

# DIARY DATES

## Exhibitions

Exhibition	Venue	Date
<b>May</b>		
All Energy 2013	Aberdeen Exhibition & Conference Centre, Aberdeen (Stand C111)	22 – 23 May
<b>June</b>		
The Chartered Institute of Housing (CIH) Exhibition 2013	Manchester Central (Stand E39)	25 - 27 June
<b>July</b>		
Coronation Festival	Buckingham Palace, London	11 - 14 July



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

MAY/JUNE 2013



Firing on all cylinders with the  
**NEW Greenstore Cylinder** range

- Your chance to WIN a Silverstone challenge day
- Innovation in our new renewables range
- New boiler accessories from Worcester

 **WORCESTER**  
Bosch Group

# Worcester Greenstore hot water cylinders



Greenstore SC Single Coil Cylinders

Greenstore TC Twin Coil Cylinders

## Purchase a NEW Greenstore cylinder for your chance to WIN a Silverstone Challenge Day

The introduction of our new range of Greenstore single coil and twin coil unvented hot water storage cylinders gives you the opportunity to offer a complete system solution from Worcester.

Greenstore stainless steel cylinders have been designed to offer maximum installation flexibility with significant performance improvements over traditional cylinders. They combine rapid re-heat times with excellent heat retention and the ability to deliver hot water at mains pressure. Worcester Greenstore cylinders come complete with G3 accessories and are backed by a comprehensive 25 year guarantee\*.

To celebrate the arrival of this extensive new range, we are giving you the chance to enter our prize draw with **five ultimate driving challenges to be won** at the home of British motor racing†.

**To enter visit [www.worcester-bosch.co.uk/cylinderpromo](http://www.worcester-bosch.co.uk/cylinderpromo) or call 0845 313 0058.**



\*Terms and conditions apply.

†Closing date for purchases – 31st July 2013. The competition is open to Gas Safe Registered/OFTEC installers registered in England, Wales or Scotland only. It is not open to installers in the Republic of Ireland or Northern Ireland. You must be over the age of 21, and hold a full UK current driving licence for at least 3 years on or before the 11th September 2013 to enter the competition. You must be between 5'2" - 6'4", and weigh 16 stone or less. For full terms and conditions, please visit [www.worcester-bosch.co.uk/cylinderpromo](http://www.worcester-bosch.co.uk/cylinderpromo)

# Welcome

## from Steve Lister

Welcome to the May/June issue of Installer's Choice.

Having launched our new range of Greenstore hot water cylinders at the start of the year, there are plenty of opportunities for you to offer improved hot water performance. With the capabilities of this range exceeding the requirements of Part L of the Building Regulations, you can future proof your customers' heating systems with ease. Turn to page 9 for more details on our Greenstore cylinders and to find out how you can take advantage of our new promotion, which gives you the chance to win a Silverstone challenge day.

This year we have also added a number of new renewable technologies to our growing product range. With this in mind, this issue also sees us take a look at the innovation behind our new renewable products and how they can help you to maximise new business

opportunities by appealing to those customers keen to invest in alternative technologies. Turn to pages 6 and 7 to find out more.

Recent months have also seen us introduce a range of accessories to combat a number of the more common installation challenges. Turn to pages 10 and 11 for an overview of the accessories we have introduced.

Finally, it is with great sadness that we report the passing away of two iconic figures from our sales team. Colin Beagle and Malcolm Cox were both well-respected and extremely popular figures within industry circles and beyond. To read an obituary on Colin & Malcolm, written by CEO, Richard Soper CBE, turn to page 21.

We hope you enjoy this issue of Installer's Choice.

**Steve Lister**  
Sales and Marketing Director



***"This issue also sees us take a look at the innovation behind our new renewable products and how they can help you to maximise new business opportunities by appealing to those customers keen to invest in alternative technologies."***

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Diary Dates



## Minister visits Worcester HQ

Following on from the last issue, the Rt Hon Greg Barker MP, Minister of State at the Department for Energy & Climate Change, recently visited our Worcester headquarters. He used the experience to find out more about the latest industry innovations and to hold a round table discussion with installers about the Government's Green Deal initiative.

The minister was greeted by our Manufacturing Director Bob Murdoch and taken on a tour of our factory and Training and Assessment Academy, where he also met a number of apprentices and installers.

As part of the tour, the Minister officially opened our state-of-the-art WB7 heat exchanger friction stir-welding machines section, visited a pilot training course and took part in a discussion about industry trends and initiatives.

On his visit, Greg Barker said: "More and more families are being hit by the



(L - R) Robin Walker, MP for Worcester, Greg Barker, Energy and Climate Change Minister and Bob Murdoch, our Manufacturing Director, officially open our WB7 heat exchanger friction stir-welding machines section

rising cost of gas and electricity, but our inefficient homes are using a lot more of it than they need to. So it's great to see companies like Worcester innovating new, more efficient products like the Greenstar range of boilers.

"The Coalition Government is absolutely committed to helping

people stay warm for less and the Green Deal is giving consumers unprecedented choice and options for making home improvements. It's really encouraging that Worcester has embraced all the opportunities that the Green Deal brings, helping people to keep their homes warm and their bills down."

## Digital resources continue to grow

With more of you using smartphones, tablets and other online resources in your daily work, we intend to ensure that we can keep you up to date with our company information and technical support via a number of online channels.

Our YouTube channel hosts a number of videos geared towards offering you and your customers technical guidance for a number of common installation and maintenance queries. The idea behind this is not only to enable you to benefit from a visual run-through of a correct procedure, but to also give you the opportunity to point your customers in the direction of some simple-to-follow advice.

As well as useful 'how to' videos, our YouTube channel is also regularly updated with content showing you some of the work that goes on behind the scenes here at Worcester.

We also have a Twitter account to provide you and your customers with updates on the latest goings-on at Worcester and developments within the industry as a whole. With thousands of followers, we are keen to continue to reach out to you through social media networks.



[www.worcester-bosch.co.uk/videos](http://www.worcester-bosch.co.uk/videos)



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

## Ecodesign Lobbying Success

Maintaining Worcester's position as an authoritative voice of the industry, we have also been involved in the consultation over the EU Ecodesign legislation proposals, which concern the legal requirements associated with space heaters across Europe.

Thanks to Worcester and others lobbying on behalf of UK installers, a number of new and relevant inclusions are expected to be introduced when the legislation comes into force this summer.

These inclusions are as follows:

■ **Third party verification** – In co-operation with the Heating & Hotwater Industry Council (HHIC) we have consistently pressed for the inclusion of third party verification of boilers. As a result, this will come into force later this year but will not be mandatory for other types of space heaters. This situation is to be re-assessed during the review of the regulations, which will take place no later than five years after it comes into force.

■ **NOx emissions** – In co-operation with the Oil Firing Technical Association (OFTEC) and the HHIC we have pushed to retain the maximum oil-fired boiler NOx emissions at the UK industry agreed figure of 120mg/kWh. From five years after this Regulation has entered into force the emissions of NOx from space heaters using liquid fuels shall not exceed 120 mg/kWh fuel input. This maintains the industry's commitment to the continuation of the oil boiler market as a whole.

## Making a Stand at Ecobuild



Ecobuild 2013 gave us the opportunity to showcase both our new and established heating and hot water technologies on our biggest ever exhibition stand.

The double-decker stand, which measured 320m<sup>2</sup> and took four days to construct, was manned by 30 of our staff throughout the duration of the three day exhibition.

Marking the launch of our revolutionary Greenstar CDI Compact boiler, we also dedicated an entire wall to this new product.

The 'wall of boilers' consisted of 35 Greenstar CDI Compact boilers,

which proved a spectacular platform for us to project images and videos of the innovation behind the product and to catch the eyes of those passing by.

Over 43,000 people visited Ecobuild over three days and we were delighted to use the exhibition as an opportunity to showcase our extensive range of heating and hot water technologies.

A special video showing the construction of our bespoke double-decker stand at Ecobuild 2013 can now be viewed online. Visit [www.worcester-bosch.co.uk/stand](http://www.worcester-bosch.co.uk/stand) to see our 'four days in five minutes' video.

## Counter Clinics now underway

Following the success of our Greenstar CDI Compact roadshow, which attracted 1,800 installers at various venues across the country, we are pleased to confirm that we are now running a series of counter clinics at key Worcester stockists nationwide.

The clinics will enable you to view step-by-step installation videos, hands-on servicing and commissioning demonstrations, expert advice, and in-depth question and answer sessions.

**To find out when a counter clinic is taking place in your area, contact your Technical Sales Manager.**

# Worcester enhances renewable technology portfolio

Industry innovation behind our new range of renewables

Rising energy costs combined with the introduction of the Government's Green Deal initiative, with the RHI to follow in 2014, means that 2013 could be the year that homeowners begin to adopt renewables on a greater scale. With this in mind, we have invested significantly in our portfolio of renewable heating and hot water technologies. This has resulted in a number of new products being brought to market.

The renewable technologies are part of a series of product introductions which also includes a new range of Greenstore cylinders



## Greenstore Split Air to Water Heat Pump Series

The new Greensource range of split air to water heat pumps offers the smartest way for you to fit a heat pump, either on its own, or alongside any boiler, to deliver maximum savings by providing low energy heating all year round. This is the perfect solution for those customers looking to keep energy costs down, yet maintain a high temperature level within their property. The system comprises of an outdoor unit, as well as an indoor hydro box and control unit to constantly keep the system running as efficiently as possible.

This new addition is available in four outputs with heating capacities from 8kW – 16kW in single phase and 14kW – 16kW in three phase. These can be combined with one of two indoor units – the boiler compatible Hydrolight unit, or the Hydrocomfort stand-alone unit that has an electric backup heater.

## Greensource Air to Air Heat Pump

Our new 6kW Greensource air to air heat pump has been introduced to offer you a domestic heating and cooling solution for a variety of property types and sizes. This latest addition has also been designed to complement existing gas, oil and renewable hot water systems by providing a cost-effective source of clean air for the home.

Our newest heat pump features the industry's latest inverter technology, to enhance efficiency levels and running costs. The optimised outdoor unit featuring a tri-blade fan is designed to improve airflow and hosts an internal electric heater to offer a defrost function when required.

Thanks to positive feedback from a number of you, the air to air unit continues to offer Plasmacluster Ion technology, which provides homeowners with premium air filtration.

## Greenstar Plus Hybrid System

Our ground-breaking new Greenstar Plus Hybrid System works in conjunction with selected Greenstar gas-fired or LPG condensing boilers and consists of a 5kW external heat pump and an indoor Hybrid Manager. In combination with the FW200 intelligent control module provided, the Greenstar Plus Hybrid System calculates the most efficient ratio between the external heat pump and the Worcester Greenstar gas-fired condensing boiler for reducing heating costs, CO<sub>2</sub>, or a combination of both.

The Hybrid system is particularly suitable as a retrofit into a wide variety of property types and sizes, providing an easy to install solution for integrating renewable energy within an existing heating system. The system aims to reduce running costs and increase CO<sub>2</sub> savings by calculating and controlling the optimal fuel efficiency between the Worcester Greenstar gas-fired boiler and the electric air to water heat pump.

## Greenskies Solar-Lito and Solar-Lito Mini Collectors

Both our Greenskies Solar-Lito and Solar-Lito Mini collectors are now available as a full sheet absorber. This means they are a continuous piece, and made from aluminium rather than welded copper strips, to give a better quality look and feel. It also makes them lighter in weight.

Both the 1m<sup>2</sup> (Solar-Lito Mini) and 2m<sup>2</sup> options can be combined to combat awkward roof spaces and shapes. They also have the added benefit of being more accurately sized to 150 litre and 250 litre cylinder options.

Additionally the Solar-Lito and Solar-Lito Mini collectors now have a blue Physical Vapour Deposition (PVD) coating rather than a black chrome coating. This increases the absorption rate of the collector and reduces the emissivity, whilst improving the aesthetics of the panel.

## Greenstore LECP Ground Source Heat Pump Series

The introduction of a class-A modulating low-energy circulation pump (LECP) to our established Greenstore ground source heat pump removes the requirement for a speed setting, in order to achieve the optimum differential between flow and return temperatures. It also future proofs the heat pump against forthcoming legislation changes. The combination of the LECP with the domestic hot water logic's ability to adapt system performance to customer usage, results in an improved Seasonal Performance Factor (SPF).

The new and improved ground source heat pump is available as a system or combination model. Both units can control up to two heating circuits, with a different flow temperature for each and can also be cascaded for greater output potential.

## Cash-back promotion

Each one of our new product introductions qualifies for our installer cash-back promotion, allowing you to claim money off the cost of an installation at your own home.

Until 31st December we are offering a fantastic cash-back promotion for those of you who install Worcester products in your own home. Cash-back offers range from £50 for Greenskies Lito mini (1m<sup>2</sup>) solar thermal systems to £400 for a Greenstore ground source heat pump.

The products must be purchased and installed between 1st January 2013 and 31st December 2013 and must be claimed by 5pm 31st January 2014.'

For more information on our cash-back promotion, visit [www.worcester-bosch.co.uk/cashback](http://www.worcester-bosch.co.uk/cashback).

When staff and gymnasts at the City of Worcester Gymnastics Club were hit by the cold snap earlier this year, they decided that an updated heating system was needed to breathe a new lease of life into the club's facilities.



## Ecoplumb Worcester Ltd gives Gymnastics Club **Greenstore** flexibility

**The Gymnastics Club, which has been based in the heart of Worcester since 2009, teaches gymnastics to children from as young as two and at all skill levels. Due to the premises being a large industrial unit, previously occupied by Worcester Porcelain, heating was originally provided by a large industrial air heater.**

One of the issues with the original gas-fired air heater was its size, which restricted access to one of the gymnastics club's vaulting runways. This, coupled with an ineffective control system, meant that the heater not only became a hindrance to the gymnasts training at the facility but also meant that the coaches at the club were not able to use timing controls to pre-heat the space inside the gym ahead of coaching sessions.

Local heating specialists, Ecoplumb Worcester Ltd were tasked with replacing the existing air heater with a more effective and efficient solution, which resulted in the specification and installation of six new 6kW Greenstore air to air heat pumps. Thanks to the interior units being wall-mounted, the gymnasts and coaches are now able to benefit from an

increased amount of floor space and a clear runway to vault from.

The installation of multiple interior units means that cold spots within the club's training area are now a thing of the past. The remote controls provided with the new system also ensure that the units can be timed to ensure the facilities have reached a comfortable temperature ahead of training sessions taking place.

Richard Tolley of Ecoplumb Worcester Ltd, commented: "The flexibility of the Greenstore range meant we knew a heat pump would be the most suitable technology for the gymnastics club. It was also hugely satisfying to work on a project which brought together three Worcester companies, tasked with improving a facility which is so well-used within the local community."

Following the installation, Peter Fletcher, manager at the City of Worcester Gymnastics Club, said: "It was clear to us that the previous heater wasn't suitable for our requirements, so the chance to install such an innovative solution was too good an opportunity to turn down.

"The heat pumps have made a huge difference to the flexibility we have with our heating system. Not only are they much quieter, but we can also set timings to ensure we maintain a comfortable temperature at the times when the gymnasium is being used the most."

**For more information on our Greenstore air to air heat pumps, visit [www.worcester-bosch.co.uk/aahp](http://www.worcester-bosch.co.uk/aahp).**

## GREENSTORE CYLINDER SERIES

# High performance cylinders

**Launched at the beginning of this year, our new series of Greenstore single coil (SC) unvented hot water storage cylinders offer both improved hot water performance as well as compliance with the heat loss requirements detailed in Part L of the Building Regulations.**



### System solution

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

Each of our Greenstore SC cylinders boast a number of innovative features, including outstanding re-heat performance and insulation levels that exceed the requirements of Part L of the Building Regulations. Each cylinder within the series is just 570mm in width, ensuring it will fit through a standard airing cupboard door.

Every cylinder 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 our product portfolio. The quality stainless steel construction means that each cylinder is guaranteed for 25 years\*.

### Complete cylinder range

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

Martyn Bridges, our director of marketing and technical support, comments: "Our new Greenstore series of cylinders is testament to our belief in mains pressure hot water systems. Each cylinder within the series is a natural partner for our range of regular and system boilers and balances rapid re-heat with high insulation to maximise efficiency.

"As the drive towards a more widespread adoption of renewable technologies gathers pace, greater

emphasis is placed on the need for hot water storage solutions within the home and our new Greenstore SC cylinders have been specifically designed to offer maximum energy and cost savings, whilst meeting our customers' demand for cylinders under the Worcester brand.

"Each cylinder within the new series is high-quality, flexible and reliable and gives installers the option of specifying and installing a full system under the Worcester brand."

### Installer cash-back

Each of our new range of cylinders is also eligible for our installer cash-back promotion, allowing you to claim money off the cost of an installation taking place at your own home.

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

\*Subject to terms and conditions



**From 1st May to 31st July 2013, we are giving you the chance to enter our prize draw, with five Silverstone ultimate driving challenges to be won. To find out more, visit [www.worcester-bosch.co.uk/cylinderpromo](http://www.worcester-bosch.co.uk/cylinderpromo).**

# A look at our new range of boiler accessories

Having worked closely with a number of you to establish new products that will support you in your work, we have developed and introduced a range of accessories aimed at supporting you with the installation and maintenance of our core boiler range.



## Worcester CondenseSure

In response to the harsh temperatures experienced in the UK over the past few years, we have launched a brand new device which helps prevent external condensate pipes freezing.

CondenseSure is the latest innovative accessory to be added to our product range, further underlining our commitment to installer support.

### Flexibility

Our CondenseSure product is entirely flexible allowing it to be fitted with a condensing boiler, either at the time of installation or in retrofit scenarios. The CondenseSure consists of a siphonic trap and insulation, which can be attached to the flow pipe of the boiler.

### No electricity

As the condensate discharge pipework leaves the boiler, the condensate is collected in the CondenseSure siphon. The volume of the condensate discharged, together with the heat from the boiler flow-pipe produces the anti-freezing effect. Unlike some other devices on the market, no electricity is required to prevent the condensate from freezing.

### Tried & tested

Intensive laboratory test work proved that an externally-run uninsulated 32mm diameter condensate discharge pipe fitted with a CondenseSure device would not freeze, even when subjected to -15°C for over 48 hours.



## Greenstar System Filter

Late last year, we became the first boiler manufacturer to add a system filter to its product portfolio - once again underlining our importance in supporting you and allowing you to offer your customers a boiler and compatible filter under the same brand. The twin action Greenstar system filter has been designed to capture both magnetic and non-magnetic system water contaminants, protecting the boiler and the wider central heating system components.

Although the Greenstar System Filter shares its name with our high efficiency gas and oil-fired boilers, it can also be fitted to any typical domestic heating system, making it compatible with a wide range of gas and oil boilers as well as heat pumps.

### Installation

The compact low-profile design and easy-to-maintain base section of the Greenstar System Filter make it ideally suited for installation directly underneath a wall-hung Greenstar gas-fired boiler. The filter sits in front of the piping, reducing the need for complicated pipe runs and has the added benefit of including two pre-cut and formed pipe tails. The system end of the pipe tails are pre formed to allow a 22mm pipe to be pushed into place and soldered directly, with no need for extra fittings, allowing a quick and easy installation.

The kit includes two spanners needed to service and install the filter and two service isolation valves which facilitate quick and easy maintenance. All of these features are enclosed within an innovative orb design, which makes the unit ideal for installations where the filter may be on view.

### Principle of operation

The accessory operates by leading system water directly to the highly powerful magnet that is integrated inside, which has the effect of forcing water around the magnet, causing the water to move upwards in a cyclonic motion. This motion maximises the contact of the system water with the magnet, drawing any magnetic system pollutants or debris will be drawn onto the magnet sheath.

Non-magnetic debris is forced over the cyclonic trap which has specifically designed surface inlets which allow both small and large particles to be trapped within the base of the filter. Importantly these inlets are designed in-line with the spinning motion of the system water flow, ensuring no particles escape back into the system. Once the system water has moved upwards through the unit, the system water is returned back to the heating system.



**Coming Soon**

## Worcester Keyless Filling Link

The next addition to our growing range of boiler accessories is our brand new Keyless Filling Link, giving you the chance to offer your customers an accessory which enables them to fill and re-pressurise their heating system with ease.

### Lever System

Offering a viable alternative to the keyed filling link which is included as standard across our Greenstar CDI boiler range, our new keyless filling link is a lever system which has a simple design and is easy to use. With no removable key, the keyless filling link provides a simple way for the end-user to re-pressurise their heating system with no additional components required.

This new accessory is fully compliant with the Water Regulations Advisory Scheme (WRAS) and is easy to install to isolating valves across our complete Greenstar boiler range.

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

# INSTALLER'S CHOICE

## Spotlight

### Gillies Gas Services



**An award-winning installer from Erskine, Scotland, gave his property's heating and hot water provision a new lease of life, whilst also taking advantage of our installer cash-back promotion.**

Worcester Accredited Installer, Steve Gillies runs Gillies Gas Services in Erskine, Renfrewshire, in partnership with his wife Carol. Steve and Carol wasted no time in installing a brand new hybrid heating system consisting of a Greenstar gas-fired Ri boiler and Greenskies solar collectors, when their property's previous boiler was proving too costly to run.

The couple, who live in a detached four bedroom bungalow, were able to

take advantage of a £400 cash-back offer from the cost of their chosen Worcester products as a result of our cash-back promotion, which is now running for the fifth consecutive year.

On the installation, Steve said: "When it became clear that the previous boiler was simply not operating at its full potential, we had no doubts that we wanted to install a system comprising of a Worcester boiler and solar panels.

"With a large number of customers in our local area, we were keen to use our own property as a talking point for customers, giving them the chance to see how well our own heating and hot water system operates. This incentive, coupled with the opportunity to claim cash-back, made the decision to install a new Worcester system a no-brainer!"

As predicted, the installation at Steve and Carol's home has proved an



invaluable sales tool and Steve was also quick to point out the savings he has been able to make to his energy bills following the installation.

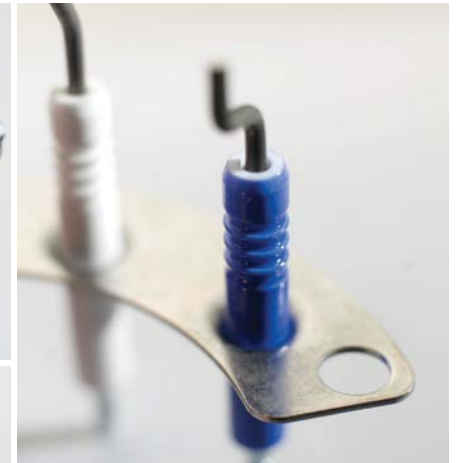
Steve continued: "The installation of the boiler alone has reduced our home heating bills by around 20%, which has been particularly pleasing given the number of my customers who have experienced rising energy bills over the last couple of years. To improve things further, the two

Greenskies solar panels mean that in the summer months, it's unlikely that the boiler will be required to fire up much at all.

Regular readers of Installer's Choice may remember Gillies Gas Services, which featured on the news pages in our January/February issue having won the ROCCO Award for Family Business of the Year from Renfrewshire Chamber of Commerce. The business very active in the

local area and even underlines its commitment to the environment by planting a tree for every new boiler it installs.

**If you have recently installed any Worcester products in your own property, we'd love to hear from you. E-mail [marketing@uk.bosch.com](mailto:marketing@uk.bosch.com) with full details of the installation for your chance to feature in a future issue of Installer's Choice.**



## A day in the life of... Our Spares team

In the last edition, we profiled our Logistics department, so this issue sees us focus on our Spares department. Martin Lewis, our National Sales Manager for Spares explains just how we can offer and maintain our record of 100% next day availability of spare parts.

### How does the Spares department operate?

“With over 200 profile stockists across the UK, Worcester’s spares network is in place to ensure that wherever you are in the country, spare parts for our full range of products are available to you next day.

“Starting with our dedicated spares team, which is **manned by up to 20 members of staff**, the Spares department takes calls from stockists and customers alike, answering your call on average in less than 8 seconds. We ensure every customer has our full support when it comes to identifying the spares they need. With a meeting taking place at 9am every morning,

the team is able to ensure all required stock is anticipated ahead of its demand, enables us to maintain our exceptional service levels. The spares team inputs orders for processing by our despatch department, which acts quickly in order to ensure orders are picked correctly and despatched on the same day, meaning **we can maintain our record of 100% next day availability** of spare parts.

“Because the vast majority of spare parts are a distress purchase, we work hard to ensure that heating engineers across the UK **never have to wait longer than 24 hours** to be able to obtain the component they require. “Our commitment to spares is such that we can be relied upon

by stockists, engineers and your customers to play our part in quick repairs, in the rare event one of our products develops a fault. We also recognise that whilst our boilers are extremely reliable, the nature of the technology is that they are likely to encounter problems eventually, which challenges us to replenish spare parts as quickly as possible.”

### How does each profile stockist benefit from Worcester’s commitment to spares?

“I support the team at our headquarters by travelling the length and breadth of the UK to ensure that each of our profile stockists are well-

informed on the best spares to keep in stock at a given time. **Each stockist has their stock profile reviewed every 12 months** to ensure they are making the most suitable components available from their own business perspective. This means looking at each stockist individually, to ensure that the needs of their local installer base are met as fast as possible. For example, areas where there are an above average number of off-mains gas properties, our profile stockists are encouraged to stock components for our LPG and oil-fired products.”

### What does this mean for the installer?

“Thanks to the dedication and customer focus of our internal sales and logistics departments, installers are able to benefit from prompt access to spare parts on demand, with no cost premium added for our

next day service. This means you can feel assured that you will be able to obtain the part you need the following day, if your order is placed by 5pm.

“Our Spares department is seen as the unsung hero of the Worcester brand, which helps us to ensure you can pass on our reliability to your customers. Because we constantly monitor and predict demand, we can give **every one of our profile stockists** the best chance of stocking the most appropriate spare parts at the times when installers are most likely to need them.”

### Worcester spares website

“We have also enhanced our spares offering with a spares website, geared towards giving you all the information you need on an historical archive of essential spare parts.



There are a number of ways to take advantage of our exceptional commitment to spares. To find your nearest Worcester spare parts stockist, visit [www.worcester-bosch.co.uk/spares](http://www.worcester-bosch.co.uk/spares).

Alternatively, to access our live catalogue of spare parts, including exploded drawings, visit [www.worcestersparescatalogue.co.uk](http://www.worcestersparescatalogue.co.uk), or to contact our dedicated spares team, which is manned 8am – 5pm, Monday – Friday, call 01905 752576.





With the introduction of new renewable heating technologies, energy efficiency is fast becoming a consideration for homeowners particularly those in off-mains areas. Here Graham Sargent, Sales Manager at Flogas, explains how the renewable sector is growing and the opportunities it presents for installers.

## AN ENERGISED OUTLOOK FOR INSTALLERS IN OFF-MAINS AREAS

Energy efficiency has remained a hot news topic for more than a decade, and as a result, an increasing number of homeowners are taking steps to reduce their carbon footprint by embracing renewable technologies. In fact, in 2012, renewables' share of overall electricity generation was up to 11.7% from 9.1% in 2011.

Although this demonstrates a growing general awareness around energy efficiency and shows that an increasing number of on-grid consumers are starting to take a longer term view in reducing their carbon output, for the 4.3 million UK homeowners living in off-mains areas, the issue is a little more complex.

Whilst it can be argued that traditionally their choice was an easy one, given their limited fuel options, with so many different technologies now available such as solar, oil and LPG, many off-mains homeowners are confronted by a confusing market place and unsure of the best route to take to improve their efficiency. As a result, many are turning to installers as their guide.

Installers are now not only expected to be able to talk about the benefits of switching from one fuel source to another, but are also required to

provide customers with details of the different investments associated with each system. For example, switching from an ageing oil boiler to a new LPG boiler may help oil-using homeowners reduce their carbon emissions by up to 11.7% as well as offering cost savings; a simple fact, which if highlighted to the homeowner can set one installer's skill set apart from another. Therefore, those installers who equip themselves with a sound knowledge of different heating technologies and the benefits of alternative heating solutions will be more likely to secure business from off-grid homeowners.

Alternatives to oil, such as LPG, solar power, ground source heat pumps and rainwater harvesting systems have all become increasingly appealing. Even though the initial investment may be considered as high, by some, switching to a renewable heat source can offer a favourable return on investment both in terms of cost and carbon savings.

### Combining approaches

It cannot be denied that solar PV offers a fantastic long-term solution to green energy when applied to the right specification. However, with an average initial installation cost of

£12,000 and a pay-back period of between 10 and 20 years, installers must be careful to only recommend this option when it works to the benefit of the homeowner.

Dual-fuel systems which pair up a renewable technology with a more reliable source, such as LPG, offer a good alternative for off-mains customers and are increasing in popularity. By teaming the two fuel sources, homeowners can enjoy the benefits that both energy sources offer, namely the efficient approach of the renewable technology and the reliability of LPG.

At Flogas, we are committed to embracing this ever-changing market place by adapting our products and services to enable homeowners and installers alike to source the right specification for their particular project's requirements. By working together as an industry, we can continue to embrace the change that the energy marketplace presents, and consequently, generate new windows of opportunity that will allow installers, and the LPG market as a whole, to enjoy business growth.

**For more information on Flogas and its services, visit [www.flogas.co.uk](http://www.flogas.co.uk) or contact 0116 264 9015.**



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## Training focus: New product support

Given the number of new products added to our range of renewable technologies since the turn of the year, the training team at our network of training and assessment academies have been working extremely hard to ensure we can offer relevant training courses to support those of you looking to take advantage of our new additions.

We are also pleased to announce the introduction of new programmes to cover those new additions which require a detailed guide to specification, installation and maintenance.

Each one of our newly-written training courses enables you to gain hands-on experience of our entire range of products and informs you about the true benefits of installing the products we have added to our rapidly growing portfolio. Every course has been designed to ensure you can benefit from the best our training department

has to offer without having to take too much time away from your daily work.

We are pleased to have introduced the following new training courses:

- Renewables overview
- Introduction to heat pumps
- Greenstore Split Air to Water Heat Pump Series
- Greensource Air to Air Heat Pump
- Greenstar Plus Hybrid System
- Greenstore LECP Ground Source Heat Pump Series
- Greenskies solar hot water systems



### Coming Soon: Wakefield Training & Assessment Academy

This summer will see us open a brand new Training and Assessment Academy in Wakefield, West Yorkshire.

The Academy will boast a large gas lab featuring our full range of Greenstar gas and oil-fired boilers, including the latest Worcester commercial products. The facility also hosts dedicated heat pump and solar rooms to ensure we have all bases covered when it comes to offering a full range of training and assessment programmes.

For more information on our training and assessment programmes and to pre-book your place on one of the courses at our new Wakefield Academy, call 01905 752526.

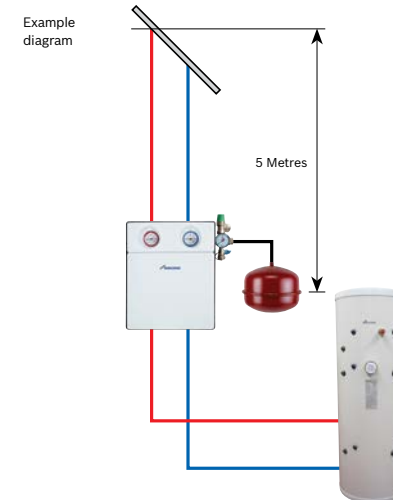


Brian Murphy and his team of technical advisors answer some of the most common questions they receive from installers at this time of the year

## Technical Q&A

**I am installing solar panels for the first time this spring. I'm a bit confused about what the system pressure and expansion vessel pressure should be set at – can you help?**

**A.** You're right in thinking they should be checked. The system pressure depends on the expansion vessel pressure, which in turn depends on the static head of the system itself – so every installation varies.



1) Firstly work out the static head, which is the highest point of the system to the expansion vessel, in metres. 1 metre = 0.1 bar. So, let's say you have 5 metres between the expansion vessel and the top of panels, as per the diagram above. That's 0.5 bar

2) Now work out the expansion vessel charge pressure. To do this, just add 0.4 to the static head measurement you just worked out. So,  $0.5 + 0.4 = 0.9$  bar. **Important note:** The charge pressure in that vessel must never be less than 1.2 bar. So if your calculated pressure is less than 1.2 bar, then use 1.2 bar.

3) Next, calculate the system pressure. To do this, add 0.7 bar to the static head measurement. **Important note:** The system pressure must not be less than 1.5 bar, and not

more than 2.2 bar. So in our example,  $0.7 + 0.5 = 1.2$  bar, but the system pressure shouldn't be less than 1.5 bar – so set the system fill pressure to 1.5 bar.

If you find that you see a lot of solar PRVs discharging especially in summer months, it's well worth checking the expansion vessel pressure.

**I have heard you have launched some new heat pumps that can be integrated with boilers. How does this work and what sort of systems will benefit?**

**A.** Yes, we have. For example, the new Greensource split air to water heat pumps come in two different versions, the Hydrocomfort and the Hydrolight, both of which have a maximum output of 16kw. The Hydrocomfort is able to handle a property's complete heating and hot water requirements on its own, containing an electrical heat back-up which is automatically brought in when the heat pump needs to achieve higher temperatures (for a hot water pasteurisation cycle, for example).

The Hydrolight unit doesn't have an electrical back-up – instead it can use anything with a 230v switched live as a back-up. This can be either a gas-fired boiler, or an oil-fired boiler – it doesn't even have to be a Worcester model, so the Hydrolight could be a good option for a retrofit installation.

These heat pumps are "split" meaning that there are parts of the refrigerant circuit inside and out, so they do need to be connected up by a refrigerant engineer. There can be up to 70m of pipework between the units and a height difference of 30m, which gives plenty of options for siting the units. 3-phase models are available too, and all units are MCS accredited.

Both units can control up to two heating circuits with a different flow temperature for each circuit, making it ideal for a heating system that has underfloor heating and a radiator heat emitter system.

Our new Greenstore LECP Ground Source Heat Pumps can also be used alongside an existing boiler.

# WIN A SPRINT EVO2 KIT 3



From April 2013, the measured CO level and combustion ratio must be recorded on the appropriate commissioning documentation. From April 2014 this will become mandatory.

**The prize includes the following items -**

- Sprint eVo2/LD intuitive multifunction flue gas analyser with over moulded protection with integral magnet
- Magnetic infra-red rechargeable printer
- FreeVo flue probe with unique moisture extraction (Patent pending 11207896.0)
- Gooseneck gas leak detection probe with LED searchlight
- Pressure hoses for use with natural gas (x2)
- Pipe clamp temperature probes 15-28mm dia (x2)
- APRV Anton pressure relief valve
- ANT/CO/BS7967 CO probe set c/w filter & hose

- 240V mains charger for analyser / printer
- Spare paper roll for printer
- Spare paper element for flue probe
- Certificate of calibration
- Sprint PC Lite software disk
- Large laptop style carry holdall with adjustable shoulder strap

**To enter our latest competition all you need to do is complete the below Sudoku before sending your completed entry form to the address below. Good luck!**

	7		3	6	2			4
6	3	1	5	8				9
						6		
1			2		6			5
	5			7			2	
2			1		9			8
		5						
3				9	1	4	5	2
7			8	4	5		3	

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

Closing date: Friday 28th June 2013. Terms and Conditions apply.

# Tribute to Colin Beagle & Malcolm Cox

It is with great sadness that we report on the passing away of two icons from the Worcester sales team. Richard Soper CBE, our CEO, shares his memories of these two much-loved characters.



**Colin Beagle**

“Colin Beagle was already a well-respected figure within the heating industry when he started his 17 year career at Worcester – initially as a Regional Sales Manager for the South East before working his way up to the position as National Sales Manager.

“What struck everyone about Colin was his fantastic sense of humour and his compassion for others. So many stories of his have recently been resurrected, some of which may have been a little ‘tall’. For example, the time he insisted that when he went out to his car one morning and went to put the key in the lock, it hit the window and when he eventually opened the door, it scraped the pavement. Realising something wasn’t quite right, he looked down to find that someone had stolen his wheels!

“One time I will never forget is when Colin and I had been to an important meeting with a customer. On returning to Worcester,

Colin sent the customer a note, inferring that the customer had taken everything from him, including the shirt off his back – which he wittily took off and sent with the note! A few months later, that same customer was at Worcester on a visit and I asked Colin to join us, which he did – appearing in his suit and tie, minus his shirt!

“Colin was such a lively character and was kind and generous to all he met. On the installer trips he made everyone feel welcome and would entertain all with his singing on the coach, which would inevitably result in his Elvis impersonation.

“After retiring from Worcester in 2007, Colin and his wife Brenda moved to Spain to enjoy the summer climate and had some wonderful years there together. Following a relatively short illness, Colin sadly passed away in early March. He will be greatly missed by all who knew him.”



**Malcolm Cox**

“I met Malcolm 34 years ago, when he was a young, energetic salesman. His enthusiasm and interest in the industry – particularly for the combination (combi) boiler – immediately struck me. At that time, we were looking for a salesman to join our business. Within a matter of days, Malcolm was being interviewed and joined Worcester on 30th November 1978.

“Malcolm, together with a small team, was a pioneering member of our sales force. He became instrumental in the growth of our business and the longest serving member of our external sales team. To this day, Malcolm’s area, the South West, remains one of the strongest areas for our company.

“I remember so many happy times on the open road and have many happy memories of getting to know Malcolm and how he worked with his customers in such a professional way – building up our reputation as a respected and trusted company to deal with.

“In his younger days, Malcolm was a very keen cricketer and then turned his attentions to golf, which he also really enjoyed.

“Malcolm was a much loved and well respected colleague and will be very sadly missed by his many friends, colleagues and customers within the heating industry.

# KEEP IN TOUCH

## Scotland & Ireland

Continuing the focus on our restructured sales teams, this month sees us profile our team in Scotland and Ireland, highlighting the areas they cover as well as providing you with their contact details.



**Henry McNicol**  
Regional Sales Director  
Contact Henry on: **07774 994470**

### Technical Sales Managers – Scotland



**Chris Davison**  
Contact Chris on: **07767 253717**  
Area covered: **DG**



**Iain Machlen**  
Contact Iain on: **07790 489681**  
Areas covered: **EH, ML, TD**



**Bruce Mitchell**  
Contact Bruce on: **07790 489975**  
Areas covered: **DD, FK, KY, PH**



**Kevin Torrance**  
Contact Kevin on: **07790 488611**  
Areas covered: **G, KA, PA**



**Kevin Scott**  
Contact Kevin on: **07790 488592**  
Areas covered: **AB, HS, IV, KW, ZE**



**David Lister**  
Technical Specification Manager  
Contact David on: **07971 645995**  
Areas covered: **All**

### Technical Sales Managers – Ireland



**Ray McClay**  
Regional Sales Manager – Ireland  
Contact Ray on: (N.I.) **07767 432567**  
(ROI) **00353 (0) 876 848499**



**Shane Smith**  
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Areas covered: **ROI**



**Des Smyth**  
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Areas covered: **ROI**



**John Savage**  
Contact John on: **07790 489573**  
Area covered: **BT**



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