

DIARY DATES

Exhibitions



June

**The Southern Homebuilding
& Renovating Show**
Sandown Park, Esher, Surrey
25/06/2011 – 26/06/2011



Greenbuild
Manchester Central, Manchester
29/06/2011 – 30/06/2011



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JUNE 2011

THE

INSTALLER'S CHOICE

**Greenfloor
Underfloor Heating
– DVD enclosed**

**Extended guarantee
promotion**

**Gas and oil-fired
market update**

125
Years  **Bosch**
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By choosing a high efficiency Greenstar condensing boiler for your customers you're helping them to invest in proven Worcester quality and reliability. Today's Greenstar gas-fired range is greener and cleaner than ever, with lower NOx and CO₂ levels. And now, for a limited period, we're backing every Greenstar boiler with an additional **free** 1 year guarantee*.

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1 YEAR

extra guarantee

FREE

with every

Greenstar boiler*

*Purchased & installed between
1st May & 31st August 2011.

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Welcome from Steve Lister

Welcome to the June issue of Installer's Choice.

In this month's magazine we unveil the latest addition to our product range, Greenfloor underfloor heating, which is due to launch over the summer months. The launch of underfloor heating allows us to deliver the complete heating system. This benefits you and your customers to have just one point of contact for our home heating system products. Homeowners can also benefit from having their warranty with just one manufacturer. We have also included a step-by-step DVD on how to install the product, which we hope you will find useful.

Don't forget that last month, we launched our new extended guarantee promotion, offering an additional one year's guarantee on all of our Greenstar gas- and oil-fired boilers. To find out more take a look at page 15.

We introduce you to our new Greenskies Solar-Lux range on

page 5. On pages 10 & 11, Martyn Bridges gives an outline update on the upcoming Energy related Products Directive which is still in the final negotiation stages and I provide a sales update on the gas and oil-fired market on page 14.

Finally, last month we told you about some product trials that we are conducting in Chile but this month, we focus on another country a little further across the pond, where we have started to export our Greenstar boilers. Rob Davenport, one of our highly skilled trainers, recently spent some time in Melbourne Australia, training a number of expat installers who want to fit Worcester's products in their customers' homes. Worcester is certainly going global.

We hope you enjoy the June issue.

Steve Lister
Sales Director

How the Worcester MCS Made Easy programme works

STEP 1

Installer registers online at www.worcester-bosch.co.uk/mcs

STEP 2

Installer attends Worcester training course where MCS registration requirements are outlined

STEP 3

Installer visits Worcester website to access MCS documents online

STEP 4

Installer downloads company procedure document online and completes and retains hard copy. First installation book also to be completed.

STEP 5

Installer applies to be assessed by ELECSA for the MCS programme and makes payment to ELECSA

STEP 6

ELECSA visits installer's office and installation site

STEP 6

Installer gains ELECSA MCS registration if all standards are met

500 and counting – MCS made easy for installers

We are delighted to announce that we have recently seen the 500th registration on our MCS Made Easy website, which was launched just last year.

The website is part of our MCS Made Easy programme and contains handy document downloads to help installers of our renewable products with their MCS office assessment. When these documents are updated, installers registered on the site can receive an email to stay up-to-date – a key aspect of the installer accreditation assessment.

The Microgeneration Certification Scheme or MCS was set up to help homeowners who want to invest in renewable technologies for their home. There are two sections to MCS, one is the accreditation of domestic renewable products, which manufacturers are awarded if their

products meet the standards set out within the scheme and the second section is to recognise fully qualified, high quality installers who can fit the products.

Phil Bunce, training manager, commented: “We recognised that the structure of the scheme was making it difficult for many of you to become accredited so we wanted to encourage even more of you to take part by making the whole application process much simpler. The fact that over 500 installers have now registered via our own programme is fantastic news.”

To view the site, visit www.worcester-bosch.co.uk/MCS. For more information about our renewable training courses or MCS Made Easy seminars, call 01905 752526.

In the name of Charity

Whilst we remain committed to manufacturing some of the UK's leading domestic heating products, our Corporate Social Responsibility strategy is of equal importance. Our chosen charity for 2011 is Children in Need and Bosch UK as a whole has pledged to raise £125,000, with £60,000 coming direct from Worcester. Nicola Fisher, our trade brand manager said: “We're always keen to ensure that we're giving as much as possible back to the community. Children in Need is a fantastic cause and by pledging this level of support, we're hoping that we can make a real difference to the lives of disadvantaged children in the UK.”



Introducing Greenskies Solar-Lux

We are pleased to announce we have extended our market-leading collection of Greenskies solar thermal panels and accessories, with the launch of a collection of new solar evacuated tube collectors for 2011 – the Greenskies Solar-Lux range.

In brief, the Greenskies Solar-Lux collection has been designed to offer you a Greenskies solar thermal panel for every application, with the added benefit of even greater efficiencies to be gained from the evacuated tube design of the new collectors.

Evacuated Tubes

Whilst our existing flat plate solar collectors are extremely efficient, evacuated tube (or vacuum tube) collectors are even more so, due to the cylindrical shape of the tubes that are housed in each panel.

“We have chosen to extend our Greenskies solar thermal range at this particular time to provide a greater choice of panels to suit an even wider variety of customer and site requirements.”

Martyn Bridges

The cylindrical pipes used in the construction of the panels are well suited to absorbing energy from the sun, as a much greater surface area of each pipe is exposed to any available light.

This makes the collectors particularly suitable for maximising solar gain, even at low light intensities, such as during the winter months when the sun is at its weakest.

Available in two collector sizes – 6 (1,43m²) or 12 (2,82m²) tube variants – the Greenskies Solar-Lux solar collectors have a lightweight aluminium frame with mounting solutions available for on-roof, flat-roof and facade installations. Fast and flexible installation was an important consideration of the product design, and you should find the new panels extremely easy to work with as a result of their construction.

For durability and to ensure a long life span, each panel features robust, ‘double glass’ vacuum filled tubes, which are designed to prevent leaking of single tubes and loss of vacuum. The panels are also Solar Keymark certified and have been tested to withstand hail storms according to EN129785.

Internally, the system is glycol based and works on the principles of ‘direct flow’ (U-shaped tube) technology. The new Greenskies Solar-Lux solar evacuated tube collectors also feature Compound Parabolic Concentrator (CPC) mirror technology for increased thermal performance.

This special mirror sits behind the tubes within the solar panels to enhance the collection of solar energy, meaning direct and diffused radiation is led directly to the absorber – even when collectors are installed at adverse or acute angles.



Martyn Bridges comments: “Since we first introduced the Greenskies range of solar panels in 2005, sales have increased steadily as media interest in the environment and the Government’s focus on combating climate change – with initiatives like the Renewable Heat Incentive (RHI) – have helped raise wider awareness of renewables.

“You are all also helping to drive demand for solar products too and we know many of you see the benefits and future potential of this type of technology, following high levels of attendance on our solar thermal training courses. Therefore, with both the market conditions and you in mind, we have chosen to extend our Greenskies solar thermal range at this particular time to provide a greater choice of panels to suit an even wider variety of customer and site requirements.”

For more information call 01905 752526 or visit www.worcesterbosch.co.uk.



Greenfloor underfloor heating delivers the complete heating system

This month's cover story focuses on the launch of our Greenfloor underfloor heating package. Included in this issue is your very own installation DVD, which takes a closer look at the product itself as Roger Bisby, who has presented a number of our product launch DVD's, talks you through a step-by-step guide on fitting Greenfloor heating, the system and offers installation advice.

Perhaps surprising to some, underfloor heating is suitable for use right throughout a home and with any floor covering, from tiles to carpet.

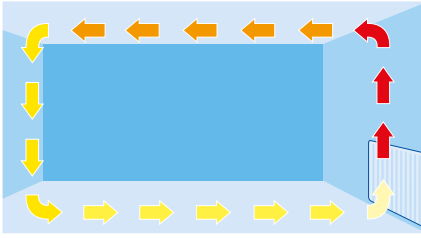
The benefits do not stop there, our Greenfloor underfloor heating package is low maintenance and in a modern, well insulated home, acts as the primary heat emitter, replacing the need for radiators completely and freeing up wall space so there are no furniture restrictions.

Research shows that an even heat rising from the floor, providing maximum warmth to the feet and cooler but comfortable temperatures at head level, is favourable to the output of a traditional radiator system where the maximum temperature is at

ceiling height and floor level is coolest.

Heated floors act as efficient low-level radiators, distributing heat energy evenly into each room, gradually warming the living space through a combination of radiant energy and heat conduction.

Martyn Bridges, said: "Underfloor heating is widely used in northern Europe and in recent years has become more popular in the UK, both for new builds and updating existing properties. The addition of Greenfloor to our product range, allows us to



Heat from a radiator travels up and around the walls and ceiling of a room first, losing much of its useful heat in the process...

deliver the complete heating system, enabling installers to benefit from one point of contact for all working parts of a home's heating system and homeowners can benefit from having their warranty with just one manufacturer."

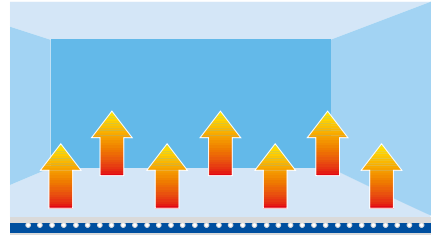
To operate effectively, our Greenfloor underfloor heating requires water temperatures of around 45°C, which can be reached and maintained using much lower energy consumption than traditional radiators.

Our package is a traditional primary water filled pipe system and has been designed to work in tandem with our existing range of heating solutions, including our Greenstar boilers, Greenstore ground source heat pumps and Greensource air source heat pumps. It can be installed with all

types of wet central heating systems, however its efficiency can be further boosted particularly if it is combined with a condensing boiler or other renewable sources such as air source or ground source heat pumps.

Our Greenfloor system benefits from a full set of wired and wireless control options and robust, durable stainless steel manifolds. They also utilise pre-insulated pipe positioning panels for ease of installation and a flexible PE-Xc Pipe, to protect against thermal ageing and stress fracture.

Martyn adds: "Because the entire floor area is providing heat, the actual temperature required to heat the floor area is much lower than in a traditional radiator system, this is of particular benefit to the condensing boiler or heat pump serving the system



...while heat from underfloor heating is evenly distributed from the surface of the floor throughout the whole living space.

"Greenfloor allows us to deliver the complete heating system, enabling installers to benefit from one point of contact."

Martyn Bridges

and will maximise the efficiency of the appliance. One of the biggest selling points you should be aware of when talking to your customers is that homeowners can expect to see around a 5% saving on fuel bills when Greenfloor is used with an 'A-rated' condensing boiler, such as our Greenstar range, when compared with a traditional radiator system. This goes up to 20% savings when installed with air source heat pumps such as a Greensource air-to-air or air-to-water systems and 30% when used with a ground source heat pump such as Worcester's Greenstore system.

"There are additional health benefits available, as underfloor heating provides radiant heat and doesn't rely on convection like traditional radiators, therefore the amount of dust circulated will be considerably less, providing cleaner air for the occupants and reducing the risk of house mites."

For more information on any of our products visit www.worcester-bosch.co.uk or call our technical helpline on 0844 892 3366.

Features	Benefits
PE-Xc Pipe, protected against thermal ageing and stress fracture	Flexible and durable
Pre-insulated pipe positioning panels	Quick and easy installation
Stainless steel manifolds	Robust and durable
Full suite of wireless and wired control systems	Suits any type of installation
Uses radiant heat	Less circulation of dust than with radiators, cleaner air for home
Requires lower working temperatures	Maximises the efficiency of condensing boilers and heat pumps
Eliminates the need for radiators	Creates space on walls and allows unrestricted layout within a room



As many of you will know, we hold product development and innovation in extremely high regard. In this month's issue, we speak to one Worcester Accredited Installer who has developed a brand new product, which he believes will combat the industry wide problem of frozen condensate pipes.

Will a boiler buoy prevent condensate pipes freezing?

Dave Salmon, of Plymstock Gas & Heating Services Ltd based in Plymouth, is one of many installers across the country that were called to his customers' aid last winter when the extremely harsh weather conditions led to a number of boiler condensate pipes freezing up, thereby putting boilers all over the country out of action. Having followed the instructions

fitted, will ensure that the boiler can operate uninterrupted throughout the coldest of winter conditions.

Of his product, Dave said: "The idea came about following the winter of 2009/10 when the temperature reached a historic low and put a number of boilers out of action, because of frozen condensate pipes.

to installers as we reach the peak winter season this coming year."

Martyn Bridges, also offered his support to Dave's product, commenting: "We have tried to raise the profile of the frozen condensate issue over recent years, as it is one of the most common problems faced by homeowners and



"The idea came about following the winter of 2009/10 when the temperature reached a historic low and put a number of boilers out of action, because of frozen condensate pipes."

Dave Salmon, Plymstock Gas & Heating Services Ltd.

provided by our technical team to solve the problem in the short term, Dave then began work on a long term solution to the problem. This ultimately led to the development of the Boiler Buoy condensate bypass valve, a solution which not only allows the end user to distinguish between a boiler fault and a condensate pipework blockage, but also enables the engineer or householder to drain off the condensate in a controlled way using a valve connection and hose.

The easy to fit, low-cost solution can be fitted as part of the original boiler installation, emergency call-outs or during a regular service and, once

As installers, whilst we can solve the problem in the short term, I felt that a long term solution was long overdue.

"As I began designing the product, I liaised with Worcester's technical department, who were typically helpful and supported me throughout the duration of the project. I feel that, as an installer, I always receive the full backing of Worcester and this product would not have come to fruition had I not had their support.

"So far, a number of my colleagues within the industry have trialed the product to good effect and we hope that it will prove invaluable

engineers alike during the winter. The Boiler Buoy product would appear to allow the condensate to keep flowing in a controlled way and keep the boiler running.

"We would of course advocate wherever possible, an internally terminating pipe however, due to building design this isn't always a viable option so alternatives such as trace heating or the Boiler Buoy are a consideration. Our technical team were able to offer Dave continued support throughout his design process and we will continue to monitor Dave and his product's progress over the coming months."

Essex-based installer, Kris Khetani was awarded a monthly Environment 2020 prize for his contribution in transforming a Waltham Abbey barn.



Award winning Khetani transforms Waltham Abbey barn

Kris, of Horizon Heating, successfully installed a Worcester Greenstore ground source heat pump at two adjoined properties resulting from a state of the art barn conversion.

Exterior Plas Ltd were the builders tasked with giving the barn its new lease of life and in doing so, were keen to incorporate innovative heating products within each of the new homes. They contacted Kris, who felt that the ground source heat pump would offer a sustainable heating solution for years to come.

The installation of the Greenstore ground source heat pump enables natural energy from the earth to be harnessed and used as the sole source of heating and hot water for each entire property. The heat pump is also highly efficient, generating four kilowatts of heat energy for the home for each kilowatt of electricity required to power the system.

Although Kris was familiar with the renewable heating solutions available to him having completed a number of heat pump installations earlier this year,

this was the first time he had installed a ground source heat pump, so he was keen to express just how simple the product was to install.

Kris said “The builder in charge of the conversion was extremely passionate about renewables and asked me to come up with a heating solution that reflected this. I attended Worcester’s Greenstore ground source heat pump training course earlier in the year and decided that it was time to do my first installation.

“The integration of a weather compensation control system ensures that the unit only produces the heat energy required, which enhances the overall efficiency of the property’s heating. This feature is very innovative and is also easy to operate.”

Another objective from the start of the project was to use a system which maintained a favourable coefficient of performance (CoP). The CoP accounts for the amount of energy that the heat pump is able to extract from the ground compared to the amount of electrical energy used by the product and with

a CoP of 4.1 the Greenstore 9kW system installed by Kris matched the requirements perfectly.

As part of the installation project, Kris also took measures to install a 280 litre Greenstore cylinder to accompany the ground source heat pump having viewed the installation as an opportunity to install a complete Worcester system rather than a stand-alone product.

Kris said: “The strengths of the products are that they are cross-compatible. Whilst other manufacturers offer similar products, I saw this as an opportunity to maximise the overall performance of the heating in each of the new properties by installing a complete system. The results so far have been impressive.”

The Environment 2020 Awards initiative is an annual competition which recognises installers who take an environmentally responsible approach to their work. Kris will now be put forward, along with 11 other installers selected throughout the year, for the title of Overall Winner which will be announced in summer 2011. The winner of the overall competition will also be presented with travel vouchers to the value of £1,000.

The scheme also rewards the artistic efforts of young people up to the age of 16 who have created an outstanding piece of artwork that highlights the need to be energy efficient and addresses the causes of climate change. For further information and to download entry forms, please visit www.worcester-bosch.co.uk.



Regulation update

The Energy related Products Directive, previously the EuP Directive, has sparked heated debate within the UK's heating industry and caused a stand-off with the European Union. Here, Martyn Bridges provides an update on the latest amendments.

The Energy related Products Directive, ErP Directive, is a mandatory piece of legislation, proposed by the European Union, which aims to bring in minimum standards for heating and hot water systems. The Directive, under Lot 1, proposes a number of new standards including NOx limits and efficiencies for oil-fired boilers, new system & product labelling requirements and differing efficiency points for different controls.

We have seen various amendments to the ErP Directive and as a whole the UK heating industry has had a

number of concerns about several of aspects of the new Directive. But it is fair to say that the NOx limits required have caused the most controversy. However, more recently, and more positively, I believe, after lots of to and fro-ing, the Commission is starting to listen to the heating industry.

Two or three years ago the Commission put some extreme propositions forward, particularly in respect of the requirements for boiler models, which as an industry we believed were definitely unworkable, in the UK market.

In fact it even reached a stage where one particular trade association walked away from the discussions – which is very unlike them – as they believed that what the Commission was trying to implement was unachievable.

As a result the Commission took note and went back to the drawing board and through suggestions from mainly the UK's industry bodies and trade associations, a new model has been proposed which is a lot simpler and essentially works on the full and part-load efficiencies of a boiler.

As mentioned, the NOx emissions of boilers has been one of the most controversial. The first draft of the ErP Directive called for boilers to achieve NOx emissions of an extremely low value. Originally the figures we were expected to achieve were as low as 35mg/kWh for both gas and oil-fired boilers.

This was an absolute deal breaker for oil as, as an industry, we felt we wouldn't have been able to put onto the market another oil fired boiler. However after much negotiation, the latest figures presented to us in April have indicated that we are now expected to reach a level of 70mg/kWh for gas-fired boilers and 120mg/kWh for oil.

The low NOx emissions for gas-fired boilers isn't a problem for manufacturers in the UK, as we're already designing and producing only condensing boilers, which achieve this.

However, the case for oil is still a challenge, but it's certainly not impossible. The last draft that we were asked to comment on suggested a level of 120mg/kWh which is acceptable to the UK. However there have been a certain number of countries in Europe, particularly smaller countries, who have opposed the figure, believing it could be reduced further.

The Directive also looks at the seasonal energy efficiency requirements of a boiler. From an efficiency perspective, the latest model proposed has been a good deal simplified.

For gas-fired boilers, whilst we believe it's still a challenge we don't see it as being unachievable, as we are quite optimistic that our gas-fired products will get to the 90% Band A baseline required. The UK already has regulations in place which prevent us fitting anything other than condensing, so we are ahead of the game to a certain degree unlike many other countries, particularly

in Southern Europe who have yet to make condensing mandatory.

However with oil-fired boilers there again appears to still be an issue, with vigorous correspondence flying backwards and forwards between the UK and other European countries affected by these latest amends. The major stumbling block is on the modulation of an oil-fired boiler. Generally speaking, certainly in the UK, a domestic oil-fired boiler typically has a fixed burner, a non-modulated burner. It simply cycles on and off when it reaches its required temperature. However in the current proposals, manufacturers would incur a penalty of 7% on the overall efficiency of the boiler.

We consider this notion to be very unfair as we don't see any great difference in efficiency between an on/off burner and a modulating burner. As a result we believe, a penalty which takes 7% off the efficiency of, for example, one of our oil-fired boilers will make it difficult, if not impossible, for oil-fired boilers to continue in the UK without changing to a modulating burner. A modulating burner would cost almost double the price of the present burner used in oil

burners and also require an increase in controls complexity. All of which are relatively untried and tested so as a result we think it could signal the end of oil-fired boilers. In what is generally a price-sensitive market, the price of an oil-fired boiler would increase significantly, thereby reducing accessibility and meaning homeowners would probably be forced to look for other means of heating their homes.

It's not good news at present, but we are optimistic and we are lobbying hard using facts and laboratory evidence which would prove that a modulating burner and an on/off burner has virtually no difference in efficiency.

All of the comments on the ERP Directive's sections related to gas and oil fired boilers have to be in to the Commission by the 22nd May. We believe this is likely to be the final submission and it will be unlikely a further document for consultation will be issued. The final draft is expected to be published in June and the severity of it is set to be implemented in stages.

We will keep you posted on any changes as and when we know them.



LEGISLATION



The Bosch Training Academy in Melbourne, Australia

Worcester goes global

March saw Rob Davenport, one of our expert trainers; spend two weeks representing us in Melbourne, Australia. Here, Rob tells us the reasons for his trip and gives us an idea of how the industry is taking shape across the pond.

“Whilst this may come as a surprise to our readers in the UK, the demand for domestic central heating in Melbourne has increased over recent years. Despite the Australian climate being generally warmer than ours in the UK, central heating is

being increasingly seen as a luxury addition to a home’s infrastructure.

“The luxurious perception of central heating, combined with more affordable gas prices has opened up the boiler market in Australia, which has historically been dominated by water heaters alone.

“As there is a large number of British expat installers living in Australia, we are regularly updated on the activity within the Australian market. The general view amongst those installers

who now live and work in Australia seems to be that despite the increase in demand for domestic boiler installations, the products available to the Australian homeowner were some way off the standard of product we would consider the norm in the UK.

“This installer perception prompted our decision to look at exporting a selection of our products. I recently spent two weeks at Bosch’s training facility in Dandenong, a suburb 30km south-east of Melbourne, where I was able to offer a two-

“So far, our Greenstar 18i System, 30CDi System and 37CDi Combi boilers are available in Australia, so I was able to ensure that the installers working with these products were able to access the same standard of training as that received by our UK base of installers.”

Rob Davenport



Rob Davenport expertly trains installers down under

day training programme for those installers looking to fit our products.

“So far, our Greenstar 18i System, 30CDi System and 37CDi Combi boilers are available in Australia, so I was able to ensure that the installers working with these products were able to access the same standard of training as that received by our UK base of installers.”

“Each group spent two days learning about our gas-fired boilers, with the programme covering everything from an overview of the products to maintenance and fault finding procedures. The idea was to ensure that each installer was able to leave the training session with a sound knowledge base to work from in the future, whether they already had some experience of the Worcester products, or were starting from scratch completely. Each installer was awarded with a certificate on completion of the course, which will enable them to show potential customers that they are up to date with the relevant training before installing a new boiler.



Each installer received a certificate following the two-day course

“The trip was a real eye-opener and offered a great insight into how the heating industry currently stands in Australia. What was encouraging to see was the number of installers who had never fitted a Worcester boiler before, but who had signed up for our training as a step towards making Worcester their boiler of choice.

“It is fair to say that the industry is some way behind ours in the UK, but

by increasing the availability of quality products and the number of training opportunities available to installers, we are gradually bridging that gap. As we all know, the Australian climate is such that domestic heating is unlikely to ever be as much of an issue as it is in the UK, but there is clearly a market there and plenty of opportunity for installers to offer efficient heating systems for people’s homes.”



Gas & oil market **update**

Here, Steve Lister provides a sales update for both gas and oil products.

“Looking at the gas-fired market, the first four months of this year saw sales of -5% compared with the same period last year whilst April’s figure stands at -16%. This certainly ties in with what proved to be an extremely successful boiler scrappage scheme in 2010, where there was an incentive for homeowners to replace their old, inefficient boilers.

“The boiler scrappage scheme saw around 125,000 boilers replaced in the same period last year, which can be viewed as something of a purple patch for the industry. As a result, the market now compares against that success, which shows a decline in the marketplace.

“Having spoken to many installers over the past few months, it would seem that there is a range of different experiences out there. Whilst some are describing the market as very slow, others are experiencing a steady stream of business. There is

a general underlying feeling that the tide is turning and towards the end of April, we saw a significant upturn in enquiries, which gives us confidence for a better summer period and an improved second half of the year.

“Undoubtedly, consumer confidence has taken a blow and the heating industry can consider itself susceptible to that. As a company, we are focused on ensuring that we are promoting our products and services to help support our installer base and create a constant demand for not only our products, but also the knowledge and information required to upgrade a heating system.

“Even with the market in slight decline, we remain confident that the market can achieve sales of approximately 1.5 million gas boilers this year. The market remains large and there is still plenty of business for both you and us to pursue.

“The oil market has been in decline for a number of years, with the total market now standing at around

60,000 boilers. The future of the oil market is very much dependent on legislation developments through the Energy related Products (ErP) Directive and also the price of crude oil, which is currently very high.

“The renewable solutions now available represent a new era for the off-gas market however, and we fully expect the industry to be boosted by the Renewable Heat Incentive. That said, our range of oil-fired boilers is cleaner and greener than they’ve ever been and are the best option for the replacement of an existing oil-fired boiler.

“To help support both the oil and gas-fired market, you will have read about the extended guarantee that we are offering on our full range of Greenstar gas- and oil-fired boilers. We hope that many of you will take up this offer to offer your customers that extra peace of mind.”



Extra 12 months guarantee on all Greenstar boilers

We have extended the guarantee on all of our Greenstar gas- and oil-fired boilers. This exclusive offer, applies to all installations carried out between the 1st May and 31st August 2011. So now, not only will you be helping your customers to save energy but you'll also be giving them peace of mind for even longer. For more information see the leaflet enclosed with this issue of Installer's Choice.

Please note, cash-back promotion cannot be claimed in conjunction with the extended guarantee



Westminster Roundup

The Renewable Heat Incentive is nearly up and running but there is still a lot going on at Westminster. Neil Schofield, our man at the Ministry, keeps you up to date.

There is no sign of a slowdown in advance of the summer break here. Westminster remains a hive of activity which you need to keep half an eye on.

The most important piece of legislation currently going through is the Coalition Government's Energy Bill which has received its second reading in the House of Commons on the 10th May with committee sessions expected in June.

The Bill is designed to provide a step change in the provision of energy efficiency measures to homes and businesses, and make improvements to the framework to enable and secure, low carbon energy supplies and fair competition in the energy markets. The Bill includes many familiar initiatives for the UK's installer base including the Green Deal, which will require a change in the law to enable households to pass on the loan when a house is sold. The aim is to get the Bill a Royal

Assent by the Summer Recess so that the Green Deal can be operational towards the end of next year.

The interesting point is that DECC are increasingly viewing the Green Deal as more than just an insulation scheme and are open to discussions about the inclusion of boilers within the package.

My own view is that the inclusion of boilers could make a very compelling proposition for householders, particularly if the Government would be willing to subsidise the upgrade in energy efficiency, from a Band G to a Band A boiler for example. Nothing has been agreed yet, but the fact that the Government is willing to consider this is a step forward.

There is one other quick point I'd like to make. There has been a lot of talk recently about campaigning to reduce the VAT on boilers to 5%. Whilst I agree with the principle, I just can't see the Treasury agreeing

to this, particularly when they have only recently increased VAT to 20%. The 5% threshold has always been for new technologies and I just can't see the Government agreeing to reduce it for condensing boilers. The heating industry has to pick its battles and I wonder whether this one is winnable.

Finally, I can't resist a little plug for our efforts to keep the issue of domestic heat at the top of the political agenda. On the 24th March Worcester MP Robin Walker questioned Greg Barker, the energy and climate minister at DECC, about the role of installers in delivering a low carbon future and also invited him to Worcester to see for himself how we are training installers in renewable technologies. The Minister agreed that installers are a vital part of delivering renewables and accepted the invitation.

We look forward to seeing you sir!



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

Your questions answered



Do heat pumps need to be serviced?

Not in the conventional sense. You could check that the glycol level in the collector circuit is stable, clean the water filter, check the circulating pumps are running well, and make sure the casing is clean and properly secured. For air source heat pumps, check the outdoor units are free of dust and debris and that the unit's air supply isn't restricted. For air to air heat pumps, the filters should be vacuumed regularly to keep it running effectively; advise your customer of this. If the filters are very dirty, then replace them. Because there's a condensate drain on the indoor units, you may wish to use a proprietary product to eliminate odours.



The installation manuals have different hot water flow rates listed for your combination boilers; for 35°C and 40°C temperature rises. Which should I use to test for correct operation?

Always use the flow rate for a 40°C rise in incoming cold temperature. All of the boilers leave the factory with a flow restrictor to give this figure. It is necessary to have this temperature rise in order to cope with the low incoming cold temperatures we experience in winter. If the flow rate is substantially more than this figure supplied, the flow restrictor may need inspecting.



I install a lot of your Greenstar models, but I'm confused - how much do I have to deduct from the overall flue length if I add a 90° elbow?

On the Greenstar Si, Ri, i Junior and i System boilers using a 100mm diameter flue, the deduction for each additional 90° elbow is 2 metres and each 45° bend is 1 metre.

On the Greenstar CDI range of boilers using the 100mm diameter flue, the deduction for each additional 90° elbow is 1.5 metres and each 45° bend is 750mm. Note on all of the Greenstar boilers using the 125mm flue, the deduction for a 90° elbow is 2 metres and 1 metre for each 45° bend.



I have just installed two solar panels on a customer's house. How often do I have to service them?

Because solar panels don't have many moving parts, there's no real "servicing" requirement. However it does pay to check the system at least every two years.

You would normally check the concentration of the glycol mixture in the solar system. To do this, you need an instrument called a refractometer specific to solar systems. A refractometer checks the freezing point of a liquid.

Worcester's pre-mixed glycol solution has a freezing point of around -32°C. If the glycol is overly concentrated, the freezing point will be lower. You may also wish to check the pH of the glycol using litmus paper: pH of 7 is normal, 5 or 6 is low and the glycol may look yellow or brown. Any lower than this indicates that the glycol needs replacing. Remember to take the old glycol to a Local Authority waste disposal site.

You should also check the charge in the solar system's expansion vessel (refer to our Technical Bulletin TB0033 at www.worcester-bosch.co.uk/tb) If an unvented cylinder is used, and you're competent to do so, then you may wish to carry out checks on this too in accordance with best practice.

It may also be wise to check the solar controls are operating satisfactorily, check flow rate through the panels, set the system pressure gauge correctly if required, confirm that the solar PRV is terminated safely.

Worcester produce a Solar Servicing kit which contains everything you need to keep your solar installations in good shape, including a refractometer and litmus paper – part number 7739 300 397.



We have our own information channel on YouTube, to guide you and your customers through a number of technical queries as well

as providing a range of information on our products. Visit, www.youtube.com/worcesterboschgroup.

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To enter, simply complete the entry form below and send it back to our editorial office: Installer's Choice June 'Spot the difference' Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

Good Luck!

Closing date: 30th June 2011

Terms and Conditions

1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. One winner will be notified by the 31st July 2011

Keep in touch

No matter where you are based around the country, we have a team of local representatives available to help with your specific requirements. One of our aims is to make sure that all of our team offer you all the support you need to deliver an exceptional service to your customers. Over the coming months, we will be profiling our Central team. In this month's issue, we take a look at Mervyn Thomas' team headed up by Paul Soper and highlight the areas they cover individually as well as providing you with their contact details.



Paul Soper
Regional Sales Director
Contact Paul on: **07790 489563**
Areas covered: All postcodes



Mervyn Thomas
Regional Sales Manager
Contact Mervyn on: **07790 488499**
Areas covered: B, CH, CV, CW, DY, IM, L, LL, ST, SY, TF, WA, WN, WS, WV



Nick Fothergill
Technical Sales Manager, Gas, Oil, Solar
Contact Nick on: **07767 432558**
Areas covered: B, CV



Matt McGann
Specification Manager
Contact Matt on: **07790 488476**
Areas covered: B, CV, DY, ST, TF, WS, WV



Paul Morgan
Technical Sales Manager, Gas, Solar
Contact Paul on: **07767 432557**
Areas covered: CH 1-40, CW, LL, ST



Peter Walsh
Specification Manager
Contact Peter on: **07790 489984**
Areas covered: CH, L, LL, WA, WN, CW, SY



Anthony Roberts
Technical Sales Manager, Gas, Solar
Contact Anthony on: **07790 489974**
Areas covered: DY, SY, TF, WS, WV



Vacancy
Technical Sales Manager, Gas, Oil, Solar
Areas covered: CH 40-65, IM, L



Neil Wooton-Porter
Technical Sales Manager, Oil
Contact Neil on: **07767 432534**
Areas covered: CH, CW, DY, LL, ST, SY, TF, WS, WV