

# THE INSTALLER'S CHOICE

The official magazine for Worcester installers

JANUARY/FEBRUARY 2014



Completely unrivalled support from Worcester's 2014 Technical Support team

 **WORCESTER**  
Bosch Group



# £100

## Cylinder Cash Back\*

When you replace any domestic hot water storage cylinder with a Greenstore SC mains pressure cylinder from Worcester.

Offer applies to Greenstore SC cylinders purchased between 1st February and 31st July 2014.

For more information visit  
[www.worcester-bosch.co.uk/cylinder100](http://www.worcester-bosch.co.uk/cylinder100)



or claim  
**£150**  
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**Greenstar regular  
or system boiler**  
at the same time\*

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# Welcome

from Steve Lister



Welcome to the first Installer's Choice of the year, as we eagerly anticipate what is sure to be another dynamic year for the industry.

With February expected to be as busy as ever for the vast majority of you, this month's cover story takes a look at our Technical Support team and the work that goes on behind the scenes to ensure you can access

the help you need, when you need it. We are passionate about the ways in which we support our industry-leading products with that all-important customer service, and are always looking at ways we can improve our service levels. Turn to pages 6 and 7 to read more.

Having launched our new range of Greenstore hot water storage cylinders last year, we've been delighted to see many of you fit them in your customers' homes to give them the benefit of a complete Worcester solution. To add to the appeal of our cylinders, we are pleased to launch our all-new cylinder cash-back scheme, which gives you the chance to claim £100 cash-back when you replace an existing cylinder with one of our Greenstore models. Take a look at pages 10 to 13 to gain more of an insight into the important role our cylinders can play in maximising hot water performance.

Our Be Our Guest column in this issue is provided by Condensate removal pump specialists, Pump House Limited, and offers an insight into some of the main considerations you need to make when it comes to boiler condensate disposal and routing. Turn to page 14 to read more.

Finally, with a number of you sure to be keeping your fingers crossed that this year finally sees the UK's renewables revolution begin to take shape, we are pleased to be able to announce the details of a new training and assessment programme which is geared towards helping you achieve your MCS accreditation. Turn to page 19 to find out about our QCF training programme.

We hope you enjoy the magazine.

**Steve Lister**  
Sales and Marketing Director

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## Installers Meet the Minister

At the start of the year, we were delighted to be given the opportunity to meet with the Minister of State at the Department of Energy & Climate Change in Westminster to discuss the ways in which we can encourage the Government to do more to encourage greater uptake of the Green Deal.

Led by Managing Director, Carl Arntzen; Head of External and Governmental Affairs, Neil Schofield; and Sales and Marketing Director, Steve Lister, our party also included three Worcester Accredited Installers, each of whom expressed their views on access to the Green Deal and the ways in which the initiative can be improved.

Mr Barker welcomed the views of installers, Andy Baxter, Billy Wilgar and Maxine Battams, who collectively were able to give a first hand account of how the Green Deal falls short of acting in the interests of the small businesses that represent the lifeblood of our industry.



(LR) Neil Schofield, Andy Baxter, Maxine Battams, Carl Arntzen, Greg Barker, Robin Walker MP, Steve Lister, Billy Wilgar

Speaking after the event, Neil Schofield commented: "Although we regularly express Worcester's views on the limitations of the Green Deal, there is no substitute for the views of our installers, who presented an extremely strong argument to suggest the Green Deal needs to be adjusted to take the interests of the small installation companies into account. With some 5,000 boilers being installed every day in the UK, we have

a huge opportunity to use these as a trigger for wider energy efficiency improvements, and this is something we feel the Government needs to take into account.

"We are grateful to Mr Barker for giving us the opportunity to share our views with him, and will continue this dialogue in the hope the Green Deal can ultimately become the success story we all want it to be."

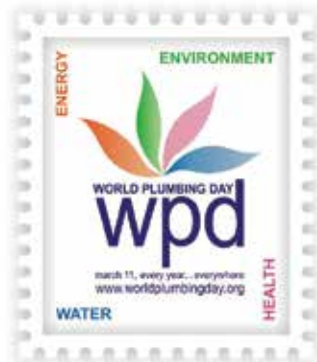
## World Plumbing Day 2014

Tuesday March 11th sees the World Plumbing Council celebrate World Plumbing Day - an international event initiated to recognise the important role plumbing plays in the health and safety of modern society.

The aftermath of 2010's devastating earthquake in Haiti and the 2011 tsunami in Japan, reveals how easy it is to take the availability of safe drinking water and sufficient sanitation systems for granted - until those systems cease to function properly. History shows that great leaps in humankind's advancement

- both physically and socially - have quite often been tied to advances in plumbing technology.

The safety and availability of drinking water is, of course, a concern for most people all over the world, but what is not often emphasized is the work the plumbing industry contributes every day to alleviate these concerns. The World Plumbing Council is urging as many of you as possible to help bring a better understanding of the largely misunderstood role plumbers play in keeping people safe and healthy each and every day.



We'd love to hear from any of you who have special initiatives or activities planned to celebrate World Plumbing Day. Let us know your plans by Tweeting us @heatingyourhome or emailing [marketing@uk.bosch.com](mailto:marketing@uk.bosch.com).



## Paul's Charity Initiative in the Pink

An enterprising WAI from Bromsgrove has kicked off the new year by running his very own charity initiative, inspired by a pink Greenstar gas-fired boiler.

Paul Bennett, of Redstone Plumbing & Heating, is donating £25 from every boiler he installs this spring to Breast Cancer Awareness, after losing his mother to the disease recently.

With the support of our Technical Sales Manager, Dave Stimson, Paul

acquired the pink boiler casing, which he is now using as the symbol of his generous local charity campaign.

Paul commented: "Because of the experience of my mother, breast cancer research is very close to my heart. If people don't have to go through what we went through because of research into the disease, that would be fantastic."

## Greenstar Heatslave II Winners

We are pleased to announce the Northern and Southern winners for our Greenstar Heatslave II competition which was carried out during the 2013 Greenstar oil-fired boiler trade events.

### The winners are:

#### Northern Winner: Perth Trade Event

Mr Martin Smith, Martin Smith Plumbing and Heating, Perth


#### Southern Winner: Norwich Trade Event

Mr Jacob Booty, Allison Heating Ltd, Norfolk

We'd like to congratulate both of our winners, and thank those of you who took the time to attend our trade events around the country last year.

## Installer Tweets of the Month

### Questions and queries

 Worcester, Bosch Group @heatingyourhome

Installers - find out how simple it is to fit Worcester's innovative keyless filling link here [bit.ly/1e5F7uv](http://bit.ly/1e5F7uv) #plumbing #heating

 Gas Care Heating @gascareheating

@heatingyourhome Very good. We're always getting customers because they can't remember how to fill their boiling after venting.

### Positive customer experiences

 @RichOverall Dec 26

A big thanks to the training department at @heatingyourhome for excellent training and re-assessment on my OFTEC 101, 105e and 600a! @SIJC

 Ste Garside @champagne\_ste

@heatingyourhome absolute top customer service credit where credits due well done these boiler people are very good

 Willbond @Willbondworld

Great breakfast with Worcester Bosch at our #Nottingham Trade counter thanks everyone! #plumbers @heatingyourhome



**February tends to be one of the coldest months of the year and one of the most demanding in terms of boiler repairs and replacements. This gives us the perfect opportunity to remind you of the ways in which our Technical Services team can be counted on to deliver award-winning support to those of you who need it.**

Our Technical Services team is key to our commitment to offering you award-winning customer service to go with our award-winning range of heating and hot water technologies. At Worcester, we maintain the belief that our established position as the market-leader is largely thanks to the investment we make in the services that help you in your daily work.

Our team of **over 40 advisors** is not only equipped with the teleconferencing software and equipment that allow high volumes of calls to be dealt with swiftly, but also has access to working models of our best-selling products. This means that should your call relate to a very specific boiler component, they can guide you through the relevant procedures with

the benefit of having access to that same component during the call.

The majority of you contact our Technical Support department via the phone lines, but we also have a dedicated email team who answer as many as **100 email queries a day**. We recognise the importance of ensuring you can offer your customers the best possible service, so we strive to **answer every call within 20 seconds** and **respond to any email query within 24 hours**.

Our belief in giving you access to all the support you may need on a daily basis is such that our technical support helpline boasts the longest opening hours in the industry. **The helpline is available from 07:00 to 20:00 Monday – Friday,**

**08:30 – 16:00 on Saturdays and 08:00 – 16:30 on Bank Holidays**, giving you ample opportunity to bring any number of technical questions or queries to our attention as you install, service and maintain any one of our boilers or renewable heating technologies.

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

#### Results-driven

We closely monitor the performance of our Technical Support department

on an ongoing basis. This enables us to record a number of key performance statistics, and ensure that we are doing all we can to improve.

Last year saw us achieve 98.8% reachability, which is the percentage of calls to the department that are answered by one of our technical team within 10 seconds. We recognise that when you call us to seek our assistance with a technical query, we have a responsibility to answer your call and respond to you with the information you need.

We are proud of the service levels we are able to deliver as we work to help you resolve any query quickly and effectively, but that is not to say we don't continually look at the ways we can improve.

Brian Murphy, our Engineering Services Manager explains how each of our team is trained to offer you completely unrivalled support: "Before being able to advise customers, a new

team member goes on an intensive 12 week training programme to ensure they are up to speed with our portfolio of gas- and oil-fired boilers. All training takes place at our Training and Assessment Academy here at Worcester and ensures each member of the team is familiar with every product, its components, commissioning servicing requirements and fault finding.

"Regular refresher courses also take place for all team members throughout the year to ensure product knowledge remains as current as possible. When a new product is launched, our Technical Support team is always one of the first to be briefed on its features, and also spends time with Worcester engineers 'in the field' to get a first hand experience of the products in action.

**To contact our Technical Support team, please call 0330 123 3366 or email [technical.enquiries@uk.bosch.com](mailto:technical.enquiries@uk.bosch.com).**

### Industry-leading support at a glance

**438,811**

– the number of installer calls to our Technical Support team received in 2013.

**20 seconds**

– the time we strive to answer every call within.

**90%**

– the percentage of calls answered within our target timeframe of 20 seconds last year.

**10 seconds**

– our average response time to a technical call.

**21,163**

– the number of emails we responded to in 2013.

London-based installer, John Battams was named winner of the Greenskies solar water heating installation category at this year's annual Environment 2020 Awards, which aim to promote the use of sustainable heating and hot water solutions as we work towards the Government's 2020 emission targets.



## John wins with the power of Greenskies

**John won the installer award at the 2013 ceremony after he was challenged by his customer to replace the current heating system in a 60-bed nursing home with one which was more efficient. Staff at the nursing home had also expressed an interest in solar technology, meaning John was tasked with coming up with a suitable hybrid system.**

With the help of Worcester's System Design team, John recommended a new heating and hot water system, which included 6 x Greenskies solar thermal collector with the support of 3 x 300L Greenstore Twin Coil cylinders and 2 x Greenstar GB162 boilers.

The main challenge for John was to complete the overhaul of the existing heating and hot water system without causing any disruption to the comfort levels of the nursing home's residents or staff. Thanks to careful planning and the products' relatively simple installation requirements, John was able to leave behind some very happy customers - not least because of the 50% saving on energy bills that has since followed.

Upon claiming his award, John commented: "Although this was one

of the more challenging jobs I have been asked to do, the carefully planned phased shutdowns of the system that was already in place allowed me to finish the installation without causing any disturbance.

"Being able to offer the full package of products from the same manufacturer made my recommendations an easy sell, as did the promotion of Worcester's CSR strategy and stringent testing procedures. The energy savings that followed the installation have been particularly impressive, and I know from experience that the products installed will stand the test of time."

The Environment 2020 Awards initiative is an annual competition which recognises the installers

and specifiers who take an environmentally responsible approach to their work. With a total of 8 awards categories in place, there is plenty of opportunity for you to enter an installation which demonstrates excellent use of our wide range of technologies to enhance efficiency levels.

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 more information on our Environment 2020 Awards, and to download an entry form, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).**

- > Find a boiler
- > Find an Installer
- > Register my guarantee
- > Speak to someone

## Worcester on the web: A record breaking year.



**Online resources continue to strengthen their position as the 'go-to' destination for homeowners researching a product prior to making a purchase, and for those of you who use the internet to educate yourselves on the latest industry news.**

It is hardly surprising that you and your customers are turning to our website to research heating solutions, establish the features and benefits of each of our products, and gain a greater understanding of the benefits of each technology. As a reflection of this trend, last year our website received a phenomenal **4,468,662** visitors, which was **an increase of 41.4%** on the previous 12 months.

The Technical Support section of our website gives you chance to read up on some of our most frequently asked questions and even watch short videos to help you overcome some of the challenges posed by certain installation and maintenance procedures. To enhance our technical support offering even further, our website also gives you the opportunity to email an enquiry direct to one of the technical team which is ideal if you are out on a job and need a swift reply.

Having launched a whole host of new products last year, we have also updated our website accordingly to

ensure all of our relevant product literature is available to view and download in just a few clicks. Our aim is to ensure you can rely on our website as your first port of call for any information relating to our entire product portfolio and our wider customer service and training offerings.

Our 'find a boiler' section has been specifically designed for those of you who wish to give your customers the chance to see the different types of Greenstar boilers and controls that are suitable for their home. By prompting them to answer a series of questions, our website is able to make recommendations they may then be able to give you in order to provide a quote.

For the thousands of you to have used our iPhone app since its launch, we are pleased to announce that the app has now been updated to include each of our new Greenstar gas- and oil-fired boiler ranges. Access to the information you need on the go is

crucial given your busy schedules, and we remain committed to ensuring you can access as much of our product information as possible.

It is important to remember that our website is full of information written for you and your customers, so there is ample opportunity for you to point your customers in the direction of any useful information relating to subjects ranging from product guarantees to useful contact details. As a result, you have more responsibility than ever before to keep yourself up to date with the latest product features and benefits, and any incentives that may be available.

**We're always keen to hear your suggestions and feedback on what we can do to improve our website and iPhone app for the benefit of you and your customers. Let us know what you'd like us to introduce next by emailing [marketing@uk.bosch.com](mailto:marketing@uk.bosch.com). As ever, our website can be found at [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).**

# The heating system's unsung hero?

Given increasingly challenging performance requirements, the role of water storage solutions should not be underestimated. Here, Martyn Bridges explains the significance of the market for hot water storage cylinders and how high levels of performance can have a huge impact on overall energy efficiency:



“As things stand, there are presently some 23 million homes in the UK with central heating, of which around 16 million are said to be fitted with a combi boiler. This suggests that around 7 or 8 million properties in the UK are without combi boilers and, as a result, are likely to be reliant on hot water cylinders fitted either in an airing cupboard or another similar location. This still represents a very sizeable market, especially where replacement opportunities are concerned.

“Given the ErP directive’s requirement for a maximum heat loss of around no more than 2kW of heat per day, there is now a greater onus than ever before on the installer to ensure that every component of the home heating system minimises heat loss and also mitigates the rise in energy costs. As a direct response to the demands laid out by the ErP directive, manufacturers such as Worcester have responded accordingly, with the introduction of a new generation of hot water cylinders, which have been designed and manufactured with such legislation requirements in mind.

“There is a huge opportunity out there for heating engineers to take advantage of the technology on offer, to the benefit of their customers.

## Standard Assessment Procedure

“Aside from the ErP Directive, we also have the Standard Assessment Procedure (SAP) to consider – particularly when it comes to the design and build of new residential properties. Efficiency and CO<sub>2</sub> are increasingly becoming currency within the new build sector, and hot water storage cylinders have the potential to make a significant contribution towards a SAP rating, which is essentially a points scoring system.

“For example, a typical semi-detached property with a 150 litre cylinder, equates to a SAP daily

energy requirement (at the outlet of the system) of 1846kWh per year - 5.06kWh per day, which is close to the ErP medium profile. If we use the SAP system and enter zero insulation thickness, we get a water heating consumption to the boiler of 9205 kWh per year, or 25kWh per day, which isn’t realistic. Whereas if we enter a thickness of 12mm then we get 5161kWh per year and if we enter 50mm we get 4213kWh per year. As shown by these figures, SAP has been designed to deliberately encourage direct input of heat loss rather than insulation thicknesses, which makes it particularly difficult to estimate the true heat loss from older cylinders.

“A reasonable estimate for a 10 year old cylinder designed to BS 1566 heat loss test of the time would be around 7kWh per day of heat loss and if this is entered into SAP as a declared

**“There is a huge opportunity out there for heating engineers to take advantage of the technology on offer, to the benefit of their customers.”**

value we get 5588kWh per year. On this basis we could see savings of at least 3.8kWh per day or 1407kWh per year if we replaced a 10 year old cylinder with a new one. This could equate to a significant amount of money, especially when you consider the Government’s nationwide focus on encouraging homeowners to reduce their energy consumption. Whilst there is much discussion about cavity wall insulation, double glazing and SEDBUK ratings, the energy efficiency of hot water cylinders is seldom talked about, perhaps due to the fact they are hidden from view in most households.

“The Government may have devoted a lot of time and money to the promotion

of all types of property insulation, particularly through the Green Deal, but we have arguably overlooked the role of the cylinder. Whilst many homes in the UK will now boast a high efficiency condensing boiler, too many of these may be working alongside a poorly-performing hot water storage cylinder. I would therefore suggest that it is time we turn our attention to this area of the heating sector and focus on the efficiency of complete systems, rather than the individual components. If we can bring hot water storage to the forefront of our minds, we can make inefficient cylinders a thing of the past.”

## Our cylinder cash-back scheme

Having launched our own range of Greenstore single coil (SC) mains pressure unvented hot water storage cylinders offering improved hot water performance for UK heating systems, we are now also giving you the chance to claim £100 as part of our very own Cylinder cash-back allowance.

When you replace any existing domestic hot water cylinder with a Worcester Greenstore Single Coil (SC) mains pressure cylinder, you could be eligible for £100 cash-back against the cost of the replacement Worcester cylinder – ensuring your customers can benefit from the rapid reheat and strong heat retention capable of making a favourable impact on their energy bills.

The offer applies to Greenstore SC Cylinders purchased between 1st February and 31st July 2014.

**For more information, visit:**  
[www.worcester-bosch.co.uk/cylinder100](http://www.worcester-bosch.co.uk/cylinder100).

# INSTALLER'S CHOICE

## Spotlight

Angus Heward, Flush Heating & Plumbing Solutions, Warwickshire



**The owners of a large domestic property in Wiltshire have been able to benefit from top-quality hot water performance with uncompromised efficiency levels, thanks to the installation of a Worcester Greenstore Single Coil (SC) cylinder, carried out by Angus Heward, of Flush Heating & Plumbing Solutions.**

The owners of the Grade II listed property in Shrewton, near Salisbury, were keen to ensure that they were able to have a new heating and hot water system installed that would guarantee an accessible supply of hot water at all times. The result was the addition of a Greenstore 300L Single Coil cylinder alongside a Greenstar oil-fired Utility regular 50/70kW boiler.

Having been designed to offer high efficiency levels and low standing heat losses, the Greenstore cylinder proved to be the perfect enhancement of the rural property, which boasts 8 bedrooms and 5

bathrooms. The cylinder's ability to quickly recover a vast supply of hot water upon use was key to its specification, as it ensures the property's occupants are never left short of hot water – even in the rare event that each bathroom is in use at the same time.

Angus Heward of Flush Heating & Plumbing Solutions, commented: "With a property so large, the primary focus was on guaranteeing an accessible supply of hot water at all times. Worcester's Greenstore range of hot water storage cylinders is known for its class-leading recovery times so there was no

need to look for any alternative. The added benefit is that with every component of the complete system manufactured by Worcester, my customers only have one place to turn in the unlikely event that they experience any difficulties later on."

Robert Drummond, the owner of the property added: "Since having our new heating and hot water system installed, we've been able to benefit from nothing short of brilliant water pressure and access to hot water whenever we've needed it."

Visit [www.flushheatingandplumbing.co.uk](http://www.flushheatingandplumbing.co.uk) to find out more.



## A closer look at our Greenstore single coil (SC) cylinder

Available with capacities ranging from 90 – 300L, our Greenstore SC series allows us to offer the complete system solution for those of you looking to couple a high-efficiency cylinder with one of our established range of Greenstar gas- or oil-fired condensing boilers. The Greenstore cylinder series is also compatible with any existing gas- or oil-fired boiler, should an upgrade of a hot water cylinder be taking place.

Each of our Greenstore SC cylinders boasts an impressive line-up of features, including outstanding

re-heat performance and insulation levels that exceed the requirements of Part L of the Building Regulations. Each cylinder is just 570mm in width, ensuring it will fit through a standard airing cupboard door.

Every cylinder within the range is also despatched with all the necessary equipment and safety devices to ensure compliance with G3 of the Building Regulations, whilst maintaining the look and finish synonymous with other Worcester appliances. Thanks to the quality stainless steel construction, we are

also able to support each cylinder with a 25 year guarantee.

The new Greenstore SC series has been introduced to complement our existing Greenstore Twin Coil (TC) cylinder series, which has been specifically designed for use with our Greenskies solar thermal product series and a Greenstar gas- or oil-fired boiler.

**For more information on our Greenstore range of cylinders, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).**



With the building regulations having driven the condensate volumes of a condensing boiler since its amendment back in 2005, Paul Greengrass, Business Development Manager at Pump House Limited, offers a reminder of some of the science behind condensate and some of the pump solutions

## THE SCIENCE BEHIND CONDENSATE



“By reducing the temperature of the products of combustion, a condensing boiler recovers the latent heat and provides greater efficiencies. This improvement is achieved when the lower flow and return temperatures are within the manufacturers guidelines. If a system is well designed and well balanced the boiler will work at its optimum level and provide lower fuel bills.

“All condensing boiler produce condensate, but the better the installation and system set up, the greater the volumes of condensate will be produced. A domestic condensing boiler will typically produce around 2 to 4 litres of condensate per day depending on the boiler output and running hours. This can equate to between 600 and 1200 litres per year. Typically with a 100ml siphon the boiler condensate discharge will cycle 6,000 to 12,000 times per year.

### Boiler condensate pump solutions

“When deciding where to locate a boiler condensate routing can be a determining factor. However, the use of a condensate pump can offer choice and freedom to install the boiler in many different locations within a property and remove the challenge of routing the pipework by gravity. Pipe runs from the pump

can go vertically straight up or a combination of vertical and horizontal runs.

“A boiler condensate pump contains a sump (typically between 0.8L and 2L) incorporating a float switch which turns the pump on and off as a when certain set point levels are reached. Condensate pumps tend to have high flow rates above 200 litres per hour, which means they are only on for very short periods 20 to 40 seconds depending on the pipe run and lift. Annually they only run for around 4 to 6 hours with very low power consumption of around 400W per year.

“A good pump will have a high discharge volume of up to 750ml, this helps reduce the condensate discharge cycling from 6,000 to 800 per year. The lower the discharge volume of the pump the more cycling it has to do making it work harder and this can also result in noise issues for householder.

### Overcoming freezing

“The regular routing of external condensate pipe provided a big wake up call for the industry in the winters of 2009/10 and 2010/11. The condensate discharge from the boiler is normally in low volume, at reasonably low temperature and if allowed to run along an external pipe with minimal fall the condensate quickly loses its heat and, in

sub-zero temperatures, will freeze. The Heating & Hotwater Industry Council (HHIC) produced guidance notes for installers on this issue back in 2011, these can be downloaded from the HHIC website.

“The installation of a condensate pump can provide greater opportunity to connect the boiler condensate pipe to an existing waste pipe (sink, shower, bath or internal soil pipe) within the property which can help reduce any risk of freezing pipework.

“By increasing the discharge volume to 750ml, reducing the cycling to 800 and pumping the condensate at pressures up to 7 psi, the risk of any external pipework freezing will be dramatically reduced.

### Pressure relief valve (PRV) complications

“If installing a boiler in basement location or in the middle of a property the routing of PRV can also prove challenging, by increasing the tank volume and incorporating higher temperature specialist plastic materials condensate pumps can provide a solution here as well.”

**For more information on the basis operation of a condensate pump, Pump House Limited has produced a video animation which can be viewed on its website at: [www.pumph.co.uk](http://www.pumph.co.uk).**



## The Greenstar System Filter

**Since launching our Greenstar System Filter back in 2012, the product has gone from strength to strength. In fact, the market for system filters now stands at some 600,000 and is still growing – an astonishing development for a market which didn’t exist a decade ago.**

As the first boiler manufacturer to add a system filter to its product portfolio we are thrilled with this success. The decision to introduce a system filter to our product range emphasises our commitment to offering you a range of boilers with a compatible filter under the same brand.

The twin action Greenstar System Filter is designed to capture both magnetic and non-magnetic system water contaminants, protecting the boiler and wider central heating system components.

The Greenstar System Filter comprises of a high-capacity cyclonic

trap capable of capturing non-magnetic particles, whilst the filter also boasts the strongest magnet available, which can capture up to 200mg of magnetites per year. This optimum combination of features ensures the end-user can benefit from improved heating comfort and no reduction to the life expectancy of any “water facing” components.

Thanks to the inclusion of pre-formed copper tails, a dedicated spanner and a quick dose valve for adding system chemicals, the Greenstar system filter is simple to install and service. Feedback has revealed that the time the installation takes is massively

reduced with this system filter and combined with the fact it can be easily cited in a variety of situations means the product is a great addition to the Greenstar range.

We are aware that for some homeowners, the concept of a system filter may seem like an optional extra rather than a desirable accessory. To help you educate your customer of the benefits of our Greenstar System Filter, we have produced a series of videos which are available on our website and YouTube channel. **Visit [www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup) to watch our latest videos.**





## New Benchmark Commissioning Checklist requirements

**It has been well documented that by 1st April this year, the new Benchmark Commissioning Checklist requires you to record levels of flue gas CO and the Combustion Ratio with an Electronic Combustion Gas Analyser (Flue Gas Analyser). This will give significant benefits to you and your customers by offering added assurances relating to safety and performance.**

The checklist has been designed to protect you by providing written proof a newly-installed boiler is left running safely and efficiently. It also confirms boiler warranty benefits for customers and must be left with the boiler, as it is a legal document and the Gas Safe Register will defect installations for non-compliance if Combustion Ratio levels are not recorded.

The analysis of combustion levels is based around establishing whether the CO reading falls above or below 350ppm. A reading below this level deems the appliance satisfactory, however in the event that the figure

falls above this limit, a number of checks of mainly the flue installation are required. If, after any remedial action taking place, the CO level has still not reduced to the level expected, then the appliance should be turned off and manufacturer contacted. There is no instruction or allowance for the commissioning engineer to make alterations to the combustion settings to bring the performance to within the stated parameters if readings are too high.

For ongoing servicing of appliances, the CPA1 flue gas analyser training and assessment programme has been

introduced by the industry to ensure you are equipped with a complete understanding of combustion performance gas analysis, which is key to the safety of an installation. The British Standards BS 6798, BS 7967 and BS 5871 Part 1 indicate you must use a flue gas analyser when servicing and maintaining particularly high-efficiency heating appliances with pre-mix burners.

What originally began as a British Gas initiative some 30 years ago, has now been adopted by the wider heating industry. Today the profession arguably has a greater number of related issues which you have to be mindful of when assessing safety. Condensing boiler air/gas ratio valves and Benchmark checklists, to name two, focus attention on the testing of combustion performance.

It is vital that that any Electronic Combustion Gas Analyser (ECGA) is accurate and regularly calibrated to ensure it can be relied upon to accurately record the products of combustion. Levels of carbon monoxide (CO), oxygen (O<sub>2</sub>) and the carbon monoxide-carbon dioxide ratio (CO/CO<sub>2</sub>) all need to be monitored and recorded to ensure the appliance is working as efficiently and as safely as possible.

Those who are yet to ensure their flue gas analysers are suitably calibrated should do so now, in order to fulfil the mandatory analysis requirements as soon as they come into force.

The CPA1 (The Combustion performance analysis module) is now an integral part of the Core Domestic Natural Gas Safety (CCN1) Core module, which forms part of our Domestic ACS training and assessment programme.

**For more information, visit [www.worcester-bosch.co.uk/training](http://www.worcester-bosch.co.uk/training).**

## HEATING



## Worcester Survey Reveals Homeowner Heating Habits

**December saw us commission a fascinating survey to reveal the UK's heating habits. The study revealed that 32% of Brits tend to turn the heating thermostat above the recommended level of between 20°C and 21°C and are therefore incurring unnecessarily high fuel bills.**

The research also revealed there are regional differences with how the UK handles their thermostat. Residents in Northern Ireland were more likely to turn the thermostat up above the recommended level, with over 36% admitting to setting it to between 22 and 25°C, this was closely followed by 28% of those North of the border.

Despite it often being considered as colder than the South, attitudes towards home heating in the North East were found to be the best, with almost 57% setting their thermostats between the recommended temperatures, closely followed by London (49%) and the North West (48%). Those in the Midlands were

most likely to set the dial at 18°C, with 14% feeling most comfortable at that temperature. On the flip side, the South East was most likely to enjoy a cooler temperature, with 16% setting the temperature at a frugal 15 – 17°C.

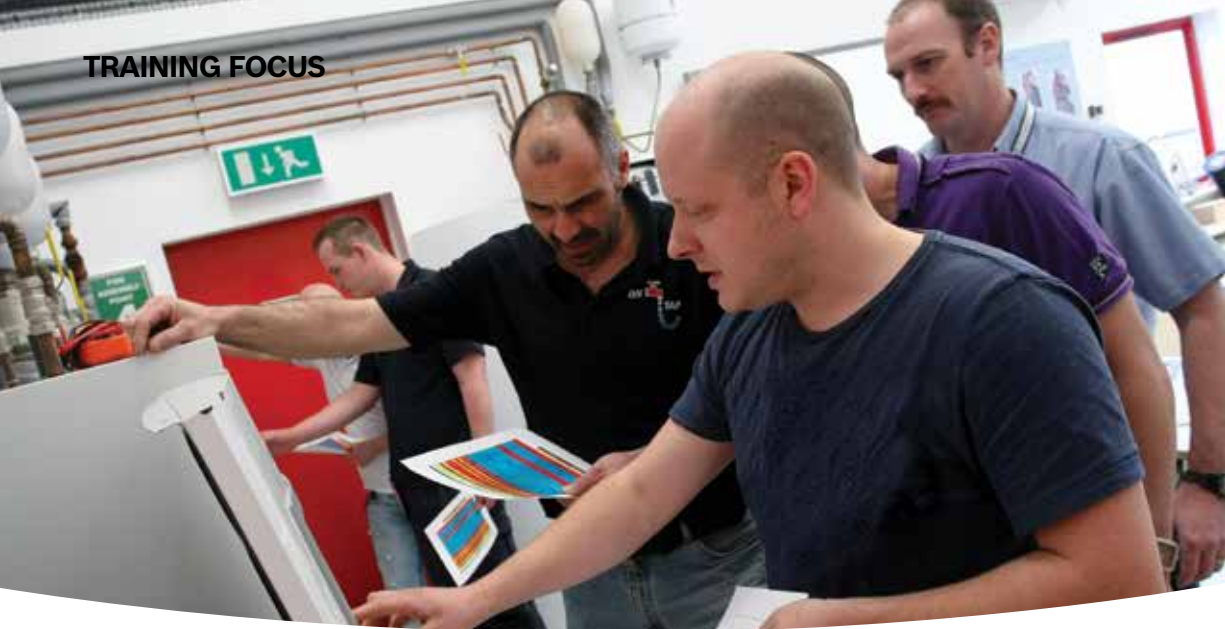
With estimates suggesting that homeowners willing to turn their thermostat down by just one degree can save up to 10% a year on fuel bills, the survey results emphasises the role you can play in encouraging your customers to pay more attention to the temperature of their property.

Speaking about the results, Martyn Bridges, our Director of Marketing & Technical Support said: "We are all

guilty of having our own heating habits and this prompted us to take a closer look at the different preferences around the country.

"With many installers being asked by their customers how they can reduce their heating bills, we hope this research reinforces the message that education around how to optimise the use of heating controls remains the best solution.

"Ultimately, the importance of heating controls must be explained to the homeowner. The improved awareness of heating control and their use can make a big difference to the way individuals heat their homes for less."



## 75% funding available for MCS training

**With the introduction of the Renewable Heat Incentive (RHI) scheduled this spring, there is a strong possibility that an increasing number of homeowners will express an interest in renewable technologies. Here, Phil Bunce, our Training Manager, offers an insight into a new training initiative aimed at making it simpler for you to obtain your MCS accreditation:**

“Worcester will soon be offering recognised Qualifications and Credit Framework (QCF) affiliated training and assessment around renewables. QCF training is a more flexible way for installers to learn and one that is recognised by the MCS – a must for those looking to take advantage of the business opportunities presented by the Feed in Tariffs (FiTs), Renewable Heat Incentive (RHI) and Green Deal.

“Run in partnership with Logic Certification, the QCF courses, which take the form of a three day solar thermal programme, or four day heat pump course, allow delegates to obtain all the knowledge they need to successfully specify, install, and maintain the renewable technology in question. To satisfy an MCS assessor, a great deal of emphasis is placed on demonstrating why a particular technology – a specific

type of heat pump for example – has been selected, and how it has been sized effectively to maximise efficiency levels. Specification forms a fundamental part of the MCS accreditation process, not least because it is absolutely key to the manner in which we get the best from our renewable technologies.

“One of the attractions of this training programme is that it feeds into a wider professional development initiative whereby the installer can claim credits and work towards a diploma in renewable technologies, for example. With the industry as competitive as ever, the attainment of qualifications like this can make all the difference in separating an installer from their competitors.

“To make the appeal of the training initiative even stronger, DECC has committed to investing £250,000

in funding for the renewable heat incentive training support scheme (RHITSS), which GTEC will administer. The voucher scheme will subsidise 75% of the cost of renewables-based training for installers whom are already qualified in a heating and/or plumbing discipline. As one of the providers to be recognised under this allocation of funding, we are extremely keen to encourage as many installers as possible to take advantage of this incentive while the funding remains in place.”

**We will be offering QCF renewables training at our network of Training and Assessment Academies from March onwards. For more information on our portfolio of training and assessment programmes, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) or call 0330 123 0166.**



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

## Technical Q&A

**Q. I wish to bring a side exit horizontal flue forward straight off the top of a new boiler installation. I am worried about future servicing and access to the flue test points. Can I do this?**

**A.** Fluing to the side off the top of the boiler with either the 100mm or 125mm horizontal flue can cause issues with regards to access of the flue test points that are located on the flue elbow. This is an acceptable way of fitting the flue elbow as there is still access to the flue test points albeit slightly more difficult than ‘front on’. You may also obtain a reading at the terminal point outside of the property if accessible.

An alternative to this is to consider using our vertical flue adaptor with a 90° elbow. The test points will then remain at the front of the boiler allowing easy access for future maintenance. You would need to consult the installation literature to ensure all clearance guide lines are met; you can reference the necessary documentation in the installer area of our website.

**Q. I understand that you have an extensive range of Twin Coil hot water cylinders. Do Worcester produce any other type of cylinder?**

**A.** Worcester now has an extensive range of Hot water cylinders. These come in single coil and twin coil variants. Single coil cylinders come in a range of sizes, these are: 90,120,150,180,210,250 and 300 litre capacity. The twin coil range is primarily used for solar installations and come in sizes of 150,180,210,250 and 300 litre capacity. You can obtain all technical information on our website.

**Q. I have just fitted a 36CDi compact boiler but the pre heat function does not work; instead the interface just displays ‘Eco’ with a clock symbol. What can cause this?**

**A.** There are a number of things you can check; there is a factory fitted link for DHW LR, if this has been removed but nothing wired in its place your preheat will not work regardless of any controls calling.

If there is a Worcester inbuilt controller then the domestic hot water (DHW) programs need to be set to on when the customer requires pre heat.

Alternatively if there is no inbuilt controller, the function can be turned off and on by holding the eco button (the display will either say preheat or eco). If external controls are being used, the control will also need to send a switched live to the DHW LR connection on the PCB.

**Q. I am looking to fit weather compensating controls with an oil-fired boiler. Do Worcester offer any boilers with this capability?**

**A.** The outdoor weather sensor for use with the newly released Greenstar Heatslave II oil fired combi boiler is now available offering integrated weather compensation. The sensor is wired to the boiler and the inbuilt software on the appliance automatically recognises its presence. The weather compensation programme modulates the flow temperature of the boiler in response to the outside temperature, saving energy and improving the home owner comfort.

The sensor works with both the internal and external version of the Heatslave II.

# WIN A GREENSTAR SYSTEM FILTER

As an increasing number of you realise the benefits you can pass on to your customers, we're giving 20 lucky installers the chance to win a Greenstar System Filter free of charge.

To be in with a chance of winning, simply answer the following question

What is the current size of the market for system filters?

Good luck!



What is the current size of the market for system filters?

Your Answer:

Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

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

Closing date: 29th March 2014. Terms and Conditions apply.

# Ecobuild 2014 Preview

This year's Ecobuild exhibition at London's ExCel, will once again give us the opportunity to showcase our ever-expanding range of market-leading domestic heating and hot water technologies on a two storey stand (ref: N1630/31 & 1640/41).

Having added a number of new technologies to our established and award-winning range last year, Ecobuild will give us the opportunity to exhibit the full scope of our product portfolio, which has been developed thanks to extensive feedback from you and your customers.

We will also be exhibiting two new concepts that will be launched in the near future; the Worcester Wave controller, and the Greenstar Dual-gen solid oxide fuel cell. The Dual-gen is scheduled for launch in 2016 and provides electricity generation whilst generating heating and hot water for the home.

Our renewables range is constantly expanding and now boasts solutions extending from the Greenstar range of high-efficiency gas and oil-fired boilers, to the latest generation of Greensource air to air, air to water, and ground source heat pumps. Crucially, many of the latest innovations have been designed to operate in tandem with another technology to ensure the most efficient and environmentally friendly complete system solution.

Martyn Bridges commented: "With the heating and hot water industry keen to make 2014 a year to remember when it comes to the wider integration of renewable technologies into UK homes, Ecobuild gives installers and specifiers the perfect opportunity to find out more about the products they can use to great effect."

"With last year having been such a busy year for Worcester in terms of new product launches, we're excited about giving visitors to the exhibition the chance to explore the benefits of each of our technologies."



Each year we host hundreds of events nationwide. To find out more about the events taking place in your local area, contact your Technical Sales Manager.

# KEEP IN TOUCH

## Northern region

No matter where you are based around the country, we have a team of local representatives available to help with your specific requirements.

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

### North East



**Paul Jones**  
Regional Sales Manager  
Contact Paul on: **07790 489969**  
Area covered: **DG**

### Technical Sales Managers – North West



**Lee Cain**  
Contact Lee on: **07790 488601**  
Areas covered: **H, OL, SK, WA**



**Matthew Leech**  
Contact Matthew on: **07790 489763**



**Chris Davison**  
Contact Chris on: **07767 253717**  
Areas covered: **CA, DG, FY, LA**



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



**Mark Galloway**  
Contact Mark on: **07767 432566**  
Areas covered: **CH, IM, L, WA**



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



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

### North East



**David White**  
Regional Sales Manager  
Contact David on: **07790 489970**

### Technical Sales Managers – North East



**Stephen Barkas**  
Contact Stephen on: **07971 645979**  
Areas covered: **NE, SR**



**Samuel Collins**  
Contact Samuel on: **07790 489859**



**Steve Cooper**  
Contact Steve on: **07767 432565**  
Areas covered: **BD, HG, HX, LS, WF**



**Scott Dunn**  
Contact Scott on: **07790 488474**  
Areas covered: **HD, S**



**Neil Rumbold**  
Contact Neil on: **07790 489682**  
Areas covered: **DN, HU, LN, PE**



**Eric Short**  
Contact Eric on: **07790 488584**  
Areas covered: **DH, FL, TS**



**Tom Hood**  
Contact Tom on: **07767 432579**  
Areas covered: **DE, NG**