

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.

July

Royal Welsh Show

Powys
20/07/09 – 23/07/09

CLA Game Fair

Belvoir Castle, Grantham, Leicestershire
24/07/09 – 26/07/09

The New Forest and Hampshire County Show

Brockenhurst
28/07/09 – 30/07/09

August

Anglesey County Show

Anglesey
11/08/09 – 12/08/09

September

Self Build, Dublin

Citywest
11/09/2009 – 13/09/2009

Permanent Exhibitions

Worcester has several permanent exhibition stands around the UK, which give customers the opportunity to view new and existing products all year round.



The Building Centre
26 Store Street, London



Build Store
National Self-build & Renovation Centre
Lydiard Fields, Swindon

JULY/AUGUST 2009

THE INSTALLER'S CHOICE



Worcester's football shirt promotion is back

Find out how you can score your free shirt inside

Environment 2020 award winners revealed

New Greenstar i System outputs

WORCESTER
Bosch Group

Highflow. The clue's in the name.



Is it any wonder that installers are pouring praise on the new Worcester Greenstar Highflow CDi combi range?

A-rated for efficiency, these powerful floor-standing combis condense in hot water mode and deliver a flow rate of up to 25 ltr/min at 90% efficiency. This performance is ideal for homes with two or more bathrooms, and is backed by all the built-in quality and reliability for which Worcester and Bosch are renowned.

For further details call 08705 266241 or visit our website



www.worcester-bosch.co.uk

**NEW
PRODUCT**

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Welcome from Carl Arntzen

Hello and welcome to the summer issue of Installer's Choice. Following Worcester's Environment 2020 Awards we've got a double page spread dedicated to the day and the inspirational keynote speech delivered by the then Minister of State for Energy and Climate Change, Mike O'Brien, who, before the recent cabinet reshuffle, urged installers across the UK to join in the 'renewables revolution'.

Considering you, the installer, have been the key focus of our route-to-market strategy, this was a speech that we, at Worcester, welcomed, and we were delighted that the Minister so publicly recognised the key role the installer must play in helping the Government reach its climate change targets.

You are the key point of contact with the customer – making the heating decisions for the homeowner more than 70% of the time. There is a huge

market of opportunity for installers to use the annual service visit and other points of contact to move homeowners from standard-efficiency boilers to high-efficiency and then onto renewable technology.

Find out more about the E2020 Awards and what the Minister had to say on pages six and seven and meet the overall winner, Kevin Davey, on page 10.

Many of you will be very pleased to know that we're about to launch our successful football shirt promotion for the second year running. Giving all installers that purchase one of our Greenstar gas-fired boilers a free football shirt of their choice. Make sure you don't miss out.

Enjoy the magazine.

Carl Arntzen
Director
Bosch Thermotechnology Ltd

Worcester's new YouTube channel goes live

Worcester has launched its very own channel on YouTube featuring videos on Greenskies solar water heating, Greenstore ground source heat pumps, heating controls and tips on saving energy around the home.

Victoria Billings, marketing manager for Worcester, comments: "The online word is bigger than ever and with more and more homeowners and professionals alike using the internet to research products and companies before making purchasing decisions, it's never been more important to ensure our products

are featured on the key search engines and websites.

"As part of our 2009 online marketing strategy Worcester is focusing on building its online presence. With over ten hours of videos uploaded to YouTube every minute, creating our own channel on the popular site was a priority and we're really pleased with the result."

To view Worcester's new YouTube channel visit www.youtube.com/worcesterboschgroup



Difficult times for heating sector but first 'greenshoots' are visible

The first six months of the year have proved difficult for the heating industry, but Carl Arntzen believes things are looking up. "The market decline accelerated at the beginning of the year, but we are seeing the first signs that the decline is, at last, slowing. Anecdotally, many of the installers that I have spoken to, have reported that activity has increased in recent weeks, particularly in the social housing sector which has entered the new financial year."

Carl added that he believes consumer confidence will play a key role in recovery. "There are early signs that consumer confidence is returning, particularly in the housing market. Hopefully, this will give some uplift to the one-off market and we are hopeful that the home improvement market, which has been energised by people staying in their own homes for longer, will also provide opportunities."



Carl says the full impact of the unprecedented low interest rates and the VAT cut, will take time to work through. "We are hopeful of seeing real signs of recovery in Q3 and Q4 of this year, but expect the full year to be approximately 11% down." However,

Carl says that the rejuvenated market will be a changed one. "We anticipate an increased uptake in renewable heating solutions as the market returns to growth, which will radically change the dynamics and mix of the UK heating market."

Government urged to bring in scrappage scheme for old boilers

Worcester is urging the Government to bring in a boiler-version of its scrappage scheme, which it has just launched for old cars and was designed to kick-start the automotive sector, by offering drivers £2,000 towards a new car or van, if they trade in 10-year-old or more vehicles.

Neil Schofield, head of sustainable development at Worcester, believes that a similar scheme that would see the replacement of older boilers with high-efficiency, Band 'A', condensing technology would potentially be even more successful.

"The scrappage scheme for cars is a

very positive step for the automotive sector which has already proved very successful in Germany. However, I am personally convinced that a scrappage scheme for old, Band 'G' gas-fired boilers would be even more successful in terms of injecting money into the economy and helping the Government to achieve its climate change targets. A scrappage scheme for old boilers would help the industry by stimulating demand, help the Government by reducing carbon emissions and benefit the homeowner with lower fuel bills."

It is estimated that there are currently 4.5 million Band 'G' gas boilers

in use in the UK that are currently covered by incentives in the Carbon Emission Reduction Target (CERT). Neil says that previous discussions with the utility companies have indicated support in principle for a scrappage scheme for boilers, but the values have to be significant to make it worth their while and the current CERT values are not providing sufficient incentivisation to entice the homeowner. "CERT funding comes to approximately £50, which is not sufficient to entice homeowners to change. Our belief is that the incentivisation needs to be more in the region of £200."

Condensafe Plus – new from Sentinel

SENTINEL
Water & Energy Solutions

Salamander Engineering Ltd, part of Sentinel Performance Solutions Group, has launched its new Condensafe Plus Unit, which aims to provide more options for installer's to safely dispose of the acidic condensate waste.

Condensafe Plus offers the following benefits:

- Unique design
- Fits all domestic condensing boilers
- Eliminates the need for soakaway
- Replaceable acid neutraliser
- Will not effect boiler operation
- And complies with BS6798:2009 as well as other European standards.

To find out more visit
www.sentinel-solutions.net





Worcester's 2008 E2020 winners with their awards

Worcester's Environment 2020 Award Winners Revealed



Winners of Worcester's 2008 Environment 2020 Awards were announced at a ceremony opened by Worcester's Carl Arntzen and attended by then energy minister, Mike O'Brien, in May.

Throughout the year, one installer is chosen every month for a sustainable project they have completed using a Worcester renewable technology. Kevin Davey was crowned the overall winner of the 2008 awards, after his Greenstore ground source heat pump installation, which you can read more about on page 10.

Neil Schofield, head of sustainable development at Worcester, who

presented the annual E2020 Awards comments: "At Worcester, we remain committed as ever to helping save the planet, the entrants for last year's awards were exceptional and it was a pleasure to see the fantastic work and commitment to renewable technologies from installers and specifiers. Our art competition winner also produced a fantastic 3D collage which conveys the importance of energy-efficiency in the home."

As well as Kevin picking up the overall 'Installer Award' runner's up included, Dominic McCartney, from Northern Ireland, for the complete overhaul of the heating system in a 1930's style, detached house in Belfast; Andrew Cosgrove, for his highly-efficient installation in a large new-build ecohome; and Paul McLoughlin, of Paul M McLoughlin Ltd, for his Greenstore ground source heat pump installation.



E2020 host Neil Schofield



Mike O'Brien gives his inspirational speech

Mike O'Brien, who was the Minister of State for Energy and Climate Change before the recent cabinet re-shuffle, delivered an inspiring speech and said he believed installers have a key role to play in helping to deliver the Government's climate change targets and that they will benefit from their involvement. "Don't underestimate the business opportunities presented by the renewable revolution. We have to deliver, by law, a 20% reduction in our emissions by 2020 and an 80% reduction by 2050. In five years time more than one million people will be employed in renewable energy related jobs. Those installing highly efficient and renewable technologies in domestic homes will be a very significant proportion of this number."

He continued: "You may not look like revolutionaries. You may not dress like revolutionaries, but you are part of a revolution. Do some good, some real good, and join in. You can literally help save the planet."

O'Brien said he remained concerned that the high-efficiency and renewables messages were not always getting through to both installers and homeowners. "Home efficiency is the way of the future, be it high-efficiency gas-fired boilers, local generation or solar panels, but people do not know what new technology will do for them. We have to bring the industry with us and then the wider public.

"Organisations like Worcester and installers like the overall 2020 Award Winner, Kevin Davey, are at the vanguard of this revolution and are spreading the word, but we need more people to join them."

Let's hope the new Minister, Lord Hunt, is as enthusiastic!

If you want to be involved in 2009's E2020 Awards, simply complete an entry form, which can be downloaded from our website.



Energy Minister, Mike O'Brien, with overall winner Kevin Davey, and Worcester's Carl Arntzen



This month Installer's Choice talked to Andrew Keating, Commercial Director, Lightside at Wolseley UK, about the opportunities a tough market can bring.



WHEN THE GOING GETS TOUGH ...

Working in the current economic climate may be a challenge but now is the time to maximise your strengths, find innovative ways to win new business or diversify into niche markets perhaps not previously considered.

If one thing is clear about the domestic market this year, it is about doing up rather than selling up. With the current economic downturn making it difficult for people to move, many homeowners have decided to improve their homes, installing more energy efficient central heating systems - not to mention statement designer radiators, kitchen and bathroom re-design, and of course, a whole range of renewables.

And, with 'efficiency,' refurb' and 'repair' the buzzwords of this recession, renovation and refurbishment projects can bring many new opportunities and help to grow your business.

As consumers become more environmentally aware, a good starting point when undertaking

a refurbishment project is to be able to offer eco-friendly products. Homeowners are now actively seeking installers who understand, and are qualified to fit, high-efficiency boilers, renewables and water efficient sanitary ware and accessories.

With many homes still having inefficient G-rated boilers which are expensive to run, the installation of high-efficiency boilers is a real recession busting opportunity. Householders want to save money long term and having an energy-efficient property can make a positive difference to their bank balance. If they are planning to sell or rent their house, a positive Energy Performance Certificate can help determine whether they attract a buyer at the right price.

Renewable technologies, such as solar and heat pumps, can represent growth at a time when more conventional business may be slowing. However, they will only deliver their full potential if they are properly integrated with existing 'conventional' services. And you, the

heating installer, are the best person to make this happen because you understand how it works.

When it comes to updating the look and feel of the home, a designer radiator can make a design statement in any room in the house. Plumb Center's exclusive range of designer radiators and towel warmers allow homeowners to make a real impact within the home. A stylish radiator can be used to create a design feature for the room whilst at the same time effectively heating the area.

With a little thought and a minimal cash outlay, compared to moving, a bathroom can be transformed into a stylish retreat. Some homeowners will take on the task themselves, but many will turn to skilled trades people to undertake the work on their behalf.

With a vast range of designer sanitary ware available, and the option to re-position the suite, add or remove walls, doors and windows, you can help your customer to design their dream bathroom.



As one of the UK's leading manufacturers of high-efficiency products, Worcester works hard to continuously refine and improve its award winning Greenstar wall-mounted boilers. Here Martyn Bridges, director of marketing and technical support, explains how the latest accessories under development aim to make installation even easier...

New Worcester Accessory Range designed to make installation even easier

Understanding how important it is to help make life easier for busy installers, Worcester's planned introduction of a range of new accessories will not only make Worcester's Greenstar boilers easier to install, but will help save precious time on the job too.

Perfectly pre-formed for faster installation

One benefit-driven addition to the Greenstar Si and i boiler series includes 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 eliminates the need for any wire and clamp bonding arrangements.

Undercover

Perfect for situations where the homeowner has a boiler situated above a work surface in their kitchen, Worcester will be introducing a plastic pipe cover to hide any pipework that is on display between the boiler and the work surface.

Acting almost as a makeshift wall, the pipe cover is made from white enamel, which could, if necessary, be tiled over to be in keeping with the design of the rest of the kitchen, and is the ideal disguise for hiding unsightly pipework.

Magnet attraction

Worcester will be adding a magnetic, cyclonic system cleansing device to its accessory offer, which when installed in the water way of a system attracts the iron oxide and other solids that can build up in the system. This unit will connect to the wall-mounted jig providing a neat finish protecting the water-based components from premature damage and efficiency downturns. The unit protects the boiler from contamination by attracting iron oxide and other impurities to the device.

This does not eliminate the requirement in the Building Regulations to flush and inhibit the system. However, as we all know it is very difficult to flush every contaminant out of an existing system even when power flushed. This unit will therefore provide the ongoing filtration process for water-based contaminants.

Keyless filling link

Filling up a sealed heating system can prove problematic for end users, with the connection of the key often proving the hardest part. As such, Worcester will be introducing a keyless filling link. A massive benefit for the homeowner, and ultimately the installer, Worcester's new keyless filling link will relieve the difficulty of topping up the system every time the boiler loses pressure. Our customer contact centre takes

thousands of calls throughout the year from end users who may have removed a radiator for decorating purposes and now need to replenish the system pressure. The difficulty in explaining to a customer how to undertake this led us to design a device which didn't need a complicated key or hosepipe to be connected between the mains and primary water and then removed after use.

The filling kit allows a one operation lever device, which makes the temporary connection as well as allowing mains water to enter the system. The filling link introduction is scheduled for the latter part of 2009 and will fit all Greenstar boiler wall-mounting jigs and of course hold all the necessary WRAS approvals.

Our Greenstar range of wall-mounted boilers is a favourite amongst many installers who are impressed by its outstanding design, performance and value for money. From talking to installers on a regular basis, we know how important it is for you during the current economic climate to keep time to a minimum on each job. The aim of these new accessories, we hope, will not only give you an easier life but also help you to save precious time on the job too. The accessory series is scheduled for introduction in Q4 of 2009.

Kevin Davey from Bath was crowned overall winner at Worcester's 2008 Environment 2020 Awards for making a customer's home highly-efficient with renewable technologies.



Bath man is Eco-Tastic

Kevin, who started out as a plumbing and heating installer and has now developed his business to manage complete domestic building projects, scooped Worcester's overall 2008 Environment 2020 Award for specifying and installing a new energy-efficient heating system as part of a bespoke new-build home at Haycombe Lane in the heart of the Bath countryside.

The new system included two Greenstore ground source heat pumps, with a Greenstore cylinder and three Greenskies solar panels to provide hot water. This combination of renewable technologies was installed to reduce the home's carbon emissions and reduce the families' fuel costs.

"This was my first Greenstore ground source heat pump installation so winning the award was a real coup. The customer was over-the-moon with

the system and the installation created a real springboard in promoting my company, resulting in even more installations using renewable technologies," said Kevin; "Having developed my company to offer a complete building service, installing these types of products are becoming a more regular part of my work. Renewables are clearly the future of the heating industry and it's pleasing to see consumers are willing to invest in these products for the good of the environment."

The award-winning work scored Kevin £1,000 worth of leisure vouchers which 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.

For further information and to download an entry form for this year's awards, please visit www.worcester-bosch.co.uk



Don't Miss Out
20th July –
18th September
2009

Worcester launches its 2009 football promotion

With the new season just around the corner, Worcester is kicking off its popular football promotion...

From 20th July – 18th September 2009 Worcester is giving you the opportunity to get your hands on a free official football shirt of your choice, every time you purchase a Greenstar gas or oil-fired boiler*. Whether your team is in the premiership, championship or Scottish premier league, purchase a Worcester Greenstar gas or oil-fired boiler and you will be the proud owner of your very own official football shirt, free of charge – what a result!

Not a football fan yourself? Reach the top of the score board in your

family league by giving your son, daughter or partner their favourite team's shirt. Worcester will provide the football shirts in adults and children's sizes, making it a winning promotion for everyone.

What's more, there's no limit to the amount of shirts you can claim. So every time you sell a Worcester Greenstar boiler you could claim a free shirt of your choice.

The promotion is available on the following Greenstar range of high-efficiency gas or oil-fired condensing boilers from Worcester:

- Greenstar i Junior series
- Greenstar i System series
- Greenstar Si series
- Greenstar Ri series
- Greenstar CDi series
- Greenstar FS CDi Regular
- Greenstar Highflow 440 and 550
- Greenstar Heatslave series
- Greenstar Camray series
- Greenstar Danesmoor series

To find out more about Worcester's football promotion please visit www.worcester-bosch.co.uk or talk to your local representative to make sure you get in before the final whistle!

*terms and conditions apply

INSTALLER'S CHOICE

Spotlight

Esas Ali, E A Services

Esas Ali of E A Services started his business around twenty years ago and as well as focusing on traditional central heating installations, fitting high-efficiency Worcester Greenstar condensing boilers, Esas has also branched out into renewable technologies over the years.

Having attended practically every training course available at Worcester, Esas chose Greenskies for his own five-bed detached home in Sevenoaks, Kent and has never looked back. He commented: "I decided to install Greenskies in my own property because I truly believe that it does what it says on the tin.

"The installation itself involved fitting the solar panels to the roof of our detached garage and then connecting the pipework up to run underground into the main house. In addition to

the panels, we also chose to install a Greenstar CDI boiler, which is located next to the solar controls, and a Greenskies 300 litre solar cylinder to adequately cope with storing the amount of hot water we expected to, and now do get, from our solar panels.

"Since completing the installation, I have to say the difference has been amazing. Now, we can literally switch our boiler off during the summer and let the solar look after all our hot water needs. Both the wife and I

noticed an immediate improvement in our fuel bills - and if the wife is happy then everybody's happy!

"As far as the future is concerned, I think we're going to get more and more into renewable energy in the UK. With Worcester introducing Greensource air source heat pumps too, the possibilities are increasing. Who knows, in 10 years time we may not see boilers being installed in domestic properties if the installation of renewable technologies continues to catch on as we expect it to."





Worcester will be further extending its market leading range of condensing boilers with the introduction of two new outputs for the popular i System series both of which will be available from August 2009. Installer's Choice spoke to Steve Lister, director of sales at Worcester, to get the details:

Worcester extends its existing i System boiler range with the introduction of two new models

All companies must adapt to a changing world, but few sectors have undergone change as radical as that implemented in the UK's heating sector.

A system boiler is a compact and highly-efficient unit giving all the heating and hot water you need, with significant savings on running and installation costs. The Greenstar i System boiler incorporates all the major components built-in, including an expansion vessel and circulating pump. All are pre-wired, pre-plumbed and pre-tested for greater reliability as well as a quicker and neater installation.

With compact dimensions of 710mm (h) x 400mm (w) x 330mm (d), Worcester's i System boiler weighs in at less than 28kg, making it suitable for one-man lift. Currently available in 12kW and 24kW models, this August will see the introduction of two new models – 15kW and 18kW – added to create mid output options for the series.

Steve comments: "Our commitment to developing the best technology for our products remains our priority. The ongoing development of our product offering is key to us remaining at the forefront of the market. These new models will be available through our existing merchant chains."

Worcester's Greenstar i System appliances are offered with a full two year guarantee on parts and labour and a 10 year warranty on the primary heat exchanger. They are fully compatible with the Greenskies solar system, providing an extremely efficient, part renewables/part fossil fuelled heating and hot water system.

For more information about Worcester's high-efficiency products, its services and training facilities, call 08705 266 241 or visit the website www.worcester-bosch.co.uk

As well as the Greenstar 12kW, 15kW, 18kW and 24kW i System series, Worcester also offers a number of other System boilers including:

- Greenstar 30CDi System
- Greenstar Camray System 12/18
- Greenstar Camray System 18/25
- Greenstar Camray System 25/32
- Greenstar Camray Utility System 12/18
- Greenstar Camray Utility System 18/25
- Greenstar Camray Utility System 25/32

How to Vote for the 2009 CORGI Awards

To support us in the CORGI Awards please visit www.corgiawards.com - you can vote for Worcester in the 'Green Manufacturer of the Year' and 'Heating Manufacturer of the Year' categories.

You will be asked to provide ratings (out of 5) in the following areas:

- Ease of installation**
- Quality of product**
- Reliability of product**
- Technical support provided**
- Value of product**

If you want to be heard – place your vote now!



An amended version of Part G of the Building Regulations for Sanitation, hot water safety and water efficiency will come into force in October 2009. Here, Martyn Bridges, director of marketing and technical support at Worcester, talks about section G3 of the document, the safety of hot water and hot water storage systems:

Revised Part G Building Regulations Draft 1

The revised document will feature enhanced hot water safety and efficiency for all new homes, including inbuilt protection from hot water scalding in baths using protective devices, such as a thermostatic mixer valve, to limit the temperature of the hot water supply to baths to a maximum of 48°C, and the introduction of a new minimum standard of 125 litres of water per person, per day.

Over the last two decades the hot water storage market has transformed itself with on mains pressure systems occupying 50% of the total market share and dominating new-build and refurbishment markets. Until now, the safety of unvented systems has been the sole subject of safety legislations, now for the first time vented cylinders and thermal stores will also be included in the revised G3 section of Part G of the Building Regulations.

Vented Cylinders

Whilst unvented systems are supplied from the factory complete with all relevant control and safety devices to prevent temperatures reaching 100°C vented cylinders rely on the correct installation to ensure safety.

Some faulty installations have resulted in tragic accidents, which has prompted the change to enforce the important factors required to ensure safety have now been put into place;

1. The base of the cold feed cistern must be adequately supported over its full area, with a recommended support platform of 150mm for all directions beyond the dimensions

of the cistern. In addition, the G3 Approved Document formally specifies a minimum vent pipe internal diameter of 19mm.

2. Direct vented cylinders with an electric immersion heater must include a non-self-resetting energy cut out, as well as a control thermostat.
3. Indirectly heated vented cylinders must include an additional overheat cut out, to ensure the stored water does not exceed 100°C, as well as a control thermostat.

The guidance for unvented cylinders above 15 litres capacity has remained essentially unchanged with a requirement for a control thermostat, non-self-resetting energy cut out and a temperature and pressure relief valve.

Small unvented storage vessels of 15 litres or less will also be included but are treated differently in that they do not need notification (under Part G) and a temperature relief valve is not a specific requirement.

Discharge Pipework

The main cause for concern has previously been the discharge pipework.

The new approved document gives some useful clarification in this area in that there are specific material requirements where plastic pipes are used. It should be noted that plastic soil pipe systems are not currently available in these materials.

Thermal Stores

The revised Part G also clarifies the use of thermal storage vessels. These can be either vented or unvented, if part of a sealed system. An important technical difference for unvented thermal stores is that an additional independent energy cut out should be used as opposed to a temperature relief valve.

Notification to the Building Control Body is required unless the capacity is 15 litres or less. There are two routes of notification:

1. Direct notification on an individual basis, in advance of work commencing, in order to arrange inspection of the site.
2. Use a 'Competent Persons Scheme' approved installer – the scheme will notify the BCB directly.

Installer's Choice will keep you up to date on any developments.

MEET NEIL SCHOFIELD

Head of Sustainable Development at Worcester

Q. How did you get into the industry and into your current position as head of sustainable development?

A: I began my career at Worcester in 1987, when we were still based in the Diglis area of Worcester, as a Training Officer and Support Engineer – I was the first permanent product trainer the company ever employed.

As the industry and the company grew so did the need to educate the installer on our ever expanding products, which resulted in the opening of five training centres. At this point I became Training Manager, which included managing a team of product trainers and the centres. During my time in the training team I also helped to introduce our now well-known College Links Programme and saw the very first mobile training vehicles introduced.

As the industry became more aware of climate change legislations, my current position was introduced to ultimately drive all Worcester's products, including renewables, and ensure they were meeting legislations.

Q. What do you love most about your job?

A: What's not to love? I get to spend a good deal of my time at the Houses of Parliament, which is not only full of history but situated in our capital city. I've always loved spending time in London.

It also makes me incredibly proud to be part of the decision making process in which Worcester helps to shape the future of the heating industry, and our country.

Q. You've met many influential people in your career, who's the most memorable for you and why?

A: It's a difficult question – I can honestly say the political party members are a pleasure to work with. At first it seemed quite daunting to sit in a room with some of the major influencers of our country, but they are genuinely fun people to be around and after a while you realise they're just normal people that shouldn't be put on a pedestal.

One of the most famous is Bianca Jagger, who now campaigns for world poverty.

Q. How do you think the country is coping as we get closer to the 2020 Government targets?

A: We have been given a fantastic opportunity to really make a difference to the future of the industry and our country, but we need the Government to be brave, like they were when they introduced the 2005 Part L Building Legislations to make it compulsory that all new boilers fitted were condensing only. If they simply enforced measures to increase the implementation of renewable technologies and high-efficiency boilers, then the targets could certainly be met.

Q. What do you hope to see from Worcester in the future?

A: Heating has become much more interesting and there are exciting times ahead for companies to develop energy efficient products to help reduce carbon emissions. Worcester is at the forefront of this move, with continued support from the Bosch Group, and will continue to lead the way as it always has.



Win with Worcester!

For your chance to win one of Worcester's fleece-lined jackets with front fastening zip, internal mobile phone pocket and 8000wp water proofing, simply find the 10 hidden words in the word search below:

Once you've found them, simply circle the hidden words and send the completed version back to the editorial office: Installer's Choice, July/August 2009, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

FIND THE FOLLOWING HIDDEN WORDS:

GREENSTAR
EFFICIENCY
WALLMOUNTED
RENEWABLES
GASFIRE
ISYSTEM
CONDENSING
BOILER
HOTWATER
HEATING

E	F	F	I	C	I	E	N	C	Y	B	L	I	R	A	N
M	R	D	O	A	R	O	S	S	C	N	T	M	T	H	S
R	D	I	R	M	E	P	N	N	K	Q	S	I	I	L	E
I	D	C	J	G	E	Z	R	M	Q	S	E	G	M	K	A
R	A	H	A	Y	S	E	E	G	I	S	N	E	O	S	E
E	O	P	E	I	L	T	F	G	I	I	S	S	E	H	Z
N	G	C	U	I	S	G	E	N	T	G	T	L	I	N	Y
O	R	A	O	Y	H	I	E	A	T	I	B	A	E	D	A
Y	E	B	S	N	P	U	E	T	X	A	T	T	I	A	Q
H	E	I	E	F	D	H	O	T	W	A	T	E	R	U	Q
O	N	K	H	G	I	E	R	E	G	Y	I	S	E	A	O
S	S	D	F	A	E	R	N	R	E	H	S	C	A	P	A
L	T	D	P	I	S	E	E	S	U	E	T	I	S	T	E
D	A	M	E	T	R	A	Q	D	I	X	L	S	C	N	T
E	R	U	S	T	L	H	S	A	F	N	P	E	R	N	O
W	A	L	L	M	O	U	N	T	E	D	G	E	Z	E	R

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 September 2009

Keep in touch – Renewable Focus

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

Worcester has a sales team dedicated to its renewable product portfolio. Headed up by director of sales, Steve Lister, the team covers the entire country to ensure you have the right support wherever you are. Here's how you can contact them:

