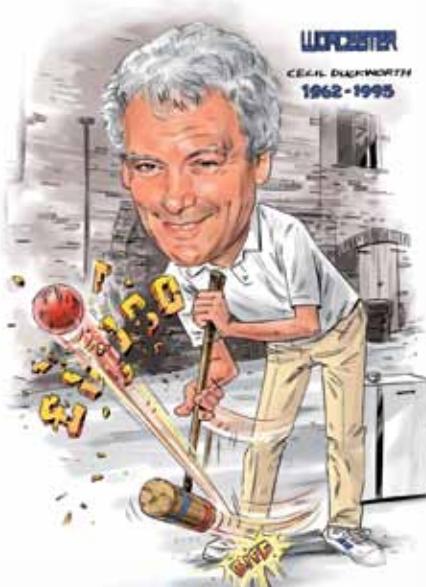


Celebrating 50 years of Worcester, Bosch Group -  
Managing Directors 1962 - present day



The brand the consumer requests and the installer promotes

 **BOSCH**  
1992-2012

 **WORCESTER**  
Bosch Group  
 50  
1962-2012

# THE INSTALLER'S CHOICE

The official magazine for Worcester installers

NOVEMBER/DECEMBER 2012



**Worcester is  
most popular  
boiler brand in  
latest Which?  
survey**

Look out for our  
national TV and  
print campaign

50 FREE underfloor  
heating courses to  
give away

 **WORCESTER**  
Bosch Group  
 50  
1962-2012

Everything you need...  
backed up with a 5 year guarantee

STRONG BRITISH BRAND  
SUPERIOR QUALITY  
**RELIABILITY**  
ON-TIME DELIVERIES  
ADVICE  
SUSTAINABLE  
SYSTEM  
SOLUTIONS      SERVICE  
**EXTENDED**  
VALUE FOR  
MONEY

GREENER  
**QUALITY**  
PEACE OF MIND  
PROVEN

Install any Greenstar gas-fired CDi, Si or Ri condensing boiler,

or any Greenstar oil-fired boiler, between 1st July and 31st December 2012 and your customers will receive a 5 year guarantee for the boiler and 5 years' peace of mind.

Call 0845 313 0058

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Now  
includes  
Ri boilers

**WORCESTER**  
Bosch Group

# Welcome

from Steve Lister

Welcome to the November/December issue of Installer's Choice.

The Which? survey announced its latest results in relation to boilers and we are delighted to have once again been positioned at the top of the polls for our range of Greenstar gas-fired boilers. Off the back of this, we have launched an exciting new consumer advertising campaign, which is geared towards promoting the Worcester brand to consumers through both TV and print media. To read more, turn to pages 6 and 7.

As our year of 50th birthday celebrations draws to a close this issue gives us the opportunity to reflect on the events that have taken place. For a full report on what we've achieved over the last 12 months and to read our managing director, Carl Arntzen's take on our 50th anniversary, turn to pages 10 and 11.

Having demonstrated just how simple our Greenfloor underfloor

heating package is to install in our last issue, we turn our attention to our associated training courses, on pages 16 and 17. By giving you the opportunity to broaden your knowledge in this area, we hope more of you will be able to reap the benefits of underfloor heating as part of a complete domestic heating package.

Finally, with our industry now operating in its peak season, we know that many of you are likely to encounter even more questions and queries from your customers as they demand more from their heating system. We will do all we can to support you in this busy period, so for details on our highly-trained technical department, including key contact information and opening hours, turn to pages 22 and 23.

Wishing you a prosperous festive period.

**Steve Lister**  
**Sales Director**



**"The Which? survey announced its latest results in relation to boilers and we are delighted to once again be positioned at the top"**

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## Talks with Ed Davey

In the summer, our head of governmental and external affairs, Neil Schofield sat down for dinner with the new DECC Secretary of State, Ed Davey, along with a host of others from the heating industry.

It was a great opportunity for Neil to talk to the Secretary of State about key issues affecting the heating industry and also explain the unique role installers play in the industry when it comes to the Green Deal.

The Secretary also spoke about his own relationship with his heating engineer, showing he is capable of caring not only about the heating industry but also the people who make up the industry.

From the meeting, Neil commented: "I am positive that we are dealing with a Secretary of State who truly understands the role that the installer can play in the Green Deal and how we can work together to achieve the Government's aims."

### NEWSFLASH

#### Heads up on the Green Deal

Registration for the Green Deal is now open, with official implementation due late January 2013.

As it is still early days, we will be providing a full update in the next issue of Installer's Choice. We are taking the opportunity to talk to a number of Green Deal providers to make sure you all have an opportunity to participate when it is implemented. At the moment it is only authorised Green Deal installers who can make energy-efficiency improvements under the Green Deal finance mechanism.

**For more information about the scheme you can visit [www.decc.gov.uk/greendeal](http://www.decc.gov.uk/greendeal)**

## Double Cash Back Offer

We have a great deal of confidence in our Greenstar boiler range and want to ensure as many of you as possible feel the same way when installing our products in your customers' homes.

With this in mind, we are doubling our installer cash back promotion to enable you to claim £300 cash back when you install a Greenstar boiler in your own home. This is in addition to our five year guarantee which is now available until 31st December 2012.

This double cash back promotion is valid from 14th September 2012 to 31st December 2012, with all claims to be received by 31st January 2013.

**DOUBLE cash-back worth £300\***

**PLUS**

**YEAR 5 GUARANTEE**

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[www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

\*Terms and Conditions apply



## Renewable Heat Incentive (RHI)

The domestic Renewable Heat Incentive (RHI) encourages homeowners to move away from using fossil fuels and towards the use of renewable energy. In recent months the RHI consultation has released its updated proposal, here we run you through the key points.

The incentive is designed as a boiler replacement scheme; therefore the tariff paid back to the homeowner, for installing a renewable product in their home, is based on the extra costs incurred from upgrading to a renewable system plus compensation for any barriers to uptake. Any consumer who is looking to enhance their current heating system with renewable technology, or who has installed any such technology since 15th July 2009, will be eligible for the tariffs.

The tariff only applies to retrofit properties and will be paid over 7

years. It will also vary depending on the renewable energy source selected. The guidelines for the tariff charges are detailed below:

- Biomass - 5.2 to 8.7p kW/hr
- ASHP - 6.9 to 11.5p kW/hr
- GSHP - 12.5 to 17.3p kW/hr
- Solar Thermal - 17.3p kW/hr

The tariff paid back to the homeowner will be based on the projected heat requirements which will be assessed by an MCS installer. It cannot be higher than the most cost effective current renewable payment, so the upper limit is set at 17.3p per kW/hr.

For the homeowner to claim the RHI a Green Deal assessment must be made and where feasible all thermal Green Ticks must be completed (meaning it is fully financed by the scheme).

The principal target for this scheme will be off-gas grid properties

as it is more financially viable in these situations, however DECC is considering a phased introduction based on either geographic areas or fuel types.

Second homes aren't eligible for the scheme and rented properties may have a different tariff structure.

DECC is also trying to establish how to manage the already installed renewable products that are eligible. This could be in the form of fixed tariffs for those properties as long as they apply within a specific time period.

In addition, the tariffs will be adjusted for those who install renewable sources in the future.

**Full details on the scheme are available to read at:**  
[www.decc.gov.uk/assets/decc/11/consultation/RHI/6453-rhi-consultation-domestic.pdf](http://www.decc.gov.uk/assets/decc/11/consultation/RHI/6453-rhi-consultation-domestic.pdf)

# Worcester Awarded Which? Best Buys



**Following the latest annual Which? survey we are delighted to confirm that we have once again been ranked as the top boiler manufacturer in the UK.**

In the 2012 Which? survey, 11,254 homeowners took part. Worcester was recognised as the most popular gas boiler brand, being owned by a third of members in the survey.

As a result, we scooped an impressive 23 Which? Best Buy accreditations for our range of Greenstar gas-fired boilers, including our new CDI Classic series.

We are also placed in first position in the category of 'The most reliable gas boiler brands' in the latest survey of Which? panel members, with none of our competitors scoring higher.

Customer scores in the boiler breakdown cover and servicing report were also highest for the 5th consecutive year, as members were asked to score price, customer service, response repair time and value for money to create an overall satisfaction result.

The survey also included oil-fired boilers, again no other manufacturer scored higher for both brand reliability and customer score.

Upon winning the accolades Martyn Bridges, our director of marketing and technical support, said: "We are delighted to receive this response from customers with such valuable feedback. We have had a wonderful year so far celebrating our 50th anniversary and this is the icing on the cake."

"The reliability and efficiency of our products, servicing and customer satisfaction is something we are extremely proud of and invest heavily in with effort and support each year. Customer insight is always invaluable to us, as it will continue to help us improve on the high standards we already have."

"This achievement wouldn't be possible without the hard work and support of everyone involved with Worcester, including you, so we would like to say a huge thank you."



## £1 Million Advertising Campaign Launched

**The nights are drawing in and homeowners thoughts are turning to ensuring their homes are reliably warm and comfortable. This is a good time to highlight the 50 year heritage of the Worcester brand along with promoting our 5 year extended guarantee and our Which? success. We have invested in a multi-media campaign to encourage the homeowner to choose the Worcester brand.**

Back by popular demand is the 'Thank Worcester For That' campaign, which once again conveys our reputation for quality and reliability, but this time it also incorporates our extended 5 year guarantee promotion and our recent Which? Best Buy accreditations.

You will see and hear the campaign on the TV as a 30 second advert during the first two weeks of November; over the radio airwaves; on targeted Google search terms and in national newspaper supplements and home interest magazines throughout the winter.

Each part of the campaign shows a range of people in everyday situations enjoying a feeling of warmth and comfort - all with the peace of mind that they have Worcester products installed, providing all of the hot water and heating they need, when they need it.

By investing a massive £1 million in this campaign we intend to boost the market to support installers with sales during the key heating season. We hope you like it and look forward to hearing your feedback. You can let us know your thoughts on the campaign by emailing [marketing@uk-bosch.com](mailto:marketing@uk-bosch.com).



Water treatment is not only an essential component of any new wet heating system installation or replacement boiler project, it is required by Building Regulations. Aside from the traditional water treatment products available, there is also another method of cleaning that has grown in popularity in recent years, as John Lynch, Sales Director from Sentinel, explains:

## POWER FLUSHING – A REAL ‘ADDED VALUE’ OPTION FOR CUSTOMERS

Powerflushing – or Jetflushing – allows you to flush heating systems and radiators under pressure. When used in conjunction with the right chemical cleaners, this removes limescale build up as well as black magnetite sludge, plus other debris' circulating in the system.

This process then leaves the system clean for a good quality BuildCert approved inhibitor or ‘protector’ product to ‘seal’ the inside of the heating system and ensure the sludge and scale cannot form again and impair the system’s performance.

### Why's it popular?

Water treatment adds value to an installer's armoury and offers significant additional profit opportunities. It also provides a 'as good as new' heating system that will operate as efficiently as possible, keeping energy bills as well as emissions down too.

For replacement scenarios, it also makes sense to jetflush the system before installing the new boiler, so that the new high efficiency boiler is operating effectively on a 'new' system.

### What does powerflushing offer to installers?

Powerflushing systems provide professional installers with a faster, easier way of cleaning dirty, problematic heating systems, helping

to quickly restore them to optimum efficiency.

Even those in the sector who previously believed they could achieve a similar response by removing every radiator and manually flushing them, are beginning to realise that jetflushing with a proper chemical cleanser is both quicker and simpler when using the right equipment.

### Research proves water treatment works

Independent research undertaken by GasTec@CRE has confirmed that sludge build up in radiators, on a normal domestic heating system, can reduce its overall effectiveness by as much as 15%.

In addition, it proves that effective cleansing of a system using a chemical additive to 'break-up' sludge deposits, when combined with a power-flush of the system, will result in greater uniformity of radiator temperatures and result in a reduced risk of system hydraulic imbalance.



A follow up treatment with a BuildCert approved inhibitor, ensures that scale and sludge do not build up in the system again, following the 'Jetflush' treatment.

### And there's more!

The rising popularity of in-line system filters, to remove remaining debris from the circulating system water, has developed from simplistic magnetic filters to models that remove both magnetic and non-magnetic debris from the system.

Sentinel has launched a brand new technology system filter – the Eliminator – which utilises ground breaking Quadra-Cyclone™ Technology to remove all circulating debris – both magnetic and non-magnetic – from a heating system. Powerful centrifugal forces spin the debris down whilst simultaneously forcing clean water up through the centre, ensuring superior separation and a quick and effective clean.

**For details of Sentinel's water treatment products visit [www.sentinel-solutions.net](http://www.sentinel-solutions.net).**

Earlier this year we hosted our 12th annual Environment 2020 Awards, to acknowledge and reward those of you who are taking an environmentally responsible approach to your work. For over a decade now, the Environment 2020 Awards have continued to highlight the importance of tackling climate change in the heating industry.



## Round Up of 2012 Environment 2020 Award Winners

**As we come towards the end of 2012, we thought now would be a good time to reflect on all the winners from this year's awards. In the last 12 months, five installers have been commended for their outstanding work using high efficiency technologies and installation best practice to help improve the environmental credentials of their customers' properties.**

One of the stand out winners was Philip Cunningham of PAC Engineering (Bristol) Ltd, who claimed the top spot in our Greenstar gas-fired boiler category. Philip was contracted by Bristol Zoo to install three Greenstar boilers, including a 30Si Combi and two 30CDi regular boilers, as well as a 300L Greenskies solar cylinder.

Meanwhile Dave Shaw of South

Coast Solar, won in our Greenstar oil-fired boiler installation category. His installation of an energy-efficient Greenstar 25/32 oil-fired System boiler alongside a Greenskies solar thermal system, was praised by the judges.

Taking the prize in the Greenskies solar water heating category, was Paul Hancock of A M Hancock & Son, who was asked to improve the

heating system for a customer's large six-bedroomed home. With the primary aim of reducing the homeowner's existing £3,000 a year gas bill, Paul installed a totally new heating system comprising of two Greenstar 30CDi System boilers, a Greenskies Solar-Lux panel cascade solution and a Greenskies 300L cylinder to significantly reduce their previous energy spend.

## 50TH ANNIVERSARY



# 50th Anniversary Roundup



**As many of you will know, 14th September 2012 saw us celebrate 50 years to the day since Cecil Duckworth formed Worcester Engineering.**

Over the course of this year, we've been celebrating in style, with our staff joining you, the installers who support our brand so well, in celebrating the success of our business over the last half a century.

Having launched our nationwide hunt for commemorative golden tickets at the start of the year, four installers have been lucky enough to strike gold. These four installers were able to give their customers £1,000 off the cost of their boiler, plus a five year manufacturer's guarantee and free servicing for its entire lifetime. We were delighted when Ben Eyres, of Ben Eyres Gas

Ltd in Devon discovered the first of our golden tickets, who was closely followed by David Newham, of David Newham Plumbing & Heating Ltd in Derby; Jack Mills, of Jack Mills Heating and Plumbing in Kent; and Dean Mufford of J Pilkington Plumbing & Heating in Devon.

With only one golden ticket still to be discovered, we are eagerly anticipating the final discovery!

Whilst 50 is the magic number for us this year, we were also made aware of a number of you whose companies have also had cause for celebration in 2012. We were delighted to join Glasgow-based

installers, Barclay Erskine Ltd to celebrate their 150th anniversary back in May. Since then, we have also celebrated the 40th anniversary of Swale Heating in the South East, and the 21st birthday of Fflam Eryri Ltd in Conwy Valley, North Wales.

The last 12 months have not only been an opportunity for us to celebrate key milestones, but also a chance for us to lend a helping hand to the charities we hold in such high regard. Earlier in the year, we pledged to donate at least 50 days of volunteer work to a number of local charities and this has now been completed.

Employees from a number of departments across the business each took some time out from their day-to-day duties to lend a helping hand at a number of local charities as part of a wider initiative geared towards raising £50,000 for charity over the course of our 50th anniversary year.

Activities which have been completed include painting the facilities at Sight Concern and Acorns Children's Hospice, helping to build local wildlife areas and even de-rusting and repainting at the Severn Valley Railway. To date, we have raised almost £30,000,

which will be split between five local charities.

Reviewing our 50th anniversary activities, Carl Arntzen, our managing director, commented: "This year has been a truly proud time for everyone associated with the business. At the start of 2012, we wanted to allow as many people as possible to join us in celebrating our golden anniversary and it has been an honour to share the experience with installers, employees and charities alike.

"As the year draws to a close, I'm sure everyone associated

with Worcester is proud of our achievements in the last 12 months – not to mention the 50 years since the company was formed. Now really is the time to focus on the future of the company, to ensure the next 50 years are even more successful.

"I'd like to take the opportunity to thank every single person who has contributed towards making the Worcester brand so successful over the last five decades."

**A full overview of our 50th anniversary can be viewed on our commemorative website at [www.50yearsofwarmth.co.uk](http://www.50yearsofwarmth.co.uk).**

# INSTALLER'S CHOICE

## Spotlight

### Cotswold Plumbers



**Thanks to Matthew Brunwell of Cotswold Plumbers, Emmanuel Church in Cheltenham has benefited from our experienced system design service and had a completely new heating system fitted, ensuring the building is more energy efficient and warmer.**

In the past the building had been struggling to keep the congregation warm in the winter months and so the Diocese decided it was time a more energy efficient heating system was adopted to reduce energy bills.

The church comprises of two zones – the church and the hall – both of which needed to be heated by a single heating source. The previous configuration didn't accommodate this design and consequently the wiring and layout of the heating system also had to be completely redesigned.

In addition, the location of the boiler had to be reconsidered as the old boiler was sited in the basement which made it difficult to take out and replace. Matthew decided a dedicated plant room would help the new appliances and pipework layout to be accommodated more professionally.

Taking advantage of our system design service, Matthew worked alongside our heating design department, to achieve a bespoke heating system. Using this service

he was able to offer the property's owner a bespoke solution, replacing the previous 100kw boiler with two GB162 boilers.

The GB162's offer the power and performance of a commercial boiler but in a compact package, it also meets the owner's needs for a more energy efficient solution. With efficiencies of up to 110% and NOx emissions of less than 40mg/kWh, the GB162's will provide the property with low carbon heating, enhancing the green credentials.



Another advantage of using a GB162 boiler is that it is incredibly quiet when in operation due to its low resistance and high quality insulation, making it ideal for inclusion in a church as it won't disturb the service.

Matthew commented: "From the outset the key message from the property managers was to make the building warmer and also more efficient, which the old system was unable to do. The complicated and old fashioned design of the existing

system meant we had to start all over again, so it was great to work with the design team to get a bespoke design which incorporated these needs.

"For me an additional benefit of the design service was that it allowed me to have 100% attention from the design engineer and ask any questions which sprung to mind, making the redesign process much more straightforward.

"The positive experience I had with this installation has made me more

inclined to fit bespoke installations and use the Worcester heating design department for support in the future."

**To get in touch with our system design service team, simply speak to your local Technical Energy or Technical Sales Manager and they will be able to arrange for you to talk to one of the designers.**



## New Addition to our YouTube Channel

We recognise the value our YouTube channel has in guiding you through key installation procedures, giving you the tools you can call upon to emphasise the importance of certain processes to your customers.

Since launching our YouTube channel back in 2009, tens of thousands of you have logged on to view our extensive range of videos. These videos guide you through installation best practice and technical procedures, which you can then take with you and use as part of your everyday work.

With the peak heating season now upon us, the latest addition to our YouTube channel has been produced to enable you to highlight the benefits of system cleansing to your customers. It is often assumed that the costs associated with the required labour time puts many homeowners off the system cleansing process, however a thorough cleanse of a heating system remains one of the best ways to maximise energy efficiency and keep heating bills to a minimum.

Our latest video enables you to simplify the benefits of having a heating system cleansed or flushed to your customers. The video features diagrams and explanations to make the process understandable for the consumer and it is a valuable tool for those of you who are keen to emphasise the advantages of power flushing to your customers.

Using our latest video as an educational tool, you can remind the homeowner that regular system treatment improves boiler performance and ultimately prolongs its lifespan, as well as maintaining the manufacturer's guarantee.

Martyn Bridges comments; "Our ethos has always been to help our installers, whether this is through training or providing them



Broadcast Yourself™

with the tools needed to educate the homeowner and this was the concept behind our YouTube channel. System cleansing is arguably an under-valued method for improving heating efficiency. We produced this video to emphasise the benefits to homeowners.

"By using the videos we believe installers can make their customers aware of important issues, simplify the processes involved and help prevent any confusion surrounding the heating system within the home.

"This tool will hopefully help to increase awareness of system treatment and make it more commonplace in the heating industry, leading to greater energy and cost efficiency."

Visit our YouTube channel at [www.youtube.com/worcesterboschgroup](http://www.youtube.com/worcesterboschgroup)



## CondenseSure Close Up: Q&A

We unveiled our new CondenseSure product back in September, to prepare for the colder winter months ahead and to assist with the prevention of frozen external condensate pipes.

Since its launch a number of you have been in touch to put forward your questions and queries on the product. Here are some of the most frequently asked questions:

### Q. What is the CondenseSure?

**A.** The CondenseSure is an exclusive new device which helps prevent external condensate pipes freezing, even in the harshest winter weather conditions found in the UK.

The device consists of a syphonic trap and insulation, which connects to the condensate outlet pipe of the boiler and can then be attached to the heating flow pipe of the boiler. Capable of working under extremely low temperatures, the CondenseSure simply discharges condensate automatically and, unlike other devices on the market,

requires no electricity to prevent the condensate from freezing.

### Q. How does it work?

**A.** The CondenseSure works by discharging 500ml volumes of condensate rather than the typical 80-100ml released from a condensing boiler. Therefore with normal condensing operation the CondenseSure will empty around four times an hour, rather than the in-built boiler siphon operating 20-30 times to release the same amount of condensate. This results in the condensate discharge pipe remaining emptier for longer and therefore there is less chance of freezing.

### Q. Is it easy to install?

**A.** As the product is universal, it can be connected to any brand or model of gas- or oil-fired boiler.

Our initial installer research found that the device can be installed in minutes, simply by following the easy to understand instructions provided. Unlike trace heating or other electrical devices, the installer does not need to be a qualified electrician to install this product.

### Q. Where should it be installed?

**A.** The unit needs to be installed on the condensate outlet of the boiler. This can be almost directly underneath the boiler or some distance away, providing the correct fall (2.5 degrees) on both the boiler condensate pipe to the CondenseSure and the outlet to outside from the CondenseSure can be obtained.

For more information on CondenseSure please visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)



## Underfloor Heating Training Courses designed with you in mind

**Having explained how easy it is to install our Greenfloor underfloor heating in the last issue of Installer's Choice, this month sees us put our associated training courses under the spotlight:**

Our training days are designed to give you an essential insight into all aspects of underfloor heating installation, putting you in the driving seat when it comes to advising customers on the best systems for them and giving your business the vital tools to grow.

With our courses you can expect dedicated, hands-on training and expert tuition from experienced heating industry specialists.

The superbly equipped training academies and regional training facilities are located throughout the

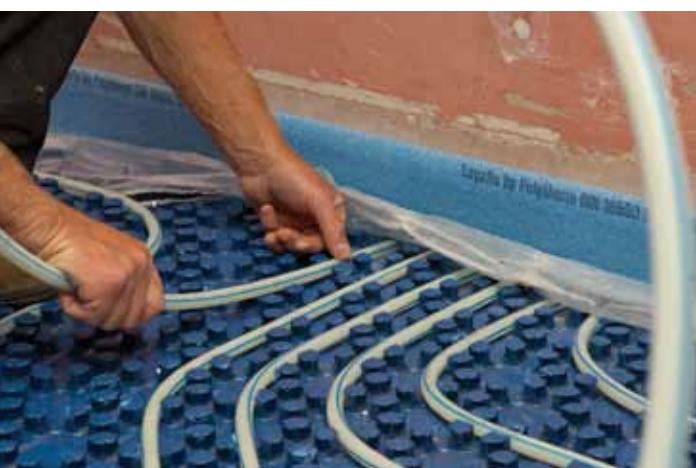
country for maximum convenience.

Our BPEC Underfloor Heating Installation course is a two-day course designed for installers who are new to the underfloor heating market. You'll receive high quality theoretical and practical training on all aspects of underfloor heating including the basic principles and advantages of this type of heating, floor systems and finishes, installation, testing and post installation activity.

The Greenfloor Underfloor Heating training course is a one-day course

designed for installers who are already experienced at installing underfloor heating and may have completed a generic underfloor course but wish to find out more about our product offering.

On our Greenfloor Underfloor Heating course you'll benefit from high quality training on underfloor heating and our system design services. Training includes tuition on everything from solid floor systems, staple or clip rail panel systems, pipe positioning panels, floating floor systems and timber floor systems, to pump stations, manifolds and controls.



**50  
FREE  
BPEC Underfloor  
Heating courses  
to give away**

Following the launch of our underfloor heating solution earlier this year, we're pleased to bring you an exclusive money-saving offer on our BPEC Underfloor Heating Installation course.

The first 50 installers to book a BPEC Underfloor Heating course will be able to attend the course completely FREE of charge.

All of our courses are accredited by BPEC certification. A certificate and ID card will also be provided to successful candidates.

**For full details and to view our Terms and Conditions for the underfloor training offer, please call our training team on 01905 752526 or visit [www.worcester-bosch.co.uk/trainingpromo](http://www.worcester-bosch.co.uk/trainingpromo)**



## Training focus

**Phil Bunce, our training manager, offers an insight into the latest training course available at our state of the art Training and Assessment Academy in Worcester.**

To provide you with further support when you are being called upon to design and specify heating systems correctly as a requirement to MCS, we are now offering the **Domestic Heating Design Course**. The course is in partnership with the Institute of Domestic Heating and Environmental Engineers (IDHEE).

We recognise the importance of ensuring a heating system is designed with the requirements of the end-user and the infrastructure of the property in mind, which is why the IDHEE-approved course is

now being offered at our flagship training and assessment academy in Worcester.

The course combines classroom-based studies with distance learning, using the CIBSE Domestic Heating Design Guide as the core reference document. The three classroom-based sessions will each last one day and will have a three week gap between each one. Distance learning tasks will be set at the end of each classroom session and following the classroom-based sessions, the course culminates with a final revision session and a

written assessment. In total, the course will be spread across 9 weeks.

Once the assessment is complete, candidates will be eligible for membership with the IDHEE. Existing members will be offered inclusion on the IDHEE list of domestic heating consulting engineers.

The cost of the course is set at £650 inc. VAT, which includes all the study guides and assessment fees. Initially, the courses will be held at the Training and Assessment Academy at Worcester.

To find out more about our 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).

## YOUR QUESTIONS ANSWERED



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



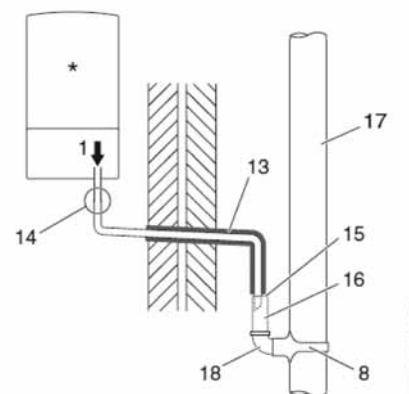
I'm fitting a boiler into an airing cupboard upstairs. Is it OK for me to run the condense pipe into a rain water downpipe? Is there anything I have to bear in mind?

**A.** You can do this providing the rainwater downpipe runs to foul waste and not a soakaway, but there are also a couple of things to watch out for. If that downpipe was to back up, due to a blockage downstream, it could back up all the way into the boiler. So an air break of some kind would be prudent to prevent this.

You should ensure the air break is fitted externally in order to prevent water damage to the property should the downpipe become blocked (see example).

### Fitting an External Air Break

An air break must be installed in the 43mm pipework, between the boiler condensate outlet and the drainpipe, outside the property, to avoid flooding during adverse weather conditions.



I see you have the new Riello 535 control box fitted to certain models of oil-fired boilers. I've heard it has flashing fault codes, please can you explain?

**A.** This new control box has been used since March 2012 in the Greenstar Heatslave series and the Greenstar Danesmoor wall-mounted series. They look identical to the current digital control boxes except that the remote reset is connected in a different place.

The control boxes are backwardly compatible with all other digital Riello control boxes on our appliances, but you must pay careful attention to the wiring locations shown on the control box.

It does have some diagnostic tests, but the thing that's most important to remember is that it can measure the flame quality while the burner is running. This may mean that you see the green light either on all the time (excellent flame) or flashing quickly (very good flame). The flashing light can easily be misinterpreted as a fault – it's not, it's just the control box letting you know that the flame quality is good.

## 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 A SPECIAL EDITION 50TH ANNIVERSARY JACKET

This month, we're giving away 50 soft-shell jackets. These jackets are highly water resistant and windproof, versatile and stylish – the perfect addition to your work wear. To enter our latest competition all you need to do is complete the wordsearch below before sending your completed entry form to the address below. 50 winners who correctly complete the puzzle will win one of these special edition jackets. Good luck!



## Words to find are:

Cecil Duckworth  
Which Awards  
Four  
September  
Gold  
Ben Eyres  
Acorns  
Clay Cross  
Bobby  
Swale Heating  
Old Vinegar Works  
Carl Arntzen  
Firefly  
Fifty

Name: \_\_\_\_\_

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

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

Email: \_\_\_\_\_

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

Jacket size (Please tick)

S  M  L  XL  XXL **Closing date: 31st December 2012****Terms and Conditions**

1. No cash alternative
2. The decision of Worcester, Bosch Group is final
3. Sizes are subject to availability and will be issued on a first come first served basis.

# DIARY DATES

Over the next few months you can visit our stand at any one of the following exhibitions, where a selection of our latest 'A' rated gas and oil-fired boilers and renewable technologies will be on display.

For further information visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk) and click on the events page.

## Exhibitions

Exhibition	Venue	Date
<b>November</b> PHEX Chelsea	Stamford Bridge	14 - 15 Nov 2012
<b>March</b> EcoBuild	eXcel London	5 - 7 March 2013



Each year we host hundreds of events nationwide. To find out more about the events taking place in your local area, or any of those listed above, contact your Technical Sales Manager.





# Technical Support

To offer you constant support throughout the peak heating season we have a team of technical experts who are on hand to offer assistance on any queries relating to our complete range of domestic heating solutions.

Our technical team is made up of 40 highly-experienced experts, available six days a week, including bank holidays.

It is our aim to answer all your queries as quickly as possible, therefore our average response time for incoming calls in our technical department is just 20 seconds.

The quality of our technical team is second to none and in 2011/2012 they were named the Best Technical Support Team at the OFTEC awards.

## Operating hours:

### The technical support team is available:

Monday to Friday: 7.00am – 8.00pm  
Saturday: 8.30am – 4.00pm  
Bank Holiday: 8.00am - 4.30pm (excluding Christmas Day)

### The contact centre team is available:

Monday to Friday: 7.00am - 8.00pm  
Saturday: 8.00am - 5.00pm  
Sunday: 9.00am - 12.00pm

### Technical pre and post sales:

tel: 0844 892 3366  
email: [technical.enquiries@uk.bosch.com](mailto:technical.enquiries@uk.bosch.com)

### Renewable technologies enquiry line:

(For enquiries about solar water heating and heat pumps):  
0844 892 4010



[Twitter.com/heatingyourhome](http://Twitter.com/heatingyourhome)



Broadcast Yourself™

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