

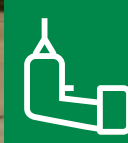


BOSCH

Electrified Solutions Installer partnership guide



Installer
guide



A new age of low carbon technology

It's time to embrace electrified heating solutions

We're glad you're working with us, and our growing range of electrified solutions, to introduce your customers to a future-proofed way of heating their homes.

From specialist training to your own dedicated local sales manager, it's an easy transition into electrified home heating tech with Worcester Bosch. And within this guide, you'll find all the support you need to get started!

Why Worcester Bosch...



End-to-end support

We've got your back – with marketing, technical, and design support.



Nationwide training

All you need to get trained up – wherever and however suits you best.



Tried and tested

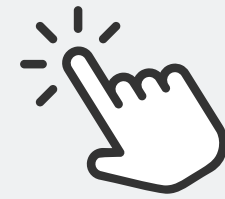
Put your trust in decades of Bosch experience and expertise.



Welcome to the future of home heating

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Click the title to visit the page



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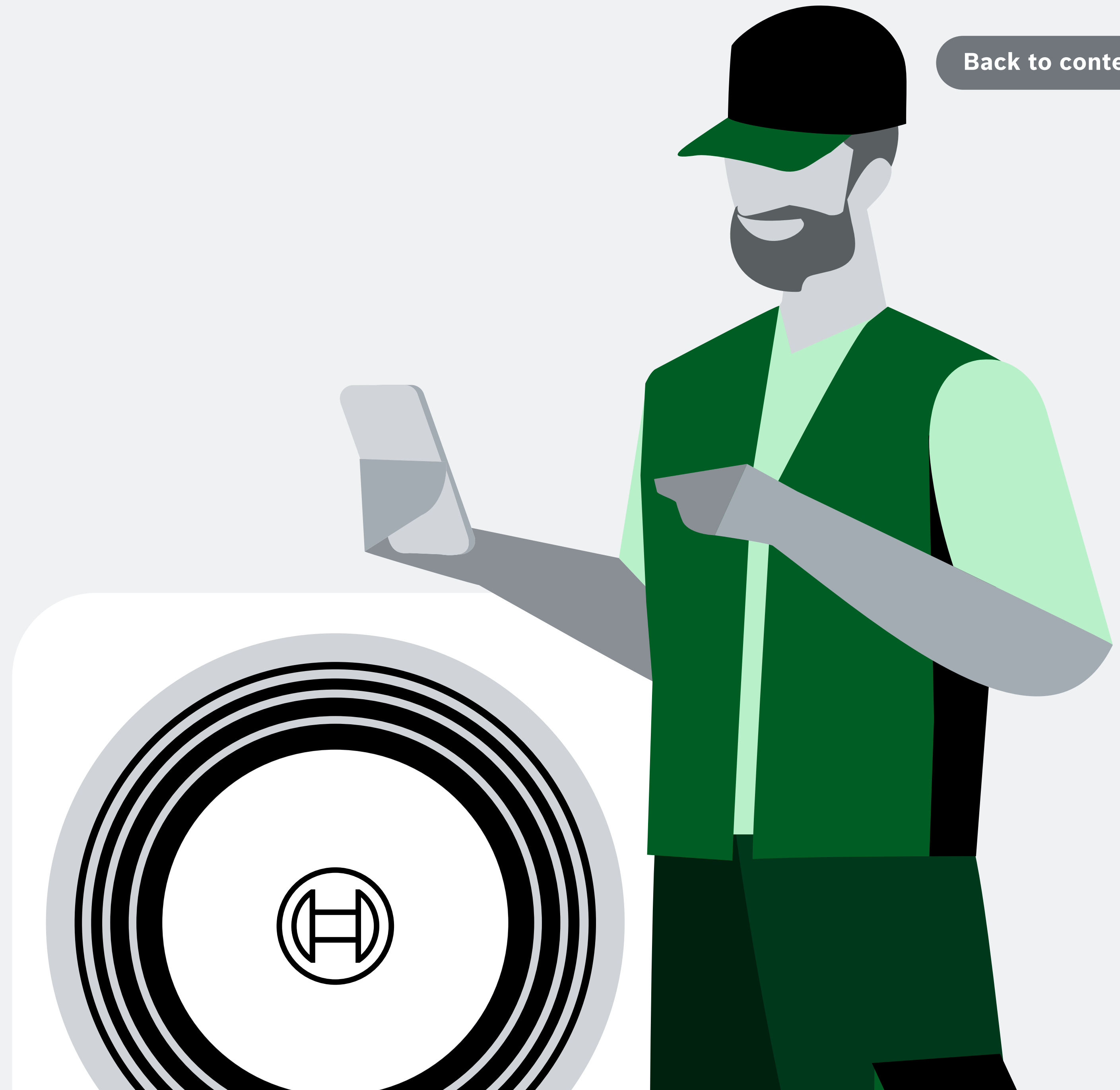
Section 1

Introduction

This guide is designed to walk you through the many ways we've got your back – product wise of course, but support, training, reward and wisdom wise too.

Each section takes you through the support available and gives you links to more in-depth information, assets, contacts, apps and expertise.

You can progress from here to get the full picture or simply jump to any section that currently really matters to you.



The range

Feel good heating and cooling

Click on a product to view more information



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Compress 5800i AW

from 40dB(A) QUIET MARK R290

Compress 5800i Hybrid unit



Compress 2000 AWF

from 55dB(A) R32



Compress 7001i AW

from 47dB(A) QUIET MARK R410a



Compress 3400i AWS

from 59dB(A) R32



Climate 3000i

from 54dB(A) R32 GoodHomes Approved

Climate 5000i

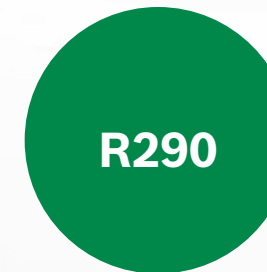
from 56dB(A) R32



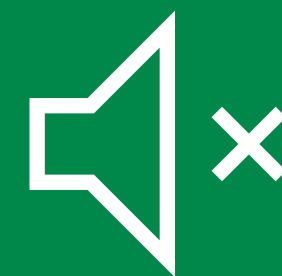
Compress 5800i AW

Quiet, compact, powerful

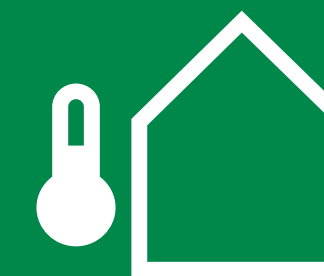
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The CS5800i AW Heat Pump is our flagship heat pump. With space-saving features, a compact footprint, modern design, and easy installation – it's a compact heat pump with a big impact.



Ultra quiet
Our quietest heat pump ever and Quiet Mark certified



Powerful
Flow temp. up to 75°C for UK homes



Peace of mind
Remote monitoring via HomeCom Easy app*

[Find out more](#)



*Monitoring may cease automatically after 12 months. No disconnection required. Visit the website for more information.

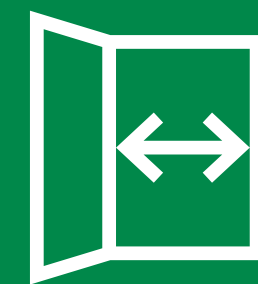
Compress 5800i AW Hybrid unit

Compact, flexible, simple

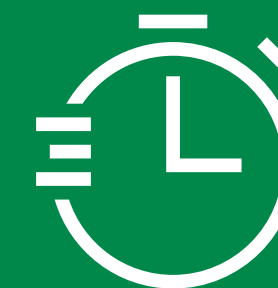
[Back to contents](#)



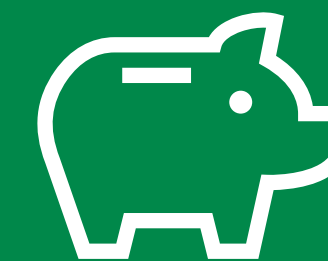
By combining the CS5800i Heat Pump outdoor unit and a Worcester Bosch combi boiler*, the CS5800i Hybrid unit delivers intelligent, efficient, and energy-saving comfort right into your customers' home.



Flexible design
Indoor or outdoor positioning for added flexibility



Easy
Enjoy a simple set-up by adding to a new or existing boiler*



Cost-efficient
Optimises between heat pump and boiler based on fuel prices

[Find out more](#)



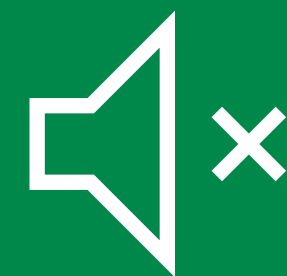
Compress 7001i AW

Quiet, efficient heating

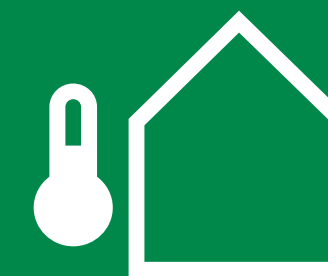
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High-efficiency, lower carbon* heating – with plenty of power outputs – the CS7001i AW is a low maintenance monobloc suitable for renovation and new build projects alike.



Ultra quiet
Quiet Mark certified from 47dB(A)



Powerful
Range of outputs for larger homes



Simple
Easy-to-use temperature controls

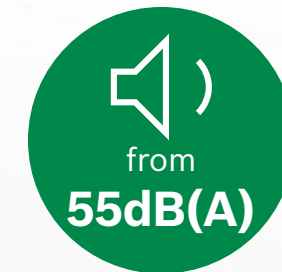
[Find out more](#)

*A heat pump when running emits less carbon dioxide than a gas or oil boiler.

Compress 2000 AWF

Clever, compact comfort

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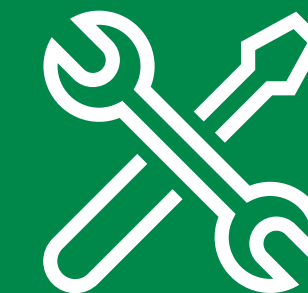
The compact, all-in-one heat pump for customers tight on space and tight on budget – the Compress 2000 AWF.



Easy installation
With all-in-one
monobloc
design



Flexible outputs
4-30kW with
flow temperature
of up to 65°C



Easy access
Service and
maintain
with ease

[Find out more](#)



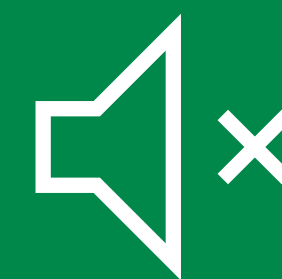
Compress 3400i AWS

Compact and flexible

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Simple, space-saving, and speedy to install – the CS3400i AWS is new build and renovation-friendly, designed to suit most UK homes.



Quiet
From 59dB, it's no louder than a dishwasher



Fits almost anywhere
Wall-mount, floor-mount, or install up to 30m away from the indoor unit



High output
Up to 60°C max. flow, with energy efficient R32 refrigerant

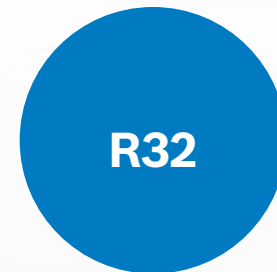
[Find out more](#)



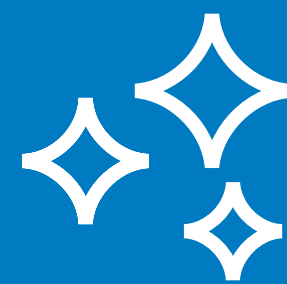
Climate 3000i

Cool, clean, quiet

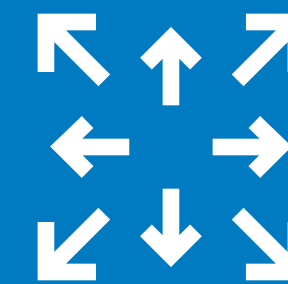
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With superb cooling and heating performance plus quick and simple installation, it's perfect for you and your customers.



Filtered air
Clean, filtered
air for your
customer's home



Flexible
Use in conservatories,
bedrooms or
home offices



Sleep better
Keep homes cool
and calm with
silent mode

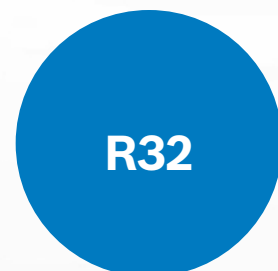
[Find out more](#) 

*Terms and conditions apply, see website for details.

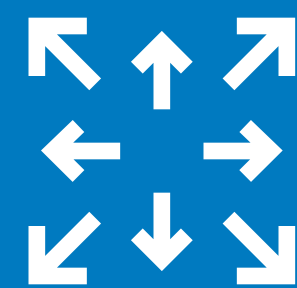
Climate 5000i

Cool made easier

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Multi-split air con units delivering both heating and cooling for homes, small business and offices, providing comfort throughout the year.



Flexible
Up to 5 indoor units
with 1 outdoor unit



Efficient
ErP rating of A++
for cooling and A+
for heating



Easy installation
Easy installs with
long piping lengths

[Find out more](#) 

*Terms and conditions apply, see website for details.

Section 2

Business support

With the transition to electrified heating solutions and a new range of technologies, we recognise now more than ever, you need support on all fronts.

So, for you, your business and your customers, we've got all angles covered. From brochures, guides and online tools to training trusted by 14,000 installers every year and a design support team that makes our expertise yours, the future is secure.



Business support

Meet our team

Our dedicated ES sales team are on hand to support you on your journey with Worcester Bosch. From product and training information to business advice, get in touch with your local contact.

Mark Holdcroft

ES Area Sales Manager - North

07780 446761

mark.holdcroft@uk.bosch.com

Bryn Vernon

ES Area Sales Manager - Central & Wales

07827 898265

bryn.vernon@uk.bosch.com

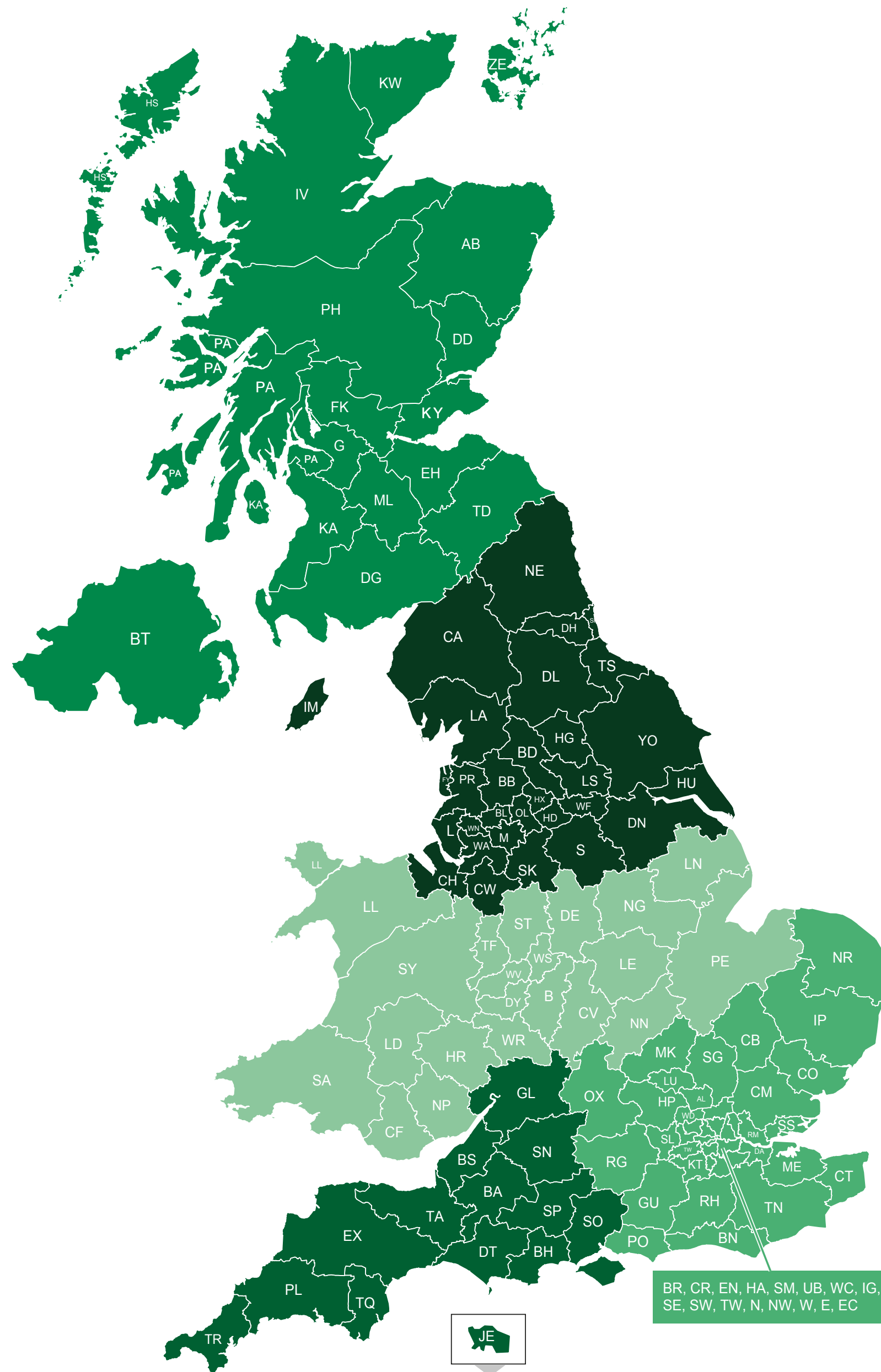
Melissa Puryer

ES Area Sales Manager - South West

07385 003752

melissa.puryer@uk.bosch.com

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Stuart Hawthorn

ES Area Sales Manager - Scotland

07901 374153

stuart.hawthorn@uk.bosch.com

Cameron Howard

ES Area Sales Manager - South East

07502 784371

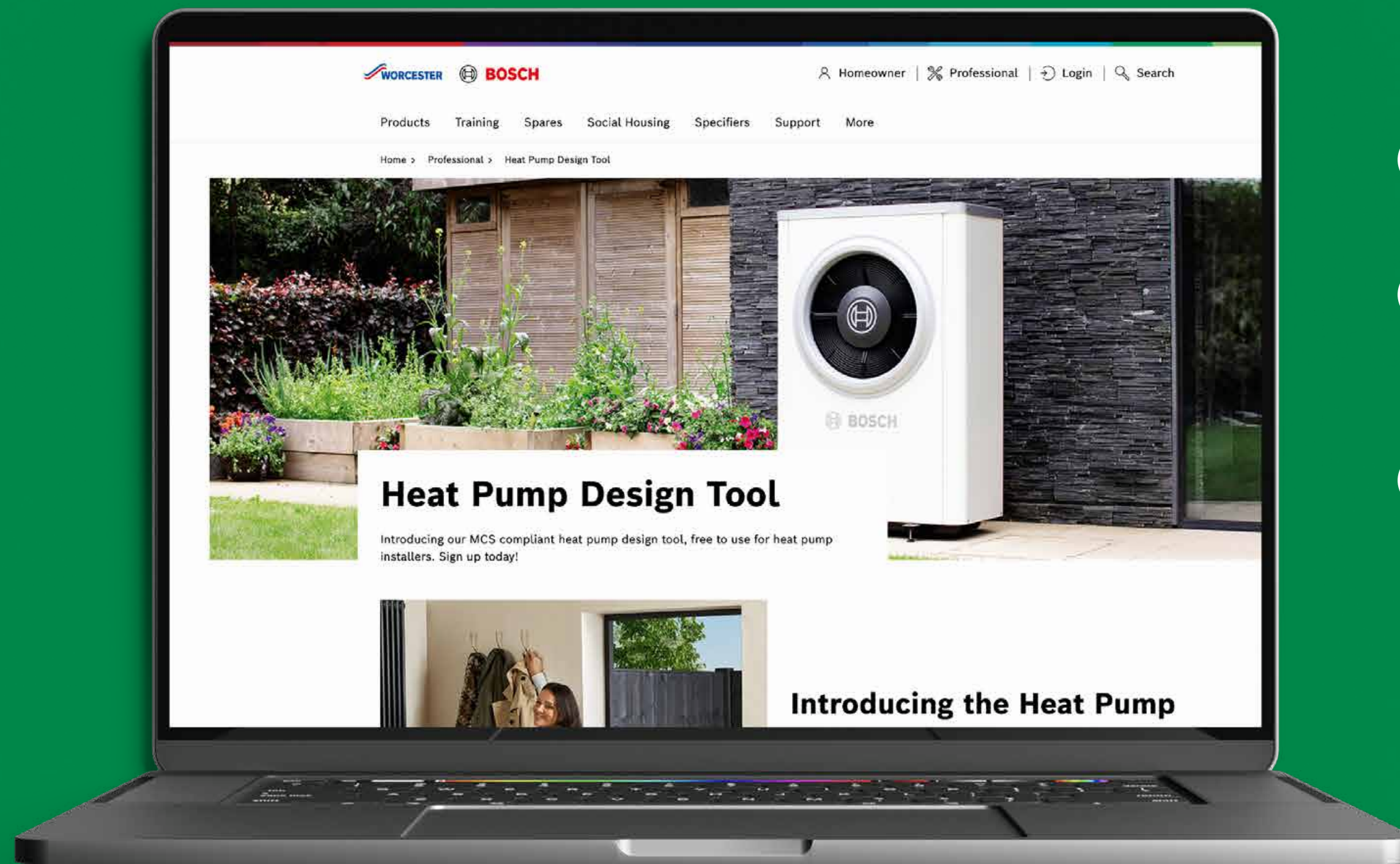
cameron.howard@uk.bosch.com

Business support

Online product tools

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We're here to help make your life easier, with tools and content to inspire and explain our products to both you and your customers, making it simple to understand and easier to sell.



Heat Pump Design Tool

- ✓ Calculate room-by-room heat loss easily and choose the best heat pump for the home
- ✓ Digitally recreate any building and demonstrate MCS standard design outcomes for full MCS certification
- ✓ Easily share designs with our MCS trained design team for support and assistance

For more info, speak to your Sales team contact.

Business support

Installer brochures and technical guides

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Handy heat pump, hybrid heat pump and air conditioning guides for you and your team.

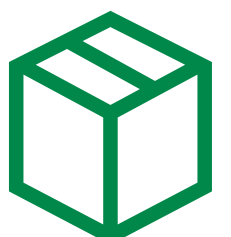


Installer electrified solutions product range guide

A mini encyclopaedia of all things Electrified Solutions. This pocket-sized product guide is full of information, including MCS/ENA/SAP database information, clearances and part numbers.

[Download here](#)
Part number: 8 716 122 884

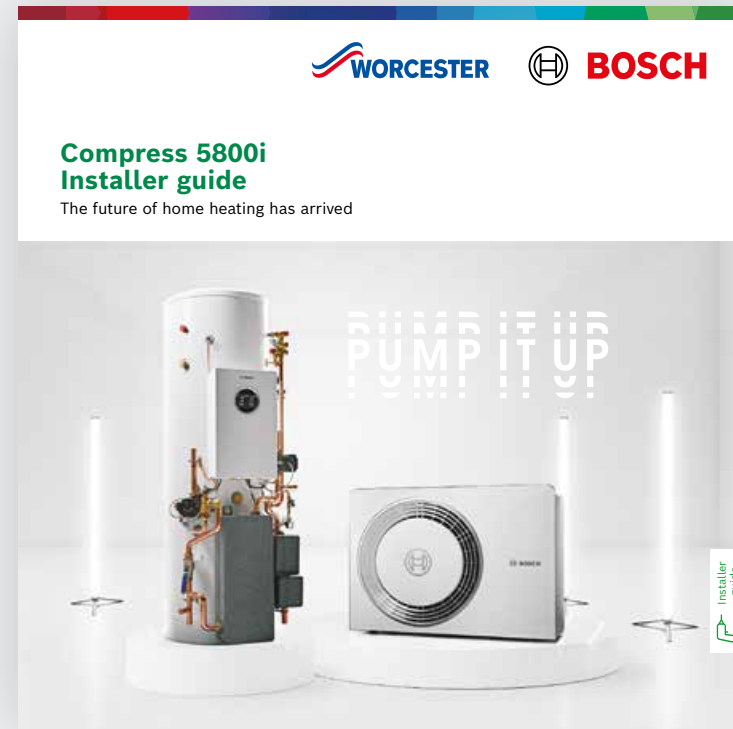
To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




Business support

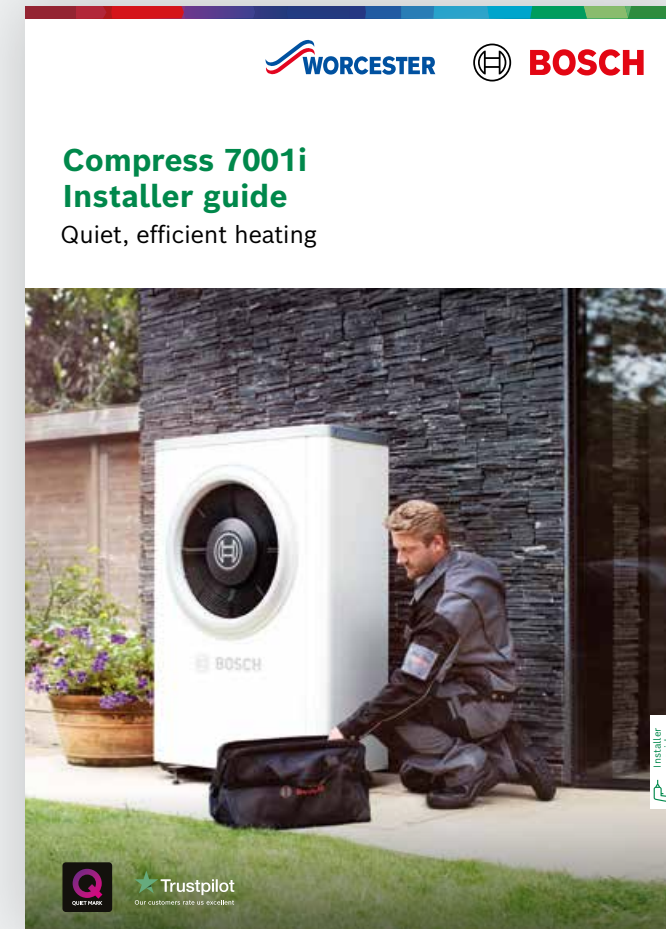
Installer brochures and technical guides

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Compress 5800i AW Installer Guide

 **Download here**
Part number:
8 716 122 777




Compress 7001i AW Installer Guide

 **Download here**
Part number:
8 716 122 098




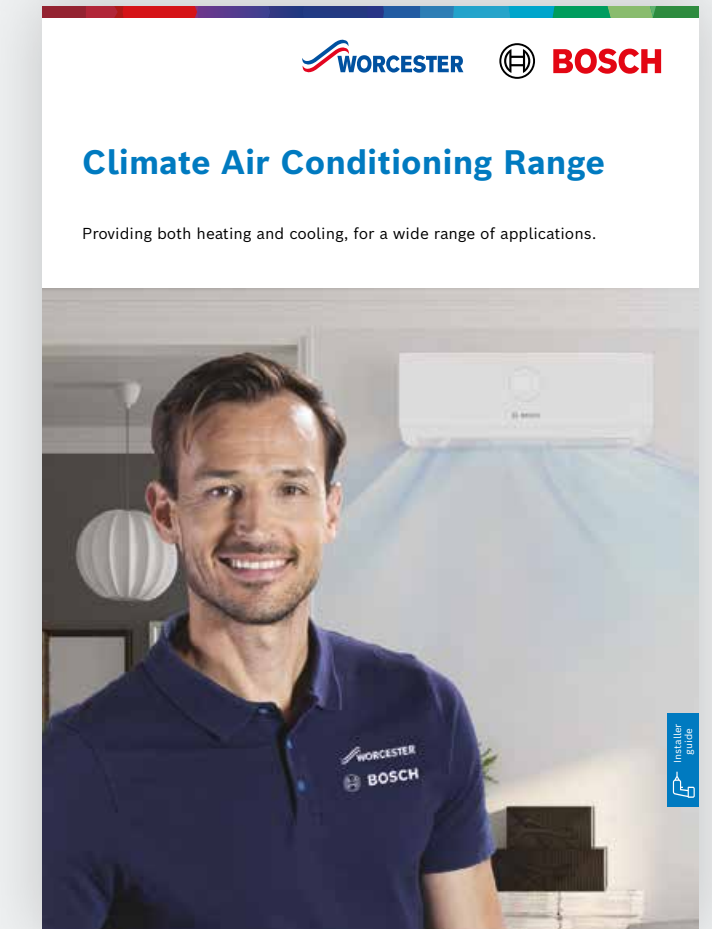
Compress 2000 AWF Installer Guide

 **Download here**
Part number:
8 716 122 800




Compress 3400i AWS Installer Guide

 **Download here**
Part number:
8 716 122 098



Air Conditioning Installer Guide

 **Download here**
Part number:
8 716 119 917

To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.



Business support

Trade-rated training

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Trusted by thousands

Every year, 14,000 installers trust us to keep their skills sharp.



Training on tap

Come to us, we'll come to you, or learn online – whatever suits you best.



Our complete range

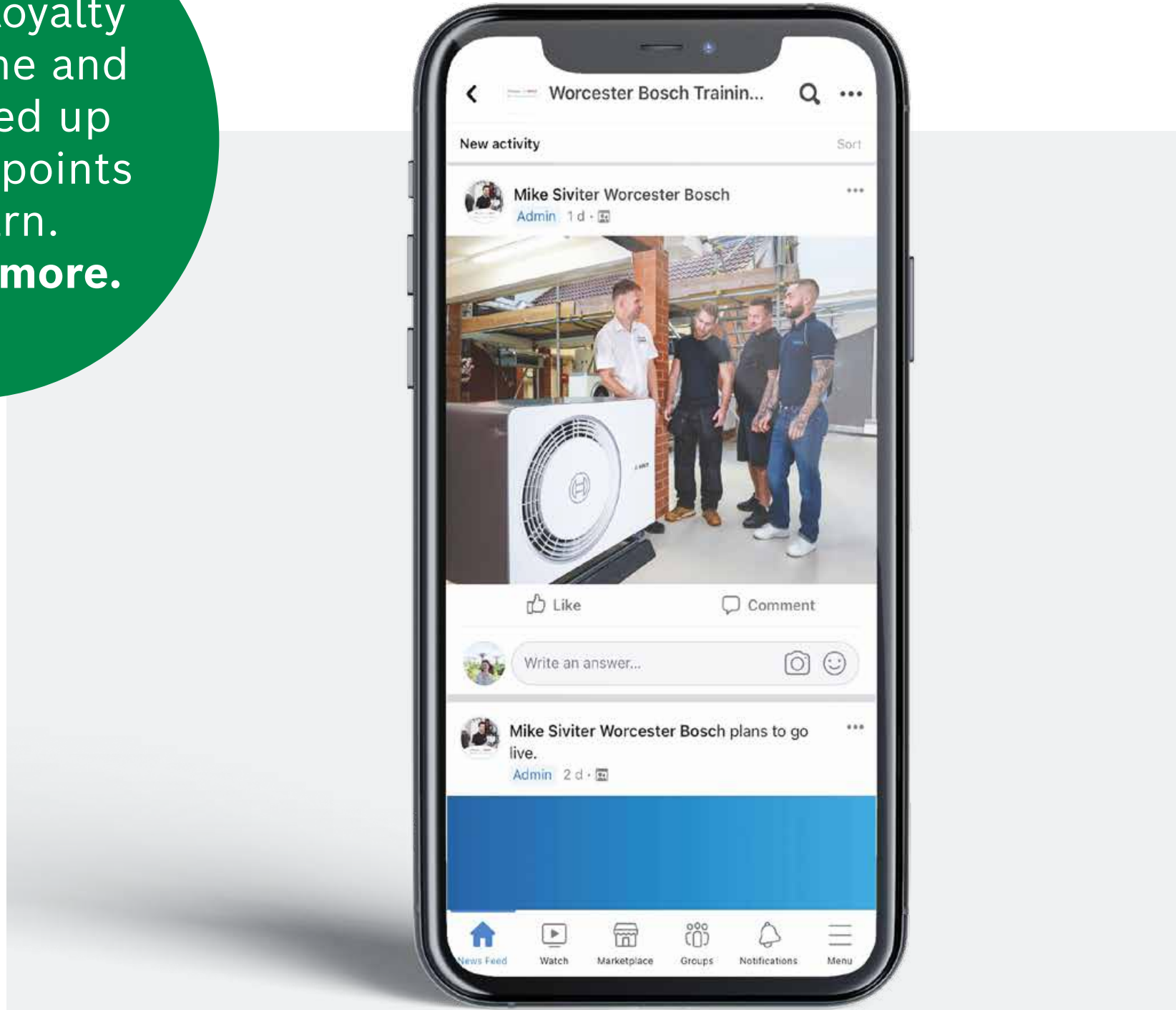
Master our electrified product range and learn new tech as soon as it's released.

Join our loyalty programme and get trained up using the points you earn.
Find out more.

Take advantage of our training programmes to master new technologies, and go from beginner to brilliant.

We've got 4 completely kitted-out Training Academies nationwide, offering MCS recognised RQF courses. Plus mobile training vans and digital solutions if you'd prefer, including online training modules that could be used to support the upskilling process of your team.

Learn from the best



Join our **'Worcester Bosch Training Academy'** Facebook group for news, online courses and training videos.

Visit us on Facebook

Business support

Electrified Solutions design team

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- ✓ Our expert design team are on hand to support you with developing system designs
- ✓ Our in-house specialists have masses of experience supporting the industry
- ✓ 15+ expert renewables design and technical support teams including dedicated heat pump champions
- ✓ Able to offer heat pump specifications and system schematics
- ✓ 'Virtual tech' video calling platform available allowing you to share visuals of the query live for instant feedback
- ✓ Fully indemnified MCS accredited design service

Involve the team in your project:
system.design@uk.bosch.com





Section 3

After-sales support

Our award-winning Technical Support and Customer Care teams connect you instantly to the help you need.

For you or your customer, via telephone or email, our teams will support with commissioning and guarantees, enquiries and repairs, and hands-on experience and expertise to provide top-class support.

Aftersales support

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Heat pump commissioning & guarantees

Our team of expert engineers have extensive hands-on experience and in-depth Bosch product expertise, providing comprehensive heat pump commissioning support. To arrange your heat pump commission ahead of installation, click the link below:



Unlock longer customer guarantees

To access extended guarantees for your customers, attend our trade-rated product training, join our loyalty programme and undertake our specialised commissioning. Our expert renewable engineers will commission your heat pump and help ensure optimum performance and energy efficiency, providing peace of mind with longer lasting guarantees.

2 Year Guarantee*	5 Year Guarantee*	7 Year Guarantee*
As standard	Loyalty member + Trained by Bosch + Bosch Commissioning completed**	Loyalty member + Trained by Bosch + MCS Certified + Bosch Commissioning completed^

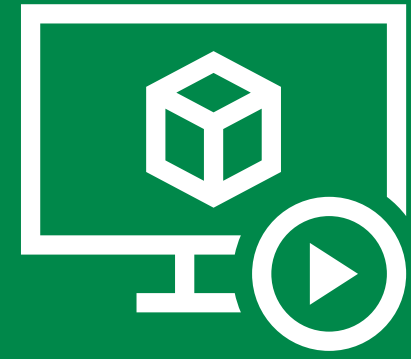
[Reserve your commission date](#) 

*Terms and conditions apply, visit the website for more information. **Commissioning - without MCS certification a full system design and commissioning document is required and our engineer in attendance for registered product ^Commissioning - To be carried out remotely by Worcester Bosch Technical Support team, subject to conditions. Supporting registered product copies of design documents and commissioning required.

Aftersales support

Contacts

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Live virtual tech support
Connect via camera
and we'll guide you



UK-based teams
Expert support
if you need it



Award-winning support
Available via
telephone or email

Here when you need us

Our award-winning Technical Support and Customer Care teams are on hand when you need them.

Speak to our **Electrified Solutions Technical Support Team**, who know the products inside out. Available within seconds, 6 days a week for product advice to help you get the job done.

Our triage service is also available for you and your customers to remotely address any queries and minimise the need for onsite manufacturer engineer visits.

Telephone: **0330 123 3366**
Email: **technical-advice@uk.bosch.com**

Should an engineer be needed, our dedicated **Electrified Solutions Customer Care Team** is available 364 days a year, 7 days a week to arrange appointments with our specialist renewable engineers for repairs or maintenance.

Rest assured we're ready to assist you and your customers, if needed.

Telephone: **0330 123 9339**
Email: **renewable.worcester@uk.bosch.com**




Aftersales support

How-to content

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Our technical team are on hand to help when you need them, and they've put together some handy heat pump how-to videos to help you when installing our products.


Compress 2000
Set the time



How to set the time and date - Compress 2000

[▶ Watch here](#)

Compress 2000
Switch on the heating & hot water



How to switch on heating and hot water - Compress 2000

[▶ Watch here](#)


Compress 2000
Set the timer



How to set the timer - Compress 2000

[▶ Watch here](#)


Compress 2000
Set the heat curve



How to set the heat curve - Compress 2000

[▶ Watch here](#)

Compress 2000
Removing air from the system



How to remove air from the system - Compress 2000

[▶ Watch here](#)


Compress 2000
Enabling 3rd party controls



How to enable third party controls - Compress 2000

[▶ Watch here](#)


Compress 2000
Using the HMI as a room thermostat



Using the HMI as a room control - Compress 2000

[▶ Watch here](#)


Compress 5800
Pre-plumb cylinder wiring



Compress 5800 pre-plumb cylinder wiring explained

[▶ Watch here](#)

Compress 5800
Removing air with pre-plumb



Removing air from the Compress 5800 with the pre-plumb cylinder

[▶ Watch here](#)

Much more how-to content, plus other product information is available on our YouTube channel.

[▶ Watch now](#)

Section 4

Rewards for you

The Worcester Bosch Loyalty Programme is our way of saying thanks – with rewards everybody can benefit from.

Heat pumps, hybrid heat pumps, air con, boilers and light commercial installations all put points in the bank, ready for you to spend and enjoy.



Worcester Bosch Loyalty Programme

Reap the rewards

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Your programme

Convert your points to cash on a card and enjoy your time off the clock.



Your rewards

Make your job easier with brand new tools and better kit.



Your choice

Double down on your business with marketing, sales leads, and training.

The Worcester Bosch Loyalty Programme is designed to help you reap the rewards of your hard work, and it's a wide range of products that bring in the points. Heat pumps, hybrids, air con, boilers and light commercial installations tick the box too. By earning points for every registration, you can spend them on whatever means the most to you.

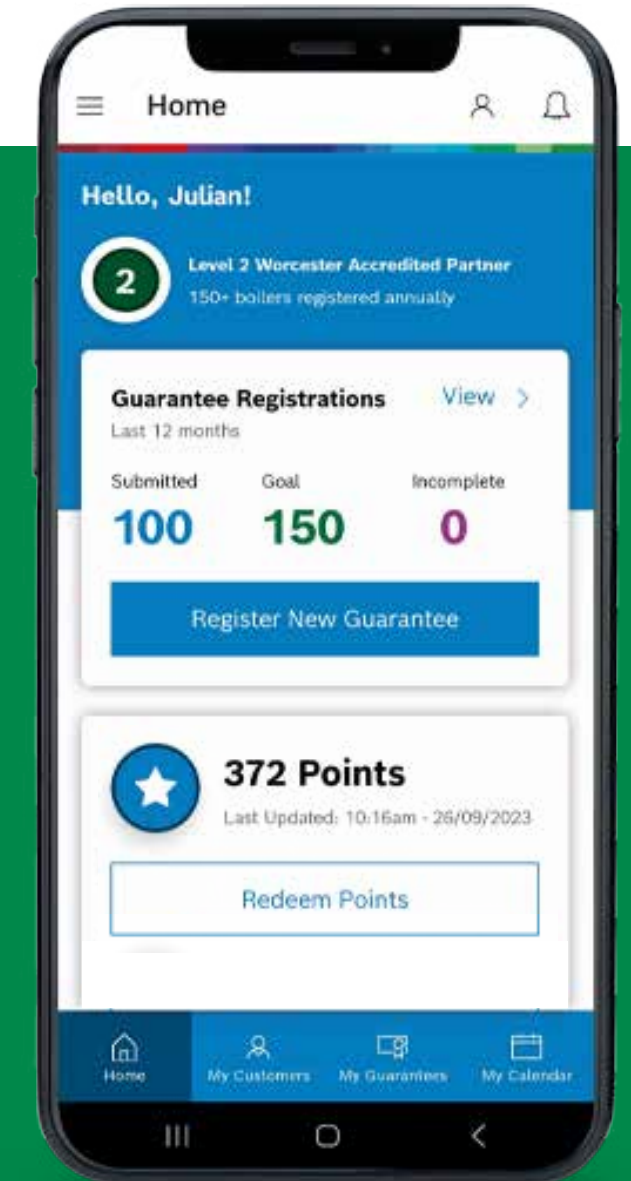
Whichever rewards you choose, the Worcester Bosch Loyalty Programme is our way of saying thank you for choosing Worcester Bosch for your customers.

[Sign up today](#)



Worcester Bosch Professional app

- ✓ Scan and send complete product registrations – Complete Heat Pump guarantee registrations in seconds
- ✓ Access your knowledge hub – Every technical document and manual you will need
- ✓ Engineer registration – You and your engineers can use the app to register products to the same company



[Get the app](#)



Worcester Bosch Loyalty Programme

The rewards shop

Need some new power tools to tackle bigger jobs?

Got a holiday coming up and want some spending money?

With the Rewards Shop, you're in complete control of what your hard-earned points get spent on.

[Visit the shop](#)



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Latest installer promotions

Keep up to date with our offers

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Fit in your home or showroom for up to **£100[^]** Cashback

^Terms and conditions apply.



Fit in your home or showroom for up to **£1,000^{*}** Cashback

*Terms and conditions apply.



These are just some of our recent promotions, to see our current offers and to get involved, click the link below.

[See current promotions](#)



Section 5

Customer literature

A key part of any sales process is to make sure your customer understands the benefits of the products and systems you're recommending.

We design our literature to tick that box for you, building on the combined brand expertise of Worcester and Bosch.



Customer literature

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Homeowner brochures and guides

Take advantage of our extensive range of quote and sales guides to help your customers understand and appreciate the benefits of electrified heating technologies.

WORCESTER BOSCH

Feel good heating
Guidance for first-time heat pump owners

Warm welcome to the future of home heating

Ready to enjoy a warm and cosy home, along with the feel-good of reducing your carbon footprint* and managing your energy use. We're going to show you how to live in harmony with your brand-new heat pump, as well as providing some tips and tricks to help you get the most out of it.

We're with you every step of the way, whatever the weather...

Homeowner guide

World-leading support
We're here to help via phone, email, live chat or social, 364 days a year.

We've got it covered
Trust the UK's favourite boiler brand with looking after your new heat pump.

Nationwide coverage
With engineers in your area, we've got you covered if you need us.

Compare a heat pump or hybrid system vs a gas or oil-fired boiler

Your first year with a heat pump
A season-by-season guide

Settle into electrified heating
Just like changing cars or moving house, you're going to need time to adjust to your heat pump before you can enjoy everything it has to offer. But don't worry. You'll be used to your heat pump in no time. Let's take a look at what you can expect from your first year, season by season.

Heat pump new owner guide
Your customers guide on how to live with their new heat pump. Including handy tips and advice to take them from season to season, keeping their home comfortable throughout the year.

Download here
Part number: 8 716 122 773

[See installer guides](#)

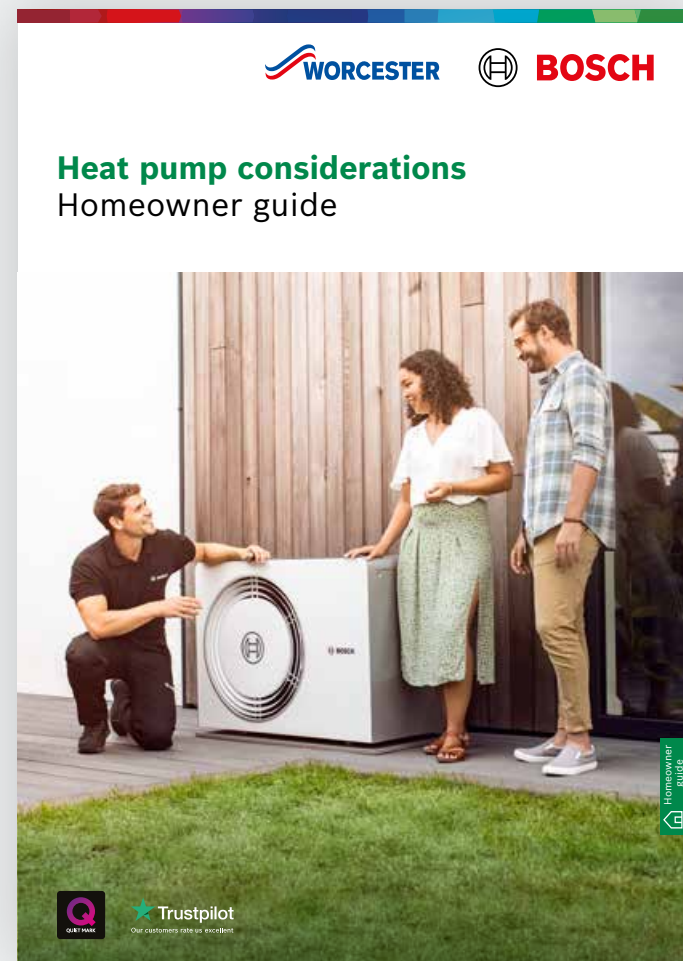
To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




Customer literature

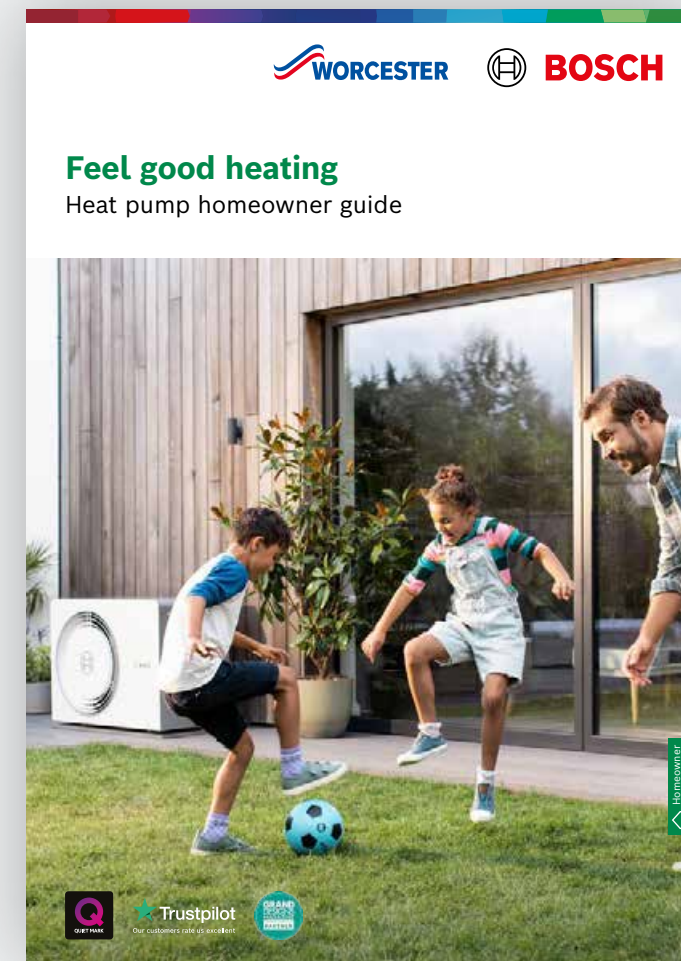
Homeowner brochures and guides

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Consumer heat pump pre-sales guide

 **Download here**
Part number:
8 716 122 864




Homeowner heat pump guide

 **Download here**
Part number:
8 716 122 885




Compress 5800i AW one-pager (for quotes)

 **Download here**
Part number:
8 716 122 780



Compress 5800i Hybrid Heat Pump one-pager (for quotes)

 **Download here**
Part number:
8 716 122 809

[See installer guides](#)



To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




Customer literature

Homeowner brochures and guides

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**HomeCom Pro
one-pager (for quotes)**

 **Download here**
Part number:
7 716 122 801




**Compress 7001i AW
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 790



**Compress 2000 AWF
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 788




**Compress 3400i AWS
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 789



**Climate 3000i
one-pager (for quotes)**

 **Download here**
Part number:
8 716 122 808

[See installer guides](#)



To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.

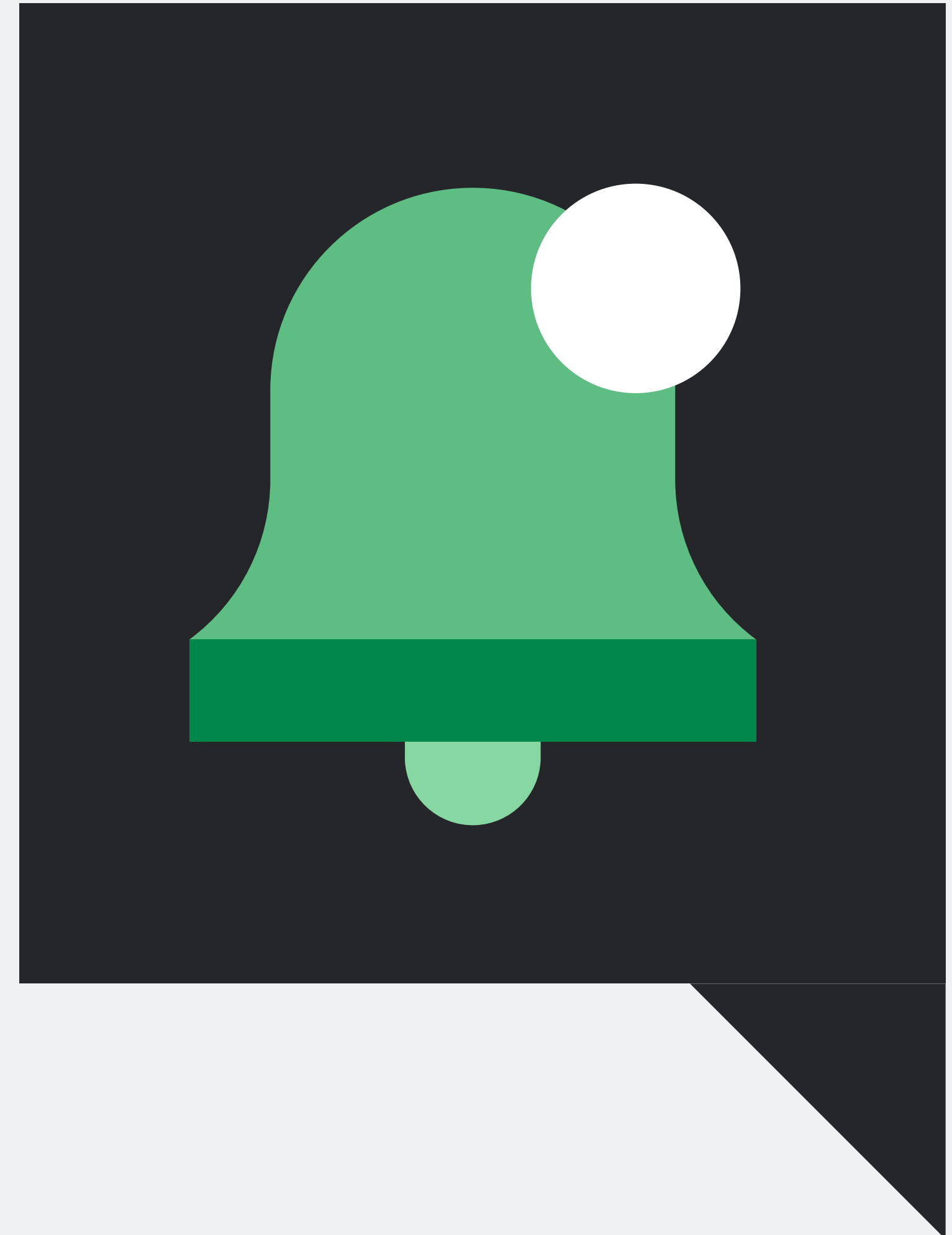


Section 6

Marketing support

Mutual success is the foundation of any good partnership and the materials we provide to help promote your business recognise the fact that growing your business grows ours and vice versa.

From online and social to showroom and imagery, we can help you connect, engage and convert.



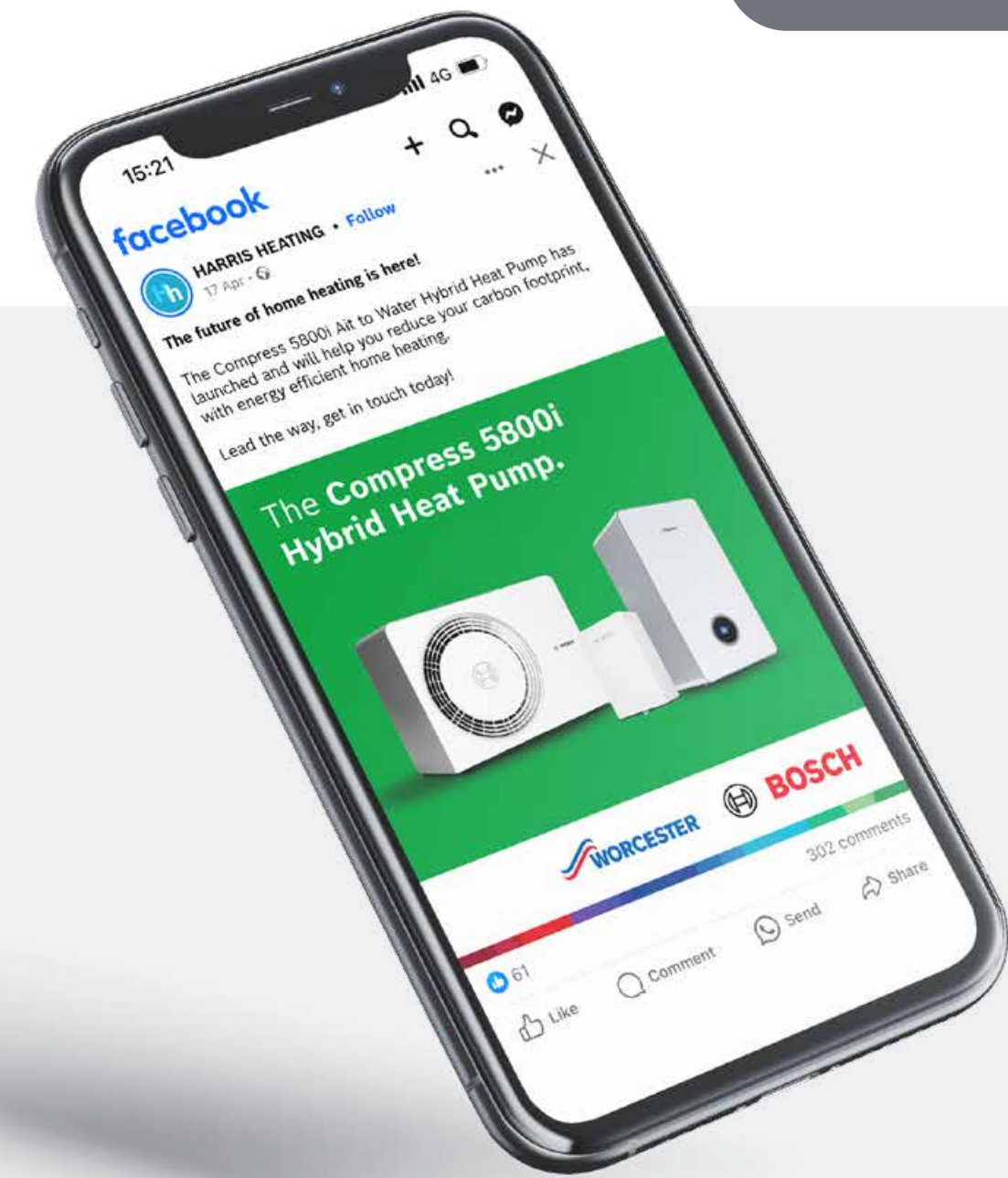
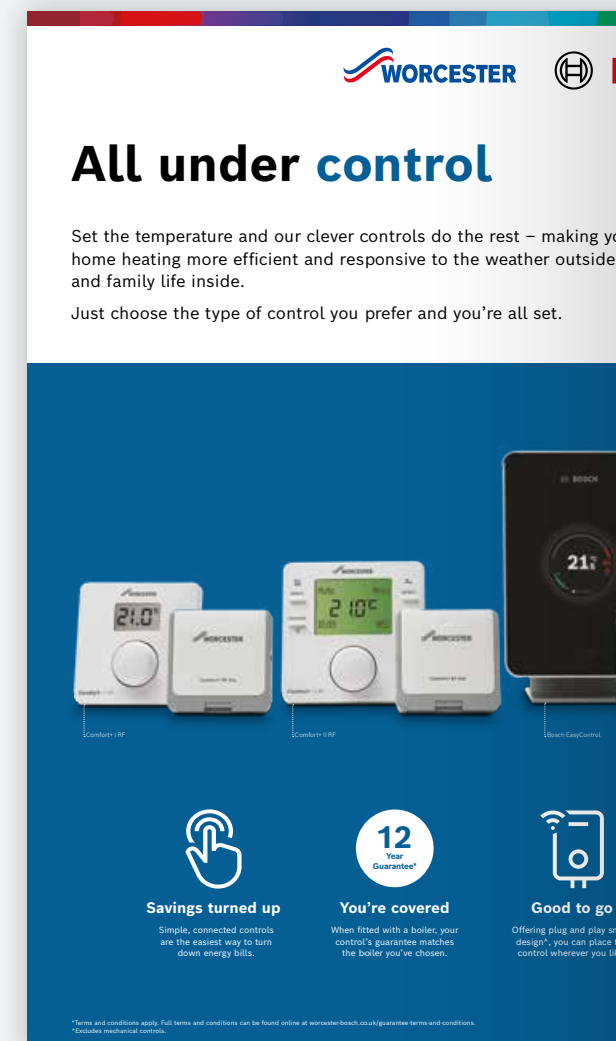
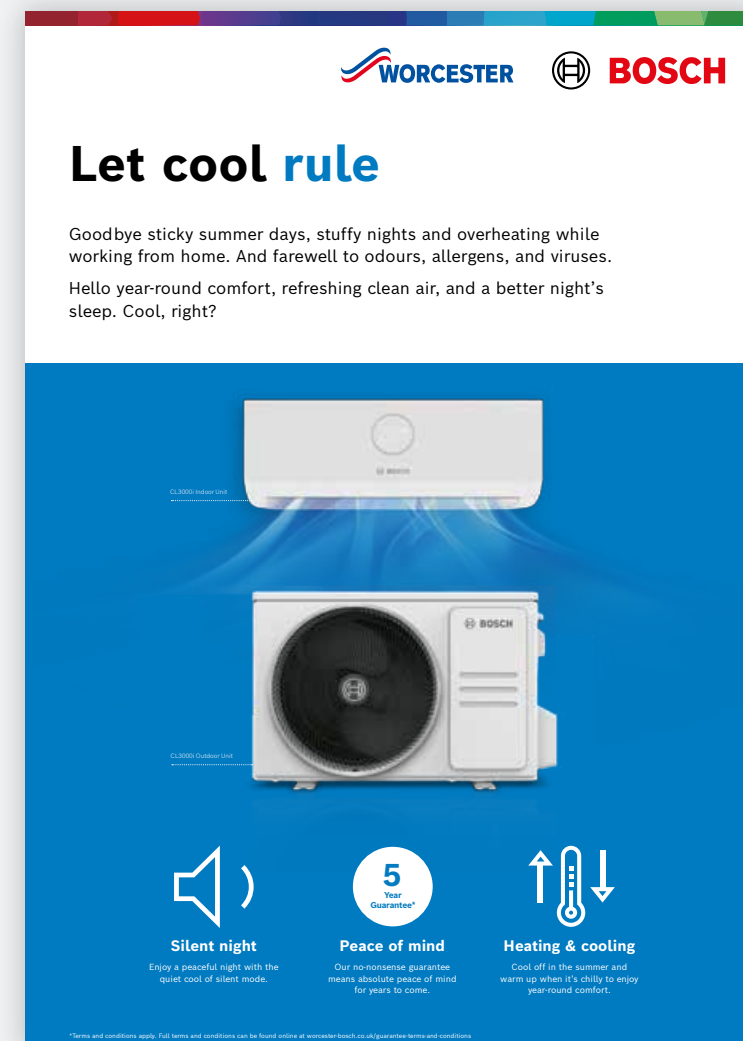
Marketing support

Materials to promote your business

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Showroom display materials

Showroom display materials are available as print-ready files – speak to your sales manager.



Social media toolkit

In the Loyalty Programme portal we've got a range of social media assets for you to use on your own channels (see page 23 for more on our loyalty programme).



Don't forget to follow and tag us on your socials! @WorcesterBoschProfessional

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Product imagery

There's a huge range of product imagery available for you to use on your website or social media, when you join our Loyalty Programme.

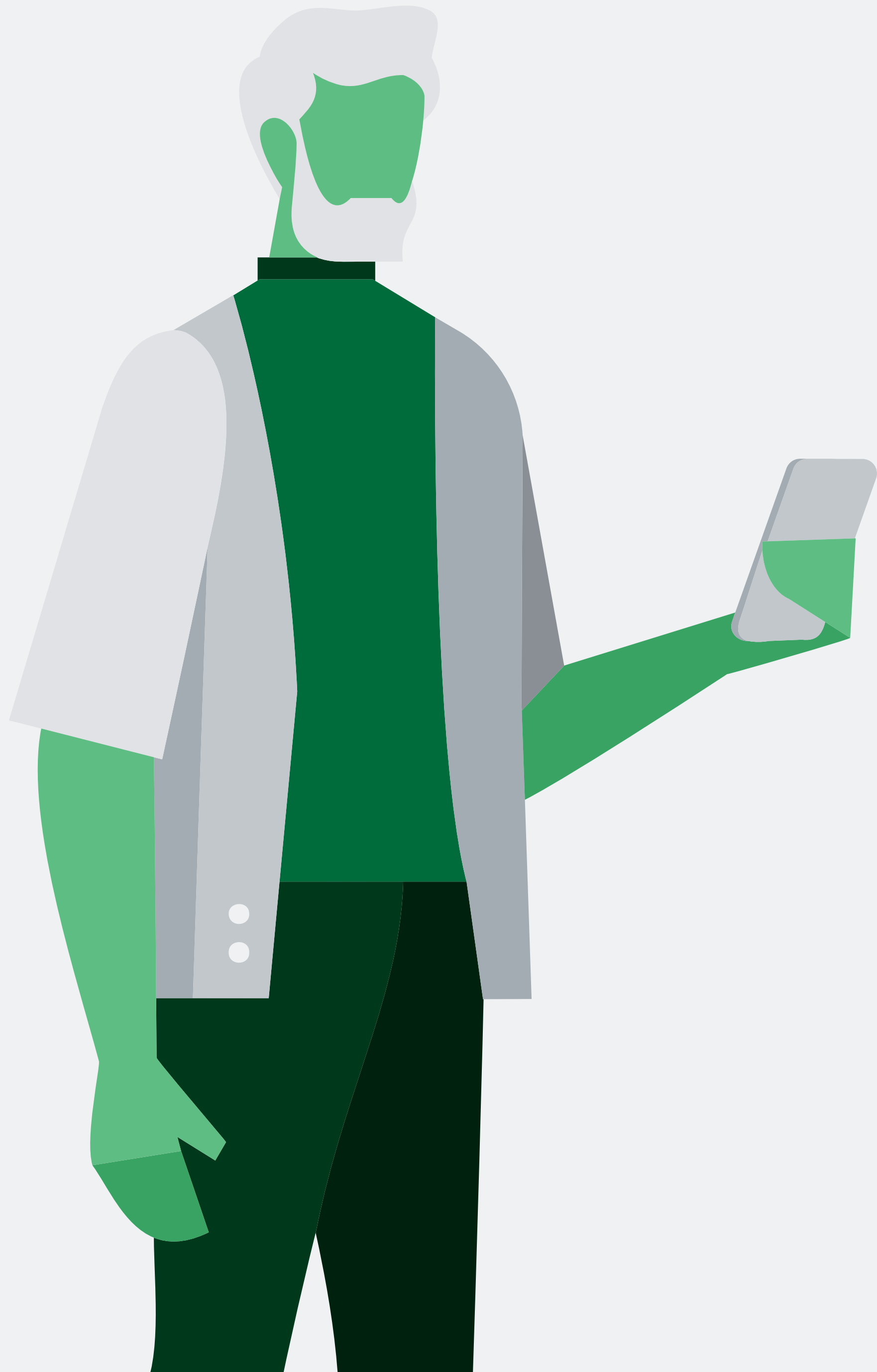
Find it here



Unlock the power of endorsements

Use product endorsements (where applicable) on your Bosch product marketing. For more information, speak to your sales manager.





Handy Contacts

Get in touch

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Pre-Sales Technical

Designs and technical queries

01905 751464

system.design@uk.bosch.com

Tech Support

Product advice

0330 123 3366

technical-advice@uk.bosch.com

Commissioning Support

Requests and documentation

renewable.support@uk.bosch.com

Aftersales / Customer Care Team

In guarantee appointments

and general enquiries

0330 123 9339

renewable.worcester@uk.bosch.com

Customer Loyalty

Questions about the Loyalty Programme

0330 123 0167

customer.loyalty@uk.bosch.com