

The NEW Greenstar System Filter

Our ALL-NEW filter is now simpler to install, easier to service...



...and the key to an increased guarantee

Extend your guarantee to 6 or 7 years* on selected Greenstar gas-fired boilers until 31st December 2016.



A simple way to achieve an ErP A+ rated system.



Simply combine a Greenstar combi* and Wave smart internet connected controller.

For more information on how Worcester is making ErP easy as ABC, visit worcester-bosch.co.uk/erp



*Applicable to Greenstar i, Si Compact and CDi Compact boilers only.

Welcome

from Steve Lister



Welcome to the January edition of Installer's Choice.

With so many of your customers having seen the benefits of our guarantee promotion for our award-winning Greenstar boiler range, we want to continue to strengthen this peace of mind by extending the promotion across 2016. Find out more by reading our cover story on pages 6 and 7.

As committed as ever to product innovation, we've also marked the new year with the introduction of some new additions to our growing range of accessories. Turn to pages 8 and 9 to find out how the input of over 200 of you has led to the introduction of one of the most installer friendly system filters on the market. As if that wasn't enough, we're aiming to help you to capitalise

on the growing interest in heating controls with the launch of an entire family of intelligent thermostats. You can read all about the benefits of the newly-launched Greenstar Sense range on pages 14 and 15.

Last but by no means least, the next 12 months will see us build on what we already consider to be one of the most comprehensive training offerings in the country. Take a look at pages 22 and 23 to find out how you can benefit from two of the accredited courses we offer at our network of Training Academies.

We hope you enjoy the magazine and have a hugely successful year ahead.

Steve Lister
Sales and Marketing Director

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£100 Greenstore Cylinder Cash Back

PLUS the chance to **WIN** A PALMER SPORT RACING DAY

We are pleased to announce the extension of our cash-back cylinder promotion, which offers you the chance to fuel your need for speed!

Under the scheme, you are able to claim £100 cash-back* upon purchasing a Greenstore high-efficiency unvented cylinder, point you will also be entered into a prize draw to win one of 24 places on a Palmer Sport Racing Day – and the chance to drive some of the world’s fastest and most iconic cars.

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

*Our cash-back offer applies to Greenstore unvented cylinders purchased between 1st January and 31st December 2016.

AGSM
Supplier Excellence Awards 2015
Winner

Worcester wins at AGSM awards

We were recently recognised within the social housing sector for going the extra mile with our customer support at the newly-launched Association of Gas Safety Managers (AGSM) Supplier Excellence Awards.

Introduced to promote the importance of collaboration and innovation in the heating and hot water industry, the event saw us take home the award for Boiler Manufacturer Customer Services, thanks to our ongoing commitment to gas safety and excellence in all areas.

INDUSTRY IN NUMBERS

5.5 million

people do not have their gas appliances checked every year, according to the Gas Safe Register.

52%

of couples will argue over the temperature of their home in ‘thermo-spats’ this winter, according to uSwitch.

10,000

package labels were downloaded from our Label Generator during the first 3 months of ErP.

ErP online tool milestone

As part of our commitment to making ErP as easy as ABC, September's introduction of the new Directive also saw us launch a dedicated ErP Label Generator on our website, designed to make printing or downloading a label or fiche as quick and easy as possible.

We're delighted to announce that the Label Generator has quickly become a valued resource, and we have seen over 10,000 package labels downloaded in just four months since the legislation came into force.

To use the Label Generator, or to find out how we are making ErP easy as ABC, visit worcester-bosch.co.uk/erp



New online **ErP training module** launched



For those of you who would like to learn more about ErP, we've launched a special module covering everything you need to know about the new Directive on our Online Training Academy.

Taking just 20 minutes to complete, the course covers the purpose and objectives of ErP, how the legislation impacts you, and how it can benefit your business.

The ErP module is the latest in a range of training courses available on our

online e-learning portal, designed to give you an interactive platform from which you can build on your skills.

Other courses provide information on a range of our products, with the academy also offering technical guidance on everything from hybrid systems to light commercial appliances.

To register for the Online Training Academy, or for more information on the ErP module, visit worcesterbosch-academy.co.uk

Industry voices

“Despite being one of the most expensive items in a home to replace or repair, many people don't give their boilers a thought until they break down. We strongly suggest people have their system checked on an annual basis, which will help ensure that it is running both safely and efficiently.”

Tom Lewis, energy spokesperson for Gocompare.com, which found that 1 in 3 homeowners are worried about their boiler failing this winter. To read what happened when we asked installers on one of our training courses about the importance of servicing, turn to page 18.



New Year, **Same** **Unrivalled Support**

We're kicking off the New Year by extending last year's hugely successful guarantee promotion, helping you to offer your customers not only premium efficiency products, but assured high performance over the long term.

With so much to gain by accompanying one of our award-winning Greenstar boilers with compatible accessories, we want to make sure you and your customers can benefit from the added peace of mind provided by our comprehensive post-sales support.

That's why, following the success of the initiative in 2015, we've committed to providing those of you who install our high efficiency solutions between now and 31st December 2016 with a guarantee of up to seven years. While every Greenstar gas boiler already qualifies for a five year guarantee as standard, further extensions are available to those who take measures to protect a heating system's efficiency by coupling on award-winning Greenstar gas boilers with one of our growing range of controls and accessories.

6 year guarantee

With our Greenstar System Filter, available in 22m and 28mm, designed to help maximise the life of any appliance, installing one alongside any Greenstar gas boiler will merit a guarantee of six years.

Not only will this provide ongoing protection for boiler components, but the extra benefit of our six-year backing will provide complete assurance over its ability to stand the test of time.

7 year guarantee

Rewarding the extra efficiency obtained through the addition of intelligent heating controls, we are also offering a seven-year guarantee for those of

you who pair a Greenstar boiler and Greenstar System Filter with one of our Wave, Greenstar Comfort RF or new Greenstar Sense controls.

Likewise, a seven-year guarantee is also the reward for anyone fitting one of our Greenstar boilers, with a Greenstar System Filter and a Greenstore high efficiency unvented cylinder.

So, with an extended guarantee available and the added backing of a collection of Which? Best Buys across our range, it couldn't be easier for you to sell the benefits of our market-leading technologies to your customers

To find out more about our heating and hot water visit
worcester-bosch.co.uk

5 year guarantee* comes as standard on:

- ✓ Any Greenstar gas-fired boiler.



For a 6 year guarantee*, install:

- ✓ Any Greenstar gas-fired boiler
- ✓ Greenstar System Filter.



For a 7 year guarantee*, install:

- ✓ Any Greenstar Si Compact or CDi boiler
- ✓ Greenstar System Filter
- ✓ Wave, Greenstar Comfort RF or Sense controller† or a Greenstore Cylinder.



*Terms and conditions apply.

†System boilers must be installed with an optional integral Diverter Valve. Not compatible with Greenstar CDi Classic Regular boilers.



Next level system protection: the new Greenstar System Filter

Developed with feedback from over 200 of you, we are delighted to be unveiling our brand new Greenstar System Filter – an accessory with a host of new installation and servicing features.

What's new?

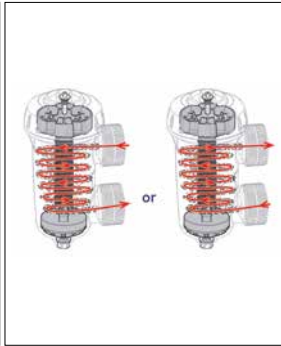
By allowing bi-directional flow, the new Greenstar System Filter can be installed anywhere along the return circulation pipework between the final radiator and boiler; flexibility which, added to the accessory's sleek appearance, allows for a neater finish within the home.

For further ease of isolation, the Greenstar System Filter's isolation valves can be opened using a single 90° turn, with clear red and green indicators to show when the valves are open and circulation is flowing through the filter.

The design of the new Greenstar System Filter has been optimised with

the inclusion of a wide top opening, which allows over 500ml of inhibitor fluid to be added without the need for injecting it through a radiator air vent. Additionally, the filter's removable lid has been designed to prevent over-tightening and avoid damage to the O-ring seal, while a bottom drain valve and detachable body means the filter can be cleaned thoroughly during a service.

Top 5 features of the new Greenstar System Filter



- ✓ Bi-directional flow for installation anywhere between boiler and last radiator
- ✓ Red and green indicators show when isolation valves are open
- ✓ Removable lid designed to prevent over tightening and damage to O-ring seal
- ✓ Bottom drain valve and detachable body
- ✓ Two models - 22mm and 28mm

Crucially for the long term protection of the heating system, a larger, more powerful internal magnet safeguards the boiler, and wider system components, by capturing the metal based contaminants often found within dirty system water. Meanwhile, a separate internal section harnesses non-magnetic contaminants such as flux and solder.

Versatility

Two variants are available: a 22mm model and a 28mm system filter, making it compatible with the larger heating systems and boilers.

This makes the new Greenstar System Filter capable of meeting a variety of needs. The filter comes supplied with a pipe-cutting template to assist with retrospective installations.

The market for system filters is growing rapidly, largely thanks to increasing awareness of the impact they can have on system performance, longevity and overall fuel efficiency.

Our new filter, combined with a clean, flushed and inhibited system will allow you to offer your customers reduced bills, increased comfort, and a longer boiler lifespan.

Thanks to its positive effect on a heating system's performance, as well as a whole host of features focused around installation and servicing, we are confident that our new Greenstar System Filter is a product which will make a big impression on you and your customers alike.

To find out more about the new Greenstar System Filter, visit worcester-bosch.co.uk/filter

INSTALLER'S CHOICE

Billy Thompson, Thompson Services, Cardiff

Our latest Spotlight sees us catch up with Billy Thompson, of father-son partnership Thompson Services, who recently installed both a Greenstar 30i and a Wave smart internet-connected thermostat in his own home in Cardiff.

Having only previously read about the benefits of the Wave, Billy decided that getting to grips with our most advanced heating control would not only provide the high efficiency he was looking for, but be the perfect selling-point when talking to his customers.

With Billy's 240 Combi BF electronic boiler approaching the end of its natural life after 17 years' diligent service, Billy opted for a new Greenstar 30i under our installer cash-back scheme – due largely to its popularity among his customers.

Pairing this with a Wave Smart Thermostat, Billy was able to install a 98% efficient heating system in his home in just six hours, whilst earning himself a cash back reward from us, as well as an A+ rating under the ErP Directive.

On the installation, Billy comments: "The old boiler had served us well, but I was keen to put a high-efficiency

appliance in with a state of the art control, as I thought it would put us in a stronger position when speaking to customers.

"The Greenstar 30i is a brilliant boiler. It has been really efficient, but to be honest, I knew that before I installed it – the name speaks for itself.

"I was most keen to fit the Wave, however. I wanted to familiarise myself with it, as that would allow me to explain the benefits of it to customers in more detail. Electronics and computers are not usually my thing, but I've definitely got to grips with the controls on the Wave much easier than I thought.

"It has meant that I've been able to talk customers through the benefit of my experience and I can physically show customers how simple it is thanks to the Wave app on my phone – it's even clinched the sale for two or three customers.



"Controls like the Wave seem to be most popular among the professional sector. Shift workers just love it, and so too those who work unpredictable hours. They can simply turn it on when they're on their way home.

"We did it all through the cash-back scheme, which I read about in Installer's Choice. We're really pleased with how it's all gone, and we've been able to sell five installations with Wave controls since then. It's a really positive sign for the next twelve months."

"We've been able to sell five installations with Wave controls since"

CHOICE SPOTLIGHT



£250 CASH-BACK on a Greenstar boiler for your own home.

We've extended our installer cash-back scheme, meaning until 31st December 2016 you can claim money back when you choose one of our leading products for your own home, including £250 for our brand new Greenstar i gas boiler and £25 for our new Wave smart thermostat.

The full range of products included in the promotion is as follows:

- **£250** for Greenstar gas or oil-fired boilers
- **£25** for Wave and Greenstar Comfort I RF and Comfort II RF
- **£150** for a Greenstore unvented cylinder
- **£350** for Greenstore ground source heat pumps
- **£200** for Greenskies Lifestyle and Solar-Lux 6 solar thermal systems
- **£100** for Greenskies Lito solar thermal systems
- **£100** for Greensource air to air heat pumps
- **£100** for a Greenstore solar compatible unvented cylinder (when installed at the same time as a solar thermal system)

**For more information, or to
download a cash-back leaflet
and claim form, visit
worcester-bosch.co.uk**



Worcester on your TV screens **in 2016**

We all know that homeowners are becoming increasingly interested in the type of boiler they require before committing to making a purchase, and we've been doing all we can over the past year to put key information that your customers need right at their fingertips. This year we're more dedicated than ever, and are currently preparing a series of consumer campaigns that will run throughout 2016.

Last year our advertising campaign saw our high efficiency products delivered across multiple platforms, which included our Wave Smart Thermostat gracing the screens thanks to our sponsorship of ITV's hit series 'Bear Grylls: Mission Survive'.

The results were positive, an extremely high recall for our fast-paced adverts as we looked to remind them of the importance of an efficient heating and hot water system, while introducing our Wave smart internet connected controller.

Two is the magic number

The decision to purchase a new boiler is not always a spontaneous one,

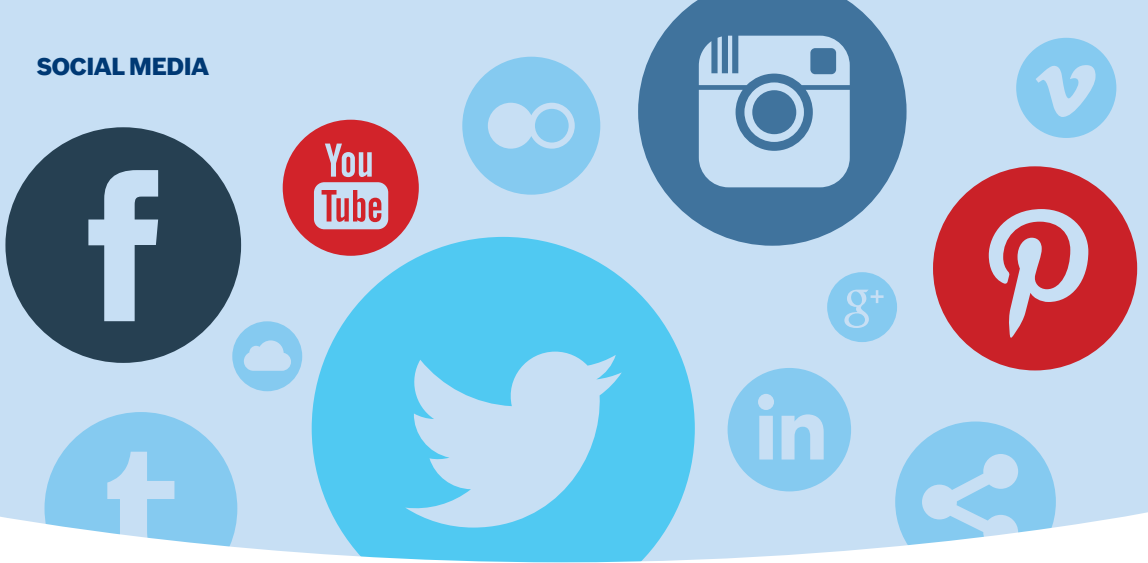
and more and more homeowners are researching their options prior to purchase. Our research shows that for the campaign to be most effective, viewers need to see our advertisements twice to allow the Worcester brand to be at the front of their mind.

This year, we've committed to another high impact advertising campaign to ensure that our innovative heating and hot water solutions make their way into as many homes as possible. This will again see us across a range of media channels such as TV, national newspapers and magazines, and digital and social media.

Turning recommendation into request

Through engaging with homeowners looking to upgrade their heating systems within the next 12 months, we ultimately hope to make your job easier by ensuring that when they come to you to specify a system, the Worcester brand is already front of mind.

As the population continues to branch out from traditional media channels in the search for information, we're committed to helping you to find new and exciting ways to reach your audience. Whether it's at home, at work or on the go, you can rest assured knowing we'll be spreading the message of comfort and warmth to your customers throughout the next 12 months.



Using **social media** for your business

Social media has a growing role to play in the conversations you have with potential and current customers, and more and more of you are finding work online. We've compiled our top tips to help you get the most from the platforms available.

✔ Think about your objectives

Are you on social media to generate sales leads, get involved in discussions about the industry, or simply keep in touch with customers? Whatever your goal, it will ultimately shape your social media profile and tone of voice.

✔ Do your research

Take a look at the competition to see how they are promoting their businesses and interacting with their customer base. Find existing conversations that you can tap into, search for related groups and pages to be part of, and use tools such as Google AdWords to discover what searches your customers are making.

✔ Sell yourself

Make sure the descriptions of your profiles give your customers the right information such as the services you offer and areas you cover. Make sure your profile photo and cover image are in tip-top shape by checking they are

sized correctly and as high resolution as you can manage.

✔ Make it engaging

Posts should be the right length for each platform, and include the relevant terms being searched. Make sure what you say is appealing by thinking about what you want to talk about and what your customers will want to see; if it's what you would look for on your own profile, chances are that's what they'll be searching for, too.

✔ Consider the visuals

Pictures tell a thousand words, which is handy when you only have 140 characters to spare! Images get the most interaction, so don't forget to take snaps when you're out and about to proudly show off to the world.

✔ Have personality, without getting personal

Developing your own style on social media is a great way of making content engaging, but getting involved with the

latest TV show, sporting news or giving your views on political figures may leave people looking for the unfollow button. Have a dedicated page for your business, with a separate profile for your own personal use.

✔ Grow your audience

Use the tools available on each platform to make your posts go further and reach new potential customers. From simply boosting posts on Facebook, to promoting posts to specific target audiences, there are countless ways to get your brand in front of the right people.

✔ Be active

Post at the right times and at least a few times per week to maximise the chances of your posts being seen.

You can find us on various social media channels.



Search 'Worcester Bosch'



Our new wired intelligent controls make perfect **Sense**

As customers look increasingly toward heating controls to provide day-to-day efficiency and luxury, we know it's important that you are able to offer them devices which are tailored to their specific needs.

That's why we've developed a new family of stylish heating controls, offering further choice for those of your customers looking for high comfort, no maintenance controls for their home.

Comprising two wired heating controls, as well as a solar module, the Greenstar Sense I and Sense II combine premium efficiency and a sophisticated design – creating a range of devices which will provide maximum control over a property's heating system while boosting its environmental credentials.

Style and substance

The range replaces our successful series of FX controls, and makes use of a number of energy saving features that will enable you to enhance the heating efficiency of a property and help monitor its energy consumption.

With new classifications for controls having been introduced last year under the Energy-related Products (ErP) Directive, it is now easier than ever for you to discuss a heating system's rating and demonstrate the benefits of different products. The new Greenstar Sense controls provide an uplift of up to 4%, when installed as a room thermostat, supplying an

immediate boost to the efficiency of a home through the simple addition of an elegant room thermostat.

Installation made easy

Feedback from those within the industry has played an important role in the development of the Sense range, leading to a number of features designed for easy installation. Any existing room thermostat wires can be used to fit the new high-efficiency controls, which can be either wall-mounted or fixed to the boiler fascia – offering even more flexibility and convenience for those working with the products day to day.



Greenstar Sense I – Intelligent room thermostat

The Greenstar Sense I is a smart and easy-to-use control perfect for replacing any wired room thermostat. Compatible with our MT10 mechanical timer or any external programmer, the Greenstar Sense I provides the option of a single set point room thermostat for those wanting a simpler, but still highly efficient, way to control their heating.

Built-in load compensation works with the boiler to adjust its output depending on the room temperature where the sensor is located, meaning the Greenstar Sense I falls under ErP class V classification when installed with a Greenstar gas boiler – delivering the added benefit of a 3% efficiency uplift.



Greenstar Sense II – Weather compensation controller

The Greenstar Sense II, meanwhile is a sophisticated controller for those of your customers who require more from their heating systems. Designed with style and efficiency in mind, the device boasts an attractive back-lit and touch sensitive display, and makes use of the latest technology for maximum comfort and savings.

Qualifying as Class VI under the ErP Directive, the Greenstar Sense II offers homeowners a 4% uplift in energy efficiency when installed as a room sensor, thanks also to its state-of-the-art weather compensating capabilities.

Twin-channel time control provides complete command over heating and hot water – with six settings possible on each day of the week to allow you and your customers to tailor the heating system to their living patterns.



MS 100 – Intelligent Solar Module

In partnership with a property's boiler and solar panels, the new MS100 Intelligent Solar Module maximises the property's efficiency by enabling hot water systems to take heat from the panels when the sun is shining and turning the boiler back on when there is not enough light and heat available.

The new Solar Module is compatible with the Greenstar Sense II, meaning that the performance of the solar system can be displayed in one place, with a single controller needed to control the entire heating system.

Furthermore, solar and cylinder sensors are supplied, alongside colour coded plug-in connections, to ensure an easy installation for heating engineers and a smooth transition for homeowners.



Top features of the Greenstar Sense controls

- ✓ Stylish design
- ✓ Easy installation
- ✓ Up to 4% efficiency uplift under ErP
- ✓ Two variants for individual needs



Don't be foiled by oil

Issues relating to the quality of oil supply are now firmly established as one of the most common reasons for a call-out, but what are the effects of inflicting poor quality fuel upon a newly installed oil boiler, and how can such call-outs be avoided? Martyn Bridges offers his views:

“More often than not, the replacement of an oil boiler will see the new appliance connected to an existing oil tank and line which have been in place for a number of years. This brings with it the risk that the boiler is being installed in an environment whereby the oil tank and oil line is contaminated, which can have reliability consequences for the operation of the heating system.

Keeping it clean

“In the vast majority of cases, any corrosion of the steel oil tank in place leads to particulates making their way into the oil supply itself, while a secondary cause of contamination is often ingress of water into the oil supply – either from a leak in the tank, condensation or within the fuel itself. In either instance, a filter will soon become blocked by contaminants; putting the reliability of the oil pump and/or burner at risk.

“The main barrier to ensuring this risk is avoided is the fact that in many cases, the oil filter(s) within a system isn't checked – and replaced if necessary

– as part of an annual service. Whilst there may be no legal requirement for this to be done, failure to do so can cause a burner lockout or even result in irreparable oil pump damage; either one of which will ultimately prevent the boiler from providing heating or hot water and may require replacement of parts. Particularly with steel oil storage tanks; corrosion or water contamination could be an issue, further remedial work may be required before the appliance is recommissioned.

Avoiding call-outs

“The encouraging thing for installers is that the cleaning or replacement of a filter – either on the outlet of the oil tank, or just before the oil enters the system – is a simple procedure provided the homeowner is satisfied that the work can take place. We often hear of installers having to persuade their customer to allow this work to take place – largely because they are unaware of the risk they are placed under if they avoid allowing the filter(s) to be assessed.

Educating your customers

“OFTEC has published a number of guides written for homeowners, which explain in simple terms why appliances should be inspected, cleaned, and have their components replaced as required during a service. As well as the clear benefit that the appliance won't be at risk of needing unexpected repair work further down the line, the regular servicing also helps to ensure the appliance will perform to its full potential for many years to come. By communicating these factors to the homeowner, the chances of them passing on the opportunity to have the system's components assessed will be slim.

“As the market for oil boilers continues to go from strength to strength, driving awareness among homeowners of the need for oil supplies to be checked regularly will help to ensure nuisance call-outs and distress repair work soon become a thing of the past.”

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



Installers **on tour**

Many of you will be only too aware of the strengths of our award-winning Greenstar boiler range, but have you seen exactly what takes place behind the scenes before our boilers hit the merchants' shelves?

New for 2016, we'll be making sure that each and every installer who visits our Worcester headquarters for one of our training courses is given the opportunity to take an in-depth tour of our factory and facilities. During the tour you will see departments such as Technical Services, Research & Development (R&D), and our Contact Centre. This commitment will give you a clear understanding as to the quality and eye for detail that goes into every boiler we manufacture.

The great thing about our facility tour is that it isn't just for those visiting for a training course. Should you wish to see for yourself the work that takes place to make us 'the Installer's Choice', simply ask your local Technical Sales Manager, who'll be more than happy to book you a place on a tour convenient for you.

So what can you expect from a Worcester tour?

Each of our facility tours allows us to walk you through a number of key areas, including the following:

- ✔ **Test area:** See for yourself how we are able to produce an average of one boiler every 40 seconds before carrying out a 21-step product test.
- ✔ **Heat cell production:** The WB7 is our most compact and efficient heat exchanger to date and here we show you how friction stir welding techniques adopted from aviation, marine, and automotive sectors help to deliver its high performance.
- ✔ **Copper shop:** Witness just how effectively we manage to turn around 725,000 metres (over 450 miles) of copper piping into the components that are used in our boilers.
- ✔ **Press shop:** Our iconic boiler casing begins its life here, and you will be able to see how tools costing hundreds of thousands of pounds turn raw materials into a case template.
- ✔ **Casing and painting:** Each sheet is folded into the case that will ultimately house your customer's boiler, before being painted and cured for that high-quality enamel finish.
- ✔ **Final assembly:** At this point, we show you how a number of assembly stations combine to make a collection of parts into one high quality boiler.
- ✔ **Packaging:** There is more to packing a Worcester boiler than simply placing it in a box. Watch closely as our associates use scanning technology to ensure each one is put into the correct box together with the right product literature for the appliance.
- ✔ **Quality Testing:** Our inspection team show how three different sample tests combine to ensure each boiler's components, performance, and endurance meet the highest standards before a product can leave the building.

To book a place on one of our facility tours, simply call or email your local Technical Sales Manager, who will gladly make the necessary arrangements for you.



Installer's Voice

This far into peak heating season, we are sure that you are reminded every day of the need for regular servicing. The perfect opportunity then, to catch up with installers on a Greenstar i course at our Training Academy and ask how they highlight its importance to their own customers.

Approximately what proportion of your work is servicing related?

KG: Around 20% of my work is servicing. I do plumbing as well as heating, so it really just depends on the time of year.

DB: I'd probably say mine's even lower, around 10%. We're a relatively new firm, so at the moment it's mainly installations, but it will hopefully move on to more servicing work eventually.

DN: For me, it's about 40%. I've been in the industry quite a while, so that could be why more of my work is servicing related.

DM: A lot of our work is through social housing contracts, so servicing is a big part of what I do. I'd say around 80% of my jobs are to do with servicing.

In a recent Which? report on boiler servicing, only 2 out of 10 installers carried out the minimum legal checks during a staged call out. What is your immediate reaction to this?

DN: It's quite horrifying really, isn't it?

KG: Well servicing can be a quick job, or it can be a prolonged task. Sometimes the amount of work installers are asked to do means it can be harder to carry out all those checks; if an installer has 20 services to do and there's a problem with one, that sets him back for the rest of the day.

DB: When we carry out a service, we do say that we're not necessarily going to do any repair work unless there is an immediate risk.

DM: The key is rebooking the job if more work needs to be done. I know it doesn't always work like this, but I would suggest having a maximum of eight jobs a day.

KG: Yes, and then say to the engineer, "I don't mind how long it takes you – there's your checklist, make sure you get through that".

It has led to some within the industry calling for servicing to be standardised. Is this something you agree with, and do you think annual servicing should be made mandatory?

DM: There are some generic processes that could be standardised; however, as most boilers differ from one manufacturer to another, not everything can be standardised.



Installers (left to right):

Dale Nicholls (DN), DAN Plumbing and Heating, Kenilworth

Afsheen Nassery Barkan (ANB), ANB Services, London

Phil Geobey (PG), apprentice at Keith Geobey Plumbing and Heating, Solihull

Keith Geobey (KG), Keith Geobey Plumbing and Heating, Solihull

Terry Bennett (TB), A Touch of Heat, Eastbourne

David Buckle (DB), Star Walls Builders, Middlesex

Louis Iles (LI), apprentice at Star Walls Builders, Middlesex

Duncan MacLean (DM), Glevum Heating, Gloucester

DN: That's the thing, you carry out the specific appliance service according to the manufacturer's literature.

KG: As far as annual servicing goes, it comes down to homeowner education. Say you quote £60 for a gas service and you're there for potentially 20 minutes, a lot of people won't understand. It's a slightly different story when you explain that it's part of the boiler warranty, but even most landlords still think that a Gas Safety certificate includes a boiler service.

DM: I don't think you can make servicing mandatory; it would be too difficult to police.

KG: Unless there's something stamped on the front of the boiler that says it has to be serviced every 12 months, it won't happen.

DM: I suppose that's the only way you could enforce the customer to have a service: to have it built into the appliance. Then the engineer could to reset the appliance after a service has been completed.

How much do initiatives such as Gas Safety Week and CO awareness week contribute towards educating the general public?

KG: Gas Safety week has an impact on us, because we read the magazines and we're aware of them, but they have very little impact on homeowners. You can waste two or three days a year through people calling you up thinking this isn't working or that isn't working because they're not savvy enough.

DN: The initiatives would need to be all over the television to have an impact, but you can only educate the people who are prepared to be educated. The number of call outs I go to where the boiler pressure is on zero is shocking. You ask if they've topped it up, and they don't know how; you have to physically stand behind the homeowner and watch them do it to make sure they can.

Now we're in peak heating season, what advice do you give your customers to help keep their boilers running at peak levels?

DM: Top the pressure up.

KG: My advice is simple – get it serviced. Other than that, though, I tell my customers just leave the boiler and room thermostat, and then the heating system will do its job.

DB: Yes, even if they go out, they should leave it ticking over. If it goes off completely, it's going to take an awful lot more energy just to heat it up. That's why you have weather compensation.

KG: I find the only way customers will believe they've used less energy by keeping it on is if they can physically see the difference in usage.

DM: Saying that, I think devices which do that, like these new smart meters, might be a bit of a worry. They have their benefits, but I can see a lot of people being reluctant to use their heating systems once they can see how much money it actually costs them.



Les Woolner
Business Development Director,
BEAMA Heating Controls Association



THE CASE FOR CONTROLS

A central heating system will have been designed to make sure that it provides enough heat on the coldest likely winter day. So for most of the time it will be providing far more heat than is actually needed. There is a very clear argument that energy efficiency improvements made to homes could be negated without effective heating controls.

A full set of heating controls includes a programmer, room thermostat and thermostatic radiator valves (TRVs). Of course there are alternatives to the programmer/room thermostat combination, principally a programmable or smart room thermostat. Supplementary timing for hot water and a cylinder thermostat are required if there is a separate hot water storage vessel. A full set of controls will allow the radiators to get hot quickly, allowing the house to warm up quickly and then the room temperature controls will ensure that the system is running efficiently.

However, many homes (49%) lack one of the basic control types, in particular a room thermostat or TRVs, leading to otherwise avoidable energy wastage and higher energy bills. Most homes (97%) now have a programmer of some description, by virtue of the same changes to the 2005 Building Regulations that heralded the large scale deployment of condensing boilers. However, many homes still do not have a room thermostat (23%)

or TRVs (34%), despite the specific requirements and recommendations in the Building Regulations and associated guidance documents.

In the case of room thermostats, it could be argued that the cost of wiring and subsequent disruption to building fabric and decoration were a barrier to uptake by homeowners. The widespread availability of wireless-enabled room thermostats, which are easily fitted to new and existing systems, should, by now, have overcome this hurdle. In short, there can be no excuse for not fitting a room thermostat when installing a new heating system or upgrading an existing one.

TRVs adjust the heat output of a radiator to maintain a comfortable room temperature. TRVs are also easy to fit and will automatically open the hot water flow to the radiator so that the room reaches the desired temperature quickly, before reducing the hot water into the radiator to maintain that temperature, providing effective individual room temperature control.

Independent tests conducted by Salford University on behalf of the BEAMA Heating Controls Association, showed that a boiler in a house with a room thermostat and individual room temperature controls would be in condensing mode for over 80% of the time it was operating,

while the same boiler without any controls (other than basic on/off timing control and boiler thermostat), would be in condensing mode for as little as 5% of its operation.

These tests also showed that the heating system with the room thermostat and TRVs in individual rooms, cost 40% less to run. Further tests with a more advanced room thermostat (in this case TPI functionality) increased these savings to 50%. The important point is that a room thermostat and thermostatic radiator valves both adjust the amount of heat coming from the system in relation to the desired temperature of the room, ensuring both comfort and efficiency.

Research shows that this approach to heating control delivers the biggest energy savings and even the 'basic' control products that do this are sophisticated technologies, automatically doing what's needed to lower energy bills and ensure comfort levels in the home. Ultimately, the challenge and opportunity for the industry is to address the 49% of homes that do not have one of the basic control types, either a room thermostat or TRVs. Improving the awareness of home owners of the energy saving and monetary benefits of controls is key to addressing the issue, and heating system engineers and installers have an important role to play in this education process.

Environment 2020

The heating engineer crowned winner of our Greenstar oil boiler installation category at last year's Environment 2020 Awards was Neil Pleasants, who was rewarded for his impressive transformation of a large farmhouse.



Neil is oil for **Greenstar efficiency**

Far from being a typical domestic installation, the project Neil Pleasants was asked to carry out, when he was contacted by the owners of an extended farmhouse in Cambridgeshire, proved to be a year-long transformation. The owners' wish to transform the property, from a four-bedroom house into a five-bedroom property with an adjoining eight bedroom bed and breakfast, meant removing a condemned oil-fired boiler and storage tank and starting again from scratch.

Neil and his team took into account the planned hot water demand of the

property's new layout and decided to fit a floor-standing Greenstar Utility 50/70 oil-fired boiler with a 300l Greenstore unvented cylinder in a brand new plant room. With the added benefit of a Greenskies solar thermal panel mounted on the property's roof, underfloor heating throughout, and zoned control, the system's performance is kept as efficient as possible.

Neil Pleasants, of the Heating Company, commented: "The project was certainly one of the most interesting installations I've been tasked with, and it was great to be

given completely free reign by the owners of the property right from the start. Having only installed Worcester boilers for the last five years, I knew straight away that the Greenstar Utility boiler was perfectly suited.

"The owners of the house couldn't be happier with their new system and we're sure the paying customers who stay in their new bed and breakfast will agree."

We're now accepting entries for our Environment 2020 awards 2016. To submit an installation of your own, please visit worcester-bosch.co.uk



Training excellence is par for the course

With 2016 in full swing, many of you will have undertaken all sorts of resolutions for the year ahead. With body and spirit on the road to recovery, what better way to get prepared for the year ahead than to refresh your mind too by topping up your knowledge at our state-of-the-art Training Academy?

We have committed to enhancing what we already consider to be one of the most comprehensive training offerings in the country, by adding a series of brand new courses to our catalogue throughout the next 12 months.

The first of these programmes come as a direct result of requests made by you: a two-day OFTEC renewal course with the aim of refining the skills of

those of you most used to working with oil, and a Gas Safety Awareness course to enhance the knowledge of customer facing staff within your business.

Two-day OFTEC renewal

Aimed at those who have previously completed the relevant qualifications, our two-day OFTEC course has been designed to significantly reduce the

amount of time needed to renew this qualification.

Consisting of half a day of training, followed by one and a half day's assessment, the new programme takes half the time of its four-day equivalent – minimising disruption and allowing you to get back to your everyday tasks as quickly as possible.



The course syllabus includes updates to products, standards, regulations and codes, and is open to anyone who has taken an OFTEC 101,105E and 600A in the past 6 years. While training is not mandatory prior to the renewal course, most candidates find that they benefit from undertaking refresher training before the taking the assessment.

With a grace period of just 12 months from the date the original qualification expires before the full OFTEC assessment must be undertaken, we'd certainly encourage any of you considering the renewal assessment to take advantage of this new short-course sooner, rather than later.

QCF Level 2 Gas Safety Awareness

The second of our new modules has been introduced with your businesses in mind.

With one programme for the social housing sector and another separate course for those from private companies, the syllabus is aimed at helping those from a non-technical background deal confidently and effectively with heating and hot water queries from tenants and homeowners.

The QCF Level 2 Gas Safety Awareness is therefore perfect for any

customer-facing staff on phones or in showrooms, promising to give them a better understanding of all aspects of gas safety – from the formation of Carbon Monoxide to simplistic explanations of flueing and ventilation. With the continued professional development of both you and those you work with high on our agenda, our latest course will ensure that there is a high level of knowledge and professionalism throughout your business which will stand you in good stead over the coming months.

All our product training courses are free of charge. To find out more about our training facilities across the UK, or to request course dates, visit worcester-bosch.co.uk/training

“The QCF Gas Safety awareness course offers valuable preparation for anyone in day to day contact with homeowners, providing the groundwork will which help them to give crucial safety advice to customers.” Mark Durrans, Trainer at Wakefield Training Academy



Technical Q&A

Ewan Sutherland and the team of technical support advisors answer some of the most common questions that they receive from you at this time of the year.

Q. I would like to know where I can locate the fire valve when fitting an external oil boiler. Can I screw it on to the side casing of the boiler or does it need to be fitted in a specific location, and can the sensor be located anywhere inside the boiler?

A. We have recently released a Technical bulletin in regard to this particular question. It states that the fire valve should be rated between 85°C and 120°C. If the valve that is fitted is rated below 85°C then this can cause nuisance lockouts.

Fire valves must be fitted at least 1m away from the appliance on a fixed rigid surface. We would normally recommend using remote sensing mechanical valves, although electronic and fusible link fire valves are also available and suitable to be used with our appliances.

Under no circumstances must a combined isolating/fire valve be used as the sole means of fire protection.

In regard to the fire valve sensor we advise to fit this in the provided clip on the underside of the boiler case cross member. The sensor should not be fitted in an alternative position within the boiler case.

Q. I have recently fitted one of your new Greenstar i boilers. In the installation manual it does not state a requirement to insulate the external condensate pipework. My customer has queried this with me, is it correct?

A. We can confirm that this is correct. Due to the increased condensate trap volume in the Greenstar i ErP and CDi Classic boilers there is no requirement to insulate external condensate pipe up to a length of 3m.

These particular appliances have a large volume which reduces the risk of condensate discharge freezing in prolonged cold temperatures.

Like the CondenseSure siphon accessory, this new condensate traps siphonic operation discharges approximately every 15 to 20 minutes, resulting in:

- Increased volume and velocity at each discharge.
- Only discharges 3 to 4 times per hour.

- Tests showed that at external temperature of -15°C, after 48 hours, the condensate pipe has not frozen.

As with all installations of condense pipework, there are certain installation parameters that need to be adhered to in order to maximise the effectiveness of the new siphon:

- Keep the external pipework as short as possible and do not exceed 3m.
- Increase external pipe run diameter to a minimum of 32mm.
- Ensure a fall of at least 2.5° over horizontal sections.
- Minimise the number of bends and connectors.
- Remove burrs after cutting pipe.
- Remove surplus solvent from the interior of the pipe.

Q. I am about to install a wave controller in my customer's house. What information do I need to connect to a Wave smart thermostat and is there anything else to consider?

A. To connect to the Wave you will need three pieces of information; Serial Number, Access Code and personal password. Each Wave has an individual 9 digit Serial Number and 16 character Access Code. These are printed on a sticker that comes with the Wave's literature, but they are also written on the back of the unit itself if the sticker is lost. The password is chosen by the user and must be between 4 and 10 characters long, we would recommend choosing a password that has a combination of lowercase and uppercase letters and numbers. There is space on the sticker provided to note down the password if the customer wishes.

Q. What if my customer forgets their password?

A. The password is required to keep the user's information safe. If the customer has forgotten their password and no longer has access to the app, then the Wave must be factory reset. There is a factory reset button on the left side of the Wave.

- Using a paperclip or similar (not a pin), press and hold this button in for 5 seconds. The Wave's display will go off and come back on again.
- Remove the paperclip.
- Reset with a new password.

Q. Since I've installed the Wave, the boiler's pump runs all the time, is this right?

A. The Wave can be set to operate as a weather compensating controller, this control method is different to that of a traditional On/Off thermostat. Weather compensation constantly monitors the flow temperature to maintain the target room temperature. To do this the pump runs constantly allowing the boiler to accurately read the heating circuit's temperature. The Wave has options to disable the Central Heating operation during the night time, this will stop the pump during these periods. If you are unfamiliar with weather compensation and wish to know more, we would advise you to ring technical support on 0330 123 3366 to talk to one of our advisors.

Q. My customer's programme has just 'Wake Up' and 'Sleep' periods, meaning they can't add new periods or set temperatures - what has happened?

A. The Wave has a facility called Home Presence Detection. When Home Presence Detection is activated, the Wave App will use GPS to detect whether you are home or not and heat the house accordingly. Because of this, there is no requirement for specific on/off times during the day. Home presence detection uses three different temperature settings: Comfort, Away and Night. The Comfort temperature will be used during the Wake Up period if you are detected at home. If not, the Away temperature will be used. During the Night period, the Night temperature will be used.

The Comfort temperature can be set individually on each device, but the device with the highest temperature which is detected as being home will be used. The Away and Night temperature are shared across all devices. If you would prefer a more traditional time programme, you can disable Home Presence Detection in the settings menu. The function will need to be switched off on all registered devices before it reverts to a traditional time programme.

Q. I'm having trouble connecting my customer's Wave to their Wi-Fi network, is their router compatible with the Wave?

A. The Wave is compatible with Wi-Fi enabled broadband router broadcasting on 2.4GHz, 802.11 b/g frequency encrypted with WEP 128Bit protocols and greater. If you are unsure, we would advise you to contact your internet service provider, they will be able to confirm if the model router they supply meets this criteria.

Q. I've purchased a boiler from a merchant which is not ErP compliant. Can I still fit this boiler and, if so, will it affect the warranty and do I need to create a system label and fiche?

A. ErP affects the sale of new products into the market. As existing stock is sold, those appliances will be replaced by

ErP models, but any product that was in the market prior to ErP coming into force can still be sold and installed without penalty. As a result, the warranty will be unaffected if fitting existing non-ErP stock. The system label and fiche requires information of the primary heat source. As the primary heat source is non-ErP the information needed to create these documents is not available, and in these instances you do not need to create a label or fiche for that system.

Q. I am about to install a Greenstar Wiring Centre with a Greenstar Comfort and understand there are some differences in installation functionality compared to the previous DT controls?

A. The Greenstar Wiring Centre is only compatible with our Greenstar Ri 27 & 30kW appliances and can now be used with our Greenstar Comfort I and Comfort II controls. These controls can be clipped in to the front of the appliance or wired remotely from the boiler using the back plate accessory (part number 7 733 600 038).

- When using Greenstar Comfort controls: there is no hot water temperature adjustment available. To ensure Legionella protection, hot water will be stored at a pre-set temperature of 60°C. Please refer to TB 0096a & TB 0100a on our website for further guidance.
- With Greenstar Comfort controls: if water temperatures below 60°C are required at hot water outlets, then we recommend the use of a thermostatic blending valve on the hot water outlet from the cylinder.
- Previous DT controls allowed the hot water temperature to be set on the Greenstar Wiring Centre. Due to the risk of Legionella at lower stored water temperatures, a Legionella protection function was included on the wiring centre software. This would automatically increase the stored water temperature to 65°C for 2 hours if the stored water hadn't reached 60°C in the previous 5 day period.
- With DT controls: the Legionella protection function cannot be deactivated. To ensure a constant temperature at hot water outlets, a thermostatic blending valve should be installed at the cylinder hot water outlet.

On a regular basis we will release Technical Bulletins on our website covering a subjects such as flues, installation and maintenance. You can find a list of our most recently released Technical Bulletins below, and for more information visit worcester-bosch.co.uk.

- TB0093a GB312 Hard ignition
- TB0094a Compact CO2 Tolerances
- TB0095a Flue Terminals within Covered Passageways
- TB0096a Greenstar Wiring Centre Legionella protection
- TB0097a Fire Valve Location
- TB0098a Oil Supply hose change tag

Win with Worcester

10 x Greenstar System Filter

The decorations may have been taken down, and celebrations come to a close, but that doesn't mean there isn't still some festive spirit at Worcester HQ. We're aiming to get the New Year off to a great start by giving you the chance to get your hands on our newest product.

This issue, there are 10 of our brand new Greenstar System Filters to be won. To be in with a chance, all you need to do is answer the following question:

To the nearest thousand, how many ErP Package Labels were downloaded from our website in the first 3 months of the legislation?

3,000, 6,000 or 10,000



Name: _____

Your answer: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____

Please send your entry back to the address below by 12pm on Friday 29th January 2016.

Send your entry back to our editorial office:
Installer's Choice January competition,
WPR, 39-40 Calthorpe Road, Edgbaston,
Birmingham, B15 1TS

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

KEEP IN TOUCH

North West

To ensure you have access to all the support you need, this month we're profiling our friendly faces in the North West, who are always happy to help with any questions or queries.

Northern Sales Director



Barry Wilson
Contact Barry on:
07767 432569

Regional Sales Manager



Paul Jones
Contact Paul on:
07790 489969

Technical Sales Managers:



Lee Cain
Contact Lee on:
07790 488601
Areas covered:
M, OL, SK, WA 14-16



Richard Hodgkiss
Contact Richard on:
07767 432572
Areas covered:
BB, BL, PR, WN



Louis Dodds
Contact Louis on:
07767 253717
Areas covered:
CA, FY, LA, DG



Paul Morgan
Contact Paul on:
07767 432557
Areas covered:
CW, LL, ST



Mark Galloway
Contact Mark on:
07767 432566
Areas covered:
CH, L, IM, WA
(excl. WA 14, 15, 16)



Anthony Roberts
Contact Anthony on:
07790 489974
Areas covered:
DY, SY, TF, WS, WV



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