

The Greenskies range of solar thermal panels

Quality and reliability for you – lower water heating bills for your customers



Worcester Greenskies solar panels harness the power in both direct and diffused sunlight and convert the energy to heat for the production of domestic hot water.

The Greenskies solar thermal family

Greenskies Solar-Lux

The Solar-Lux evacuated tube panel series. Designed to complement the existing Worcester Greenskies solar flat panel range of collectors.

Greenskies Solar-Lifestyle

The Solar-Lifestyle panel boasts innovative design and easy installation in a modern, visually stunning one-piece panel.

Greenskies Solar-Lito

The Lito range of panels offers the homeowner affordable solar hot water comfort and also flexible solutions for the installer.

All Worcester products are designed and built to exacting standards using the highest quality materials to provide the levels of quality and reliability you'd expect from a company that is part of the Bosch Group.

Call 0844 892 3000 or visit www.worcester-bosch.co.uk to find out more.



THE INSTALLER'S CHOICE

The official magazine for Worcester installers

MARCH/APRIL 2012



Engineering Service by Design

The search for the Golden ticket begins...

5 year

Greenstar CDI and Si
guarantee
extended
until June 2012*



*Terms and conditions apply

We've been the choice of installers like Chris and Stuart for 50 years

50
1962 - 2012



Chris and Stuart Brearley of Deeping Gas & Electrical Services.

"I choose Worcester because its unique customer focus mirrors the customer service we strive for on every Deeping Gas installation.

Most importantly, when you purchase a Worcester boiler, you don't just get an excellent product, you get the whole package, which includes the latest training facilities and a technical services back-up that is second to none."

Stuart Brearley

DEEPING GAS & ELECTRICAL SERVICES

Call 0844 892 3000 or visit www.worcester-bosch.co.uk to find out more.



Half a century of warmth



Welcome

from Steve Lister

In this issue, we take a look at our System Design Services team and the services they offer to help you take as thorough an approach to your work as possible. We know how important it is for you to ensure you provide the right solution to your customer's heating and hot water needs and by offering a system design service we hope to give you all the support you need. To read the first of our two part series on system design, take a look at pages 6 and 7.

Having launched our 50th anniversary celebrations in our last issue, this month gives us the opportunity to tell you about our golden ticket promotion, which is set to reward five of you with a fantastic prize over the course of this year. To find out more and about the launch of our special 50th microsite, turn to pages 10 and 11.

Your fantastic feedback and response to our 5 year guarantee promotion on Greenstar CDi and Si boilers, means we are delighted to announce a further extension until the 30th June 2012.

Last month we introduced Stuart Brearley and Lee Woodhatch as the faces of our latest advertising campaign. With Lee and Stuart's photography now complete, we hear from them both on page 15 and show you how they are set to be some of the new faces of Worcester.

Finally, we know that the heating industry is a dynamic one and changes to requirements and regulations have an impact on the work you carry out on a daily basis. With the deadline looming for you to have completed your CPA1 assessment, we offer an overview on the latest requirements on page 16. Meanwhile, the long-awaited ErP Directive will soon be taking effect. Martyn Bridges explains how we have worked with the European Commission to produce a set of workable regulations on page 17.

We hope you enjoy the magazine.

Steve Lister
Sales Director



"Having launched our 50th anniversary celebrations in our last issue, this month gives us the opportunity to tell you about our golden ticket promotion and special 50th microsite"

CONTENTS

Pages 4 & 5

The latest news from Worcester

Pages 6 & 7

Our Heating System Design Service

Page 8

Be Our Guest: Bill Bicknell, IDHEE

Page 9

E2020 Award Winner: Wyn Davies, of W & K Davies

Pages 10 & 11

The search for Worcester's Golden ticket

Pages 12 & 13

Installer's Choice: Andy Compton of Andy Compton Plumbing & Heating Services

Page 14

Technical: Gas valve screw point test damage

Page 15

The faces of our latest advertising campaign

Page 16

CPA1 training

Page 17

An update on the ErP Directive

Pages 18 & 19

Training Focus

Page 20

Win with Worcester

Page 21

Diary Dates

Pages 22 & 23

Keep in touch with our Western region 1

Looking back at **Ecobuild 2012**

As many of you know, Ecobuild, the world's biggest sustainable design construction and build environment exhibition took place at London's ExCel between 20th – 22nd March.

Neil Schofield, our head of external and Governmental affairs (pictured), said: "Our range of products has continued to grow over the last 12 months and this year's exhibition gave us the chance to display the new additions to our Greenskies solar range, not to mention our GB162 condensing boiler, which represents our first move into the light commercial heating and hot water market.

"This year's event was a huge success, with record numbers of visitors



attending over the three days. Feedback from our sales team was extremely positive as many of you visited our stand with a range of questions and queries."

To find out more about what went on at this year's event and to register your details in readiness for next year, please visit www.ecobuild.co.uk.

MIS 3005 Heat Pump Guidelines Updated

The guidelines governing how heat pumps are supplied, designed and installed were tightened on the 1st February 2012, in a bid to improve performance.

As you know, the MIS (Microgeneration Installation Standard) provides guidance on the correct sizing of heat pumps and sets parameters for the sizing of ground collectors. However the latest version of the standard has been tied with a new heat emitter guide developed by the industry, which will help to prevent a good system being let down by a poor choice of heat emitters.

A full update will be given in the next issue of Installer's Choice, but in short if any of you have already quoted for heat pump installations you need to be aware that all new quotes must be compliant with

the new guidelines of the MIS 3005 v3.1 from 1st March 2012.

Existing quotes where no order has been received and the system is not yet installed will be valid for the remainder of the quote validity period. On expiry of the quote the job should be treated as a new quote. Existing orders yet to install have no set deadline/requirement to comply with MIS 3005 v3.1.

In addition, installers having their annual surveillance visit before 1st March 2012 will be assessed against version 2.0 of the Standard. Installers joining the scheme with their assessments after the implementation date (1st March 2012) must work to version 3.1 of the Standard. However the Certification Body is not obliged to assess against version 3.1 of the standard until 1st April 2012.



Scottish Boiler Scrappage Scheme



Those of you working in Scotland will be aware that following an extension to the scheme last June, the boiler scrappage scheme, which was a huge success UK-wide in 2010, is still running.

The Energy Saving Trust's Scottish Boiler Scrappage Scheme has been extremely successful since its launch in May 2010. The scheme offers homeowners a voucher entitling them to a £400 subsidy from the Scottish Government towards the cost of upgrading inefficient boilers with an Energy Saving Trust Recommended (ESTR) boiler in their property.

Whilst the termination date of the extended offer remains unconfirmed, we have been informed that the Scottish Government has been given a sizable boost to fund an extension. Scotland has one of the most ambitious carbon reduction targets in Europe and the latest extension to the boiler scrappage scheme is set to further increase the number of homeowners who decide to improve the heating system within their property.

For more information on the boiler scrappage scheme in Scotland, visit www.energysavingtrust.org.uk/scotland.

5-year **Greenstar** Guarantee: Extended!

You've been contacting us to tell us how well our CDi and Si boiler guarantee promotion is being received by your customers. So, we are pleased to be able to extend the offer for another three months until the 30th June 2012, to give you

even more reason to install our top of the range Greenstar boilers.

For more information on our promotion visit www.worcester-bosch.co.uk/5year or call **0845 313 0058**.

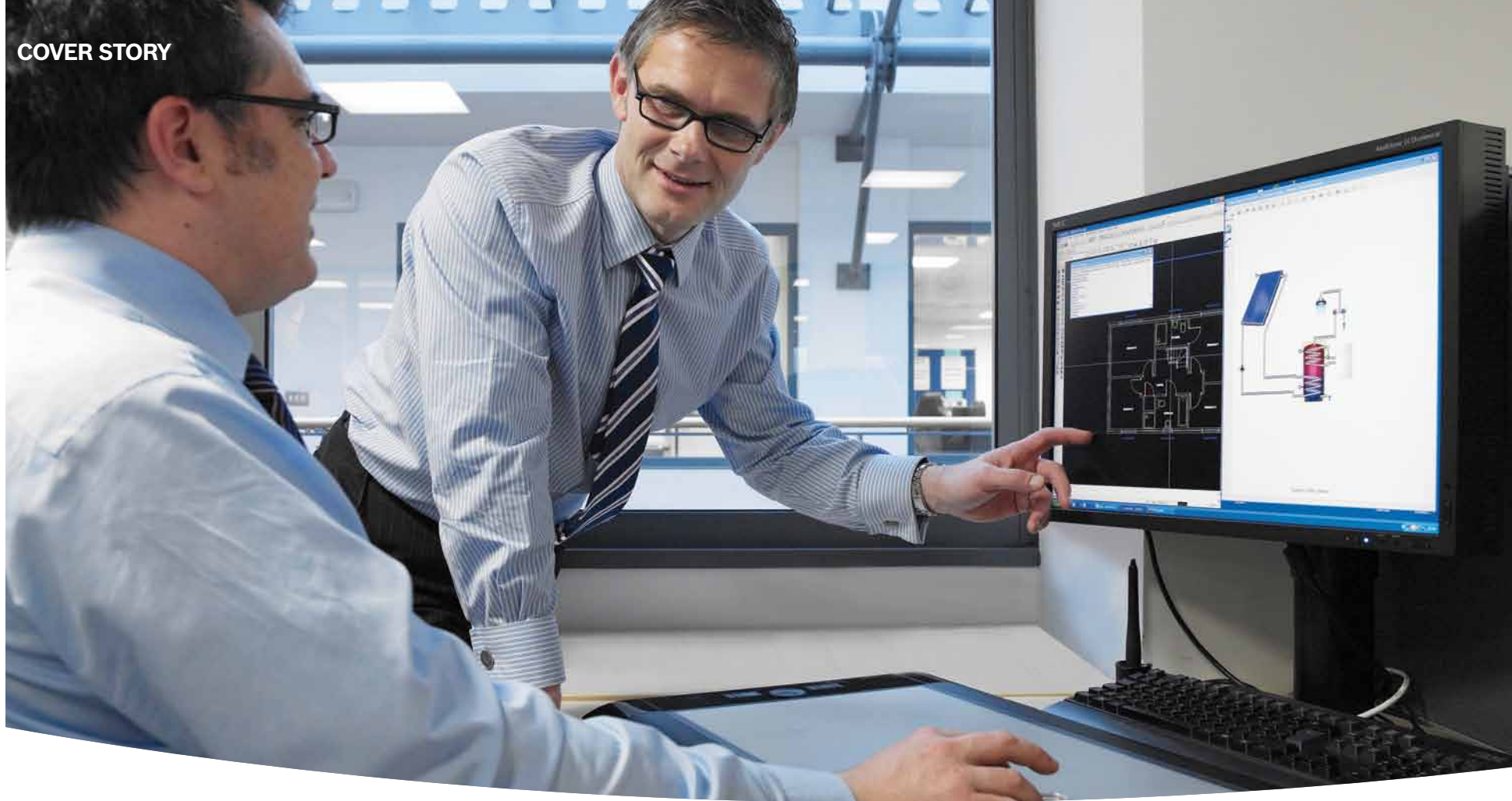
New spares website

Following the preview in our last issue, we are pleased to confirm that our new spares website is now live.

The new website will allow you to access spare parts for our full product portfolio, dating as far back as 15 years. You will be able to view the part you require either by using the unique part number or by searching for the product they require a spare part for. This will then present exploded diagrams of the product and its parts, giving you a quick and easy route to finding the name and product number of the spare part you require.

We know that it is important for you to provide a fast and efficient service to your customers, and waiting around for a spare part can cost valuable time and money. The aim of the new website is to cut the time spent researching and sourcing spares to ensure you can get the right part quickly and conveniently, and provide the best service for your customer.

To visit the new website, visit www.worcestersparescatalogue.co.uk



Our system design team is also able to offer a design service to cover solar thermal systems, heat pumps and underfloor heating installations. For more information on how you can use this service to enhance your work, an outline of the additional elements of our design service will be given by Russell in our May/June issue.

Introducing our Heating Design Department



Led by Russell Dixon, heating design & technical administration manager, our Heating Design team is ready and waiting to help installers, contractors, builders, developers, local authorities and specifiers with a host of system design and technical installation queries relating to products in the Worcester range. In the first of our two-part series on system design, Russell explains:

“The Heating Design team offers design support across all products available in the Worcester product range and our services are mainly promoted by our Technical Energy Managers who are out in the field working closely with customers on a daily basis.

“Working alongside our design administrator, we have three dedicated heating designers working full-time in the department who produce drawings and provide technical specification advice for customers on a daily basis. At present we provide a range of services in support of our core range of Greenstar gas- and oil-fired boilers, Greenfloor underfloor heating and a growing portfolio of renewable technologies – including

Greenskies solar thermal panels and Greenstore and Greensource ground source heat pumps.

“Starting with our core boiler range, we currently offer a free system design service to those who typically handle sizeable new build or boiler replacement projects, rather than single installations. This service can take up to four weeks from receipt of the information, through to completion outlining full heat loss calculations, equipment schedule, pipework layout and radiator positioning drawings.

“To help make customers’ lives easier in other ways, the design team also has an administrative role too - providing the latest technical information about products in the form of technical bulletins

that are available to you on our website. These technical bulletins highlight where products may have changed and provide the correct information customers need to carry out accurate installation work, whilst the main instruction manuals are being updated. We also use the bulletins to communicate the latest industry news regarding legislation and new regulations.

“We’re here to help and are always happy to hear from installers, contractors, developers, local authorities and specifiers. To get in touch with the team, simply speak to your local Technical Energy or Technical Sales Manager and they will be able to arrange for you to talk to one of the designers.”



With the importance of system design increasing across the industry, Bill Bucknell, owner of the Institute of Domestic Heating & Environmental Engineers (IDHEE) explains the significance of a course offering at Worcester.

New IDHEE course available at Worcester



A new Institute of Domestic Heating & Environmental Engineers' (IDHEE) course is to be delivered at Worcester's Training Academy at its Head Office.

Recently, four of Worcester's technical staff successfully completed the course and the company has decided to offer it as part of their training portfolio. This is because the newer technologies and opportunities in which installers will increasingly become involved do need to be designed correctly if they are to operate efficiently.

Whilst offering advisory or installation services, you will need the knowledge to confirm that the works commissioned by the specifier are achievable in practice, and within the bounds of the available finance.

For example, a specification is received that replaces an old non-condensing gas-fired boiler with an air source heat pump. Does the specification assume that the existing pipework and radiators are the correct sizes for the new heat generator? Or does the specification call for upgrades to pipe sizes and radiators?

Knowledge gained from the IDHEE Domestic Heating Design Course will enable specifications to be checked before embarking on any problematical contracts.

The course uses the CIBSE Domestic Heating Design Guide as its core textbook, with a set of study notes written by the IDHEE. The course is designed as sixteen modules of three hours, with the last two being revision and examinations. The format is a 20 question closed-book multiple choice test to check knowledge, a 16 question open-book calculation paper to check the understanding of the various equations used in heating design, and a 3½ hour open-book written design paper that utilises the worksheets from the Design Guide.

The basic pass mark is set at 70%, with a distinction pass awarded for a mark of 90% or above. Of the installers who have completed the course, up to one fifth have achieved the higher mark.

The syllabus includes calculating heat losses on a room-by-room basis using U-values, either directly from design guide tables, or architects drawings. U-Values not found can be calculated from first principles using the table of conductivities.

Once the individual room heat losses are known, heat emitters can be sized to provide the required output with the system flow and return temperatures available, and pipes can be sized to ensure that sufficient water can flow to carry the heat required.

Using resistance charts and the associated worksheet in the design guide the circulator duty can be established, and if the system is to be sealed then a further worksheet is used to find the correct size of expansion vessel and pressure settings.

The importance of correct and accurate design comes to the fore if a boiler serving a mini-bore system is to be replaced by, for example, an air source heat pump. Because the temperature differential across the heat pump is much smaller than that across the old boiler, the water flow rate required is likely to be more than double, increasing the resistance to be overcome by the circulator. The resistance to flow almost quadruples making it unlikely that a standard domestic circulator would cope, unless pipe sizes were increased to the sizes given by the design process.

So, if you want to be ready for the upturn in the heat pump (or even condensing boiler) market that will doubtless arrive with the start of the Green Deal in October, then the IDHEE Design Course is recommended. It will also enable you to demonstrate your professionalism by the addition of AMIDHEE or MIDHEE to your name.

Worcester will be letting you know as soon as the Design Course is available.

A Gwynedd-based heating specialist has claimed an Environment 2020 award having installed a complete renewable heating system at a group of luxury holiday cottages in Snowdonia's Special Area of Conservation.



Gwynedd installer rewarded following Snowdonia's greenest addition

Wyn Davies, of W & K Davies in Blaenau Ffestiniog, was chosen by for the award having completed an impressive heating installation at Gelli Goch.

A 7kW Greenstore ground source heat pump combined with two Greenskies solar panels and two 280L Greenstore storage cylinders contribute towards the carbon neutral luxury of the tranquil development, which has impressive views over the Rhinog mountains and Cader Idris.

Wyn, who was asked to design a renewable heating system for the property's owners, believes that the upcoming introduction of the Renewable Heat Incentive by the Government could see demand for renewable heating systems increase.

Wyn said: "The owners converted their barn into three holiday homes and wanted to make them environmentally

friendly and attractive to people with an interest in sustainability. The new system certainly offers that and the owners are delighted.

"The beauty of the modern systems is that they can heat the home using only natural energy sources. With the RHI coming into play later this year too, homeowners can see payback on their systems in a very short space of time.

"I am delighted to have won the award and hope that incentives such as this one will encourage more installers across the country to install renewable technologies. It's vitally important that we look after our planet for future generations."

The Environment 2020 Awards initiative is an annual competition organised by us and recognises installers who take an environmentally responsible approach to their work.

The scheme also rewards the artistic efforts of young people up to the age of 16 who have created an outstanding piece of artwork that highlights the need to be energy efficient and addresses the causes of climate change.

For further information and to download entry forms, please visit www.worcester-bosch.co.uk



Going for Gold: Our National Golden Ticket Competition

As you know 2012 marks our 50th anniversary and we have recently launched an exciting nationwide Golden Ticket campaign.

Five of our award-winning Greenstar boilers, picked at random by our Managing Director Carl Arntzen on 1st February 2012, have had a special golden ticket inserted inside the casing before being distributed to stockists across the UK.

If you are lucky enough to discover a golden ticket when you come to fit a new boiler, you will have the joy of notifying your customer that Worcester will contribute £1,000 towards the cost of their new installation,

plus a five year manufacturer's guarantee and free servicing for the boiler's entire lifetime.

Meanwhile, as a reward for discovering the golden ticket, you will receive £200 worth of Bosch power tools and we will pay you to carry out the servicing of the boiler during its lifespan.

Carl said: "The 50th anniversary is such an important milestone for us at Worcester and we want to involve

everyone in our celebrations this year. The golden ticket competition is sure to be eventful as we genuinely have no idea where in the UK the five special boilers will be delivered to or how long it will be until our five tickets have been discovered.

"I urge all of you to make your customers aware of the fantastic prize on offer. Anyone who is looking to replace their current boiler this year is in with a chance of winning and it could be one of your customers."

At the time of going to print, we were informed that the first of our five golden tickets had been discovered. Installer, Ben Eyres of Exmouth, Devon, was delighted to be the first to discover a golden ticket, commenting: "I was naturally surprised to discover the golden ticket inside the floor standing Greenstar Heatslave 18/25 and as a company, we feel privileged to have been the first to do so. Needless to say, my customer was over the moon when I told them the news of their prize!"

50th anniversary microsite

The website, which will be live for the duration of 2012, will feature a countdown to 14th September – 50 years to the day since we were formed – as well as the full list of competitions and events taking place throughout our golden year of celebration.

Visitors to the microsite will also be able to explore our legacy, with a special edition online brochure detailing our journey from an old vinegar factory in Worcester to a market leader in energy-efficient heating systems. The brochure guides readers through half a century of warmth, featuring accounts from some of Worcester's longest serving personalities.

Martyn Bridges, commented: "Given that 2012 marks an iconic

year for our company, we wanted to offer a central hub for all of our commemorative activities to enable us to celebrate with our customers, trade partners and colleagues alike.

"The microsite features a number of never-before-seen images dating back through the five decades of our history, as well as a schedule of activities we have planned to celebrate 50 years since the company began. There are a

number of exciting initiatives in the pipeline, the details of which will be published on our microsite before anywhere else, so it is definitely worth keeping an eye on."

We will be giving away 50 items of Worcester merchandise every month this year via a free competition on our microsite. To enter, simply visit the microsite at www.50yearsofwarmth.co.uk and answer five simple questions.



53 Miles to Celebrate 50 Years



As part of our 50th anniversary celebrations, two extremely committed and charitable members of our team will be running the Malvern Ultra – a 53 mile endurance run over the Malvern Hills in Worcestershire.

Managing Director, Carl Arntzen and Customer Services Director, Shaun Mansbridge will be faced with the challenge on Saturday 5th May and are hoping to raise £5,050 for St. Richard's Hospice in the process. To donate to this worthwhile cause, simply go to: www.justgiving.com/50years50miles. We will of course update you on their achievement in the July/August issue of Installer's Choice.

To find out more about our 50th anniversary celebrations, including the golden ticket promotion, please visit www.50yearsofwarmth.co.uk. Our dedicated Twitter feed @heatingyourhome will also provide regular updates throughout the course of the anniversary year.

INSTALLER'S CHOICE

Spotlight

Andy Compton of Andy Compton Plumbing & Heating Services, Swindon



One of our Worcester Accredited Installers, Andy Compton of Swindon, Wiltshire has been a loyal supporter of our products for a number of years and regards personal recommendations as his best source of business.

Following the installation of a Greenstar 30CDi combination gas-fired boiler at a three bedroom semi-detached property in Swindon, Andy commented: "It has always been my view that as a customer, you can't beat personal recommendations and thankfully, I have been able to benefit from this as an installer. My main source of new business is customers who have been happy with the job I've done for them, passing my details to someone else.

"There are plenty of installers out there who rely heavily on advertising

and whilst that approach works well for some, I find it leads customers down the route of focusing heavily on price comparison rather than the quality of the products and the work involved. I have installed Worcester products for a number of years and would always encourage others working within the industry to use good quality products, as this is likely to result in customers spreading the word."

Andy is also one of many of you who have installed our products in his own

home, using a Greenstar 24i System boiler alongside two of our Greenskies solar thermal panels to cater for his heating and hot water needs.

Andy continued: "I've completed a number of Worcester's training courses after finding that they really help with improving my knowledge around the product range. I think it's important that I know which product to recommend for each individual customer and the training as well as the established product range certainly help with that."



Receive up to £400* cash-back when you install a Worcester product in your own home with our current promotion, which is running throughout 2012.

For more information on this promotion, visit
www.worcester-bosch.co.uk/cashforinstallers.

*Terms and conditions apply

New & Improved: Gas Valve Test Point

Following feedback from some of you regarding occasional difficulties associated with the gas valve test point, we have made improvements to the test point to ensure that testing can take place as easily as possible. Martyn Bridges explains the reasons behind this development:

“Part of the requirement when you install a boiler is to check that the inlet gas pressure to the boiler is correct. So if the pressure is too low, that would indicate that the gas supply pipe perhaps isn’t large enough in diameter.

“To measure the gas pressure from the inlet to the boiler, you used to have to undo the gas valve test point. If this was done incorrectly or using the wrong sized screwdriver for example, cross threading of

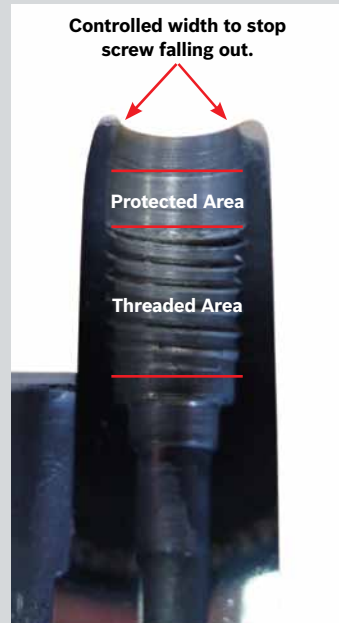
the valve itself or damage to the screw head occurred, which means a replacement valve was required to avoid leakages. Damage to the screw is likely to prevent access to the valve, which will mean a U gauge cannot be used to test the pressure.

“The implications of insufficient pressure to the boiler can mean that the boiler is not operating to its full output. This in turn causes a reduction in the temperature of the generated hot water, which is

where the homeowner or end user is likely to notice that the boiler might not be operating as it should be.

“We are confident that the changes to our gas valve test point will mean that the valves can be accessed easily and testing completed without any repairs having to take place.”

The images below show the new structure of the test point on the gas valve, which is scheduled for introduction in May 2012.



When the Face Fits

Last month we announced Stuart Brearley, below right, and Lee Woodhatch as the faces of Worcester’s new advertising campaign, following a competition we launched in Installer’s Choice towards the end of 2011.



A photoshoot took place in Birmingham and the images taken of both Stuart and Lee will now appear throughout the year as part of the trade advertising campaign to celebrate our 50th anniversary year.

Stuart, who started his own business Deeping Gas, in Peterborough, caught the judges’ eye with his passion for renewables. The installation that secured Stuart the role was his conversion of an existing Greenstar gas-fired Highflow boiler to a system type boiler to accommodate a Greenskies FKT ‘in-roof’ solar

package. Stuart said: “Worcester is my top choice as they always come out on top, recently being awarded a Which? Best Buy accreditation for its Greenstar gas-fired condensing range. Getting involved with the advertising campaign was such a brilliant experience and the photoshoot was a lot of fun, as you can imagine it was very different to my day job!”

Lee, who now runs his family business, Woodhatch Plumbing & Heating, in Newquay, also caught the judges’ eye with his growing interest in renewable technologies. Most

recently he installed a Greenstore 11kW ground source heat pump and a Greenskies FKT solar system in a new build property, to provide heat for the underfloor heating, domestic hot water and to heat an outdoor swimming pool. On the announcement of his win, Lee said: “I am over the moon to be one of the new faces of Worcester, it’s a dream come true as I am very enthusiastic about the brand and its products. I always choose Worcester because they are well established and as a hugely successful brand, that carries a lot of weight with my customers.”



Deadline Looming For CPA1

As outlined in our January/February issue, the deadline is looming for you to make sure you have completed your CPA1 assessment. Those who have failed to complete their CPA1 assessment by 1st April face suspension from installing and servicing gas-fired heating appliances, which means it is extremely important to make sure you are up to date.

As many of you will know, the CPA1 flue gas analyser course was introduced by the Government and the heating industry to ensure that heating engineers are fully equipped with a complete understanding of combustion performance gas analysis, which is key to the safety

of an installation. Completion of this course and the associated assessment is now mandatory for all installers working with gas-fired domestic appliances and those who are yet to complete their assessment will be unable to carry out their work legally beyond the deadline of 1st April.

If you need to complete your CPA1 assessment, we are hosting regular courses at our Training and Assessment Academy at Worcester. The course can be completed in just one day and covers all of the elements required under industry guidelines.

To book a place on one of our upcoming CPA1 training and assessment courses, visit www.worcester-bosch.co.uk/installer/training.



With the ErP Directive (formerly known as the EUP Directive) having been subject to a number of changes since its conception some six years ago, it appears the rulings of the Directive are set to take effect very soon. Here, Martyn Bridges offers an update on the scheme and explains how our feedback has been taken into account by the parties writing the requirements:

An update on the ErP Directive

“Without question, the process that the Directive has gone through since its original conception has been a lengthy one. Extensive lobbying by the UK’s heating industry forced the founders of the scheme, the European Commission, to water down its original proposals and further feedback has prompted revisions to the scheme to make it more workable for manufacturers. Countless hours of input from manufacturers such as Worcester and the related trade associations has moved us towards what we hope will now be a set of workable requirements.

“This latest draft and what is expected to be the final version of the Directive, appears to be reasonably sensible. Firstly, the document has been amended to remove the lower limit of the 4kW output, which would have permitted many heat pumps to lie outside the scope of the legislation. Additionally, gas-fired heat pumps are now also included within the document which increases the Directive’s reach.

“In addition, the efficiency targets for boilers over 70kW heat output have been reduced to the level proposed by ourselves having previously been set at the limit of measurable possible efficiencies, which made it unlikely that they would ever have been met. These efficiency figures

will also have to be approved by a third party rather than just the manufacturers themselves, which ensures no bias within the scheme.

“The NOx targets have also been adapted to be more realistic, set at 120mg/kWh rather than the original target of 40mg/kWh which we felt was simply unachievable.”

“The most significant adjustment from our point of view is that there was going to be an F1 factor which was set to penalise non-modulating oil-fired boilers by 7%. This has now been removed, which means that oil-fired boilers can continue to be sold and will also be positioned quite high within the efficiency tables. We are pleased that this decision has been taken as it is wholly thanks to the UK and particularly Worcester’s opposition to this penalty.

“The NOx targets have also been adapted to be more realistic, set

at 120mg/kWh rather than the original target of 40mg/kWh which we felt was simply unachievable.

“There was going to be a credit for open therm protocol controls on the printed circuit boards of boilers. That has now been removed which takes away any possible reward for a boiler with open therm protocol, meaning there is no advantage or disadvantage to having a boiler which can accept any intelligent control system. We made the observation that most boilers will be just as efficient with their own manufacturer’s controls connected to them, so there is no need to reward those which incorporate a third-party system.

“Overall, 13 of the 14 comments which we submitted as high importance have been incorporated within the latest draft, which is extremely pleasing as it allows us to make sure the best interests of our installers and the industry as a whole are maintained. We felt that the original drafts of the directive were unfounded and without benefit to the industry, and as a result invested in a substantial research project to prove where improvements could be made and to make sure everybody working within the industry has a valid set of guidelines to work from.”



Training focus

Phil Bunce, our training manager offers an insight into the latest training courses available at our new state of the art Training and Assessment Academy.

Improvements to solar training

The opening of our state of the art Training and Assessment Academy last year, combined with the improvements to our Greenskies range of solar thermal panels has meant that we are now able to offer a better than ever solar training experience.

Our Greenskies Solar Lux evacuated tube panels which were launched during the first half of 2011 make use of evacuated tube technology

to maximise the efficiency of the solar energy used to heat water for the home. This is amongst the most advanced solar technology available in the UK and is even capable of offering hot water luxury when conditions are cold and cloudy. As a result, our training programme can be used as a platform to enable you to get the most from a solar thermal system, particularly when roof space is limited.

Meanwhile, with the launch of our Greenskies Solar Lito range, we are now able to offer mini panels which are just 1m² in size. Because this new addition allows you to install solar thermal panels even on more awkward roof arrangements, it is important that you are aware of the installation considerations prior to carrying out the job.

Making the most of light commercial

In addition to the updates to our solar range, the GB162 boiler range has also joined our product offering to ensure that you have the products available to cater for larger installations.

Whilst the latest addition gives you the opportunity to take on some of the larger-scale installation projects, it is important to be aware of how

these larger output boilers can work best to suit large domestic and light commercial applications. Servicing and maintenance of course also play a part in ensuring the boilers are able to operate at maximum efficiency.

Our GB162 training course offers a comprehensive insight into the installation, servicing and maintenance

of the GB162 range of wall hung gas condensing boilers and can be completed in just one day. As the boilers can be combined as part of a cascade system for larger installations, we also offer a separate one day training course covering GB162 cascades up to 800kW which includes a hands on build of a GB162 cascade.

To find out more about our training and assessment courses and to book a place on one of our training programmes, visit www.worcester-bosch.co.uk/installer/training.



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

Your questions answered



I've installed a couple of your air to air heat pumps for customers. What maintenance is required?

A. You should advise your customers to ensure that the filter is kept clean and your customer can do this once a week dependent on usage. You can replace the filter if required – the part number is 8716 115 433.

For the service engineer, make sure the outdoor unit is free from leaf debris on the evaporator fins and in the tray. Rinse the outdoor unit off with a watering can and hose if necessary. If it needs cleaning then car shampoo is perfectly suitable!



I've heard a couple of colleagues mention a wiring guide Worcester have produced, but I can't find it online – can I have it?

A. The Gas Boiler Wiring Guide is available to download on our website – just go to the Installer area of the Worcester website, choose the boiler you're working on, and then click Literature. The Wiring Guide is the same for every boiler and it's full of useful diagrams for just about every system configuration you may come across.



I've heard that you've updated your solar panel range. What are the equivalent replacements for FKC and FKT flat plate collectors?

A. Yes, the FKC and FKT panels have been superseded by the Solar Lito and Solar Lifestyle ranges respectively. The Lito panels come in two sizes and offer more flexibility for getting the most out of awkward-shaped or smaller roofs. The Technical and Specification data for the full range of Greenskies Solar products is now available online at www.worcester-bosch.co.uk/solar.

Remember that if you want to install Solar Lux tubes, you need to use an electric filling pump – you can't fill this kind of system with a hand pump. This is why air vents are no longer included in any of the solar kits, so if you're fitting flat plate collectors and using a hand pump to fill them, don't forget to add a solar air vent to your order.

If you need Solar Keymark numbers for any of the Greenskies solar products, including the new Solar Lux evacuated tubes, check www.worcester-bosch.co.uk/solarfunding.

Our YouTube Channel

We have our own information channel on YouTube, to guide you and your customers through a number of technical queries as well as providing a range of information on our products. Visit www.youtube.com/worcesterboschgroup.



WIN ONE OF FIVE £50 iTUNES VOUCHERS

Maintaining the theme of our 50th anniversary celebrations, this month we're giving away five iTunes gift cards, each to the value of £50. To enter this month's competition all you need to do is correctly identify the five differences between the images below. Then simply send your completed answers with the entry form at the bottom of the page. Good luck!



The five differences are:

1.
2.
3.
4.
5.

Name: _____ Daytime Telephone Number: _____

Business Name: _____ Email: _____

Business Address: _____

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

Closing date: Friday 27th April 2012
Terms and Conditions
 1. No cash alternative
 2. The decision of Worcester, Bosch Group is final
 3. One winner will be notified on the 24th May 2012

DIARY DATES

Over the next few months you can visit our stand at any one of the following exhibitions, where a selection of our latest 'A' rated gas and oil-fired boilers and renewable technologies will be on display.

For further information visit www.worcester-bosch.co.uk and click on the events page.

Exhibitions

Exhibition	Venue	Date
March		
National Homebuilding and Renovating Show	NEC, Birmingham	29.03.2012 – 01.04.2012
April		
Installer Connect Events	Marriott Hotel, Edinburgh	11.04.2012
	Barton Grange Hotel, Preston	12.04.2012
	Village Hotel, Leeds	18.04.2012
	Village Hotel, Liverpool	19.04.2012
	Copthorne Hotel, Sheffield	25.04.2012
	Quality Hotel, Birmingham	26.04.2012
May		
Installer Connect Events	Croydon – Venue TBC	02.05.2012
	Chilford Hall, Cambridge	03.05.2012
	Best Western, Southampton	09.05.2012
	The Racecourse, Brighton	10.05.2012
	All Energy Exhibition	Aberdeen



KEEP IN TOUCH

Western Region 1

No matter where you are based around the country, we have a team of local representatives available to help with your specific requirements. One of our aims is to make sure that all of our teams offer you the support you need to deliver an exceptional service to your customers. This month we profile one of Barry Wilson's teams (Western region 1), and highlight the areas they cover individually as well as providing you with their contact details.



Barry Wilson
Regional Sales Director
Contact Barry on: **07767 432569**



Chris Davison
Technical Sales Manager
High Efficiency Products
Contact Chris on: **07767 253717**
Areas covered: **CA, LA, FY**



Steven Green
Technical Energy Manager
Contact Steven on: **07790 489812**
Areas covered: **BB, CA, FY, LA, PR**



Richard Hodgkiss
Technical Sales Manager
High Efficiency Products
Contact Richard on: **07767 432572**
Areas covered: **PR, WA, WN**



Paul Jones
Regional Sales Manager
Contact Paul on: **07790 489969**
Areas covered: **BB, BL, CA, FY, LA, M, OL, PR, SK, WA, WN**



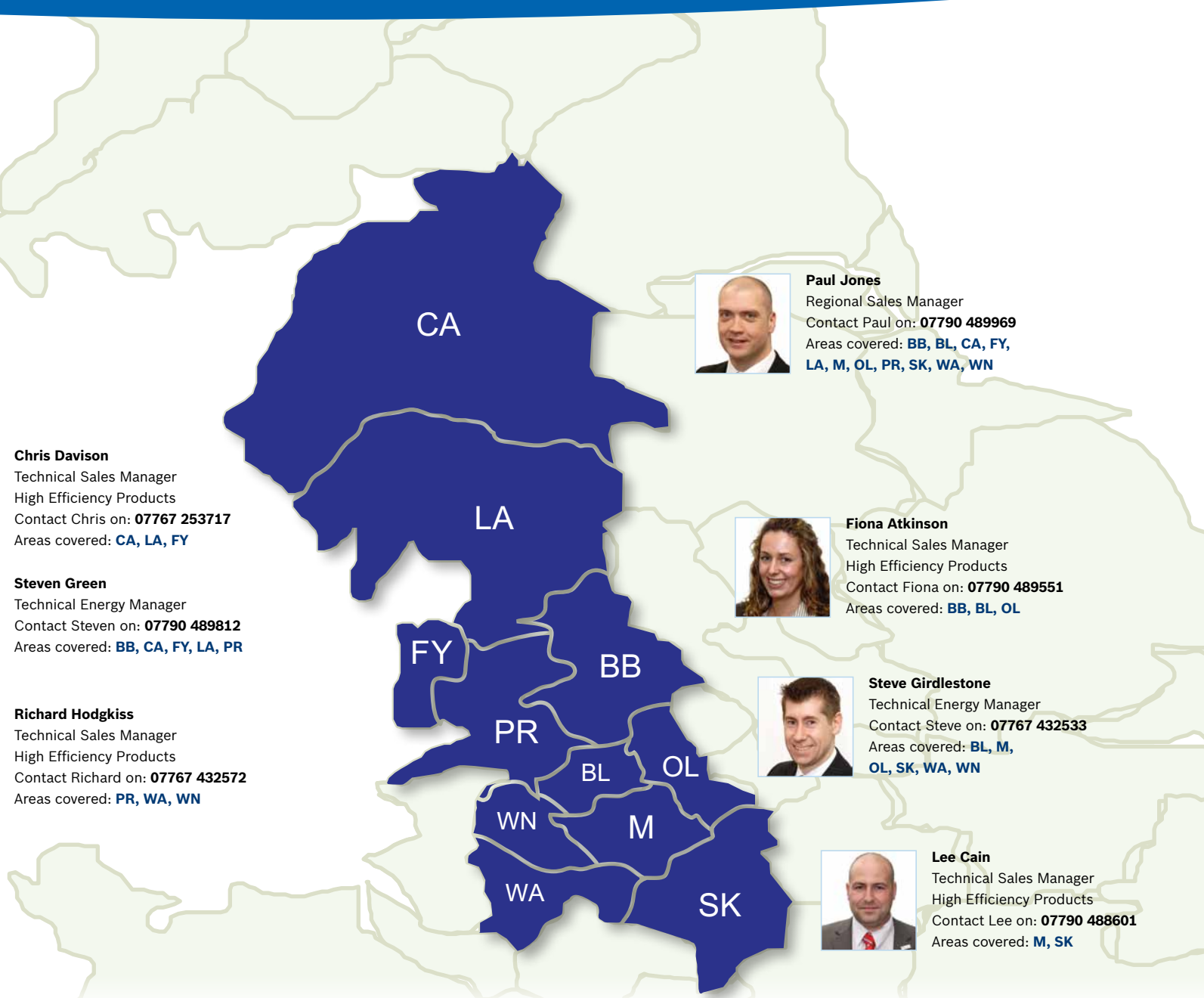
Fiona Atkinson
Technical Sales Manager
High Efficiency Products
Contact Fiona on: **07790 489551**
Areas covered: **BB, BL, OL**



Steve Girdlestone
Technical Energy Manager
Contact Steve on: **07767 432533**
Areas covered: **BL, M, OL, SK, WA, WN**



Lee Cain
Technical Sales Manager
High Efficiency Products
Contact Lee on: **07790 488601**
Areas covered: **M, SK**



[Twitter.com/heatingyourhome](https://twitter.com/heatingyourhome)



www.youtube.com/worcesterboschgroup



worcesterboschgroup.wordpress.com