

Evolution

Revolution



Greenstar CDi Classic



Greenstar CDi Compact

The Greenstar CDi Classic and the **NEW** CDi Compact combi boilers

With the upgraded higher output Greenstar CDi Classic, and the all-new Greenstar CDi Compact, a revolution in condensing boiler technology has started.

Developed in partnership with installers and precision engineered by Worcester, the innovative Greenstar CDi Compact fits in a standard kitchen cupboard, features a unique space-saving heat exchanger, easy-access hydraulics and next generation controls.

THE INSTALLER'S CHOICE

The official magazine for Worcester installers

MARCH/APRIL 2013



A closer look at the **Greenstar CDi Compact**

A Day in the Life of Logistics

The Green Deal



Be part of a revolution in heating by visiting www.cdi-revolution.co.uk to find out more.

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QUALITY
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Purchase any Greenstar gas-fired CDi, Si or Ri condensing boiler, or any Greenstar oil-fired boiler, before **30th June 2013**, and your customers will receive a 5 year guarantee for the boiler and 5 years' peace of mind.

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Now
includes
the **NEW**
CDi Classic
and CDi
Compact

Terms and conditions apply.

 **WORCESTER**
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Welcome

from Steve Lister

Welcome to the March/April issue of Installer's Choice.

Having unveiled our revolutionary Greenstar CDi Compact in the last issue, this month's cover story sees us take a closer look at the innovative features of our new boiler which give you and your customers the next generation in heating and hot water solutions. We developed our latest boiler with the installer in mind, helped by the essential feedback you give us to make installation, servicing and maintenance as simple as possible. Turn to pages 6 and 7 to find out more.

With our Installer's Choice cash-back promotion continuing this year, this month's Installer's Choice spotlight goes to Michael Craigs of Craigs Plumbing & Heating in Gateshead, who took up the option of our incentive as he installed our new and improved Greenstar CDi Classic shortly after it was launched. Turn to pages 10 and 11 to read about Michael's installation.

As well as the introduction of the latest addition to our Greenstar range, January also saw the launch of the Government's flagship Green Deal initiative, which has the potential to create new business opportunities for you, not to mention enhancing the energy efficiency of the nation's housing stock. To read more on the opportunities created by the Green Deal, turn to pages 16 & 17.

Finally, our 'Day in the Life' feature this month focuses on our Logistics and Spares team, who constantly strive behind the scenes to ensure you can rely on us to deliver the parts you need, when you need them most. To read what a typical day in our Logistics and Spares department involves, turn to pages 14 and 15.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director



"January also saw the launch of the Government's flagship Green Deal initiative, which has the potential to create new business opportunities for you."

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Neil Schofield, with Robin Walker, MP for Worcester & Greg Barker, Minister of State for Energy & Climate Change

Green Deal comes into force

Neil Schofield, our Head of External and Governmental Affairs, was present at the House of Commons as the Department of Energy & Climate Change launched the Green Deal on 28th January.

We are also pleased to be able to confirm that a Worcester boiler is featured within the DECC advertising campaign, which supports the Green Deal and will feature across the national printed press over the months ahead.

With both the Secretary of State for the Department of Energy & Climate Change (DECC), Ed Davey and Energy Minister, Greg Barker present, the Green Deal was officially made live.

Turn to page 11 for more information on how the Green Deal could impact your business.

Continued Success for Consumer Campaign

In January we launched our new £1 million multimedia consumer advertising campaign to boost the industry and support those of you around the country who install our products during the key heating season.

The advert continues our 'Thank Worcester for that' strapline which conveys our reputation for innovation, quality and reliability. Since its launch, the campaign, which has run on television, radio and in print, has helped us to raise awareness of the boiler and central heating system within people's homes and perhaps prompt them to change their older non-condensing boiler to a new one.



Rebranded Sales Vans

To support the launch of our new Greenstar CDi Compact boilers we have recently refurbished four display vehicles. The interior of each van displays the Greenstar CDi Compact in four sections, allowing installers to see in detail the host of innovative installation and energy saving features that are part of this revolutionary gas condensing boiler.

The rebranding will increase awareness of the Greenstar CDi Compact, giving you the opportunity to confidently inform your customers of how the technology can benefit them, both environmentally and economically.

Greenstar Plus Hybrid System launch

After announcing the launch of a range of new innovative products in the last issue, we are pleased to confirm that we will also be releasing our first ever Greenstar Plus Hybrid System.

Intelligent combination

The new Greenstar Plus Hybrid System works in conjunction with selected Greenstar EMS gas-fired or LPG condensing boilers and consists of a 5kW external heat pump and an indoor Hybrid manager. In combination with the FW200 intelligent control module provided, the Worcester Hybrid System calculates the most efficient ratio between the external heat pump and the Worcester Greenstar gas-fired condensing boiler for reducing heating costs, CO₂, or a combination of both.

The Hybrid system is particularly suitable as a retrofit into a wide variety of property types and sizes, for homeowners seeking a cost-effective heating solution that can be combined with their existing Worcester,

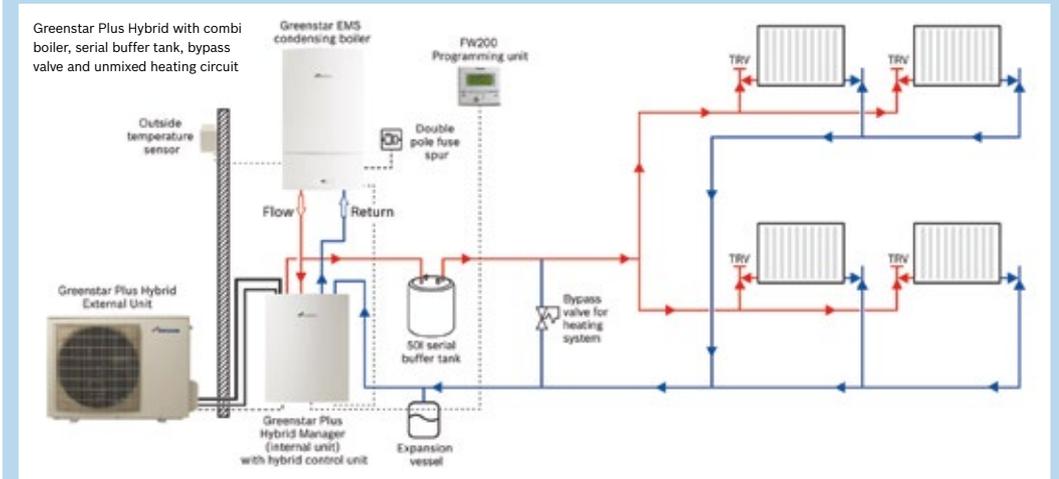
Bosch Group EMS (Energy Management System) natural gas or LPG boiler.

System operation

The Greenstar Plus Hybrid System aims to reduce running costs and increase CO₂ savings. Once the fuel tariffs have been inputted into the control unit, the Greenstar Plus Hybrid System calculates and controls the optimal fuel efficiency between the Worcester gas-fired boiler and the electric air to water heat pump.

Overall, the Hybrid system provides an easy to install solution for integrating renewable energy within an existing heating system and can also be combined with Solar.

For further information on the Greenstar Plus Hybrid System, or any of our other recent product launches, please visit www.worcester-bosch.co.uk/hybrid



CBE for our CEO

Having received recognition in the Queen's Birthday Honours list last summer, our CEO, Richard Soper was delighted to accept his CBE for services to the heating and renewable technologies industries from Prince Charles at Buckingham Palace last month.

We are all extremely proud of Richard's achievements and are sure you will join us in offering your congratulations.

Up Close & Personal:

A closer look at the Greenstar CDi Compact



Having introduced our all-new Greenstar CDi Compact in the last issue of *Installer's Choice*, this month sees us take a closer look at the key features of our new boiler, all of which make it our most innovative addition to date.

Available in outputs of 28kW, 32kW and 36kW, the Greenstar CDi Compact is suitable for a range of properties, with each model benefitting from the same extensive list of intuitive features.

Wall mounting jig

Our innovative wall mounting jig is unique to the industry and allows you to pre-plumb all the boiler connections during installation, including; condensate, CH flow, DHW outlet, gas, DCW inlet, PRV installer connection and CH return. This is particularly useful as you do not have to put the boiler on the wall until all the pre-plumbing is completed. So in confined spaces, or perhaps on sites where security is an issue, this design comes into its own. Also incorporated into the jig is a drop-lock expansion vessel which can be simply released by the removal of one screw before locating directly onto the hydraulic unit connection.

Hydraulic unit

Next to the fully modulating pump, which reduces both electrical consumption and is quieter in operation, is the new-design double-sealed siphon, which is located in front of the secondary heat exchanger for additional pre-warming of the condensate. Within the hydraulic unit, the pressure relief valve has been relocated to the front of the boiler for ease of access, while an integral filling link is included in the boiler package as standard.

WB7 heat exchanger

The Greenstar CDi Compact features a revolutionary new WB7 heat exchanger, which has been manufactured using

the latest cutting-edge technology. The heat exchanger has been constructed using a friction stir welding process*, which is a first for the UK heating industry, having been adopted from the aerospace industry and the military. Friction stir welding is a solid-state fusing process where metal is not melted, but softened, improving the overall strength of the weld.

Thanks to this state-of-the-art process, our new WB7 heat exchanger offers greater quality, reliability and performance levels. This unique manufacturing process and advanced engineering techniques has enabled us to create a next generation heat exchanger with a compact design,



reducing the size of the boiler, whilst achieving high outputs and low emissions.

In-built display

The Greenstar CDi Compact has an easy to use and cutting edge in-built display, to give both the installer and homeowner a vast range of features that allow the heating system to be as efficient and flexible as possible. To ensure changes to settings and general maintenance are as simple as possible, the CDi Compact's in-built display enables you to:

Easily set and monitor the heating system

The large screen enables you to easily set system parameters such as hot water and heating temperatures. These can now easily be set up by the installer during commissioning, which will ensure your customer can benefit from a heating system which meets the requirements of the property and its occupants. This could be particularly useful and cost saving in low temperature heating systems such as underfloor.

Set the maximum temperature – While it is simple to observe and

adjust the temperature to suit individual requirements, the screen menu also allows the ability to set a maximum temperature for the boiler. Once set, this temperature level cannot be overridden, no matter how much the dial is turned, which can improve the overall long term efficiency of the boiler.

Test the boiler – The simple-to-use engineers menu can automatically check the operation of various boiler components, without the need to remove the boiler front cover. Should any problems occur during the boiler's lifespan, the appearance of one of a number of pre-programmed fault codes will direct you to the potential cause of the problem, aiding a swift repair.

Set to combi pre-heat mode – With the domestic hot water combi pre-heat accessory fitted, the CDi Compact can accept pre-heated water up to 60°C from a secondary source such as a Greenskies solar thermal installation. This will further enhance efficiency levels, keep fuel costs to a minimum and enhance the property's environmental credentials.

Set to ECO mode – When set to ECO mode, the CDi Compact will use less gas or LPG, as the energy will only be used on demand, allowing for energy-saving fuel consumption.

Set to comfort mode – All Greenstar combi boilers have an in-built 'keep hot' or 'pre-heat' facility which will keep the primary water within the heat cell hot. This ensures that hot water is delivered instantaneously to an opened outlet once the distribution pipework has been cleared.

Add optional plug-in controls – With front access offering easy installation, the Greenstar CDi Compact is also compatible with all Worcester on/off and intelligent controls options. Third party heating controls may also be wired into the allocated connection block.

For a full guide to the features of the Greenstar CDi Compact, visit our dedicated microsite at www.cdi-revolution.co.uk.

*The friction stir welding process is used under license from The Welding Institute.



With debate often surrounding the reputability of the industry's professionals, Kevin Byrne, managing director at Checkatrade.com, explains the importance of using vetting, or quality control services to ensure honest tradespeople can build their reputations without being tarnished by an unprofessional minority.



WHY TRADERS NEED VETTING SERVICES

Thankfully rogue traders and cowboy builders only count for a minority in the boiler installation industry. Most traders are properly trained qualified and perform an essential service for homeowners.

However, it is this minority that damages the reputation of good, honest reputable firms and causes distrust among loyal customers. Not only do they rip people off, but they leave jobs unfinished and unsafe too. Clearly this situation is unacceptable.

As we all know, installing boilers is a skilled task that demands a properly qualified engineer. But how can we help people avoid cowboys and drive the work to reputable firms?

It is important that we vet and monitor trades companies to protect homeowners and their families from cowboys, accidents, disruption and financial loss. There are many companies that allow people to check up on a trader, including my own firm Checkatrade.com.

On Checkatrade.com, homeowners can search for whatever they need, be it a builder, plasterer or plumber, and the website will instantly display a list of accredited companies in their area. Each of these has gone through Checkatrade.com's stringent checks, covering everything from insurance

and qualifications to professional membership.

Importantly, people can view feedback from past customers, including individual comments on separate jobs. Traders are also scored on tidiness, reliability and timekeeping, courtesy and workmanship. This allows homeowners to see exactly where their strengths lie. You can even download a full report on a trader in seconds.

After appointing a member to carry out work, the customer fills out a feedback card once the job is finished to let us know how it went. Feedback and comments go straight into the database to keep other users up to speed on who they can trust.

These services all work differently but ultimately the primary objective, at least in Checkatrade.com's case, is to leave customers confident they have made a wise decision when choosing a local tradesperson and not suffer at the hands of a cowboy, as well as driving work to reputable firms.

However, there are benefits to traders too. Vetting services give them a platform for reaching consumers and ensure their work is evaluated fairly. By building up good feedback scores, traders can build their reputations among potential customers and secure repeat business.

Many traders signing up with vetting services are reporting an immediate rise in enquiries and callouts, benefitting their bottom lines and local economies. There has been a steady increase in consumers searching for genuine traders and this continues to rise month on month. We work closely with our members to help them get the most from their memberships.

However, traders looking to sign up with a vetting service need to look carefully at the options available because, as I state above, they all work differently and some prioritise making money above protecting the customer.

Indeed, there are one or two that position themselves as customer-focussed anti-rogue firms but actually just sell the personal details of consumers to any trade with little or no vetting of the trades at all. This focus on making money instead of making sure the trades they have on board are vetted, means cowboys can slip through the net and undermine the service and the confidence people have in that service.

Good vetting services benefit both consumers, by ensuring a job is completed properly, and honest traders by building their reputations and feedback scores.

Thanks to our range of renewable technologies a new housing scheme in Parwich, run by Derbyshire housing association, Dales Housing, has been able to offer tenants affordable yet reliable energy provision for their homes.



Making the Most of the Derbyshire Air

A project to retrofit air to air heat pumps in a development of seven one-bedroom flats, in the Derbyshire village of Parwich showcases how Dales Housing supports those with housing needs. Previously the properties had electric storage heaters and open solid fuel fires which made the homes expensive to heat. However, with no gas supply the options for providing more economical heating systems were limited.

Dales Housing had previously carried out a consultation exercise with all their tenants to identify the priorities for future investment in their homes and as a result had commenced a project to improve the energy efficiency of their housing stock.

Detailed discussions took place with the residents at Parwich, to ask tenants about their properties and what type of heating they would like to have in their home. Simon Lowe, Head of Property Investment at Dales Housing, said "For this project we held a meeting to ask our tenants what features and benefits they wanted from a heating system. The main concern raised was the rising cost of fuel and the durability of the installations. From this consultation it was clear there was also a desire for more energy efficient and sustainable heating.

"This project is part of our commitment to invest in renewable technologies. We recognise the heating market is moving towards more energy efficient methods and it is important we make sure that when we have the opportunity, we do everything we can to assist tenants with their energy bills.

"Using this information enabled us to hold informed discussions with Worcester, Bosch Group and, our contractor, Keepmoat before coming to the decision to fit Worcester's Greensource Air to Air Heat Pumps in all seven properties. Installing this technology helped reduce the cost of heating for the tenants but also overcame the problem of a lack of a gas supply."

Our Greensource Air to Air Heat Pump comprises of an outdoor and

an indoor unit which converts latent energy in the air (even on the coldest days) into heat. The outdoor unit extracts the energy in the air outside the property which is absorbed by the refrigerant solution within the unit and turns it into hot air via the indoor unit.

An additional benefit for the tenant is that they can set the heat pump to reach a specific temperature and once it reaches this temperature it will turn off, restarting only when the temperature in the property drops, maximising efficiency.

For more information on our Greensource range of heat pumps, visit the dedicated area of our website at www.worcester-bosch.co.uk.

INSTALLER'S CHOICE

Spotlight

Michael Craigs, Craigs Plumbing & Heating - Gateshead



With our installer cash-back promotion continuing throughout the duration of this year, here we visit one installer who took up the incentive as he fitted our new and improved Greenstar CDi Classic, shortly after it was launched.

Michael Craigs, of Craigs Plumbing & Heating in Low Fell, Gateshead took the decision to install our 38kW Greenstar CDi Classic after noticing that his previous 10 year old standard efficiency gas-fired boiler was struggling to meet the heating and hot water needs of his family.

Living in a three storey, four bedroom detached 1930's property with four bedrooms and two bathrooms, the demand for heating and hot water within Michael's home has always been high.

The previous boiler had reached a point where it was struggling to supply the 22 radiators throughout the property, which gave Michael the perfect reason to look at his replacement options – particularly with the winter period just around the corner.

Having liaised closely with his local Technical Sales Manager, Stephen Barkas, Michael opted for a 38kW Greenstar CDi Classic and at the same time was able to claim £150 cash-back towards his new installation.

Michael said: "Within my day to day work, I only ever install Worcester products and have taken this approach for some time now. Therefore I had no doubts who to turn to when my old boiler was no longer performing to a reasonable level.

"The added benefit of the Worcester cash-back promotion didn't necessarily influence my decision, but it was certainly a welcome bonus when I came to buying my new boiler



prior to the installation. I know my customers genuinely appreciate honest advice when it comes to the recommendation of a new boiler, so it is great that I'm now in a position where I can tell my customers just how impressed I am with the Worcester boiler I have in my own home.

"The Greenstar CDi Classic copes with our heating and hot water demands with ease. We had been experiencing problems with the

pressure of our mixer shower with the old boiler in place, but those problems are now a distant memory. The entire system is now much quieter and much quicker to react to any changes to demand, which has made the house a lot more comfortable for us.

Thanks to his decision to replace his previous boiler with a Greenstar CDi Classic, Michael can now also benefit from a number of new features, which we added to the boiler last autumn.

Following feedback from a number of installers, the increased DHW output and reduced standby electrical output are all features which benefit the end user and make our flagship Greenstar boiler even more appealing than ever before.

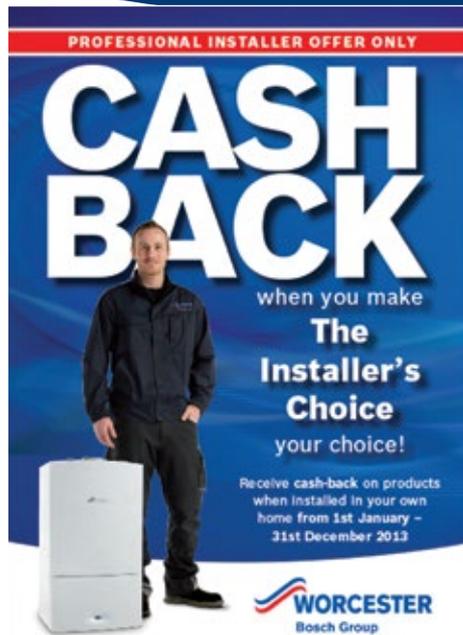
For more information on our Greenstar CDi Classic and how you can benefit from our Installer's Choice cash-back promotion, visit www.worcester-bosch.co.uk.

OUR INSTALLER'S CHOICE CASH-BACK PROMOTION

We know how important it is for you to be fully assured by the quality and reliability of our products, especially when it comes to recommending them to your customers. With this in mind, this year sees us continue our installer cash-back promotion, giving those of you who install our products in your own home a fantastic cash-back* incentive.

The initiative, which runs throughout the duration of this year, gives you the chance to claim a set financial reward for each Worcester product you select and install in your own home.

We want as many of you as possible to benefit from daily, hands-on use of our heating and hot water products and hope that this cash-back offer will prompt a number of you to consider installing our products at your own properties.



Cash-back offers available are as follows:

- £150 for Greenstar gas- or oil-fired boilers
- £400 for Greenstore ground source heat pumps
- £300 for Greensource air to water heat pumps
- £300 for Greenskies Solar-Lux 12 solar thermal systems
- £200 for Greenskies Lifestyle and Solar-Lux 6 solar thermal systems
- £100 for Greenskies Lito solar thermal systems
- £100 for Greensource air to air heat pumps
- £50 for Greenskies Lito mini (1m²) solar thermal systems
- £50 for a Greenstore Twin Coil cylinder (when installed at the same time as a solar thermal system)
- £50 for a Greenstore Single Coil cylinder

**The products must be purchased and installed before 31st December 2013, with all claims to be made by 5pm on 31st January 2014. Terms and conditions apply*



Knowledge is power

As part of our commitment to installer support, we want to ensure we can offer you all the tools needed to give your customers the best possible service when fitting one of our products. In addition to regular training courses, we also have an extensive range of product literature to support our range of technologies, which can be downloaded via our website, or by calling our dedicated literature line.

To coincide with the launch of the Greenstar CDi Compact and our wider range of new products this year, we have introduced a brand new range of Technical and Specification documents, as well as consumer literature. These documents are designed to help you specify the correct product prior to installation and clarify the technical details on each of our products.

Technical & Specification Brochures

Our comprehensive Technical and Specification brochures run through the features and benefits, technical specification details and installation procedures for each product. Within each publication, we run through an introduction to the product explaining its place in our product portfolio and the market it operates in. This is supplemented by a breakdown of product information for the complete range, such as; flow rate, output kW to DHW and output for central heating. The ultimate aim is to allow you to specify the product with confidence

and to gain a general understanding of the working principles behind the technology.

Consumer Product Brochures

We also understand that your role centres around you offering advice to the homeowner, and educating them on how their heating and hot water system works, as well as considerations they may need to make when the time comes to invest in a new or replacement heating system. Our comprehensive series of consumer product brochures, covering our gas, oil and renewable product ranges, acts as a pre-sales tool, giving you a resource you can leave with your customer ahead of any purchasing decision.

Within our consumer brochures we clarify the benefits of our products for the homeowner, meaning you can confidently call upon these documents to make sure your customers are aware of how some of our design features can aid the efficiency and maintenance of their heating system.

Product Guides

Both our Technical and Specification literature and our consumer product brochures are supplemented by Product Guides for both our gas- and oil-fired ranges of boilers, to provide a quick overview of the key technical details for each boiler in a concise format.

To access and download our Technical and Specification documents simply visit the Installer section of our website, where our entire catalogue of documents can be downloaded. Our consumer brochures meanwhile can be accessed from the Homeowner section of our website.

Alternatively, printed copies of each of our Technical and Specification documents or consumer product brochures can be ordered at the click of a button, or by calling our literature line on 0844 892 9800.

Visit www.worcester-bosch.co.uk/literature to obtain your copies of the latest literature.



24HR Daily Snapshot

Pre-9am:

Members of each team attend an 'On Time in Full' (OTIF) meeting before the start of every working day. With at least 99% of our orders being successfully delivered, this meeting enables the Logistics department to analyse how 100% of orders can be achieved, allowing us to run extensive procedures to ensure the process is successful next time.

During this meeting, the team also looks at upcoming orders that maybe at risk in the days ahead; this is to ensure we can resolve any potential delivery issues in advance.

Throughout the day and evening:

Following the OTIF meeting, we allocate the items in stock to each individual order to ensure the customer receives everything they requested first time. During the day we allocate lorries and drivers to each journey, while also organising the most efficient transport routes possible. After 5 o'clock, the warehouse despatch department will continue to load the items onto the lorries throughout the night.

12 - 9am

Between midnight and 9am, our drivers collect, transport and deliver our despatched boilers, spares and accessories. This ensures they can arrive at their destination ahead of stockist opening hours, to ensure the merchant is fully equipped with the products and spare parts you require on a daily basis.

A day in the life of... Our Logistics Department

In a continuation of our regular 'A Day in The Life of...' feature, this issue sees us speak to Laura Holland, our Customer Logistics Manager, who explains the role of our Logistics department and how its 24-hour daily operations help us to achieve 100% availability of all boilers, accessories and spare items, with the ability to deliver next working day.

What does the logistics department consist of?

The Logistics department at Worcester carries out a huge operation that consists of the following areas: planning and procurement, goods in/ material flow, warehouse despatch, transport, customer logistics, spares, spares pre-pack and returns and recycling. Each area is tasked with a very specific role within the business, which ensures our department is always running as efficiently as possible. A smooth transition is vital for making sure each of our products arrive on time and in full when the customer expects it.

Planning and procurement

This team plans the production that takes place on our factory floor, whilst also focusing on sourcing raw materials from over 200 suppliers from around the globe.

Goods in / Material flow

Our Goods in / Material flow team is responsible for the delivery of these components to the manufacturing floor. This area is key to making sure a consistent flow of production is maintained and keeps manufacturing productivity high.

Warehouse Despatch

With an average of **15 articulated lorries** being dispatched every day, the Warehouse Despatch department is working 24 hours a day, 5 days a week, including over the Christmas period and bank holidays, picking around **2,500 parts per day** to ensure your order is ready to go.

Transport

We have our own fleet of dedicated drivers to make sure Worcester is stocked to meet the country's demand - in 2012 we travelled a staggering **1.2 million miles!**

With the team clocking up such a high mileage, it is important we employ energy efficient methods. Last year we achieved a **14% increase in fuel efficiency**, helping us to make a positive impact on the environment.

Customer logistics

We have a responsibility to ensure all of our products, accessories and spares are delivered to their recipients in a satisfactory manner. In light of this, our Customer Logistics team is responsible for maintaining a close contact with merchants to ensure deliveries are tailored to meet their individual needs, and that they are always satisfied with Worcester's service.

Spares

Should any element of our products require replacing, we guarantee access to spare parts for 10 years

after the production of a product has ceased. As a result of this, we keep an extensive catalogue of over **10,000 live spare parts** in stock to help with any repair or procedure.

We know the importance of solving problems as quickly as possible, which is why we offer a next day delivery service as standard. We also make sure our 300 service engineer vans are fully stocked up with all the necessary parts overnight, every night.

To further enhance our service level, we profile **300 of our engineering vans** by region. For instance, in a region where oil is a key product, our engineer vans will stock more oil parts.

Each of these teams come together to make sure the logistics department works as seamlessly as possible.

Unlocking the potential of the Green Deal

As the Coalition looks to build its credentials as ‘the Greenest Government ever’, its long-awaited Green Deal initiative was made available to households on the 28th January. With a £125 million cashback scheme now available to encourage the installation of household energy efficiency improvements, there are now numerous ways for companies of all sizes to get involved.



What does the introduction of the Green Deal mean for my business?

The introduction of the Green Deal brings with it a number of potential business opportunities for installers. The Green Deal will create a massive demand for homeowners, tenants and businesses to upgrade their properties with no upfront cost. This in turn will increase the number of requests for home improvements ranging from boiler replacements and heating control installations, to the installation of renewable technologies such as air source heat pumps or solar thermal panels.

How can I be part of the Green Deal?

In order for your company to be able to reap the potential business opportunities of the Green Deal, you will need to obtain ‘Green Deal Approval’ for the services your business offers. The scheme requires assessors, providers and installers, to work together in order to make the Green Deal a success.

For installers to become ‘Green Deal Approved’, obtaining the required Publicly Available Specification (PAS

2030) is essential. Similar to the MCS accreditation, PAS 2030 is a the benchmark which includes all the checklists, procedures, surveys and policies required for you to be Green Deal ready. The document aims to guarantee your business complies with the quality standards required and checks the competency of those installing within the organisation.

Worcester is introducing training and assessment programmes to enable those installers wishing to take advantage of the Green Deal to do so as soon as possible. More details on how we plan to support those of you looking to become Green Deal accredited installers can be found on page 18.

As the mechanism for Green Deal applications requires an initial impartial assessment of a property’s requirements, small and medium sized businesses also have the opportunity to act as an assessor for large providers of the scheme. These registered providers will appoint an installer to carry out the installation work, with the customer then paying for this work through instalments which are added to their

property’s electricity bill. The provider meanwhile, will pay the installer promptly for the completed project.

How is demand for the Green Deal being driven?

A recent survey by uswitch.com found only 19% of consumers had heard of the Green Deal, which emphasises the work that needs to be done to raise awareness. Aside from the £125 million fund put aside by the Government for the cashback scheme, the Department of Energy & Climate Change (DECC), has pledged a £3 million advertising and consumer awareness campaign, which is currently underway. It is hoped that this will drive demand for services covered by the Green Deal and maximise business opportunities as a result.

In addition to raising consumer awareness, DECC will also be supporting the £1.3 billion per year Energy Company Obligation (ECO), which works alongside the Green Deal by supporting energy efficiency measures in harder to treat homes. This scheme provides efficient boilers and insulation for the homes of vulnerable people across Great Britain. These follow a £22 million Pioneer Places

and Core Cities funding competition aimed at driving local initiatives to boost energy efficiency, reduce fuel poverty and encourage collective switching and purchasing awards for activity.

Whilst a level of uncertainty has surrounded the scheme since the Government’s initial proposals were

outlined, the industry now has a huge opportunity to take advantage of the incentives on offer to generate new business and improve energy efficiency across the UK’s housing stock.

As part of our commitment to helping you to maximise business opportunities within the industry, we

will be doing all we can to support those of you who want to become an approved Green Deal installer.

For more information on the Green Deal, visit www.decc.gov.uk/greendeal.

There are three basic roles for providing Green Deal services but lots of ways for businesses of any size to get involved

Customer



Assessor

An impartial **Assessment** recommends what customers need



Provider

Providers arrange quotes to customer, provide finance and arrange for installation



Installer

Installer install energy saving improvements

Customer pays **Provider** over time through savings on electricity bill. **Installer** is paid by promptly by **Provider**



Training focus: the Green Deal

With the Green Deal now open for applications, Phil Bunce, our training manager, explains the steps you need to follow to ensure you are 'Green Deal ready'.

"The Green Deal is expected to have a big impact on the heating market in the UK, however the full implementation of the scheme depends on a thorough understanding of what it covers and how it affects your day to day business.

"In simple terms, to be Green Deal ready you need to obtain a PAS accreditation or a recognised equivalent, which will act as your 'licence to operate.' We understand installers are key to the success of the Green Deal and to help you get to grips with the scheme, we will be running a course which aims to clarify every aspect of the PAS 2030 document, so it is clear what

is required to become a Green Deal approved installer.

"The course will be available to all our installers and will equip you with the quality manual required by the scheme. This manual will allow you to provide evidence of your working practices, similar to the one required for MCS. Once you have the documentation set up, you will be ready to sign up with one of the certification bodies that operate the scheme, providing that you have the relevant technical competencies. In the case of gas boilers, your Gas Safe registration would cover this. You would now be ready to carry out energy efficiency installations in existing buildings whilst

identifying yourself as a Green Deal Installer. Adding this to your portfolio will allow you to pursue new business opportunities away from the traditional boiler market and ultimately help to increase the potential profit returns for your business.

"Expecting strong demand, the HHIC is currently looking at ways to streamline the accreditation process for competent installers. We look forward to updating you on the progress of these suggestions as soon as possible. In the meantime, we hope as many of you as possible will take up the option of becoming a Green Deal approved installer."

For more information on our training and assessment programmes and to book a place on our Green Deal accreditation programme, visit www.worcester-bosch.co.uk.



Brian Murphy and his team of technical advisors answer some of the most common questions they receive from installers at this time of the year

Technical Q&A

I am looking forward to fitting your new Greenstar CDi Compact. I note there's a LCD user interface on the front – does this mean I don't need to fit a programmer?

A. The user interface on the front of the new Greenstar CDi Compact is an intuitive way of accessing the boiler's menu structure. It's not a timer or programmer; you still need to fit controls to the boiler. The Greenstar CDi Compact can accept anything from our existing fascia-mounted control range.



My customers are asking for the CondenseSure auxiliary siphon, as a simple way of minimising frozen condensate pipes. Is there anything they can do to check or empty the siphon themselves?

A. One advantage of this innovative product is that they do not really need too – you can check the CondenseSure annually when you conduct the annual service, in the same way you check and clean the boiler's internal siphon.



I have an installation where the householder wants just one room of underfloor heating. What can you assist me with?

A. Take a look at our RMS unit (Room Mixer Station). This simple module can suit up to two circuits and has a fixed speed 25/40 pump fitted. If you need us to, our design team can specify and design the underfloor circuits, in addition to calculating pipework centres and producing layouts for you. Go to www.worcester-bosch.co.uk/ufh, where you can attach your floor plans.

For more complex underfloor systems, we offer a full range of manifolds, pumping stations and controllers, including weather compensating and wireless controls.



I'm installing two oil boilers together in a boiler room. I would like to use a common flue header – is it possible?

A. Yes, but there are certain things you must remember. As you will be using a conventional flue, the plant room/boiler location must have adequate ventilation to the relevant British Standard. If the combined output is greater than 45kw, please refer to BS5410 Part 2. I recommended that you request the services of a flue specialist who will ensure it is correctly sized and design the flue system to the requirements of the boilers. Most, if not all, the information they would require is in the boiler manual but if there is anything else they need to know, they can contact our Technical helpline on 0844 892 3366.

WIN WITH WORCESTER

WIN A JACKET!

This month we're giving away 50 of our new Greenstar CDi Jackets, which reference our 'Evolution - Revolution' advertising campaign.

To enter our latest competition all you need to do is complete the spot the difference before sending your completed entry form to the address below. Good luck!



DIARY DATES

Exhibitions

Exhibition	Venue	Date
March		
National Homebuilding & Renovating Show 2013	NEC, Birmingham (Stand J113)	21 - 24 March
April		
Self Build & Renovation Show 2013	NSBRC, Swindon	12 - 14 April
May		
All Energy 2013	Aberdeen Exhibition & Conference Centre, Aberdeen (Stand C111)	22 - 23 May
June		
The Chartered Institute of Housing (CIH) Exhibition 2013	Manchester Central (Stand E39)	25 - 27 June



The five differences are:

1. _____
2. _____
3. _____
4. _____
5. _____

Name: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____



Send your entry back to our editorial office: **Installer's Choice, March April Competition**, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Closing date: Friday 26th April 2013 Terms and Conditions apply.

Each year we host hundreds of events nationwide. To find out more about the events taking place in your local area, or any of those listed above, contact your Technical Sales Manager.



APHC Event: 'Future Proof Your Business'

APHC and its supplier partners including Worcester are hosting a seminar afternoon, aiming to shed some light on important changes that will affect plumbing and heating businesses in the coming year.

As part of the programme of informative seminars, Martyn Bridges, our director of marketing and technical

support will be present to inform attendees of the updates to Parts G and L of the Building Regulations.

The seminar afternoon is free to attend and will take place on **Wednesday 1st May 2013 at the National Motorcycle Museum near the NEC, Birmingham**. It will commence at 3pm and include food and refreshments.

KEEP IN TOUCH

Southern region

As we indicated in the last issue, we have restructured our sales team to enhance our ability to handle your requirements no matter where you are in the country.

This month sees us profile our Southern sales team, highlighting the areas they cover as well as providing you with their contact details.



Mark Martin
Southern Sales Director
Contact Mark on: **07767 432563**

Central Southern



Rob Leonard
Regional Sales Manager
Contact Rob on: **07790 489968**

Technical Sales Managers – Central Southern



Dave Stimson
Contact Dave on: **07767 432560**
Areas covered: **GL, WR, OX**



Mick Bawtree
Contact Mick on: **07790 489507**
Areas covered: **LE, NN**



Nick Fothergill
Contact Nick on: **07767 432558**
Areas covered: **B, CV**



Andrew Downes
Contact Andrew on: **07790 489567**
Areas covered: **HP, LU, MK, SG**



Oliver Reynolds
Contact Oliver on: **07767 432570**
Areas covered: **CO, IP, NR**



Barry John Wilson
Contact Barry on: **07790 489791**
Areas covered: **CB, CM, PE exc 9, 10, 11, 12, 20-25**

South West



Darren Milkins
Regional Sales Manager
Contact Darren on: **07767 432540**

Technical Sales Managers - South West



Tony Wilday
Contact Tony on: **07790 488632**
Areas covered: **PL,TQ,TR**



Kevin Brown
Contact Kevin on: **07767 432528**
Areas covered: **BS, EX, TA**



Russell Hamper
Contact Russell on: **07767 251528**
Areas covered: **BH, DT, GY, JE, SO**



Graham Taylor
Contact Graham on: **07919 320666**
Areas covered: **BA, SN, SP**



Jason Gritt
Contact Jason on: **07767 432577**
Areas covered: **GU, RG, SL**



Dai Collins
Contact Dai on: **07767 432571**
Areas covered: **CF, HR, NP**



Alan Owen
Contact Alan on: **07795 504429**
Areas covered: **LD, SA**

South East



John Wheeler
Regional Sales Manager
Contact John on: **07790 489967**

Technical Sales Managers - South East



Steve Brice
Contact Steve on: **07790 489965**
Areas covered: **BN, PO**



Mark Blake
Contact Mark on: **07767 432553**
Areas covered: **CT, ME**



Adam Burrows
Contact Adam on: **07790 489776**
Areas covered: **RH, TN**



James Bowron
Contact James on: **07767 432556**
Areas covered: **BR, CR, DA, SE**



Martin Cromwell
Contact Martin on: **07790 489503**
Areas covered: **KT, SM, SW, TW**



Paul Collins
Contact Paul on: **07790 489508**
Areas covered: **AL, HA, N, NW, UB, W, WC, WD**



Bryan Strudwick
Contact Bryan on: **07790 489525**
Areas covered: **E, EC, EN, IG, RM, SS**



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worcesterboschgroup.wordpress.com