



Electrified Solutions Installer partnership guide



A new age of 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 new 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

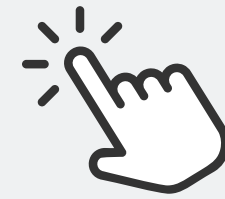
Put your trust in decades of Bosch experience and expertise.



Welcome to the future of home heating

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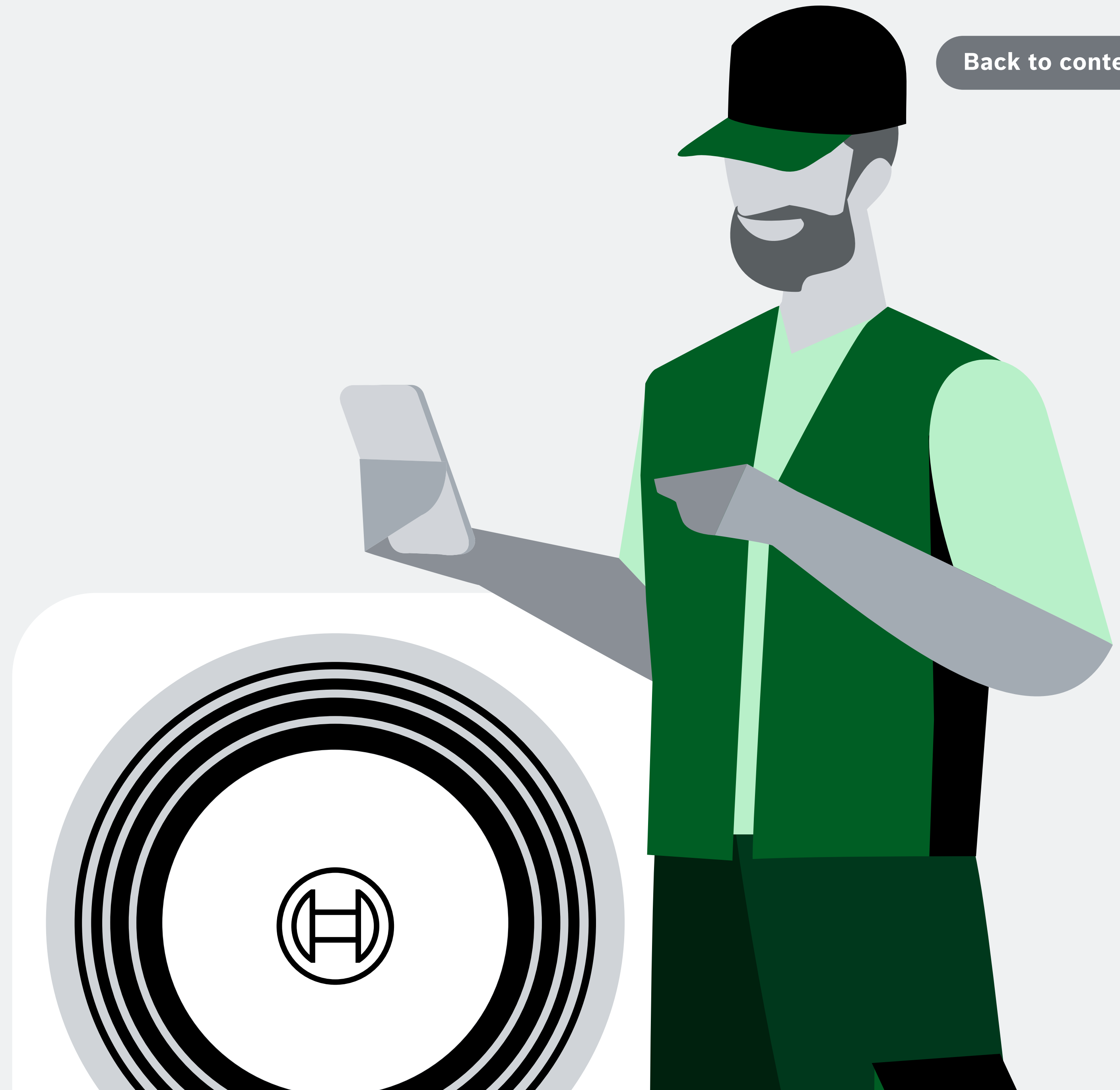
Section 1

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.

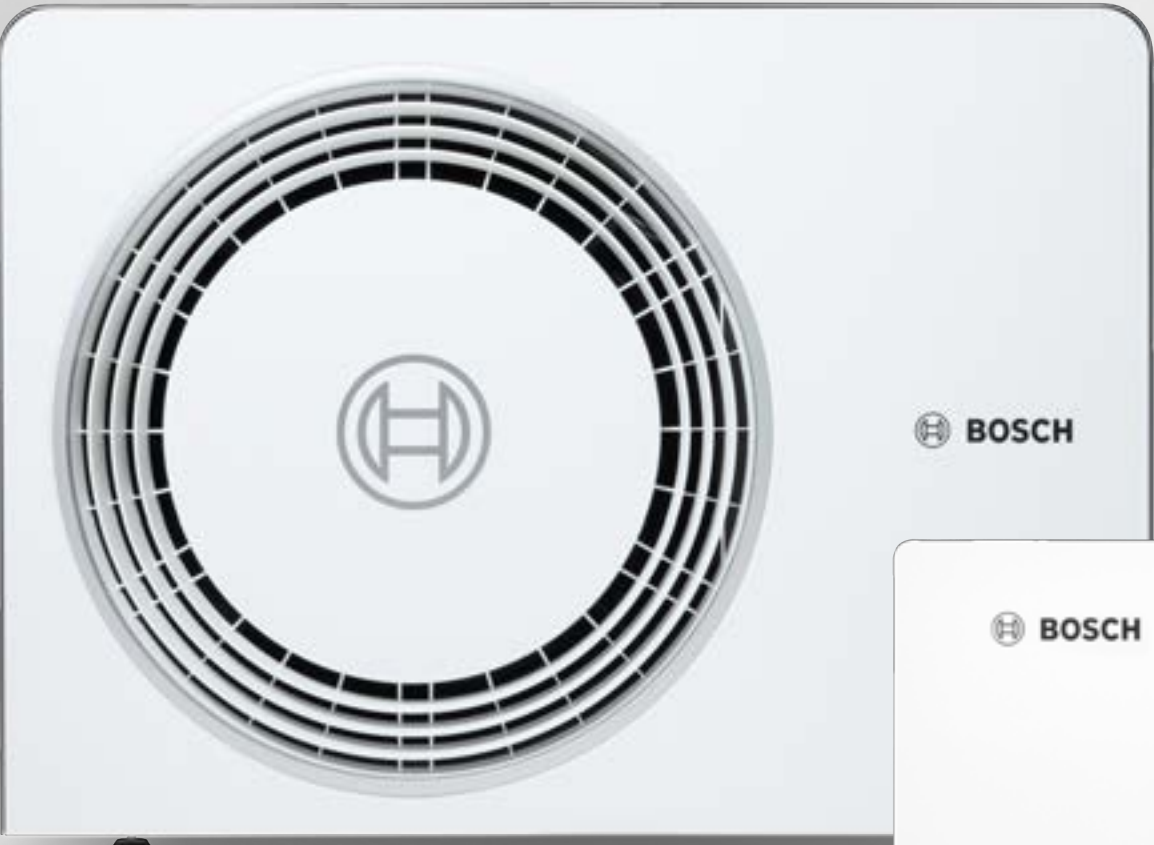
You can progress from here to get the full picture or simply jump to any section that currently really matters to you.




The range

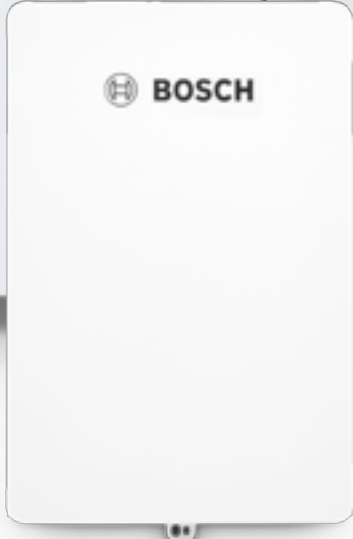
Feel good heating and cooling

Click on a product to view more information 



Compress 5800i AW

from 40dB(A) R290 



Compress 5800i Hybrid unit




Compress 2000 AWF

from 55dB(A) R32



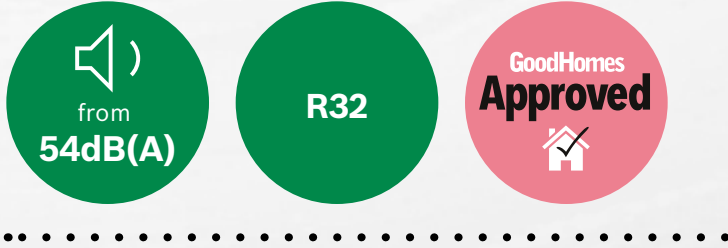
Compress 7001i AW

from 47dB(A)  R410a




Compress 3400i AWS

from 59dB(A) R32




Climate 3200i
Air conditioning

from 54dB(A) R32 



Climate 7000i
Air conditioning

from 59dB(A) R32



Climate 5000i
Air conditioning

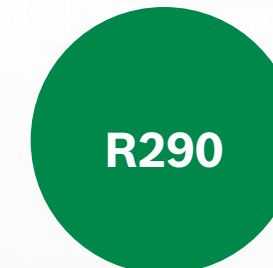
from 56dB(A) R32

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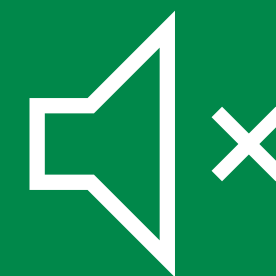
Sound power shown in accordance with EN 12102.

Compress 5800i AW

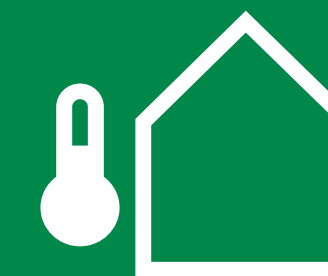
Quiet, stylish design

[Back to contents](#)

The CS5800i AW Heat Pump is our flagship heat pump. With Quiet Mark certification, a modern design and easy installation – it's a sleek 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](#)

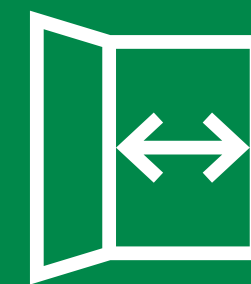
*Monitoring may cease automatically after 12 months. No disconnection required. Visit the website for more information.

Compress 5800i AW Hybrid unit

Compact, flexible, simple

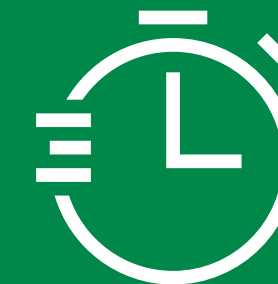
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By combining the CS5800i Heat Pump outdoor unit and a Worcester Bosch combi boiler*, the CS5800i Hybrid unit delivers intelligent, efficient and energy-saving comfort right into your customers' home.



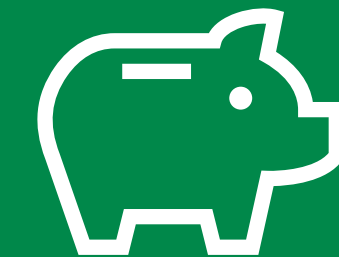
Flexible design

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](#)

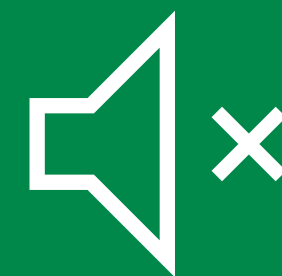
*New or existing (up to 32kW) Greenstar Combi 8000+, 4000, 2000, 1000, CDi Compact, CDi Classic, Si Compact, i ErP, Heatslave II and Danesmoor Utility (ErP+, 2022+)

Compress 7001i AW

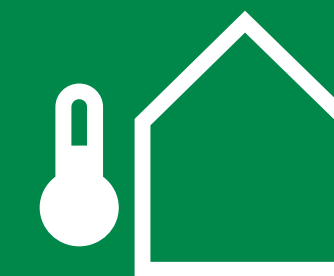
Quiet, efficient heating

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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.
^Sound power in accordance with EN 12102.

Compress 2000 AWF

Clever, compact comfort

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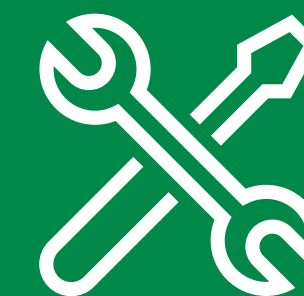
The compact, all-in-one heat pump for customers tight on space and tight on budget – the Compress 2000 AWF.



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](#)

*Sound power in accordance with EN 12102.

Compress 3400i AWS

Compact and flexible

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from
59dB(A)*

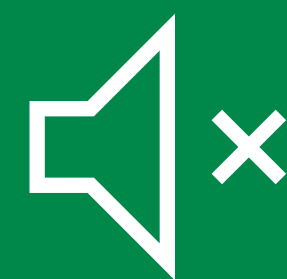


R32



50-66kg
4kW-10kW

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 R32 refrigerant.

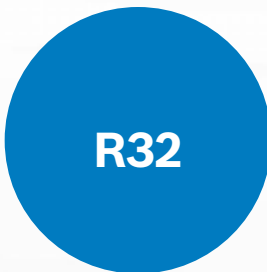
[Find out more](#)

*Sound power in accordance with EN 12102.

Climate 3200i

Fresher, cooler, cleaner

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With an energy efficiency rating of A++ for cooling and A+ for heating, our newest design delivers the best solutions to give user comfort and smart connectivity with our HomeCom Easy App^^.



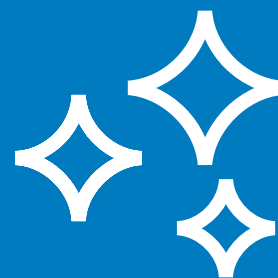
All-in-one

Cooling, heating and air purification.



Smart connectivity

Connect to Alexa, Google Home or Apple Home with HomeCom^^.



Air quality

Reduce allergens, odours and dust from your home.

*Terms and conditions apply, see website for details.
^\^Sound power in accordance with EN 12102.
^^Optional Connect Key G10 CL-1 accessory is required.

[Find out more](#)

Climate 5000i

Cool made easier

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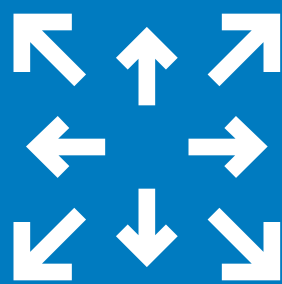


5
Year
Guarantee*

from
56dB(A)^

R32

Multi-split air con units delivering both heating and cooling for homes, small businesses 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.
^Sound power in accordance with EN 12102.

Climate 7000i

Ultimate indoor coolness

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Powerful with up to 5.3kW, quiet from just 59dB(A)^\', and with an A+++ efficiency rating and remote energy monitoring, it's the coolest, smartest air con we make.



Installer friendly
Easy installation and servicing.



Superior efficiency
Impressive SEER 9.4 and SCOP 5.3 values.



Smart connectivity
Customers can connect to Alexa, Google Home or Apple Home using the app.

[Find out more](#)

*Terms and conditions apply, see website for details.
^\''Sound power in accordance with EN 12102.

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

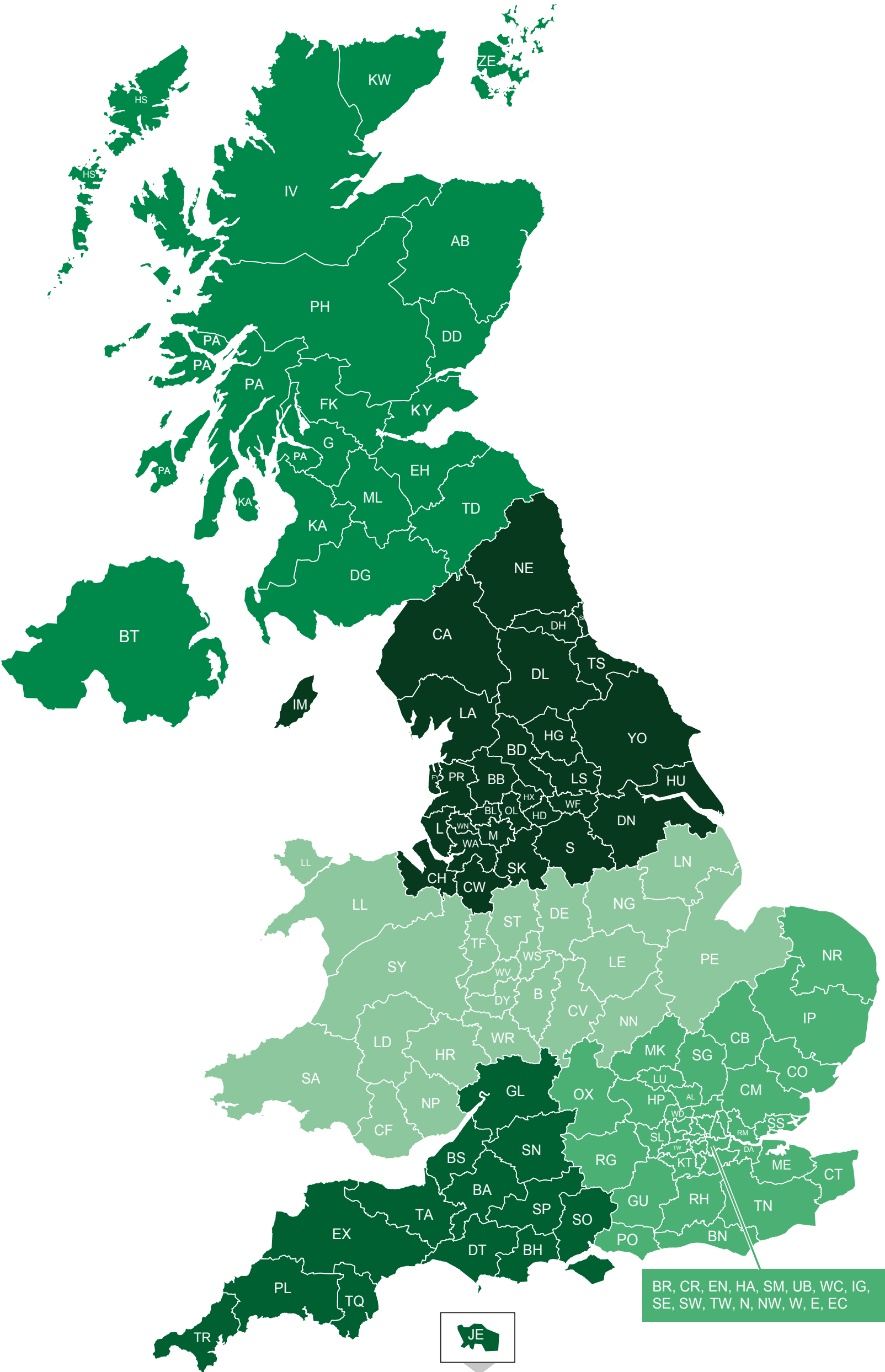
Meet our team

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



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

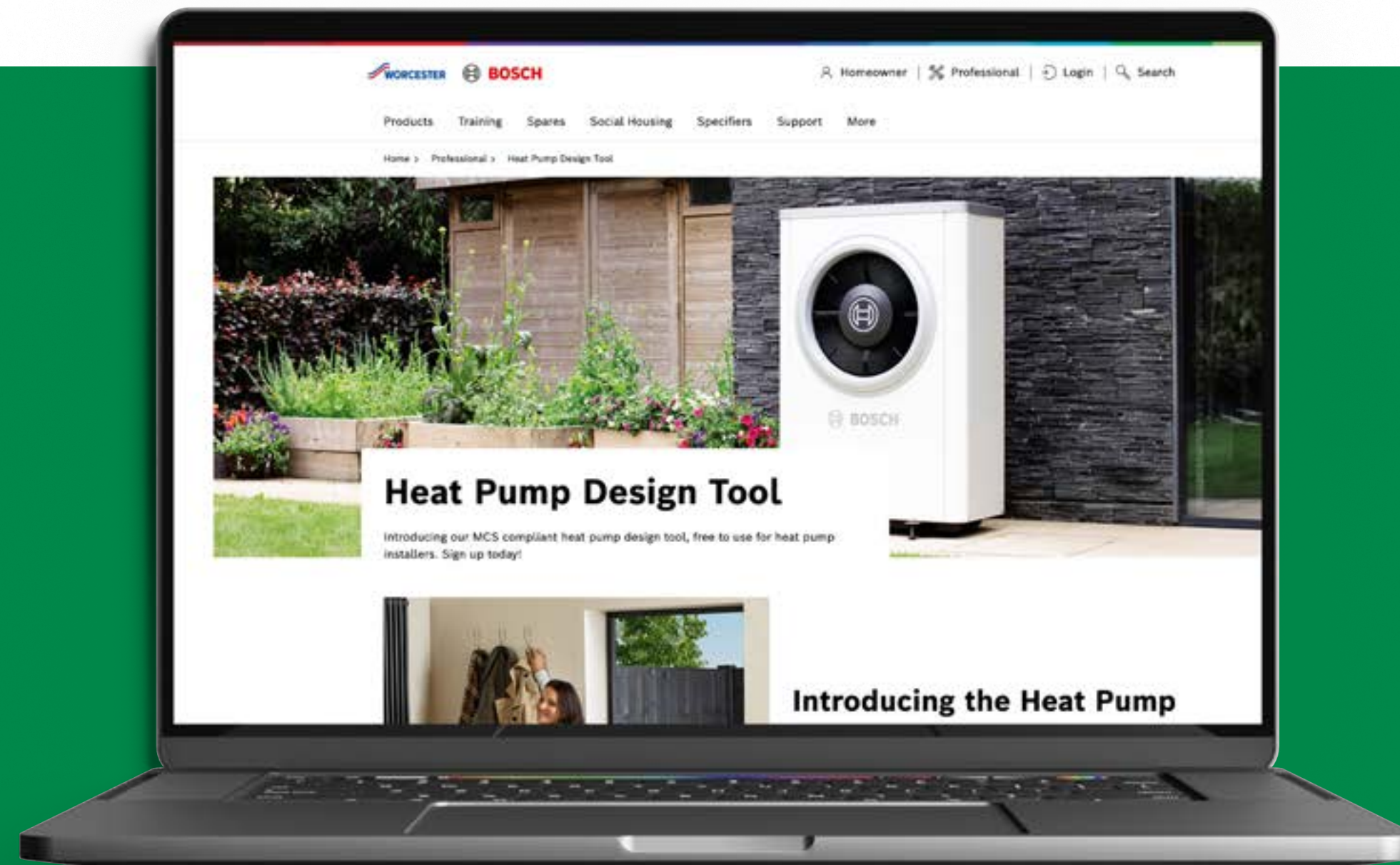
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Business support

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.

System Schematics

Easy access to our handy schematic documents, allowing you to design and specify the right system solution using our products.

[Find out more](#)

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

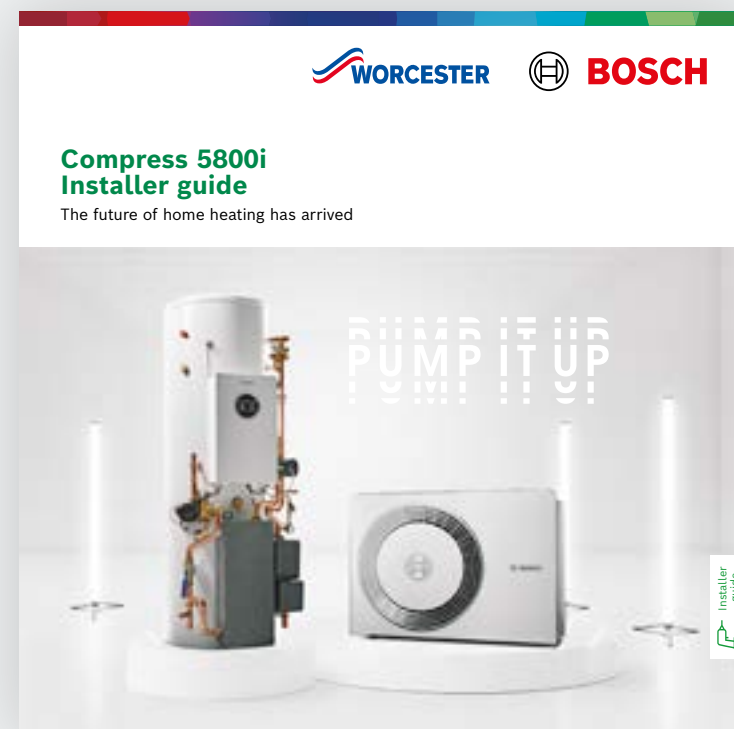
Part number: 8 716 122 884

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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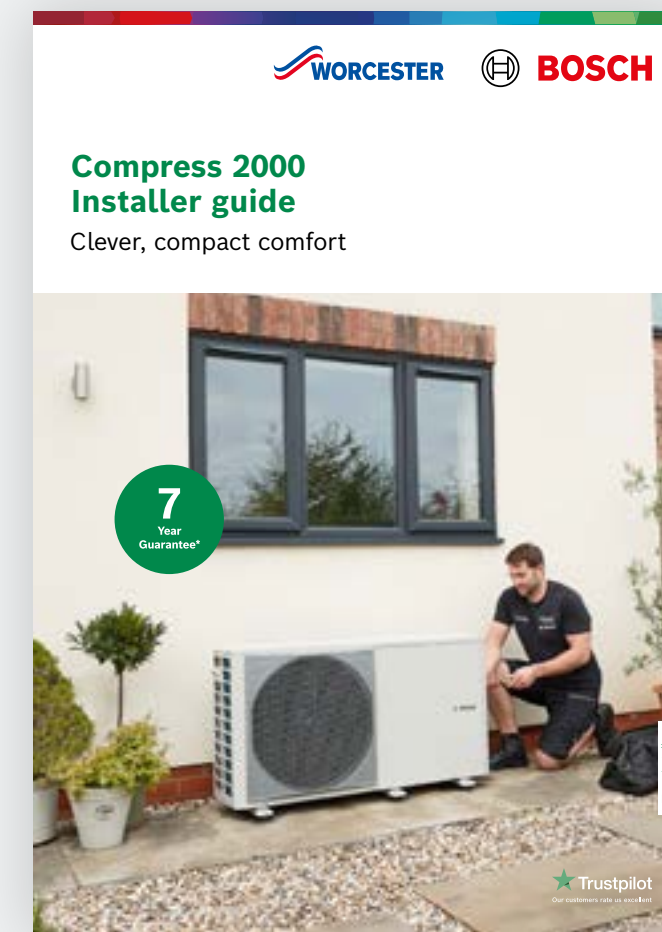
Compress 5800i AW Installer Guide

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




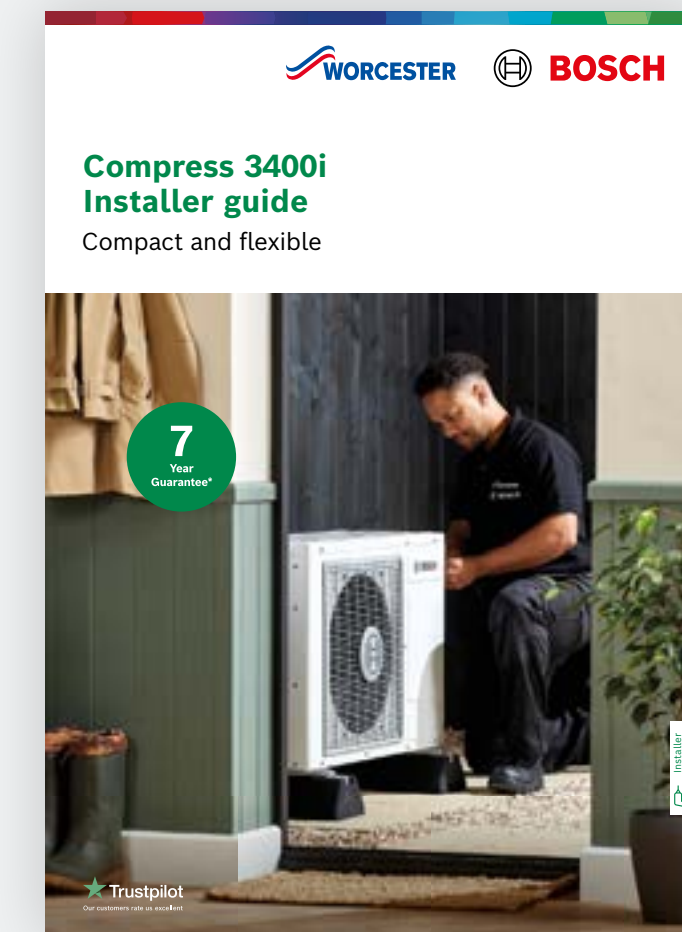
Compress 7001i AW Installer Guide

 **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

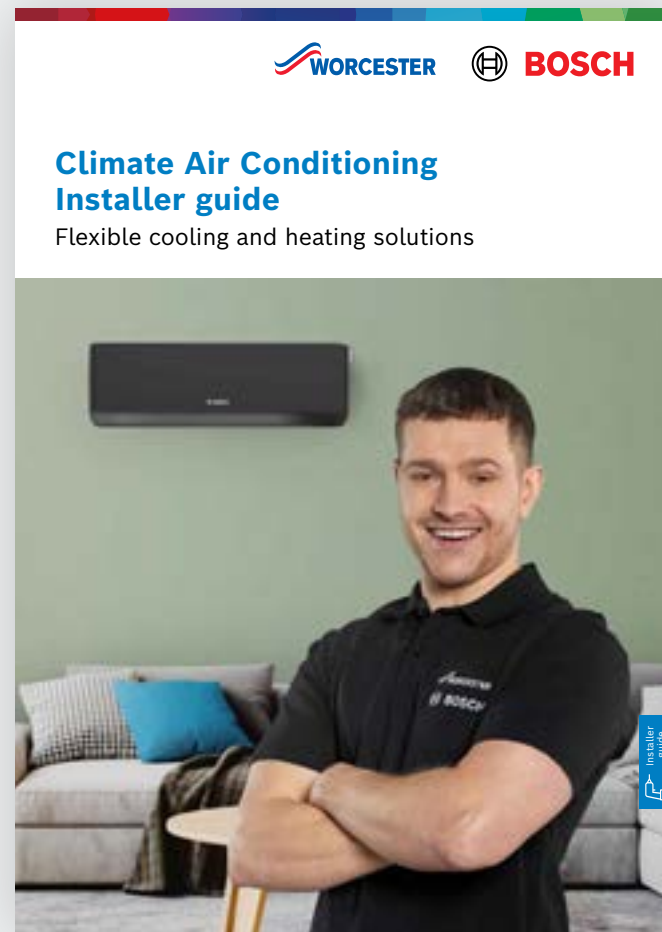
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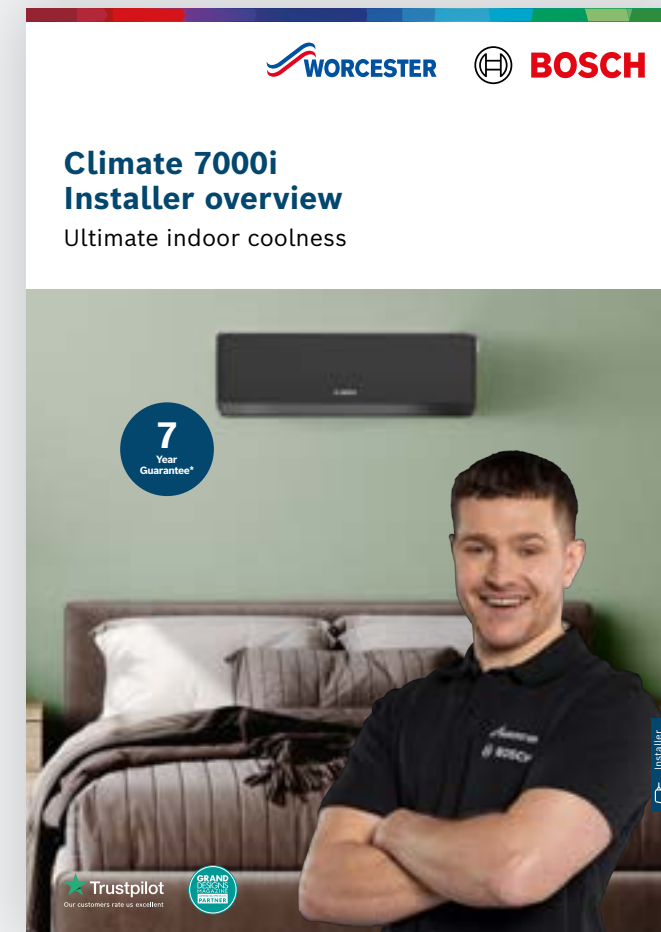
Business support

Installer brochures and technical guides


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Air Conditioning Installer Guide

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



Climate 7000i Installer Overview

 **Download here**
Part number:
8 716 122 933

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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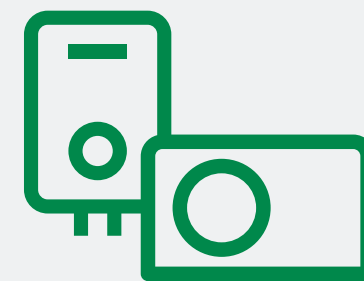
Trusted by thousands

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

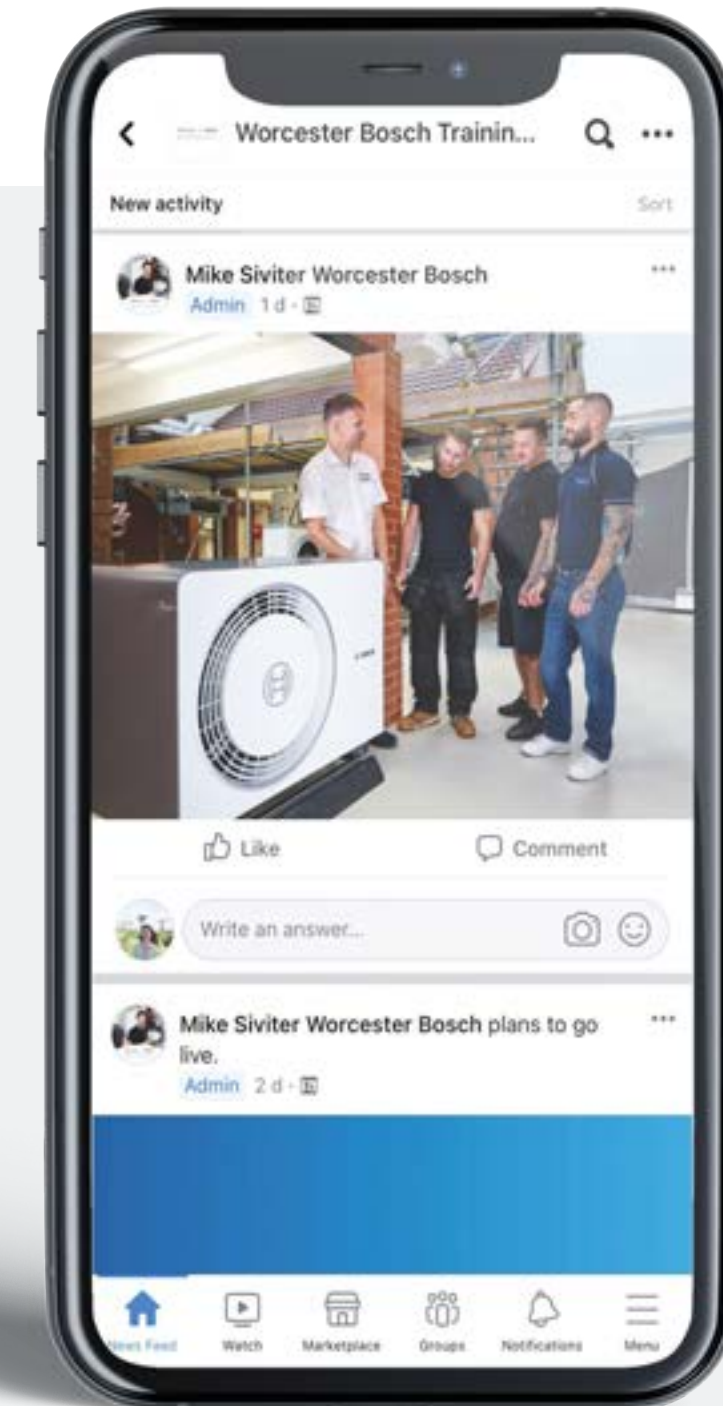
Master our electrified product range and learn new tech as soon as it's released.

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 and 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:



[Reserve your commission date](#)

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^

*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.

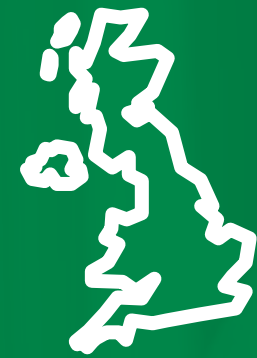
Aftersales support

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

[Back to contents](#)


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




 **Watch here**


Compress 2000
Switch on the heating & hot water




 **Watch here**


Compress 2000
Set the timer




 **Watch here**


Compress 2000
Set the heat curve




 **Watch here**


Compress 2000
Removing air from the system




 **Watch here**


Compress 2000
Enabling 3rd party controls



 **Watch here**


Compress 2000
Using the HMI as a room thermostat



 **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



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.



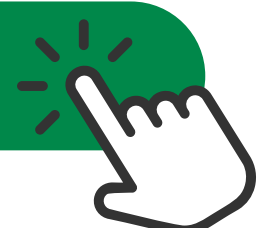
Your choice

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.

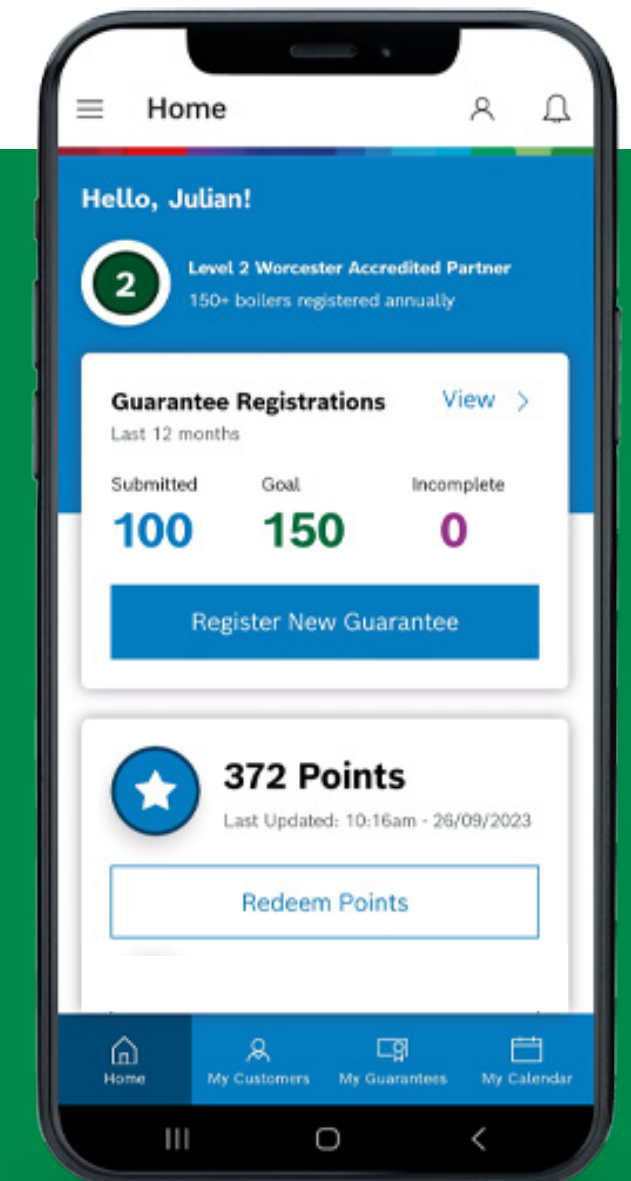
Sign up today



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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

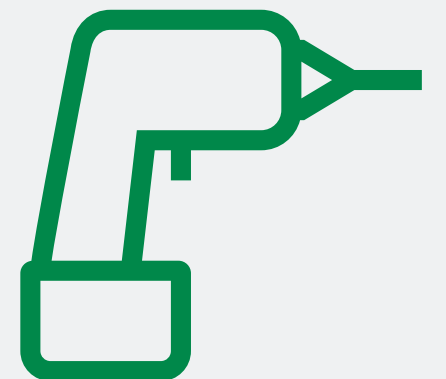
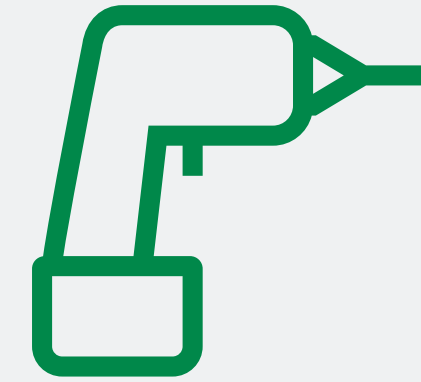
The rewards shop

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Need some new power tools to tackle bigger jobs?

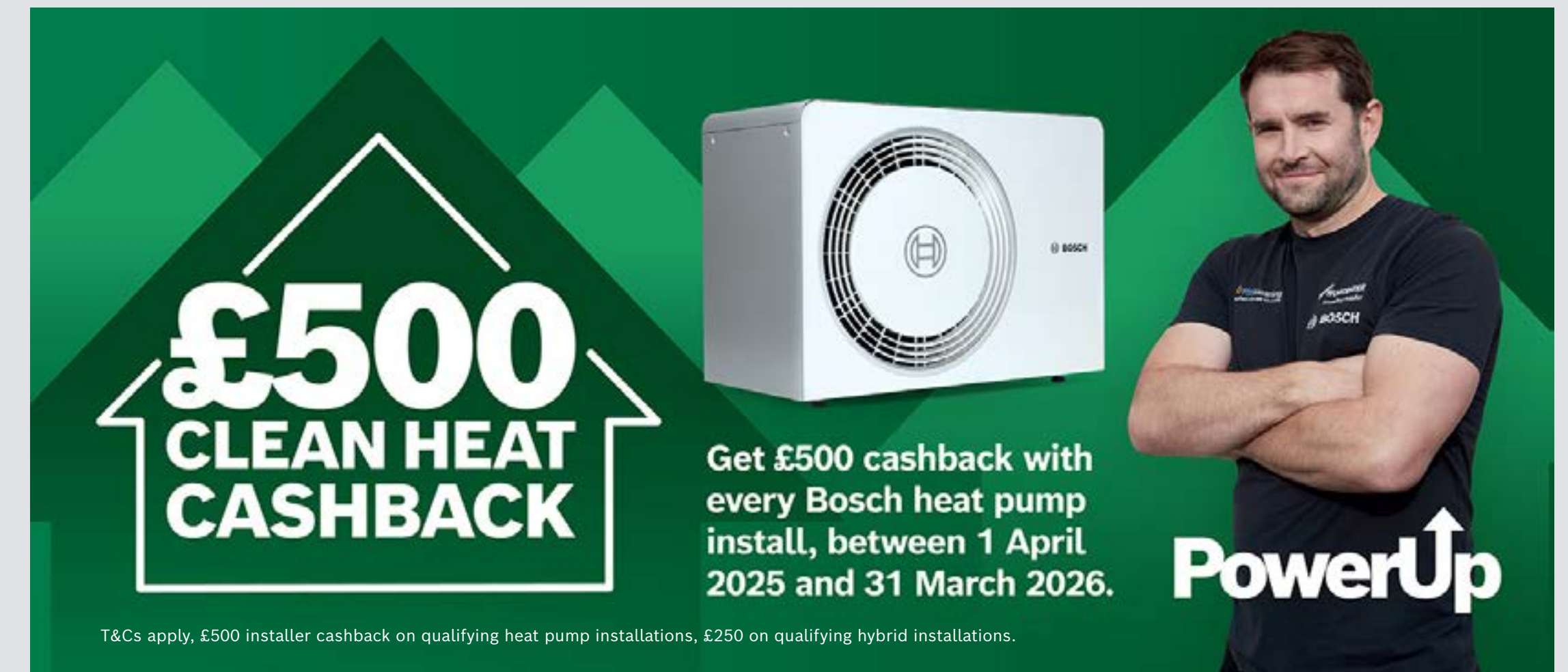
Got a holiday coming up and want some spending money?

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

[Visit the shop](#)

Latest installer promotions

Keep up to date with our offers

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

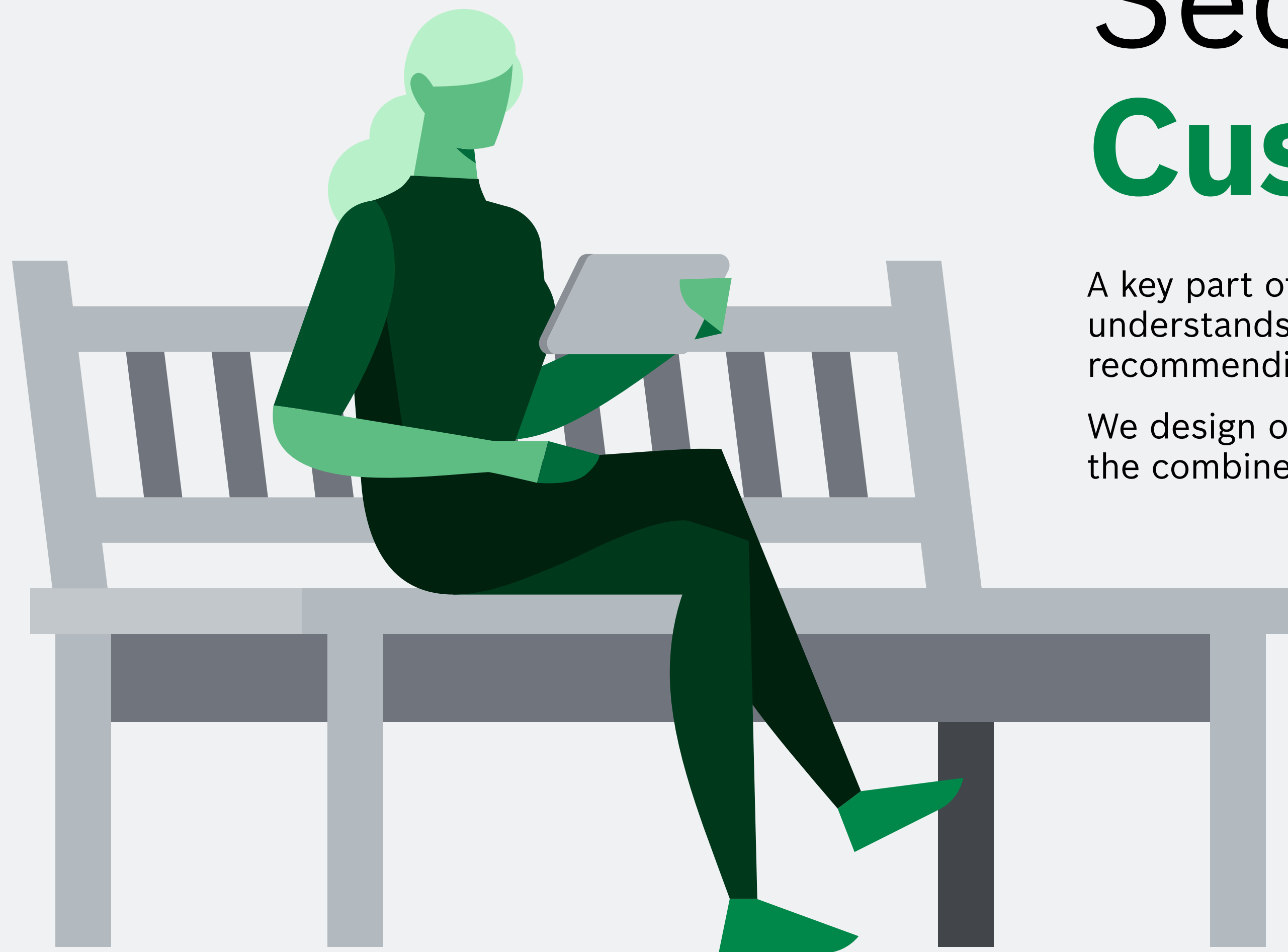
[See current promotions](#)

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.



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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

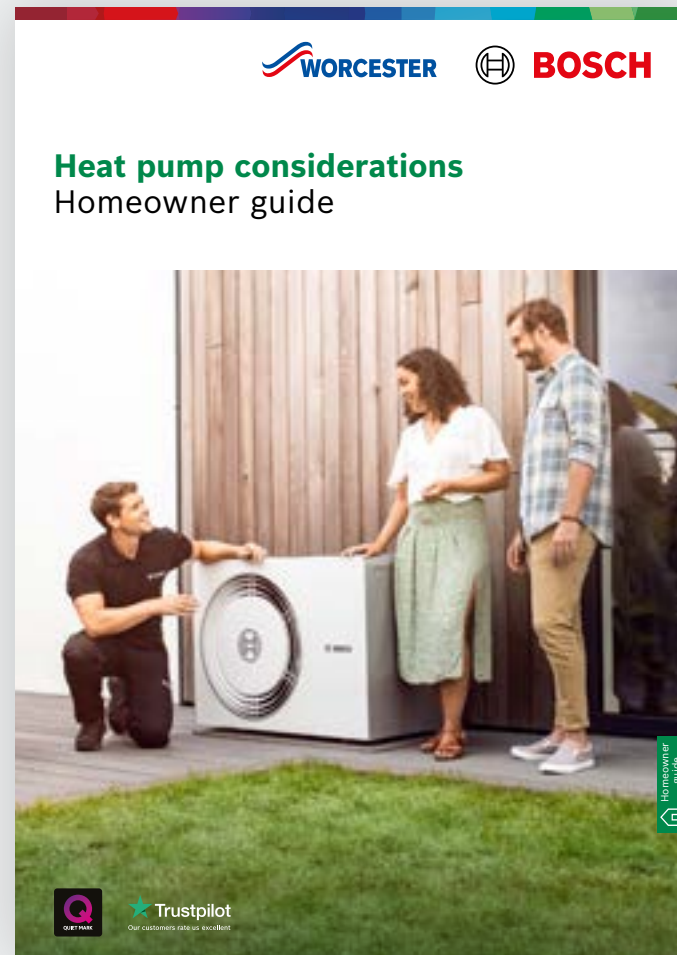


To order your copies for free, email **brochure-request@uk.bosch.com** with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




Customer literature

Homeowner brochures and guides


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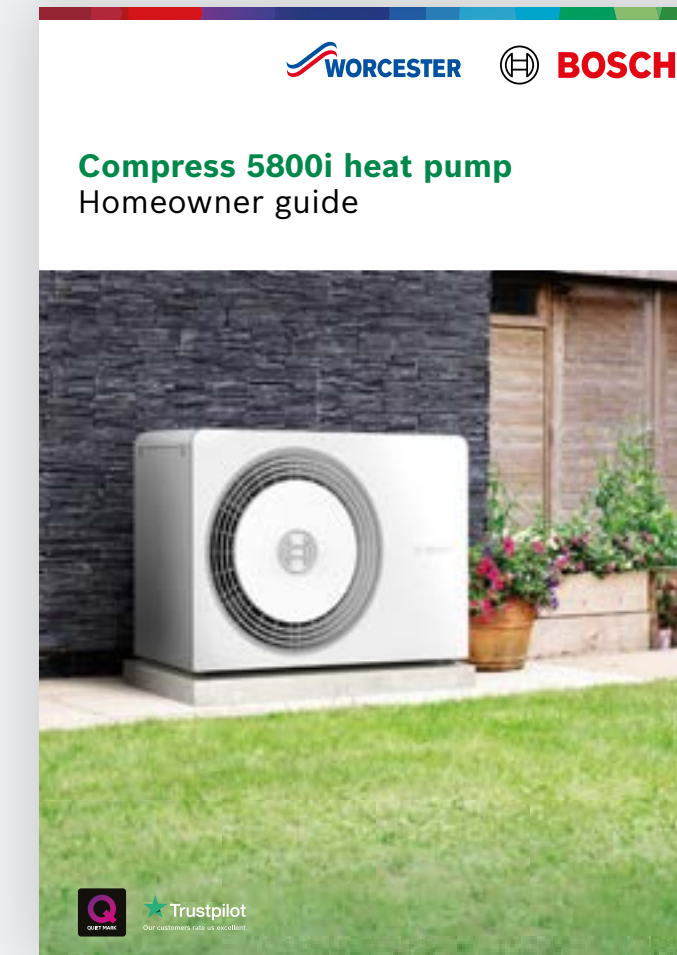
Consumer heat pump pre-sales guide

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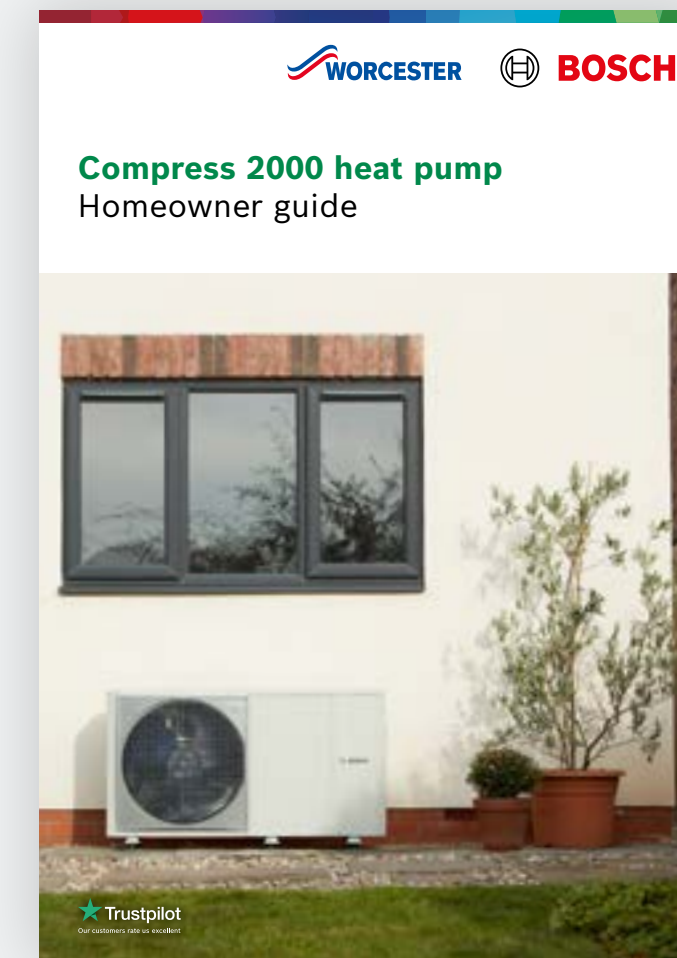
**HomeCom Pro
one-pager (for quotes)**

 **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

See installer guides

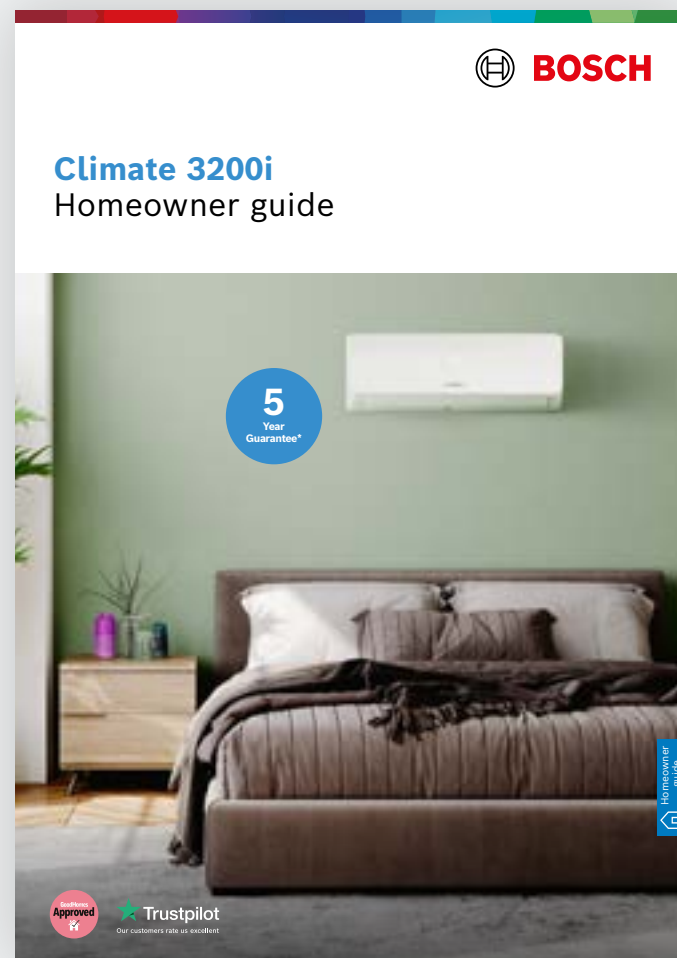


To order your copies for free, email brochure-request@uk.bosch.com with the part number/s, quantities and delivery address – for orders of over 50 pieces per item please speak to your local sales manager first.




Customer literature

Homeowner brochures and guides


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Climate 3200i one-pager (for quotes)

 **Download here**
Part number:
8 716 122 931



Climate 7000i one-pager (for quotes)

 **Download here**
Part number:
8 716 122 932

[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.

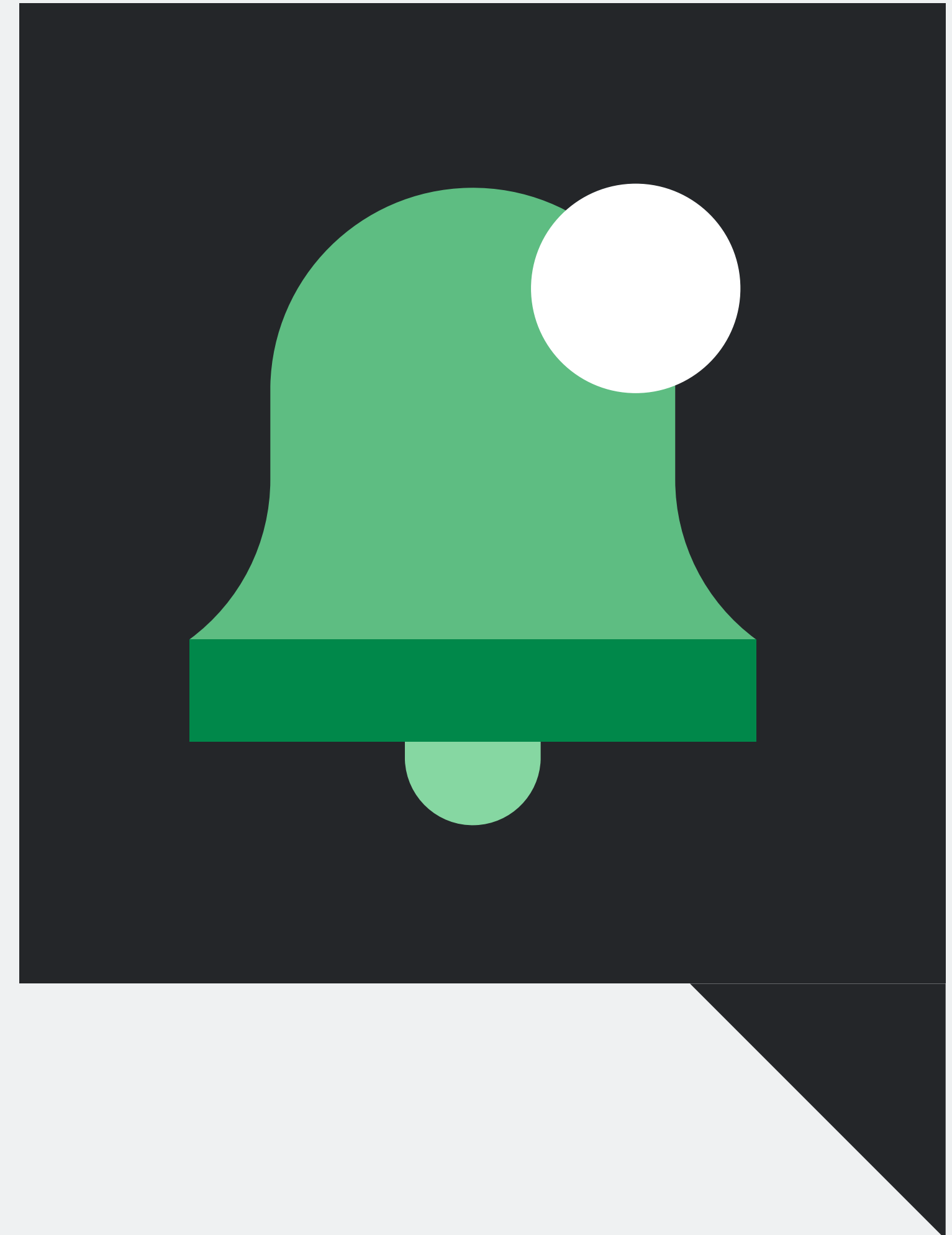


Section 6

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.



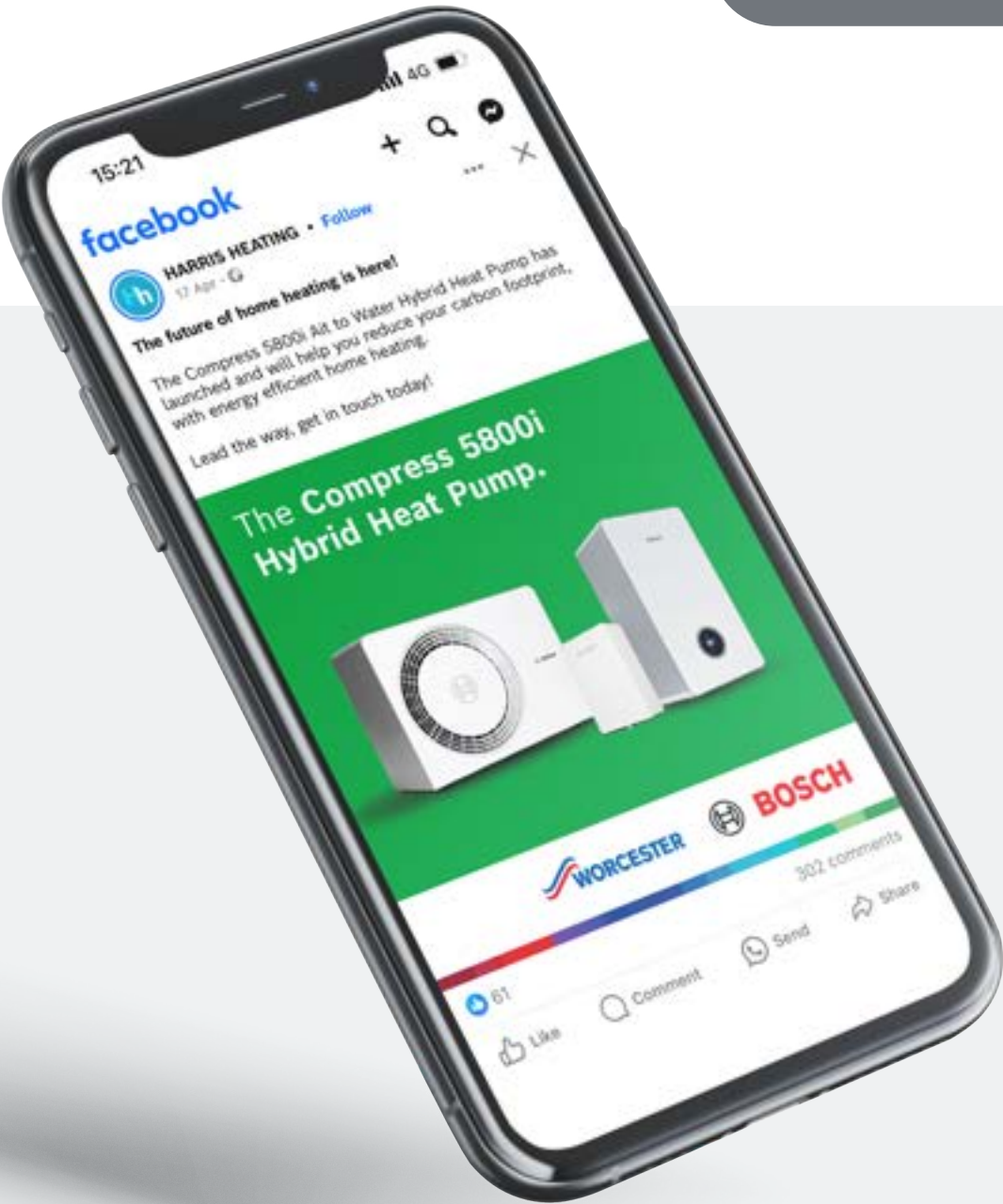
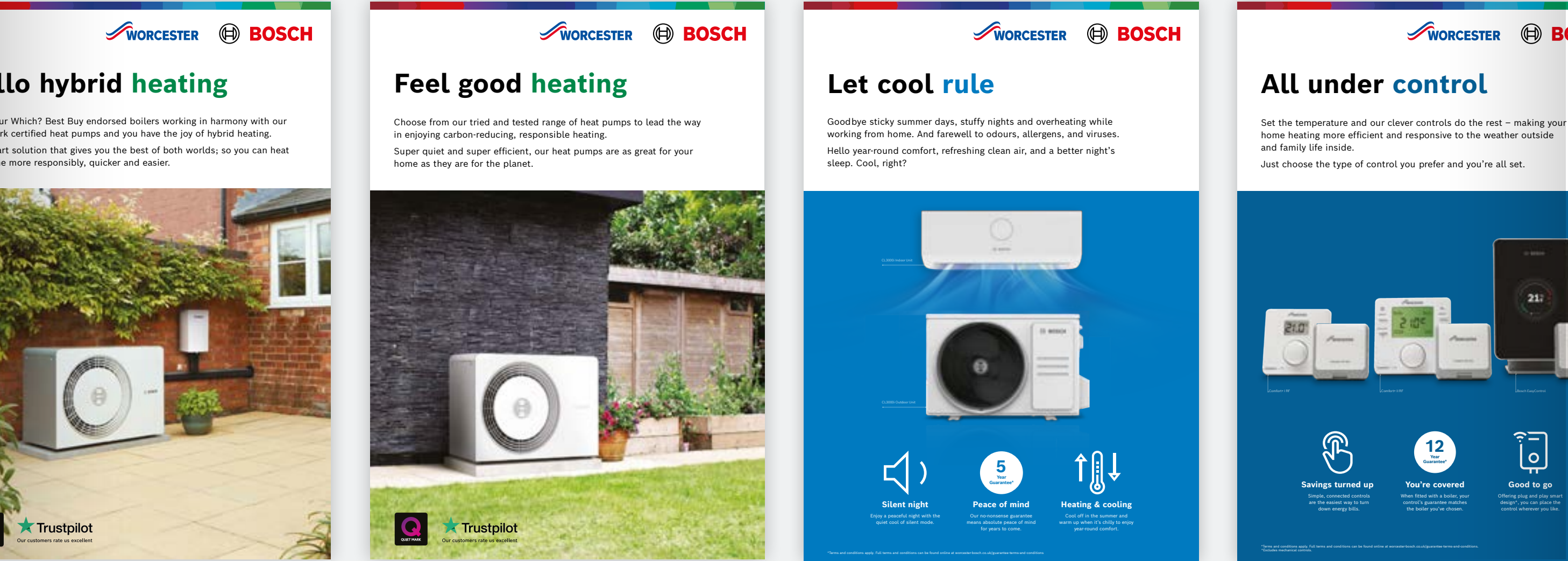
Marketing support

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 27 for more on our loyalty programme).

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

Marketing support

Materials to promote your business

[Back to contents](#)

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](#)



Product videos

A series of installer and consumer product videos can be used on your website or on showroom screens, speak to your sales manager or find them on our YouTube Channel.



[Installer videos](#)

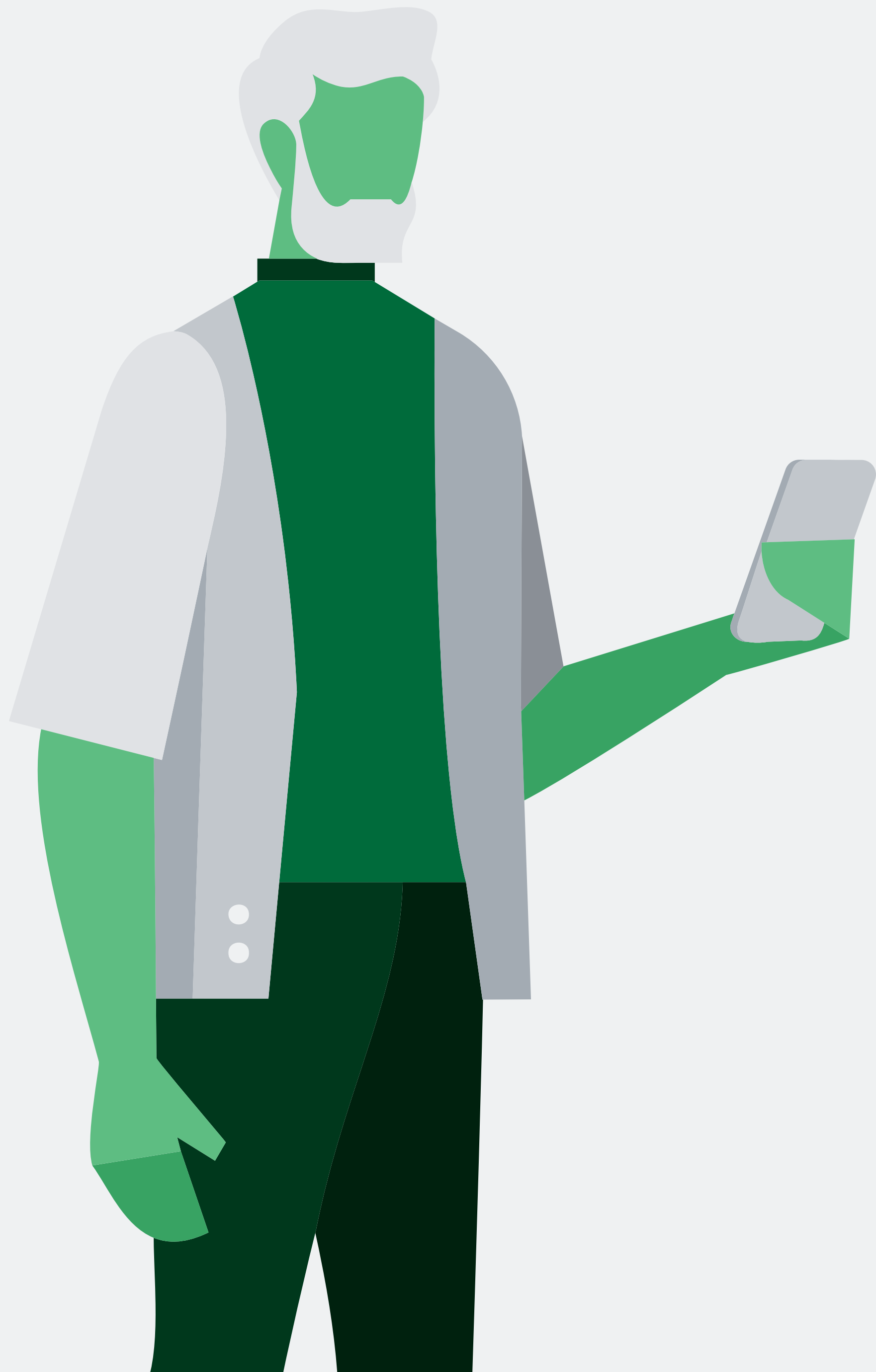


[Homeowner videos](#)

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