

## Everything you need, backed up with a 5 year guarantee

Install any Greenstar CDI or Si boiler between **1st September 2011** and **31st March 2012** to guarantee your customers 5 years peace of mind.\*

On top of that, every single Greenstar gas-fired condensing boiler has been awarded a Which? Best Buy rating.

Call 0845 313 0058 or visit [www.worcester-bosch.co.uk/5year](http://www.worcester-bosch.co.uk/5year) to find out more.

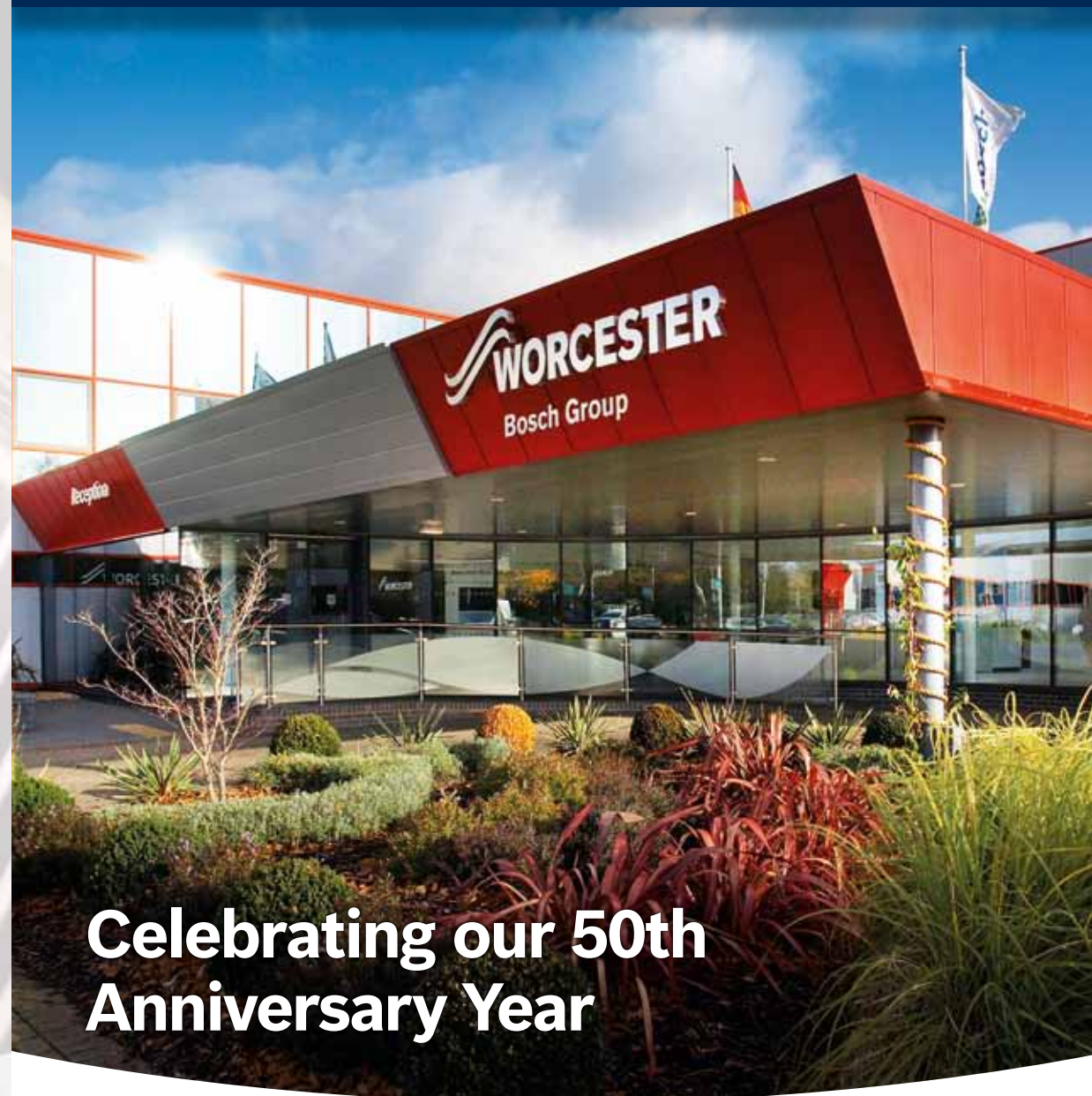
STRONG BRITISH BRAND  
SUPERIOR QUALITY  
**RELIABILITY**  
ON-TIME DELIVERIES  
ADVICE  
SUSTAINABLE  
SYSTEM  
SOLUTIONS  
SERVICE  
**SUPPORT**  
VALUE FOR MONEY  
TRAINING  
SUPPORT  
ADVICE  
GUARANTEE  
DURABLE  
EFFICIENCY  
GREENER  
**QUALITY**  
PEACE OF MIND  
PROVEN



\*Terms and conditions apply



Half a century of warmth



## Celebrating our 50th Anniversary Year





get your free ticket now

I'm confused about renewables



# Welcome

from Steve Lister

Happy New Year and welcome to the January/February issue of Installer's Choice – the first issue of a very special year as we celebrate our 50th anniversary.

Over the next 12 months, we will be doing plenty to celebrate half a century of innovation and quality. It therefore only seems natural that our cover story celebrates 50 years of British manufacturing, which is an achievement we are extremely proud of. To take yourself through our 50 year history, take a look at pages 6 and 7.

Thanks to the success of our extended guarantee promotion, which ran towards the end of last year, we have decided to extend this offer to give you and your customers that all-important peace of mind over the course of the winter months. You can read more about the details of this promotion on page 5.

With many key representatives calling for the Government to offer a

helping hand to those of you working within our industry, Neil Schofield explains why a re-introduction of the boiler scrappage scheme would benefit the industry and the wider English economy. To read Neil's thoughts, turn to pages 16 and 17.

Finally, following the opening of our £1.5 million Training and Assessment Academy last October, we want to do more to keep you up to date with the latest developments within the industry and explain the benefits of our improved line-up of training courses. Phil Bunce, our training manager offers an important update on CPA1 training and assessment on page 18.

We hope you enjoy the magazine and have a successful year.

**Steve Lister**  
Sales Director



**"We will keep you informed of what we have in the pipeline to celebrate half a century of innovation & quality"**

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## Consumer Which? Campaign

If you use public transport and read the Sunday supplements you may have already seen our consumer campaign which is focusing on our Which? success. During the first quarter of this year whilst the weather is wintry we will be encouraging consumers to think of the Worcester brand when they consider their home heating.

We believe that the fact that we have won 23 Which Awards for our Greenstar gas-fired boilers, coupled with the evolution of our 'Thank Worcester for That' campaign, will resonate with the consumer.

In the previous issue of Installer's Choice, we explained how our award-winning Greenstar gas-fired boiler boilers claimed the top spot in the brand customer score category of the Which? report, whilst no other brand featured higher than us in the brand reliability category. These results were further strengthened by the fact that a third of the survey respondents had opted for a Worcester boiler, making ours the most popular brand amongst Which? consumers.

We hope that our campaign will really emphasise the reliability and



efficiency of all of our products and increase business for you over the coming months.

## Introducing... the faces of our new ad campaign

Back in our July/August issue last year, we launched a search for the 'Faces of Worcester' – a campaign to find a number of installers to feature in our new advertising campaign.

After receiving hundreds of entries, our judges selected two installers who they felt were particularly deserving of the role – joining our existing group of

Worcester Accredited Installers who help us to endorse the products and services we sell on a daily basis.

Martyn Bridges, our director of marketing and technical support, congratulates the winners, commenting: "It is fantastic to have two installers who are extremely passionate about our renewable

products as the Faces of Worcester. Installers spread the word about new renewable technologies, and I am confident that Stuart and Lee will be great ambassadors for Worcester and our products."



**"...I am over the moon to be chosen as one of the faces of Worcester"**

*Lee Woodhatch*

**"I am very enthusiastic about the brand and its products, and won't install anything else."**

*Stuart Brearley*



STRONG BRITISH BRAND  
SUPERIOR QUALITY  
**RELIABILITY**  
ON-TIME DELIVERIES  
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EFFICIENCY  
VALUE FOR MONEY  
GREENER  
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PEACE OF MIND  
PROVEN

## Offer extended: 5-year Greenstar guarantee

With so many of you having taken up our offer of an extended guarantee on our Greenstar gas-fired condensing boilers, we have decided to extend this promotion until the and 31st March 2012.

The quality and reliability of our products remain key and we are proud of the fact that the call out rate of our service engineers following an installation is so low. By offering an extended five year guarantee, we hope to show just how confident we are in the reliability of our products.

In a consumer survey which we carried out last year, 64% of respondents confessed to having no insurance policy or breakdown cover in place, which could prove to be a missed opportunity, particularly in the depths of the winter months.

Martyn Bridges, our director of marketing and technical support, commented: "The results of our survey last year

proved that homeowners could be doing more to safeguard their heating and hot water provision. We are confident in the quality and reliability of our Greenstar boilers and want to reinforce this by giving our customers five years' peace of mind."

**The qualifying models for this promotion are:**

- Greenstar CDi combi
- Greenstar Si combi
- Greenstar Highflow CDi combi
- Greenstar CDi System
- Greenstar CDi Regular
- Greenstar FS CDi Regular

For more information about our extended guarantee promotion or any of our high efficiency Greenstar boilers, visit [www.worcester-bosch.co.uk/5year](http://www.worcester-bosch.co.uk/5year) or call 0845 313 0058.



# 50 years of British Manufacturing

2012 represents the 50th anniversary of Worcester pioneering the domestic oil-fired boiler and we will be celebrating half a century of British manufacturing over the course of the next 12 months. In this issue of Installer's Choice, Carl Arntzen, our Managing Director guides you through our 50 year journey leading up to the present day.

"This year marks a truly special anniversary for everybody concerned with Worcester, Bosch Group as we celebrate the 50th anniversary of the organisation's formation, back in 1962.

"Whilst the progression of the organisation into the market leader it is today is cause for celebration, I am also keen for us to emphasise the significance of our development as a proud British manufacturer of products to serve the UK's homes. We are extremely proud of our heritage and the values associated with the Worcester brand – both

of which have been thanks to our investment in the development of our people, products and services.

"It is often difficult to imagine the humble beginnings of our company. Back in 1962, Cecil Duckworth, set up the company in an old vinegar factory in Worcester and pioneered the domestic oil-fired boiler to meet the heating needs of British homes at that time. Worcester Engineering, as the company was then known, quickly established itself as a leading supplier of oil-fired central heating appliances with the launch of the Firefly oil boiler range. The growth of the organisation

led it to acquire new premises, at the Diglis factory east of the river Severn.

"The early 1970's saw Worcester anticipate the increasing demand for gas-fired appliances following a world oil crisis which damaged many industrialised nations. Having already pioneered the oil-fired boiler in the previous decade, Worcester was the first manufacturer to introduce the now iconic gas-fired combination boiler to UK homes. By the end of the decade, Worcester Engineering had a 30,000 sq. ft. factory and had also acquired Delglo Appliances in Clay Cross, Derbyshire.

"An unforgettable decade for all concerned with the organisation, the '80's saw the Diglis factory destroyed by a fire, only to resume manufacturing boilers just three weeks later. In 1984, following the re-opening of the factory, Worcester Engineering was renamed 'Worcester Heat Systems' and construction started on Worcester's first Training Academy in 1987. At this point, the organisation's phenomenal growth saw it purchase an 11 acre site to the north of the city of Worcester, which it moved to in 1990.

"Without a doubt, the '90's was a landmark decade for Worcester. As well as beginning to operate fully from new headquarters, we also became part of the global Bosch Group, which operates in over 60 countries worldwide. This strengthened our

commitment to excellence, which remains one of our key values today.

"Over the last decade, our product portfolio has been enhanced with the introduction of a number of renewable technologies including our Greenskies solar thermal heating systems and Greenstore ground source heat pumps, not to mention the development of our now award-winning Greenstar range of condensing boilers. As the UK's environmental agenda gathers pace, these technologies will remain key to the low carbon future we are working towards. We have also developed our training offering with the opening of our £1.5 million Training and Assessment Academy, to ensure that our network of installers our fully equipped to meet the challenges of today and beyond.

"It has been well documented that over the last 30 years or so, the manufacturing sector in the UK in decline, however we have broken this trend, maintaining an upward curve of progression and establishing ourselves as market leaders in the domestic heating and hot water industry. Over the next 10-15 years we fully expect the UK to enter a new phase in the development of sustainable heating solutions and by working together, remain certain that we can make the most of the exciting opportunities that lie ahead over the next 50 years and beyond."





Since September last year the national media has run headlines about problems confronting teenagers completing their GCSE's and A levels. Here, Kevin Wellman, CEO of the CIPHE discusses the value of a vocational apprenticeship.

## Apprenticeship – start of a journey towards mastery of a skill



Whether academic qualification or vocational apprenticeship is selected by an individual, the weighing of costs against benefits will always be key. Sadly, the inability to secure a place at any university, on any kind of course, has gradually been equated with a form of failure. The current Coalition Government's attempt to raise the status of alternative routes to a bright future has led to a focus on apprenticeships. This, in many respects, is commendable. However, an apprenticeship is of little value unless it leads the holder through progressive education and work experience to a permanent job in their chosen industry.

### Mastery of the craft

Recognising that more status should be accorded to those who embark on a career through apprenticeships, the City of London Livery Skills Council has a scheme to serve that purpose (details may be downloaded from CIPHE's website – [www.ciphe.org.uk](http://www.ciphe.org.uk)). Intermediate stages have been introduced; these recognise excellence in achievement by those who complete the Apprentice and Journeyman steps along the pathway to mastering a career founded on a particular skill.

The Master Certificate is a joint operation by City & Guilds, Livery Companies and, where they exist, professional bodies, e.g. CIPHE, to

encourage those who embark on a particular career to reach its summit. If you are interested in the Master Plumber Certificate (now in its 11th year) or would like membership information on the Chartered Institute for the plumbing and heating industry then contact Lesley Challis at [lesleyc@ciphe.org.uk](mailto:lesleyc@ciphe.org.uk)

### Be prepared

Our industry has reduced in size in recent years primarily due to the steepest recession in modern history and if we follow the pattern of the past it won't be too long before we endure another skills shortage! Recovery will happen, but it is vital that installers, designers, specifiers, lecturers, manufacturers and merchants are adequately prepared and appropriately informed about technological advances. Therefore, it is all the more reason to look at our current educational activities and consider how best to mitigate against future problems.

Worcester, Bosch Group is a good example of a company that invests in its future by training apprentices and ensuring staff are kept up-to-date.

### Education and Training

The CIPHE has created an Education and Training Group, which will work closely with lecturers, trainees, accredited training establishments, manufacturers and merchants to

promote high standard training throughout the plumbing and heating industry. We have a responsibility to those learning our ancient craft to offer them the maximum support available to ensure their aspirations to be tomorrow's registered plumbers and heating professionals become reality.

You may have a view on the current training framework or perhaps a desire to put something back into the plumbing and heating industry, which has served you well over the years. Alternatively, your forte may well be research and development as a result of which there is a need to issue educational guidance.

If you have an interest in education and would like to help make a difference, perhaps by commenting on future consultation documents, attending working group meetings dealing with S/NVQs, promoting higher education, acting as a mentor or taking on an apprentice then please email Toni-Louise Matthews on: [tonim@ciphe.org.uk](mailto:tonim@ciphe.org.uk) stating your level of expertise and interest.

I have no doubt that the work of this group will grow in stature and prominence in the coming years and with the right support from volunteers will impact positively on future training and education.

A Kent based heating specialist was presented with a monthly Environment 2020 award after coming to the aid of the owners of one the country's most haunted landmarks.



## Kent installer to the rescue as pub's heating gives up the ghost

Andy Kitt, of Elite Heating Services UK Ltd in Chatham was chosen by for the award after the successful overhaul of the heating system at the Black Horse pub in Pluckley, Kent – which is said to be the most haunted pub in Britain.

The new heating system comprises of two Greenstar gas-fired 30CDi boilers and was installed at short notice after the pub's previous system stopped working just days before its annual Halloween party. The CDi is over 90 per cent efficient, making it one of the most environmentally friendly boilers on the market.

Andy, who was asked by the owners to install a new system at short notice, believes that the installation of modern heating systems should be looked into by anyone; not just those who have been left in the cold by a broken system.

Andy said: "The new system has reduced heating costs significantly in a short space of time. We were also able to zone the heating to

enable the living accommodation to be heated independently of the bars in the pub itself, which helps to generate further savings."

Andy, who has installed a number of similar systems in the area, admits to being sceptical about the existence of paranormal activity but claims that spending time at the pub went some way to changing his opinion.

Andy explained: "When we found out that the pub was said to be the country's most haunted, I didn't really think anything of it. Having spent a fair amount of time at the pub over the course of the week though, I've definitely had my eyes opened. My colleague was certainly spooked and I'd recommend a visit to anyone with a taste for the supernatural!"

The Environment 2020 Awards initiative is an annual competition organised by us and recognises installers who take an environmentally responsible approach to their work.

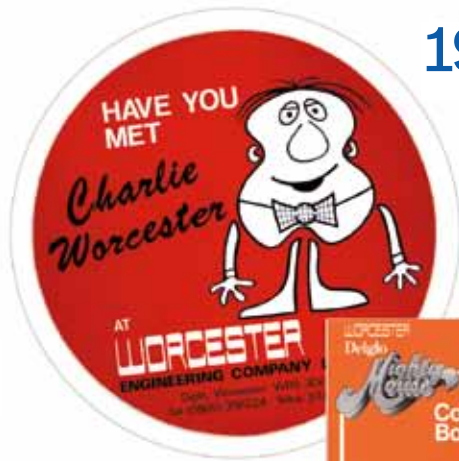
The scheme also rewards the artistic efforts of young people up to the age of 16 who have created an outstanding piece of artwork that highlights the need to be energy efficient and addresses the causes of climate change. For further information and to download entry forms, please visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).

# 50 Years of brand development

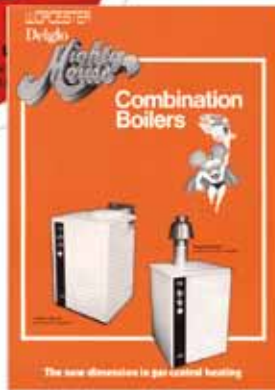
The power of a strong heritage and brand identity is essential for any business, particularly in a challenging economic climate. Since the formation of Worcester in the 1960's, our branding has evolved into the image you see us portray today. We are proud that our strong brand identity is so widely recognised and we always love hearing from those of you who use our brand to sell to your customers. The timeline below will give you an idea of how our brand identity has evolved over the last 50 years.



1960's



1970's



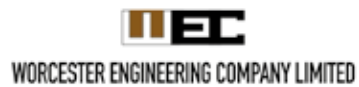
1980's



2000's



1990's



Dedicated to heating comfort



# INSTALLER'S CHOICE

## Spotlight

Ron Sims, of Ron Sims, Worcester



**With this year marking our 50th anniversary, we want to celebrate the support we've received from some of our longest serving installers, who have helped us to improve our business year on year. This month, we speak to Ron Sims – a Worcestershire installer whose association with us dates back as far as 1962.**

"I set up my own business in 1974 in the heart of Worcestershire and right from its infancy, I used Worcester boilers. My company is called Ron Sims and although I have continued to develop it over the years, it remains a family business today. Before I started up Ron Sims, my first job was at a company called James Ward of Worcester. I used to go and see Cecil Duckworth in his workshop, who was the owner of the company many years before it became part of the Bosch Group, in fact it was called Worcester Engineering then.

"I've been working in the heating industry since 1955 and I've seen how things have progressed. I remember

working with Cecil when he was first starting out and I used to install the Firefly boilers. Times have changed since then and so have we, hence we are now starting to install renewable technologies. Even my customers have changed, about twenty years ago the majority of my installations were for commercial properties and now it's mostly private customers. Ron Sims installs around 80 Worcester boilers a year within the local area.

"I don't work as much now, but what I and my staff notice is that nine times out of ten we will go and service a Worcester boiler that we have installed and it will still be in very good health. I think that is

why year on year I've always used them, because I know that they are reliable and that they are the best for the customer. Also I know that I have the support from Worcester.

"Over the years at Worcester, we have built up really good relationships with the people at Worcester. The company has grown significantly and we have watched the people grow with it - it is great to have been a part of that. Although you can't deny that things have changed. The name, "Worcester" is sought after, that hasn't changed for 50 years and I don't think it will anytime soon."





## Ecobuild preview

**The world's biggest sustainable design construction and build environment exhibition, Ecobuild is just around the corner and we are delighted to confirm that we will be exhibiting at this year's event, showcasing our largest ever product portfolio on a 262m<sup>2</sup> double-decker stand.**

Those of you who attended Ecobuild 2011 will remember our impressive double-decker exhibition stand, which allowed us to showcase the features and benefits of our full range of products as well as giving visitors to the exhibition the opportunity to speak with one of our sales team, who were on hand throughout to answer on a variety of questions and queries.

Since last year's exhibition, we have added a number of new products to our extensive portfolio, including the solar Lito and Lifestyle additions to our Greenkies range, along with our GB162 condensing boiler – our first move into the light commercial heating and hot water market. All of these products will be available to view on our stand at the exhibition, along with our

established Greenstar boiler range which was awarded a Which? Best Buy accreditation last autumn.

We will be exhibiting on stand numbers N2220 and N2020 at



this year's Ecobuild exhibition, which takes place from Tuesday 20 – Thursday 22 March at Excel, London. To register for your free ticket, visit [www.ecobuild.co.uk](http://www.ecobuild.co.uk).

## New spares website



We are pleased to announce that we will soon be enhancing our installer offering with the launch of a new spares website, geared towards giving you all the information you need on an historical archive of essential spare parts.

The new website will allow you to access spare parts for our full product portfolio, dating as far back as 15 years. You will be able to view the part you require either by using the unique part number or by searching for the product they require a spare part for. This will then present exploded diagrams of the product and its parts, giving you a quick and easy route to finding the name and product number of the spare part you require.

Martin Lewis, our national spares manager commented:

“Year on year we receive more calls requesting information on our spare parts – in 2010 there were nearly 150,000. Despite the drive for new high-efficiency home heating, we are seeing an increasing number of homeowners take an ‘improve not move’ attitude to their homes as a result of the current economic climate.

“The new website will build upon our existing ‘spare stockists’ search where installers can find their nearest stockists, all of which offer 98% availability for spare parts, and 100% guaranteed next day delivery from our warehouse.

“We know that it is important for installers to provide a fast and efficient service to their customers, so waiting around for a spare part can cost valuable time and money.



The aim of the new website is to cut the time spent researching and sourcing spares to ensure the installer can get the right part quickly and conveniently, and provide the best service for their customer.”

Prior to the launch of our new spares website, to find your nearest stockist visit [www.worcester-bosch.co.uk/sparesstockists](http://www.worcester-bosch.co.uk/sparesstockists).







The first old boiler is scrapped under the Government's 2010 scrappage scheme

## Why a new boiler **Scrappage** scheme would be good for the economy

**In 2010 the Government's Boiler Scrappage Scheme succeeded with all that it set out to achieve, replacing almost 120,000 inefficient boilers and saving 889,635 tonnes of CO<sub>2</sub> in just two months, as well as creating business for installers and saving the average home £290 a year on heating bills. With the sale of boilers down 6% and the number of households in fuel poverty up from 18% to 24%, Neil Schofield, our head of external and Government affairs, looks at how a new Boiler Scrappage Scheme would benefit the struggling UK economy.**

"The results of the original Boiler Scrappage Scheme speak volumes, not least for being the most successful energy saving initiative in the last 10 years, but also for generating much needed consumer demand to help kick start the economy.

"In times of economic uncertainty the consumer is always on the lookout for

a good deal, which is why the scheme did so well – offering a £400 refund from the Government for 'scrapping' a G-rated boiler, or older, and replacing it with a new high efficiency model. The scheme incentivised home owners who would probably have repaired their existing inefficient boiler, to install a new one. What's more, 77% of those who claimed the scrappage

voucher had additional energy efficiency measures fitted, providing an extra boost for the economy and a reduction in carbon emissions.

"Inevitably the increase of demand for new boilers led to more work for installers with 92% of installation companies benefitting across the country.

The end to the scrappage scheme saw a decrease in new installations and homeowners reverting back to repairing their old boilers, leaving installers with very reduced work mainly based around distressed repairs or, on the rare occasion, a reluctant replacement of boilers that are simply too old to function.

"Despite the success of the scheme, there are still 3.5 million G-rated, or older, boilers in use across the UK, which indicates there is an argument for bringing back the Boiler Scrappage Scheme, or similar, in England as has been done in Scotland, Northern Ireland and Wales. Looking at the success of the original scheme, this argument is a strong one – re-starting the scheme would be a win, win situation.

"With a new injection of consumer demand there will be a surge in work

for installers, safeguarding 150,000 jobs in the industry, which is a significant benefit to the economy as unemployment figures continue to rise to an unprecedented high.

"The treasury also benefit from the increase in consumer demand, gaining £1.25 through VAT for every £1.00 spent on the new boiler – covering the cost of the £400 refund voucher and more. Additionally there would be virtually no cost to administer and advertise the return of the scheme as the original scheme was promoted, by large, through word of mouth from participating installers.

"Replacing an inefficient boiler with a new model can also save the average household £235 a year, putting more money in the pocket of the consumer to spend in other sectors, which would inject even more money into the UK economy, and help to pull 5.7

million homes out of fuel poverty.

"As the figures above demonstrate, reintroducing the Boiler Scrappage Scheme would be a huge advantage for the UK's struggling economy, without even considering the environmental benefits the scheme offers, such as the 1.5 tonnes of CO<sub>2</sub> saved for every boiler replaced – the carbon saved during the original scheme was the equivalent of every car in the country being idle for four months.

Running further Boiler Scrappage Schemes simply makes sense, not only to help the Government reach its Green credentials, but also to boost economic growth. In turn, this would raise revenue for the Treasury and boost employment prospects within the industry, whilst helping to pull an increasing number of homes out of fuel poverty.



Replacing an inefficient boiler with a new model can save households money

# Training focus

**Phil Bunce, our training manager offers an insight into the latest product updates and legislation changes to keep you up to date with the latest developments within the industry.**



## CPA1 Combustion Performance Analysis of Domestic Appliances

By 1st April, all installers will be required to correctly operate a flue gas analyser in order to complete the installation of a gas-fired heating appliance. Whilst most installers are equipped with the certification required to install and maintain gas-fired domestic boilers or gas fires, it has been noted that few are fully competent in the operation of flue gas analysers.

The CPA1 flue gas analyser assessment course has been introduced by the government and the heating industry to ensure that installers are equipped with a complete understanding of combustion performance gas analysis, which is key to the safety of an installation. The British Standards BS 6798, BS 7967 and BS 5871 Part 1 indicate that installers must use a flue gas analyser when servicing

and maintaining particular high efficiency heating appliances.

Whilst there are a number of flue gas analysers available to installers, it is important that any equipment used can measure all of the combustion gases and pressures to ensure that the correct levels are achieved at the point of an installation or service. Levels of carbon monoxide (CO), oxygen (O<sub>2</sub>) and the carbon monoxide-carbon dioxide ratio (CO/CO<sub>2</sub>) all need to be monitored to ensure the appliance is working as efficiently and as safely as possible.

Since the turn of the year, we have been able to offer the full CPA1 training and assessment course at our Warndon training academy. The academy is fully equipped with the products, flue arrangements and equipment required for installers to

complete all elements of the course and to achieve their CPA1 certification. This certification is mandatory from April onwards, so we are encouraging installers to book a place on this course as soon as possible to ensure they are not carrying out their work illegally following the cut-off point.

The CPA1 course can be completed in one full day and consists of the following elements:  
 Commissioning, servicing and testing appliances following the installation of new components  
 Allowances made for gas cooker carbon monoxide (CO) levels  
 Comprehension of action levels for gas appliances  
 Remedial action required if carbon monoxide (CO) / carbon dioxide (CO<sub>2</sub>) ratio levels continue to be above suitable performance levels after adjustment

## ACS Training & Assessment

Thanks to the investment in our new training and assessment academy, we are now also able to offer the ACS training and assessment programme, which is a mandatory qualification for those of you carrying out domestic work.

In order to ensure your knowledge is as up-to-date as possible, it is mandatory for you to renew your ACS qualification every five years, which is why we have decided to offer this programme at our new facility. We have a dedicated assessment room equipped with all

of the appliances you are expected to demonstrate correct practice with as part of your CCN1 assessment, which covers all of the safety legislation and emergency procedures you are expected to be familiar with in order to work with domestic gas-fired products.

To find out more about our CPA1 or ACS training and assessment courses and to book a place on one of our training programmes, visit [www.worcester-bosch.co.uk/installer/training](http://www.worcester-bosch.co.uk/installer/training).



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

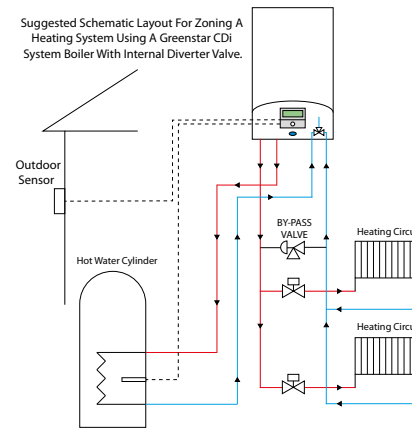
# Your questions answered



**I am looking at fitting a Greenstar system boiler in a new build property. It will require two zones for heating plus a hot water zone, and my customer requires weather-compensating controls. I want to use the FW100 control what else do I need to consider?**

The key here is careful planning. You can still achieve a multi-zone system using our internal controls – you will need to use our internal diverter valve kit, which will give you a hot water and heating outlet from the boiler, from the heating outlet you can then use two port valves and external controls i.e. room thermostats or programmable room thermostats. Technical Bulletin TB0014b will help with this – downloadable from the Installer section of the website.

Remember that when routing the wiring for the cylinder sensor keep it away from any mains voltage cabling or a heat source. Also always check that the cylinder you're using has a suitable thermostat pocket for the sensor.



**A lot of my customers now request radio frequency controls like the DT10RF and the DT20RF. How do I ensure that the signal is reliable – any tips?**

The range on the RF controls is very good (around 30m) but you do have to be careful about what's between the transmitter and receiver. Radio waves can be bounced, reflected and absorbed by certain materials (foil-backed insulation board is a good example). Other sources of radio waves on similar frequencies can also cause interference.

The newest versions of our DT10RF and DT20RF controls all now incorporate a signal strength mode to allow you to check the signal at commissioning.

Remember when re-setting the RF link to carry out the full procedure as per the control manuals – read it all the way through, including the part that comes after you fix the thermostat to the wall and always ensure the batteries are good quality, fresh batteries!



**If I use the optional internal diverter valve with a System boiler, what happens if there is a demand for heating and hot water at the same time? Does it prioritise hot water?**

On Greenstar i System boilers, the optional diverter valve will move to the mid-position. If the heating set-point (boiler thermostat control) is below the hot water set-point the valve will move to hot water position, satisfy the hot water demand first, and then move to heating.

Greenstar CDi System boilers, work in a different manner whereby the optional diverter valve will alternate between the heating and hot water positions for equal amounts of time until one or both are satisfied.

## Our YouTube Channel

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](http://www.youtube.com/worcesterboschgroup).





WIN WITH WORCESTER

# WIN WORCESTER 50TH ANNIVERSARY MERCHANDISE



To celebrate the start of our 50th anniversary celebrations, we're giving away a range of Worcester merchandise to 50 lucky winners. To enter this month's competition all you need to do is correctly answer the questions below on our five decades of history. Then simply send your completed answers with the entry form below. Good luck!

**In which decade was the Diglis factory fire?**

**In which decade was Worcester Engineering founded by Cecil Duckworth?**

**In which decade were our Greenstar gas-fired condensing boilers launched?**

**In which decade did Worcester become part of the Bosch Group?**

**In which decade did Worcester acquire Delta appliances and the Danesmoor brand?**

Name: \_\_\_\_\_ Daytime Telephone Number: \_\_\_\_\_

Business Name: \_\_\_\_\_ Email: \_\_\_\_\_

Business Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Send your entry back to our editorial office: Installer's Choice, January/February Competition, Willoughby PR, 43 Calthorpe Road, Edgbaston, Birmingham, B15 1TS.

**Closing date: Friday 24th Feb 2012**  
Terms and Conditions  
1. No cash alternative  
2. The decision of Worcester, Bosch Group is final  
3. One winner will be notified on the 24th February 2012

# DIARY DATES

## Exhibitions



**Ecobuild**  
Excel, London  
20.03.2012 - 22.03.2012  
The world's biggest sustainable design construction and build environment exhibition

Exhibition	Venue	Date
<b>March</b>		
Ecobuild	Excel, London	20.03.2012 - 22.03.2012
National Homebuilding and Renovating	NEC, Birmingham	29.03.2012 - 01.04.2012

### April

Installer Connect Events	Edinburgh	11.04.2012
	Carlisle	12.04.2012
	Leeds	18.04.2012
	Liverpool	19.04.2012
	Derby	25.04.2012
	Birmingham	26.04.2012

### May

Installer Connect Events	London	02.05.2012
	Cambridge	03.05.2012
	Southampton	09.05.2012
	Brighton	10.05.2012
All Energy Exhibition	Aberdeen	23.05.2012 - 24.05.2012



# 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. This month we profile Henry McNicol and Ray McClay's teams in Scotland and Ireland, and highlight the areas they cover individually as well as providing you with their contact details.

## Ireland



**Ray McClay**  
Regional Sales Manager  
Contact Ray on: **07767 432567**



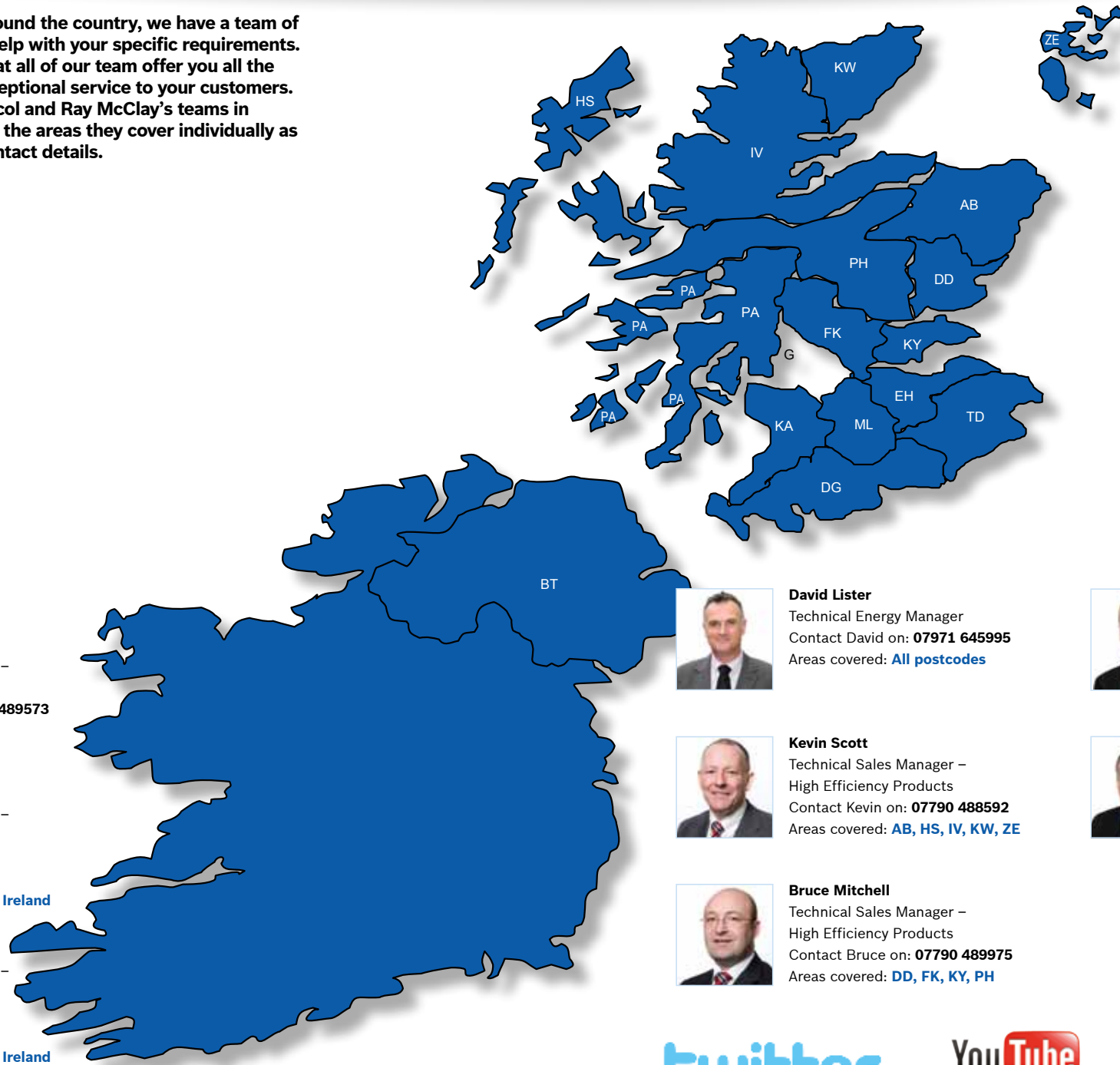
**John Savage**  
Technical Sales Manager –  
High Efficiency Products  
Contact John on: **07790 489573**  
Areas covered: **BT**



**Shane Smith**  
Technical Sales Manager –  
High Efficiency Products  
Contact Shane on: **00 353 (0) 876 847158**  
Areas covered: **Southern Ireland**



**Des Smyth**  
Technical Sales Manager –  
High Efficiency Products  
Contact Des on: **00 353 (0) 876 605686**  
Areas covered: **Southern Ireland**



## Scotland



**Henry McNicol**  
Regional Sales Director  
Contact Henry on: **07774 994470**



**David Lister**  
Technical Energy Manager  
Contact David on: **07971 645995**  
Areas covered: **All postcodes**



**Stewart Cochrane**  
Technical Sales Manager –  
High Efficiency Products  
Contact Stewart on: **07790 489681**  
Areas covered: **DG, KA, ML, TD**



**Kevin Scott**  
Technical Sales Manager –  
High Efficiency Products  
Contact Kevin on: **07790 488592**  
Areas covered: **AB, HS, IV, KW, ZE**



**Kevin Torrance**  
Technical Sales Manager –  
High Efficiency Products  
Contact Kevin on: **07790 488611**  
Areas covered: **EH, G, PA**



**Bruce Mitchell**  
Technical Sales Manager –  
High Efficiency Products  
Contact Bruce on: **07790 489975**  
Areas covered: **DD, FK, KY, PH**

