

THE INSTALLER'S CHOICE

NOVEMBER 2015



Greenstar, The **only** gas-fired boiler range to achieve a Which? Best Buy six years running.



WORCESTER
Bosch Group

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



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

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



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



Welcome

from Steve Lister



Welcome to the November edition of Installer's Choice.

The peak heating season is upon us, and with Halloween just passed, there is one 'witch' that we at Worcester HQ are always glad to see at this time of year. It is a great honour to announce that for the sixth consecutive year, our entire range of Greenstar boilers have received a Which? Best Buy. Confirmation then, that when you install one of our boilers, your customers are receiving the very best in heating and hot water technology, and you can read more about the Which? report on pages 6 and 7.

Not to be forgotten, the oil side of the heating industry is currently enjoying a renaissance, with consistently low running costs pushing the sales of oil boilers nearly 10% higher than last year according to the latest figures. Our CEO, Carl Arntzen, gives his take on the market on pages 8 and 9, while you can read the views of installers on one of our OFTEC training courses from page 18.

In September, the industry finally welcomed the arrival of the ErP Directive. Here at Worcester, we marked its introduction with another successful ErP week, during which hundreds of you got involved on our website and social media channels to find out more about the new legislation. As well as introducing energy labelling requirements, ErP allows you to provide an A+ efficiency rating for your customers, and we explain how on pages 14 and 15.

Of course, achieving A+ efficiency is only possible with the most efficient products, and we're always looking to stay ahead of the curve. Having launched both the Wave Smart Thermostat and our new Greenstar i in the past year, pages 12 and 13 see us profile the transition to the Greenstar i from the i Junior.

We hope you enjoy the magazine.

Steve Lister
Sales and Marketing Director

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Visit our **new website**

We recently unveiled our brand new website, developed to be your first port of call for information on our products and services, as well as wider industry developments.

Boasting a host of useful resources - including a catalogue of helpful videos and a simple troubleshoot tool for homeowners - the new mobile-friendly website gives access to everything you and your customers will need, whether at home or on the go.

To match this tailored approach, we've also launched a separate Twitter account for homeowners. This means that while you can keep up with all the latest industry news, product updates and promotions by following @WorcesterBosch, your customers should follow @HeatingYourHome for home heating tips, advice and news.



To check out the new website, visit worcester-bosch.co.uk.



@WorcesterBosch

Zero Carbon announcement – a welcome kick-start for housebuilders

The industry's attention was recently captured by the Treasury's decision not to proceed with its target of making all new homes carbon neutral by 2016. This was followed shortly after by a Government statement announcing that the Building Regulations will not be updated, as it bids to boost the number of new homes being built.

Martyn Bridges, Director of Marketing

and Technical Support, observed: "Although the end to zero carbon homes might be seen as a blow to long-term targets to reduce the UK's emissions, the unfortunate reality is that it currently tends to cost significantly more to build a low carbon property than it does a less efficient one.

"There are also still technical issues to resolve with many zero carbon

households complaining about overheating, condensation and higher fuel bills than expected.

"Getting the building industry moving again has to be the short term priority, and taking a more consistent and measured approach which optimises our use of the existing gas network, rather than bypasses it altogether, would be a more sensible way forward."

INDUSTRY IN NUMBERS

750,000

The number of installations the Government expects to have taken place under the FIT scheme by the end of 2015.

69%

The proportion of homeowners who put price before credentials when choosing a plumber.

1,500

The average number of calls taken by our Technical Services team every day.

ErP directive comes into force

The new Energy-related Products Directive is now fully under way, bringing with it a number of energy-labelling requirements when heating and hot water products are installed.

By now, you'll hopefully be clued up on all aspects of the new legislation, but to make the transition as simple as possible we've developed our very own ErP Label Generator. This offers access to all of our product labels

and enables you to create your own system label where multiple products are installed.

To use our label generator, or to find out more about the ErP Directive, visit worcester-bosch.co.uk/erp.



Get Football Fever with the GB162 50kW and Greenspring Water Heater

We've extended our latest promotion, enabling you to claim a 2015/16 football shirt of your choice every time you purchase a GB162 50kW boiler or Greenspring CWi47 Continuous Water Heater.

The Greenspring Continuous Flow Water Heater offers a solution for domestic and commercial applications that use multiple sinks, baths and showers as it can be installed as a single unit or as multiple cascades of up to 12 units. Meanwhile, the 50kW model of our established GB162 boiler similarly suits large-scale domestic installations as well as light commercial applications, allowing



you to benefit from a condensing wall-hung gas-fired appliance.

For more information on the promotion or to download a leaflet, visit worcester-bosch.co.uk.

End to Green Deal funding paves way for "Flexible Regulation"

The Department for Energy and Climate Change (DECC) has announced that funding for the Green Deal will be halted, after consistently low levels of take up for the scheme.

The decision to axe what was originally hailed as its "flagship household energy efficiency programme" came as no a great surprise to our Head of Governmental and External Affairs, Neil Schofield, who commented: "The complexity the Green Deal added to the supply chain, its unappealing interest rate, and the way in which it marginalised our network of heating engineers made the scheme's success very unlikely.

"What will replace the Green Deal remains to be seen, but DECC now has to find a way to introduce regulation which uses market forces to their advantage. The wider industry now has a huge opportunity to optimise use of the existing gas network by continuing to improve boilers, and steadily introducing smart controls and other boiler "plus" technologies."

Industry voices

“Our support has driven down the cost of renewable energy significantly. As costs continue to fall, and we move towards sustainable electricity investment, it becomes easier for parts of the renewables industry to survive without subsidies.

Spokesperson for the Department for Energy and Climate Change, commenting on cuts to funding for the Green Deal and the Feed-in Tariff (FIT) scheme.



“The annual survey compared eleven manufacturers in total, revealing us to be the most reliable, with our boilers remaining fault free for longer than all other manufacturers”

“...extremely reliable products across the range... a Worcester, Bosch Group gas boiler is worthy of its Best Buy status.”

WHICH? Best Buy Award for sixth consecutive year

We're delighted to announce that our entire Greenstar range of gas boilers has once again come out on top in the Which? boiler report, having been awarded Which? Best Buy status for the sixth year running.

With the peak heating season upon us, our gas boilers continue to be among the best in the market, earning an overall score of 79 per cent based on a range of categories. What's more, our Greenstar range achieved the maximum star rating in five of the six criteria, including five stars for reliability, customer satisfaction, build quality, and availability of spare parts.

The annual survey compared eleven manufacturers in total, revealing us to be the most reliable, with our boilers remaining fault free for longer than all other manufacturers. It's this quality and reliability which enables you to give your customers that extra peace of mind whilst ensuring maximum comfort and efficiency.

The Which? Customer Scores are based on owner's satisfaction and how likely they are to recommend the brand, with the results calculated from the views of 10,779 owners. The fact we have been able to achieve this status for a sixth successive year is a real testament to the quality and reliability we consistently achieve, with no other manufacturer scoring higher on these points.

- ★★★★★ **Reliability**
- ★★★★★ **Customer Satisfaction**
- ★★★★★ **Build Quality**
- ★★★★★ **Availability**

For the first time ever, Which? asked over 100 of its Trusted Trader heating engineers for their thoughts on eleven different boiler manufacturers, with the report only including responses for brands respondents were not incentivised to install. This means that not only are we the most popular manufacturer for homeowners, but we are also the brand of choice for those who work with heating appliances every day.

While products play an important role, those of you who fit our products are vital in helping us retain this award, by maintaining installation best practice and providing homeowners with thorough advice. As we head into the colder months, households will rely on their heating systems more and as such, we are pleased to be recognised as offering highly efficient solutions with consistent support mechanisms in place should they be needed.

A summary of the report noted that our gas boilers offer “fantastic build quality and easy to source parts and spares.” It continues, “[with] extremely reliable products across the range... a Worcester, Bosch Group gas boiler is worthy of its Best Buy status.”

Also highly rated in the report was our oil boiler range, with our appliances being only one of three manufacturers recommended by engineers who aren't incentivised to install. Our oil boilers scored an overall 79 per cent and were noted for their excellent reliability record and customer score. On these, a Which? Trusted Trader heating engineer said: “They have great build quality, good aftersales support and they're easy to install.”

To read the Which? reliability and servicing reports, visit which.co.uk. Or find out more about our award winning Greenstar boiler range at worcester-bosch.co.uk.

With the past 12 months having seen a sustained increase in the sales of oil boilers despite a lack of government support, Installer's Choice caught up with our CEO Carl Arntzen, who sums up a much more positive mood within the industry.



Oil rising to the challenge of off-mains alternatives

"The latest CMJ Sutherland report suggests that it is 18% cheaper to heat a home with oil than mains gas. With no sign of this gap closing, it is fair to conclude that homeowners have become convinced, during the past year or so that oil prices have been lower than their gas counterparts and that oil is the best off-mains gas option for heating their homes. Indeed, at the end of July, sales of oil boilers in the UK were up by over 9% on last year, and such success comes at something of a contrast to the gas market, which saw its figures fall by 0.5% during the same period.

"This can be attributed to a combination of a few things. Undoubtedly, the relative failure of renewables to take off among homeowners has contributed in no small part to the strengthening of the position of oil. The Renewable Heat Incentive (RHI) for instance, with its funding almost exclusively used for biomass boilers, was an unfair

scheme that distorted the market. The reduction of those tariffs has brought back a degree of realism, with genuine market prices now being reflected, and oil has benefitted accordingly.

"Incentives to replace oil boilers with heat pumps have similarly fallen flat. We have been saying for some time that in an existing property without adequate insulation values, it isn't much good trying to replace an oil boiler with a heat pump. Those who have done so have often been met with a fair amount of difficulty and discomfort, and while sales of heat pumps remain low despite the government's best efforts, the oil market continues to go from strength to strength.

"We have also seen various successes surrounding the standing of oil within the heating industry, with OFTEC having twice succeeded in refuting false claims made about the cost of oil.

"To read the situation from a defensive standpoint, the oil market has had to stand up to a series of distorted rival claims and distortions of the market: from untruths being spoken, the conspicuous lack of additional Government funding, to the absence of biokerosene and other CO₂-reducing fuels within the RHI and building regulations.

"And yet through all of this, oil has come to stand in a genuine position of strength within the industry. Although people have tried to change the behaviour of the country's homeowners, those with oil boilers have replaced them with another oil boiler, and will continue to do so. Thanks to the market's sustained performance, and the resilience of those within it, the shared perception remains that oil is a very valid fuel for the country's off-mains gas homes."

For more information about our Greenstar oil range, visit worcester-bosch.co.uk

iphe the Difference

As the Chartered Institute of Plumbing and Heating Engineering (CIPHE) embarks upon a drive to encourage more heating and plumbing engineers to join the Institute, Richard Soper, Director of International Development, explains what membership means for you.



"Today's Chartered Institute of Plumbing and Heating Engineering (CIPHE) is the chartered body for the plumbing and heating industry, which exists as an educational charity dedicated to promoting individual professionalism among plumbing and heating installers. As we enter the next phase in the Institute's history, there are a number of key areas that the CIPHE will be focusing on in the coming months to make membership as meaningful and valuable as possible.

"These include championing the importance of continued training and personal development to help keep members aware and ahead of new technologies as they are introduced to the market, while also supporting installers with the very best technical expertise there is. As well as encouraging best practice, the CIPHE also continues to act as the voice of the industry at Government level; representing the professional expertise of its members with the health and safety of the general public at heart at all times.

"As part of the first stage of a campaign designed to highlight the main benefits of CIPHE membership, the Institute has formulated five reasons to join, which are as follows:

Being a member of the CIPHE means...

1. Being proud to be part of a professional network of some 7,500 like-minded plumbing and heating professionals who are passionate

about sharing best practice and delivering the best possible service for customers – keeping them safe and warm in their homes at all times.

2. Having access to the very best training and technical support in the industry through the e-learning academy, discounted training from around 170 leading Industrial Associate Supporters and latest CPD packages developed specifically for plumbing and heating professionals.

3. Knowing that there is an organisation behind you that is dedicated to promoting individual professionalism and the excellent work that plumbing and heating professionals deliver on a daily basis - from lobbying and advising the Government on industry issues, apprenticeships and technical matters right through to encouraging homeowners to choose CIPHE

Worcester, Bosch Group's Training Academy has been awarded the status of Approved Training Centre (ATC). Jon Wheeler, Training Manager for Worcester said: "Worcester is committed to offering installers a variety of development opportunities and with the aim of training around 18,000 plumbing and heating professionals this year, we offer the warmest of welcomes for anyone registering to attend a course."

registered installers every time for extra peace of mind.

4. Direct contact with consumers via the 'Find a Plumber' section of the CIPHE website, where homeowners are actively encouraged to visit to find reputable tradesmen they can trust, as well as being able to take advantage of competitive insurance offers, healthcare and a variety of other exclusive membership services (provided by Plumbing Promotions Limited).

5. By agreeing to adhere to the CIPHE's Code of Professional Standards, you can quickly and easily gain a competitive advantage by making membership part of your marketing drive - being proud to promote your professional credentials as amongst the best in the industry.

"This overall strategy will be driven forward by Kevin Wellman, CEO and his specialist team based at the CIPHE's HQ in Hornchurch, Essex. Working closely with this team will be a newly created Promotions Group including myself, acting as Director of International Development, together with Paul Massey, Chairman of the Industrial Associates Development Group, Roger Webb, Director of External Affairs and Yvonne Orgill, Chief Executive of the Bathroom Manufacturers Association."

Be proud and be part of a professional organisation. For more information about CIPHE membership, please visit www.ciphe.org.uk today or call: 01708 472791.

INSTALLER'S CHOICE SPOTLIGHT

Eddie Carr, EC Plumbing & Maintenance, Preston

Earlier this year Eddie Carr decided to make the most of our installer cash-back scheme in a bid to boost business over the summer months.

Eddie recognised that owning a new heating control would mean that he could not only benefit from added comfort in his own home, but also the chance to explain its benefits to his customers from first-hand experience.

As winter came to a close, and with business naturally set to slow down, the Preston-based engineer decided to take advantage of our installer cash-back scheme, opting to install a Wave Smart Thermostat in his home in Lancashire.

Offering heating and hot water control whether at home, at work, or on holiday thanks to a free and easy-to-use app for smartphones and tablets; the app also provides valuable information on gas consumption for both heating and hot water, helping homeowners to effectively manage bills during a time of rising energy costs. The Wave, the is only

smart control from a UK boiler manufacturer to offer a Weather and Load Compensating room thermostat, which provides a 4% uplift in energy efficiency under the new ErP Directive. Combined with selected Greenstar boilers it is also possible to get an A+ ErP rating.

The Wave's sleek black glass wall-mounted panel links directly to the boiler using a low voltage two-wired connection, whilst connection to the internet is achieved via a wireless signal between the Wave and the router, offering a simple installation for busy installers. Eddie retrofitted the Wave to his Greenstar Highflow 440CDi boiler, with the work taking just half an hour.

Eddie, of EC Plumbing and Maintenance, commented: "We wanted a Wave to try and promote them to our customers, as a bit of a



boost over the summer. We thought if we installed one, we'd be able to tell customers more about it and show them the app in action. Sure enough, I've installed three others since, retrofitting one in a caravan, and fitting two with new boiler installations.

"The process itself was really simple. It was just a case of putting in the wires and connecting it all up, and it's even easier when there's an existing room thermostat, as you can use the two wires from that. In new builds, you can just screw the Wave on to the single back plate, meaning that you don't have to drill the wall and affect the décor of the house.

"Owning a Wave has made me realise all the different ways it might be useful. It'd be perfect for people who use static caravans as holiday homes, because even when they're not there, they can

"Sure enough, I've installed three others since"

turn the heating on if the temperature drops to get it working and make sure none of the components freeze.

"I'd also particularly recommend the Wave for people who have elderly parents living alone. Elderly people can struggle to use their boiler controls, and might even be reluctant to put the heating on due to the cost they associate with it, but if you fitted a Greenstar boiler with a Wave, you could make sure they were warm and not at risk, especially with winter arriving soon.

"My wife uses it all the time, she does all the controls and everything – we would already give it a ten out of ten. Although, once you fit it in a customer's

house, you soon find that they know how it works better than you do – there are shower settings and all sorts that I haven't got round to using yet!

"We haven't been through a winter yet, but I think it will definitely be a money saver. It will make a big difference for those with teenage children who like to turn the heating on all the time, because you can turn it down remotely even when you're at work or on holiday – my youngest is 21, but it still proves handy when she comes in, turns up the thermostat and then goes out again!"

To find out more about our installer cash-back scheme visit worcester-bosch.co.uk/promotions.

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

Remember, until 31st December 2015 you can claim money back when you choose one of our leading products for your own home, including £250 for our brand new Greenstar i gas boiler and £25 for our new Wave smart thermostat.

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

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

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



The story so far... Our new Greenstar i

Thanks to the enormous success of its predecessor, when the Greenstar i was launched in June, it's fair to say that our new boiler had been left some extremely large shoes to fill. So how did the coming of age of the Greenstar i Junior transpire, and how has our latest addition fared replacing the nation's favourite boiler?

When the i Junior was launched in 2005, confidence was high within the business that it had hit upon something special. As the Government moved to make condensing boilers mandatory for new installations, here was a boiler to meet the needs of the masses, and this was underlined somewhat emphatically by the success that followed.

The i Junior went on to set the industry standard for condensing boilers, going some way to ease the transition amongst homeowners, winning numerous awards in the process.

Some ten years and five generations of the boiler later, the i Junior had become the most widely installed boiler in the UK with over 1.5 million

sold, and all eyes were on how such a feat could be replicated, or even bettered.

The i Junior graduates

Enter the Greenstar i. But although it will have been new to the majority of you when it was first unveiled in June, the new boiler was, in reality, a long time in the making.

While the need for heating and hot water comfort doesn't change, we have always been well aware that how this is delivered evolves in line with technological developments, legislation, and the preferences of you and your customers. That's why as early as the end of 2012, we began exploring the ways we could make the Greenstar i Junior even better.

One of our main goals was to guard our position as a manufacturer of installer-friendly products. This meant retaining all of the qualities that made the i Junior so successful, while adding a number of new features which would make it even easier for you to fit, service and maintain the boiler.

Through speaking to you, we identified the characteristics you most wanted, and set about putting them in place. Alongside increased outputs and improved flow rates, this is exemplified in the inclusion of a large condensate siphon within the Greenstar i, which enables you to install condensate discharge pipework externally without the need for insulation or trace heating. Likewise, the boiler's low-energy pump is a direct result of the forthcoming ErP Directive, meaning that from its launch, the Greenstar i was designed to ensure that the products you were installing would be future-proofed for years to come.

The decision to conduct a full touch point analysis of a prototype model of the Greenstar i was another vital stage in its development. A large number of installers were offered the chance to install the boiler, during which we analysed their every touch in order to assess exactly what we needed to do to optimise the product and installation experience for those who would be working with it every day.

Commonly, we will trial each new boiler through two or more full winters to ensure the product is



New design improvements from the Greenstar i Junior

- ✔ Simple to remove fan
- ✔ Pre-set gas valve
- ✔ More space inside
- ✔ Larger condensate siphon
- ✔ Easier to open
- ✔ Intuitive control panel
- ✔ Easier hanging
- ✔ Higher hot water performance

fully-optimised. In the case of the Greenstar i, hundreds of the boilers were fitted in properties around the UK to adequately and thoroughly test the new design. These field trials were overseen by a dedicated team, to make sure that product performance is continually monitored the product is incrementally upgraded to hone its operation.

Each of these processes fed into our unique 'Time to Market' procedure, ensuring that the respective research, development, and testing processes were exacted as efficiently as possible, and no stone was left unturned in our quest to make the Greenstar i the UK's very best boiler.

The result

In short, it worked. After a series of hands-on roadshows, which gave hundreds of you the chance to get to grips with the Greenstar i straight away, we were inundated with praise for its new design, simple installation and handy features.

This led to the fastest sales figures of any boiler we have manufactured, proving our long-held belief that when you're happy, homeowners are happy – and when you're happy, so are we.

For more information about the Greenstar i, visit worcester-bosch.co.uk/i

ErP Week returns to give installers A+



Following the success of Worcester's first ErP Week, which saw thousands of you take to our website and social media channels to get informed about the new legislation, September saw us host a series of events and activities in the run up to the introduction of the ErP Directive.

From our countless conversations with installers, we knew that more needed to be done to ensure that everybody both inside and outside the industry was aware of how the legislation would affect them.

During the week-long programme, twice-daily webinars on our website

ensured that even the busiest among you could get up to speed with the new requirements. Meanwhile, many of you flocked to our Twitter account at the end of the week to ask all of the questions you had about the Directive, using the hashtag #ErPweek and #WorcesterErP.

This time around, even homeowners could get in on the action, and the timetable saw our very own Director of Marketing and Technical Support, Martyn Bridges, take to the airwaves on local radio stations around the country to communicate the message to the masses.



A+ advantages for you

With energy prices continually rising, it has never been more important for homeowners to think about reducing their energy bills. The ability to install a simple system which is 98 per cent efficient will allow you to pass on savings to your customers, not only in the form of reduced installation time, but also through significantly lower energy bills over the long term.

Also of interest will be the added convenience that being able to buy just two products from one manufacturer will bring. Indeed, merchants might see this as an opportunity to distinguish themselves by creating their very own high efficiency packs using products which together amount to an A+ rating, offering you an even more cost effective way of providing your customers with the most efficient systems to homes.



Wave hello to A+

Our Wave Smart Thermostat boasts Weather and Load Compensation, which receives a 4% uplift within the ErP.

In other words, an A rated combi boiler with guaranteed efficiency levels of 94% such as our Greenstar i, Greenstar Si or CDi Compact, will achieve the required 98% heating efficiency when installed in conjunction with a Wave Smart Thermostat.

As such, you will be able to make a heating system with an A+ rating using just two products from one manufacturer. This is a much simpler and cheaper alternative to the costly fitting together of various separate appliances, and holds a variety of benefits, both for you and your customers.



ErP easy as ABC with Worcester.



Simple to use online label generator.



Discussed in every training course.



Dedicated ErP Technical Support Team



Simple ErP A+ rated system.

To find out more about ErP or A+ efficiency, visit worcester-bosch.co.uk or find us on Twitter @worcesterbosch.



Focus on: Technical Support Team

As the nights draw in and we move firmly into peak heating season, we know your diaries will be becoming increasingly busy. We understand that during this time, the network of support to which you have access is increasingly important, and this issue sees us profile our Technical Support department to find out just what it is that makes it the industry's finest.

Voted Best Technical Service at the OFTEC Awards for Excellence, our Technical Support department is dedicated to providing unrivalled day-to-day support to those of you who need it, wherever you are in the country.

The team consists of over 40 experienced and specially trained members of staff; each of whom undertake a comprehensive training programme which includes ongoing practical installation, the commissioning and servicing of live boilers, heat pumps and solar systems, plus all aspects of industry safety in an on-site training facility.

Rapid response

The team has access to working models of the best-selling products from our portfolio of gas, oil, renewable and commercial products, as well as our wider range of controls and accessories. This means that we can respond to queries with the benefit of having that very component in front of them during the call. Moreover, our Technical Support advisors are always among the first to be briefed on our new products, each of them spending time in the field to gain first-hand experience of them.

Our helpline is open from **7am-8pm Monday-Friday, 8.30am-4pm**

Saturdays and 8am-4.30pm Bank Holidays. These constitute the longest opening hours in the industry, during which we take around 450,000 calls a year, in an average response time of 6 seconds. This equates to around 1500 calls a day during the quieter summer months and anything up to 2,500 calls in the height of winter.

But the queries we receive are not just limited to the phone, and can come in a variety of formats. The team deals with as many as 200 email queries a day, as well as those received via post and fax, and is constantly adapting to meet your needs as technology develops.

Live video calling

Most recently, this has involved taking our commitment to technical service to the next level by equipping the department with the kit needed to accept calls on both FaceTime® and Skype™.

With more and more of you needing additional support while out and about, live video calling allows you to make the most of a smartphone or tablet to share live visuals of an installation or maintenance query, and is the next best thing to having one of our technical service team physically in attendance.

This service has been designed to significantly reduce the time it takes to overcome technical challenges, helping to quickly resolve installation and maintenance queries, correctly identify components, or clarify specific or unusual installation positions.

The two-way nature of FaceTime® and Skype™ calling also means that the Engineering Services team can

visually demonstrate useful practices and procedures using our very own working boiler models to better explain how specific difficulties can be resolved.

To contact the Technical Support department, call 0330 123 3366. To email or call us on FaceTime®, add technical.enquiries@uk.bosch.com. Skype™ users can get in touch with us via worcestertechnical.



- **Longest industry opening hours**
- **Open from 7am-8pm Monday-Friday, 8.30am-4pm. Saturdays and 8am-4.30pm Bank Holidays.**
- **Voted Best Technical Service by OFTEC**
- **Taking 1500 calls and 200 emails a day**
- **Available via FaceTime® and Skype™**



Installers (left to right):

Tom Green (TG), The Green Team, Monmouthshire, Wales

Derek Tinsley (DT), Ecogas Heating and Plumbing, Northamptonshire

Cipriano Miccoli (CM), Arrow Plumbing, Gloucester

Giles Pritchard (GP), GP Farming, Leadbury

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

Jamie Edge (JE), Heat Norfolk, Norfolk

Lewis Scott (LS), Border Tank Services, Dumfries & Galloway

Craig Ryder (CR), Anglo Nordic Burner Products, Surrey

Installer's Voice

With the demand for oil seemingly heating up, this issue sees us attend an OFTEC training programme at our Worcester Training Academy to ask installers about their perceptions of the oil market and off-mains gas alternatives.

Oil prices have hit a six-year low, with oil now over 18% cheaper to heat a home than mains gas. Has demand increased because of the fall in price?

TG: I'm based in Wales, where there isn't much gas as it's very rural, so it's something I'm looking to get into.

LS: It's a similar story in Scotland, where I am.

DT: I have some customers who are on LPG, and they're finding now that the price of oil is much more competitive and are thinking of switching.

How do you feel about the state of the market and the future of oil?

LS: If the prices are coming down, people are going to start using it again, but I think it's a bit early to tell. People aren't going to get rid of their gas boiler and put in an oil boiler. That said, if the oil price stays low, you'll notice the difference and the increase in demand in couple of years' time.

JE: For people in rural areas, the price of fitting renewable heating is really expensive, it's a lot cheaper to have an oil boiler.

TG: The oil market is okay. A lot of people whose homes run on oil own the property; they're out in the country and they can afford the servicing and the work involved.

Is oil the only effective "off gas" option for heating? What more would you like to see done to further boost that side of the industry?

DT: Price-wise, LPG has only come down by about 10%, whereas oil which has come down more like 50% from what it was at its peak. That's a massive difference and it's driving the market. I have customers who are on oil, who were going to go the renewables route but became disillusioned with renewables. Now the price of oil has gone down, they see it as more secure.

TG: I'm qualified to work on LPG but I don't get as many call outs for that as I do oil, and probably not enough to renew my licence. More often than not, the oil call-outs I get are for service – with the occasional install.

DT: I think one of the issues with oil is that, coming from a gas background, an oil boiler is more expensive than gas. That means you see a lot more, older boilers. Even though they're a lot more inefficient, people are still reluctant to replace them. There would need to be an incentive for people to want to do that.

60% of homeowners state that they find a trader through a family member or friend. Is that still the main way of securing work, and are there any other ways you'd recommend?

JE: A lot of the work I get is through referrals – I don't really advertise too much.

DT: For me it's a combination of word of mouth and Checktrade[.com]. I get quite a lot through there, but it's hard to know how good a lead is going to be and it takes the same effort to make the contact.

Facebook's a good one. I didn't want to get involved at the start because you can't please everyone, but I've never had a bad comment. I'm on Checktrade too, but I find that a lot of the time it's people testing the water. I've made contact with a few in January last year, and they're just coming back to me now.

With A-Level and GCSE results having recently been released, OFTEC has urged school leavers to consider apprenticeships and vocational training. Is the demand

for apprenticeships out there, and are there enough apprenticeships out there to accommodate everybody?

LS: I haven't got enough work at the moment to hire an apprentice, but hopefully it'd be something I could look into in the future.

JE: It's hard to get an apprenticeship, there aren't many out there. It's also hard to find a good apprentice. I've got an apprentice now, my second one; the first only lasted six weeks because he just didn't want to do the work, but still expected a pay rise.

TG: I was an apprentice not so long ago. I need an apprentice, but I know that ultimately you're creating competition for yourself in the long term. I live in a small town, and with another van on the road there would be hardly any work left.

The government recently ended funding for the Green Deal, and turned its back on zero carbon homes. Does more need to be done to encourage the use of renewables and reduce emissions, and if so what?

DT: When you take the Green Deal or ECO as an example, the Government thought they had a bank of 100,000 installers who could sell that idea to the homeowners. The reality was that the customer never really knew how it worked. I started a business for doing ECO work, but didn't do a single job, because people didn't realise that I could only put in an air source heat pump if I took out the boiler. As soon as they found that out, they didn't want to know.

JE: We used to do lots of air source heat pump installations when people were reimbursed well, now it has virtually disappeared.

LS: It's the same with solar; it used to be popular, but now it's just not worth the investment.

TB: I'd like to see incentives for the smaller installer. It's always the bigger companies who benefit; the Government needs to make it more widely available for the smaller installers, as we are the main resource that keeps the industry running.



The Hot Water Association, (HWA), is a dynamic and forward focussed trade association, with a history going back over 100 years. The HWA represent the hot water storage industry, within the larger umbrella of the Energy and Utilities Alliance (EUA). Here, Isaac Occhipinti, Head of External Affairs at the HWA, explains the organisation's role within the heating industry.

DELIVERING QUALITY

“Initially formed in 1913 as the Copper Cylinder & Boiler Manufacturers Association, (CC&BMA), members were primarily manufacturers of storage cylinders and boilers.

“As the hot water cylinder has evolved, so has the association representing it. Today's Hot Water Association (HWA) focusses on all forms of water storage throughout the UK within one member body.

“In 2013 the HWA became a member of the Energies and Utilities Alliance, (EUA), providing a collective voice across the industry, within both UK Government and European Parliament.

“Today the HWA is greatly involved in several layers of Government assisting with the formulation of forthcoming legislative changes; including the energy labelling of storage products, product safety criteria, providing expert witness, and creating standards within the industry.

“Adherence to standards applies to all aspects of our daily lives, and they appear in various forms. Some are instilled in us during childhood; from manners - to being a ‘good sport’, we soon learn to absorb acceptable standards of behaviour. Equipping us to enter that all important interview, being the best version of ourselves we can be.

“Then there are the everyday standards around us; food safety for instance, we expect cleanliness and practices to ensure that the food we

eat holds only nutrients and pleasure. And of course there are standards we don't see, or even realise exist.

“Consumers and industry are familiar with the notion of manufacturing standards, the hot water industry, like all manufacturing businesses, are governed by standards, be them British or European. We appreciate that they offer a sense of certainty and trust.

“Standards are part and parcel of modern-day living, so learning that a product adheres to manufacturing standards; whilst reassuring, is not unexpected. Recognising that today's consumer wants to see businesses going beyond what is ‘expected’; members of the Hot Water Association (HWA) have developed an additional standards framework, which each member company signs up to – The HWA Charter.

The Charter

“The HWA Charter offers consumers quality assurance, product satisfaction, and confidence in the manufacturer, that they will deliver a service beyond just supplying the product.

“The HWA Charter Code of Practice requires that, all members adhere to the following:

- To supply fit for purpose products clearly and honestly described
- To supply products that meet, or exceed appropriate standards and building and water regulations
- To provide pre and post sales technical support



- To provide clear and concise warranty details to customers

Independently audited

“Charter members are independently audited before the status of Charter member is awarded. Consumers are flooded with brand marketing from companies that make bold claims about improving lives and the world through achieving environmental, ethical, or social milestones.

“Many can face rejection – unless they accredit themselves through unbiased third-party authority.

“Independent governance supports the Charter principle of, being clear and honest; not only do members have to comply with the Charters standards, they also have to show an external accreditor how they do it.

“Adapting to the changing world in which we live, members will continue to periodically review and develop the Charter standards, making sure that they maintain the standards set for the industry, and also continue to deliver on the needs of today's consumer.

“HWA charter members are committed to providing hot water storage solutions that not only meet manufacturing standards, but deliver the ‘full package’, product, support, service and all.”

For membership enquiries contact; Isaac Occhipinti, isaac@eua.org.uk, 01926 513742, or visit www.hotwater.org.uk

Environment 2020

Top prize in the Greenstar gas boiler installation category at our annual Environment 2020 awards this year went to Simon Smart, for his eco-friendly solution to a large property's heating and hot water needs.



A Smart Solution for Norfolk Property

Seeking to replace their older, inefficient heating system with the latest technology, the owners of a large residential property in Hethersett, Norfolk entrusted the upgrade of the property's heating system to Simon Smart of Boilercare (UK) Ltd.

Boilercare recommended that the owners replace their large non-condensing boiler with a system led by condensing models. The chosen system comprised two new boilers

– a Greenstar 30CDi Classic System boiler and a Greenstar 29CDi Classic combi boiler – working in tandem and connected through one of our low loss headers. Two Greenstar System Filters were also installed to protect the boilers and maximise the system's life expectancy.

Simon commented: “The homeowners were looking for a reliable heating system with flexible performance. The new system can cope with the various demands of the

large property, including the supply of mains pressure hot water for the annexe and separate radiators, underfloor heating and a hot water cylinder. The products are easy to use, resulting in happy customers who are pleased with their new heating system's performance and overall quality.”

We're now accepting entries for our Environment 2020 awards 2015. To submit an installation of your own, please visit worcester-bosch.co.uk.



Wakefield Academy welcomes ErP

September saw us hold an open day at our Wakefield Training Academy, where many of you from the surrounding area were invited to get to know the facility and trainers, and learn more about ErP.

Launched in 2013, our training academy in Wakefield was built for the sole purpose of offering better support and an improved training experience for installers, specifiers and merchants based in the North of England and Scotland.

The open day saw a number of installers visit us, kicking off with an ErP seminar hosted by our Director of Marketing and Technical Support, Martyn Bridges and Technical Trainer Rob Davenport. Covering all aspects of ErP, from controls classifications to filling out a system fiche, the seminar provided attendees a reminder of everything they need to know about the new legislation,

as well as the chance to ask any of their own questions.

This was followed by a tour of the 3.6 acre site. The academy's five workshops include a Greenstar gas training room, with a large number of boilers to ensure that every installer attending a course will have their own appliance to work on; a dedicated Greenstar oil boiler workshop; a Greenskies solar thermal workshop, complete with pitched roof and scaffolding; a light commercial gas equipment area; and a heat pump room, featuring fully operational ground source heat pumps, hybrid units and air to air heat pumps.

With its large, well-lit training areas and a focus on practical learning, facilities like Wakefield are what set us apart and allow us to offer training of the highest quality for installers no matter where they are.

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

Mobile training vehicles from Land's End to John O'Groats

If you cannot get to one of our courses, we can come to you. Installer's Choice met with Brian Haines, one of our Mobile Training Engineers, to find out more about what support he and the team can provide for those of you who cannot attend a course at one of our training academies.

"We have the four training academies, which are accessible to the majority of installers, and the Mobile Training team just connect the dots.

Bespoke and flexible

"Each of our vans is equipped with three working boilers connected to LPG: the new Greenstar i, a CDi Compact and a CDi Classic. We also have a Greensource air-to-air heat pump, as well as two 'dry' boilers which can be stripped down.

With the rural areas we cover, there is also a fair amount of demand for oil boilers, and we have access to a number of oil boilers via our larger training trucks.

"Training can take place anywhere, depending on the requirements of the individuals. We can visit a business premises, a local authority or even a local plumber's merchant with one of our vans, and we have a number of college links throughout the country which give us access to an even wider range of equipment. This means that we can cater for everyone, from one-man bands, all the way through to housing associations.

"The main benefit of localised training is that installers don't have to travel a long way, meaning they don't have to take a lot of time off work to train, which is great for larger companies as well as solo installers. The timing of

sessions is very flexible; we split them into morning and afternoon, starting as early as 7.30am and go right through the day.

"We train a huge number of people; I see between 1,200 and 1,400 installers a year. It makes for a very thorough support system, and is especially welcomed by solo installers. They can receive the same level of support and information they'd get at one of our training academies, but get to spend less time away from work and families."

To find out more about our mobile training options, visit worcester-bosch.co.uk/training or contact your local Technical Sales Manager.



Technical Q&A

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

Q. During the recent hot weather I was called to an oil boiler that had locked out due to the fire valve operating. It is a relatively new boiler. Why do you think that this may be happening?

A. We have experienced a couple of cases where boilers have been cutting out due to the fire valve closing in the hot weather. It was identified that these boilers had been fitted with a fire valve rated below 85°C. Due to the ambient temperature within the boiler case where the fire valve sensor is fitted, the fire valve must be rated above 85°C.

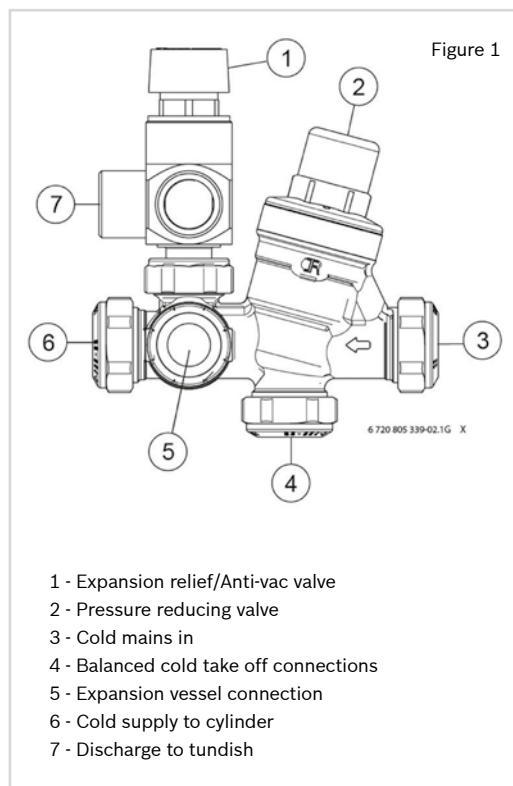
Warm weather will increase the ambient temperature within the boiler case which could cause nuisance lockouts if a lower temperature rated fire valve is fitted. This may appear to be a boiler fault.

Q. Having fitted a few of your Greenstore unvented cylinders in the past, I have noticed a difference on the inlet control set that you provide, in that the pressure relief valve has changed colour and design. Why has this been changed? In addition, the manual states that there is a port for balanced cold mains. What is this used for?

A. The inlet control group has recently been redesigned, and now includes an anti-vac valve. This valve is contained within the housing of the expansion relief valve, and is designed so that the installer doesn't have to do any more work when fitting one of our cylinders.

The addition of this valve will help to prevent a vacuum forming within the cylinder, which can potentially happen when draining the cylinder and when the draw off rate from the hot water outlets exceeds the incoming cold mains flow rate to the cylinder.

Incorporated within the inlet control group is a balanced cold feed connection. While it is not compulsory to use this connection, it is recommended. The balanced cold feed will allow the hot and cold water supply pressures to be equalised at the outlets, which will help to reduce any temperature fluctuations at mixer taps and thermostatic showers. Using the balanced feed will also allow a wider choice of taps and showers to be used.



Q. I understand the ErP rating for your products, will the boiler come out of your factory with a data label affixed to the casing? With respect to the ErP system label, when produced, is there a specific place this should be displayed?

A. Any products that require a label; heat pumps, cylinders and water heaters, will be shipped with a self-adhesive label in the literature pack along with the technical information in the manual needed to complete the downloadable fiche. The label will not be attached to the appliance from the factory but can be attached to the boiler if desired. Normally it would be retained along with the homeowners pack.

The ErP directive puts the obligation on the package creator (typically the installer) to communicate and hand over the completed label and fiche to the customer. This can be a digital or hard copy, as with the factory supplied label there is no requirement to affix the document to the appliance.

Q. Is there anything that you are putting in place to help installers with creating a system package label to comply with ErP?

A. The system label and fiche, which is created by the person who brings the package together, is created using a label generator. We have produced a label generator that can be used to create labels for systems that include our boilers and products as well as third party products.

The label generator is available on our brand new website. The tool will produce a digital version of the label and fiche in .pdf form. You would then need to discuss with the customer their preferred method of receiving the label, as they may be happy with a digital version, or might prefer a hard copy to keep with their documents.

Q. I am fitting a Greenstar i combination boiler in a customer's house, and they were wondering whether there is a cost effective method of achieving weather compensation with this boiler?

A. There is a cost effective means of achieving weather compensation with the Greenstar i combi boiler. We have recently released a weather sensor kit for this boiler (Part number 7716192764). Using this in conjunction with one of the controllers from our comfort range of controls, will enable the boiler to do basic weather compensation.

The weather sensor needs to be connected to terminal 11 on the low voltage terminal connections on the control board, ideally the sensor should also be fitted on a north facing wall where possible.

Once this sensor is connected, the boiler will automatically enable the weather compensation function. To check that this sensor is connected and recognised; you can enter the settings of the weather compensation on menu structure 5 in the boiler. If the sensor is not connected then this menu will not be available.

A description of how to access this feature can be found on page 43 of the installation manual.

On a regular basis we will release Technical Bulletins, which are available on our website. The subjects these bulletins can cover are fluing, installation and maintenance.

Please see below a list of the recently released Technical Bulletins.

- TB 0090a External 230v Controls without optional internal diverter valve
- TB 0091a Clearance to Combustible Building Fabrics
- TB 0092a Incorporating simple weather compensation without optional integral diverter valve

Our specially trained team is available at our Worcester based contact centre

Technical Support

0330 123 33

Renewables Enquiries

0330 123 9229

Opening times

Monday to Friday:

7.00am - 8.00pm

Saturday: 8.00am -

5.00pm



COMPETITION

Win with Worcester

ErP A+ System – Greenstar combi* and Wave internet connected smart controller

To mark the start of the ErP Directive, we're giving you the chance to win an A+ system, comprising one of our Which? Best Buy accredited Greenstar combi boilers* and a Wave Smart Thermostat. To enter, simply answer the following question:

What level of heating efficiency must be reached for a system to be considered A+ under the ErP Directive?

- 92%
- 94%
- 98%



Name: _____

Business Name: _____

Business Address: _____

Daytime Telephone Number: _____

Email: _____

Your answer: _____

Please send your entry back to the address below by 12pm on Friday 27th November 2015.

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

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

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

KEEP IN TOUCH

North East

We always aim to make sure that you have access to all the support you need to deliver exceptional service. This issue we're profiling our sales team in the North East.

Regional Sales Director



Barry Wilson
Contact Barry on:
07767 432569

Regional Sales Manager



David White
Contact David on:
07790 489970

Technical Sales Managers:



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



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



Sam Collins
Contact Sam on:
07767 07790 489859
Areas covered:
BD, HD, HX



Niel Rumbold
Contact Niel on:
07790 489682
Areas covered:
DN, HU, LN, PE (9, 10, 11, 12, 20-25)



Steve Cooper
Contact Steve on:
07767 432553
Areas covered:
HG, LS, YO



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



Our Greenstar guarantee



Extend your guarantee to 6 or 7 years* on selected Greenstar gas-fired boilers between 1st August and 31st December 2015.

- **For a 6 year guarantee**, add a Greenstar System Filter to any Greenstar gas-fired boiler.
- **For a 7 year guarantee** on any Greenstar CDi combi or Si Compact, install with a Greenstar System Filter and a Wave or Greenstar Comfort RF controller.
- **For a 7 year guarantee** on any Greenstar CDi Regular or CDi System boiler, install with a Greenstar System Filter and a Greenstore cylinder.



For more details visit worcester-bosch.co.uk

*Terms and conditions apply.