DIARY DATES

Exhibitions

Over the next few months you can visit our 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 2010

The Great Yorkshire Show
Great Yorkshire Showground, Harrogate
13/07/2010 – 15/07/2010

Royal Welsh Show – Royal Welsh Showground, Builth Wells
19/07/2010 – 22/07/2010

Penrith County Show – The Showground, Penrith
24/07/2010

New Forest County Show – The Showground, Brockenhurst
27/07/2010 – 29/07/2010

August 2010

Anglesey County Show
The Showground, Anglesey
10/08/2010 – 11/08/2010

Keep up-to-date with the daily goings on at Worcester, Bosch Group by following us on Twitter, Facebook and YouTube.

Twitter.com/heatingyourhome

Facebook.com and search for Worcester-Bosch-Group

www.youtube.com worcesterboschgroup

JULY/AUGUST 2010

THE INSTALLER'S CHOICE

Get your head around MCS with our new training

Part G Building Regulations changes

Installer benefits of our Energy Homes website

WORCESTER
Bosch Group

Choosing quality brings its rewards

Buy any Greenstar oil-fired boiler* between 21st June and 27th August 2010 and we'll give you **£30 worth of 'Love2Shop' shopping vouchers absolutely free**.

For more information call **0845 313 0058** or visit our website.

WORCESTER
Bosch Group

www.worcester-bosch.co.uk

*Terms and conditions apply

CONTENTS

Welcome from Steve Lister

Welcome to the July / August edition of Installer's Choice. With the summer well and truly here (hopefully!), now is the ideal opportunity to be thinking about developing your knowledge with training. We have integrated our MCS Made Easy (Microgeneration Certification Scheme) training into our renewable product training courses. These extra elements are designed to help those of you who want to install renewables, understand MCS and learn how to become registered. We preview this new training on pages 6-7 to give you a feel for what you can expect.

Also in this issue, we reveal the overall installer winner of the Environment 2020 competition on page 10 and show you how to use our new PCB Test Cards on page 11.

We also take a detailed look at the new changes to part G Building Regulations and how they may affect you and your business.

On page 8 we welcome Ian Stares, of PTS, as our guest contributor.

We hope you enjoy the magazine.

Steve Lister
Sales Director

LCBP closure sends chill through heating industry

£1500 Cashback on Greenstore GSHP's for your customers

Uptake of renewables may suffer without the LCBP

The Government's decision to close the Low Carbon Building Programme (LCBP) has given rise to concerns that other renewable programmes could be cut as the Government tries to bring the budget deficit under control.

The announcement effectively leaves a year's gap between the closure of the LCBP and the introduction of the Renewable Heat Incentive (RHI). The fear now is that other programmes, even the RHI could fall victim to Government cuts.

Our head of sustainable development, Neil Schofield, commented: "I have every sympathy with the Government's position over LCBP, despite the fact that the programme has been an enormous success. It would appear that it has fallen victim to the need to make cuts in the budget deficit. There is a very loud silence from the Government with no-one confirming or denying the future of the RHI.

"The decision now leaves us with an enormous gap between the closure of LCBP and the start of the RHI programme in April 2011. My fear is that the renewables momentum which has been growing with the introduction of the Feed-in-Tariff, pay-as-you-save and RHI will now be lost."

No surprise at HIP axe

In light of the recent decision to scrap Home Information Packs following the formation of a coalition Government, heating industry representatives have outlined the benefits of the Energy Performance Certificate, which remains an essential part of property selling.

Having been a vital aspect of property marketing since its introduction in April 2009, the requirement for the Home Information Pack (HIP) for all property sales was suspended by the new Government indefinitely. The exception to this decision however, is the Energy Performance Certificate (EPC) which remains a requirement.

Martyn Bridges, director of marketing and technical support, said: "For us, the EPC had always been the most valuable element of the HIP as it allows for comparisons between different properties on the market – carrying the potential to be a deciding factor for a buyer. Further to this, the EPC allows the end-user to view the effects that different energy saving methods and appliances have on the home."

Available from accredited domestic energy assessors, the EPC rates the home's performance in terms of both energy efficiency and environmental impact.

Martyn added: "The coalition's decision to drop the HIP yet retain the EPC isn't really that big a change to the previous requirements. The Home Information Pack lost its purpose somewhat when the building survey was omitted, so the decision is no big surprise.

"The EPC was really the major piece of documentation and that is still being retained, which we are pleased to see. Once the householder has a rating for their property, it is relatively simple to demonstrate how much the property's energy efficiency and running costs could be improved by energy saving products and that is the most important element for consumers. The one decision that will reduce the EPC's effect is that it doesn't have to be available before the house is marketed. When the sale is concluded then the EPC is necessary, mainly to show compliance with the Energy Performance in Buildings Directive."

Follow our team on Twitter

Our Twitter feed has been up and running for some time now and it gives our 400 followers lots of helpful information and company news. With the social network site becoming more popular and the fact that it is such a great place to share views and opinions, some of our team felt they needed their own Twitter feed. So very soon our head of sustainable development, Neil Schofield and our director of marketing and technical support, Martyn Bridges will be tweeting themselves.

Neil will be giving you his thoughts on all the latest Government news, legislations and general politics surrounding the heating industry and Martyn will be covering technical and product related topics.

If you become a follower of Neil or Martyn you will also be able to send them direct questions if you have any relevant queries. For those of you who are on Twitter, you can find our main Twitter feed at the following web address **www.twitter.com/heatingyourhome** to follow Martyn go to **www.twitter.com/martynbridges** and to follow Neil **www.twitter.com/nschofield**

Worcester's new training promotions

Greensource air to air heat pump training course

With the summer being such a good time for training, we're offering a couple of excellent incentives for attending our training courses for the rest of the year.

FREE AIR TO AIR HEAT PUMP TRAINING COURSE*

From **1st July - 30th November 2010** any installer who attends either a Greenstore ground source heat pump or Greensource air to water heat pump training course at any one of our training centres, will be able to claim a **FREE** Greensource air to air training course.

FREE OFTEC TRAINING*

From **1st May - 31st December 2010,** we will be offering installers free OFTEC training worth over **£500** when you purchase six Greenstar oil-fired boilers.

The closing date for claims will be 31st January 2011 and all courses must be undertaken by 31st December 2011.

Claim your free OFTEC course when you buy any combination of six of these boilers:

Greenstar Heatslave
Greenstar Danesmoor
Greenstar Camray

To claim your free course(s), visit **www.worcester-bosch.co.uk/trainingpromos**

*Terms and conditions apply

The Microgeneration Certification Scheme or MCS, has caused much debate in the industry. The main stumbling block for installers is the complicated application process that they need to complete to become registered. Therefore we have created our MCS Made Easy training programme, to help guide you through the process. Training manager, Phil Bunce, tells us more:

Making sense of **MCS**

So what is the MCS Made Easy Training Programme?
The issue with MCS is that whether you're a business with 25 installers or a sole trader – you have to have ISO9001 style quality procedures to stand a chance of becoming registered. This amount of procedures is less relevant for sole traders and small businesses than bigger companies, therefore they don't tend to have the processes in place.

So to make the application easier for small installation businesses, we chose to approach the various MCS scheme providers. Elecsa were the provider that were most understanding of this issue and agreed to work with us.

Working with Elecsa has enabled us to create a simplified document which takes installers through the MCS registration process. We have done this to assist, predominantly the sole traders and businesses with only two or three employees, who simply don't have the time or admin support to work through the current application process.

How can installers access this new programme?
There are two routes that installers can take to get trained on using this documentation. Firstly, from now on if an installer comes on one of our renewable training courses, they will be taken through this paperwork and will be briefed on what the MCS assessor will want to see. So if you attend a Greenskies solar, Greenstore GSHP, or Greensource ASHP training course, as well as the technical and theoretical elements, you will also receive training on how to use this MCS documentation and what the MCS assessor will be looking for.

The other route is for those installers who have already attended a Worcester renewable course already. They will be entitled to come for a free of charge half day course which is purely focussed on this MCS documentation, how to use the paperwork and what the assessor will be looking for.

Greenskies solar training now includes the MCS Made Easy Programme

What does this documentation include?
You can break down what the assessors want into two main areas:

The first area is a simplified quality manual, which we are calling **Installer Company Information**. This will need to be kept as a hard copy on the company premises.

Within this manual, the MCS assessor will want to see the details of the company, who works for them, what they do, and who will be the nominated person within that company that will take ownership of the required MCS paperwork.

Also within the quality manual, there will be a second piece of documentation, which we will provide, that shows evidence of quality checks being completed every quarter. This includes a review meeting to discuss what improvements could be made to how you are utilising the MCS. These and a number of other elements go together to make up the quality manual which shows the assessor how you operate as a business and how you record things. Often installers are already doing all this but they don't have a formal way of documenting it, so we want to give them the tools and the knowledge to do it.

The second area of the required documentation is what we are calling the **MCS Installation Booklet** and the main part of this is the Benchmark document. This is effectively a checklist that you use for every renewable product installation, which details everything about the installation. So at the end of each job, you have a record of that installation to demonstrate what you've done and to show it's all been done correctly.

What do I do after the training?
Once you have completed both the technical product training and the MCS documentation training, you will need to log on to our website and go to the MCS Made Easy section – here you will be able to log in, using a password we will provide, and access all the documentation we have worked through in the training and print off hard copies.

Once you have the paperwork, you are then ready to contact Elecsa, the MCS provider. Call them on **0845 634 9043** and tell them you want to apply for MCS accreditation using the Worcester, Bosch Group documentation. They will then arrange a date for an assessor to visit you.

What else should I be aware of?
Although this new training is designed to make it easier for you to become MCS registered, we cannot guarantee you will pass as a result of this training. It is important that you demonstrate a full understanding of how to use all the documentation and are able to demonstrate that you are using it successfully.

For more information about this new training and the MCS as a whole visit the MCS Made Easy section on our website www.worcester-bosch.co.uk/mcs

With installers being told that they have to be up to speed on the latest renewable energy products and new legislation, it's easy to forget the work and time that goes into following this fast moving market. Ian Stares, product group manager for renewable and sustainable energy products at PTS, offers some advice for new renewable installers.

THE REALITY OF RENEWABLES

PTS Plumbing Trade Supplies

Make the most of the information available

"There are lots of ways to find out more about renewable energy technology, whatever your current level of understanding. If you are taking the first step, I'd recommend attending a manufacturer training course. You can find out about such training courses by visiting the relevant manufacturer websites or by visiting your local merchant for advice.

Sell the benefits to homeowners

"The majority of homeowners are still sceptical about investing in renewable heating solutions. The main barrier is that they are unaware of the initial cost of installation and assume that it will be too expensive. Renewable energy options could be suggested at the start of discussions or added onto quotes as an alternative to the traditional lower efficiency solutions. You could also develop a set of examples of renewable energy jobs to talk through with the homeowner, discussing the original brief, the solutions you were able to provide and the savings they could gain if similar products were put in place.

"There is plenty of information online from recognised sources such as the Energy Saving Trust. It is worth having a regular look on these sites in your spare time just to see if any new support is available or whether any legislation changes have been made.

Finally, remember to keep on top of the latest developments

"Renewable energy continues to be a hot topic and in reality it's also a progressive market which continues to develop at a rapid speed. I believe that it presents a huge opportunity for our industry and so making sure you always know the latest on legislation and the products available is vital. Therefore, after you've had your basic training, find an information resource that works with your daily routine. For example, if you spend most of your day on-site and have a smart phone then having a quick look online might be the best use of your time or perhaps you are able to dedicate a day every few months to attending an accredited course. Most importantly, just keep your eyes and ears open. Plumbing and heating magazines will always be a great source of information too."

Value Added Services from Worcester: After Sales Support

In this third instalment of our value added series we focus on our unrivalled after sales service, which is split in to three main areas. These include the Contact Centre, Field Engineers and Management and Support Services.

We employ around 425 staff within our after sales teams to guarantee high quality, efficient support for all of our customers.

Contact Centre

Our Contact Centre directs every customer to the right place to ensure their query is dealt with by the most suitable member of staff as quickly as possible.

The Contact Centre deals with 800,000 calls per year, that's almost 2,200 calls every day of the year. We are open 364 days a year, to be as accessible as possible.

Each member of our Contact Centre team are given extensive training before starting on the phones with many members of the Technical contact centre being ex-installers or service engineers. They are also backed up by state of the art digital data and back up manuals for every product.

Field Engineers and Management team

In the field we employ approximately 350 services engineers throughout the country, who meet our target of 93% same day / next day response times. We also aim to provide a 98% spares availability level, so that no matter what the problem may be, the engineer can fix it on the spot without having to order in a new part.

Our service engineers also utilise the latest diagnostic software applications to assist them in resolving any faults.

We operate our own service engineer apprentice programme, which allows us to train our staff from the beginning to ensure they are familiar with all of our products and can provide the highest level of service.

Support Services

Support Services is our key administration team.

We have technical literature for every single Worcester product past and present, which enables us to deal with every possible issue that may arise, no matter how old the Worcester boiler may be.

For more information on our after sales support, visit www.worcester-bosch.co.uk.

Kent based installer Esas Ali has been crowned overall winner in the installer category of our Environment 2020 Awards.

Esas Ali is crowned overall winner at the **Environment 2020 Awards**

Esas gave the congregation of Winchmore Hill United Reformed Church something to smile about by upgrading their heating system with a set of environmentally friendly Greensource air source heat pumps and he collected the September monthly prize for his energy efficient installation. Now after the gala awards ceremony, which took place on 8th July, Esas has also scooped the top award.

For his winning installation, Esas was called to the North London church after its old heating system had finally given in after nearly a century of loyal service. After discussions with the church committee, the decision was made to replace the old system with a series of six Greensource air to air heat pumps, which utilise air from outside the building and turn it into usable heat to warm the church hall.

Esas explains: "The old heating system used an inefficient floor standing gas boiler which fed both radiators and a number of two inch thick iron barrel pipes. This meant that it was expensive to run and as the years went on more and more maintenance was required. However, until recently the old system had been fairly reliable since it was first installed in 1913, so it was difficult to complain about it too much after nearly 100 years in operation.

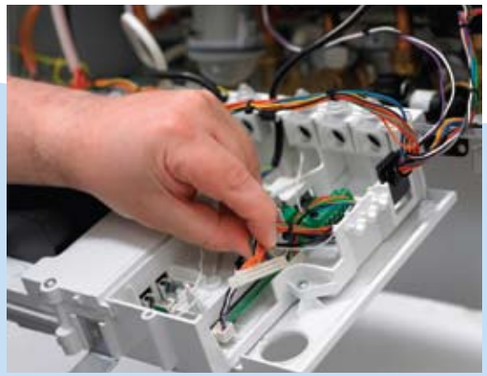
"When it finally broke down the church first looked at replacing like for like until they realised that they could fit an air to air heat pump for a lower cost, whilst also reducing their heating bills and lowering their carbon emissions which have a negative impact on the environment."

The air to air heat pumps work using an external fan which draws air from outside the Church into the unit, converting energy stored in the air into useable heat to provide comfortable temperatures inside the building all year round. Even when the air is extremely cold outside, Worcester's Greensource air source heat pumps will continue to work effectively in temperatures as low as -20°C.

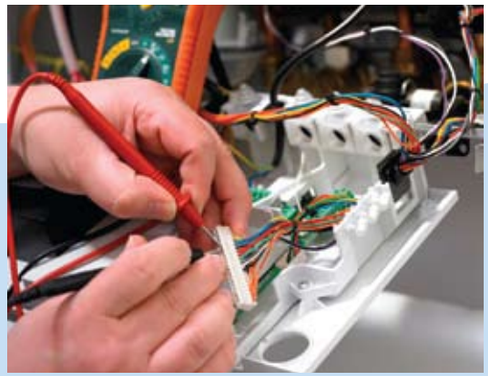
Congratulations to Esas and all our monthly installer winners. To enter the 2010 competition, contact your technical sales manager.

PCB Harness Test **Step by Step Guide**

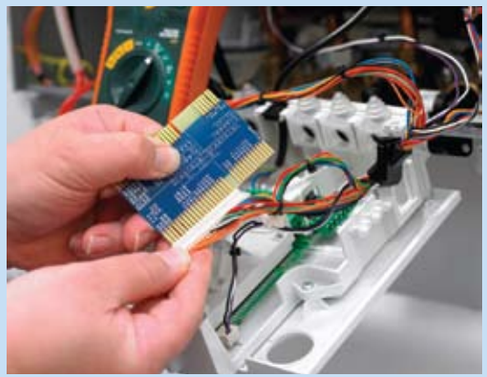
Our new PCB Test Card devices have been requested by installers up and down the country and are proving a popular addition to the tool box. So to make sure you're making the most of yours, here's our step by step guide to how to use it.



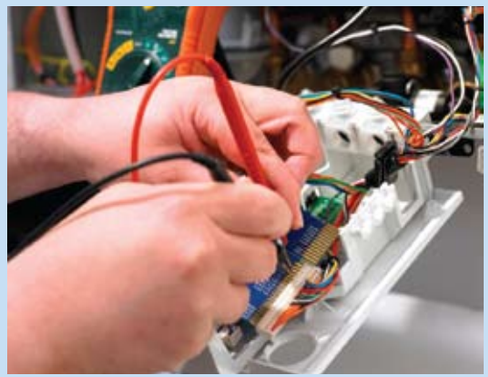
Step 1: Safely isolate the power to the appliance – make sure the boiler is switched off on the fascia and at the mains supply. Do not turn the power back on while using the test card*.



Step 2: Remove the rear cover of the drop down fascia at the front of the boiler to gain access to the circuit board where appropriate.



Step 3: Remove the harness from the boiler circuit board, then attach it to the appropriate nodes on the PCB Test Card depending on the boiler model and ensure it is securely plugged in.



Step 4: Using a multimeter it is now possible to test the heating and hot water sensors, over heat stats, gas valve solenoids and diverter valve resistances.

* PCB Test Cards are only suitable for use with Greenstar Ri, Si, i junior and CDi boilers

Please note that the PCB test cards are only available on attendance of a gas-fired boiler training course or during special promotions.

Spotlight

Trevor Rogers, Hartson & Rogers Plumbing & Heating Ltd.

Trevor Rogers, of Hartson & Rogers Ltd, has installed a set of Worcester Greenskies FKC solar panels on his impressive self-built home.

Having lived in his home for over 25 years, Trevor decided to make his house more modern as well as energy efficient by fitting a Worcester Greenskies solar thermal heating system, last autumn.

Trevor connected the Worcester Greenskies system and cylinder to his original oil-fired boiler and is confident the investment will result in savings in the long run.

He said: "On the hot water side it's made a huge reduction on our heating bills already. We use oil as our fuel supply and have certainly noticed that we've saved a lot. I knew it would make a difference but my wife was quite sceptical at first, but since the installation she's totally changed her mind. She's amazed at the results.

"Now, I am not only saving money on bills as well as doing my bit for the environment, but I've also done two solar jobs off the back of having them fitted at home, so it's helping my business too."

Make sure you're **up to date** with Part G

With April having seen the implementation of the amended Part G building regulations, a new set of recommendations and requirements are now in place which will affect all installers across England and Wales.

Whilst one aim is to achieve considerable reductions in water consumption without compromising the needs of the homeowner, the other is to ensure that improvements are made with regard to both sanitation and safety in the home.

Part G of the building regulations has been split into six sections; the basic details of which are as follows:

G1. Cold Water Supply

In line with the latest legal requirements, new cold water supply installations are now required to allow for the provision of wholesome water at places where the output is used for drinking or for providing a sanitary convenience. With regard to storage, it is important for all cold water storage cisterns to be supported by a rigid platform.

In recognition of the increasing use of reclaimed water systems, the new measures aim to ensure that water used for human consumption and personal hygiene is provided by a licensed water supplier, and can therefore be deemed wholesome.

Where a reclaimed water system is a viable option, water generated and redistributed should not supply appliances where water is drawn off for personal hygiene, drinking or culinary use. Reclaimed water which has been filtered and/or treated in accordance to the relevant standards may therefore be used to supply WC's, urinals, washing machines, garden taps and irrigation systems.

G2. Water Efficiency

In a move away from the previous G2 regulation, which carried a wider scope aimed at bathrooms in general, the new requirement focuses on the efficiency of water usage in the home. This follows the introduction of a tighter government climate change strategy.

The requirement prescribed by this regulation is that the potential consumption of wholesome water by the occupants of a single dwelling must not exceed 125 litres per person per day.

Following the introduction of this water efficiency standard, the WRc (Research and Consultancy in Water) has developed an online assessment facility, which enables users to evaluate the level of efficiency with a view to preventing undue consumption of water.

The required level of water efficiency can be achieved by combining water-saving techniques and design features. Flow restricted or aerated taps as well as showers and WC's with reduced flush volumes are just some of the facilities available to installers aiming to adhere to the latest part G regulations.

G3. Hot water supply & systems

Section 3 undertakes some pretty significant changes, namely:

- Inclusion of all hot water systems, not just unvented as previously
- Cold water storage cistern changes
- Updated requirements for discharge from safety devices
- Solar hot water
- Plastic soil stacks
- Heater wholesome water

Vented hot water storage systems

In addition to the vent pipe and any thermostat provided to control the temperature of the stored water, vented hot water storage systems should include for all direct and indirect heat sources, a non-self resetting energy cut-out to disconnect the supply of heat to the storage vessel so that the temperature of stored water does not exceed 100°c.

Solar hot water

Where solar water heating systems are used, an additional heat source must be available to maintain the water temperature to restrict microbial growth.

Pressure relief valve discharge pipework

The discharge pipe from a temperature and pressure relief valve should be made of:

- Metal
- Or other material that has been demonstrated to be capable of safely withstanding temperatures of the water discharged and is clearly and permanently marked to identify the product performance.

Further to this, as a result of heightened concerns about both adults and children being scalded by hot water in bathrooms, a new requirement states that all baths fitted within new dwellings must be fitted with a thermostatic mixing valve to ensure that the temperature of the water delivered to the bath cannot exceed 48°C.

G4. Sanitary conveniences & washing facilities

Any new residence should be provided with at least one WC and washing facility. In addition to this requirement, hand washing facilities must be provided in either the room containing the WC or an adjacent room.

G5. Bathrooms

Every residence must feature at least one bathroom. Further to this regulation, any bathroom must be fitted with a wash basin and either a fixed shower or bath.

G6. Kitchens & food preparation areas

As part of an increased focus on sanitation, the amendment to part G of the building regulations includes a requirement for all food preparation areas to be provided with a suitable sink.

Martyn Bridges' view of the changes

"Most installers will have been adhering to these regulations already but now they are legal requirements, it is important that you apply them to every relevant job you do going forward. The most significant change that may affect your work is G3, which is the section we have covered in the most detail. However, we strongly recommend you download a copy of the approved document from the Government website"

How you can make the most of our **Energy Homes**

Our recently re-launched Energy Homes website **www.worcesterenergyhomes.** co.uk has been receiving lots of visits and is already regarded by many homeowners as a very useful tool, but it's also a great way for you to promote energy efficient products to your customers.

With a series of interactive case studies ranging from a small apartment to larger detached properties, you are able to explore which features could work best for each homeowner, based on the size of their property.

The product and lifestyle information is clear and easy to understand and the monetary savings are explained in simple terms by the homeowners themselves. Some case studies also include how many free baths and showers have been provided by the Greenskies solar thermal systems and the subsequent reduction in CO_2 emissions. Clear price guides and product installation videos demonstrate the variety of energy saving systems available and the impact they have on the environment.

Taking a virtual tour around one of our Energy Homes, brings the products to life; from eco paint to rainwater harvesting, visitors can move around the house choosing the products that interest them. A-rated appliances are explained with a choice of written information or a video guide.

If you have any customers who are pondering whether to invest in a new condensing boiler, or a renewable heating system, point them towards the Energy Homes website and it may well help them make their decision. It's also a great resource for you to use because you can explain all the tangible statistics from relevant case studies to show perspective customers all the benefits of investing in a new energy efficient heating system.

Visit www.worcesterenergyhomes.co.uk for more details.

Brian Murphy and his team of technical advisors answer one of the most common questions they have received from installers at this time of the year:

Your questions answered

Q Why is the solar thermal system pressure gauge reading low?

During high solar gain periods we receive enquiries from customers who have noticed that the solar system does not appear to be working efficiently and the pressure gauge appears to be reading a low pressure.

The low system pressure is usually a result of one of the following:-

- Pressure relief valve discharging.
- Automatic Air Vent left open upon completion of system commission.
- Leak on installed system.

In the majority of cases where the pressure relief valve has discharged, experience has shown that this has been due to system and expansion vessel charge pressures being incorrectly set during the commissioning procedure, or there has been a loss of charge from the expansion vessel.

The Worcester solar expansion vessels are supplied pre-charged, which may or may not be correct for the installation. The correct charge will vary from installation to installation and is dependent on the system static head pressure i.e. the vertical distance between the expansion vessel and the top of the solar panels (in metres).

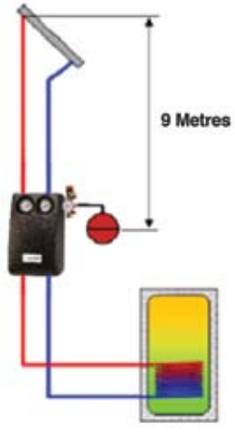
The required pressures are calculated as detailed below:-

Expansion Vessel charge

- This is calculated by adding 0.4 bar to the static head pressure

System Pressure

- This is calculated by adding 0.7 bar to the calculated expansion vessel charge.



Expansion Vessel Charge Pressure - Pv

Pv = 9 x 0.1 + bar = 1.3 bar

Minimum pressure should be at least 1.2 bar

System fill pressure - Po

Po = Static head of 0.9 + 0.7 bar = 1.6 bar

Minimum system pressure should be at least 1.5 bar

Please be aware that over a 15m head there is a requirement to replace the supplied 3 bar pressure relief valve with a 6 bar pressure relief valve. The part number for this is 87182214700.

During the commissioning procedure it is essential that the expansion vessel and system pressure are set correctly to ensure the efficient operation of the solar system. For more information please refer to the Technical Bulletin TB 0033 on our website or the AGS 2 solar pump station installation manual.

Two free places on a renewable training course with MCS up for grabs

The number of installers attending renewable product training courses and fitting these new technologies is growing all the time. If you are thinking about adding renewables to your offering, one of the best ways to ensure this new part of your business is a success is to become registered on the Microgeneration Certification Scheme (MCS).

All our renewable training courses now include sessions and documentation which will help you with the application process to become MCS registered, so to mark the launch of this new course addition, we're giving two renewable training course places away absolutely free. You can choose a course on Greenskies solar panels, Greenstore ground source heat pumps, or Greensource air source heat pumps. To be in with a chance of winning complete our Sudoku grid correctly and send it to the following address with the details requested below:

To enter, simply complete the entry form below and send it back to our editorial office: Installer's Choice, July / August 2010 Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

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

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				8		5		

Terms and Conditions
1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. One winner will be notified by the 20th August 2010

Keep in touch

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

This month we focus on the Southern team, which is headed up by Mark Martin. Here are the details of the team:

Southern Region 1

Regional Sales Manager: Darren Milkins.

Malcolm Cox
Technical Sales Manager, Gas
Contact: **07767 432529**
Areas covered:
EX, PL, TQ, TR

Chris Hawkings
Technical Sales Manager, Gas
Contact: **07767 432528**
Areas covered:
BA, BS, SN, TA

Graham Taylor
Technical Sales Manager, Oil
Contact: **07919 320666**
Areas covered:
BA, BH, BS, SN, SO, SP

John Walker
Technical Sales Manager, Oil
Contact: **07767 251528**
Areas covered:
BH, DT, GY, JE, SO, SP

Tony Willday
Technical Sales Manager, Oil
Contact: **07790 488632**
Areas covered:
EX, DT, PL, TA, TQ, TR

Southern Region 2

Regional Sales Manager: Alex Thomas.

Lee Dipiazza
Technical Sales Manager, Gas, Oil, Solar
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KT, SM, SW, TW

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Areas covered:
BR, CR, DA, SE

Southern Region 3

Regional Sales Manager: Jonathan Wheeler.

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GU, RG, SL

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Areas covered:
BN, PO, RH

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BN, CT, GU, ME, PO, RG, RH, SL, TN

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DY, SY, TF, WS, WV

Southern Region 4

Regional Sales Manager: Rob Leonard.

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CF, HR, NP

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Areas covered:
LD, SA

Dave Stimson
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Areas covered:
GL, OX, WR