

£100

Greenstore Cylinder Cash Back*

With any Greenstore unvented cylinder purchased between 1st January and 30th June 2015*.

PLUS the chance to WIN a Silverstone Challenge Day*

Every valid claim form received in each month of the promotion will also qualify for entry into a fantastic **Silverstone Challenge Day FREE prize draw**.

Visit worcester-bosch.co.uk/cylinder100 for further details.



THE INSTALLER'S CHOICE

FEBRUARY/MARCH 2015



Installer's Choice promotion returns!

£250 cash-back

on a Worcester Greenstar boiler for your own home

Looking ahead at ErP Labelling

A closer look at our new Greenstar Comfort controls

**WORCESTER**
Bosch Group

**WORCESTER**
Bosch Group

*Terms and conditions apply.

The NEW Greenstar Comfort intelligent heating controls



Controls that everyone will be comfortable with.

Our new easy to use, simple to install controls have a range of advanced features including:

Load compensation* which adjusts the flow temperature from the boiler, to meet the heating demand and provide significant fuel savings.

No wiring requirements* as the control communicates with the boiler via a reliable radio frequency signal.

5 year guarantee† when purchased with a Greenstar boiler.

To find out more, visit our YouTube channel at www.youtube.com/worcesterboschgroup



*Wireless communication and load compensation only applies to Comfort I RF and Comfort II RF. †Terms and conditions apply.

Welcome

from Steve Lister



Welcome to the first issue of Installer's Choice for 2015, ahead of what promises to be another hugely dynamic year for the heating and hot water industry.

With the peak heating season underway, we've been hearing from a number of you who have fitted our products in your own home and been able to showcase the benefits to your customers as a result. Maintaining the belief that there is no better testament to our products than being able to demonstrate the advantages in person, this month sees us re-launch the hugely successful Installer's Choice cash-back promotion. To find out how you can benefit, turn to pages 8 and 9.

As some of you may be aware, this September sees the introduction

of the ErP Directive, which will require an energy efficiency label to accompany the installation of any new heating or hot water system. With this announcement now giving you a new set of requirements to consider, Martyn Bridges, our Director of Marketing and Technical Support provides an update of the latest developments on pages 10 and 11.

Finally, as our team of Technical Sales Managers continue to provide you with the support you need on a daily basis no matter where in the country you are based, this issue sees us take a look at what a typical day looks like for one.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director

CONTENTS

Pages 4 & 5

The latest news from Worcester

Pages 6 & 7

Your views

Pages 8 & 9

Installer's Choice promotion returns!

Pages 10 & 11

Legislation update: ErP Labelling

Pages 12 & 13

A closer look at our new Greenstar Comfort controls

Page 14

Be Our Guest: Roger Webb, Director at HHIC

Page 15

Green Page: E2020 Award winner, Richard Smith

Pages 16 & 17

Installer's Choice: Nicholas Buttersworth

Pages 18 & 19

A day in the life: Martin Cromwell, Technical Sales Manager

Page 20

A New Pump Overrun Solution

Page 21

Meet our new Training Manager

Page 22

Installer Tools: A guide to our new guarantee app

Page 23

Training: Our commercial ACS training programme

Pages 24 & 25

Technical Q & A

Page 26

Win with Worcester

Page 27

Keep in touch

Growth at Worcester



Last December, our main warehousing and logistics functions were transferred to a brand new distribution facility.

The new warehouse, which has been specifically designed for our requirements, will have 60% greater warehouse capacity as well as increased office space to provide flexibility for future growth.

Incorporating 8 doors to operate from, the new warehouse boasts 10,777m² at ground level alone, which is the equivalent of over 30 tennis courts. Thanks to this investment in Logistics, we are now able to despatch over 10,000 parts per day, ensuring you continue to receive everything you need when you need it.



Wave Wins at Build it Awards

We are proud to announce our intelligent control system picked up the Best Plumbing award at the Build It Awards 2014. The award recognises our commitment to innovation and showcases how our new Wave controller is ahead of competitors in the self build and renovation market.

One of the judges commented on the Wave controller and called it;

“A clear winner due to the ease of use, the ground breaking technology and how this product could help a multitude of homeowners to live in a more efficient, low energy manner.”



on ALL Greenstar boilers

We are now offering a five year guarantee as standard across our entire Greenstar gas-fired boiler range.

In addition, we have extended our five year guarantee promotion for all Greenstar oil-fired boilers when installed with a Greenstar System Filter. This promotion will apply to all Greenstar oil-fired boilers purchased and installed until 31st December 2015.

Consumer Campaign Hits ITV

This month sees the launch of our latest consumer advertising campaign, which aims to promote our new Wave controller to millions of homeowners around the country.

The new campaign will take the form of a sponsorship of ITV1's new 'Mission Survival' show featuring Bear Grylls, which sees eight celebrities including double Olympic champion Dame Kelly Holmes, and former England International rugby player Mike Tindall, face a 12 day survival mission unlike anything they've ever experienced before. To stay alive they

must learn to navigate difficult terrain, build shelter, make fire and eat food that nature provides.

Each of the six hour-long episodes will feature 80 seconds of Worcester coverage either side of commercial breaks, where viewers will see the benefits of being able to control their heating from anywhere – even in the most remote of locations.



Make sure you tune in to the series' first episode, which will be hitting TV screens on Friday 20th February at 9pm, and look out for our national print campaign.



We are pleased to announce the launch of our new cash-back cylinder promotion, which gives you the chance to win a trip to Britain's most famous race track.

With this promotion, you can not only continue to claim £100 cash-back when purchasing a Greenstore

vented cylinder, but, you will also be entered into a prize draw to win one of 18 Silverstone Challenge Days where you will get the chance to drive some of the world's fastest, and most iconic cars.

The cash-back offer applies to all Greenstore unvented cylinders

purchased between 1st January and 30th June 2015.

For more information on our cash-back cylinder promotion and Silverstone competition, visit www.worcester-bosch.co.uk/cylinder100.

INDUSTRY IN NUMBERS

£30 MILLION

the budget for phase two of the Green Deal Home Improvement Fund

90,000

predicted number of low-carbon heat installations in 2017, (compared to 30,000 in 2014)

61%

of tradesmen questioned by Screwfix (Plumbfix) expect business to get even better in 2015

11 MILLION

the number of homes reported to be missing out on energy savings due to inadequate heating controls.

8,088

Green Deal plans in progress (compared to 1,400 this time last year) (Green Deal Oversight and Registration)

86%

of installers expressed an interest in learning more about smart home technology.

Your views

We are always pleased to hear your feedback on a range of industry matters ranging from the latest developments on Government legislation, to your views on what the future could have in store for our ever-changing industry.

With this in mind, this brand new feature sees us details just some of the more thought-provoking letters we've received from you and your customers over the past two months.



Dear Worcester,

I will be fitting my first Wave control alongside a 30Si compact Combi - am I correct in presuming that I do not need to install any other programmer with the boiler (DT 20 for example)?

Many thanks in advance,

Mark

Dear Mark

This is correct - the Wave will replace the need for any other controls on the boiler as it will work as both room thermostat and programmer.

We hope this helps.

Regards,

Technical Support
Worcester, Bosch Group



Send your thoughts to: Installer's Choice, Marketing, Worcester, Bosch Group, Cotswold Way, Warndon, Worcester, WR4 9SW, Alternatively, send us an email at: marketing.wo@uk.bosch.com.

Dear Worcester,

I am looking to specify a boiler in a 3 bed flat with a bathroom and en-suite shower room.



Currently the boiler is in a bedroom. I would prefer to relocate to the kitchen, however this is an internal room. This would mean the flue would need to be 6.3m before it reaches the external air (horizontally).

Do you have a suitable product, or should it be installed in the existing location.

Thanks,
Lorna

Dear Mrs Morgan

Thank you for your enquiry.

A Greenstar 36 CDi Compact boiler would be suitable for this application, being able to produce 12.9 litres per minute of hot water at a 40°C temperature rise over that of the cold mains. This boiler is also designed to fit within the average kitchen cupboard. The boiler dimensions are as follows:

Height - 680mm
Width - 390mm
Depth - 280mm

The flue would have to be in 125mm diameter to allow a maximum distance of 15m horizontal run.

We hope this helps.

Regards,

Technical Support
Worcester, Bosch Group



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:

 **The London Boiler Co**
@LondonBoilerCom
#Bosch @

heatingyourhome continues to be Britain's Best Boiler - @WhichUK 30 Best Buys + 10Yr Warranty Free Quote



 **John Nicholson @nixy900**
My job this week,

@heatingyourhome heatslave 2 in an extension. They're a cracking boiler.
@JNicholsonGas



 **Chris Thorne**
@ct54gas

Combi upgrade today! Cheaper gas bills & reliable new boiler, 5 years peace of mind.
@heatingyourhome



9 out of 10 installers would choose Worcester for their own home*

For over 50 years, we've been dedicated to delivering market-leading high quality, reliable products, and we are delighted that year after year, more of you are installing Worcester appliances in your own homes.

We know from talking to you that owning these products can bring significant benefits to you and your business, helping you to sell the product and demonstrate your daily cost-savings to potential customers more easily.

As the installer's choice, we want to give as many of you as possible the chance to benefit from the latest developments in our products range. That's why we're kicking off the new year in style by

re-launching our cash-back promotion, offering you up to £350 back when you install one of a variety of Worcester products in your own home.

Following in the footsteps of our previous successful cash-back promotion, the initiative will run until 31st December and gives you the chance to claim even more money back this time around when purchasing one of a fantastic range of products including:

£250

on all Greenstar gas- and oil-fired boilers.

£150

on all Greenstore unvented cylinders.

Up to £350

when you opt for one of our Greenstore heat pumps.

£25

for our new Wave control and the new Greenstar Comfort I RF and II RF controls.

Martyn Bridges, our Director of Marketing and Technical Support, said: "We are extremely confident in our ability to provide homeowners with technology that not only contributes to saving money on fuel costs, but also helps to protect the environment.

"After the popularity this promotion previously, we are delighted to be able to pass on these benefits to installers once. We believe homeowners take great comfort in knowing that their installer has the same product in their own house, giving great reassurance that they are being recommended the best product on the market.

"Being able to demonstrate the advantages of a product to potential customers is something many installers have found to be a great source of new business, and we are confident that our cash-back promotion can trigger an increase in sales over the longer term."

"We believe homeowners take great comfort in knowing that their installer has the same product in their own house..."

How do I claim?

Making your claim couldn't be easier. Simply install your chosen Worcester products before 31st December 2015, then complete and return a claim form – to be found in our cash-back leaflet – to us before 5pm on 31st January 2016.

To see the full range of products included in the cash-back promotion, or to download our installer cash-back leaflet, visit www.worcester-bosch.co.uk/homeowner/cashforinstallers.



Your Endorsements

Don't just take our word for it – read the comments of one installer who is already reaping the benefits of fitting our products in his own home:

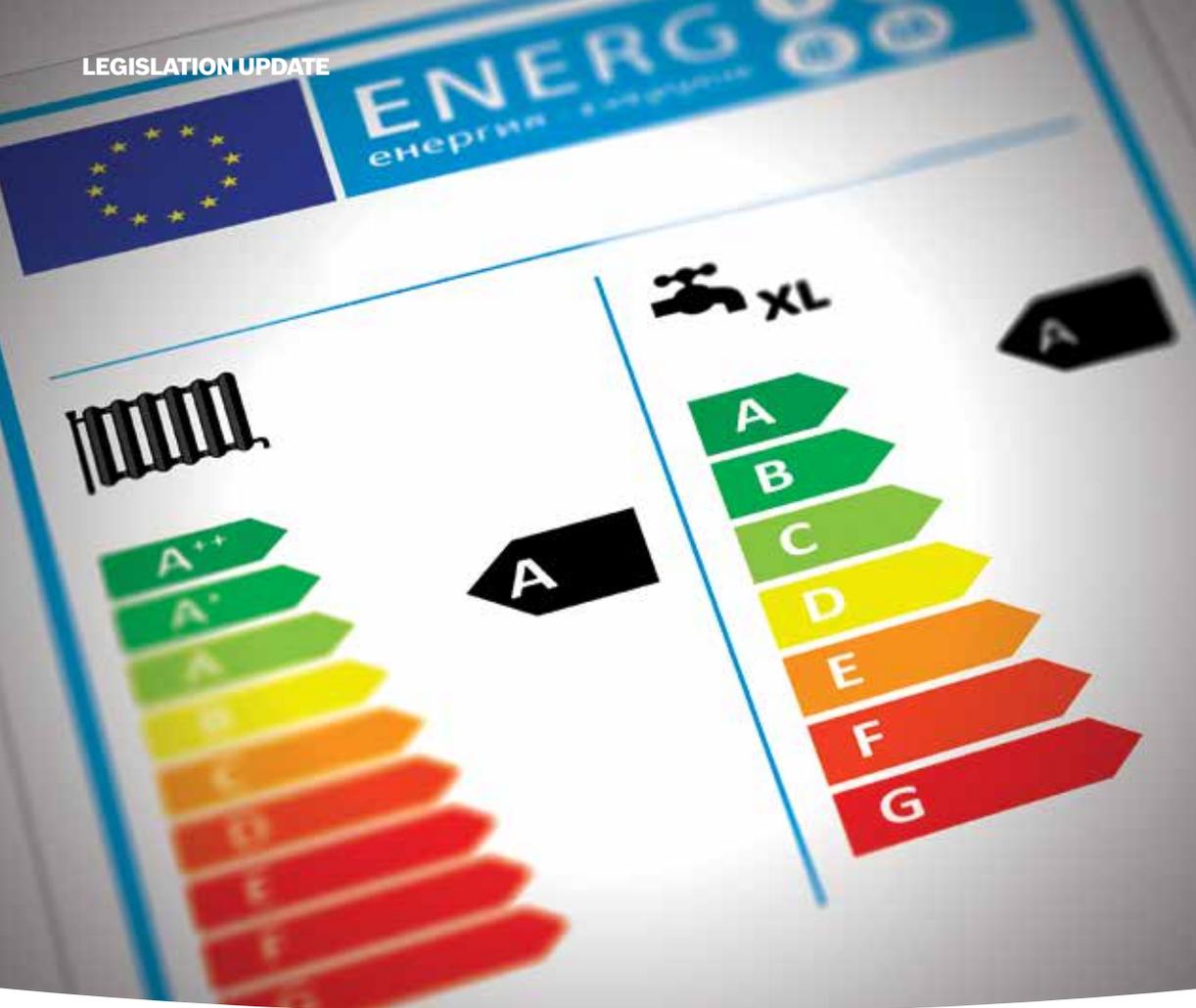
David Christian of David Christian Gas Heating & Plumbing

When David Christian decided to extend his three-bedroom cottage into an open-plan, four-bedroom property, it was the perfect opportunity to rethink his heating system.

Taking advantage of our cash-back promotion, which offers £250 to those of you choosing to fit one of Worcester's Greenstar range of oil-fired boilers in their own home, David opted for a brand new Greenstar Heatslave II 12/18 oil-fired boiler to heat the cottage via the ground floor underfloor heating system and upstairs radiators.

Since completing the project, David has been keen to recommend fitting external oil-fired boilers to his customers, and is in talks to carry out a similar project for two converted stables in 2015.

David says: **"The cash-back promotion gave me the incentive to have a Worcester product in my own home. Now that I do, I can have complete confidence recommending them to my customers, even giving me the option to show them the benefits first-hand."**



Looking ahead: ErP Labelling

Following a decade of development, September this year sees the introduction of the new, Energy Related Products (ErP) Directive. Our Director of Marketing & Technical Support, Martyn Bridges, looks ahead to what the new introduction might mean for you:

“From September, the ErP Directive will introduce a new requirement for labelling to be placed on all energy-related products in the domestic and light commercial sectors, the objective being to create a standard for efficiency and emissions that will see manufacturers striving to design more efficient products.

“We will also see introduced new efficiency classes of A+, A++ and

A+++ on top of the existing A-rating currently reserved for the most energy efficient products. The changes will have implications on the dialogue you will have, both with merchants and customers.

“Since your customer generally doesn’t see the boiler packaging until you arrive at their property to fit the appliance, there is likely to be little change to the way a boiler is sold. As

we know, some homeowners will be keen to know how efficient the boiler they are buying is and others will be less interested, but generally the option to promote that be there for you should you wish to use it.

“Where things may become more complex is when other products are fitted at the same time as a boiler – a smart thermostat and a cylinder for example. This then changes the nature



of the heating system’s structure, and it will be necessary to assess how the three components perform together as a package. The person putting together this package is responsible for delivering a label which provides an overall energy efficiency rating for the three technologies as a collective rather than three individual ratings.

“Manufacturers such as Worcester are dedicating a great deal of time to finding a practical solution for you and the national network of merchants. It is likely that electronic systems such as smartphone apps or web-based programs will be created to assist the calculation of an overall rating. This is likely to be much simpler where multiple appliances are provided by the same manufacturer, but could prove significantly more challenging when different manufacturers’ products are combined within a system.

“As things stand at the moment, there is no reason for you to be too concerned with how the new legislation will affect you other than

ErP made easy

We are currently developing a number of tools to make the ErP process as easy as possible for you, including:

- On each of our training courses, we will dedicate time to answer any questions on ErP that you may have.
- Our Technical Support team will be available on the phone, and our website will feature all the information needed to ensure that the subject of ErP is simple to understand.
- We will also be introducing an online tool which will allow you to produce your own ErP labels quickly and easily.

Should you have any questions on ErP, please email us at technical-advice@uk.bosch.com.

to be mindful of the slight impact it may have on the information that will be required alongside new or replacement installation work. Thanks to past experiences with initiatives such as SAP rating calculations, the heating industry’s manufacturers have

a proven track record of delivering quality assurance processes and before September, we expect that the industry’s manufacturers and governing bodies will have introduced a system through which this new requirement can be actioned as simply as possible.”

Ensuring there is a Greenstar Comfort control available for every requirement, the new Worcester range boasts three different options.



Taking smart control to the next level with our new Greenstar Comfort range

With a whole host of heating and hot water controls labelled as “smart”, Martyn Bridges, our Director of Marketing and Technical Support, takes a look at what the concept of “smart” really means in the context of home heating:

“In most cases, the term smart seems to be used as a blanket description for any piece of technology able to connect to the internet. As far as heating controls are concerned, the benefits of an internet-enabled device are clear. Interacting with thermostats via the internet or a smartphone app permits homeowners to turn heating on and off remotely, and this has, so far, constituted a smart control.

User interaction

“What is important to recognise is that the vast majority of smart controls now available merely allow the boiler to be turned on and off via a smartphone app. This has the potential to increase efficiency by

letting a homeowner delay the boiler firing if they are due home late from work, but it also has the potential to make the boiler use more fuel by encouraging the homeowner to turn the boiler on easily when they may not have done otherwise.

“Devices which are truly smart are those that require as little interaction as possible from the end-user, and this is where those controls with built-in load and weather compensation enhance the smart control’s credentials. Not only do these features mean the boiler will operate at maximum efficiency with very little interaction required, but it also boosts gains under the ErP directive.

Bespoke advantages

“Manufacturers of ‘off the shelf’ controls tend to be disadvantaged purely because of a lack of awareness of the exact way in which a boiler operates. By contrast, at Worcester, we have been able to develop our new Greenstar Comfort controls to ensure each of our range of compatible boilers will operate more efficiently.

“Unlike other options on the market, our Greenstar Comfort range of controls offers wireless load compensation, which not only ensures installation flexibility without having to physically wire the unit to the boiler, but also has the potential to significantly reduce fuel consumption.

Greenstar Comfort twin channel programmer



Capable of delivering a different central heating and domestic hot water (DHW) programme for each day of the week, the twin channel programmer also gives the end user the chance to set and adjust three separate time periods for each day. With this product your customer can utilise their existing room thermostat.

Features of the Greenstar Comfort control

- Easy to use
- Simple menu navigation
- Heating programme visualisation bar
- 7-day time control for heating and hot water

Greenstar Comfort I RF twin channel programmer



As well as the impressive line-up of features of the twin channel programmer, the RF variant on the Comfort range offers the added benefit of an extremely reliable radio frequency signal with Radio Signal Strength Indication (RSSI) menu. Crucially for you, the Greenstar Comfort RF model has a pre-paired receiver and sender; making the device simple to fit and ideal when the boiler is located in a difficult to access position, such as a garage or roof space.

The addition of load compensation for an additional 3% efficiency gain under the ErP directive not only enhances efficiency levels, but is also a feature no other controls manufacturer offers from a wireless boiler control.

All the features of **Comfort PLUS...**

Energy saving

- Enhanced load compensation for increased efficiency

Quick installation

- No wiring required
- Extremely reliable RF signal

Greenstar Comfort II RF programmable room thermostat



The premium model within the new Greenstar Comfort range, the Comfort II RF programmable room thermostat, builds on the advanced capabilities of the Comfort I, but with the addition of yet more performance enhancing features.

The Greenstar Comfort II allows the boiler’s central heating and DHW to be programmed and controlled from the thermostat itself, which is perfect for those installations where the boiler is difficult to access. In addition, not only does the Greenstar Comfort II display boiler maintenance and diagnostic codes, but it also allows installers to access the boiler’s system information and diagnostic history.

All the features of **Comfort & Comfort I PLUS...**

Ultimate flexibility

- 6 adjustable heating temperatures per day
- Set programme at the room thermostat
- Remote access to boiler diagnostic codes
- Back lit display



For more information on our new Greenstar Comfort controls, visit www.worcester-bosch.co.uk. Alternatively, to view a step-by-step guide to setting each of the new controls, visit our YouTube channel at www.youtube.com/worcesterboschgroup.



With this April marking the 10th anniversary of the mandatory status of the condensing boiler, Roger Webb, Director at the Heating and Hotwater Industry Council (HHIC) reflects on how the change came about, and what the future is beginning to look like for the UK's carbon performance.

ROGER WEBB, DIRECTOR AT THE HHIC

10 years ago the UK heating industry was on the brink of momentous change. Those of us who were in the industry back in 2005 will remember the shockwaves that travelled through the industry when the Government signalled its intended move to condensing boilers, via the change to Building Regulations for England and Wales.

A change that has transformed the heating industry and delivered the use of energy efficient condensing boilers in 44 per cent of households, as reported in the recently published English housing survey (2012). This figure could now be over 50 per cent. Strikingly, in 2013, only 26 per cent of boiler sales in Europe were for gas condensing boilers, compared with an incredible 99 per cent in the UK. The UK accounted for 42 per cent of the total annual European gas condensing boiler sales.

This is a significant achievement and, to celebrate, the heating industry came together on the 5th November 2014 at a Parliamentary reception to mark the imminent 10 year anniversary of the 2005 revision to the building regulations that required all new and replacement domestic boilers to be condensing products. Hosted by the Heating and Hotwater Industry Council the event looked at the very real positive impact that this had on improving energy efficiency

together with the social, economic and environmental benefits.

Lord Whitty, the host of the reception, talked about the heating evolution, and how it could be said that the changes have been the single most important household energy efficiency policy measure introduced by Government to date.

Following the 2003 Energy White Paper, one of the Government's first steps in their action to seek improvements to the energy efficiency of homes was through changes in the building regulations which deal with the minimum standards for buildings.

Climate change was, as it is now, a serious and urgent issue. Hard hitting action was needed. Action that required all gas boilers installed in England and Wales to be of the condensing type. This was at a time when the condensing boiler share of the market was only about 10 per cent.

So challenging was the notion that the industry, together with HHIC, produced a 214 page response to the government, outlining our concerns.

However, the regulation changes came and, in hindsight, it was the absolute right move. Recognising that the regulation alone was not enough,

the industry pressed government for a programme of alliance across the industry.

In my view, the partnerships and initiatives applied across the heating industry via this alliance were paramount to our success. In 2013, UK condensing boiler sales figures were greater than that of 29 other European countries combined, with 42 per cent of total condensing boiler sales.

Findings released in a report in November 2013, from the Department for Environment, Food and Rural Affairs (DEFRA) entitled: UK's Carbon Footprint 2004-2011, indicate that the UK's total carbon footprint, including other greenhouse gases (GHG) fell by 14 per cent between 1997 and 2011, with a peak in 2004.

It is my opinion that our united approach to condensing boilers has been fundamental in reducing our carbon emissions, and therefore should be used as a model for the future.

The condensing boiler challenge was not only overcome, it has been the biggest success in our industry to date; a perfect example of how the industry can apply common sense and work together to achieve great things.



High Wycombe installer, Richard Smith of Smiths Heating Services Ltd, was named winner of the Greenskies solar water heating installation category at last year's annual Environment 2020 Awards, which aim to promote the use of sustainable heating and hot water solutions.



Solar, So Good

When the owner of a local private property contacted Richard Smith to ask for a solar water heating system, the objective was clear: to design a cohesive system which would be environmentally friendly and also offer a consistent level of heating.

Richard's solution was to install three Greenskies Solar Lifestyle in-roof collectors, a Greenstar gas-fired 30CDi System boiler coupled with weather compensation control and a Greenstore unvented 300L cylinder. With the system made up of three separate underfloor heating manifolds, a low loss header was preferred to a hydraulic interference

with multiple pumps and the cylinder was connected directly to the hot water flow and returned on the tap rail.

Speaking of the installation, Richard commented: "I chose Worcester products not just for their reliability, but also because I was able to provide a complete heating solution from one manufacturer. This system, combined with underfloor heating and individual thermostats in each room, ensures maximum comfort and economy. The developer has been so pleased with our solution that they have enlisted our support to install a similar system in another property."

The Environment E2020 Awards initiative is an annual competition which recognises the installers and specifiers who take an environmentally responsible approach to their work. With eight categories in place, there is plenty of opportunity for you to enter an installation which demonstrates the excellent use of a wide range of technologies which enhance efficiency levels.

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

INSTALLER'S CHOICE SPOTLIGHT

Nicholas Buttersworth Ron's Plumbing & Heating Limited

A planned extension to Nicholas Buttersworth's bungalow in Colwyn Bay, North Wales, presented the perfect opportunity to find a long-term way to make his bustling family home as energy-efficient as possible.

The project involved adding a bedroom and bathroom to the four-bedroom house and, amid such extensive changes, it seemed only prudent to match efforts to improve the property's ability to retain heat with an upgrade to its heating system. For Nicholas, that meant replacing the house's original, eighteen year-old boiler with a new Greenstar 24i System gas-fired boiler to minimise wastage and save on bills.

Ultra efficient and economical to run, our Greenstar i system boilers incorporate many of the heating and hot water components found in a traditional heating system, making installation less disruptive and neater. Their compact size means that they can fit perfectly into many locations, and the 27kW and 30kW models can even be contained within a standard

kitchen cupboard. Our entire range of Worcester Greenstar gas-fired boilers have been awarded Which? Best Buy accolade for the fourth year running – making it an even more appealing choice for UK homeowners.

The work was completed in stages to fit with the property development. Having created enough space to house the boiler, the installation was relatively straightforward, taking the team of three installers just three days to complete.

Speaking of the project, Nicholas, of Ron's Plumbing & Heating Limited, commented: "What with having three children and the property being renovated, we just felt it was the perfect time to invest in a new boiler in order to get the most possible benefit from it in the in the long run.

"For me, a major advantage to buying a Worcester product was that it was the second time I've completed this particular installation, so I knew what to expect and everything went very smoothly. Of course, it was an added bonus to be able to benefit from the cash-back promotion and I'm looking forward to seeing how it translates in terms of savings.

"Although I like to give customers the choice of two or more boilers, I always recommend Worcester. While they might be a bit more expensive, I do explain to the customer that the parts are cheaper, and the call outs and aftersales support are better."

For more information on Worcester's installer cash-back promotion, visit www.worcesterbosch.co.uk/cashback.





A Day in the Life of a **Worcester** Technical Sales Manager

Every day, our Technical Sales Managers are out across the country to spread the word about Worcester and ensure we are on hand to support those of you who use our products on a regular basis. Here, Ashford-based Martin Cromwell provides an insight into what a typical day entails and stresses the added value of knowing your local contact:

“As one of over 80 Technical Sales Managers across the country, it is important for me to be mindful of the fact that in my area, I am ultimately the first face of the Worcester brand amongst both merchants and installers. This means I’m in a position where I can be approached at any time, about any issue relating to a Worcester product or service, which is a service which often proves invaluable to those installers I’ve come to work with.

“My job involves a lot of travelling, so depending on whether it’s a local day in London, or a 20-mile journey outside the city, my alarm can go off anywhere between 5am and 6.30am. The main thing for me is that I’m contactable and accessible at any

point during an installer’s working day, as it’s important for them to know I’m on hand to offer any help I can, regardless of how early they might be starting, or how late they might be finishing, their working day.

Sharing knowledge

“I like to visit as many merchants as possible during the week, in order to update managers’ literature and give them information on new and existing promotions and products. Whilst the vast majority of my appointments each day will be with installers, most of them will find out about our latest products and promotions from local merchants.

“I’ll use this opportunity to talk to any counter staff, customers and

installers along the way to give them the same information. Knowing how many heating engineers buy their products from merchants, it’s important that their staff know what their customers can offer so they don’t miss an opportunity to ‘up sell’ our products - and it gives me the added bonus of being able to stay up-to-date with any competitor activity in the area.

“Where possible, I time my visits to coincide with my access to our mobile training vehicles. This is means that I can offer even better service to installers in my area, as it means I have the flexibility to bring working models of our products, our latest literature, and information

on any current promotions, to the doorstep of those installers in my region. There really is no substitute for giving installers access to our products in person, and being able to hold sessions with our training vans means we can do so without taking too much time out of their working days.

“These open sessions can be based on any subject ranging from a new product launch to wider industry developments. At present, I’m in the process of arranging a series of sessions on warranties, as it’s becoming increasingly important for installers and their customers to be aware of what they need to look for from their warranty for that all-important peace of mind.

A key contact

“From an installer’s point of view, there are a huge number of benefits we can offer. Worcester has the biggest network of representatives of any boiler manufacturer and as a result, our team is a lot more accessible and flexible.

“The extensive nature of our network allows each TSM to cover a smaller area than some of our competitors. For me personally, this means I’m never more than around 40 minutes away from any installer, merchant, or project that falls into my region. This means I can generally arrange to meet anyone who wishes to see me at a maximum of a day’s notice – something which can be critical during the colder winter months when customers simply aren’t prepared to wait for a boiler installation or replacement.

“Throughout my working day, I am also in contact with various departments across the business, to ensure we are able to give installers an unrivalled service. It is fairly common for me to be liaising with our servicing department or specification team to help to handle installer queries. Not only that, but with the freedom to enrol my local installers on relevant training programmes or book them in for a factory visit, I can give those heating engineers local to me the most personal contact possible with the Worcester brand.

Benefits of knowing your local TSM:

- No need to wait:** Our large network means that they can be there when you need them - even in winter.
- Push yourself:** They can enroll you on training programmes to further your skills.
- Be a VIP:** Our TSMs are there there to meet your needs, no matter how complex or simple.

“Above all else my priority is always to help and advise the installer – whether they happen to be a familiar with our products or not. Across our entire network of TSMs, we’re all in place to meet the needs of installers rather than our own, which helps to ensure we can be as constructive as possible at all times.”

To find your local Technical Sales Manager please visit www.worcester-bosch.co.uk/localcontacts.

A new Pump Overrun Solution

With a number of you having become very accustomed to replacing older, regular boilers with newer, more efficient models, we have come up with a solution to the often encountered challenge of wiring the boiler to the pump.

We have found a solution using equipment such as MAINSLINK, meaning that you can now take advantage of an attractive alternative to switched live cabling. When a cable run is awkward or expensive to achieve, the MAINSLINK can be used to save both time and money.

Because the solution operates via radio frequency rather than a hard wire, disruption at the time of installation

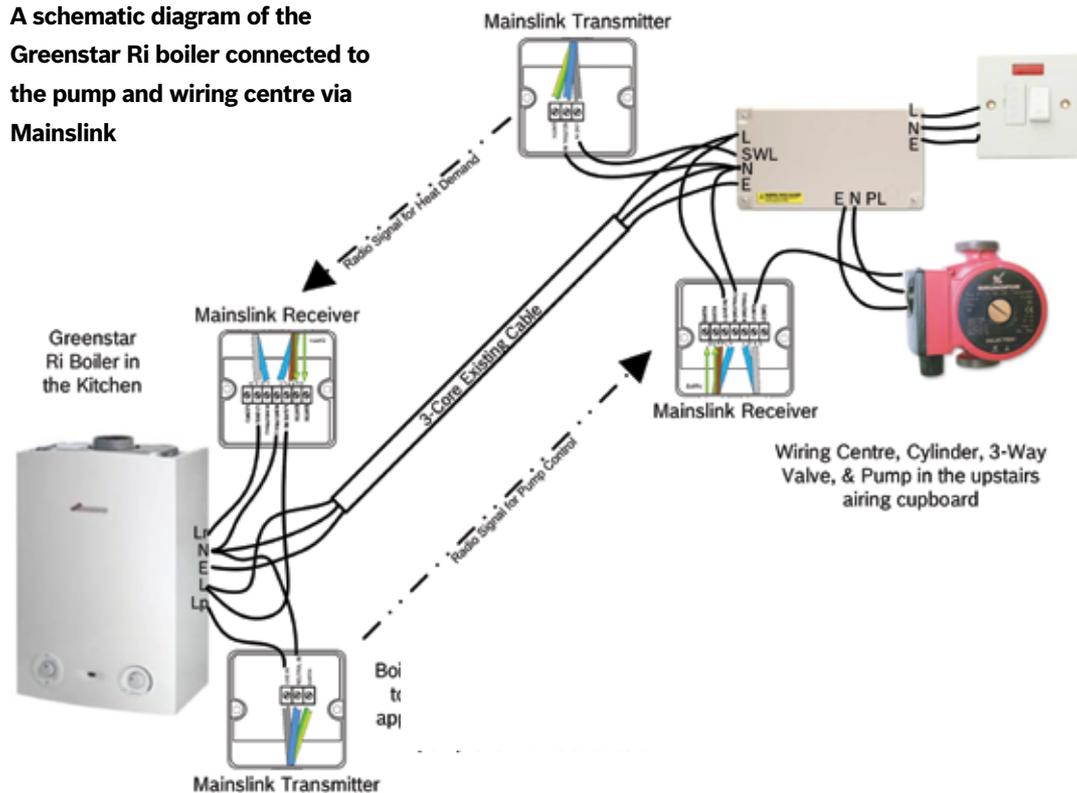
is minimised. In the event you are fitting one of our Greenstar Regular boilers, you have the option to wire the pump into radio frequency devices incorporating transmitter and receiver units and not to the boiler directly. By allowing this, we hope to ensure you can enjoy a much simpler installation by using the existing cable to provide permanent live only, rather than routing an entirely new cable through the property. This could ultimately save

you as much as half a day's work for replacement installations.

Operation and switched live (demand) signals are communicated wirelessly. Because this method of installation gives the boiler a permanent live connection, it ensures long-term durable operation.

For more information on our Greenstar Regular boiler range, visit our website.

A schematic diagram of the Greenstar Ri boiler connected to the pump and wiring centre via Mainslink



Introducing: Our new Training Manager

We have appointed Jon Wheeler as our new Training Manager, as part of our on-going commitment to providing you with a host of professional development opportunities.

Previously Regional Sales Manager for the South East, Jon brings a wealth of customer facing experience to the role and has been promoted to oversee the rolling out of training initiatives and assist in finding solutions to significant industry challenges.

In his new capacity, Jon will be aiming to build on last year's total of 19,000 installers trained, as well as managing the implementation of E-Learning modules and web seminars to ensure that you remain informed ahead of initiatives such as the ErP directive due in September of this year.

Speaking of his appointment, Jon commented: "I'm extremely proud

to be taking over what is already a very successful team. Targets were surpassed last year and I'll be working closely with the team to achieve the same fantastic results again in 2015.

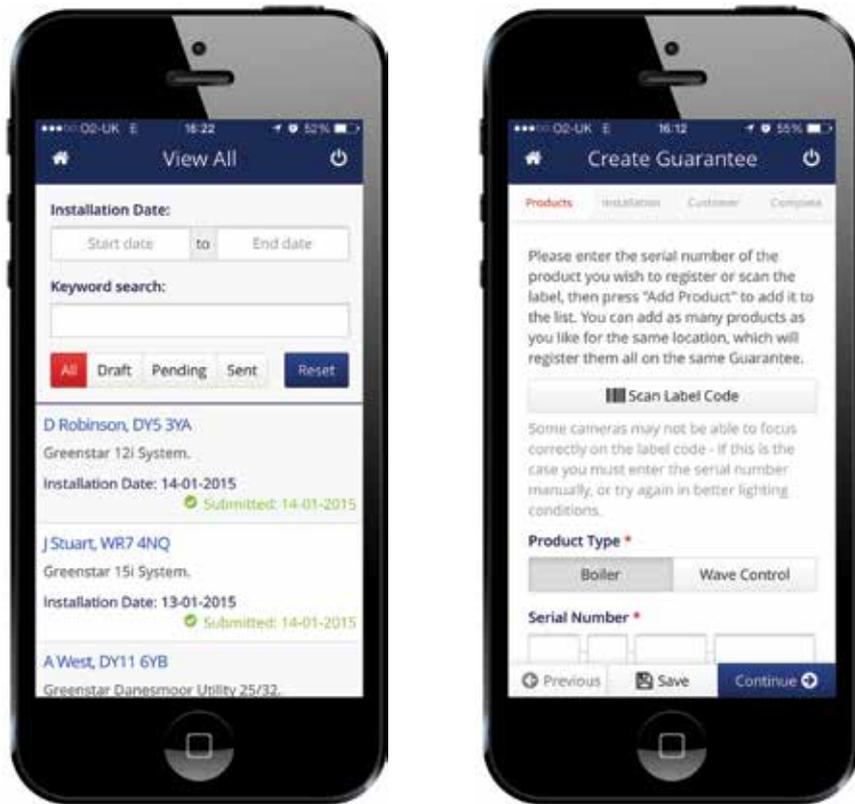
"It promises to be a busy year for us, not least with the introduction of the ErP directive. This directive will have a far reaching impact on installers, and in the coming months we will look to supply you with everything you need to become the authoritative voice on the topic.

"In addition, we will be expanding the portfolio of modules that we currently offer on our Online

Academy, as well as focusing on improvements to the College Links Learning Scheme to ensure that we can bring more localised training to our customers.

"Of course, we will also continue to be on hand for those of you wishing to become familiar with new Worcester products and technologies, as part of the provision of opportunities for installers that underpins all we do."

For more information on our wide range of training and development initiatives, visit: www.worcester-bosch.co.uk/training.



Our new **Guarantee Registration app**



We are delighted to be launching a new app with the aim of providing you with one very simple and convenient solution to registering our wide range of heating and hot water appliances.

With our new Guarantee Registration App, you can now register all Greenstar gas-fired boilers easily while on the job, simply by scanning the appliance's data code. You can also register all Greenstar oil-fired boilers, Greenstar system filters and the Wave by simply entering their serial numbers.

Further innovative features such as 'find my location' and 'postcode look-up' provide even more assistance

for the registration of customer and property details. For those of you wishing to register when back in the office the 'offline save function' also enables you to scan the appliance on site and return to the registration at a later, more convenient time.

It is becoming increasingly clear that the next step for technology within the heating sector is finding ways to improve the daily routine of the installer. We hope that this development will

enable you to quickly complete what is an essential stage of every new boiler installation, saving you both time and generating repeat business through the ability to search an online archive of completed registrations and customer information.

The Guarantee Registration App is compatible with iOS and Android devices and is now available to download from the Apple App Store and the Google Play Store.



Our Commercial **ACS programme**

Having developed a five-day Commercial ACS training programme for those of you looking to make the transition from domestic to commercial installations, this month sees our new Training Manager, Jon Wheeler, talk you through the programme and what to expect:

"The new Commercial ACS training package is a tailored programme, designed by our dedicated training department and is perfect for installers looking for a new challenge in the form of commercial installation work.

"Our five-day programme contains training and assessment on the changeover from domestic natural gas to commercial natural gas, plus commissioning, servicing, repair and breakdown of commercial appliances.

"During the course you will benefit from hands-on practical work with our range of Bosch Commercial & Industrial boilers with outputs from 70 to 400kW. The product range includes wall hung and floor standing boilers, stainless steel, cast iron and aluminium heat exchanger options, in order to provide flexible system design and excellent efficiency levels.

"The course costs £780 and the programme is comprised of several modules:

- CODNCO1: Domestic natural gas to Commercial natural gas changeover
- CIGA1: Indirect fired heating appliances and equipment
- ICPN1: Pipe work in excess of 35mm
- TPCP1A: Testing and purging

"We recommend the course for those already holding the CCN1 qualification with relevant experience of the subjects covered.

"Completion of the programme's training component is not mandatory in order to sit the assessment. This does, however, come highly recommended, as in our experience most candidates do find that they benefit from undertaking refresher training first."

To find out more about our Commercial ACS training programme, or to book a place on the course, please call 0330 123 0166 or email training@uk.bosch.com.

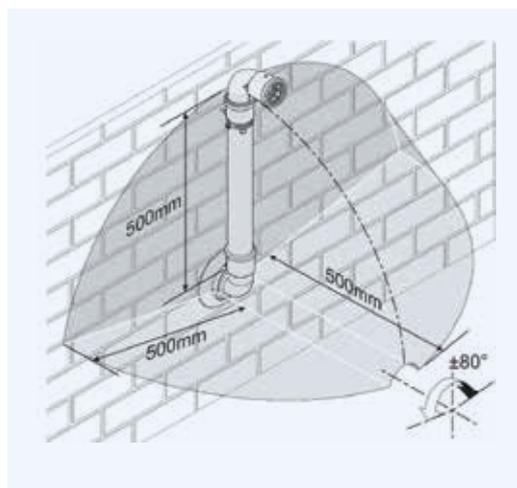


Technical Q&A

Ewan Sutherland and the team of technical service engineers answer some of the most common questions that they receive from you at this time of the year. In this issue of *Installers Choice* we are focusing on questions we have received from customers in relation to the location and termination of flue systems.

Q. When using a plume kit with your flues how far do I need to run before the first bend and do I need a 500mm flue length before the first bend?

A. There is no minimum required length before the first bend when using a plume kit. 90° or 45° elbows can be put directly into the first bend of the Plume management kit. The minimum distance of 500mm stated in the manual is making reference to the distance required between the flue exhaust and air inlet, which must always be adhered to as shown in the diagram below:



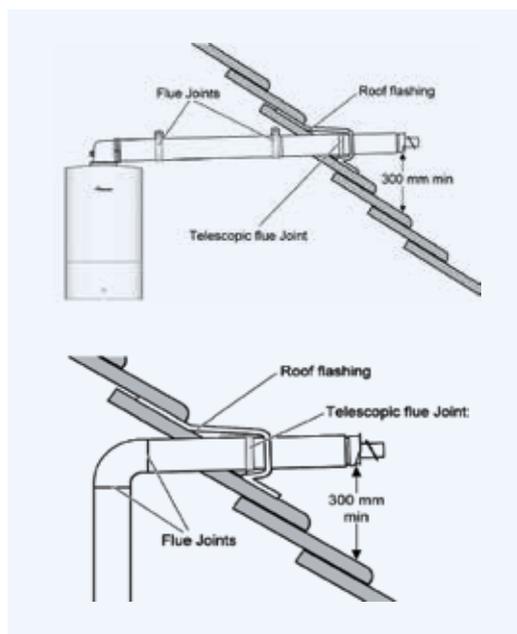
Q. Do I need to maintain a fall of 10 degrees throughout the run of the plume kit?

A. The manual currently states that a minimum fall angle with a plume management kit needs to be 10° throughout the length of the kit. However when an additional bend is added onto the plume management kit, the minimum fall angle can be reduced to 3° from the additional bend. Manuals will be revised to include this amendment.

Q. I am having trouble terminating vertically with a flue through a pitched roof, due to the proximity of a chimney stack. Can I terminate horizontally through a pitched roof to get over this problem?

A. It is possible to terminate horizontally through a pitched roof with our 100mm and 125mm flue by following the guidelines shown:

- Ensure that there is a 300mm gap between the pitch of the roof and the terminal of the flue.
- No flue joints should be exposed external to the roof.
- The flue should also be adequately secured to ensure that the required fall is maintained and that all flue terminal clearances are adhered to.

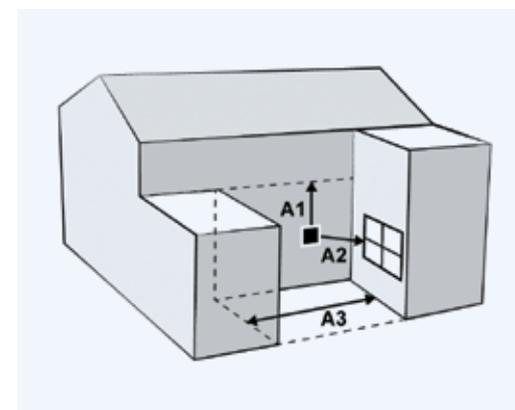


Q. I am looking at terminating a flue into a 4 sided area. Can this be done due to all sides being enclosed?

A. You can terminate a flue into a four sided area as long as the discharge from the flue outlet does not cause nuisance to the householder or neighbouring property. We have recently released a technical bulletin addressing this particular issue. This bulletin covers all the required clearances for the flue terminal if fitting into a three or four sided area. The bulletin number is TB0073 b.

Three sided area

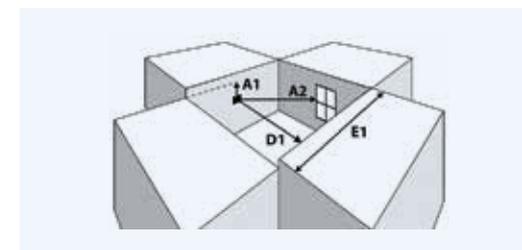
The flue can be sited within a three sided area providing the following clearances can be achieved:



- Products of Combustion must not discharge over adjoining boundaries.
- A1: If A3 is less than 1200mm the flue terminal must be sited no lower than 1000mm from the lowest part of Other three sided area.
- A3 cannot be less than 700mm due to minimum clearances to internal corners
- If A3 is greater than 1200mm then you must ensure that products of Combustion will disperse freely and not cause a nuisance.
- If the flue is sited on one of the adjacent facing walls then A3 must be greater than 1200mm.
- If the flue is sited on one of the adjacent facing walls then A3 must not be less than 2000mm if there is an opening into the building opposite or above the flue terminal.
- A2 must not be less than 600mm.

Four sided area

The flue can be sited within a four sided area, lightwell or courtyard providing the following clearances can be achieved:



- Products of Combustion must not discharge over adjoining boundaries.
- A1: The flue must not terminate lower than 1000mm from the lowest part of the roof surrounding the four sided area.
- D1 must not be less than 600mm and only providing there are no openings opposite the terminal.
- D1 or E1 must not be less than 1200mm if there is another flue terminal within the same area.
- Neither D1 or E1 must be less than 2000mm if there is an opening into the building opposite the flue terminal or above the flue terminal level.
- A2 must be greater than 600mm; only permissible if D1 and E1 are both greater than 2000mm
- E1 cannot be less than 700mm due to minimum clearances to internal corners.

Q. I am having trouble finding a suitable position to horizontally terminate a flue and I do not have the option of using a plume management kit due to proximity to windows. Can I run your 100mm or 125mm flue externally so that I can get to a suitable termination point?

A. It is possible to run our flue systems externally if there are no other options available and all flue termination clearances are met.

The paint finish of our flues is weather resistant and UV-stable so will not flake and peel. However, the flue finish may discolour over time, so this is something you may want to make your customer aware of before installing the flue system.

If the flue is less than 2m above the ground, balcony, flat roof or other place to which any person has access, it is advisable to box the flue in and make sure that it is suitably protected against accidental damage, interference or vandalism. All relevant regulations in regard to the boxing of flues should be followed.

Support the flue at approximately one metre intervals and at a change of direction using suitable brackets and fittings and if there is a need to remove the appliance to carry out maintenance work, the flue should remain intact and able to support itself.

Finally always refer to and comply too the installation instructions for termination of the flue system.

WIN A WAVE

To celebrate the launch of our latest consumer advertising campaign, which sees us sponsor ITV1's new 'Mission Survival' show featuring Bear Grylls (as seen on page 5), we're giving you the chance to get your hands on one of our brand new Wave smart controllers.



Intuitive and easy to use, our Wave control combines a room thermostat and programmable control in one stylish unit and is compatible with a wide range of our award-winning Greenstar gas-fired boilers.

To be in with a chance of winning, simply answer the following question and send your entry to the address below before 20th March 2015:

Which one of these celebrities will be enduring a 12-day survival mission with Bear Grylls?
a) Chris Robshaw
b) Jonny Wilkinson
c) Mike Tindall



Name:

Your Answer

Business Name:

Business Address:

Daytime Telephone Number:

Email:

Send your entry back to our editorial office:
Installer's Choice February/March competition,
WPR, 43 Calthorpe Road, Edgabaston, Birmingham, B15 1TS

For terms and conditions please visit:
www.worcester-bosch.co.uk/installer/literature/worcesters-magazine-the-installers-choice

All entries must be received before Friday 27th March 2015

KEEP IN TOUCH

South East

This month we're profiling our sales team for the South East. Here you'll find each member of the team's contact details, as well as the areas they cover.

Southern Sales Director



Mark Martin
Contact Mark on:
07767 432563

Regional Sales Manager



Jason Gritt
Contact Jason on:
07767 432577

Technical Sales Managers:



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



Martin Cromwell
Contact Martin on:
07790 489503
Areas covered:
KT, SM, SW, TW
**Marie Allion is currently on maternity leave. During this time, Martin will be covering the following areas: AL, HA, N, NW, UB, W, WC, WD*



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



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



Matthew Ledger
Contact Matthew on:
07812 548004
Areas covered:
GU, RG, SL



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