

Technical Bulletin

Product Information: 3rd Party Controls

Information in relation to 3rd party EMS controls (clip in/external)

There are a number of 3rd Party controls on the market which are designed to either “clip in” directly to the appliance fascia, or are wired directly into the Bosch EMS system. These include clip in programmers and RF room thermostats/programmers.

These products are not endorsed by Worcester Bosch Group for use on our boilers and are not covered by our terms & conditions.

We do not carry out compatibility test work with 3rd party controls, and due to our process of continuous improvement Worcester cannot guarantee that the boiler PCB will work reliably with a 3rd Party control utilising the Bosch EMS protocol.

If you are fault finding a boiler which has a 3rd Party EMS control clipped into the fascia or wired into it, you should confirm correct operation of the boiler with the control removed.

If the boiler performs correctly when the control is removed then we would recommend that the customer be advised to contact their installer to replace the control with a Worcester approved product but under no circumstances should the fascia of the boiler be left with no cover or protection.

Worcester boilers, when fitted with a Worcester clip in control are rated to **IP X4D**, unless an MT10 or FX controls are fitted, in which case the IP rating is reduced to **IP20**. The latest edition of BS 7671 (17th Edition Wiring Regulations) states that in Zones 1 & 2 of a room containing a bath or shower that the installed electrical equipment shall be rated at least IP X4D.

We cannot verify the IP rating of our boilers with a 3rd Party clip in control. For example: one of the 3rd Party controls has a clip in receiver rated to IP30.

In the event of a Worcester boiler being fitted with a 3rd party clip in control and installed in Zone 1 or 2, it should be categorised as non-compliant with current standards and the customer must be advised to seek further advice from a qualified, competent industry professional.

All of our appliance and control combinations are approved to the Low Voltage Directive (LVD) and Electro Mechanical Compatibility (EMC) Directive and due to the continuing improvements to our products including PCB updates we cannot provide definitive information if this is the case with 3rd Party clip in controls when installed on our products.

Whilst it is always our intention to fully assist, it is essential to recognise that all information given by the company in response to an enquiry of any nature is provided in good faith and based upon the information provided with the enquiry. We recommend that advice should always be checked with your installer or contract partner. Consequently, the company cannot be held responsible for any liability relating to the use or repetition of such information or part thereof. In addition, whilst making every reasonable effort to monitor the performance and quality of our supply, installation and service network, we do not accept responsibility for the workmanship or operation of any third party company that the company may have promoted either in conversation, e-mail, or other communication. Similarly, the views and opinions expressed in communication with individuals within the company may not reflect that of the business as a whole.

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