

DIARY DATES

Exhibitions

Exhibition	Location	Date
JUNE		
Facilities Energy & Environment Expo	Excel, London	17 - 19 June
CIH Housing 2014 Exhibition	Manchester Central	24 - 26 June

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.



THE INSTALLER'S CHOICE

The official magazine for Worcester installers

MAY/JUNE 2014



Our new Online Training Academy



£100

Cylinder Cash Back*

When you replace any domestic hot water storage cylinder with a **Greenstore unvented SC cylinder** from Worcester.

Offer applies to Greenstore unvented SC cylinders purchased between 1st February and 31st July 2014.

For more information visit www.worcester-bosch.co.uk/cylinder100



or claim
£150
when you purchase any
**Greenstar regular
or system boiler**
at the same time*



Welcome

from Steve Lister



Welcome to the May/June edition of Installer's Choice.

With more new technologies and evolving legislation to keep yourself up-to-date with, our cover story sees us formally unveil a very exciting new addition to our training offering, which is truly one of the most innovative ways for you to enhance your product knowledge. Turn to pages 6 and 7 to read about how our new Online Training Academy is the perfect addition to our already exceptional range of training programmes.

Since the last issue of Installer's Choice, the industry received a potential boost with the launch of the Government's long-awaited Renewable Heat Incentive (RHI). Will this introduction rejuvenate the market for renewable technologies? Turn to pages 8 & 9 for an overview on the launch of RHI.

As the profile of water treatment continues to grow, this month's Installer's Voice feature sees us gauge the views of a group of installers on what can be done to minimise the impact of untreated water on boiler performance. The full discussion can be read on pages 16 and 17.

Finally, with the Government's MCS, Green Deal, and ECO schemes all requiring you to complete a comprehensive Quality Management System in order to be authorised to carry out installation work, we have built on the success of our MCS Made Easy website with a new offering. Our new dedicated online platform is profiled on pages 18 and 19.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director

CONTENTS

Pages 4 & 5
The latest news from Worcester

Pages 6 & 7
Next Generation Training

Pages 8 & 9
Renewable Heat Incentive

Page 10
Green page: E2020 Award winner, Rob Burton

Pages 12 & 13
Installer's Choice: NPT Homes

Page 14
Be Our Guest: Adey

Pages 16 & 17
Installer's Voice

Pages 18 & 19
Training focus: MCS Made Easy

Page 20
Technical Q&A

Page 21
Win with Worcester

Pages 22
Work with Worcester

Pages 23
Keep in Touch: Our Southern region

Pages 24
Diary dates

*Terms and conditions apply

Political Presence at Worcester



From left to right: Neil Schofield, Jonathon Reynolds MP, Joy Squire – Labour Parliamentary candidate for Worcester, and Bob Murdoch – our manufacturing director

As pre-election build-up gathers pace, our Worcester head office was visited by Shadow Energy Minister, Jonathon Reynolds, earlier this month. Jonathon was given a tour of the facilities and enjoyed an informal conversation with Neil Schofield, our Head of Governmental and Environmental Affairs, where they discussed the Labour party's commitment to energy schemes and the future of heating industry.

ErP Labelling to take effect from 2015

With the Energy related Products (ErP) Directive having prescribed minimum standards for heating and hot water systems over the past decade, Martyn Bridges explains how the initiative is set to change.

"In 2015 the ErP Directive will introduce a new requirement for labelling to be placed on all energy-related products in the commercial and industrial sectors. The objective of this is to create a standard for emissions which needs to be adhered to and will see manufacturers, like ourselves, strive to design more efficient products.

"The new Energy Labelling Directive will introduce new efficiency classes; A+, A++ and A+++ on top of the existing A-grade for the most energy-efficient household products. The most efficient

class is represented by A+++.

"This development of the scheme is a sign of the Government's continued commitment to reducing carbon emissions and improving the efficiency of the UK's housing stock. As a manufacturer, we will constantly be evolving alongside new regulations to create low emissions solutions. For installers, the new policy will ensure you can easily identify the most environmentally friendly product for your customers and will give you supporting material so that you can clearly explain the benefits to them."

YouTube

YouTube video launched to support System Filter

The Worcester System Filter protects a boiler or heat pump from contaminated system water with a powerful internal magnet and high first pass collection rate. To further assist installers protecting the system we have created a YouTube video which provides a step-by-step guide on how to service the product, which has been designed to make servicing and maintenance quick and simple.



Part L comes into force



The long-awaited update to Building Regulations' Part L came into action last month. The move is a step in the right direction and helps the heating industry move towards the ultimate target of zero carbon homes.

The new policy requires a six per cent carbon improvement on 2010 regulations which is lower than the eight per cent originally considered but will help maintain momentum for improving the efficiency of the UK's housing stock.

With the construction sector appearing to be in a state of recovery, it is nevertheless important that housebuilders are not encumbered with too many additional cost requirements.

The new requirements are practical and maintain the momentum which has already been established. Although in their early stages, the Government's RHI and Green Deal initiatives have begun to position emissions high on the industry's agenda. We might not be able to view the new Part L requirement as the start of a revolution, but it is certainly a sensible outcome for England's construction sector.

As part of the changes the requirement for dwellings under 150m² to have at least two heating zones has now been removed – for more information refer to our Technical Bulletin TB 0045b (2014/05)

Support CO law change and save lives

Installers are being urged to back a campaign, which aims to save lives by changing the law on carbon monoxide (CO) alarms.

Plumb Center and controls manufacturer Honeywell, are spearheading a campaign to change the law, so an alarm would be required in England and Wales whenever a carbon-burning appliance is installed – it's already law in Scotland and Northern Ireland.

Tragically around 40 people a year die from accidental CO poisoning in England and Wales – with around 4,000 admitted to hospital with symptoms that could lead to brain damage and strokes, according to the Health and Safety Executive (HSE).

Please go to www.no-to-co.co.uk and sign the e-petition, because once 100,000 people have backed the call, a debate will be triggered in the House of Commons and a change in the law will move a step nearer.

Installer Tweets of the Month

Our Twitter feed (@heatingyourhome) is always a hive of activity, with many of you getting in touch to notify us of everything from notable installations to technical questions and queries. To showcase your support we have put together a selection of our top tweets from May:

 **Overall Maintenance @ RichOverall May 16**

@heatingyourhome This job is bringing back some memories! My first gas boiler installation! Where has 10 years gone!?

 **David Robson @ drobsoninsta Apr 24**

Great night @HVNewsAwards with the @heatingyourhome & @Help_LinkUK boys #welcometotheinsulationindustry #HVNAwards

 **I.R.B Heating @ irbheating May 8**

Just serviced a @heatingyourhome 32CDi that I fitted



last year, working like a dream! It lives inside a wall unit. pic.twitter.com/GUNtMyQoch

 **Alan Marcon @ Green_Reliable Apr 29**

@heatingyourhome when servicing oil boilers always clean thoroughly and fit a new nozzle! Then set up! Happy customer pic.twitter.com/MFtS55uAg





Next generation training: Our new Online Academy

This summer sees Worcester launch one of the industry's most inventive ways for you to enhance your product knowledge at any time or location, through the unveiling of our very own Online Training Academy.

The launch shows our commitment to giving expert professional training, by giving you a central online hub from which you can access a range of interactive product and industry-related e-learning modules free of charge.

Next generation education

Designed to supplement our vast range of hands-on training programmes,

our Online Training Academy has been aimed at those of you who wish to keep up-to-date with the latest product features, installation tips, and troubleshooting advice, whenever and wherever convenient. Given the rapid growth in the number of you who see your smartphone or tablet computer as a fundamental accessory to your daily work, our new platform will allow you to take your training on the go, giving

you the opportunity to enhance your knowledge between jobs.

In addition to the range of e-learning programmes on offer, the academy also gives you access to your very own personal area, where you can create your own bespoke e-library of product manuals, technical bulletins and an online scrapbook of relevant industry news. Within this area, you can also

review your training progress and download a printable certificate upon completion of each course.

For larger organisations, the new web-based hub also boasts the option for those in managerial roles to assign a particular module to members of staff, as well as reviewing their progress on demand. We have introduced this particular element to streamline the way in which managers can oversee their team's professional development remotely, with no need for any other form of reporting or paperwork.

Our Online Training Academy will launch with an e-learning programme on each of the following Worcester products:

- Greenstar CDi Compact
- Greenstar Heatslave II & Danesmoor

- Greenstar i Junior
- Greenstar Plus Hybrid System
- Greenstore unvented Cylinders

Following on from its launch, we will ensure the Academy is regularly updated with additional programmes in support of our growing product range. This will give you the perfect opportunity to familiarise yourself with some of the newer technologies on the market, before you take any recommended hands-on training.

Phil Bunce, our Training Manager commented: "Our Online Training Academy has been designed to give installers an interactive platform from which they can refresh their product knowledge, or even introduce themselves to a particular technology prior to a hands-on practical training course. With the range of heating and

hot water technologies available to installers now wider than ever before, staying up-to-date is something we are keen to help installers with in every way we can.

"The launch of this exciting new platform means we can give installers more opportunity to enhance their industry knowledge than ever before, via our network of Training and Assessment Academies, fleet of mobile training vehicles, or College Links Learning Scheme. With smartphones and tablets now essential components of an installer's toolkit, we are keen to ensure professional development can be enhanced both from the comfort of home and on the road."

To register for our new Online Training Academy, visit www.worcester-bosch.co.uk/training



Patience required following RHI launch

April's launch of the Government's long-awaited Renewable Heat Incentive was met with delight by a number of organisations from across the industry. Here, Neil Schofield, our Head of External and Governmental Affairs, explains why, despite a wave of positivity surrounding the scheme's launch, only time will tell whether it proves to be enough to kickstart a faltering renewables market.

"Although we may have known the tariffs set by the RHI for some time now, the fact that the scheme is now open for applications at least gives us some degree of assurance that the Government is willing to promote growth in the renewables market. DECC's decision to finally open the RHI for applications is a welcome one for our industry but we will have to wait to see if this will give the renewables market the lift it so badly needs.

"With everything now in place, can this market recover from its current state, which is a far cry from four or five years ago when renewables was a buzz word

and interest was high? The renewables market has underperformed as a result of a series of delays to the RHI's launch, and businesses have been damaged as a consequence. The stagnant market we currently have on our hands is certainly a lot more difficult to kickstart than one which is showing signs of growth."

Neil's concern is that dwindling MCS registrations coupled with doubts over the RHI tariff's bias could limit the ultimate success of an incentive originally expected to transform the way UK homeowners heat their properties.

He continued: "The total number of installers registered under MCS is now at its lowest since 2010, which suggests that an alarming number of heating engineers have lost faith in the market for renewable technologies. The fact is, we need a strong base of qualified installers to make the RHI a success, so DECC has a lot of work to do if it is to reverse this decline.

"We're also in a position where the funding is weighted heavily in favour of biomass, which is one of the most expensive systems to install and one requiring the largest amount of user intervention. Questions have already

been raised over whether DECC has backed the right horse in this respect.

"Given the various delays we've seen since the concept of the RHI was first put forward in 2009, we hope this announcement isn't a case of 'too little, too late' as installers and their customers feel like they've seen it all before. As with the Green Deal, we're looking at a slow burner with the RHI and patience will be required before we can assess whether or not it has been a success. Only time will tell."

MCS Testing, testing, 1, 2, 3

As well as dwindling MCS registrations suggesting a number of you are yet to be convinced by the latest RHI proposals, Martyn Bridges, our Director of Marketing and Technical Support, adds that manufacturers are also finding MCS registration a tricky hurdle to overcome – labelling the bureaucracy associated with the scheme "astonishing".

Martyn commented: "As if installers' access to MCS isn't difficult enough given the sheer volume of prerequisites in place for funding qualification, manufacturers also have to overcome their own set of challenges in getting products tested for compliance under MCS 012 – the scheme's very own product standard.

Martyn questions the need for a new UK-specific solar testing procedure, given the prevalence of the Solar Keymark. He continues: "Despite the fact that the majority of solar products are certified with the Solar Keymark – a Europe-wide quality label for solar thermal – MCS now states an extensive list of additional requirements over and above what is has already become a harmonised European standard.

"At Worcester, we offer five different solar thermal products, each of which now needs to be tested at an independent test house, to a cost of well over £30,000, in order to

gain approval under the MCS's local requirements.

"The requirement stipulates that to enable the testing to take place, the manufacturer must not only pay for the testing and provide numerous products and ancillary equipment, but they must also build the roof for them to be tested on and disassemble it again afterwards. What is notable here is that the notified body tasked with testing products isn't equipped with the facilities required to complete the task and is placing the onus back on the manufacturer.

"We have reached a point where the bureaucracy associated with MCS – both for a manufacturer and its products, and the installer – is astonishing. With the renewables market already struggling to meet its potential, should we not be doing all we can to stimulate sales rather than deter them?"

What are your views on the current status of the MCS? Do you think DECC could be doing more to increase RHI take-up? Tweet us with your views @heatingyourhome, or on our website at www.worcester-bosch.co.uk/homeowner/customer-service/contact-centre

Rob Burton, of Kent-based Highsted Heating, picked up the E2020 award for 'Total system solution installation' after installing an impressive eco-friendly system at a brand new residential development in Boughton under Blean, Kent.



Kent installer strikes Green with installation

Rob was asked by the builder of the development to recommend and install a suitable heating system that would fulfil the environmental credentials required for planning permission. With the site comprising four, four bedroom, semi-detached houses and a separate block of five flats, Rob used his knowledge of the Worcester product range to recommend and fit two bespoke total system solutions.

Given the roof space available on each of the four houses, Rob opted to equip each property with a Greenskies FKC solar thermal collector, a 210L Greenstore twin coil unvented cylinder

and a Greenstar gas-fired CDi system boiler. Each flat meanwhile, was fitted with a Greenstar gas-fired 25Si combi boiler plus a plug-in module to minimise NOx levels. The two very different but effective solutions fulfilled his customer's environmental requirements comfortably. Despite the challenge Rob faced in siting the solar thermal collectors on the roofs of the three storey buildings, the arrangement was installed with ease thanks to each technology's compatibility with the other components.

Speaking of the installation, Rob commented: "The pleasing aspect

about this project was my customer's willingness to give me complete control over the technologies I was able to recommend for his allocated budget. The fact I was able to suggest a total system solution with every component manufactured by Worcester was certainly a huge incentive, as it allowed me to make assurances that each system would work seamlessly together and future proof the home."

For more information on our Environment 2020 Awards and to download an entry form, visit www.worcester-bosch.co.uk.

5 year guarantee*

on Greenstar gas and oil-fired boilers in 2014.

Purchase any Greenstar gas-fired CDi, Si Compact, i System or Ri condensing boiler, or any Greenstar oil-fired boiler, between **1st January 2014 and 31st December 2014**, and your customers will receive a 5 year guarantee for the boiler and 5 years' peace of mind.

Visit www.worcester-bosch.co.uk/5year to find out more.



Which? Best Buy Awards apply to Greenstar gas-fired boiler range only.



*Full terms and conditions apply, please visit www.worcester-bosch.co.uk/5year

INSTALLER'S CHOICE

Spotlight

NPT Homes - The key to success

Representatives from NPT Homes in Swansea made the decision to include a Keyless Filling Link on all new boilers installed in their properties.

After noticing under-pressure heating systems could become a problem within the properties, employees at the housing association decided to fit the Keyless Filling Link to improve efficiency and prolong the lifespan of the heating system.

The representatives were familiar with the Keyless Filling Link concept and thought that the Worcester product would be the best option for the installation. The principal benefit was the ease of operation meaning that tenants can maintain the system themselves, therefore avoiding a call out.

Gemma Fouracre, Tenant Liaison and Systems Manager, commented: "When we were planning the new properties we wanted to make sure it was as efficient as possible and we also wanted to make the maintenance of a home heating system straightforward for our tenants.

"The Keyless Filling Link was considered because we have a high percentage of tenants over 55 years old living in the properties who may be less agile and experiencing slight sight loss, therefore this group would find the system slightly difficult to use.



"We arranged for a number of tenants to try out the original system and they reported that it was hard to use, so we decided we needed to make a change. If tenants were unable to use the filling key, could not position it properly or were too lose the key this could result in us having tenants without heating and increased demand for our repairs helpline.

"However with a Keyless Filling Link the homeowner simply pulls the lever, allowing the water to start entering the system, and once the desired pressure is obtained, the



John Davies, part of the product tenant group said "It's fantastic that as a group we have been able to work with Worcester Bosch to test their new filling system. This system will make a huge difference to people being able to top up their boiler pressure easily, reducing the need for them to call upon assistance from others."



lever is released and the mains supply is automatically turned off, disconnecting the link safely and securely.

"We selected Worcester's Keyless Filling Link as their representatives informed us that the product would address these issues and assist tenants. We encouraged tenants to attend a demonstration day to

experience the new system and Worcester were on hand to get the views of the tenants and educate them on the functionality of the product.

"All tenants felt that the Keyless Filling Link was incredibly easy to use and manage. One aspect frequently praised was the fact it remained attached to the boiler at all times so

could not be misplaced and that it was coloured in blue to help identify it from other parts of the boiler.

"As a landlord, we are delighted that our tenant representative group could use the product and it is definitely something we will strive to use more in the future, especially as it is compatible with so many Worcester boilers."



Installer's Voice

The subject of water treatment is one that many of you will be familiar with, given the way in which poor water quality in certain areas of the UK has the potential to damage boiler components and reduce performance efficiency. This month's Installer's Voice sees us gauge the views of seven installers on the measures that can be taken to protect boiler components from contaminated water over the long term.

1. How big an impact do you think poor quality water has on domestic heating systems in the UK?

DH: I come across sludgy or dirty systems very regularly – probably a few times a week.

PW: A lot of the time, we find ourselves fitting new boilers on open vented systems where the system has been badly affected by sludge. You

can tell that, a lot of the time, people aren't power flushing.

SH: I think it's an educational thing. For a lot of people, they're not aware of the damage water can cause if it's not treated properly.

BL: A lot of people seem to be having new boilers fitted on old systems, which doesn't help when it comes to efficiency levels.

2. Do you think call-outs resulting from poor water quality have a negative impact on your potential to maximise more profitable work?

DH: In my view, a job's a job – call-outs for this sort of work are very much a part of what I offer to customers on a daily basis. Poor water quality in certain areas is inevitable and it all generates work for us as installers.

3. Do you always offer all of your customers the option of some kind of water treatment procedure or safeguard? If not, why not?

CJ: We recommend the inclusion of a system filter as standard to ensure our customers are able to benefit from an extended warranty.

- Brett Lloyd** – Town and Country Plumbing and Heating, Banbury
- Wilson Ram** – David New Plumbing & Heating, Dudley
- Colin Jones** – Cosy Warm Heating & Plumbing, Cardiff
- David Heath** – Cosy Warm Heating & Plumbing, Cardiff
- Alex Rawlings** – A & B Plumbing & Heating, Nottingham
- Stuart Hesk** – S Hesk Plumbing & Heating, Gloucester
- Paul Walsh** – L & P Plumbing & Heating, Bristol



SH: I find that as long as you explain to your customer what you're including when you quote for the job, there's rarely an issue. Once a customer has been made aware of the benefits associated with a system filter or a power flush, they are generally happy to pay for that work to be done.

4. If you do tend to offer your customers a water treatment procedure, do you have a preferred product or method?

CJ: We tend to fit a magnetic filter on the majority of occasions. A number of merchants now offer filters as part of a boiler pack, which benefits us when we go to purchase products, and also our customers, who can then benefit from a boiler and filter they know is compatible. Boiler packs often prove to be cheaper than buying the boiler on its own, which is a good way of encouraging installers to protect their customers' boilers.

5. Do you think there is a perception amongst homeowners that water treatment is a costly optional add-on rather than a desirable long-term benefit?

CJ: Not if you do things properly. Ultimately, if you explain what you're

looking to do when you give your customer a quote, it's difficult for them to argue against it. With a filter for example, it's fairly straightforward to explain that without one, their boiler isn't covered by its full warranty.

SH: With most people, once you've explained what power flushing or a filter actually does, most people are happy to go ahead – almost to the point where cost doesn't come into it as they understand the long term benefit. Obviously, if you don't explain what you're doing, you risk placing doubts in the customer's mind that you're trying to exploit the situation.

CJ: The only problem is on the odd occasion that you get a boiler that has been sited in a position where it's not possible to install a filter. It goes without saying that you still clean the system, but you can't quite do everything you'd like to to protect the system.

AR: For some people, it's not always that simple. If they haven't got the money, they will only pay as much as they can afford, which may mean they ask for any water treatment to be left out.

6. What do you think needs to be done to encourage more

homeowners/customers to see the benefits of water treatment?

CJ: I think any visual aids that allow you to show your customer exactly what a filter is doing are very useful for installers to use.

BL: Those things will definitely help. If you can show your customer how something works while you're talking to them, it's a lot easier.

SH: It's a case of components being out of sight and out of mind with some people. If their boiler hasn't broken down, they think it's working fine, and you're not there to take a closer look at how it's performing, they'll think there's nothing wrong. In actual fact, the system could be performing poorly if the water hasn't been treated properly.

7. Can anything else be done to help more of your customers take up the option of water treatment as part of a boiler installation or maintenance programme?

CJ: The extended boiler warranty that comes with installing a system filter is a good idea and I think people are more switched on about warranties than they may have been in the past. That helps with protective measures like water treatment.

Green Deal Made Easy



To make it easier than ever before for you to become qualified to carry out work under the Government's Green Deal and ECO schemes, we have launched a brand new website, which builds on the success of the MCS Made Easy platform many of you will have taken advantage of.

The new online portal has been designed to offer you an express route to registering with Certsure - one of the largest Green Deal and ECO certification bodies - and keeping up to date with the latest developments under the MCS, Green Deal and ECO initiatives.

Upon completion of the mandatory half day training programme, written assessment, and interview with a Certsure Assessor required by the PAS 2030 code of practice, our new web-based resource will give those of you with the required qualifications a central platform from which you can access guidance on the completion of the necessary documents.

With all installation work under the Green Deal and ECO schemes requiring compliance with the PAS 2030 certification, our new website provides you with ready-made templates to document your company's compliance, plus email notifications when the respective documents need updating. This ensures every heating engineer

registered with our new scheme can compile their own Quality Management System with ease.

Phil Bunce, our Training Manager, commented: "With the Green Deal, ECO, and MCS initiatives each requiring installers to complete a comprehensive Quality Management System, our new online platform has been designed specifically to make this as easy as possible for installers.

"As both a manufacturer of high-efficiency heating and hot water technologies, and a leading provider of industry-based training, we recognise the important role we play in equipping the country's heating engineers with everything they need to take advantage of the Government's energy-saving initiatives. Our new platform brings relevant guidance, paperwork, and scheme updates together onto one accessible platform."

For more information on Worcester's new online platform for installers registered under the MCS, Green Deal, and ECO initiatives, visit www.worcestermcs.co.uk.



Half price cylinder training

From the beginning of June, we are pleased to confirm that we will be offering half price training to support those installers keen to take advantage of our Greenstore range of high efficiency unvented cylinders.

The promotion, which runs from 1st June to 31st August 2014, gives you the chance to obtain a certificate of competence, as defined by the Building Regulations G3, and registration with Logic Certification, for a cost of just £100.

The course, which is available at our network of Training and Assessment Academies nationwide, has been designed to promote greater understanding of the various forms of unvented systems, giving installers an insight into the standards and regulations relating this area.

As part of the programme, delegates will be given the opportunity to familiarise themselves with our Greenstore high-efficiency unvented cylinder series. Available in a variety of capacities ranging from 90L to 300L, each cylinder has been designed to offer both excellent flow rate and rapid reheat capability, and is backed by a robust 25 year guarantee.

Phil Bunce, our Training Manager commented: "High efficiency unvented cylinders can play an extremely important role in enhancing the hot water comfort, both for properties

with a stored hot water supply and those keen to make their homes 'solar ready', should they wish to invest in a renewable technology in the future. With this in mind, we're keen to encourage as many installers as possible to broaden their understanding of the technology and performance capabilities of our Greenstore range, which offers unrivalled hot water performance."

To book a discounted place on our Hot Water Systems and Safety course, visit www.worcester-bosch.co.uk/training



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

Q. I am installing a boiler and need to use a plume management kit. The flue comes out under a balcony. I need to run the flue along the underside of this, but as per your manual the angle on the plume kit needs to have a constant 10 degree fall. This will make the installation very awkward. Is there any way that the plume kit can be run at a shallower angle?

A. The manual does state that the plume kit does require a 10 degree fall throughout the run of the plume kit. It has been agreed now though, that as long as the first 500mm of plume kit length is at a 10 degree angle, that the rest of the plume kit can be run at a 3 degree angle after the first 500mm.

Q. I have a Greenstar gas boiler and the pump needs to be changed. Can I use an off the shelf standard pump head for this?

A. We would advise that when changing any internal components on any of our boilers that the parts used are genuine Worcester parts. Standard components are not always tested with our boilers. Any other component may invalidate the warranty of the boiler.

Q. I am looking to fit a new Worcester Ri Compact boiler and I would like to use your DT20 or DT10 controller options. Does this system allow a Y Plan valve to go into mid position or will it open both zone valves at the same time on an S plan System?

A. When using the Greenstar wiring centre, it will operate with similar logic to that of our latest boiler range using an internal diverter valve kit. The controller will use a share function rather than opening both valves on an S plan or putting the Y plan valve into mid position. This will enable the boiler to manage individual temperatures for both central heating and hot water effectively.

Q. I have an installation where the customer requires the boiler to be installed in the loft, could you advise what I would need to do to comply to current regulations?

A. There are many circumstances where it may be beneficial to install the boiler in the loft in order to save space within the kitchen, it's important to ensure that the boiler is located onto a fixed, ridged surface at least the same size as the boiler and capable of supporting the boiler's weight.

For the purpose of installation and servicing, you will need to ensure that the loft is accessible by a fixed loft access ladder, with hard flooring and fixed lightning around the boiler.

Gas, water, and electrical isolation points should be provided outside of the roof space so the boiler can be isolated without gaining access to roof space.

Consideration should be given to providing a remote pressure gauge and filling link as some people may find accessing the boiler difficult in this location.

If there is anything else you need to know, please contact our technical helpline on 0330 123 3366.

Q. I am about to fit one of your Greenstar filters onto an installation. My customer has a pace maker and is worried about the effects the magnet may have on this.

A. The Greenstar filter is perfectly safe to be installed for customers that use a pace maker. Provided the magnet is within the plastic body of the filter the pace maker will not be affected.

People that have a pace maker fitted must not remove the magnet for cleaning as once the magnet is exposed it does pose a potential risk. The Gauss reading of the magnet is in excess of 9000.

There is a warning sticker on the unit itself to inform that there is a powerful magnet inside.

WIN A TRIO OF ACCESSORIES

Having built up a strong range of accessories to enhance boiler installation and maintenance, this month we're giving away a trio of our latest accessories to 15 lucky readers.

With this prize, each winner will receive:

- 1 x Keyless Filling Link
- 1 x CondenseSure
- 1x Greenstar System Filter

Our Keyless Filling Link removes the need for the user to temporarily join the water mains and the heating circuit together with a key or the more traditional braided hose pipe arrangement. Meanwhile, our Greenstar System Filter has been created to protect the boiler and wider central heating system components from magnetic and non-magnetic water contaminants.

Finally, Worcester's CondenseSure device overcomes the frozen condensate issues by preventing external



condensate pipes freezing, even in the harshest winter weather conditions.

Ultimately this accessory package will ensure you are fully equipped to handle every situation.

To be in with a chance of winning this package, simply answer the following question:

What is the name of the liquid that drains from a condensing boiler and can be susceptible to freezing?

Your Answer:

Name:

Business Name:

Business Address:

Daytime Telephone Number:

Email:

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

Closing date: Friday 11th July 2014. Terms and Conditions apply, visit www.worcester-bosch.co.uk for more information.

Work with Worcester

At Worcester, we understand that people are critical to the current and future success of the business, and actively work with all employees in order to better focus their abilities and commitment to achieve true customer satisfaction. All our employees are expected to share in our quality obsession.

We look forward to the challenges ahead and continue to recruit high calibre, diligent and customer focused individuals who wish to progress their careers. Should you, or one of your family of friends wish to join our growing team, our current vacancies can be found on jobs.worcester@uk.bosch.com. In addition please note we also offer the current trainee opportunities detailed below:

Engineering & Administration Apprenticeships

2-4 years fixed-term contract with a combination of formal academic training/qualification, on the job development and experience

- Quality, Research & Development, Production/Manufacturing, Field Service, Purchasing Quality.
- Finance, Payroll, Purchasing, Sales, Rotational options.

Apply: jobs.worcester@uk.bosch.com

Undergraduate Internships available

1 year fixed-term contract for work experience (during 2nd year of University study) as part of degree course

- Available across all departments at Warndon, Worcester.
- Annual recruitment January- February, with placements starting June- August full time – 39 hours per week for 12 months

In our experience undergraduate placements provide an invaluable insight into the commercial world for students, allowing them to develop their confidence and apply their skills and abilities in the workplace.

Apply: jobs.worcester@uk.bosch.com

Graduate Specialist Programme (UK)

2 year Fixed term contract for post graduates (Engineering, Marketing, Finance...)

- Available across the UK.
- Annual recruitment September – December, with placements starting the following September (upon completion of university studies)

Around 4,500 people work for Bosch at a number of locations around the UK, including Denham (Sales and Distribution Head Office, Automotive Original Equipment and Aftermarket, Power Tools and Security Systems), St Neots (Head Office for Bosch Rexroth), Worcester (Head Office for Bosch Thermotechnolgy Ltd) and Stowmarket (Bosch Lawn and Garden Ltd)

Apply: [online www.bosch.com](http://online.www.bosch.com)

KEEP IN TOUCH

Scotland Region

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

Regional Sales Director



Henry McNicol

Contact Henry on:
07774 994470

Technical Sales Managers



Bruce Mitchell

Contact Bruce on:
07790 489975
Areas covered:
DD, FK, KY, PH



Kevin Scott

Contact Kevin on:
07790 488592
Areas covered:
AB, HS, IV, KW, ZE



Chris Davison

Contact Chris on:
07767 253717
Areas covered:
DG



Kevin Torrance

Contact Kevin on:
07790 488611
Areas covered:
G, KA, PA



Iain Mauchlen

Contact Iain on:
07790 489681
Areas covered:
EH, ML, TD