

are you
ready to
ride the
WAVE?

POWERPOINTS

Worcester gives you the power



Free Bosch Professional Power Tools*

With selected **Greenstar boilers and Greenstore cylinders*** purchased from 21st July to 30th September 2014.

worcester-bosch.co.uk/powerpoints

*Terms and conditions apply

Welcome

from Steve Lister



Welcome to the July/August edition of Installer's Choice.

With the summer now upon us and our industry beginning to ready itself for peak heating season, there is no better time to give you a sneak preview of an exciting new product we will be launching this September. Our state-of-the-art smart heating control will give you the chance to appeal to those tech-savvy customers who are looking for ways they can make their homes more efficient. Turn to pages 6 and 7 to find out more..

We remain as committed as ever to making sure you can get as much as possible from our award-winning range of heating and hot water technologies. With this in mind, we are pleased to announce the launch of our national PowerPoints promotion, which gives those of you who install our products the chance to claim free Bosch power tools to add to your toolkit. See pages 8 and 9 for further details.

This month's Installer's Voice gives us the opportunity to speak to a group of installers about how the renewables market is shaping up a few months on from the launch of the Renewable Heat Incentive (RHI). Has the RHI begun to make an impact? What can be done to boost the RHI even further? Turn to pages 16 and 17 to read our group of installers' answers to those questions amongst others.

Finally, with an increasing number of you beginning to express an interest in fitting the technologies covered by the RHI and Green Deal, Phil Bunce, our Training Manager, offers a reminder of one of the programmes we offer to make it as simple as possible for you to become suitably qualified. Phil explains how our QCF programme does just that on pages 18 and 19.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director

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Endorsement from Worcester on Queen's Zero Carbon Homes stance

Earlier this summer the Queen's Parliamentary speech hit industry headlines following an alleged 'watering down' of zero carbon homes targets. Martyn Bridges, our Director of Marketing and Technical Support, believes more pragmatic targets are necessary in order for the new build sector to double its output and overcome the UK's housing shortage.

Martyn commented: "Despite the criticism levelled at the Government for its supposed abandonment of its zero carbon homes targets, there is pressure on the construction sector to increase the amount of new homes being built to meet the ever increasing demand. It is evident that to meet the need for new homes, it is both financially and technically difficult to achieve zero carbon in such high volumes,

suggesting the treasury may have had an involvement in setting more achievable targets.

"The impracticality and the additional cost of equipping all new homes with a whole host of renewable technologies risked burdening housebuilders with too many hurdles to overcome. By not being too prescriptive, the new proposals give housebuilders themselves the option to take a more holistic approach to enhancing their overall environmental contribution.

"While there's no doubt the revised targets themselves are a climb down, they are at least more realistic than those set before the recession – particularly given that renewables simply haven't taken off in the way we would have liked."

UNISON Energy Review

Britain's biggest trade union, Unison, has called for an energy review of homes to take place which it says will save money and reduce the need for fracking. Part of its review proposed the introduction of a free door-to-door assessment for households to identify the remedial works needed for every house to meet minimum requirements. The recent proposals have been welcomed by Worcester as they encourage other bodies to look at ways to improve the renewables sector.

Martyn Bridges commented: "Unison's suggested approach has similarities with the Green Deal scheme, especially in the way that both propose an evaluation of housing stock takes place before subsequent recommendations are made. However, this new proposal differs in that the assessment is free of charge – a feature which may have huge implications for the uptake of renewables.

"One barrier faced by the Green Deal is the overall cost involved in the process. From the call-out of a Green Deal Assessor to the installation of more efficient technology, the process can be an expensive one. Unison's suggestion is that the call-out is free and that low-income households are able to benefit from free energy enhancing measures therefore making renewables much more accessible."

E2020 Winners



In June we hosted our annual Environmental 2020 Awards, where we recognised those who have made an outstanding contribution towards tackling climate change in the last 12 months, through the use of high-efficiency heating technologies.

With well over 100 installers and specifiers having submitted entries for this year's awards along with plenty of entries for the children's art and photography competition, Worcester judges faced the tough task of selecting the overall winner for each of the 10 categories.

The winners of each category, who received their prize from the event's special guest, Mike Foster, Chef Executive, Energy and Utilities Alliance, (EUA) are detailed below:

Greenstar gas-fired boiler installation: Darran Grant – Darran Grant Plumbing and Heating, Cardiff

Greenstar oil-fired boiler installation: Mike Sellwood – M Sellwood Plumbing and Heating, Swindon

Greenskies solar water heating installation: Richard Smith – Smiths Heating Services Ltd, High Wycombe

Greenstore and Greensource heat pump installation: Richard Hows – Keogh & Hows, Stratford Upon Avon

Total system solution installation: Steve Lockyear: South West Plumbing and Heating, Bath

Greenspring instantaneous water heater installation: Darren Miles – D Miles Plumbing and Heating, Broadway

Housing Association Specification: Golden Gates Housing Trust, Warrington

Housebuilder Specification: Rectory Homes, Haddenham

Local Authority Specification: Weaver Vale Housing Trust, Norwich

The awards also reward the artistic efforts of young people up to the age of 16, who have created outstanding artwork inspired by energy efficiency and climate change. Six year old Advaidah Menon from Newcastle, 10 year old Kyan Hoque from London and 12 year old Emily Loraine from Kent were each presented with £500 of shopping and leisure vouchers for their efforts.

To find out more about how you can enter this year's Environment 2020 Awards and to download an entry form, visit www.worcester-bosch.co.uk.

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 recent top tweets:

 **Aspect Green Heat** @AspectGreenHeat

Jul 10 Fitting energy saving @heatingyourhome appliances in Gwynedd, helping reduce carbon emissions in Wales whilst reducing energy bills! #ARBED

 **JB Heating Services** @Jb_heating Jul 6

@WorcesterBosch @heatingyourhome training course attended in Wakefield this week #rossendale #Manchester #BoilerRoom



Overall Maintenance

 @RichOverall Jun 23

Gotta love the @heatingyourhome Greenstar HE! 10 years old and still running perfectly! @SIJC #AccreditedInstaller



steve @steveaquahat

 Jun 14 @heatingyourhome

fitted another new Worcester Bosch highflow 440 CDI this week. Great hot water flow rate. Highly recommend to customers. :)

Coming Soon...

Riding the Wave to smarter heating and hot water control

This autumn will see the launch of one of our most technologically-advanced products we have developed to date. Our new programmable smart heating control the Wave will offer you the chance to bring the most sophisticated and technologically-advanced heating and hot water controllability to heating systems nationwide.



The new Wave from Worcester is a smart, internet-connected programmable controller for central heating and hot water. It can be accessed and programmed using any Apple iOS or Android device across any Wi-Fi, 3G or 4G network connection. Users simply download the Wave app to their device to take control of their heating system from anywhere in the world, where an internet connection is available.

The market for smart controllers has grown substantially over the last 12 months and we have taken the opportunity to launch our own innovative solution, utilising over half a century's experience in the heating and hot water sector.

Compatible with a wide range of our award-winning Greenstar gas-fired boilers, the device enables heating and hot water to be controlled from a smartphone, tablet or, through a wireless internet connection. The wall-mounted control is simple to install and connects to the boiler using a low voltage two wired connection directly to the boiler PCB.

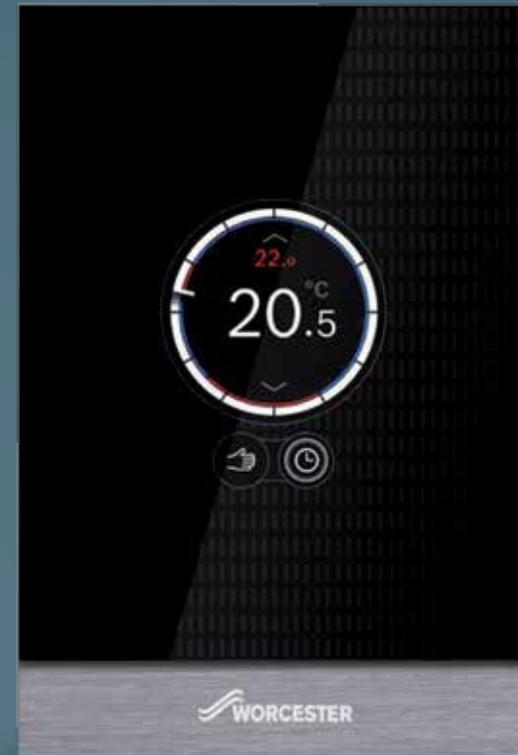
What are the Wave's main features?

Easy to install:

Wave is easy to install, requiring just a low voltage hardwired 2-core connection between the controller and the boiler. All other connections are via the Wi-Fi network.

Remote control of heating AND hot water via the app.

Energy Graphs, Presence Detection and many more features come as standard to ensure **increased comfort and energy savings.**



Load & Weather Compensation via the internet (no outdoor sensor required), ERP class VI controller which achieves an additional seasonal space heating efficiency gain of 4%

Intuitive & modern design ensures easy programming and control of the boiler, resulting in a simple hand over with the end-user.

No subscription fees or chargeable app add-ons.

The Importance Of Load Compensation

The USP of this exciting new technology lies with its **load compensation functionality**. By taking into account the **current room temperature and only firing the boiler at the necessary level required**, the homeowner can benefit from a **more efficient use of fuel which will contribute towards reducing their bills.**

Load compensation effectively **minimises the boiler flow temperatures to ensure full condensing operation**. Radiator temperature may be considerably less than if controlled by an on/off thermostat, reducing temperature overshoot and increasing customer comfort.

This potentially offers huge energy savings when compared to standard on/off controls. In addition, it means that rather than just switching the boiler on and off, it will adjust the flow temperature of the heating unit in line with customers set heating temperature requirements.

POWERPOINTS

Worcester gives you the POWER

This summer sees us launch our national PowerPoints promotion which gives you the chance to claim points every time you purchase and install a qualifying boiler or cylinder from our award-winning range between 21st July and 30th September 2014.

With this new promotion, points really do mean prizes, because the points you accumulate can be redeemed against Bosch Professional power tools. This allows you to improve your toolkit with the addition of a superb selection of power tools absolutely free.

What makes this promotion even more enticing is the fact that Worcester offers you one of the most comprehensive ranges of condensing boilers and unvented cylinders in Britain. As a result, you can find a boiler or cylinder that suits any situation.

Claiming your free tools couldn't be easier. Simply register your PowerPoints at www.worcesterpromotions.co.uk and once you have collected enough points to order the power tool you wish to claim, complete the online claim form and return it, with a valid invoice, to the address detailed on the form.



QUALIFYING PRODUCTS	POWERPOINTS VALUE
Greenstar CDi System Boiler	10
Greenstar i System Boiler	10
Greenstar Si Compact Boiler	10
Greenstar Ri Boiler	10
Any Greenstar Oil-fired Boiler	10
Any Greenstore Unvented Cylinder	5

Heating engineers, MG Plumbing Limited, were asked by Knightstone Housing Association to help two new residential developments in Bristol improve their energy efficiency.



Knightstone Housing Association helps development go green

The two developments, which are a mixture of shared ownership and social housing townhouses and flats, were built as part of a Homes for Heroes scheme, which encourages the development of construction skills for ex-forces personnel. On completion, the former servicemen take residency within the properties they helped to build.

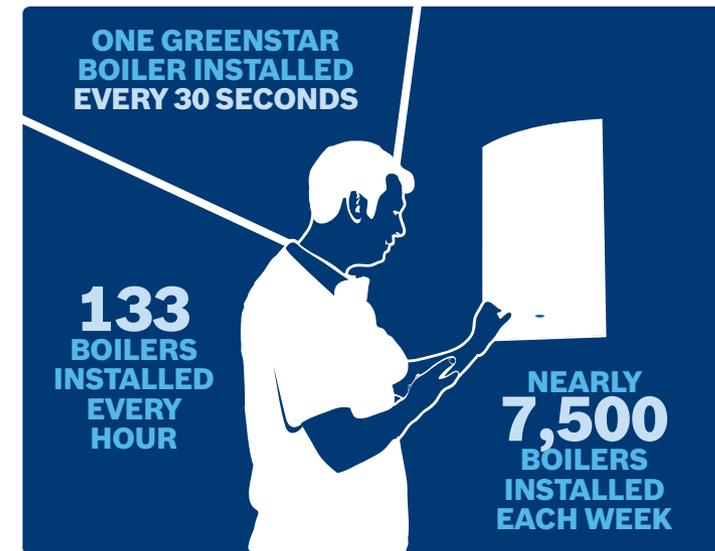
Because of the need for energy efficient heating within planning requirements, the Housing

Association opted for a combination of Greenstar 28i Junior and 36CDi gas-fired combi boilers across the developments. Thanks to Worcester's commitment to post-sales support, Knightstone has also been able to benefit from an extended warranty and guaranteed technical backing whenever required.

Speaking of the project, Roger Kitching, Contract Services Manager at Knightstone Housing Association said: "Having specified Worcester

products in the past, we were keen to put our strong working relationship to good effect once more. As a housing association, we have to feel confident that we can count on the support of a manufacturer for technical, servicing and repairs support when required, which is something Worcester are committed to. Strong efficiency levels and extended warranties mean we can promise each of our tenants a reliable heating and hot water system all year round."

Two born every minute



Our award-winning range of Greenstar gas-fired boilers has proved to be a huge success story since first being brought to market back in 2004. Today, one in every three new boilers installed into a UK home is a Greenstar model, which is not only testament to the quality and reliability of the products themselves, but a hugely impressive result of the loyalty and commitment many of you have shown to the Worcester brand.

At the end of July, a whopping 3.5 million Greenstar boilers had been sold in the UK. Even more impressive is the fact that since 1st April 2005, when condensing boilers were made mandatory, an average of 1,065 Worcester boilers have been installed every day since. To put this in context, the figure equates to:

- One Greenstar boiler installed every 30 seconds
- 133 boilers installed every hour
- Nearly 7,500 boilers installed each week

The likelihood is, since you've been reading this article, an installer somewhere in the UK has completed the installation of a Greenstar boiler – whether that be our best-selling i Junior, our technologically-advanced CDI, the versatile Si, or our Ri and i System boilers for those systems

operating from a stored hot water supply.

Which? Success

Led by our now iconic Greenstar range, we have repeatedly left competitors in the cold, with last year seeing us come out on top in the Which? boiler report for the fourth year running.

Scoring highest in the independent review for reliability (79%) and customer satisfaction (84%), we flew the flag for those of you who help us to provide outstanding levels of performance and service to UK homeowners. What's more, it was a clean sweep for all of the 30 boilers in our Greenstar gas-fired range, with each one awarded a Which? Best Buy accreditation.

A third of the people surveyed had opted for a Worcester boiler, making

ours the most popular brand among Which? members. The customer score is rated on the owner's overall satisfaction with the brand of boiler and the likelihood of whether they would recommend it to a friend. Reliability is judged on whether the boiler needed to be repaired within six years of installation.

We have developed our Greenstar range to offer you a boiler for any type of property and for any customer requirement. Despite the welcome introduction of a market for renewable domestic heating and hot water technologies, our Greenstar boilers will continue to provide heating comfort in homes across the UK for many years to come.

For more information on our Greenstar range of gas-fired boilers, visit www.worcester-bosch.co.uk.

INSTALLER'S CHOICE

Spotlight

The complete heating & hot water solution – Columbus Plumbing and Heating Services Ltd

Ipswich based installer, Columbus Plumbing and Heating Services Ltd, made the decision to install a complete heating solution in a property in Woodbridge after recognising the need for a more efficient heating system.

When the homeowners moved into their new property they immediately noticed that the existing heating system, comprising of an ageing gas-fired boiler, was not producing the efficiency levels required. After discussions with Columbus Plumbing and Heating Services one proposed option was to remove the existing products and fit a new Greenstar 30CDi Classic System gas-fired boiler, 2 Greenskies Solar Lito panels, and a 250 litre Greenstore unvented solar compatible cylinder.

Speaking of the project Jon Mickelsen said: "The property was an upside down style property whereby the bedroom is downstairs and kitchen upstairs, and this is an arrangement the previous heating system didn't seem to be set up for.

"The homeowners tended only to use the first floor but with the system as it was, there was no way of heating just part of the home. To resolve this



I suggested creating a zonal heating system to reduce bills and stop heating unwanted areas. The design of the previous heating system meant it was easy to interrupt the pipework and install modernised valves so rooms could be independently zoned.

"To further improve the efficiency of the home we also took the decision to install solar panels to complement the new boiler. This means that

from now on, they won't need to use the boiler during the summer as the solar collectors should provide enough energy to meet the hot water demand over the warmer months of the year.

"The installation of solar panels was something we were keen to encourage the homeowner to take up, especially after the introduction of the Renewable Heat Incentive and

the benefits the homeowner can claim financially. For us as installers, we also intend to use the property as a case study to help us achieve our MCS accreditation, which we hope will lead to more work with renewables.

"We have worked closely with Worcester for many years as they are a reputable brand with reliable products but also offer great support during the installation process. Additionally they offer a wide range of products capable of working in tandem with each other. In situations like this one, being able to offer the homeowners the entire heating solution from one trusted brand is definitely a huge selling point.

"The feedback from the homeowner has been great, they have found the system incredibly easy to use and are certain that it will lower gas consumption and ultimately their fuel bills. After the success of this installation we are confident in our ability to install similar heating and hot water systems in the future."



CUSTOMER FEEDBACK

"We decided to change the boiler after we first moved into the property and realised the existing system didn't fulfil our needs. With a property of this style, the zonal system has worked really well and allows us to have a flexible system. I am also really pleased with how simple the products are to use and control, our previous system was complex and this meant we often didn't capitalise on its functionalities.

"This system will make a huge improvement to our efficiency and I am confident that it will considerably lower fuel bills."
Ian Hooper



Paul Worth, Area Sales Manager for Calor Gas, explains the process of safe and efficient LPG storage tank siting, and what installers should be aware of when discussing heating options with customers.

LPG: AT FIRST SITE

For installers in off-grid rural locations, this offers a potentially lucrative revenue stream and additional work by promoting LPG and its benefits to homeowners.

For example, if an installer advises a customer to make the switch from oil to LPG, there will be the need for an LPG boiler installation and any on-going boiler servicing and maintenance.

A heating installer may be asked questions by a customer about the external LPG tank installation process, so it's wise to have an understanding of what is involved in order to best advise them.

Important decisions

For safety reasons, careful consideration must be made when exploring where a tank should be sited. The tank must be positioned in a suitable location so when an LPG delivery is made, the delivery driver is able to easily access the tank. For safety, the driver must be able to see the LPG delivery vehicle from the tank site.

Safe separation distances from other buildings and boundaries in the area also need to be ensured, and a rule of thumb is three metres from any boundaries, bushes, and buildings.

LPG suppliers should have representatives on hand to help with tank siting, and can advise installers and homeowners on the best location for the tank, its size and whether the

tank should be placed above or below ground.

In order to future proof the installation, consideration should be given if there are plans for any developments to the property – such as adding an extra bathroom or switching to a gas cooker – which would mean a larger KWH boiler and larger LPG storage tank may be required.

Above ground

Once the size and location of the tank have been determined, the customer will have to decide whether to have the tank placed above or below ground. If the area where the tank is to be sited is not already made of concrete, a concrete base may be required for above ground installations to offer a stable foundation for the tank to sit on.

Homeowners need to be aware that they may need to protect the concrete from frost during icy conditions and in hot weather it will also need to be kept moist to avoid any deterioration.

Some customers also opt to have a fire wall installed to improve aesthetics, and an above ground tank can be screened by either brick, stone, metal panels or non-flammable wooden fencing.

Underground tanks

When space is less of a premium, or if the customer would rather have the LPG tank hidden from view, an underground tank is an option. An

underground LPG tank can be buried or covered with an earth mound, with only a cover visible, which provides access for filling. Installing an underground tank requires some excavation work to create a hole large enough for the tank to be placed in.

Perfect piping

Underground pipework may be required to transport the LPG from the tank to the property. Many LPG companies use “no dig” technology such as impact muling to keep disruption to a minimum.

Homeowners choosing Calor as their LPG supplier can currently receive a free above ground LPG tank installation (including tank delivery and all groundworks), or a below ground installation for only £1000 when they switch their energy supply to Calor LPG before 31st August 2014.

Installers interested in learning more about how Calor LPG can benefit their business and customers or to seek further advice about LPG tank installations, should visit www.calor.co.uk/installer or call 0345 600 7701 for more information.

Results show effective magnetic filters, can cut household heating bills and carbon emissions by up to 6% year on year, reduce system maintenance call-outs by up to 37% a year and help increase the life of the boiler beyond the industry accepted lifespan of 12-15 years.



Greenstar i Junior

now available with a 5 year guarantee*



Having provided heating and hot water comfort to millions of homes in the UK, the tried and tested, award-winning Greenstar i Junior now joins an entire range of gas and oil-fired boilers that offer a 5 year guarantee and 5 years' peace of mind*.

To find out more visit www.worcester-bosch.co.uk/5year



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



*Greenstar i Junior valid from 1st July 2014. 5 year guarantee only applicable to Greenstar oil-fired boilers when purchased with a Greenstar System Filter. Full terms and conditions apply, please visit www.worcester-bosch.co.uk/5year



Installers pictured left to right:
Tristan Graham (TG) – Worcester Community Housing, Worcester
Glyn Rees (GR) – Glyn Rees Plumbing & Heating Services, Newport
Paul Lammond (PL) – Streetly Gas & Plumbing Ltd, Birmingham
Alan Oldham (AO) – Oldhams Plumbing, Coventry
Edward Wallington (EW) – A K H Heating, Dorset
Scott Oldham (SO) – Oldhams Plumbing, Coventry



Installer's Voice

With the long-anticipated launch of the Renewable Heat Incentive (RHI) having taken place in April, manufacturers and governing bodies are doing all they can to ensure installers can take advantage of the opportunities it brings. This month's Installer's Voice sees us gauge the views of six installers on one of our solar thermal training courses as we ask them how the RHI has impacted their businesses and what could be done to make the scheme a huge success:

1. Has the RHI had an impact on your business? If so, how?

PL: For me, the RHI is yet to make an impact on my business, but my decision to attend today's training course is the first step towards finding out more.

EW: I'm in a similar position. The owner of the company I work for focused his attentions on the more traditional boiler installations but since his retirement, we've taken a decision to push forward a little more on renewables.

AH: I'm here today to find out more

about the renewables side of things. I think there's a need for things to be made as simple as possible for the installer to access the funding available, which will then ensure more of us get involved.

2. Do you think it is simple enough for installers and their customers to access the funding made available by the RHI?

PL: It's not simple enough, but I do appreciate the need for the funding to be protected to some degree, so it's a case of finding that happy medium. If the funding is too accessible, we'll

have people taking advantage of it. That's not what we want to see happening.

EW: For me, the hardest side of things is convincing the office side of installers' businesses to jump through all the hoops required to access the funding. I agree that the scheme does need to be regulated, but the regulation seems a little over the top as things stand.

GR: Having gone through the MCS procedure, I've seen just how much paperwork there is for a small business to complete. The other side of things is the need to stay up with any changes to regulation, which creates the need to keep that paper trail going. There are certain areas I think could be streamlined to make the process easier for installers.

GR: There's a lot of unpaid time that has to be invested in the administrative side of things. The

market is very competitive, so we're in no position to charge for the hours we spend completing paperwork.

3. Do you consider yourself to fully understand the workings of the RHI?

SO: There's a lot to pick up on the RHI, which is one of the main reasons I've decided to spend time on training courses.

AO: Today's training course has been a good opportunity for me to have the basics explained. It all comes down to cost at the end of the day, so it's a case of weighing up whether the benefits are worth investing in.

GR: The RHI has been delayed a few times, which has caused people to lose enthusiasm. Every time there's been anything official published on the RHI, you think 'I won't read that one, I'll wait until everything's finalised first'.

EW: I agree. I think we were sent a big MCS application pack around 18 months ago, but it was just too much to take on alongside the other work we were doing day-to-day.

PL: We went to the expense of doing the PAS 2030 accreditation and it turned out to be a complete waste of time because once you're set up, they start moving the goalposts. They say the funding will be there for years, but it never works out that way. We all

spend our money on fees and training and then they take the legs from underneath you.

4. Is there anything the Government or manufacturers could do differently to boost the RHI?

PL: There needs to be more public awareness of the RHI with a bit more promotion on the TV. I think they need to be a little more open with the general public about exactly what benefits they can get and what exactly they can claim back. It's the same old problem with Government-funded schemes – the money is available, but it's very difficult to find out about how they can access it. Most people don't want to bother with the hoops they have to jump through, and it needs to be explained with less technical jargon.

EW: I get asked a lot on quotations about the grants that are available, and it's very difficult for me and my customers to find out about them.

AO: We need to know whether there's any long-term commitment on the length of time the scheme will run for. What I'd like to see is a long-term commitment to a five year plan, for example.

TG: It seems to have an air of the rich get richer and the poor get poorer about it. You have to have a certain amount of money to invest in renewables in the first place, but your

average Joe Bloggs can't afford that level of commitment. It would help if the technology was made cheaper to buy and install.

PL: They could do with making the funding means-tested so those with less money can get a bigger contribution towards the initial cost of installation.

AO: The scheme is funded by taxpayers money, so everyone pays into it, yet only those wealthy enough to install renewables benefit from the grants.

5. If there was one thing you could change about the RHI, what would it be?

PL: It would be better if the money spent on fees could be put towards the cost of materials for an installation, so the funding can be accessed straight away rather than being drip-fed.

EW: That would certainly help to achieve faster commitment.

GR: It needs to be cheaper to install from the outset. A lot of people live for today so don't want to be spending huge amounts of money on something they're unlikely to benefit from for years.

TG: Anyone who's considering moving house in three years time won't bother because they know they'll never get their money back.



A new chapter for MCS

With both the Green Deal and the Renewable Heat Incentive (RHI) now open for applications, Phil Bunce, our Training Manager offers a reminder of the latest way we can help you to secure your MCS accreditation:

“The launch of the RHI this spring means there is a strong possibility that an increasing number of homeowners will express an interest in heat pumps or solar thermal. The opportunity to access funding for the installation of renewable technologies is one many homeowners may view as being too good to turn down, particularly as energy bills continue to rise.

“This potential surge in interest places renewed focus on the need

for MCS accreditation. In light of this, there are a number of mechanisms in place, one of which represents a new way for installers to guarantee their Microgeneration Certification Scheme (MCS) accreditation.

Qualifications Credit Framework

“Worcester now offers recognised Qualifications and Credit Framework (QCF) affiliated training and assessment around renewables. QCF

training is a more flexible way for you to learn and one that is recognised by the MCS – a must for those looking to take advantage of the business opportunities presented by the Feed in Tariffs (FiTs), RHI and Green Deal.

“Run in partnership with Logic Certification, the QCF courses, which take the form of a three day solar thermal programme, or four day heat pump course, allows you to obtain all the knowledge you need to successfully

specify, install, and commission the renewable technology in question.

“To satisfy an MCS assessor, a great deal of emphasis is placed on demonstrating why a particular technology has been selected, and how it has been sized effectively to maximise efficiency levels. Specification forms a fundamental part of the MCS accreditation process, not least because it is absolutely key to the manner in which we get the best from our renewable technologies.

“One of the advantages of this scheme is that it feeds into a professional development programme whereby the installer can claim credits and work towards a diploma in renewable technologies, for example. With the industry as competitive as ever,

the attainment of qualifications like this can make all the difference in separating an installer from their competitors.

“To make the appeal of the training initiative even stronger, DECC has committed to investing £250,000 in funding for the Renewable Heat Incentive Training Support Scheme (RHITSS), which GTEC will administer. The voucher scheme will subsidise 75 per cent of the cost of renewables-based training for installers whom are already qualified in a heating and / or plumbing discipline. As one of the providers to be recognised under this allocation of funding, we are extremely keen to encourage as many installers as possible to take advantage of this incentive while the funding remains in place.

Ticking all boxes

“The key to securing MCS certification is demonstrating competence at not only installing, but also specifying, sizing, and maintaining the most appropriate technology for the property and its occupants. The Qualifications Credit Framework ticks all the boxes for MCS accreditation, while ensuring installers who take this option are given high-quality training. With this backing, installers can position themselves to capitalise on the potential business opportunities generated by the RHI.”

For more information on our QCF training programme, or to book a place on the course, visit www.worcester-bosch.co.uk/training or call 0330 123 0166.



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 looking at fitting a new Greenstar oil-fired boiler. What do I need to take into consideration in regard to the oil supply pipe?

A. The oil supply pipe should have 2 filters fitted. One oil strainer and water separator should be fitted on the supply pipe near to the tank. The second filter should be fitted close to the boiler but not inside the property.

The fire valve should be fitted in accordance with BS 5410. The fire valve should be fitted externally to the building with the fire valve sensor located within the appliance case. A fire valve with a shut off temperature of 85°C or higher must be fitted to avoid the possibility of nuisance shut offs. A capillary type valve provides a neat and simple installation. Alternatively, a fusible link or electrical system may be used.

Location and distance between the oil tank and boiler should always be a consideration. It is important that the oil supply pipe size is correct for the boiler to operate correctly. See below oil pipe sizing chart for guidance on required size of pipe work and distances on a standard gravity system:

Head (m)	10mmØ	12mmØ
0.5	12	30
1.0	25	69
1.5	37	91
2.0	49	100

If using a two pipe or de-aerator system then please refer to our instruction manuals for pipe lengths and distances that are permissible.

If using soft copper pipe (R220) with a compression fitting, an insert must be used to prevent the pipe from collapsing or distorting when the fitting is tightened. End feed solder fittings must not be used on oil supply pipework.

Q. When fitting a de-aerator with one of your new Greenstar oil-fired boilers, what installation considerations do I have to take into account?

A. The location of the de-aerator should be above that of the burner to allow the boiler to operate properly and to prevent nuisance lock outs due to run back of oil to the de-aerator. Unless specifically designed to be fitted internally, the de-aerator must be fitted externally to the building fabric.

Maximum suction height of the de-aerator will be 3.5 metres. The oil tank must be positioned below the oil pump level. De-aerators are fitted with a non return valve; no other non return valve must be fitted in the oil supply line.

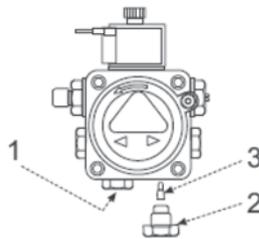
A top feed oil tank will be fitted with a non return valve, this must be removed if a de-aerator is installed. It is important that when converting the oil pipe system to incorporate a de-aerator that the correct procedure to convert the oil pump is followed. Please reference manufacturers instructions for guidance. An example is shown below:

Converting the Riello RDB oil pump for a double pipe system:

1. Check the inlet pipe connection (1).
 - Unscrew return plug (2).
 - Screw in by-pass screw (3) which will be found attached to the oil pump.

2. Connect the flexible oil pipe return hose to the oil pump and return pipe fixing and tighten to secure.

Please see below diagram for explanation of port locations on a Riello RDB oil pump.

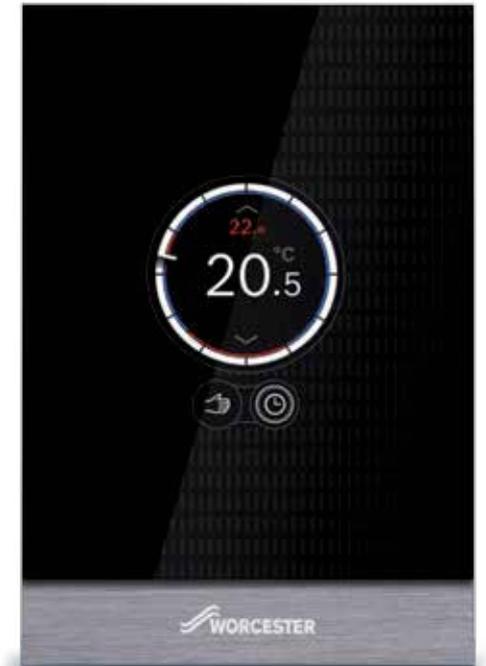


WIN A WORCESTER WAVE

With the exciting launch of our brand new programmable smart heating control just weeks away, this month we're giving five lucky installers the chance to be among the first to ride the Wave to smarter heating and hot water control.

The Wave is a smart, internet-connected programmable controller for central heating and hot water. It can be accessed and programmed using any Apple iOS or Android device across any Wi-Fi, 3G or 4G network connection. Users simply download the Wave app to their device to take control of their heating system from anywhere in the world, where an internet connection is available.

To be in with a chance of winning this very special prize, simply answer the following questions correctly.



1. The Wave's ERP class VI controller achieves an additional seasonal space heating efficiency gain of:

- a. 4% b. 5% c. 10%

Your Answer: _____

2. Presence _____ is the built-in feature which allows the Wave to determine whether or not the end-user is at home.

3. What is the main USP of the Wave?

Your Answer: _____

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

Closing date: Friday 12th September 2014. Terms and Conditions apply, visit www.worcester-bosch.co.uk for more information.

Name: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____

KEEP IN TOUCH

Northern Ireland & Ireland

This month sees us profile our sales team in Northern Ireland & Ireland; highlighting the areas they cover as well as providing you with their contact details.

Regional Sales Director



Henry McNicol
Contact Henry on:
07774 994470

Regional Sales Manager



Ray McClay
Contact Ray on:
07767 432567

Technical Sales Manager – Northern Ireland



John Savage
Contact John on:
07790 489573
Areas covered: **BT**

Technical Sales Manager – Republic of Ireland



Shane Smith
Contact Shane on:
00 353 (0) 876 847158

DIARY DATES

Exhibitions

Exhibition	Location	Date
AUGUST		
The Big Festival	Alex James' Farm, Oxfordshire	29 - 31 August
OCTOBER		
nextgen	Stoneleigh Park, Warwickshire	8 - 9 October
Grand Designs Live	NEC, Birmingham	9 - 12 October
Improve Your Home Show	Kings Hall, Belfast	11-12 October
PHEX	Manchester United FC	15-16 October
Procurex Scotland	SECC, Glasgow	21 October
CIBSE Leadership in Building Performance	QEII, Westminster	28 - 29 October

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**.

