



Half a century of warmth

Thank you for supporting us





# The Oil & Renewable Energy Show is fast approaching

Register now at: [www.oilandrenewableenergyshow.co.uk](http://www.oilandrenewableenergyshow.co.uk)

Your **FREE** ticket entitles you to exhibition entry plus **FREE** access to practical demonstrations and seminars delivered by industry experts including:

- Panel Debate – The Future of Oil Heating
- Integrating Oil with Renewables
- Future Renewable Energy - Are renewables right for your business?
- RHI – What’s going to happen and when?
- Green Deal – What’s it all about?

**17th & 18th October 2012**  
Manchester Central  
Petersfield | Manchester | M2 3GX

For all enquiries regarding exhibiting or marketing opportunities surrounding the event, please call the events sales team on **01565 653 283**.



**The Oil & Renewable Energy Show 2012**

# Welcome

from Steve Lister

Welcome to the September special edition of Installer’s Choice.

With our 50th anniversary celebrations in full swing, the focus of this month’s issue is you, our installer, as we say thank you for your continued support in recommending and installing our products. Our relationship with you is one of the reasons the Worcester brand is arguably the most respected name in the heating industry. We remain focused on ensuring we can support you in every way possible. Turn to pages 6 and 7 to find out more.

Having profiled our heating design team in the previous two issues of Installer’s Choice, this month sees us take a look specifically at our Greenfloor underfloor heating package, which is an ideal addition for those of your customers keen to benefit from a complete system solution. Martyn Bridges offers a

step-by-step guide to a Greenfloor installation on pages 14 and 15.

As a manufacturer with an established heritage in the oil-fired boiler market, we know the importance of developing a range that helps your customers keep fuel bills to a minimum, particularly in off-mains gas areas. We take a look at the benefits of our Greenstar oil-fired boiler range on page 16.

Finally, with product innovation remaining one of our key strengths as a business, I am delighted to confirm the upcoming launch of two new products. Information on our Greenspring CWi47 gas-fired condensing water heater can be found on page 10, whilst we introduce our revolutionary CondenseSure boiler accessory on page 17.

**Steve Lister**  
Sales Director



**“Our relationship with you is one of the reasons the Worcester brand is arguably the most respected name in the heating industry. We remain focused on ensuring we can support you in every way possible”**

## CONTENTS

- Pages 4 & 5  
The latest news from Worcester
- Pages 6 & 7  
Thank you for supporting us
- Page 8  
**Be Our Guest:** Alex Davies, Mira showers
- Page 9  
**E2020 Award Winner:** School welcomes Bobby the boiler
- Page 10  
Introducing Greenspring

- Page 11  
**New & Improved:** Our Greenstar CDi Classic
- Pages 12 & 13  
**Installer’s Choice:** Woodlands PH – complete system solution
- Pages 14 & 15  
Greenfloor installation step-by-step
- Page 16  
Why choose Worcester oil?
- Page 17  
**New accessory:** CondenseSure

- Page 18  
Training Focus
- Page 19  
**Technical Q&A**
- Page 20  
**Win with Worcester**
- Page 21  
**Diary Dates**
- Pages 22 & 23  
**Keep in touch** with Western region 3

From the publishers of:



## CEO included in Queen's Birthday Honours List

We are delighted to announce that our CEO, Richard Soper, has been declared a Commander of the order of the British Empire (CBE) for services to the heating and renewable technologies industries. The title was announced in the Queen's Birthday Honours list on 16 June 2012.

Richard has been influential in the development of many product innovations, including the promotion of the combination boiler and the high-efficiency condensing boiler, which have helped to meet customer demand and position the Worcester brand as a market leader within the UK's heating industry.

Richard commented: "I am honoured to be awarded a CBE. This is a

very proud day for my family and I, but it is also recognition of the contribution that many individuals, both customers and employees at Worcester, Bosch Group have made to the heating and renewable industries over many decades."



## Ayrshire installer conquers Ben Nevis

We were delighted to hear that Jody Gerrard, of Abacus Plumbing & Heating in Ayrshire, who we featured in the last issue of Installer's Choice, successfully completed his Ben Nevis challenge back in May.

Accompanied by a group of close friends and work colleagues, including our very own Technical Sales Manager, Stewart Cochrane, Jody and his team reached Ben Nevis' peak in 3 hours and 33 minutes – carrying one of our Greenstar boilers on his back the whole way up!

Having originally set a fundraising target of £1,000, their efforts saw them raise in excess of £2,500 for Yorkhill Children's Foundation in Glasgow,

which cared for Jody's eight year old daughter following heart surgery.

We'd like to say a huge congratulations to Jody and his team for their efforts in supporting such a fantastic cause.



## David Jones

11th July, 1933 –  
18th July, 2012



David Jones with his wife Margaret.

It is with great sadness that we report the death of David Jones, a former Director of the company.

David started in 1969 as a service engineer for Worcester Engineering and worked his way through the business. He was a foundation stone in the sales organisation, building a strong base in the South West before taking over the role of National Sales Manager, finally becoming UK Sales Director in the latter years prior to his retirement in 1996 after 27 years' service.

David's contribution not only strengthened the sales growth for the company, but he was also very much part of the development and acceptance of the Combi concept in the UK alongside Cecil Duckworth, Arthur Money, David Steade and other key members of the team. David was supported greatly by his team, in particular Shirley Wickens and Jenny Cranston. There are so many past memories and enchanting stories of David's investment in our company, but it's also his own character that brought a difference to the culture within our organisation with a total focus on the customer. With so many recollections of hard work, but also fun that he brought to the company, he will be sadly missed, but never forgotten.

**Richard Soper & Jenny Cranston**

## Golden ticket update



Having announced Ben Eyres, of Ben Eyres Gas Ltd in Devon, as the first of our lucky golden ticket winners in the last issue of Installer's Choice, we are pleased to report that another one of our five golden tickets has now been found.

David Newham, of David Newham Plumbing & Heating Ltd, discovered one of the five golden tickets as he came to fit a new Greenstar boiler for his customers Vince and Becky Riley at their property in Chellaston, Derby.

David's customers have now claimed £1,000 towards the cost of their boiler

installation as part of their prize, plus a five year manufacturer's guarantee and free servicing for the lifetime of the boiler. David meanwhile, has won a Bosch power tools kit worth over £200.

At the time of going to print, three of our five golden tickets, which were inserted into randomly selected Greenstar boilers by our managing director, Carl Arntzen back in February, remain unclaimed. For more information on our golden ticket promotion and our wider 50th anniversary activity, visit [www.50yearsofwarmth.co.uk](http://www.50yearsofwarmth.co.uk).

## Gas Safety week

With the Gas Safe Register's Gas Safety week taking place from 10 – 16 September, we are urging as many of you as possible to take part in any way you can to work together as an industry to promote the importance of gas safety.

Gas Safety Week aims to raise awareness of gas safety and the importance of taking care of gas appliances. Badly fitted and poorly serviced appliances can cause gas leaks, fires, explosions as well as carbon monoxide poisoning. Using an illegal gas fitter can put lives at risk and Gas Safety week aims to promote the importance of the homeowner using only a Gas Safe registered engineer to carry out gas work.

Last year, with support from nearly 1,000 organisations, Gas Safe estimate that there were 140 million opportunities for the public to hear about gas safety during Gas Safety Week.

There are a variety of ways to get involved, from adding information to your company website to placing an article in your newsletter. No matter how big or small your commitment Gas Safe can supply you with the tools, such as leaflets to help make it a great success.

To pledge your support and for more information please visit [www.GasSafeRegister.co.uk/GasSafetyWeek](http://www.GasSafeRegister.co.uk/GasSafetyWeek)



## Duo smash fundraising target by running 50 miles to celebrate 50 years

Two keen runners from our headquarters in Worcester beat their target of raising £5,050 for St Richard's Hospice by running 50 miles at the gruelling Malvern Ultra back in May.

Managing Director, Carl Arntzen and Customer Services Director, Shaun Mansbridge took on the 53 mile endurance run having undertaken a rigorous training regime in the build up to the event. They managed to complete the run in under 11 hours.

The duo decided to take on the challenge as part of our 50th anniversary celebrations this year, with the goal of raising £5,050. This total was beaten before the race began and with money continuing to come in they have now reached just under £6,500. All of the funds will be will be donated to St Richard's Hospice, a local charity that provides free specialist care for patients living with cancer and other life-threatening illnesses in the Worcestershire area.

If you would like to make a donation, visit: [www.justgiving.com/50years50miles](http://www.justgiving.com/50years50miles)



# Thank you for supporting **Worcester**

Whilst this year is a time for us to celebrate **50 years of innovation and quality**, we also want to take the opportunity to say a sincere thank you to you.

When you choose to install a Worcester boiler, you represent our brand across the UK and we really appreciate your continued support.

When we say Worcester is a brand you can trust we really mean it, and here's why:

## 50 years in the trade

This year marks our 50th year in business and in that time, we've become one of the most respected names in the heating industry.

9 out of 10 professional installers would choose to install our products for their own home.

## Part of the Bosch Group

The Worcester brand is part of the Bosch Group, a leading global supplier of innovative products and services, including automotive, robust power tools, high-definition security systems and powerful hydraulics.

## Committed to the environment

Our dedication to quality and continuous improvement extends beyond our products. As part of the Bosch Group, corporate social responsibility is an intrinsic part of our business and this is demonstrated by the commitment we have to being an environmentally responsible manufacturer.

From detailed environmental policies to our Environment 2020 awards, we are continually looking at new ways to minimise our impact on the planet.

## Training and technical support

Across the UK, we have four purpose-built training academies that run courses on installation, commissioning and servicing, and you can rely on our technical support team to provide you with comprehensive pre- and post-sales support.

## Approvals and accreditations

In 2009, we were honoured to receive a Royal Warrant in recognition of supplying goods to Her Majesty, the Queen, joining one of 850 companies and individuals to hold a Royal Warrant.

All of our Greenstar gas-fired boilers received Which? Best Buy accreditation in 2011 – a real sign of a trustworthy brand.

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

As a thank you for your continued support in making Worcester such a strong British brand, we have decided to offer another extension to our 5 year guarantee. 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 customer will benefit from a 5 year guarantee.

Now includes Ri boiler



Digital showers are providing the shower sector with its next growth opportunity. Here, Alex Davies, Channel Manager at Mira Showers, explains why not all digital showers are equal, and what to look out for when going digital.

## A digital showers top 10



The growth in digital shower sales has been massive; but, despite this, they still only represent 5% of all showers installed in people's homes. Bearing in mind that 80% of British homes have a shower – that's in the region of 16 million dwellings – and the majority of work is currently now in replacement and/ or upgrade; the opportunities for digital growth are huge.

Of course, like all technologies, some are different to others: remember Betamax, DAT or MiniDisc? It's the same in the digital showering arena. Some are up to date, while others haven't quite moved on in the same way.

Consequently, what are the features and benefits you should look for in a digital shower to ensure that you, and your customer, are able to benefit from today's technology?

### 1. Fully functional wireless control

Is the digital control fully functional? Does it perform more functions than simply on or off? Ideally, the shower should be programmable to allow the user to set the shower duration, maximum and minimum temperatures and flow rates, as well as a warm up mode and an eco mode.

### 2. Fully functional secondary wired control

If your customer isn't using the shower wirelessly, does its wired control provide for more flexibility than simply on or off?

### 3. Digital display

Incredibly, there are digital showers out there that don't display digitally! It makes it difficult for the user to appreciate what settings have been programmed; and which ones are operational.

### 4. Clock display

It's surprising how many time-poor consumers concern themselves with shower duration – either programmed in, or by keeping an eye on the clock.

### 5. Warm Up Mode

This function allows the user to operate the shower for a short period in anticipation – improving the experience and avoiding any early bursts of 'dead leg' cold water.

### 6. Adjustable flow control

A digital shower with separate temperature and flow controls gives the user greater convenience and flexibility.

### 7. Maximum temperature adjustment on user interface (UI)

It's convenient for the user to be able to set their own maximum temperature limits. Where this isn't an option they have to have one set in advance by their installer in the valve assembly; and future adjustment is going to be a pain.

### 8. Adjustable location for UI

The beauty of digital is that the user interface needn't be adjacent to the

shower. The siting possibilities are many and mean that the main UI – or controller – can be located to the consumer's convenience – or even ported like a remote control.

### 9. Extra remote controllers

Your customer's family is like our family and your family. It helps to have more than one controller knocking around...

### 10. Up, down, high low

A choice of supply and pressure installation options is always very handy: be it either ceiling or rear fed fitting and with a choice of high pressure valves for mains pressurised systems, or combination boilers or pumped valves for low pressure or gravity fed systems. Not to mention the flexibility to site the valve somewhere discrete.

Digital showers continue to outperform the recessionary market; and will start to pull away strongly when the economy cheers up again. As the technology becomes more accessible, prices reduce – and the 'Smart Home' concept increasingly takes hold; consumers will be lining up to enjoy the same breadth of digital functionality that they enjoy from other appliances. Of course, any forward thinking installer will be there to exploit that, but it pays to know what you're offering.

Encouraging the children at Bewdley Primary School, to 'go green' and think about the impact we are all having on our environment, our very own mascot, Bobby the Boiler, paid the school a visit during Science Week.



## Bobby the Boiler lends his support to Science Week

Helping keen learners to consider easy and fun ways in which they can protect the environment at home and on a wider scale, Bobby accompanied one of our 7.5 tonne demonstration vehicles to Bewdley Primary School and gave each of the year groups a talk on how to save energy.

Kate Breakwell, teacher and organiser of Science Week from Bewdley Primary School, said: "As Worcester is one of the leading experts in energy-efficient heating products we were delighted that they came to our school during Science Week. The demo vehicle and the informative discussions excited the children greatly and they all loved having Bobby the Boiler in class for the day.

"The environment is so important and there are many things we can all be doing to cut down on wasted energy and water through to reducing the

amount of rubbish we throw away. We hope to develop habits our pupils can take on to later life as they grow older."

Sue Pennington, our consumer brand manager said: "Energy-efficiency is something that is close to our hearts at Worcester and part of all of the products we make. As with many things in life, it is all well and good for people to talk about saving energy, but it is really the actions you take in your daily life which will make a difference. Simply turning off lights, not leaving electrical items on standby and thinking about how much water you

are using are great habits to develop from a young age. We were delighted to help set this thought process in motion at Bewdley Primary School."

"We gave each of the pupils a Bobby the Boiler keyring and a 'Picture a Greener Future' book which gives clear information on how easy it is to reduce their impact on the planet."

"We hope that the pupils enjoyed the visit from Bobby and we will look forward to going back and seeing how they are all getting on with their energy saving."

# Hot water in an instant with Greenspring



We are pleased to announce the expansion of our range of high-efficiency heating and hot water technologies with the launch of the Greenspring CWi47 gas-fired condensing instantaneous water heater.

We have developed the instantaneous water heater to enable you to meet the growing demand for a gas-fired condensing appliance, which provides a continuous supply of hot water for a range of domestic and commercial applications.

With compact dimensions and an output of up to 47kW, the Greenspring CWi47 is ideal for domestic applications with a high demand for domestic hot water, such as larger homes or guest houses.

The latest addition to our established portfolio of heating and hot water appliances can also be cascaded with up to 12 appliances, making it suitable for larger commercial applications with either consistent high demands or very

high cyclic demands for domestic hot water. Thanks to instantaneous water heating technology, the Greenspring CWi47 absolves the need for a storage cylinder, saving space and reducing the risk of Legionella contamination.

Martyn Bridges, our director of marketing and technical support commented: "The addition of the Greenspring CWi47 to our product portfolio means we are able to offer another solution to the hot water provision of larger domestic and commercial applications. There is undoubtedly a growing demand for instantaneous and continuous hot water generation and in developing this product we have made sure that this can be achieved in the most efficient way possible.

## Key Features

- Instantaneous & continuous hot water
- Direct integration with solar heating & heat pumps
- Up to 12 appliances can be cascaded in parallel, offering a combined flow rate of 250l/min

For more information on the product features and benefits and to download the associated literature, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).

# New & Improved: Greenstar CDi Classic



- Increased DHW output
- New magnetic flap
- Reduced standby electrical output

Thanks to our two-way communication process with you, the installer, we have been able to introduce a number of new improvements to our CDi combi, which is an established part of our award-winning Greenstar range.

The improvements, which are now available across a number of different outputs, mean that you will be able to offer your customers a boiler with a proven track record of high performance and reliability with the knowledge that we have once again made further enhancements.

### Increased DHW output

We have increased the maximum domestic hot water output rates to enable your customers to benefit from increased comfort within the home. The 27kW, 30kW and 37kW output boilers within the CDi range will be upgraded to 29kW, 34kW and 38kW in a move which substantially improves performance.

### New magnetic flap

In addition to greater outputs, the flap opening mechanism on the front of the boiler changes from a Push/ Push mechanism to a magnetic catch fastening. This intuitive design ensures easier opening of the flap and greater security, which is particularly important when your customer wishes to alter their individual settings.

### Reduced standby electrical output

Finally, with customers continually looking at ways to reduce their energy consumption within the home, we have managed to reduce the standby electricity output of the CDi from 9W to just 3.5W. This enables customers

to benefit from a more energy efficient source of heating and hot water, which will have a positive impact on electricity bills.

Martyn Bridges comments: "It is thanks to our close relationship with the installer that we have been able to continually improve our product range to ensure our boilers are as reliable and efficient as possible. These latest improvements offer another series of benefits which are likely to make our established CDi boiler even more appealing to the homeowner."

For more information on our Greenstar CDi boiler range, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

# INSTALLER'S CHOICE

## Spotlight

New Generation Construction, Hornchurch



**The owner of a luxury new build property in Hornchurch has given an insight into the potential of a complete heating system solution having taken advantage of our system design service.**

Gary Redmond, of New Generation Construction in Essex, invested in a custom-built 450m<sup>2</sup> property in Hornchurch, which is now complete, less than a year after building work began. Equipped with a number of state-of-the-art features, the property spans across three floors, with four of the six bedrooms en-suites.

Having expressed a desire to install a complete heating system with the guarantee of sustainable luxurious

heating comfort, Gary, alongside project manager, Seamus Tattan, consulted our Heating Design department, who provided technical specification of a bespoke heating system. Comprising of a Greenfloor underfloor heating system, a Greenskies Solar-Lux system solar collector and a Greenstar 30CDi System boiler, the purpose of the specifically-designed system is to maximise efficiency whilst catering for the heating demands of the residents.

To further maximise efficiency, the installation includes an FW100 weather compensation controller. Supplied with an outdoor temperature sensor, the FW100 adjusts the boiler's output depending on the outdoor temperature and is also fully compatible with the Greenskies Solar-Lux system to further enhance the efficiency of the heating provision. Overall efficiency is further improved by the installation of a thermostatic controller in every



room, which offers added flexibility throughout the year.

The property's green credentials are confirmed by achieving a code level 6 under the Code for Sustainable Homes – the highest level you can reach.

Seamus Tattan, the property's project manager, commented: "Our intention from the outset was to install a heating system that would not only meet the needs of the size of

the property, but would also help us to achieve our aim of Code Level 6. The underfloor heating in particular allows us to operate the heating at a lower temperature, which keeps running costs to a minimum. Having consulted our local Technical Sales Manager, Andy Pellow, we were able to take advantage of Worcester's heating design service, which meant that we were able to install a bespoke system to match the bespoke layout of the property."

Andy Pellow, Technical Energy Manager added: "It is great to see a heating system take shape which brings together multiple technologies to maximise efficiency. Our heating design department is capable of providing technical specification advice for all of our customers, no matter what their requirements and it certainly proved beneficial to the owners of this custom-built property."

# Greenfloor delivers the complete heating system

Our Greenfloor underfloor heating system is a traditional primary water filled pipe system and has been designed to work in tandem with our range of heating solutions, including our Greenstar boilers, Greenstore ground source heat pumps and Greensource air source heat pumps. Here, Roger Bisby, talks through the steps of installing Greenfloor underfloor heating.



## Step 1

After obtaining the bespoke design for your system, prepare the room for the installation. Generally, underfloor heating is undertaken in new build properties or extensive renovations. If it is going into an existing room or section of the house then the floor will have to be taken down to the concrete.



## Step 2

Fix the insulation strip to the wall using a staple gun. Installers will need to ensure this sits at floor level and is approximately 150mm below the floor line. The insulation strip is to ensure heat doesn't escape into the walls and also allows for expansion when heated.

## Step 3

Lay the pre-insulated pipe positioning panels across the whole floor. These pre-insulated positioning panels make the Greenfloor's pipework easier to install, as the grooves of the panels just slot together. It also allows for one installer to complete this element of the job alone. The benefit of pipe positioning panels such as these, is that the underfloor pipework is heavily protected, sitting beneath the top layer of the panel. Therefore as the installer walks around the room, they can avoid directly walking on the pipe.



## Step 4

Weave the pipework between the grooves of the pre-positioning panels. The layout for each underfloor design is bespoke and prepared by Worcester on a property by property basis, using the floor dimensions given by the installer when ordering the product. The individual design will detail the pipework length, pattern and orientation with each layout, ensuring that the product is easy to install and will be efficient in operation.

Upon completion of the job, we would recommend that these plans are photocopied for the homeowner. The pipework plans will be useful for them to keep should there be any problems, or should the homeowner move house they will need to pass them onto the new owners.



## Step 5

Connect the pipework to the manifold. Worcester's manifolds are made from stainless steel and incorporate flow meters as standard. Connect the manifold to the pump station. The pump station controls the temperature of the water circulated through underfloor heating loops at all times and incorporates a high limit thermal cut out to guard against excessive temperatures in the floor.



## Step 6

Next adjust the flow rate of water circulating around the underfloor heating system. Accurate and even flow rates ensure even, balanced heating. Precise details will be provided within the bespoke Worcester design.



## Step 7

The plastic pipes then need to be pressure tested to ensure there are no leaks, prior to the screed (concrete floor) being laid. This is tested to 6bar over a recommended 48 hour period. If the pressure falls, this indicates that there may be a leak. The installer will need to keep the pipework pressurised to a level of 4bar for the duration of the screed being laid, to avoid the risk of damage. Leaking water will alert the installer to any problems.



## Step 8

Connect the manifold to the Logic terminal rail. This rail controls the actuators for the heating circuit according to the demand from the room thermostats, receiving the demand signals via radio frequency. The logic terminal rail also provides connections to switch the heat source – ie the boiler or heat pump – simultaneously.



## Step 9

A standard sand and cement screed, or a pump liquid screed, can now be placed on the floor. Standard sand and cement screed requires approximately 21 days to cure, after which installers should introduce a 25°C flow temperature to warm the floor for three days. This then needs to be increased to 40°C for a further three days. After this time the underfloor heating can be run as normal. If necessary chemical additives are available that will allow the screed depth to be reduced or the screed drying time to be reduced, subject to your installation requirements.



## Step 10

Once all of the above tests have been done and the underfloor heating is running sufficiently, the floor boards or carpet can be laid.

**We now have several product overview sheets available to download for each floor type via our website.**





## Prevent frozen condensate with new **Worcester** device

In response to the harsh temperatures experienced in the UK during the winter of 2010 – 2011, we are set to unveil a brand new device which helps prevent external condensate pipes freezing, even in the harshest winter weather conditions found in the UK.



## Why install **Worcester** Oil?

**With over 1 million households in the UK relying on off-mains gas sources of heating and hot water, the oil-fired boiler remains one of the most effective domestic heating appliances on the market. We have an established heritage in manufacturing oil-fired boilers and our range of Greenstar Danesmoor, Heatslave and Camray condensing boilers offer the highest levels of quality and reliability.**

Thanks to the confidence we have in our established Greenstar range of oil-fired boilers, we are now offering a 5 year extended guarantee on all models installed between 1st April and 31st December 2012, allowing you to offer that all important added peace of mind for your customer.

With fuel costs as high as ever and a greater emphasis being placed on the need to reduce our emissions, we have developed our full range of oil-fired boilers to efficiency levels of over 90%. This ensures you can offer your customers a heating solution which allows them to do their bit for the environment, and to keep their fuel bills as affordable as possible.

### Installer benefits

Aside from undoubted benefits for the homeowner, our Greenstar oil-fired boilers also feature a range of installation benefits to make your job

as simple as possible – both from an installation and a servicing point of view.

For replacement installations, the footprint of our earlier oil-fired boiler models has been maintained. This means you can replace one boiler at the end of its natural lifetime with one of our new models, without the need to accommodate different dimensions or installation requirements.

Meanwhile, comprehensive fluing options are also available to ensure that flue gases can be disposed of safely, regardless of the installation – including conventional flue systems for room sealed multi-directional balanced flue systems.

### Guaranteed support

The technical features and benefits of our Greenstar range of oil-fired boilers speak for themselves, however

we can also boast award-winning pre- and post-sales support from our technical department. Each member of our technical team is fully trained on our range of products and even have access to working products to assist them when guiding you through an installation or maintenance query.

We offer an extensive range of training courses to help you with all aspects of installation, commissioning and servicing. Alongside these, we also offer specialist OFTEC Training and Assessment programmes, which include UKAS accredited certification by NICEIC, at our Training centres. OFTEC assessment is now mandatory under the Building Regulations Part L (England & Wales) or Part J (Scotland).

For further information on our market-leading Greenstar range of oil-fired boilers, visit [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)

Our Worcester CondenseSure product is entirely flexible allowing it to be fitted with a condensing boiler, either at the time of installation or in retrofit scenarios. CondenseSure consists of a syphonic trap and insulation, which can be attached to the flow pipe of the boiler.

### Electricity-free

As the condensate discharge pipework leaves the boiler, the condensate is collected in the CondenseSure syphon. The condensate subsequently, automatically discharges in 500ml quantities through the externally run discharge pipework to a drain outside. The volume of the condensate discharged, together with the additional free 'parasitic' heat from the boiler flow-pipe produces the anti-freezing effect. Unlike some other devices on the market, no electricity is required to prevent the condensate from freezing.

Intensive laboratory test work proved that an uninsulated 32mm diameter condensate discharge pipe fitted with a CondenseSure device would not freeze, even when subjected to -15°C for over 48 hours.

All the testing took place in a specially created climate controlled chamber, which identified the precise point at

which the condensate starts to freeze. Testing also included simulating a week of freezing conditions using a weather pattern from December 2010, based on the town of Pershore in Worcestershire, which achieved overnight temperatures as low as -19°C and daytime temperatures as low as -6°C.

### Large volumes

The analysis also concluded that by emptying the condensate in large volumes and leaving the pipework empty of condensate for longer periods, was the most sure-fire way of preventing freezing taking place. The majority of condensing boilers have internal syphons of around 100ml, and when running in full condensing mode can generate approximately two litres of condensate an hour. Therefore in these instances the internal boiler syphon can be discharging as frequently as every three minutes so, by the time the pipework has emptied the condensate into the drain, another 100ml quantity discharges. In short, the pipework always has some liquid condensate in it.

With our new CondenseSure product this is reduced to approximately every 15 minutes resulting in the pipework not having any condensate within it to freeze for long periods. Alongside this, it is important to have the correct fall, or incline, on the pipework so that

it does empty, this should be set at at-least a 2.5 degrees.

Martyn Bridges comments: "After the UK experienced the coldest winter on record for 100 years at the end of 2010, a plethora of anti-freeze type gadgets were introduced to prevent external condensate pipes freezing in cold spells. These included a variety of fans and electrical-based products, which prompted Worcester to introduce our own energy-free device that is not only compatible with our award-winning Greenstar range of gas-fired boilers, but also with any other condensing boiler on the market."

As the name suggests, a condensing boiler produces 'condensate' which has to be dispersed out of the boiler and into the waste water system. Following the best practice guides set by the HHIC Freezing Condensate Working Group, we still recommend routing the pipework internally wherever possible to prevent problems. However if it is financially or technically prohibitive to do this then this latest safeguard solution will allow installers and homeowners to fit an externally run pipe with additional confidence.

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



## Training focus

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

### Greenspring training

In line with the launch of our new Greenspring CWi47 gas-fired condensing water heater, we will be launching an introductory training course for those of you keen to make the most of the number of installation opportunities for this technology.

Suitable for domestic heating engineers working on domestic properties with high flow rate demands, or commercial projects, the one day training course will allow you to take a look at the Greenspring unit as a single entity as well as viewing a cascade system in operation. We have recently installed a three-unit cascade at our training and assessment academy in Worcester,

which will enable those of you who choose to take up our training to see how a cascade system can cater for commercial requirements in particular.

Over the duration of the course, you will be given an insight into the features and benefits of the Greenspring CWi47 as well as logical steps to follow when carrying out an installation. The course will be structured as follows:

- Where to specify Greenspring
- Installation steps
- Commissioning
- Principles of operation / servicing
- Basic fault-finding
- Customer handover

Having introduced this training programme at our Worcester training and assessment academy, we also plan to allow more of our centres across the UK to offer the one-day course, for those of you keen to get to grips with our latest product.

If you are keen to use the features and benefits of the Greenspring CWi47 in commercial applications, we also plan to introduce a second training course, which will allow you to take an in-depth look at the product's suitability for this kind of cascade installation.

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).



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 know some of your boilers have an internal bypass. Under what circumstances would I have to use an external bypass valve?**

**A.** The purpose of the internal bypass is to help dissipate heat within the boiler during the pump over-run period at the end of a demand and help maintain a minimum flow rate through the boiler at all times of operation.

The internal bypass is not intended as a substitute for an external system bypass. If the system design requires an automatic bypass to be fitted, then one should be installed and correctly adjusted to manufacturer's instructions at a suitable point on the system.

An external automatic bypass should be used if the flow around the system can be significantly reduced, adjusted by the occupier or stopped by means of zone valves or thermostatic radiator valves.

The use of a correctly adjusted external bypass will help to prevent:

- Thermostatic radiator valves (TRV) from either slamming shut or struggling to shut against pump pressure (depends on orientation of some valves) resulting in potential system noise issues.
- Spring return zone valves either slamming shut or struggling to open against pump pressure again resulting in potential system noise
- System noise from high water velocity when most TRV's or heating circuits are closed or satisfied
- The circulating pump from experiencing excessive load due to high system resistance

- Generally an external bypass is not necessary with our combi boilers as the internal bypass and the Building Regulation requirement of one open and uncontrolled radiator (in the room where the room thermostat is sited) provide sufficient flow rates.



**I know the ECO button on your combination boilers turns the hot water preheat on or off, but my customers often ask when they should use the pre-heat and how much gas it uses.**

**A.** When the ECO button is lit, the boiler is running in Economy mode and the preheat function is turned off. When the button is not lit, the pre-heat function remains active, providing the hot water flow rate your customer requires.

The pre-heat function just speeds up the delivery of hot water to the taps; running the pre-heat every so often keeps the boiler's internal hot water warm, so the heat transfer part of the process is much faster, making hot water delivery overall a bit quicker. This is useful if there are long runs of pipework between boiler and a tap, or if the customer is on a water meter.

But how much gas would it use? The pre-heat fires for about 30 seconds every 60 minutes or so. How much additional gas is used depends on how the boiler is being used, however it is very small for the convenience of immediate hot water (after the distribution pipework has been run-off).

The preheat function can also be controlled by one of our twin channel plug-in programmers.

## 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).



# FREE 50TH ANNIVERSARY T-SHIRT WITH EVERY CORRECT ENTRY

This month, we're giving away a special edition 50th anniversary T-shirt for each and every correct entry received. Available in red and navy blue, the T-shirts display our iconic logo on the chest, with a timeline of our key product introductions printed on the back. To enter this special competition all you need to do is identify the 6 differences between the two images below before sending your completed entry form to the address provided. Every entrant to correctly identify all six differences will receive a T-shirt. Good luck!



**The 6 differences are:**

1. ....
2. ....
3. ....
4. ....
5. ....
6. ....

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

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

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

T-shirt size (Please tick)

S  M  L  XL  XXL

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

**Closing date: 19th October 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>October</b>		
Plumbing and Heating Trade Show	Belfast	3 - 4 Oct 2012
PHEX Manchester	Old Trafford	10 - 11 Oct 2012
Improve Your Home	Belfast	13 - 14 Oct 2012
OFTEC Energy Show 2012	Manchester Central	17 - 18 Oct 2012
Big Green Home Show	Swindon	26 - 28 Oct 2012
<b>November</b>		
PHEX Chelsea	Stamford Bridge	14 - 15 Nov 2012

**Each year we host thousands 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.**



# KEEP IN TOUCH

## Western Region 3

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 Barry Wilson's team (Western region 3), and highlight the areas they cover individually as well as providing you with their contact details.



**Barry Wilson**  
Regional Sales Director  
Contact Barry on: **07767 432569**



**Rob Leonard**  
Regional Sales Manager  
Contact Rob on: **07790 489968**  
Areas covered: **All areas**



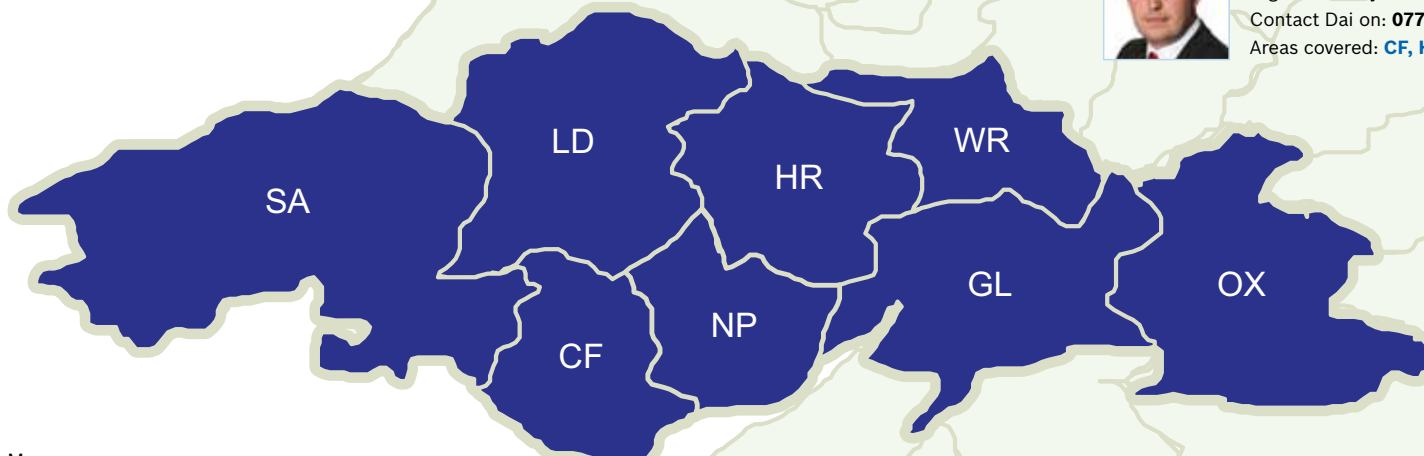
**Alan Owen**  
Technical Sales Manager  
High Efficiency Products  
Contact Alan on: **07795 504429**  
Areas covered: **LD, SA**



**Nigel Bartlett**  
Technical Energy Manager  
Contact Nigel on: **07767 432561**  
Areas covered: **CF, HR, LD, NP, SA**



**Dai Collins**  
Technical Sales Manager  
High Efficiency Products  
Contact Dai on: **07767 432571**  
Areas covered: **CF, HR, NP**



**Dave Stimson**  
Technical Sales Manager  
High Efficiency Products  
Contact Dave on: **07767 432560**  
Areas covered: **GL, OX, WR**



**Don Taylor**  
Technical Energy Manager  
Contact Don on: **07790 489662**  
Areas covered: **GL, OX, WR**



[Twitter.com/heatingyourhome](https://twitter.com/heatingyourhome)



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



[worcesterboschgroup.wordpress.com](http://worcesterboschgroup.wordpress.com)