

# DIARY DATES

## Exhibitions

Exhibition	Location	Date
<b>APRIL</b>		
Plant and Asset Management	NEC, Birmingham	8 – 10 April
<b>MAY</b>		
PHEX	Alexandra Palace, London	20 – 21 May

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



# THE INSTALLER'S CHOICE

The official magazine for Worcester installers

MARCH / APRIL 2014



# £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**  
when you purchase any  
**Greenstar regular  
or system boiler**  
at the same time\*



# Welcome

from Steve Lister



Welcome to the March/April edition of Installer's Choice.

The peak heating season may have passed, but last month saw Worcester attend one of the biggest events in the industry calendar. Ecobuild 2014 saw us exhibit our largest ever portfolio of high-efficiency technologies, plus two new concepts that will play a key part in our future offering. To read about the impact we made at this year's show, turn to pages 6 and 7.

Whilst Ecobuild has been a popular topic of discussion in industry circles, the subject of what the future has in store for the Government's green initiatives has also been the subject of debate in recent months. In this issue, we caught up with a group of installers to find out what they want to see happen with the likes of the RHI and Green Deal. Turn to pages 8 and 9 to read their views.

Our Be Our Guest feature this month sees Nick Whitwell, Managing Director of Quinn Radiators, give an overview of some of the current issues affecting radiator installation, including the ongoing debate about the benefit of radiators versus underfloor heating. Nick's views on this topic can be read on page 14.

Finally, since opening our new Training and Assessment Academy in Wakefield late last year, we have further increased our investment in training for those of you who fit and service our oil-fired boilers. We are extremely proud of the fact that our oil-fired training courses are now amongst the most highly-regarded in the industry, so to find out more, take a look at the profile included on pages 18 and 19 of this issue.

We hope you enjoy the magazine.

**Steve Lister**  
Sales and Marketing Director

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\*Terms and conditions apply



## Shadow Chancellor Ed Balls **Visits** Worcester



Shadow Chancellor, Ed Balls, visited our head office earlier this month, during a visit to see the City of Worcester's manufacturing and engineering heritage. As well as being taken on a factory tour, Mr Balls also took part in an interview with the BBC's Political Editor Nick Robinson, which was screened to the nation on BBC News.

During his visit, he spoke to 60 of our apprentices about their thoughts on the current UK economy and left feeling 'energised' by the enthusiasm shown by staff at our factory.'

## Green Deal update

The Department of Energy & Climate Change (DECC) recently released the latest figures on the Green Deal, which show how the initiative have performed since the turn of the year. The most notable observations from this update are as follows:

**17,998** Green Deal Assessments were lodged in February, which was the highest of any month to date and **18%** higher than the number in January.

By the end of February, **11,593** cash-back vouchers had been issued,

and 9,808 of these have been paid with a value of **£2.8 million**. Encouragingly, the majority of vouchers paid have been for boilers.

**1,754** households had Green Deal plans in progress at the end of February, compared to **1,721** at the end of January.

Although it remains clear that more needs to be done to give installers greater access to the Green Deal, it is encouraging to see the level of interest amongst homeowners is continuing to grow.



## E2020 Awards go global

Following the success of our very own Environment 2020 Awards here in the UK, this year has already seen the first ever winners of Bosch Thermotechnology North America's 'The Green Living Awards' announced.

The Bosch 'Green Living Awards' for North America have been modelled on our E2020 Awards, which are now in their 14th year, having started back in 2000. Award categories include air conditioning geothermal, floor/wall-mounted boilers, domestic hot water and a Total System Solution award recognizing an installation incorporating a number of Bosch products working together.

Like our awards here in the UK, the American equivalent also gives young people the chance to use their artistic talents to address the subject of climate change. Above we see art competition winner, Noelle Cordero receive her award from Bosch Thermotechnology North America President, and former Worcester Managing Director, Richard Soper.

## Online Training Academy set to launch



We are pleased to confirm that this summer will see us launch our very own Online Training Academy, which will give you even more access to the theory-based training to support our product range.

Our new e-learning platform, which will be hosted on our website, will enable you to view and complete relevant training modules, whilst tracking and saving your progress along the way. Crucially for those in managerial positions at larger organisations, the Online Academy will also enable the progress of a team of installers to be monitored. The new resource will also allow you to build up a personal library of product literature. This will enable you to keep those documents you use regularly in one central location.

Our initial launch will see a module on each of the following products introduced:

- Greenstar CDi Compact
- Greenstar Heatslave II & Danesmoor
- GB162
- Greenstar Plus Hybrid system
- Greenstore ground source heat pump
- Greenstore single coil (SC) and twin coil (TC) cylinders

As one of the leading providers of industry training, we are constantly looking at new ways for you to enhance your professional development. Online platforms have become a great way for you to grow your product knowledge in your own time, and from the comfort of your own home.

**Look out for a full overview of the launch of our Online Training Academy in the next issue of Installer's Choice.**

## Installer Tweets of the Month

 **K Fisk Plumbing**  
@KFiskPlumbing

@heatingyourhome heat pumps are the future in new builds and then into retro fits

 **Russell Davy**  
@sussexenergy\_

@heatingyourhome @bestofHorsham customer loves the quality of their new appliance! Hoping for a 5 star review!



 **SonOfSpartacus**  
@LeeCorky

Thanks @heatingyourhome for the training course today at Worcester on Greenstar I junior boilers. Very helpful & informative.

 **Cortexa UK** @cortexauk  
Made me smile, from our friends at Worcester Bosch @heatingyourhome

 **Ayres Heating** @AyresHeating

@heatingyourhome Our customers won't be heading to Amarillo this Summer (if we get one) thanks to the heating comfort from Worcester Bosch!



# Worcester wows at **Ecobuild 2014**

**This year, once again Ecobuild gave us a fantastic opportunity to showcase our ever expanding range of market-leading domestic heating and hot water technologies.**

This year our two storey stand hosted a record number of visitors, providing the perfect environment to not only speak to a variety of industry professionals about their heating and hot water requirements and businesses, but also to exhibit our varied product portfolio.

As one of the largest exhibitors present at this year's show, visitors had the chance to see more than just our growing domestic product range, but also the collection of technologies available under the Bosch brand

for commercial and industrial applications.

As a company, we now offer an unrivalled array of technologies, to ensure the heating and hot water requirements of your customers can be met with a bespoke solution – from those with a one bedroom apartment right through to managers of the largest industrial plant rooms.

On stand this year, we chose to display a number of dissected models of our Greenstar boilers,

each of which allowed visitors to take a closer look inside to find out more about the technology and engineering excellence that sits behind the best-selling boiler range in the UK.

### **Future proof...**

As well as showcasing our boiler range, we also took the opportunity to look to the future by unveiling two new products on the stand, which we plan to launch in the not too distant future.

The first of these - our new Wave home heating controller - received lots of attention at the show. Featuring the latest in remote control technology, the Wave controller is designed to give homeowners full flexibility over the way they can monitor and adjust their heating and hot water performance. The Worcester Wave comprises of a discreet wall-mounted controller and a corresponding smartphone app, which ensures heating can be controlled remotely for maximum efficiency.

Crucially, the Worcester Wave is intelligent enough to learn homeowners' heating and hot water usage patterns to ensure minimal interaction will still result in the best possible levels of efficiency from the heating system. As one of the most advanced heating technologies on display at Ecobuild, our prototype models were certainly well received by installers and representatives from the

wider building industry. The finished product is due to be launched this Autumn.

Alongside the Worcester Wave controller, we also displayed initial design concepts for our Greenstar Dual-gen Solid Oxide Fuel Cell on stand. The Dual-gen, which is a CHP unit that provides both electricity and heating and hot water for the home, is scheduled for launch in 2016.

Despite rumours that the Government's long awaited Renewable Heat Incentive (RHI) may have been announced at the exhibition, no formal statement was made. In spite of this, we still experienced a great deal of interest in our range of renewable heating and hot water solutions, which was extremely encouraging indeed.

**Martyn Bridges, Director of Marketing and Technical Support, was pleased to see Ecobuild continue to promote the opportunities within the renewables sector. He commented:**

**"From feedback we received during the show, it's clear that Ecobuild was a really good vehicle to demonstrate just how much our product range has grown over the last year. This year will see us launch our most innovative heating control package to date, so it was extremely pleasing to see so many visitors from a range of industry backgrounds take such an interest in where heating and hot water technologies are heading.**

**"The good news is that, despite uncertainty surrounding the future of the Government's green initiatives, there was no lack of enthusiasm for renewable technologies at this year's exhibition, which certainly bodes well for the future. Our industry remains eager to make 2014 a year to remember when it comes to making that next all-important step towards improving the energy efficiency of Britain's housing stock efficiency.**

**"With solutions now readily available from manufacturers like Worcester, the last remaining piece of the jigsaw is gaining full backing from DECC. By the time this issue of Installer's Choice goes to print, let's hope that an announcement about the RHI has already been made so the industry as a whole can press on and help make a difference."**





# Installer's Voice

With a number of you anticipating the launch of the domestic RHI, we spoke to a group of installers to gauge their views on the renewables sector and whether they think it will impact day-to-day business.

**Do you think the introduction of the domestic RHI will impact your business in any way? And do you think the industry needs it?**

**DA** – In my opinion the changes the RHI will bring and what it means to installers hasn't been well publicised and because of the lack of awareness, I don't think it will impact my business in any way as things stand.

**RF** – It has been mentioned on and off for a few years now, but as there never seems to be any firm ideas on what it will involve I don't think it will have an impact on my business. It seems to be another initiative that will just fade once people realise that it won't work.

**RH** – Renewables are too expensive for my customers, even with the introduction of the RHI I don't expect to see an increase in green installations.

**DA** – My customers question the cost when they have a boiler serviced so encouraging them to spend more on renewables would be a struggle.

**There are now plenty of renewable energy options available to customers. Are you taking advantage of this expanding market, if so how?**

**DA** – No, as my customers are seeking the most cost and energy efficient solution rather than investing in new renewable technologies.

**RH** – I think the renewables market appeals to a certain type of customer. Those with additional disposable income to spend on their heating system are much more likely to look at the options available. As said before, my customers are predominately seeking to get the easiest solution available.



1. **Paul Hope (PH)** – Paul Hope Plumbing & Heating
2. **Dave Allum (DA)** – Birmingham Boiler Repairs
3. **Keith Davis (KD)** – KBD Gas Heating & Electrical Service
4. **Richard Coles (RC)** – Plumbing Solutions Plus Ltd
5. **Robbie Fryer (RF)** – R J Fryer
6. **Andrew Moig (AM)** – Plumbing Solutions Plus Ltd
7. **Roger Haines (RH)** – G S R

**RC** – Within our business we have carried out one renewable installation which was in a larger out of town property where they had the space and also money to spend on this type of heating system.

**RF** – The majority of my jobs are in the country and even then there is a lack of interest in investing in renewables, which means I tend to stick to the traditional boiler installations.

**RH** – In my opinion the only installers who can really profit from renewable installations are those who carry out installations in local authority properties, which are actively going green.

**Do you find that your consumers are reluctant to (and lack awareness on the benefits of) switch to renewable heating technologies? If so, do you think this is purely down to a lack of awareness or other reasons?**

**DA** – I think the main reason customers are reluctant to switch to renewable technologies is cost.

**PH** – I agree, as soon as you mention price they aren't interested.

**RF** – I think they are confused by the whole thing. There are too many schemes available and homeowners don't clearly understand the benefits they will bring.

**KD** – Also, there is uncertainty over how long the RHI will last. Customers don't want to invest in renewable heating technologies because of incentive schemes and then find out the schemes have changed and they are worse off in the long term.

**DA** – There needs to be less red tape for customers, as at present I feel this is putting them off investing in renewable technologies.

**From April, the Government will introduce a new voucher scheme to reduce the cost of training in renewable heating. Would this be enough to encourage you to venture into this market?**

**KD** – The reduced cost of training wouldn't be enough to encourage me, because at the moment there isn't enough demand from homeowners for me to venture in to this market.

**DA** – As the interest is so low at the moment I would be reluctant to take a day off work, and in turn lose wages, to attend a training course on a sector which doesn't appear to be profitable.

**Do you think the new tariffs which have been set for the RHI will "provide the green light" for this sector and prompt an increase in sales?**

**PH** – I think more needs to be done from a marketing perspective to explain the benefits to homeowners before we'll see any real increase in demand.

**RC** – Customers are interested in the most cost efficient solution but there is a lack of awareness about how the RHI will help lower costs. I'd suggest more attention is spent explaining the pros and cons of renewable installations rather than just expecting the tariffs alone to increase sales.

**What are your predictions for the future of the renewables market?**

**DA** – I think it is going to be a slow market for the foreseeable future.

**RH** – It will be a specialised market, as more and more people are focused on saving costs rather than the latest energy saving technology.

**DA** – Until people have more money, being green will always come secondary to cost.

**PH** – The Government has reported an increase in the number of first time buyers but with this comes a large outlay of money. Once they own the property they are generally keen to keep the money they spend on appliances to a minimum. Therefore I think it will be a few years before the renewables market really comes into its own.

**What does the future hold for boilers?**

**KD** – I think there will still be market for boilers for years to come. There have been discussions around reducing the number of boilers being installed in new houses from 2016, but I don't think this will happen. If people want a boiler installed they will get one, regardless of whether the property has one to begin with or not.

**DA** – I don't think this target of no boilers being installed in new build properties will be achieved. In other countries there may be a move away from boilers and towards renewables but I don't think this will happen in the UK.

**RF** – In terms of efficiency I think boilers have reached their peak. Going forward greater emphasis will be placed on educating homeowners on the efficiency potential of their boiler.

**PH** – From my perspective the selling point to a customer is the efficiency level and we can't get much more efficient than what is currently on the market. However as installers we need to explain what their current efficiency levels are and how they could be improved with a new system. Laying this foundation of understanding would perhaps make it more likely for renewables to be adopted in the future.

**RH** – All my customers want is a simple heating system and I think this will be the trend until people start to have more money at their disposal.

Hampshire-based installer, James Walker, has picked up the Greenstore and Greensource heat pump installation accolade at this year's Environment 2020 Awards, which aim to promote the use of sustainable heating and hot water solutions as we work towards a greener future.



## James walks away with heat pump title

**When staff at the Centre Stage Youth Theatre became concerned about the high running costs of the facility's gas convection heaters, James Walker of First Call Heating Ltd in Hampshire, was asked to recommend and install a suitable heating system using an alternative energy source.**

As a wet heating system would not be feasible, James began to explore heat pumps as an option. Having contacted Worcester's System Design Team, James was provided with full specification drawings for a Greensource air to air heat pump installation, featuring four indoor units to help keep cold spots within the open-plan theatre to a minimum.

James commented: "We regularly use Worcester Greensource air to air heat pumps for customer demonstrations in our showroom, so I was already extremely familiar with the technology.

"Having assessed the requirements of

people using the theatre every day and the level of funding available, it was clear that an air to air heat pump was the perfect solution for this particular project. I was therefore only too happy to go with the recommendations of Worcester's System Design Team.

"The theatre's caretaker is extremely happy with the new installation, which has significantly improved the coverage of heating within the building, and all at a lower running cost too."

The Environment 2020 Awards initiative is an annual competition that recognises installers and specifiers who take an environmentally-responsible approach

to their work. With a total of 8 awards categories in place, there are plenty of opportunities to enter an installation that demonstrates excellent use of Worcester's 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 issue 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).**

## Greenstore cylinders: The store-y so far

**As a multi-appliance manufacturer, we are encouraged to see a growing number of installers investing in the latest additions to our Greenstore range of cylinders, which offer premium levels of insulation and re-heat capability. Martyn Bridges, Director of Marketing and Technical Support, comments:**

"Since the launch of the combi boiler, we have seen a shift in the design of heating systems in UK homes with new and replacement installations tending to move away from traditional stored hot water and cylinder arrangements to more space saving solutions.

"That said, over the last couple of years we have seen somewhat of a resurgence in demand for Regular and System boilers, particularly amongst homeowners with larger properties and multiple bathrooms – not to mention those planning to add solar thermal panels further on down the line as a supplementary source of hot water alongside a boiler.

"Thanks to a combination of these factors, we are currently experiencing increased demand for hot water cylinders. Therefore, as one of the few manufacturers able to offer installers a complete package of heating solutions, it made perfect sense to introduce a new range of Greenstore single coil (SC) and twin coil (TC) mains pressure unvented hot water storage cylinders to work in partnership with our collection of Greenskies solar thermal panels, plus our Regular and System boilers.

"Our latest Greenstore cylinders, which launched last year, offer storage capacities ranging from 90L to 300L and are testament to our belief in mains pressure hot water systems. At Worcester, we have a longstanding belief in the 'dry roof principle' – this being systems that do not require a cold water storage cistern in the roof space of the property. Our latest generation of hot water cylinders follows this principle whilst simultaneously future-proofing against forthcoming changes to legislation.

"As the drive towards a more widespread adoption of renewable technologies gathers pace, we expect to see a greater emphasis on hot water storage solutions within the home. Worcester's new Greenstore cylinders have therefore been specifically designed to offer maximum energy and cost savings, whilst ensuring installers have full access to a complete system solution from a well-known brand they can trust."

**For your chance to win one of our latest Greenstore SC hot water storage cylinders, turn to page 20.**



## Worcester's cylinder cash-back scheme

Following the launch of our cylinder cash-back scheme in February, we're keen to remind those of you thinking of fitting one of our Greenstore range of cylinders anytime soon that you can now claim £100 back on your purchase.

The £100 cash-back offer is available to installers replacing any existing domestic hot water cylinder with a Worcester Greenstore Single Coil (SC) mains pressure cylinder - ensuring a good deal for the trade and homeowners too, thanks to the cylinders' rapid reheat and strong heat retention capabilities.

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

### Mark Antrobus, Millside Heating, Holmfirth and the Wrinkled Stocking Tearoom

**The owners of a tea room in Holmfirth have benefitted from improved hot water performance and efficiency levels, thanks to the installation of a Worcester Greenspring CWi47 carried out by Mark Antrobus of Millside Heating.**

After purchasing the property last year the owners of the 'Wrinkled Stocking Tearoom' in Holmfirth were keen to improve the existing heating and hot water system, which they had found to produce inconsistent levels of hot water. The solution was the installation of a Greenspring CWi47, which is perfect for this larger property and ensures it can cope with demands from both staff and guests.

Having been designed to offer higher efficiency levels and lower heat losses, the CWi47 was the perfect addition to the tea room, which has links with popular TV show *The Last of the Summer Wine*. The product's ability to offer higher amounts of hot water without any fluctuation in its temperature was key to its specification, as it will ensure that kitchen staff have the facilities they need and customers can use the bathroom too without risk of scalding.

Mark Antrobus of Millside Heating, commented: 'With a property like this the focus was on creating a more efficient heating solution with a consistent supply of hot water. Worcester's Greenspring range of



hot water heaters are well known for their reliable and high-quality performance, so there was no doubt about installing the product in this situation.

"The advantage of specifying the Greenspring water heater is that it is deemed a light commercial system, therefore is perfect for properties with higher demands. Putting this product into the B&B environment will deliver much more for the company both economically and efficiently."

Louise Eaglestone, the owner of the tea room added: "Since our new heating and hot water system was installed, we have been able to benefit from consistent water temperature and water pressure. The product is a huge contrast to the previous installation which was incredibly inefficient and costly to run. We are therefore incredibly hopeful that the new product will lower our bills."



## Getting to grips with Greenspring

With compact dimensions and an output of up to 50kW, the Greenspring CWi47 is ideal for domestic applications with a high demand for domestic hot water, such as larger homes or guest houses. The condensing water heater is also compatible with a pre-heated water supply, making it an ideal partner for solar thermal or heat pumps, and supportive of current planning requirements.

The latest addition to our established portfolio of heating and hot water appliances can be cascaded with up to 12 appliances to offer a combined flow rate of up to 250l/min.

This makes it suitable for larger commercial applications with either consistent high demands or very high cyclic demands for domestic hot water. Thanks to instantaneous water heating technology, the Greenspring CWi47 frees the need for a storage cylinder, saving space and reducing the risk of Legionella contamination.

The addition of the Greenspring CWi47 to our product portfolio means we are able to offer installers another solution to the hot water provision of larger domestic and commercial applications. There is undoubtedly a growing demand for instantaneous and continuous hot water generation

and in developing this product we have made sure that this can be achieved in the most efficient way possible.

The Greenspring CWi47 is suitable for a large range of commercial applications, which reinforces our commitment to offering the installer a high-quality appliance, whatever their installation requirements.

**For more information on the Greenspring CWi47 instantaneous water heater, visit [www.worcesterbosch.co.uk](http://www.worcesterbosch.co.uk).**

## BE OUR GUEST



Nick Whitwell, Managing Director of Quinn Radiators, gives an overview of some of the current issues affecting radiator installation, including the ongoing debate about the benefit of radiators versus underfloor heating.

## A HEATED DEBATE

**QUINN**radiators

There are many myths circulating about radiators. For example that you need huge radiators to get the right heat output, or that you need underfloor heating because it offers a lower temperature with larger surface area. However, this simply isn't the case and as ever, choosing the right radiator for installation is key.

So how do you get an efficient system without oversizing the radiator? The water in the radiators doesn't get as hot with a renewable system, so you need a larger surface area to get the room to the right temperature and this is often done by over sizing the radiator or in some cases using underfloor heating. However, with the right high output, low water content radiator, specifiers don't need to go up to such a large radiator or use other costly measures because radiators like ours, with a high yield and narrow water channels, will quickly bring the room up to the required temperature and maintain it more easily.

There has been an ongoing debate about whether underfloor heating could eventually replace radiators as the main heat emitter in modern homes but there are a number of issues for specifiers to consider. Underfloor heating can be an efficient way of heating a well insulated room but takes longer to heat up than a radiator. It also takes longer to cool down, which can cause overheating

and the heat varies according to the floor covering. Fitting an underfloor heating system is also much more expensive than installing radiators, particularly as most underfloor systems won't provide a total heating replacement either.

Evidence also shows that buildings heated by low temperature radiator systems consume less total energy



than underfloor heated buildings, even when using renewable energy such as heat pumps.

When it comes to energy use, it is important to understand that while modern convector radiators are all efficient, some of them use more energy than others. Pioneering research by Nottingham City Homes

(NCH) has shown that radiators with a lower water content are likely to lead to a bigger reduction in heating bills.

Despite all of the myths circulating about the future of radiators as a heat emitter, there is no doubt that they offer the flexibility, reaction time, energy efficiency and comfort required by both modern and older properties now and in the future. The evidence

suggests that modern low water content radiators are actually more efficient than underfloor heating as an emitter for low temperature systems. However, correct radiator specification is the key to ensure compatibility and as the NCH research shows, don't assume that all modern convector radiators will have the same energy efficiency benefits.

INSTALLER'S CHOICE | MARCH/APRIL 2014

# 5 year guarantee\*

## on Greenstar gas and oil-fired boilers in 2014.



Purchase any Greenstar gas-fired CDi, Si Compact, i System or Ri condensing boiler, or any Greenstar oil-fired boiler, between **1st January 2014 and 31st December 2014**, and your customers will receive a 5 year guarantee for the boiler and 5 years' peace of mind.

Visit [www.worcester-bosch.co.uk/5year](http://www.worcester-bosch.co.uk/5year) to find out more.



Which? Best Buy Awards apply to Greenstar gas-fired boiler range only.

\*Full terms and conditions apply, please visit [www.worcester-bosch.co.uk/5year](http://www.worcester-bosch.co.uk/5year)

**WORCESTER**  
Bosch Group





# Spotlight on: Our Keyless Filling Link

As ever, at Worcester we remain committed to developing some of the industry's leading technologies, as well as accessories which can make maintenance as simple and effective as possible for both you and your customers. It was this commitment that led us to develop our innovative keyless filling link accessory, which launched last year.

Developed in response to installers and service providers having to make unnecessary call outs, our keyless filling link makes it easier than ever for your customers to top their own system up without requiring your assistance.

The filling link effectively removes the need for the user to temporarily join the water mains and the heating circuit together with a key or the more traditional braided hose pipe arrangement. This reduces one of the most common enquiries or call-

outs from those who have perhaps removed a radiator and need to top up the system with water. With our accessory, the difficulty experienced by many customers in operating the filling link after the temporary connection has been made, is solved in one simple step.

Our Keyless Filling Link is easy to operate, providing the perfect alternative to the filling key or hosepipe which are often lost or can be difficult to use, particularly for those in later life.

The new link is an optional extra and compatible with all wall mounting jigs used across our Greenstar range of combi boilers. The end-user simply pulls the lever and the link between the mains and the system is made, allowing the water to start entering the system. Once the desired pressure is obtained the lever is released and the mains supply is automatically turned off, disconnecting the link safely and securely.

Should you wish to fit our Keyless Filling Link onto one of your customers' boilers for the first time, we have produced a step-by-step video guide, which sees Colin Simpson, one of our Product Managers, run through the simple installation procedure that will enable your customer to benefit from the simple-to-use accessory. Visit [www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup) to watch this, as well as our other latest videos.

## Step-by-step installation



**1** Turn the mains power to the boiler off, and check with a multimeter that the power has been cut. Next, remove the boiler casing.



**3** Gain access to the blanking plugs on those connections and remove them. A little water may drip from the valves at this point, so ensure work surfaces are prepared accordingly.



**5** Before the keyless filling link is fitted, make sure the filter is fitted into its inlet. Once this has been checked, the keyless filling link's connections can be pushed securely onto the respective boiler valves.



**7** With the accessory fitted and the boiler re-assembled, re-open the isolation valves.



**2** Isolate the domestic cold water inlet and the central heating flow and return isolation valves.



**4** In some cases, the appliance may need a bracing bar to be removed, however with the majority of appliances, this step won't be necessary.



**6** Once the connections are made, fit the two supplied screws and locking washers into each of the valve connections.



**8** To be able to re-pressurise the system, simply pull the lever on the filling link downwards. You should then be able to hear water filling the boiler, which will adjust the pressure gauge accordingly. Release the lever once the desired pressure level is achieved.



# Industry-leading oil-fired boiler training

Every year, we train thousands of you at our training and assessment centres, not to mention those of you in remote areas who use our mobile training vehicles. Our experience of manufacturing oil-fired boilers stretches back to the foundation of the company in 1962. Since then, we have built a strong reputation for not only manufacturing products to the highest levels of quality and reliability, but also for training installers, commissioning engineers and operatives.

As a result, today Worcester offers an extensive range of oil-fired boiler training courses, covering areas such as dismantling a jet burner, setting oil pump pressures, maintaining a condensate trap, understanding the relationship between air and oil supplies, as well as helping installers detect intermittent faults. Our advanced oil fault finding course in particular, has been designed for installers and heating engineers who already have some knowledge of our range of oil-fired boilers.

As with all our training courses, expert trainers are on hand throughout the entire learning experience to help installers understand fault finding techniques and to answer any questions they may have in relation to the product range.

A requirement of Building Regulations Part L (England and Wales) and Part J (Scotland) is that every boiler installation is self-certified by an installer, who must be able to demonstrate competence i.e. OFTEC registration holders. With this in mind, we also offer OFTEC training alongside a variety of our existing courses.

### The oil-fired condensing courses currently available from Worcester include:

- Greenstar Danesmoor and Heatslave II high efficiency condensing oil-fired boilers – pre OFTEC training.
- Oil advanced fault finding

### OFTEC training and assessment courses:

- OFTEC 50
- OFTEC 101 & 105e, OFTEC 600a and OFTEC 101/105a/600a

Oil-fired boiler training courses currently take place at all of our training centres, including our new state-of-the-art Training Academy in Wakefield. This training centre was officially opened in 2013 and has a dedicated Greenstar oil-fired boiler workshop to offer installers a realistic experience of working with the complete product range.

For those who can't get to one of our dedicated centres, oil-fired training can also take place in the mobile training unit. A fleet of six mobile training vehicles are readily available to deliver training at local merchant branches or direct to local installer businesses that may need training to be conducted at their own premises due to work and time pressures.

Phil Bunce, our Training Manager, comments: "As well as the continual development and manufacturing of high-efficiency heating technologies, Worcester has always been dedicated to training installers to help keep them up to date with the latest product developments and legislative changes taking place."



"Our oil-fired courses cover everything an installer needs to know and by offering a range of training options at varying levels, we are keen to ensure installers always receive training that meets their individual requirements."





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 need to run a vertical flue through a plastic roof. What gap do I need to leave around the flue when going through a combustible material?**

**A.** Regulations state that 25mm clearance is required around a flue when it passes through combustible material. For a concentric flue, this measurement is taken from the outside of the inner flue pipe. Due to the low flue gas temperatures of condensing boilers we deem the 20mm gap between the inner and outer flue pipes on our 60/100mm flues to be adequate; no further clearance is required. Our 80/125mm exceeds the stated 25mm air gap. Because our outer flue is of steel construction; there is no requirement for an additional sleeve. Note: Fire stopping must be provided when the flue passes between different areas.

**Q. I wish to terminate my flue under a car port roof. What must I consider when doing this?**

**A.** One of the most important things to consider when terminating a flue under a car port is how many sides are open. If the car port is not open on 2 sides and products of combustion are found to be entering the building, then the installation should be classified accordingly.

If the car port is not open on 2 sides and there is a risk that products of combustion can enter the property (openings into the building within the car port etc). Any opening into the property must be at least 1200mm away from the flue terminal.

Consideration must also be given to the possibility of products of combustion accumulating within the car port; this could lead to high levels of CO within the car port and a risk to people within it. There is also a potential risk of damage to the car port fabric and vehicles parked within the carport due to the acidic nature of the flue products.

**Q. I'm installing a long 60/100 mm flue run and I have noticed that you provide and ask for two self tapping screws to be fitted on each joint. Do I need to fit two screws or will one be sufficient?**

**A.** Whenever possible, guidance in the manuals should be followed. Screws should be fitted 180° apart in the flue joint; however we recognise that some installations may make it difficult to access the joint sufficiently to fit two screws. On these rare occasions we would deem one screw to be acceptable.

For more information please see Technical Bulletin: TB0069a (2013/11). This can be found in the Technical bulletin section of our website.

**Q. When must a flue be supported?**

**A.** We would advise that a flue should be supported every meter and at every change of direction.

For more information please see Technical bulletin: TB0038 a (2010/08). This can be found in the Technical bulletin section of our website.

**Q. I am fitting a new boiler and need to run my flue externally to the property. In the past when enquiring with Technical support they have stated that the flue would need to be boxed in. Is this still the case?**

**A.** I am pleased to confirm that the Condensfit II and Oilfit flue pipes are suitable for external installations providing the requirements for flue termination position are in accordance with the installation instructions.

The paint is weather resistant and UV-stable, so will not flake or peel, however it may discolour over time at differing rates where it is exposed to direct sunlight. The seals are also made from a material that will be unaffected by external installations.

Best practise should always be followed: flues must be protected and suitably boxed in if they are sited where they could be damaged. Note: The flue must be accessible for inspection.

## WIN A GREENSTORE SC CYLINDER

With our latest generation of Greenstore cylinders boasting market-leading insulation levels and re-heat characteristics, all under the Worcester brand name your customers are familiar with, this month we're giving away a Greenstore SC cylinder to 5 lucky Installer's Choice readers. In fact, you can even choose the capacity of the cylinder you want.

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

**Our latest series of Greenstore SC cylinders is available in capacities ranging from \_\_\_\_\_ to \_\_\_\_\_ ?**

Good luck!



Your Answer:

**Our latest series of Greenstore SC cylinders is available in capacities ranging from**

**\_\_\_\_\_ to \_\_\_\_\_ ?**

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

Closing date: Friday 9th May 2014.  
Terms and Conditions apply.

Name:

Business Name:

Business Address:

Daytime Telephone Number:

Email:

# KEEP IN TOUCH

## Southern Region

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

### South West



**Dai Collins**  
Regional Sales Manager  
Contact Dai on: **07767 432571**

### South East



**Jonathan Wheeler**  
Regional Sales Manager  
Contact Jonathan on:  
**07790 489967**

### Technical Sales Manager – South West



**Russell Hamper**  
Contact Russell on:  
**07767 251528**  
Areas covered:  
**BH, DT, GY, JE, SO**



**Alan Owen**  
Contact Alan on:  
**07795 504429**  
Areas covered:  
**CF, HR, LD, SA**



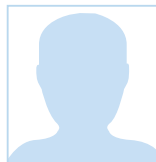
**Chris Hawkings**  
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**07767 432528**  
Areas covered:  
**BS, NP, TA**



**Graham Taylor**  
Contact Graham on:  
**07919 320666**  
Areas covered:  
**BA, SN, SP**



**Daryl Hayes**  
Sales Apprentice  
Contact Daryl on:  
**07790 489882**



**Vacancy**  
Areas covered:  
**EX, PL, TQ, TR**



**Michael Mayers**  
Sales Apprentice  
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**07790 489957**

### Technical Sales Managers – South East



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



**Marie Smith**  
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**07790 489508**  
Areas covered:  
**AL, HA, N, NW, UB, W, WC, WD**



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



**Martin Cromwell**  
Contact Martin on:  
**07790 489503**  
Areas covered:  
**KT, SM, SW, TW**



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



**Bryan Studwick**  
Contact Bryan on:  
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Areas covered:  
**E, EC, EN, IG, RM, SS**



**Matt Ledger**  
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Areas covered:  
**GU, RG, SL**