



# Complete Solutions

## Installer partnership guide



Installer  
guide



# PowerUp with Worcester Bosch

Welcome to all things Worcester Bosch.

It's fantastic that you're working with us and our growing range of home heating and cooling solutions.

From specialist training and local sales managers to a range of brilliant rewards and extended guarantees, in this guide you'll find all the support you need to PowerUp with Worcester Bosch.

## Why Worcester Bosch...



### **Tried and tested**

Every day we check up to 1,600 boilers – before, during, and after assembly.



### **Guaranteed performance**

Install with confidence, backed up by our boiler coverage of up to 12 years\*.



### **We've got your back**

First-class technical support experts, who answer the phone in seconds.

\*Terms and conditions apply. Full terms and conditions can be found at [worcester-bosch.co.uk/guarantee-terms](https://www.worcester-bosch.co.uk/guarantee-terms)

# Welcome to Worcester Bosch

## Contents

Click the title to visit the page



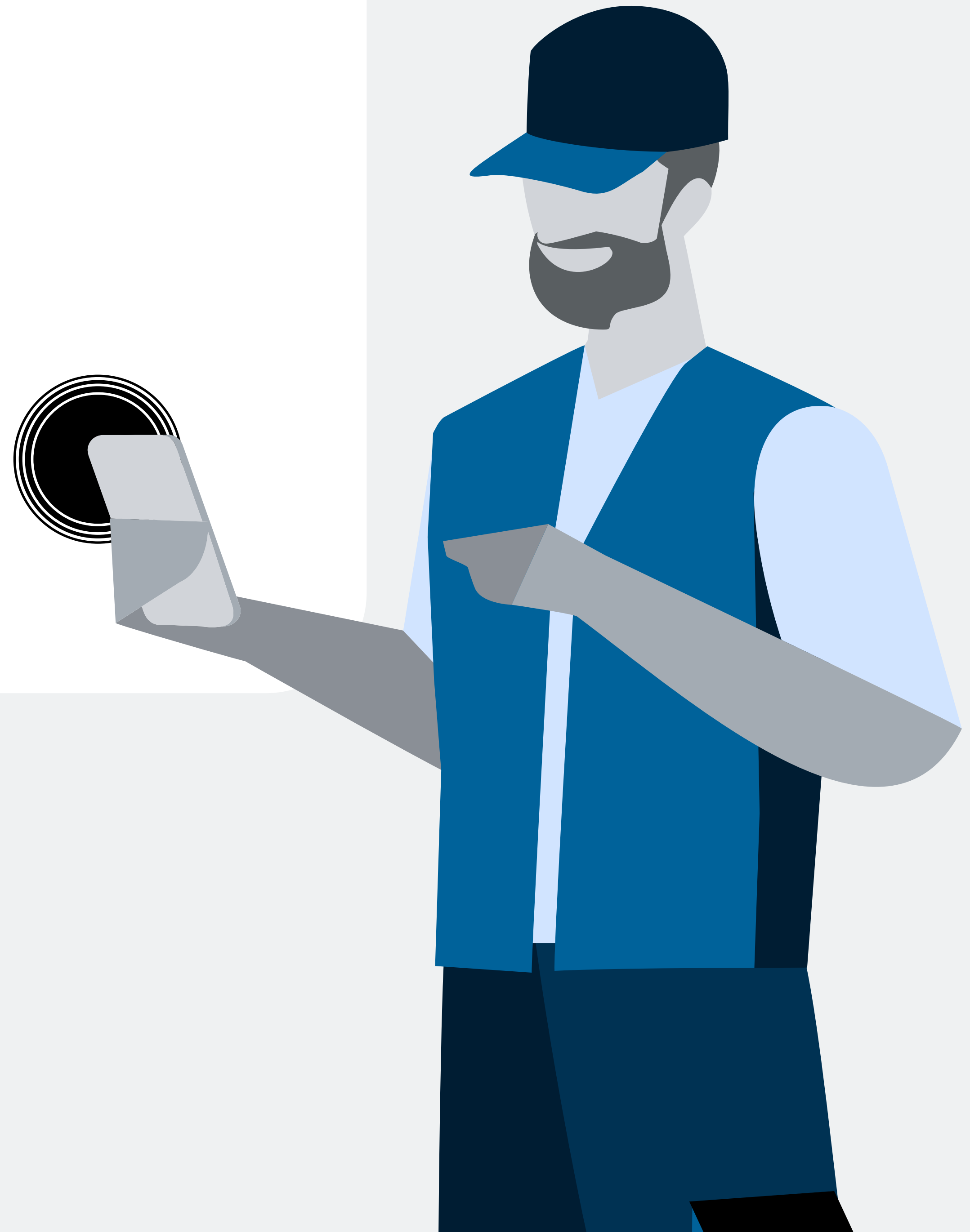
# Section 1

## Introduction

Every time you work with one of our products, you can rest assured knowing that we've got your back – right from the off.


In this guide, you'll find the full list of all the ways we support you – from training programmes, to installation rewards, to award-winning aftersales.

Each section will show you exactly what's available, where you can find more information, and how to access support. Check the contents and jump to a section that matters to you, or read the full guide to get the most out of what's on offer.





# The boiler range

## Boilers made better

Click on a product to view more information 





**1000 series**

-  Combi – 24, 30kW
-  Natural gas






**2000 series**

-  Combi – 25, 30kW
-  Natural gas / LPG






**4000 series**

-  Combi – 25, 30kW
-  System – 12, 15, 18, 21, 24kW
-  Natural gas / LPG







**CDi Compact series**

-  Combi – 28, 32, 36kW
-  System – 27, 30kW
-  Natural gas / LPG





**8000+ series**

-  Combi – 32, 36, 40, 45, 50kW
-  System – 30, 35kW
-  Regular – 30, 35, 40, 45, 50kW
-  Natural gas / LPG





**8000+ Style series**

-  Combi – 32, 36kW
-  Natural gas





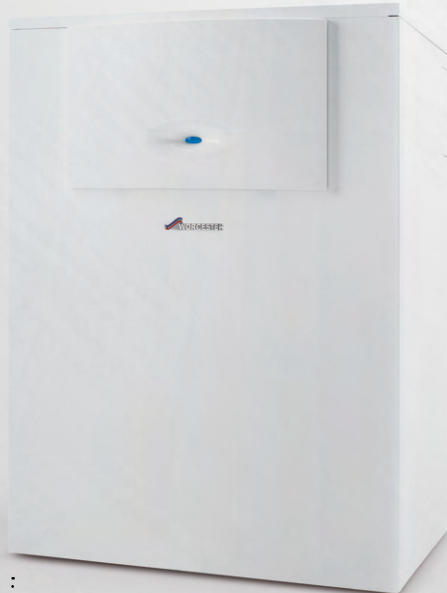
**Ri series**

-  Regular – 12, 15, 18, 21, 24kW
-  Natural gas / LPG





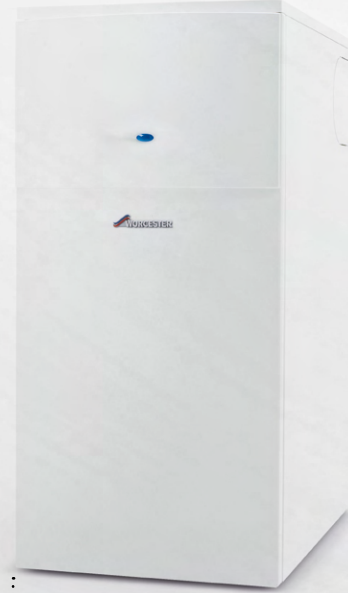
**Ri Compact series**

-  Regular – 27, 30kW
-  Natural gas / LPG





**CDi Highflow series**

-  Combi – 29.5, 41.1kW
-  Natural gas / LPG





**CDi FS series**

-  Regular – 30, 42kW
-  Natural gas / LPG





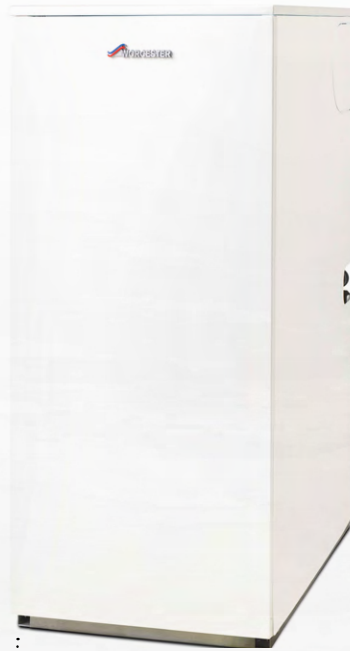
**Heatslave II series**

-  Combi – 12-18, 18-25, 25-32kW
-  Oil





**Heatslave II External series**

-  Combi – 12-18, 18-25, 25-32kW
-  Oil





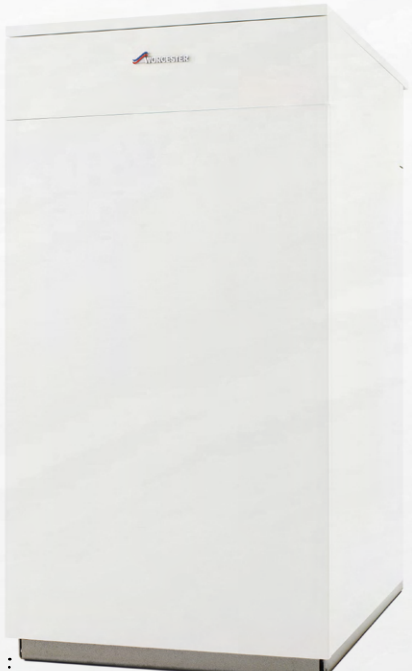
**Danesmoor series**

-  System / Regular 12-18, 18-25, 25-32kW
-  Oil



**Danesmoor External series**

-  System / Regular 12-18, 18-25, 25-32kW
-  Oil





**Utility series**

-  Regular – 32-50, 50-70kW
-  Oil



**7000 WP series**

-  50, 65, 85, 100, 125, 145kW
-  Gas

# The boiler range

## Cylinders and accessories



### System care packs

With a system filter included, fitting any of our System Care Packs allows you to offer up to a 12 year guarantee on our gas boiler range\*.

**Find out more**



\*System care packs not suitable for oil boilers, T&Cs apply.



### Green Storage Worcester Bosch unvented cylinders

Give your customers the hot water they want, when they want, with up to 300 litre cylinders. Compatible with solar heating, and with vented and unvented options, you can meet today's water needs with tomorrow's tech.

**Find out more**



25 year guarantee on vessel, 5 year guarantee on components, T&Cs apply.

### More accessories

Along with award-winning boilers, we offer a range of accessories to suit both homeowner needs and installation requirements.

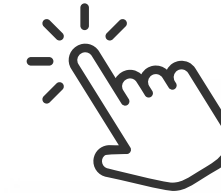
**See the range**



# The Electrified Solutions range

## Feel good heating and cooling

If you're also interested in electrified heating, find all things Electrified Solutions here.



The image is a collage featuring the cover of the 'Electrified Solutions Installer partnership guide' and several Bosch air conditioning units. The guide cover, on the left, has a white header with the 'WORCESTER' and 'BOSCH' logos. Below the logos is a photograph of a man in a black t-shirt and shorts standing next to a large white Bosch air conditioning unit installed on a brick wall. The text 'Electrified Solutions Installer partnership guide' is overlaid on the photo. At the bottom left of the cover are the 'Quiet Mark' and 'Grand Designs Partnership' logos. A green vertical label on the right side of the cover says 'Installer guide' with a small icon. To the right of the cover, there are four Bosch air conditioning units displayed. Each unit is accompanied by its model name and specifications in green circles: 'Compress 7001i AW' (from 47dB(A), Quiet Mark, R410a), 'Climate 3000i' (from 54dB(A), R32, GoodHome Approved), 'Climate 5000i' (from 56dB(A), R32), and 'Compress 3400i AWS' (from 59dB(A), R32). A 'Back to contents' button is located at the top right of the unit section.

**WORCESTER** **BOSCH**

### Electrified Solutions Installer partnership guide

**Compress 7001i AW**  
from 47dB(A) Quiet Mark R410a

**Climate 3000i**  
from 54dB(A) R32 GoodHome Approved

**Climate 5000i**  
from 56dB(A) R32

**Compress 3400i AWS**  
from 59dB(A) R32

Back to contents

Installer guide

# Section 2

## **Business & marketing support**

For you, your business, and your customers – we've got all angles covered.

From brochures, guides and online tools to training trusted by over 14,000 installers a year. Here you'll also find all the details about our marketing and design services that will help your business stand out from the crowd.

From social media and showrooms, to images and online – we can help to improve your marketing and find new ways to reach more customers.



# Business & marketing support

## Installer technical guides



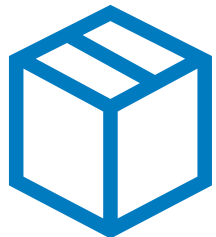
## Installer gas and oil product range guide

Mini encyclopedias of our entire product ranges, this pocket-sized guide is full of information including part numbers, clearances, and much more.



**Download here**  
Part number: 8 716 122 882

To order your copies for free, email [brochure-request@uk.bosch.com](mailto: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 & marketing support

## Installer technical guides




### Greenstar 8000+ Installer Guide

 **Download here**  
Part number:  
8 716 119 853




### Greenstar 4000 Installer Guide

 **Download here**  
Part number:  
8 716 121 938




### Greenstar 2000 Installer Guide

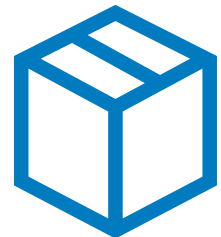
 **Download here**  
Part number:  
8 716 119 768



### Greenstar 1000 Installer Guide

 **Download here**  
Part number:  
8 716 122 776

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 & marketing support

## Installer technical guides



### Greenstar CDi Compact Installer Guide



**Download here**

Part number:  
8 716 122 868



### Air Conditioning Installer Guide



**Download here**

Part number:  
8 716 119 917

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



# Business & marketing support

## Trade-rated training



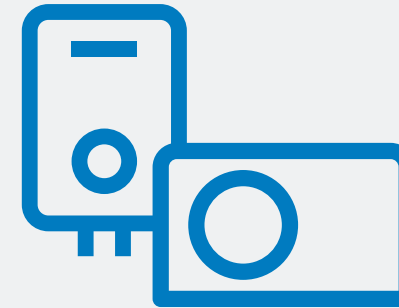
### Trusted by thousands

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



### Training on tap

Choose from our training academies, mobile trainers or online courses – the choice is yours.



### Our complete range

From legacy and new products to future-proofing your business, get trained up.

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



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

**Visit us on Facebook**



Take advantage of our training programmes to master both current and new technologies, and go from newbie to expert.

We’ve got 4 Training Academies as well as many partner centres throughout the UK, plus mobile training vans, all kitted out for full-service training and hands-on product demos. You can also access online training modules, to support your learning from home.

**Learn from the best**



**Speak to your Technical Area Sales Managers for more info and business support**

**Find your local contact**



# Business & marketing support

## Guarantees

To access extended guarantees for your customers, attend our trade-rated product training, and join our loyalty programme.



### Unlock longer customer guarantees

Range	Product	Standard Guarantee	With any Greenstar System Filter	With any Greenstar System Filter + £40
Gas boilers	8000+ & 8000+ Style	8 years	10 years*	12 years**
	CDi Compact 4000, Ri, CDi Highflow & FS CDi	7 years	8 years*	10 years**
	2000	7 years	7 years*	n/a
	1000	5 years	5 years*	n/a
Oil boilers	Heatslave II Danesmoor	2 years	5 years*	7 years**

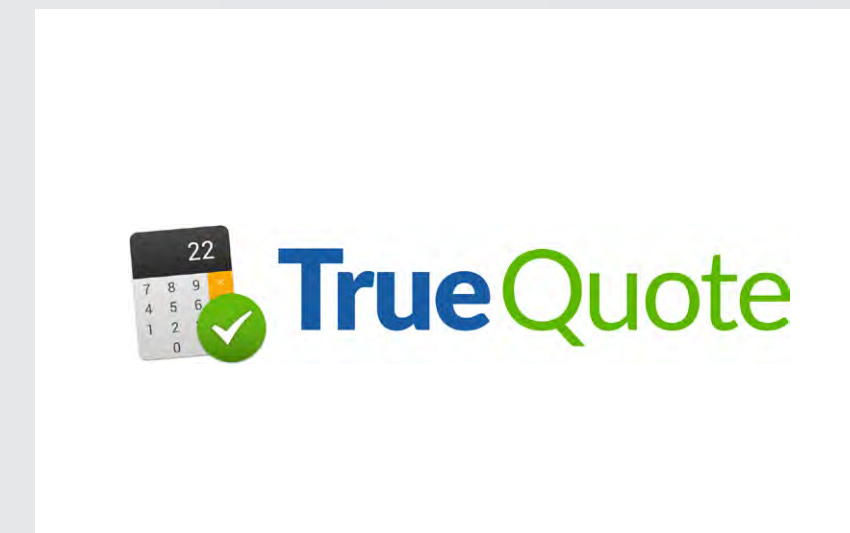
Terms and conditions apply.  
\*For full terms and conditions please visit [worcester-bosch.co.uk/extended-guarantee-tc](http://worcester-bosch.co.uk/extended-guarantee-tc).  
\*\*Loyalty members, who are non-Worcester Accredited Installers, can achieve these guarantee lengths with an additional £40 payment to Bosch Thermotechnology Ltd. via your Worcester Bosch Loyalty Programme account after the boiler has been registered.  
Full terms and conditions can be found online via your Worcester Bosch Loyalty Programme account.

# Business & marketing support

## Customer marketplace

As a loyal member of our loyalty programme, WAs and Partners have added benefits and support as you build and manage your business:

Like exclusive rates – get your hands on cheaper fees from business providers, ranging from website designers and CRM systems, to quoting tools and online reviews.



**Exclusive to members of our  
Worcester Bosch Loyalty Programme!**



# Business & marketing support

## Consumer finance

As part of our loyalty programme, you can gain access to being able to offer your customers finance options on their new Worcester Bosch install.

And don't worry about figuring out the numbers yourself, we've got plenty of support materials and courses that'll get you up to speed on how best to incorporate finance into your business.

Speak to your sales rep  
for more information.

BOSCH

WORCESTER

A new boiler made easy  
Pay for your boiler in a way that suits you.

CLICK HERE TO ADD YOUR LOGO  
(jpg, png or pdf file)

Can I get finance?

This checklist will help you see if you're eligible for one of our monthly repayment options.  
All applications are subject to status and credit checks.

You're eligible if you're...

- At least 18 years old
- Have been a UK resident for more than 3 years
- Have a personal bank account that allows Direct Debits
- Living in a house you own
- In permanent employment (min. 16hrs per week)
- Self-employed
  - Retired
  - On disability allowance

You may not be eligible if you're...

- Unemployed, unless you have a spouse/partner in full-time employment
- A foster carer, unless you have a spouse/partner in full-time employment
- An unregistered childminder
- A full-time student, unless you're a trainee nurse or doctor
- A supply teacher, unless you have a permanent contract with a specific school
- Working a temporary position or via an agency
- A customer without an email address and telephone number

To boiler happiness

Step by for a visit and give us, no-obligation quote.

We'll book you in for an engineer visit, to get your brand new boiler installed.

Job done! Time to relax.

Your new boiler?  

If you're good to go and we'll get your installation sorted.

Everyone deserves a reliable boiler that keeps them cosy all year round, for many years to come.

Because when it comes to comfort at home, you should always have it your way. With simple repayment options, we're making buying a boiler easier than ever, with one of the UK's best lenders, Novuna Personal Finance.

A man and woman standing next to their new Novuna boiler."/>

Up to 2 years  
0% interest-free

Pay for your boiler monthly and spread the cost over two years.

With no interest to pay and a monthly cost that never goes up, you can keep your finances in order and your life plans on track.

Example: 2 Years (24 months)

Cash Price	£2,500
Deposit	£625
Total Amount of Credit	£1,875
Term	24 months
Monthly Payments	£78.12
APR	0%
Fixed Rate of Interest	0%
Total Amount Payable	£2,500
Total Charge for Credit	£0.00

Up to 10 years  
7.9% credit

Make your money go further, and your life a little easier, by spreading the cost of your boiler over ten years.

The more you pay up front, the less interest you'll pay back. You can also make overpayments at any time without penalty.

Representative Example: 10 Years (120 months)

Cash Price	£2,500
Deposit	£625
Total Amount of Credit	£1,875
Term	120 months
Monthly Payments	£22.39
APR	7.9%
Fixed Rate of Interest	7.9%
Total Amount Payable	£3,311.80
Total Charge for Credit	£811.80

Exclusive to members of our

**Exclusive to members of our  
Worcester Bosch Loyalty Programme!**



# Business & marketing support

## Materials to promote your business

### Product imagery

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

Find it here



### Unlock the power of endorsements

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



# Business & marketing support

## Materials to promote your business

### Consumer materials

Sign up or log in to our loyalty portal for more information.



Quotation folders



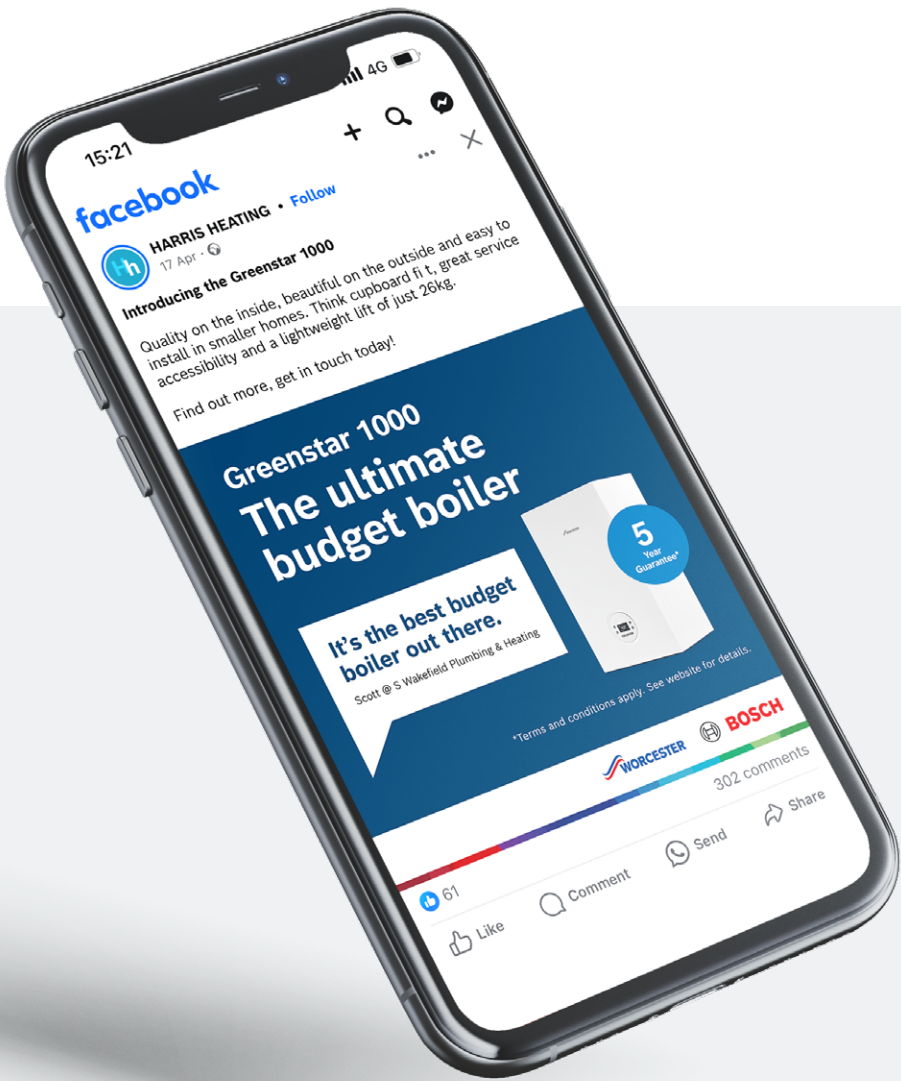
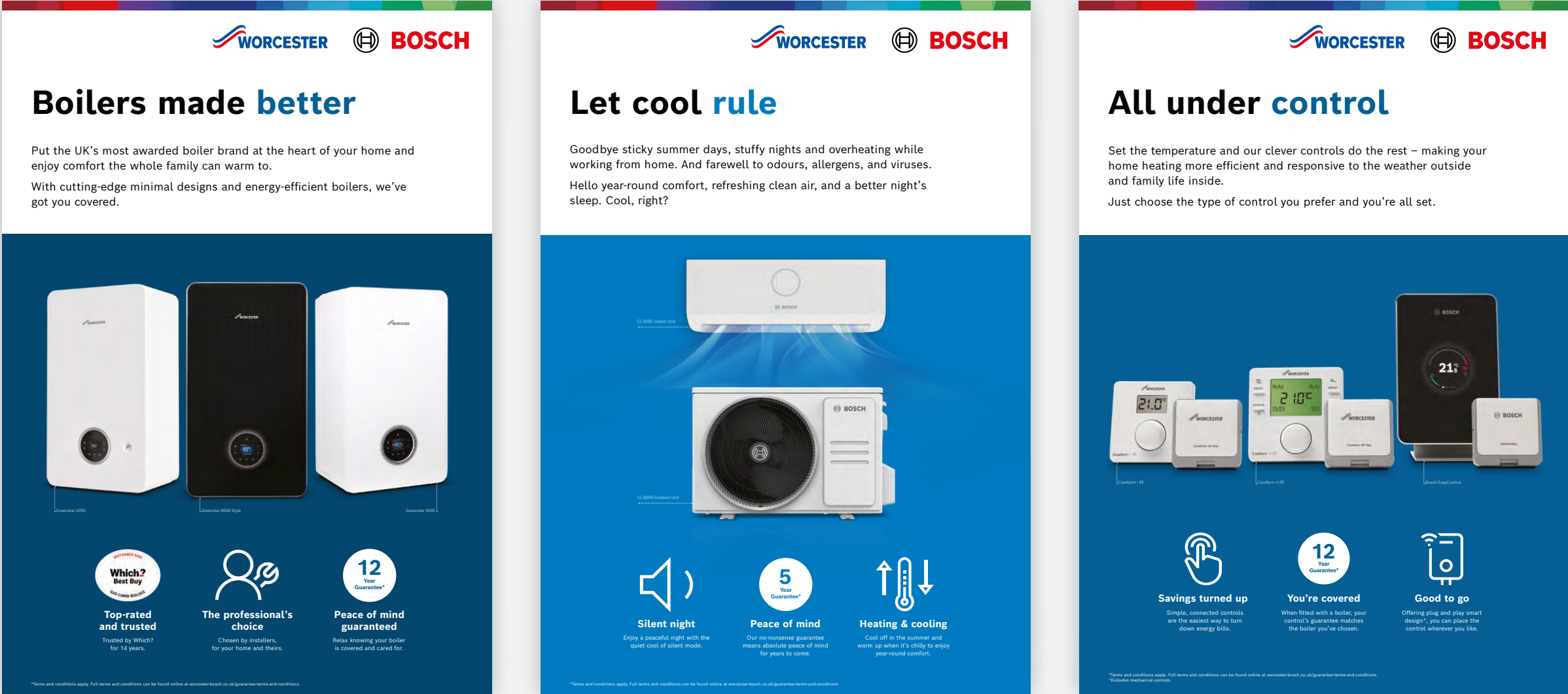
Homeowner brochures and guides

# Business & marketing support

## Materials to promote your business

### Showroom display materials

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



### Social media toolkit

In the loyalty portal we've got a range of social media assets for you to use on your own channels.



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



# Section 3

## **Aftersales support**

Before, during, and after installation, our award-winning Technical Support and Customer Care teams are just a call away.

Pick up the phone, or send an email, and our experts will support you with guarantees, repairs, and hands-on technical advice for specific products.

# Aftersales support

## Contacts



### Live virtual tech support

Connect via camera  
and we'll guide you



### UK-based teams

Expert support  
when 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.

Speak to our **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 on-site manufacturer engineer visits.

Telephone: **0330 123 3366**

Email: **technical-advice@uk.bosch.com**

Mon–Fri: 7am–6pm, Sat: 8.30am–4pm

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

We also have a handy troubleshooting tool to help customers resolve some issues when they arise.

Telephone: **0330 123 9339**

Email: **service.mailbox@uk.bosch.com**

Mon–Fri: 7am–6pm, Sat: 8am–5pm,

Sun: 9am–12pm, Bank Holidays: 8am–4:30pm



# Section 4

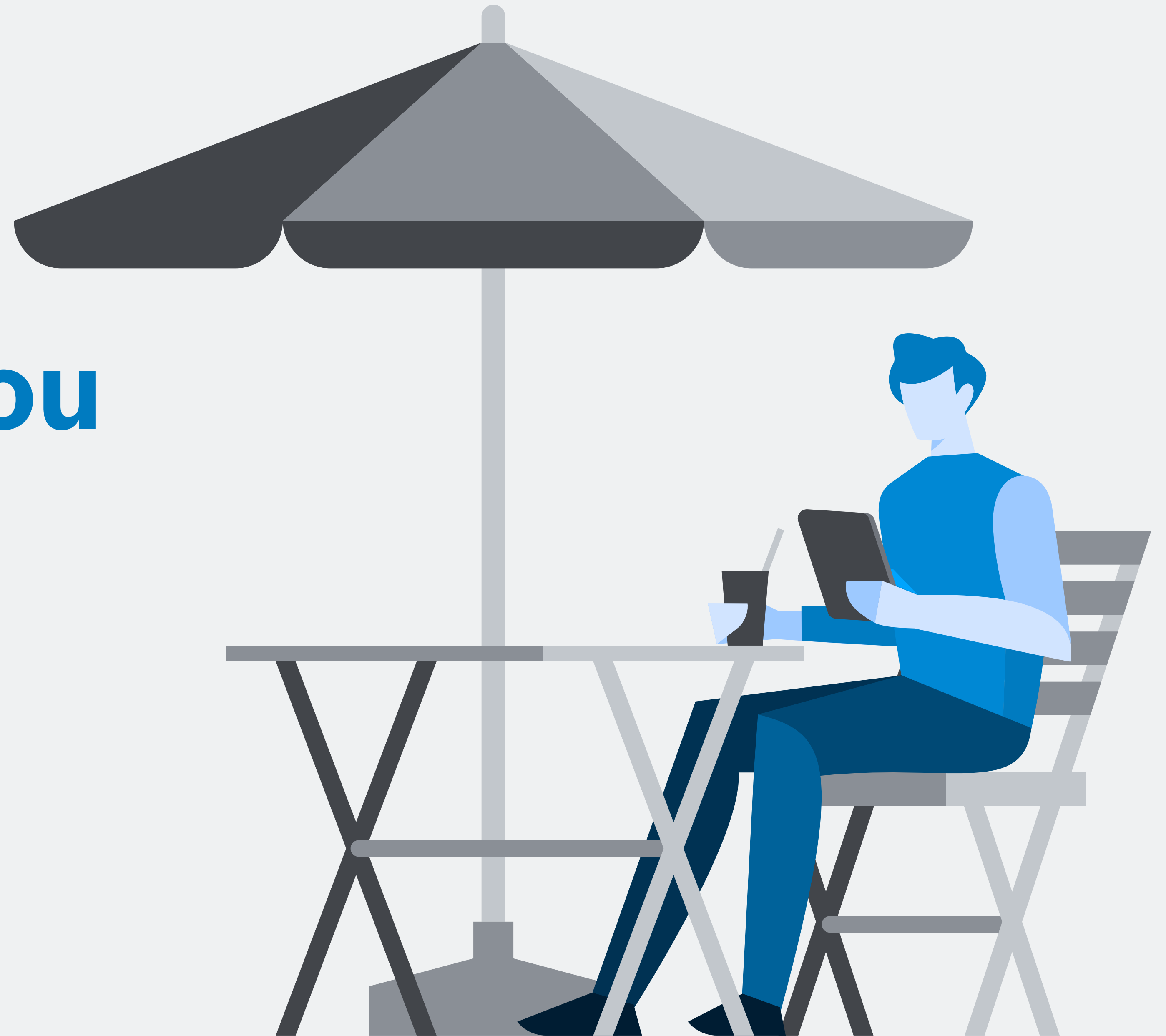
## Rewards for you

PowerUp with Worcester Bosch...

Our loyalty programme is our way of saying thanks – with rewards that will actually make a difference.

Earn points when you install and register products, and spend them on whatever you like from our Rewards Shop.

\*Rewards available on installations of boilers, heat pump, hybrid, air con, and light commercial systems.



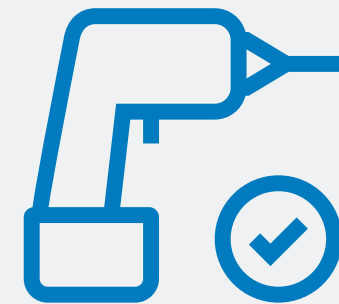
# Worcester Bosch Loyalty Programme

## Reap the rewards



### Your programme

Convert your points to cash on a card and spend it on whatever you like, whenever you like.



### Your rewards

Make your jobs quicker and easier, with brand new tools and better kit.



### Your choice

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

Our loyalty programme helps you reap the rewards of all your hard work. Every time you install and register a boiler, heat pump, hybrid, air con, or light commercial system – you'll earn points. Then, you can spend them on whatever works for you.

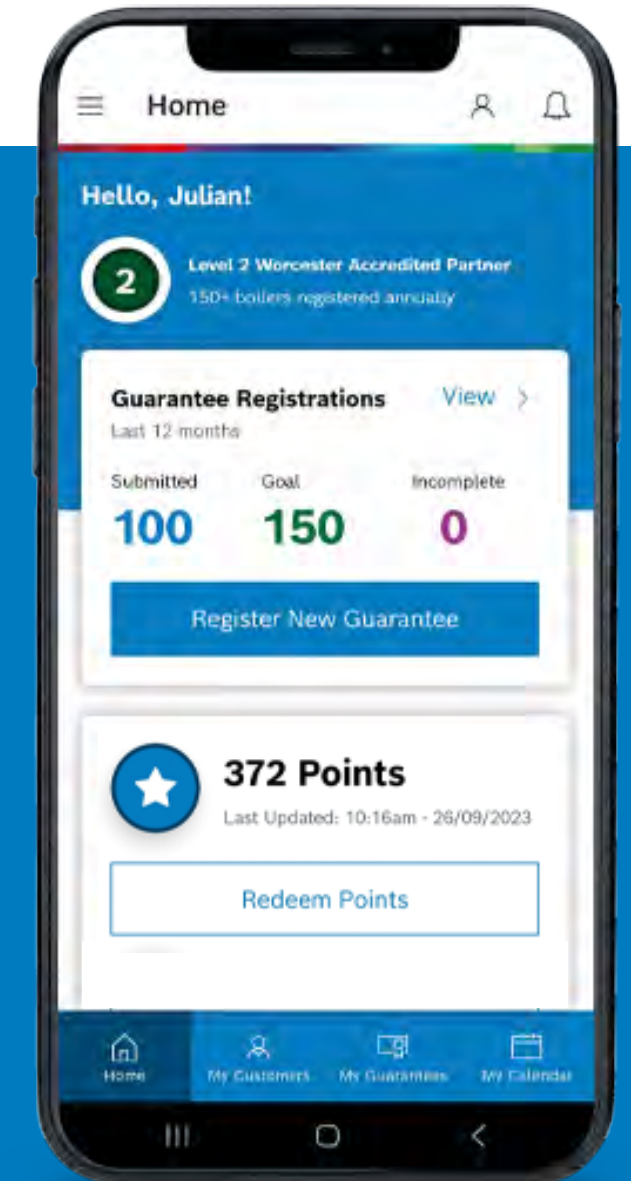
Whichever rewards you choose, we're proud to call you a Worcester Bosch Installer.

**Sign up today**



## Worcester Bosch Professional app

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



**Get the app**



# Worcester Bosch Loyalty Programme

## The rewards shop

Need some new power tools to tackle bigger jobs?

Got a holiday coming up and want some spending money?

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

Visit the shop



Exclusive to members of the  
Worcester Bosch Loyalty Programme.

Sign up today



# Worcester Bosch Loyalty Programme

## Products = points

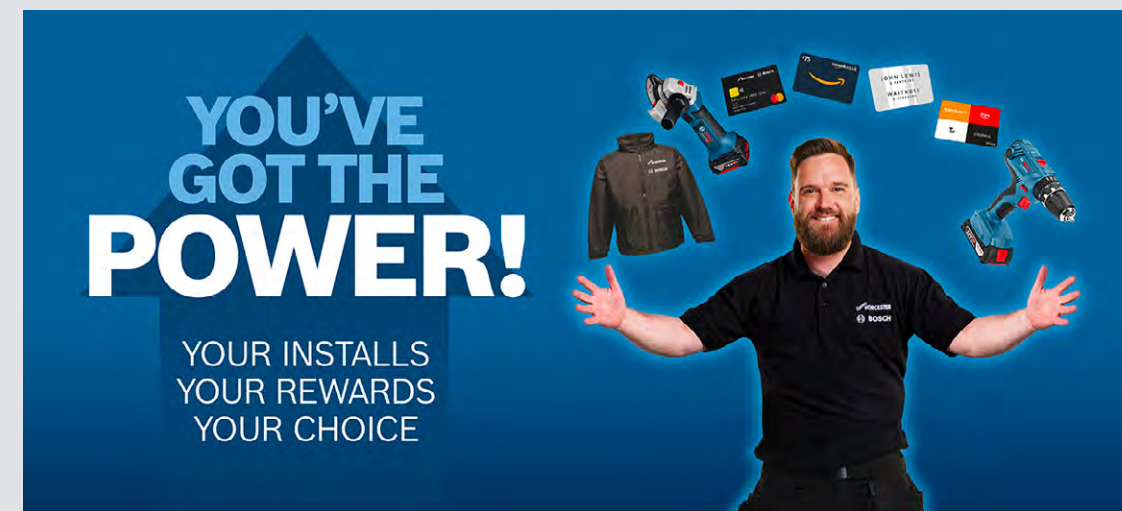


Product	WI L1 & L2	WAI L1	WAI L2	WAI L3 & WAP L1 & L2
Greenstar 1000 series	15	20	25	30
Greenstar 2000 series	15	20	25	30
Greenstar 4000 series	15	20	25	30
Greenstar 8000+ series	15	20	25	30
Greenstar CDi Compact series	15	20	25	30
Greenstar Ri series	15	20	25	30
Greenstar CDi FS & Highflow series	15	20	25	30
Greenstar Heatslave II series	30	40	50	60
Greenstar Danesmoor series	30	40	50	60
7000 WP	15	20	25	30
Heat Pumps	50*	50*	50*	50*
Hybrid unit	10	10	10	10
Air conditioning unit	10	10	10	10
Greenstore Cylinders	10	10	10	10
Bosch EasyControl	5	5	5	5
Greenstar System Care Pack	5	5	5	5
Greenstar System Filters	5	5	5	5

Points are only given for the installations that are registered online either through a Worcester Bosch loyalty account or via the app.  
\*25 points each for indoor and outdoor unit.

# Latest installer promotions

## Keep up to date with our offers



To see more offers, what's active at the moment, and how to get involved – click the link below:

[See current promotions](#)





# Section 5

## Customer literature


A key part of any sales process is making sure that your customer understands all the benefits of the product you're selling.

To support your sales conversations, we've designed our customer literature to showcase the strengths of choosing Worcester Bosch.

# Customer literature

## Homeowner brochures and guides

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

WORCESTER  BOSCH

## Boilers made better

Gas boiler homeowner guide

Discover our full range of boilers  
style and performance  
has never looked better

	1000 series	2000 series	4000 series	8000+ series	8000+ Style series
Boiler types	Combi	Combi	Combi System	Combi System Regular	Combi
Fuel types	Natural Gas	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG	Natural Gas

	CDI Compact series	Ri series	Ri Compact series	CDI Highflow series (floor)	CDI Regular series (floor)
Boiler types	Combi System	Regular	Regular	Combi	Regular
Fuel types	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG	Natural Gas LPG

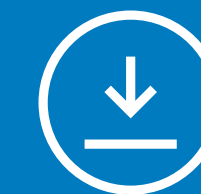
Homeowner guide

For range

Boiler range 7

# Homeowner gas guide

Help your customers find the right heating system for their home with our consumer gas guide, including product and guarantee information, system diagrams and aftersales information.



**Download here**

Part number: 8 716 109 642-0

## 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




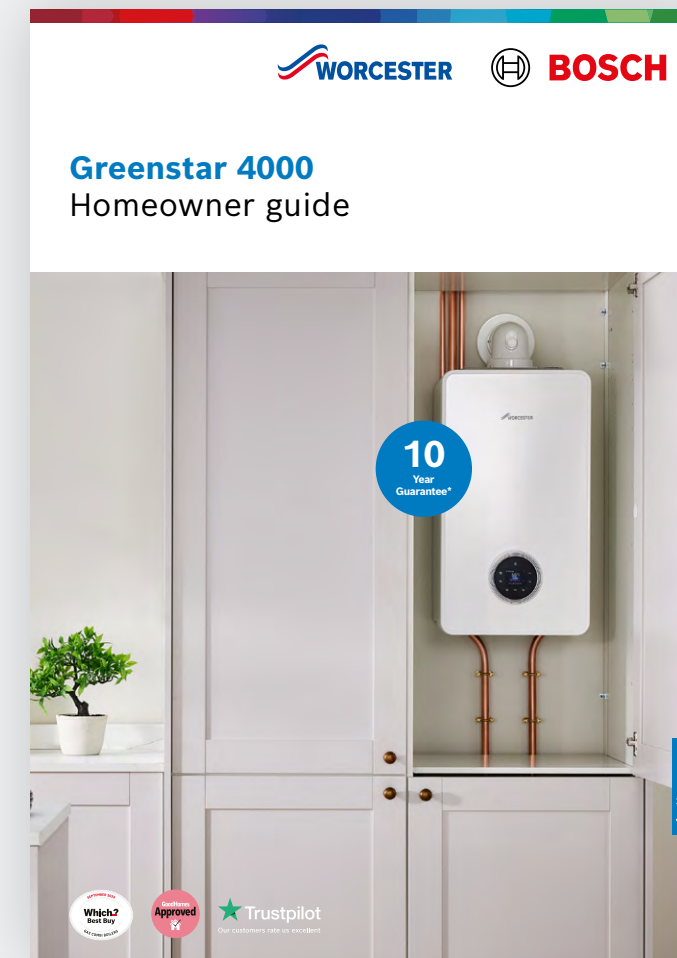
**Greenstar 1000**  
**one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 781




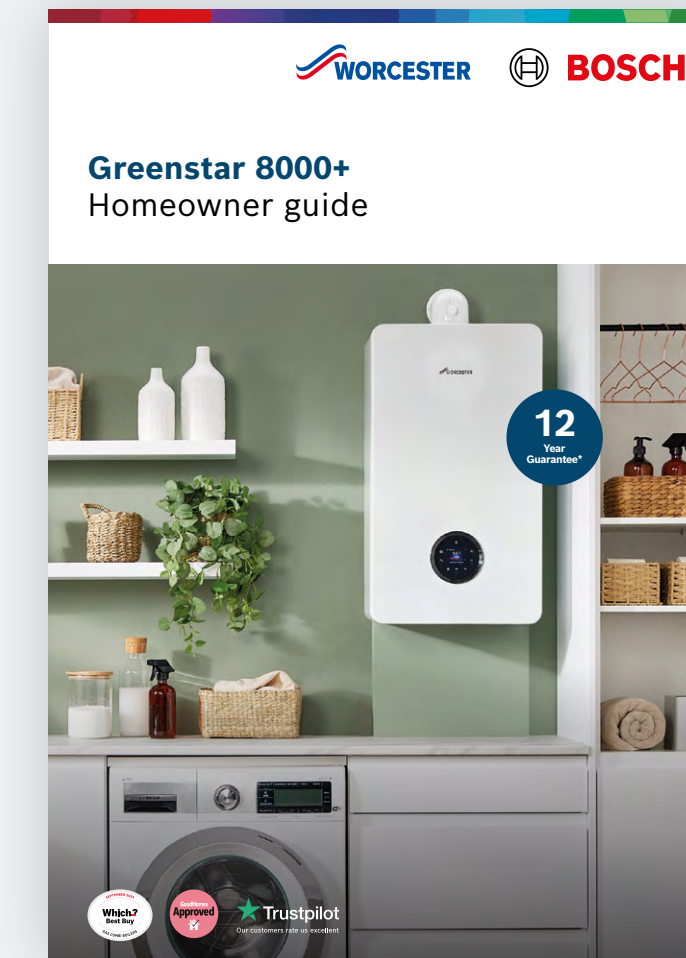
**Greenstar 2000**  
**one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 782




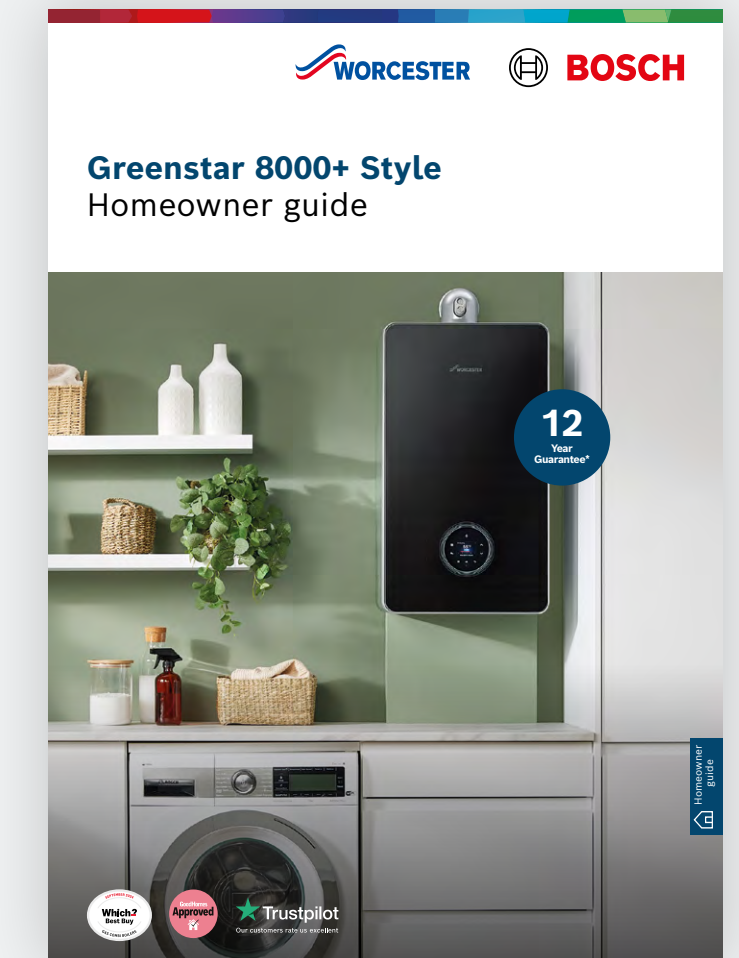
**Greenstar 4000**  
**one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 779




**Greenstar 8000+**  
**one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 784



**Greenstar 8000+ Style**  
**one-pager (for quotes)**

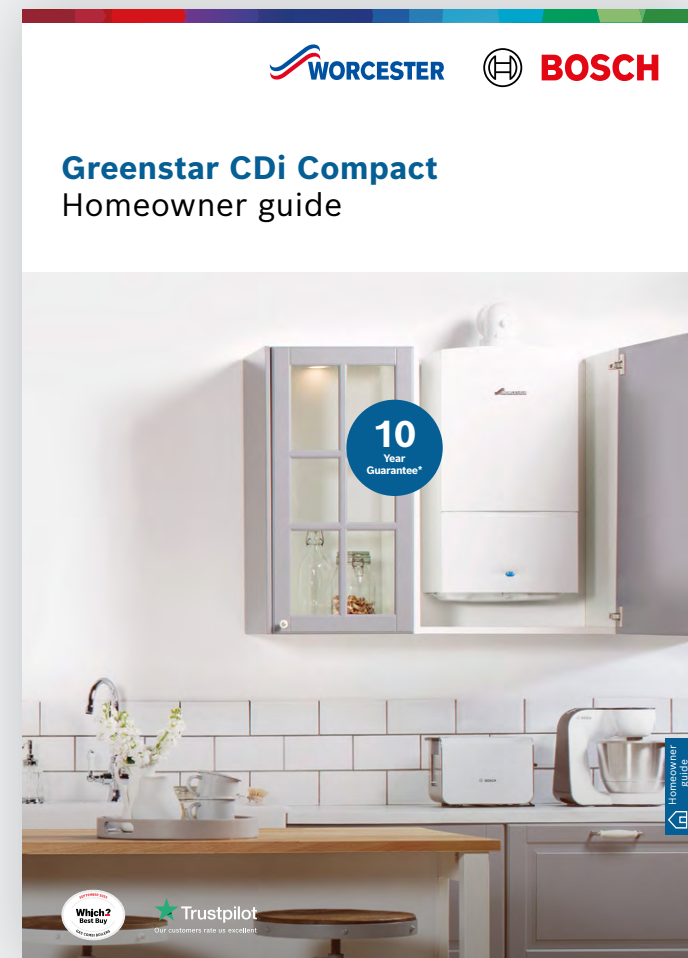
 **Download here**  
Part number:  
8 716 122 783

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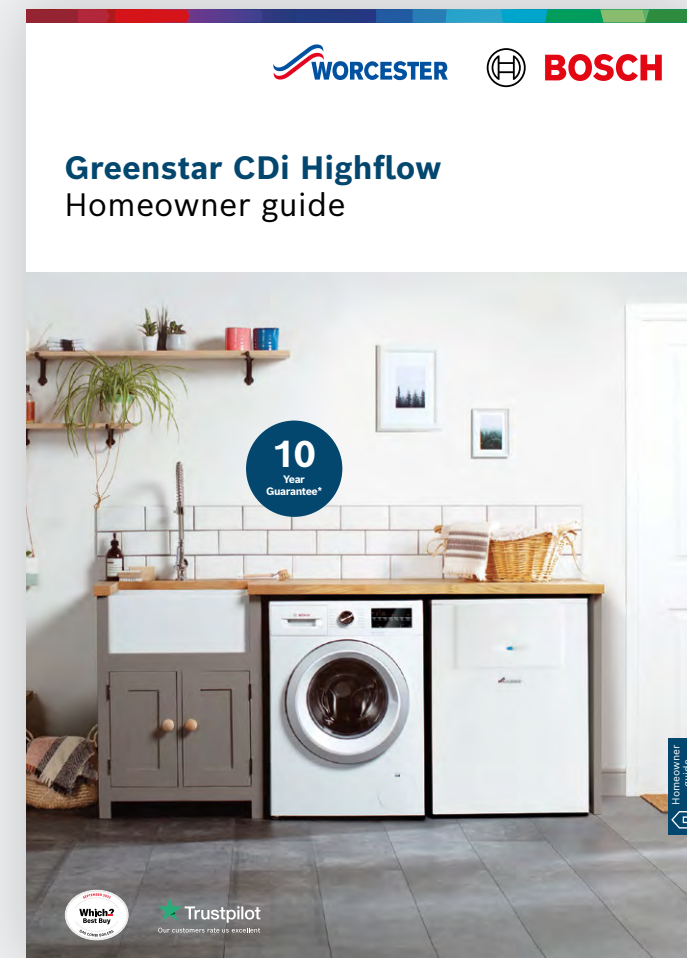
# Customer literature

## Homeowner brochures and guides




**Greenstar  
CDi Compact  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 785




**Greenstar  
CDi Highflow  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 816




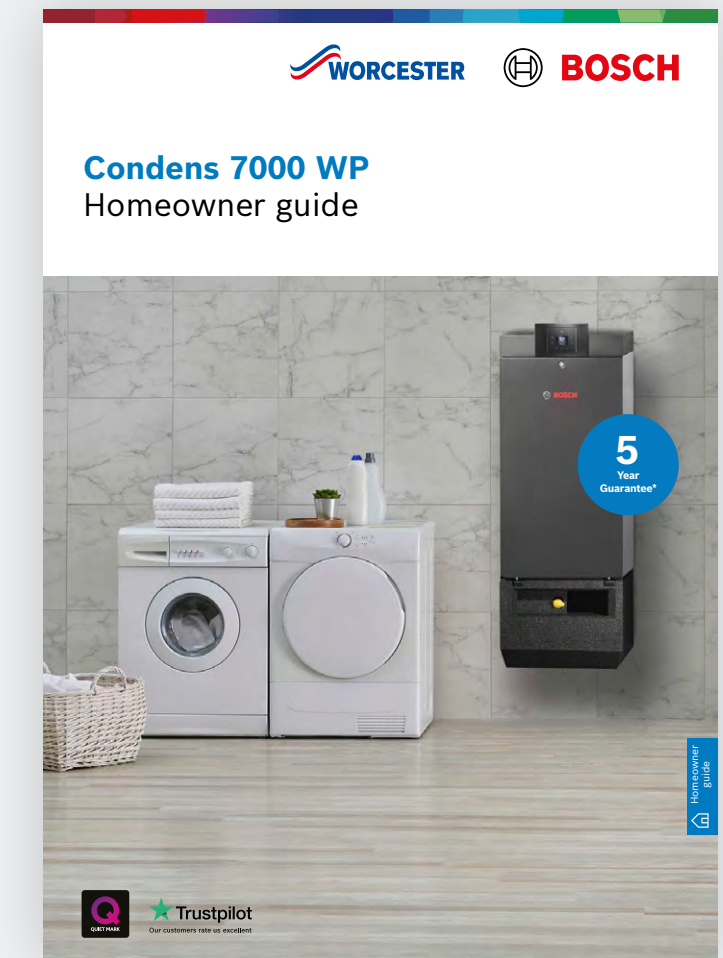
**Greenstar  
Ri & Ri Compact  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 799




**Greenstar  
CDi FS Regular  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 817



**Condens  
7000 WP  
one-pager (for quotes)**

 **Download here**  
Part number:  
8 716 122 488

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.




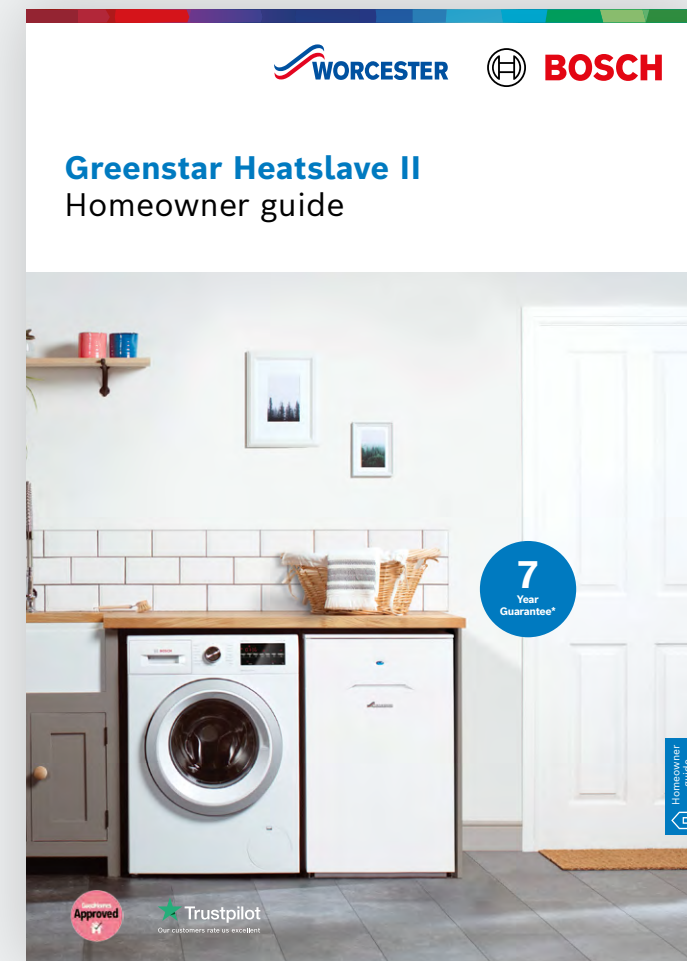
# Customer literature

## Homeowner brochures and guides




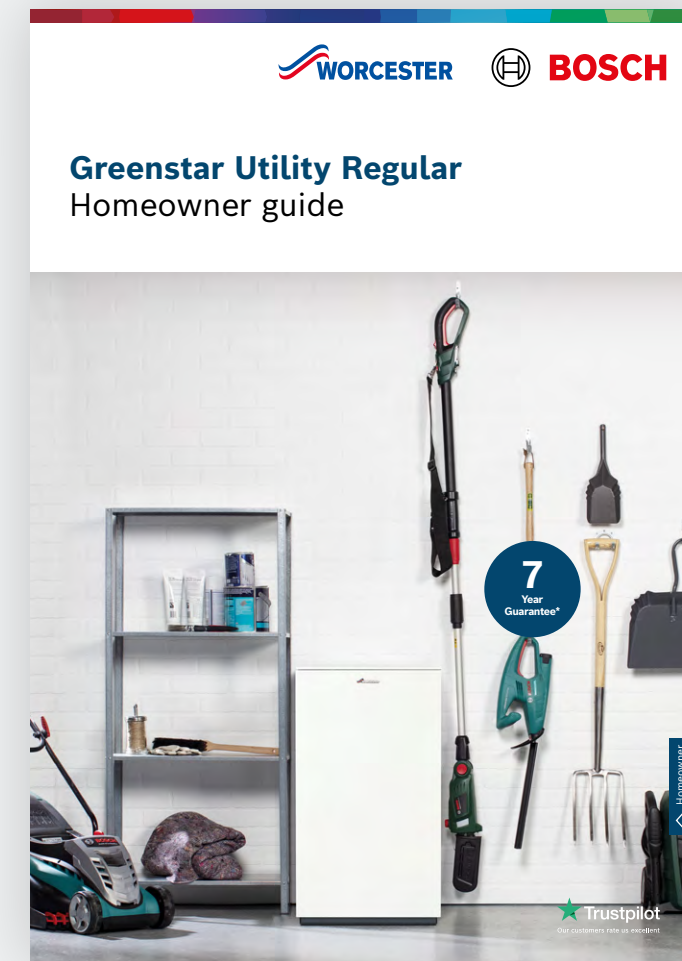
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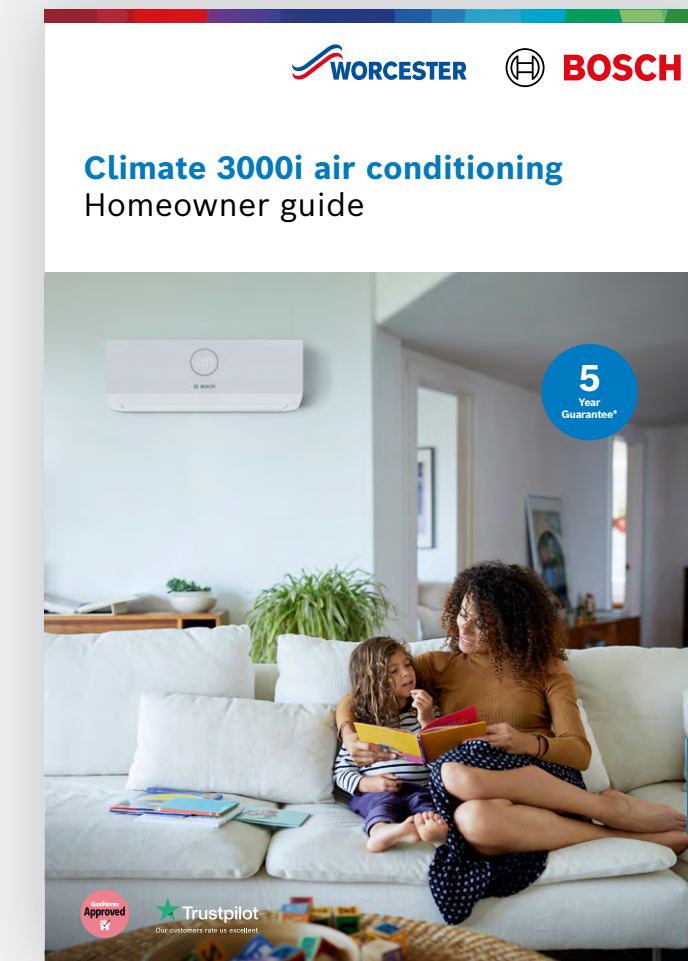
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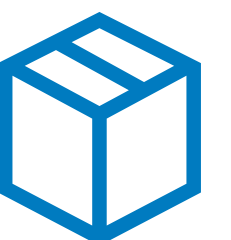
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# Section 6

## Get in touch

Whenever you need us, we're here for you. Talk, email or live chat, whichever way you prefer. Whether you're seeking support regarding our loyalty programme, sales, technical advice, trouble-shooting, controls, training, or even spare parts, we're always on hand to help.

# Handy contacts

## Get in touch

### Sales

0330 123 9669

[sales.bosch@uk.bosch.com](mailto:sales.bosch@uk.bosch.com)

### Technical Helpline (Pre & Post Sales)

0330 123 3366

[technical-advice@uk.bosch.com](mailto:technical-advice@uk.bosch.com)

### Customer Care Team

0330 123 9339

[service.mailbox@uk.bosch.com](mailto:service.mailbox@uk.bosch.com)

### Customer Loyalty Team

0330 123 0167

[customer.loyalty@uk.bosch.com](mailto:customer.loyalty@uk.bosch.com)

### Spare Parts

0330 123 9779

[spares.mailbox@uk.bosch.com](mailto:spares.mailbox@uk.bosch.com)

### Controls Helpline

0330 123 3641

### Training

0330 123 0166

[training@uk.bosch.com](mailto:training@uk.bosch.com)

Book a course online at  
**[worcester-bosch.co.uk/eacademy](https://worcester-bosch.co.uk/eacademy)**

**Find your local technical  
area sales manager:**

Get in touch

