challenge.

Q. Is renewables the area you're most interested in at the minute?

A. Yes absolutely. I think it's also of interest to the market as there are plenty of people asking questions. Installers are on a learning curve and the only way to learn and understand the products is by asking questions.

Q. Which of the new products are you most excited about?

A. I think the Greensource air-to-water heat pumps will be a very successful product in the industry as it's more suited to the properties we have in the UK.

Q. If you were stranded on a desert island what three things would you miss the most?

A. A toothbrush, toothpaste and a hairbrush. Though I guess the politically correct answer should be my family, a toothbrush and my golf clubs.

Q. What do you do outside of work?

A. I enjoy golf, but my favourite past time at the weekend is walking. I don't do it professionally but we live in the mountains and I enjoy exploring them.

Q. What has been your biggest career achievement?

A. I have two things that I'm really proud of – firstly winning the VB award in 2000 and being taken to Istanbul for the weekend to meet other members of the Bosch sales force. The VB award is a company wide award given to employees who have gone above and beyond the call of duty. And secondly being promoted to regional sales manager.



New Promotions for 2009

Worcester is giving you even more reason to choose its products in 2009 with two fantastic new promotions.

The Installer's Choice now with a choice of rewards

Choose any Worcester Greenstar oil-fired boiler or Greenstar i, Si, Ri, CDi, FS or Highflow gas-fired boiler and bag yourself a free Worcester jacket or Bosch professional impact drill.*

The Bosch GSB 13 RE Professional impact drill (230 or 110v) is ideal for a variety of everyday drilling tasks. The highly compact, professional quality 600-watt impact drill features a keyless ½ inch chuck with auxiliary handle and 210mm depth-stop, soft grip for secure hold, electronic control for exact pilot drilling, forward/reverse rotation and 3-year warranty.**

The Worcester fleece lined jacket comes in black, with front fastening zip, two zipped side pockets and an internal mobile phone pocket and it's 8000wp water proofing – ideal for keeping you warm in these freezing temperatures.

*Terms and conditions apply
**Transformer not supplied



Cash-back offers available now



£200

cash-back on installing a Greenskies solar water heating system

+ £150

on installing a Worcester Greenstar boiler (when installed at the same time as the solar panels)

+ £50

on installing a Greenskies cylinder (when installed at the same time as the solar panels)

£200

cash-back on Worcester Greensource air-to-water heat pumps

£2,000

cash-back on Worcester Greenstore ground source heat pumps

Cash-Back for you

Worcester is also offering installers up to **£2,000 cash-back** when you install one of its renewable heating solutions, in your own home, from now until 31st July 2009.*

The Greenskies solar panels, Greenstore ground source heat pumps and Greensource air-to-water heat pumps all deliver heating and hot water comfort using sustainable sources of energy and bring significant benefits to you and your business.

When you install selected Worcester renewable products in your own home you could receive up to £2,000 cash-back.** And with daily hands-on use of your own renewable heating and hot water system, you will also have the opportunity to demonstrate its cost-saving efficiency to potential customers – something many installers have found to be a strong source of new business.

Simply install your chosen Worcester products then complete and return the claim form – it couldn't be easier.

What's more, by installing Worcester's renewable products into your own home you are also eligible to enter The Installer's Choice Calendar competition. To find out more turn to page 4 of the magazine.

To find out more about Worcester installer promotions visit www.worcester-bosch.co.uk and go to the installers section of the website, or call 0845 313 0058.

*All claims need to be registered by 31st August 2009
**Terms and conditions apply

Win with Worcester!

To celebrate the launch of the new Express 'F' range, Fernox is giving away a set of products to 10 lucky readers. The new Fernox Express chemical water treatment range is the quickest, most convenient way to treat a central heating system effectively. Unlike other aerosol type products on the market, Fernox Express comes complete to dose a system – there is no need to purchase additional, expensive adapters or nozzles. In just 30 seconds the system is treated – no mess, no fuss and no hidden costs.

Fernox Express is an ideal solution for installers less familiar with water treatment, offering the total package: Protector F1, Boiler Noise Silencer F2, Leak Sealer F4 and Cleaner F5. All formulations are fully compatible with other Fernox products, including Superconcentrates and the 500ml 'F' range irrespective of the application. Fernox Express even makes treatment into awkward areas easier, as canisters can be discharged upside down, at right angles – any which way!

Protector F1, Boiler Noise Silencer F2 and Leak Sealer F4 are available in 265ml cans. Cleaner F5 is available in 280ml with a higher concentration of active ingredient, as it has been developed for heavily sludged

systems. Each canister is sufficient to treat up to 10 single radiators, or a 100 litre central heating system.

All products offer the same proven formulations and have been developed to protect central heating systems from the effects of corrosion and lime scale build-up and to tackle common problems that can affect a boiler's operation and efficiency.

Manufactured from 100% recyclable aluminium, Fernox Express aerosols are environmentally friendly (nitrate, phosphate and EDTA free). Fernox Protector F1 Express has been Buildcert, KIWA and Aqua Belgaqua approved – offering installers complete confidence in the performance and quality of the range.



To win, answer two simple questions and return the form to The Installer's Choice, January 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Q1. How many seconds does it take to treat a system with the new Fernox Express range?

- A) 30 secs
B) 40 secs
C) 60 secs

ANSWER: _____

Q2. What percentage of recyclable aluminium is the new Fernox Express range made from?

- A) 10%
B) 50%
C) 100%

ANSWER: _____

Name: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____

Tick box as appropriate:

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

Terms and Conditions

1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. One winner will be notified by the 19th February 2009

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.

We spoke to Mervyn Thomas in this month's 'Behind the Scenes' – here's how you can contact Mervyn and his team in Central Region One.



Mervyn Thomas
Regional Sales Manager

Contact Mervyn on **07790 488499**

Areas: **B, CH, CV, CW, DY, IM, L, LL, ST, SY, TF, WA, WN, WS, WV**



Matt McGann

Technical Sales Manager, gas

Contact Matt on **07767 432558**

Areas: **B, CV**



Anthony Roberts

Technical Sales Manager, gas

Contact Anthony on **07790 489974**

Areas: **DY, SY, TF, WS, WV**



Mike Bate
Specification Manager

Contact Mike on **07790 488476**

Areas: **B, CV, DY, ST, SY, TF, WS, WV**



Neil Wooton-Porter

Technical Sales Manager, oil

Contact Neil on **07767 432534**

Areas: **CH, CW, DY, LL, ST, SY, TF, WS, WV**

Peter Walsh

Specification Manager

Contact Peter on **07790 489984**

Areas: **CH, CW, L, LL, WA, WN**

Paul Morgan

Technical Sales Manager, gas

Contact Paul on **07767 253714**

Areas: **CW, ST**

Walter Lyon

Technical Sales Manager, gas

Contact Walter on **07767 432566**

Areas: **IM, L, WA, WN**

Dan Huntington

Technical Sales Manager, gas

Contact Dan on **07767 432557**

Areas: **CH, LL**