

DIARY DATES

Exhibitions

Exhibition	Location	Date
NOVEMBER		
PHEX	Chelsea FC	12th - 13th November
Homes	Olympia, London	26th - 27th November

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

OCTOBER/NOVEMBER 2014

Best Buy

Which?

Gas Boilers September 2014

And the winner is...

 **WORCESTER**
Bosch Group

...the **Worcester Greenstar**
gas-fired boiler range.



The only boiler manufacturer to
be awarded **Which? Best Buy**
for 2014/2015*

For the second year running, we are the **most reliable**
boiler brand and scored highest for customer satisfaction
across our entire gas boiler range.

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



*Which? annual boiler report September 2014.

Welcome

from Steve Lister



Welcome to the October/November edition of Installer's Choice.

This year's heating season couldn't have got off to a better start for everyone concerned with Worcester, with news that we have topped the Which? boiler report receiving best-buy status for our gas-fired

boiler range. The announcement was undoubtedly music to our ears, and the fact that we have been able to retain our Which? Best Buy is a huge credit to those of you who support our market-leading boilers by showing commitment to quality installation and maintenance. For the second year running we were the only boiler manufacturer to achieve this. Turn to pages 6 and 7 to find out more.

We continue to pride ourselves on the levels of service we can give you through our Engineering Services team and this year sees us take this commitment to the next level with a first for the heating industry. With many of you now using video calling in your day to day lives, we decided that the time was right to make it an option for those of you who rely on us to assist you with all manner of technical enquiries. You can read about how our team is continuing to lead the way on technical support.

A number of you will no doubt be aware of the different conditions attached to the guarantees offered by manufacturers across the heating and hot water industry. We believe that a guarantee should mean you and your customers can rely on industry-leading support no matter what – at no extra cost. Turn to pages 10 and 11 to read the views of our Director of Marketing and Technical Support.

Finally, system treatment remains as important as ever and there will no doubt be a number of you tasked with carrying out a range of different procedures over the coming months. For an update on how we have joined forces with another one of the industry's leading manufacturers to develop a brand new training programme, turn to pages 18 and 19.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director

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Worcester backs new Council Tax proposal

Plans laid out by, amongst others, the Liberal Democrats to reward people who improve the energy efficiency of their homes with a council tax discount have been welcomed by Worcester.

Martyn Bridges, our Director of Marketing and Technical Support, commented: "The idea that homeowners could find themselves benefitting from both reduced energy bills and reduced council tax has the potential to be one of the strongest energy efficiency incentives introduced to date.

"At appliance level, the mandatory status of condensing boilers has helped to reduce emissions, as will the introduction of the ErP Directive, but we now find ourselves in a position where we need to motivate homeowners to take this even further by considering the way they heat and insulate their properties. Arguably,



the best way to do that is to offer a financial incentive which is simple to understand and access.

"The most practical way to put these proposals into practice could be to start afresh and realign each property's council tax in

accordance with its energy rating. Whilst assessments would without doubt require a significant level of investment, it would certainly send out a strong message on how serious we are about creating a stronger, more sustainable economy over the long term."

Success on social media during Gas Safety Week

Following the success of last year's Gas Safety Week, which saw us take over the Twittersphere with our appeal for your top safety tips, September saw us team up with the Gas Safe register to once again highlight the advice you give your customers.

This year's campaign saw a number of you tweet us with your tips, which



ranged from knowing the symptoms of carbon monoxide poisoning to making sure a boiler is serviced annually. We recognise that when you think of gas safety in homes and businesses it is

you who are out on the front line, and we wanted to give you a platform from which your views on the subject could be heard.

Worcester lands trio of manufacturing excellence awards



We are proud to announce we have been rewarded for our industry-renowned manufacturing excellence after claiming three coveted accolades at the 2014 Best Factory Awards.

We claimed the top prize in the 'Best Supply Chain Management,' 'Environment and Energy Award' and 'Best Engineering Plant' categories. Each of the awards recognise

our quality-driven practices and the commitment to innovation demonstrated in our factory.

The Best Factory Awards, which are run in partnership between Works Management magazine and Cranfield School of Management, have been celebrating Britain's outstanding manufacturing talent since 1992.

Heating up the airwaves

As part of our ongoing commitment to encouraging your customers to heat their homes as efficiently as possible, last month saw our Director of Marketing & Technical Support, take to the airwaves for our very own radio campaign.



Timed to offer listeners around the country top tips on how they can maintain a comfortable temperature at home without being susceptible to rising energy costs, our series of radio interviews saw Martyn Bridges share

some words of wisdom at a time when homeowners will be turning their heating on for the first time since Spring.

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 recent top tweets:

 **Real boiler serv & m**
@Realboilerserv

Sep 18 @heatingyourhome

Always use a Gas Safe registered HERO to Fit, Fix and service your appliances.

#gassafetytips



 **CHIC @CHICLtd** Sep 18

After a productive meeting with our members, @CHICLtd was taken on an #impressive @heatingyourhome factory tour.



 **Basiheating**
@Basiheating

We're very proud to have been working with @heatingyourhome for many years, improving thousands of #Yorkshire homes

 **Dave Wilson**
@whereswilbur1

@heatingyourhome make sure your carbon monoxide alarm is fitted in the correct location, as per the manufacturer instructions #GasSafetyTips



Another Which? triumph for Worcester

Kicking off this year's heating season in style, we are delighted to have topped the Which? boiler report for the fourth year in succession.

Strengthening our position as the UK's leading heating manufacturer, we, have once again come out on top in the Which? boiler report, having been awarded Which? Best Buys for the fourth year running across our entire Greenstar gas-fired boiler range. And, for the second year running, we are the only manufacturer to achieve this.

The Worcester brand scored highest in both the reliability and customer

satisfaction categories, which gives you the chance to underline the benefits of this powerful 'third party' endorsement to your customers.

We continue to be the best gas boiler brand with the highest customer satisfaction score. Our boilers also stand the best chance of remaining fault free, compared to the twelve other boiler brands surveyed, achieving a reliability score.

The customer score is calculated from the survey respondents' overall satisfaction with their brand of boiler and the likelihood of whether they would recommend it to a friend. Reliability is based on the proportion of boilers up to six years old in the survey that have needed to be repaired.

Every single boiler in our Greenstar gas-fired range have been awarded

a Which? Best Buy accreditation and two in five (42%) of the respondents who have bought a boiler in the last six years own one. The news comes shortly after we announced the launch of our new and improved CDi Classic – the flagship product in our range of gas-fired boilers.

The summary of the report stated: "Worcester continues to be the best gas boiler brand. It's customers are the happiest of any brand's customers in our survey, with a great customer score of 89%. Its boilers stand the best chance of remaining fault free, compared with the 12 rival gas boiler brands included in our survey."

It continues: "Worcester is the only brand this year to meet our Best Buy benchmark."

We were also recognised for our Greenstar oil-fired boiler range, which supply heating for homeowners with properties who are located in off mains gas areas. Our oil-fired boiler range, which includes 28 different models received a customer satisfaction score of 79%.

Martyn Bridges commented: "With the Which? Customer Score based on owner's satisfaction and how likely they are to recommend the brand, we're so pleased that this is the fourth year in succession in which no other manufacturer has scored higher on reliability.

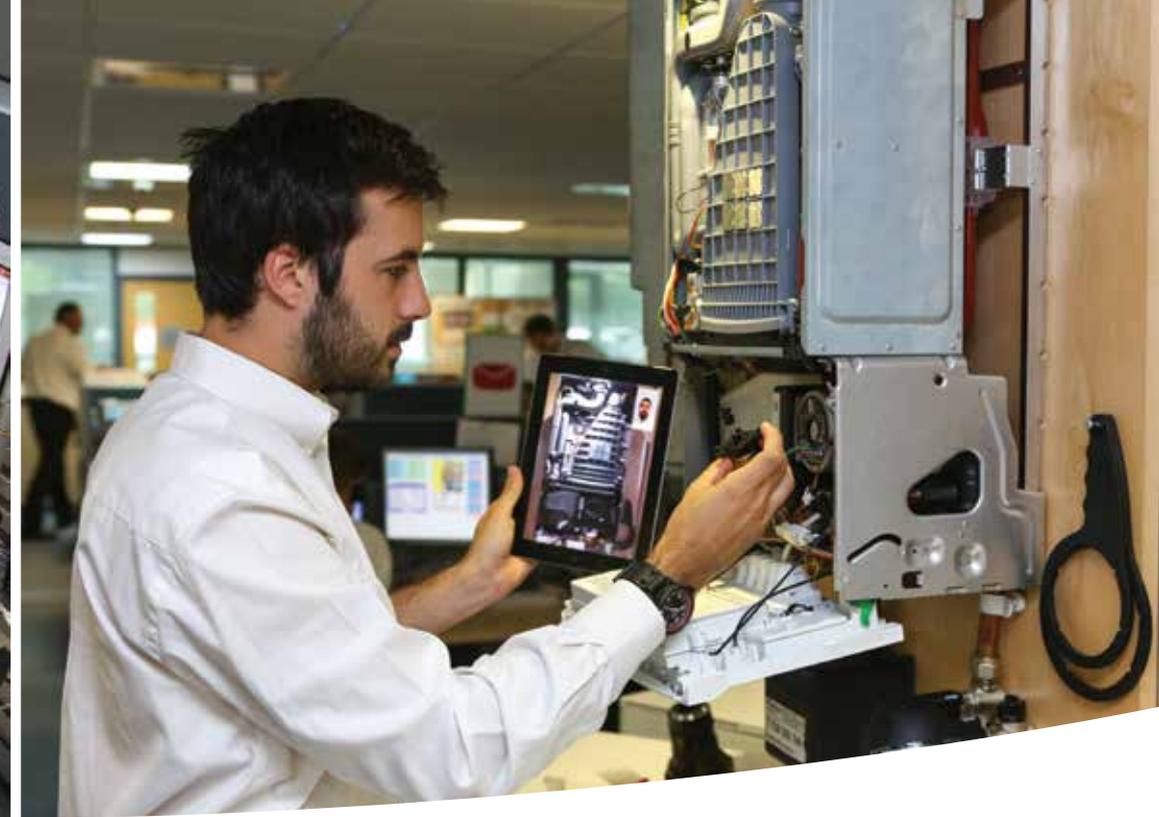
"As we enter the heating season, homeowners with Worcester products know they have a reliable solution in place and the support

mechanisms are there should they need them. It's a time of year when the country relies on its heating systems more than ever so we're pleased to be the face people can turn to for a failsafe solution."

"It's not all about the products, as installers have played an influential role in helping us to achieve this award by maintaining installation best practice and thorough advice to homeowners."

For further information on the Which? reliability and servicing reports visit www.which.co.uk.

For further information on our award-winning Greenstar boiler range, visit www.worcester-bosch.co.uk.



Face-to-face Technical Support

As part of our ongoing commitment to technical support we are pleased to announce an industry first for our Engineering Services department. To ensure our team can answer queries as easily and comprehensively as possible they are now equipped with FaceTime® and Skype™ capabilities.

This innovative enhancement to our technical support service gives you the opportunity to take advantage of live video calling and quickly resolve installation and maintenance queries with ease.

With video-enabled smartphones now an essential component of your toolkit, the ability to share live visuals of an installation, to correctly identify components or clarify specific or unusual installation positions, is expected to significantly reduce the time it takes you to overcome technical challenges on-the-job.

The two-way nature of FaceTime® and Skype™ video calling also means the 40-strong team of technical advisors can visually demonstrate useful practices and procedures using the department's own working boiler models to better explain how specific difficulties can be resolved.

The launch of the new video calling capabilities follows our Engineering Service team landing the award for 'Best Technical Support' at the OFTEC Awards for Excellence 2014. This accolade recognises how our development of innovative heating

and hot water technologies has always come in conjunction with market leading technical support.

Alongside our new method of communication, we also have a dedicated email team who regularly answer as many as 150 email queries a day. We recognise the importance of ensuring you can offer your customers the best possible service, so we strive to answer every call within 20 seconds and respond to any email query within 24 hours. The reality is a lot quicker with phone calls answered within 6 seconds and emails within 2 hours.

Our belief in giving you access to all the support you may need on a daily basis is such that our technical support helpline boasts the longest opening hours in the industry. The helpline is available from 07:00 to 20:00 Monday – Friday, 08:30 – 16:00 on Saturdays and 08:00 – 16:30 on Bank Holidays. This gives you ample opportunity to bring any number of technical questions or queries to our attention as you install, service and maintain any one of our boilers or renewable heating technologies.

Not only are we able to respond to queries relating to our portfolio of gas, oil, renewable, and commercial products, but we also welcome calls on our wider range of associated accessories. This gives us well over 100 products that, our team are extremely familiar with.

We closely monitor the performance of our Technical Support department on an ongoing basis. This enables us to record a number of key performance statistics, and ensure

that we are doing all we can to improve.

Last year saw us achieve 99.2% reachability, which is the percentage of calls to the department that are answered by one of our technical team. We recognise that when you get in touch with a technical query, we have a responsibility to answer your call and respond to you with the information you need.

Speaking of our latest development Martyn Bridges commented: "The addition of FaceTime® and Skype™ to our already established teleconferencing capabilities allows us to continue to lead the way in the support we offer installers. Live video calling is the next best alternative to having one of our technical advisors physically attend each installation or maintenance query and has the potential to make a huge difference to the speed at which queries can be resolved.

"So many of you are already familiar

with making live video calls to friends and family, it made perfect sense to make this option available in a professional environment, to help their day-to-day work."

If you want to contact Worcester's Engineering Services department using FaceTime®, you can do so via technical.enquiries@uk.bosch.com. Alternatively, Skype™ users can get in touch with Worcester via worcestertechnical.com.





When is a guarantee really a guarantee?

With the heating season well underway and growing numbers of your customers calling on you for installation, maintenance and servicing work, the guarantees boilers are backed by will undoubtedly be placed under greater scrutiny. This month, Martyn Bridges, our Director of Marketing and Technical Support, offers a reminder of how important it is to check terms and conditions:

“Without question, the way homeowners regard the guarantees associated with their household appliances has changed over time. We now find ourselves in a position where customers generally expect some form of parts and labour guarantee when they buy anything ranging from a new boiler to a new car, or anything in between.

“Looking at our industry in particular, this growing expectation has challenged boiler manufacturers to not only accompany their products with a guarantee, but has also required them to enhance the overall

level of support they can offer their customers. This has changed our industry for the better, but there are still aspects of a guarantee’s small print that still need to be checked, both by you and your customer, before the dotted line is signed.

Reading the small print

“Unfortunately, it often proves to be the case that the only consistency between one manufacturer’s five year guarantee and another manufacturer’s equivalent, is often the wording ‘five year guarantee’. No two manufacturers’ small print is ever likely to be the same, and this is

where homeowners and installers run the risk of being caught out having not been made aware of what they are, and are not, covered against. In general, the expectation from the customer will be that their guarantee will cover them against all manner of product failures at no extra cost, but it is at this point that they need to be made aware that this can often prove not to be the case.

Checking what’s covered

“It is always a good idea to check that everything you would expect to be covered by a guarantee is included within the terms and conditions. A

growing number of hidden clauses are now being inserted into some manufacturer guarantees, which not only cause confusion, but can ultimately act as a loophole preventing the customer from receiving what they believe they are entitled to. Does the guarantee cover parts, labour, or both? Is the guarantee only valid if the boiler has been serviced annually? Both of these are key questions that should be considered right from the outset.

Hidden costs

“We are aware of some manufacturers taking a credit card deposit before agreeing to honour the call-out included as part of their guarantee. Whilst this type of requirement is designed to cover the manufacturer should a fault have occurred as a result of the installation or the system rather than component failure, it is the kind of arrangement likely to take a homeowner by surprise. Making a customer aware of those guarantees requiring a refundable deposit may affect their purchasing decision and prevent any confusion later on.

Unpaid work?

“There are a growing number of instances where the manufacturer will stipulate that the installer must be called out to check that a fault with the boiler is the manufacturer’s responsibility and is not a consequence of the installation or the system. Once this call-out has taken place however, who covers the expenses? In an ideal world, the installer in question would be reimbursed appropriately, but we’re yet to see that happen. Ultimately, this runs the risk that you will be incurring unpaid work as a result.

The Worcester way

“The guarantees we offer across our Greenstar boiler range have been designed to make life as simple as possible – both for you and your customer. Each boiler purchased up until 31st December 2014 qualifies for a 5 year peace of mind free of charge parts and labour guarantee.

“Our guarantee provides full cover against material or manufacturing

faults. This means that if your customer’s boiler develops a fault during the guarantee period, we’ll arrange for it to be repaired free of charge, including all parts and labour. The only condition we insist on is that the boiler is serviced by a qualified Gas Safe or OFTEC installer on an annual basis.

“Ultimately, we want to ensure you can give your customers access to a completely transparent guarantee with no hidden costs, no restrictions, and no confusing small print. Our guarantees have been designed to ensure your customers not only benefit from an award-winning boiler, but from the best possible cover too.”

For more information on our 5 year guarantee promotion, which covers qualifying Greenstar boilers purchased between 1st January 2014 and 31st December 2014, visit www.worcester-bosch.co.uk/5year.

INSTALLER'S CHOICE

Spotlight

Aura Gas Limited Northney Marina

Hampshire based installer, Aura Gas Limited, made the decision to install a complete heating solution to a building on Northney Marina after recognising a need to upgrade to a more efficient system.



Sitting in the heart of the Northney Marina, the building was originally used in a residential capacity. However, when it was converted into 27 offices several years ago, it became apparent the current heating system was not producing the efficiency levels required. After discussions with Aura Gas Limited it was decided the best solution would be to completely remove the old system, which comprised of two copper cylinders and two standard efficiency boilers, and replace them

with a 250 litre Greenstore unvented cylinder and a Greenstar 30CDi system boiler.

Speaking of the project, Gary Robinson from Aura Gas Limited, said: "The building was originally used for residential purposes and consequently the heating system was not set up to accommodate the commercial requirements it currently has. Now comprising of 27 self-contained offices and two residential flats, we were tasked with coming up with a solution,

which would offer a consistent temperature level and improve the property's overall efficiency levels.

"I suggested completely removing the existing system which was proving unreliable and susceptible to breakdowns, and replacing it with a new cylinder and boiler which would offer greater reliability and user comfort.

"As well as installing new technologies, we also made the

decision to move the boiler to a different location. It was previously fitted within one of the offices which was not only unsightly but also inconvenient when maintenance was needed. As the new units are more compact, we were able to install them behind a cupboard door, making it neater and preventing disruption to the staff.

"Moving the cylinder was the most complex part of the job, and in doing so we encountered problems with the pipework which we needed to resolve. The original system had no secondary return which meant that those using it were often waiting a long time for hot water. To overcome this, we installed a secondary return which means hot water is available on tap and can meet the demand of an office environment.

"We have worked with Worcester on previous projects as the brand has a reputation for providing the best products on the market. We knew we wanted to work with them on this project as they are able to offer a complete heating solution and being able to offer the user an entire solution from one trusted brand is a huge selling point.

"Since the installation the feedback from the property's management team has been great. They have found the system is much more reliable and the fear of breakdowns occurring on a regular basis is now a thing of the past. Additionally we hope that the new system will be much more economical and resulting in savings on heating bills for both the businesses and residents of Northney Marina."



CUSTOMER FEEDBACK

"It became obvious that we needed to replace the heating system at Northney Marina as soon as we recognised that the present system was not operating in an efficient or economical manner. As the property has split uses we needed a system which would please both the commercial and residential tenants. We are really pleased with how the new system works and so are all the tenants."

***Dominique Higgins
Estates Administrator at MDL Marinas***



The new and improved Greenstar CDi Classic

Since it was first brought onto the market in 2004, the Greenstar CDi Classic has been incredibly popular with installers and customers alike. We have now improved our flagship boiler with a host of innovative new enhancements to the boiler.

Over 600,000 homes in the UK have a Greenstar CDi installed and this popularity is set to be strengthened further in response to the addition of a number of revolutionary features.

To ensure the boiler can handle any weather and in anticipation of another cold winter, the updated Greenstar CDi Classic now includes a larger volume siphonic condensate trap. In those instances where the condensate pipe runs externally, the increased capacity eliminates the risk of freezing by allowing a greater quantity of condensate to be discharged. In fact an uninsulated condensate pipe connected to the new Greenstar CDi Classic will not freeze in sustained temperatures of -15°C for up to 48 hours. The boiler also now boasts a combined drain

and condensate pipe which allows you to drain the boiler down for part replacement without having to connect a hose pipe to the boiler to do so. The isolation valves to the boiler are turned off, you open the drain and the primary water in the boiler drains out through the condensate discharge pipe to waste.

We know that installation flexibility continues to be an important requirement for many of you, which has led us to develop a product which permits the installation of a remote pressure relief valve (PRV) designed to enable the boiler to be sited in a wide range of locations. If the boiler is installed below ground level, in a cellar for example, the PRV can be removed from the boiler and extended up to 2 metres above the

The Greenstar CDi Classic now includes:

- Built in larger siphonic trap similar in function to the “CondenseSure”
- A low Energy circulating pump
- Wall mounting template
- 1.2m of 3 core electrical flex for power supply
- Combined drain and condensate within boiler
- Keyless Filling Link as standard, pre-fitted to hydraulic assembly
- Electrical cross bonding strip as standard, pre-fitted to hydraulic assembly
- Option to position boiler pressure relief valve remotely from boiler, ideal for basement installations
- 35kW CDi Classic System boiler now available alongside the existing 30kW version, both in LP & NG

boiler position so as to get a situation where the PRV is above ground level and can gravitate any discharge safely.

The enhancement of the Greenstar CDi Classic sees our unique Keyless Filling Link accessory included as standard. This addition is designed to make it easier for your customers to top up their own system without having to call you out.

The Greenstar CDi Classic features premium domestic hot water rates across a range of outputs ensuring your customers can benefit from comfort in the home. The Greenstar 29CDi Classic, 34CDi Classic, 38CDi Classic and 42CDi Classic, each boast a central heating output of 30kW with flow rates ranging from 12.3 to 17.2 litres per minute at 35°C temperature rise.

Cardiff based installer Darran Grant of Darran Grant Plumbing and Heating was named winner of the Greenstar gas-fired boiler installation at this year’s annual Environment 2020 Awards which aim to promote the use of sustainable heating and hot water solutions.



Cardiff installer provides complete solution

Darran carried out a complete heating system installation at a large office in Pentwyn. Prior to this the renovated offices had no heating system in place and with the offices becoming increasingly busy this was something which needed rectifying.

His solution was to install 30kw and 40kw Greenstar Classic Regular boilers, a Greenstar 210 litre unvented hot water cylinder and a Worcester Greenstar low loss header. This semi commercial heating system ensures the property can now be divided into three individual zones making it easier to manage with time and temperature controls.

Speaking of the installation Darran Grant said: “With no heating system in the property, I was keen to install a system which would cater to the requirements of the property and offer comfortable heating for the entire workforce.

“The reliability of the Greenstar range is something I was already familiar with and therefore I was confident with offering a complete heating solution from Worcester. The feedback from my customer has been great, they find it easy to use and are pleased it offers a consistent heating system.”





Expanding your business with Bosch:

The products and support services you can access give you the chance to expand your business offering to provide installations for:

- Large domestic properties
- Hotels, guesthouses & holiday parks
- Sports and leisure centres
- Education and healthcare facilities
- Mini district heating schemes
- And many more...



Commercial Sense: **Bosch** Commercial and Industrial Heating

As part of the global Bosch Group, we are not only able to offer you a range of industry-leading domestic heating and hot water technologies, but also have a wealth of options available for commercial and industrial projects. For those of you who may be interested in taking advantage of the opportunities on offer in the commercial sector, Worcester's sister company, Bosch Commercial and Industrial Heating, offers the stability you need to grow your business.

Bosch Commercial and Industrial Heating offers a broad range of energy efficient heating and hot water technologies with individual outputs from 50kW to 38,000kW. Crucially for those of you who are interested in expanding your business offering to larger domestic or even small-scale

commercial projects, **both brands are based under the same roof**, meaning you can contact us for all manner of commercial enquiries in the same way you would with your domestic work.

Just like Worcester, Bosch Commercial and Industrial Heating

works in partnership with heating engineers, contractors and consultants, and is renowned for providing energy efficient products and comprehensive support services. On a commercial scale, the brand offers both condensing wall-mounted and floor-standing boilers, as well

as a gas-fired instantaneous water heater, and a host of renewable technologies.

Whether you already install commercial products or are interested in doing so, Bosch has a team of experienced Technical salesmen across the UK, each of whom is on hand to provide you with all the support you need to extend this industry leading standards to your customers.

Compact power – GB162 commercial boiler

The GB162 is an extremely versatile and compact wall hung condensing boiler that can be installed on its own or as part of a multi-boiler 'cascade' system. The boiler is available with individual outputs of 65, 80 and 100kW; outputs of up to 800kW can be achieved when multiple units are connected as part of a cascade installation.

For those looking to unlock the potential of Government-funded initiatives, GB162 80kW and 100kW boilers are registered on the Carbon

Trust's Enhanced Capital Allowance (ECA) scheme. This will enable businesses to claim 100% of the first year capital allowance on investments in energy saving technology.

Hot water in an instant – the CWi47 water heater

The CWi47 is a high efficiency, gas-fired condensing continuous flow water heater. The water heater can be cascaded up to 12 appliances to provide a combined flow rate of up to 247 ltrs/min.

The introduction of the CWi47 condensing continuous flow water heater has allowed Bosch to provide domestic hot water (DHW) solutions for almost any commercial application, from a cafe with two or three sinks, to sports and leisure shower facilities, hotels or holiday parks.

Larger scale efficiency

Aside from a range of light commercial technologies, a wider range of products is also on offer to meet the demands of larger commercial projects.

Quick and simple to install, Bosch's range of floor standing boilers provide reliable and efficient heating performance year after year. The whisper quiet GB range is compact and provides reliable and efficient heating performance, making each boiler an excellent choice for medium-large buildings, office blocks and commercial installations.

In addition, our very own Heat Interface Unit (HIU) provides domestic hot water (DHW) and space heating on demand to properties that are served by district heating or a centralised boiler plant. With a priority domestic hot water valve and thermostatic DHW temperature control, the HIU is fully equipped to cater for the efficient provision of heating and hot water on a large scale, with minimal installation space required.

For more information, call us on 0330 123 3004 or e-mail commercial.enquiry@uk.bosch.com



Water treatment training

The British Standards and Building Regulations both dictate the need for a heating and hot water system to be cleansed, flushed and an inhibitor added. As such it is essential that you know how to carry out this procedure in your customers homes. Here, Phil Bunce, our Training Manager, explains the training initiative which we have developed to help you add water treatment to your skill set.

“As many of you will be aware, when a replacement boiler is fitted it is mandatory under the UK’s 2005 Building Regulations for a heating system to be cleansed, flushed and inhibited to remove contamination and sludge. This practice will ensure system efficiency and ultimately, lower fuel bills. However, the procedure should not just be a one-off exercise carried out with replacements and should

be considered with any servicing or installation procedure.

“A thorough treatment of the system will result in minimal corrosion of metals and lead to the prevention of contaminants ranging from sludge and scale to microbiological organisms. This will allow greater heating efficiency for your customers and an extended lifespan for each of the key appliances.

“At present there is a barrier standing in the way of this procedure taking place. In many cases a lack of awareness from homeowners on the importance of this stage of the installation process means it can often be regarded as an unnecessary procedure and an additional cost which they can avoid. To help overcome this we have set up a new training course which will explain how you can promote the procedure and

explain the reasons it is important for your customers.

“Our water course has been developed with Sentinel, one of the leading experts in cleaning, protecting and maintaining heating systems. The course has been designed by both partners and will outline the best practice for cleaning and inhibiting a central heating system.

“To give you hands on experience the course involves using equipment such as, turbidity tubes, system water test kits and a Total Dissolved Solids (TDS) meter in real life scenarios. The course gives you the opportunity to carry out a full system cleanse on one of our model boilers and then test the water using the turbidity tube.

“At the end of the course, each installer will be rewarded with £40 worth of Sentinel products which include test equipment and sales aids. One of the most effective visual aids to educate your customer is the ‘nail test.’ This shows how a nail is damaged when it is left in clean water compared to untreated water; a demonstration which can be related to your customers own heating systems.

“As part of the course we will also show you where extra information for homeowners on water treatment can be found on our YouTube channel. Ultimately we want you to leave the training centre with all the tools you need to be able to convince even the most sceptical homeowner of the importance of this procedure.



“For many homeowners, it remains the case that water treatment only becomes a consideration once something goes wrong with their heating system and after significant unnecessary expense has been incurred. There is therefore a role for you to play in educating customers on the savings which can be made, both in monetary and energy terms, through the employment of adequate filters to protect systems in the long-run. We hope this course will make this easier and ensure treatment is regarded as an ongoing requirement rather than a one-off exercise.”

To book a place on the course, visit www.worcester-bosch.co.uk/installer/training



When it comes to in-line filters, sales are increasing year on year. While this is positive news for the industry it is imperative that installers understand that filters have been developed to work hand-in-hand with chemical water treatments – and never as a stand-alone solution to system protection and efficiency.

UNDERSTANDING THE ROLE OF FILTERS



All central heating systems will deteriorate over time if left untreated. This is due to the damaging effects of sludge and corrosion, which occurs when water comes into contact with metal in mixed metal central heating systems. Sludge and corrosion can lead to blocked radiators and a boiler that has to work much harder to heat a room, which results in excessive fuel usage, increased carbon emissions and higher heating bills. Any contaminants circulating in the system also affect the life of the boiler – causing internal damage to pumps and heat exchangers making it much more likely to require repair or early replacement.

Therefore, as professional installers will be aware, Part L of the Building Regulations requires the use of chemical water treatments to protect the central heating system, ensuring it continues to work to optimum efficiency and for an extended period of time.

Chemical water treatment is no longer a new concept for the UK. With an emphasis on condensing boilers and the growing trend towards energy efficient central heating systems, the demand for chemical water treatment and awareness of its benefits has grown exponentially. However, in the last several years – filter technology has added a new dimension to the mix. The purpose of an in-line system filter

is to provide long-term protection of the boiler. This is achieved by ensuring that the heat exchanger is not damaged by any system contaminants. However, it is vital to remember that a system filter is not designed to work in isolation. It does not matter what size, method of design or manufacturer, filters are only ever going to be capable of dealing with the symptom of a dirty and sludged system – which is the system debris.

Crucially, it is only high quality chemical water treatments that have been designed to treat and combat the root of the cause, preventing corrosion and sludge formation from taking place in the first instance. This helps to maintain energy efficiency and provide long-term protection for the complete system.

When used together, chemical water treatment and in-line filters provide the ultimate system protection and today installers should be explaining the benefits of filters to all customers and providing them with the option of having one installed – whether it is part of a routine service or a new boiler installation.

Leading manufacturers have long recognised the important role filters could have in system protection and the good news for installers is that there are reliable options to select from.

All in all, it makes perfect sense to combine filter technology and chemical water treatments, as together they provide a complete, robust and professional approach to maintaining system longevity and performance. By taking advantage of all the latest technologies on offer, domestic systems can ultimately be protected for the long term – helping to avoid any unnecessary breakdowns.

For more information about chemical water treatments and filters visit: www.fernox.com



Technical Q&A with Ewan Sutherland

I would like to introduce myself as the new Engineering Services Manager here at Worcester. My role is to manage and lead the Technical Support and Technical Services departments under the umbrella of Engineering Services providing ‘best in class’ pre and post technical customer support.

My career began at the then named Worcester Heat Systems in 1988 within the Technical Services department as a Heating Design Engineer. For the last twenty five years however, I have been in product development within Research and Development department working on a variety of technologies for the UK and European markets including boilers, microCHP, renewable systems and heat distribution units.

Along with the team I look forward to answering your technical questions and helping with any enquiries you may have.

Q. Now winter time is coming back around, what advice or preparation work can I do to minimise the condense pipes from freezing in extreme conditions?

- The externally run pipe work does not exceed 3 metres
- There is a fall of discharge pipe of at least 3 degrees (or 52mm per metre)
- The discharge pipe is not less than 32mm in diameter

A. Worcester recommends the following steps to reduce the risk of external condensate pipework freezing:

- The condensate pipework diameter must be a minimum of 22mm and increased to 32mm if possible.
- Ensure there are no restrictions in the pipework keeping bends to a minimum and de-bur the pipework ends during installation.
- Try to route the pipework to minimise exposure to direct weather, where there are alternatives.
- Pipework length should take the shortest practical route and be as vertical as possible with the minimum fall of discharge pipe at least 3° (52mm per metre)
- Weather-proofing insulation must be used when not using a CondenseSure siphon

Q. Coming into the winter period, are there any checks that myself or my customers can do when turning the boiler on for heating at the start of the heating season?

A. It is always advisable boilers are regularly serviced before the winter period starts ensuring the boiler is operating efficiently.

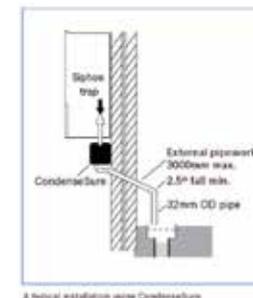
Check any components that are not controlled directly by the boiler such as externally fitted circulating pumps and zone valves.

It is recommended, even though heating isn't needed in the summer period that the power to the boiler remains on allowing the periodic activation of the inbuilt pumps and diverter valves preventing the components seizing during long periods of inactivity.

Check the system pressure is within the recommended range and check there is no air in the radiators. If the system pressure is lower than expected check for system leaks and the expansion vessel pre-charge pressure; this needs to be done with the system water pressure at zero. Make any necessary adjustments, then top up the system and bleed the radiators.

If there has been a significant reduction in system pressure due to maintenance on the heating system during the summer period it is advisable to check the inhibitor dosage and top up if necessary.

For additional peace of mind a Worcester CondenseSure auxiliary siphon can be fitted which significantly reduces the possibility of freezing. To get maximum benefit the CondenseSure should be installed immediately beneath the boiler where it can be clipped to the boilers heating flow pipe and connected to its siphon trap. The CondenseSure will protect externally run condensate discharge pipe to -15°C if the following installation parameters are met:



WIN THE ALL-NEW GREENSTAR CDi CLASSIC

Our latest Greenstar CDi Classic gas-fired boiler now boasts a large siphonic trap, lower energy circulation pump and a Keyless Filling Link as standard. In celebration of the launch of the improved model we are giving five lucky readers the chance to win a CDi Classic.

To be in with a chance of winning one of the most revolutionary boilers on the market simply answer the question below;

How many homes have a Greenstar CDi Classic installed?

- 600,000
- 800,000
- 400,000



Your Answer:

Name:

Business Name:

Business Address:

Daytime Telephone Number:

Email:

Send your entry back to our editorial office:

Installer's Choice October/November Competition,
Willoughby PR, 43 Calthorpe Road, Edgbaston,
Birmingham, B15 1TS.

Closing date: 31st December 2014.

Terms and Conditions apply,
visit www.worcester-bosch.co.uk for more
information.

KEEP IN TOUCH

Training Team

Our UK-wide network of training and assessment academies, coupled with our fleet of mobile training vehicles, means you should be able to benefit from our wealth of industry knowledge, no matter where in the country you are based.

This month we profile our network of training and assessment academies, to highlight the locations you can go to in order to attend one of our courses.

Worcester

Our award-winning, state-of-the-art Training Academy at our headquarters was the first of its kind. Last year saw us raise industry training standards, as we invested £1.2 million in an innovative and spacious high tech training arena.

The training academy also runs certified Domestic and Commercial ACS courses. The Domestic course is designed for installers who are renewing their domestic qualifications and now incorporates a module on Flue Gas Analysers. The commercial course equips you with the relevant qualifications for the changeover from domestic to commercial gas work and features commercial appliances with outputs of up to 400kW.

Clay Cross

The Clay Cross Training Academy is a specialist centre of excellence for oil and renewable training and now hosts each of the new additions to our oil-fired boiler range.

The academy features two main oil training areas. One concentrates on typical installation faults, the other showcases appliances installed to best practice compliance with Part L of the Building Regulations.

West Thurrock

Our West Thurrock Training Academy in Essex has been running our standard programme of product courses since 2006 and was the first to run Commercial ACS training. The centre features large labs to cater for all your needs in gas, oil and renewable training.

West Thurrock's gas lab features a purpose-built bungalow where various fluing methods can be addressed. Our open commercial training lab features appliances of up to 400kW. Commercial ACS courses are available at the centre, as well as various commercial product courses.

Wakefield

The Wakefield Training and Assessment Academy opened in 2013 and is the first Worcester training academy to be part of a joint project with another company within the Bosch Group. The academy is built on the grounds of the production facility of Bosch Rexroth, one of the world's leading specialists in the field of drive and control technologies.

The training facility boasts a large gas lab featuring our entire range of gas appliances, a flushing area, wet and dry boilers, and a light

commercial area with a cascade of Worcester GB162 boilers. It also contains a heat pump room with a full range of Greenstore ground source, Greensource air source and Greenstar Plus hybrid heat pumps, with a courtyard for all the external components. Delegates also benefit from a solar room with fully working components from our entire Greenskies solar range, a pitched roof for practical training, and a large commercial training room.

College Links

In addition to our own training and assessment academies, we have also worked closely with leading colleges and independent training centres for more than 20 years – a successful enterprise which in 2007 was enhanced further with the launch of our College Links Learning Scheme. This means Worcester-inspired training can be offered via an additional 13 colleges nationwide.

For more information on our training offering, and to download our detailed training brochure, visit www.worcester-bosch.co.uk/training.