

Oil Installer

Topical issues affecting the industry today

in association with



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light work of it.

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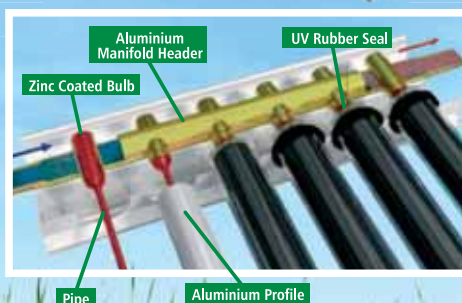
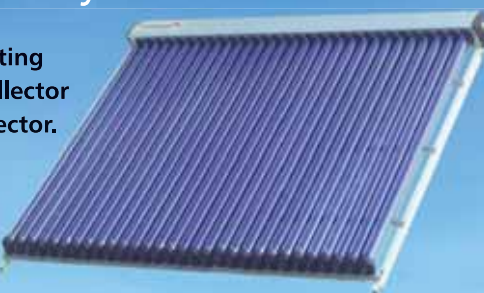
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Promoting energy efficiency

By the time this issue of Oil Installer goes to press, I hope that domestic oil heating prices will have fallen. The cost per litre crept up steadily this winter, highlighting the need to reduce bills by introducing energy efficiency measures. See page 28.

The government has been busy making announcements to promote the Green Agenda. The possibility that the Renewable Heat Incentive (RHI) will include bio-liquids has been delayed into 2013, and regrettably the chance to include them in the new Renewable Heat Premium Payments scheme has been lost. OFTEC has written to the minister, Greg Barker MP, regretting this and pointing out that renewable heat technologies, like air source heat pumps, are not a viable alternative to oil in most situations.

OFTEC continues to lobby the government to include a bio-liquid tariff in phase two of the RHI. It now looks as if this next phase of the RHI won't be introduced until next year, but Northern Ireland may introduce bio-liquids in their version of RHI sooner.

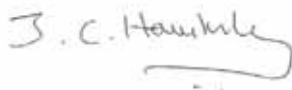
Becoming a Green Deal installer

The Green Deal however will be launched in October. This initiative looks set to provide financial support for householders by providing green loans to install energy efficiency measures. OFTEC is part of the pilot scheme for registration bodies wanting to encourage their technicians to become Green Deal installers, and by the autumn this facility will be open to our registrants. By replacing old inefficient boilers with high efficiency condensing ones we can make a significant contribution to reducing a household's energy use. See page 11.

Showcasing oil and renewables

After a successful show for OFTEC at Ecobuild we're now looking forward to the Oil & Renewable Energy Show in October. As well as promoting bio-liquids, OFTEC is also keen to showcase different ways of integrating renewable energy with existing oil-fired systems.

Best wishes,



Jeremy Hawksley



4-7/Industry News

8-9/Oil with renewables – a winning combination

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Bio-liquids pilot scheme planned

Bio-liquids for domestic heating will soon be rolled out in a pilot scheme for around 300 households, according to Barry Gregory, chairman of OFTEC.

The plan was outlined by Mr Gregory at the association's annual general meeting and conference held in London last week, and forms a key part of the strategy to move households in rural areas towards renewable technologies.

Demonstrating the efficiency of oil-fired heating

With the European Commission focusing on electricity as the way forward, Mr Gregory said it was up to OFTEC to demonstrate the efficiency of oil-fired heating to both UK and European governments. Part of that strategy will include highlighting the limitations

of competing technologies.

In his presentation, he said that 2012 represented some of the most challenging trading conditions that the industry had ever experienced.

Victories for the UK heating industry

OFTEC members also listened to a presentation from Sabine Heyman, director of Eurofuel, who outlined the complexity of lobbying and decision making at European level. By working with Eurofuel, OFTEC has



won several victories for the UK heating industry, including concessions on NOx levels and modulating burners.

Colin Sutherland, founder of OFTEC, also attended the conference to help celebrate the organisation's 21st birthday. He spoke about the many challenges the industry had faced, and outlined the successes and achievements for oil heating and cooking in the UK and Ireland.

www.oftec.org

Renewable Heat Incentive: disappointment, tinged with optimism

OFTEC has expressed its disappointment that bio-liquids have not been included in the new Renewable Heat Premium Payment (RHPP) scheme launched by DECC on 1st May. However, it is optimistic that the fuels will be included in the full domestic Renewable Heat Incentive (RHI) when it is launched in 2013.

An intense lobbying campaign during the winter,

led by OFTEC, has secured the support for bio-liquids for heat from many MPs and Lords, with a number of parliamentary questions being asked. Eight MPs have written jointly to Gregory Barker, minister of state at DECC, asking him to include this fuel in the RHI, and OFTEC has also written to secretary of state, Ed Davey.

OFTEC director general, Jeremy Hawksley, said: "The

RHPP does not currently address the needs of the majority of oil heating consumers who live in older properties in rural areas. Renewable technologies, such as air* and ground source heat pumps, are simply not suitable for the majority of those homes; they cannot provide sufficient heat, and they are very expensive. Instead we should be looking to convert those households to bio-liquids which is a lower carbon fuel.

Incentivising bio-liquids

"Conversion costs are modest and, with 80,000 oil boilers being replaced every year, many consumers could easily switch to bio-liquid condensing boilers if the RHPP and RHI provided an incentive for bio-liquids."

Bio-liquids offer an economical way for existing oil users to switch to a renewable energy source, without the

need for high capital outlay on a new boiler. OFTEC is continuing to lobby government, arguing that a switch by oil heating users from kerosene to environmentally friendly bio-liquids could save the UK over 1.2 million tonnes of CO₂ per annum by 2020.

Meanwhile, in Northern Ireland, OFTEC has also been lobbying to have bio-liquids included in the region's version of the RHI. There has been a positive response from the Members of the Local Assembly (Stormont) and it is possible that the NI RHI may be launched with a tariff for bio-liquids earlier than that being considered by DECC.

* For more details on air source heat pumps in older properties and a comparison table, see page 40.



The future's here...

There are two million off-grid homes in the UK and Ireland. Over the next 20 years, these homes will slowly but surely need to decarbonise.

Along the way, greater energy efficiency of equipment and buildings will play a vital role; alongside the probability of an increasing number of new renewable technologies working in harmony with existing oil-fired systems.

Facilitating the way for installers and consumers into this evolving marketplace is the **Oil & Renewable Energy Show** which takes place at Manchester Central conference and exhibition complex on October 17th and 18th.

✓ Visit the show. Broaden knowledge

"This show is about oil working smarter and more efficiently alongside complementary renewable technologies such as solar PV, solar thermal, heat pumps and biomass," said Jonathan Hibbert, the show's commercial lead.

"It's a chance for everyone connected to the oil heating industry to broaden their knowledge; to discover and to discuss future options for off-grid domestic and commercial properties."

✓ Visit the show. 'Stay ahead of the game'

"Registered technicians, who want to stay ahead of the game, will soon have to offer renewable heat technologies that are compatible with oil," says Jeremy Hawksley, director general of **OFTEC**, the show's trade sponsor.

"Practical demonstrations and informative seminars will illustrate the most do-able and economic solutions to link oil with renewables. This knowledge will put **OFTEC** installers in a much better position to assist their customers in this low carbon transition period."

"There has never been a better time to recommend renewable technologies as the perfect partner for oil-fired boilers in off mains gas properties," said Martyn Bridges, director of marketing and technical support for key sponsor **Worcester, Bosch Group**. "Worcester has always been a strong advocate of combining solar thermal panels with oil-fired boilers for the energy efficient provision of hot water. Combined with the prospect of biofuels now on the horizon, those keen to introduce a renewable element to their homes have plenty of choices."

✓ Visit the show. Hear the newest ideas and see the latest products

Kingspan Environmental is a main commercial sponsor, and one of several companies launching new products at the event. "We're committed to the development of environmentally friendly products; one being rainwater harvesting which is now being retrofitted in many homes in Northern Ireland; 70% of which still use oil for their heating," said marketing manager, Cheryl Graham.

UK installers suffering



Neil Schofield, calling for clarity and commitment

A further delay to the second phase of the Renewable Heat Incentive (RHI) is eroding confidence in the government's commitment to renewable technologies," says Neil Schofield, head of government and external affairs at Worcester, Bosch Group.

"The latest delay is disappointing and suggests that the scheme is unlikely to come into play until the middle of next year. All momentum is being lost by this succession of delays.

"How can an installer be expected to sell renewables when they don't know when the incentive will come into play? Or, how long it will last for, or even how much funding will be on offer?"

"My understanding is that fewer than 50 applications have been made in all of London under the first phase of the Renewable Heat Premium Payment (RHPP) scheme. The RHPP concept remains too hard for the installer to sell to a potential customer.

"Whilst it comes as no great surprise to see the RHI delayed even further, UK installers are continuing to suffer as a result of this prolonged uncertainty. I would urge DECC to act sooner rather than later in bringing some clarity to an industry which is nowhere near reaching its full potential."

A busy Ecobuild debut...



Answering questions on bio-liquids, renewables integration and OFTEC's new consultancy service (see page 11) were technical officer, Paul Hennon and Malcolm Farrow

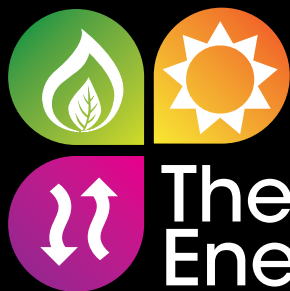
The OFTEC pavilion at Ecobuild in March provided an ideal opportunity to showcase latest developments in bio-liquids and hybrid oil/renewable heating systems.

It was the first time that OFTEC had attended the show as an exhibitor, sharing a large stand with **Clarehill Plastics, EOGB Energy Products, Firebird and Warmflow**. OFTEC's marketing manager Malcolm Farrow said: "Many visitors were interested in the latest bio-liquid developments, but equally, people wanted to find out how they could integrate renewable technology with existing oil heating systems."



Building on the success

The Oil & Renewable



The Oil & Renewable Energy Show 2012

Borne out of technologies working hand in hand to achieve energy efficiency, the show features some of the best respected names in the industry in both the Oil Fired and Renewable sectors. If you are looking to keep up to date with all the latest developments in the industry including the Renewable Heat Incentive (RHI) and The Green Deal, The Oil & Renewable Energy Show is a must visit for:

- Oil, gas and renewables installers
- Specifiers
- Technicians
- Those interested in self build
- Those interested in renewable technologies

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17th & 18th October 2012

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

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Oil Installer

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The solution – whatever the fuel source



With around a quarter of its network servicing customers off the mains-gas network, Plumb Center and Parts Center want their customers to know that no matter where the job is based, or what the fuel source is, they can provide the solution.

helping to bridge the gap between conventional sources of energy and renewable energy

The merchant has identified that too many installers don't fully realise that oil-fired heating products and renewable technologies can work together and it wants to help bridge the gap between conventional sources of energy and renewable energy.

The renewable market – a great way to expand business

One of its customers, Curtis & Carder Services, a heating and plumbing business from Hardwick, Oxfordshire, has been working successfully on oil and renewable projects for several years. They saw the renewable market as a great way to expand their business, and became MCS accredited two years ago.

A recent project involved a six-bed new-build in Oxfordshire, where they fitted a 35 kW Grant Vortex oil boiler and three Kingspan solar panels, which they bought from their local branch.

Alan Carder ACIPHE RPP, installation director at Curtis and Carder Services, believes it's too early to say how exactly how much energy will be saved, although he has worked on a similar project which generated good returns. "I've known cases where the oil boiler was not needed to be switched on between May and September because the solar panels produced all the necessary hot water for the property," Alan said.

With a large range of oil boilers and accessories, oil flue systems, oil spares, burners and oil tanks, the merchants' oil boilers range includes Grant Vortex, the Firebird Enviromax, and the Worcester Greenstar, which is available on next day delivery.

Installers can get what they need quickly from Parts Center with more than 1000 oil spares from leading manufacturers. Many parts are available over the counter same day and most available next day. Installers can locate parts from a list of over 50,000 items on their ID system, at every branch counter or accessible through an SD card for use in most smart phones.

too many installers don't fully realise that oil-fired heating products and renewable technologies can work together

Julie McLean, Plumb and Parts Center's head of marketing, says: "Whatever the location, whatever the fuel, we have the solution for installers."



Julie McLean

For more information, call into your local Plumb Center or Parts Center. To find your nearest branch visit www.plumbcenter.co.uk or www.partscenter.co.uk, call 0870 1622557 or download the Plumb Center and Parts Center iPhone Apps from the App store.

Win a renewable training course – worth over £500

Plumb Center is offering Oil Installer readers the chance to expand their business by giving away two places on a renewable training course of their choice, worth over £500. Plumb Center training centres are located in Bristol, Exeter, Leamington, Leeds, Sevenoaks, Shrewsbury and Sutton.



To be in with a chance of winning, simply tell us, in no more than 100 words, about the projects you've worked on where oil-fired heating products and renewable technologies have worked together in harmony. Email your words along with a picture to jane@oilinstaller.co.uk.

The most cutting-edge, newsworthy example will be picked as the winner.

The closing date is 30th June 2012.

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www.plumbcenter.co.uk

*Terms, conditions and additional fees may apply.



New consultancy service

A new consultancy service has been launched by OFTEC to provide independent evaluations of oil-fired installations

Developed in response to customer demand, the initiative is aimed at both the public and private sector, and will be of particular interest to users in rural and off-gas areas where oil-fired systems remain the only viable choice.

OFTEC's head of consultancy services, Malcolm Farrow, said: "The new service is designed to be flexible and can be tailored to suit the particular requirements of the client. We will be working in partnership with Local Authority Building Control to provide additional expertise, such as fire risk assessment and Code for Sustainable Home assessments, as required.

"Using our experienced team, the consultancy service will offer on-site assessments to ensure compliance with Building Regulations and industry codes

of practice. A detailed, illustrated report will be provided with recommendations for any work that is required to make the installation compliant."

As well as assessing existing systems, OFTEC Consultancy Services can provide advice on major system upgrades, such as help with preparing tenders, and evaluating submissions.

The team can also help when things have gone wrong. As the authoritative voice of the oil heating and cooking industry, OFTEC can provide an impartial assessment of a 'problem' system as an aid to dispute resolution, and an independent mediation service, designed to help settle disputes quickly and without the need for expensive and time-consuming adjudication, arbitration or litigation. OFTEC will consider



most disputes, including contractual agreements and price discrepancies.

For more information contact Malcolm Farrow: mfarrow@oftec.org

Installer rewards

OFTEC's awards for excellence 2012 will be presented at a gala dinner at the Manchester Central convention complex on Thursday 18th October following the Oil & Renewable Energy Show.

The closing date for entries to the awards is 30th June. Registered technicians can either nominate themselves or be nominated by their regional inspector for a choice of awards, including *installer of the year*, *service & commissioning technician of the year*, and *oil tank installer of the year*. The winner in each category wins £500.

Awards for Excellence

Technician categories

- Oil boiler installer of the year
- Oil cooker/stove installer of the year
- Oil tank installer of the year



Companies can also put forward nominations for

- Trainee of the year

Training centres may nominate themselves for

- Training centre of the year

For entry forms and gala dinner tickets please visit www.oftec.org.

Renewables Roadshow
in partnership with **PLUMB CENTER**

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*Green Deal Theatre, Commercial Theatre (CPD points), Domestic Theatre, Solar Theatre, Training Theatre, Water Efficiency Theatre, Installer Theatre

What's the Green Deal for technicians?

As renewable energy initiatives continue to hit the headlines, *Oil Installer* takes a look at the Green Deal and examines what it actually means for registered technicians

The Green Deal aims to retrofit 14 million homes with energy efficiency improvements by 2020 with households able to get improvements, without having to front up the cash £3.5m funding has been allocated to train people in key green skills; it is estimated this will create 65,000 jobs by 2015.

Green Deal providers – typically energy companies – will provide the up front capital, recouping their money back through energy bills. At the heart of the offer is the *golden rule*: Expected savings in typical properties consuming a normal amount of energy must be equal to or greater than the cost of the measure, and the length of the payment period should not exceed the expected lifetime of the measures.

A certified assessor will evaluate the property and advise on what measures – loft insulation, draught proofing, or the installation of a high efficiency boiler – should be carried out. Recommendations are then given to the householder and

a Green Deal provider. Once approved, the recommended energy efficiency improvements will be installed by certified Green Deal installers, making sure that the improvements will deliver real carbon and energy bill savings.

The Green Deal loan is specific to the individual property; if sold before the loan has been repaid, liability to pay the installments will transfer automatically to subsequent occupiers. Sellers will need to disclose details about any Green Deal plans on their buildings before they sell or rent them out. Details of any outstanding Green Deal loan will be included on the new Energy Performance Certificate for the property, which will be made available to all prospective buyers and new occupiers.

Latest information
www.decc.gov.uk/en/content/cms/tackling/green_deal/green_deal.aspx
www.oftec.org

Adding Green Deal to your OFTEC registration

OFTEC has taken part in the Green Deal pilot scheme with the UK Accreditation Service and Department for Energy & Climate Change to enable OFTEC technicians to extend their scope, initially to cover upgrading systems to high efficiency oil-fired condensing boilers, energy saving heating controls and associated cylinder/pipework insulation.

Green Deal will generate new installation business for registered technicians

A simple inspection process will enable technicians to add Green Deal to their registration. It is anticipated that Green Deal will generate new installation business for registered technicians. Technicians interested in extending their scope of registration to include the Green Deal measures should call **0845 658 5080**.

“The Green Deal is a game changer; it will enable all of us to refurbish our homes with no upfront costs,” says Kevin McCloud of Grand Designs.

Is Green Deal a ‘game changer’? Find out at the Oil & Renewable Energy Show in October. To register see pages 6-7.

In the meantime, *Oil Installer* welcomes your opinions at jane@oilinstaller.co.uk For installer debate on renewables and the Green Deal go to pages 26 and 28.

THE AWARD-WINNING EXHIBITIONS ARE BACK THIS SEPTEMBER, WITH MORE PRESENTATIONS, DEMONSTRATIONS* & ENERGY EFFICIENT TECHNOLOGIES** THAN EVER BEFORE!

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Renewables Awards



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50

1962 - 2012



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Debating the Heat Strategy

In early spring, the government set out its vision to cut emissions from heating homes, businesses and industry in the decades ahead. *The future of heating: a strategic framework for low carbon heat in the UK* can be found at www.decc.gov.uk

Quick to comment on the government's Heat Strategy was Alan Black of the Gnosis Consultancy: "Oil heating consumers continue to be the government's primary target market for displacement with new technologies. But, to replace any high temperature heat producing appliance with a low temperature new technology also means replacing a property's radiator system, as to achieve the same heat output, radiator size needs to be greatly increased. It's clear that low temperature systems require at least a 2006 Building Regulation standard, and onwards built envelope insulation and air tightness level.

"The homeowner who needs to replace a boiler is to be guided to Green Deal funding to 'help' them pay for additional roof/wall insulation. That's fine if the property has an unfilled cavity wall; if not the homeowner is somewhat scuppered.

"The strategy advocates displacing oil with biomass but fails to acknowledge or address the consequential increase in particulate emissions. Boris Johnson, newly re-elected London mayor, is so concerned about the effects on environmental and public health that he has banned the use of biomass. Progressive states in America have already mandated compulsory bio-liquid blends over biomass for home heating.

Progressive states in America have mandated compulsory bio-liquid blends

"The document contains one very key piece of wording," adds Alan. "*recovered cooking oil or liquids produced from oil seed, starch or sugar crops can be used to displace fossil fuels in several applications including heating and transport.*" So they finally admit that the oil heating industry is right! Using bio-liquids for home heating would not add additional pollutants to the atmosphere, it would remove the necessity to rebuild houses and replace entire heating systems."

Stewart Binnie of EOGB Energy Products writes: "The government advocates replacing an oil boiler – often resident in the kitchen – together with re-plumbing the system to a replacement heat unit such as biomass. Due to sheer size, a biomass boiler may need to be located in an outhouse. There's no grant or Green Deal loan to fill the boiler gap, rework the kitchen, replace pipe work and redecorate. In times of austerity how does the government expect people to find extra funds to cover these additional costs?"

OFTEC points out that the strategy omits any significant mention of bio-liquids as a viable way of shifting existing oil homes to a lower carbon emitting fuel. Emphasis on expensive renewable alternatives, such as heat pumps, assumes that electricity supply will be decarbonised. This cannot be completed until the late 2030s, meaning higher carbon emissions through electricity use and higher installation costs. OFTEC believes the strategy's emphasis towards 100% renewable technologies means that most oil households will not be attracted to convert.

10m households could struggle

Under the current definition of fuel poverty, four million of England's 21.5 million households are struggling to pay their energy bills. By 2016, professor John Hills of the London School of Economics warns that this figure could rise to 9.2 million, or 43% of households.

Professor Hills, author of the *Hills Fuel Poverty Review*, a report commissioned by the government, labeled the Energy Company Obligation (ECO) as 'regressive' and said it could lead to increased bills for two million of England's poorest households.

By 2020, a typical household energy bill is estimated to rise from its present £1060 to £1250. One of the key factors in the rise is energy department imposed green taxes and levies. www.decc.gov.uk/hillsfuelpovertyreview

Top safety record for oil heating

A new report compiled by Downstream Gas for the Gas Safety Trust has highlighted the safety of oil-fired heating and cooking systems.

The Downstream Incident Data Report, which reviewed carbon monoxide (CO) poisoning incidents in Great Britain between 1st July 2010 and 30th June 2011, is the first to include comparative data from oil and solid fuel installations, as well as gas and piped LPG.

During the period covered, there were no reported fatalities caused by CO in homes using oil, and just three non-fatal incidents, the lowest of all the fuel types. Solid fuel had

the highest number of reported CO poisoning incidents.

Jeremy Hawksley, director general of OFTEC, said: "It's reassuring for oil customers to know that they're using the safest fuel. Oil-fired systems are less likely to release dangerous carbon monoxide than natural gas, LPG or solid fuels. Regular servicing by an OFTEC registered technician helps minimise still further the remote risk of an incident occurring. It would, however, be wrong to be complacent and we always urge homeowners to take sensible precautions."

www.gas-safety-trust.org.uk

Greater Scottish representation

In early June, Sandy Pagan, OFTEC's Scotland inspector, takes on the additional role of Scotland representative. Sandy's role will provide more support to existing Scottish registrants, build more awareness of OFTEC registration scheme benefits, as well as enabling representation to be made to the Scottish Parliament and local authorities. Sandy can be contacted on 01506 844348 or by email at alexander.pagan@btconnect.com.

Upholding standards of competency

To maintain their registration status, OFTEC registered technicians must meet defined minimum standards of competency, and be trusted by householders to carry out quality work. Failure to maintain these standards can result in a technician's or a business registration being revoked.

Stephen Cobbold of Cobby's Plumbing and Heating has had his OFTEC registration revoked for failure to comply with a rectification notice.

There are many reasons for registration to be revoked, including:

- Carrying out work that is non-compliant to current British Standards or Building Regulations requirements
- Failure to notify controlled service works
- Failure to comply with rectification notices
- Failure to co-operate with an OFTEC official
- Failure to reply to communications
- Failure to allow work inspections
- Failure to carry out/follow OFTEC requests
- Withholding relevant information pertaining to a complaint or inspection findings
- Failure to pay fees due
- Elusive behavior
- Bringing the name or reputation of OFTEC into disrepute.

Reporting non-compliant work and dealing with customer complaints

As well as assessing compliance at the routine inspections, OFTEC also investigates customer complaints against registered technicians, and concerns raised by local authorities or specifiers.

If you are aware of any registered, or non-registered businesses, which are carrying out non-compliant work, you can notify OFTEC by emailing cpsproblem@oftec.org. Your complaint will be investigated in the strictest confidence.

OFTEC is able to make local authorities aware of any non-compliant work being carried out in their region and can assist in their investigations. OFTEC is determined to stop those that carry out work illegally and cause danger to consumers.

Your view – works notification

Works notification is already mandatory in England, Wales, Isle of Man and Channel Islands, but now OFTEC registered businesses in Scotland and Ireland are asking for the same system to be introduced for their regions.

OFTEC is looking at introducing the system, on a voluntary basis, so that businesses can offer a certificate of compliance – demonstrating their professionalism – to their customers in Scotland, Northern Ireland and the Republic of Ireland. For this to be achieved, each business will need to notify their works to OFTEC so that a homeowner's certificate can be issued on their behalf.

If you currently operate in one of these regions, OFTEC would like to know your views. Please email comments to: registration@oftec.org.

Keeping one step ahead of new legislation...

New rules, introduced by the Department of Communities & Local Government (DCLG), are expected to shake up the way that all competent persons' schemes operate.

The need to offer a workmanship warranty

As the specialist scheme for the oil heating industry, OFTEC has already started to implement some of the new procedures for its 10,000 registrants, including the introduction of a workmanship warranty for registered businesses operating in England and Wales.

Commenting on the changes, OFTEC director general, Jeremy Hawksley, said: "New government legislation will soon mean that all competent persons must offer a workmanship warranty to their customers. With economic times uncertain, the warranty gives householders the reassurance that their work is covered if the installer stops trading by reason of administration, receivership, bankruptcy or retirement."

Keeping up to date with inspection, documentation and training

Much of the other criteria laid down by DCLG is already

in place at OFTEC, such as inspecting new registrants within three months, and checking that they have appropriate test instruments and reporting procedures. OFTEC inspectors must also check that registrants hold sufficient levels of insurance, have copies of the correct technical and legislative reference documents, and can demonstrate continuous professional development. The easiest way to demonstrate such compliance is to hold the OFTEC technical books and to keep them up to date by downloading relevant updates published on the website.

Appointing additional inspectors

Regional inspectors are the face of OFTEC, meeting registered technicians on a daily basis. All of our current team have themselves worked in the oil heating industry and appreciate what it is like to run an oil heating business. To meet the increasing demand, OFTEC is expanding its team, with the appointment of inspectors in the south of England, north-west England, Republic of Ireland, the Channel Islands and Scotland.



The residents of these islands were delighted to welcome a team of oil-fired trainers – see page 29.

Condensing fuel bills...

More than 70 technicians attended an evening event at the South Eastern Regional College, in Newtonards, recently to hear presentations by OFTEC, NI Building Control, and others, when a recurring theme was how to reduce fuel bills by using condensing technology.

Other topics included magnetic filtration, building control notification, and the potential for integrating renewable technologies with existing oil-fired heating systems.

David Blevings, OFTEC Ireland manager, said: “The key message throughout the event was how technicians can promote energy efficiency, and in particular the use of condensing technology.” He reminded the audience that modern condensing boilers are up to 30% more efficient than standard models, and are a mandatory requirement under building regulations for all new boiler installations in Northern Ireland.

OFTEC also highlighted the importance of annual servicing by pointing out that a 3mm layer of soot can reduce the amount of heat absorbed by more than 8%.



“Reduce bills with condensing technology” – the message from the Newtonards event

Boiler service awareness project

OFTEC registered technician, Eugene Sloan of Mourn Tech Services, has won a contract to carry out servicing for 70 oil-fired boilers across the South Down area of Northern Ireland

Free boiler service for low income and disadvantaged homes

The tender process was part of a project by South Down Family Health Initiative (SDFHI) to identify low income and disadvantaged homes in the area, and offer them a free boiler service. At the top of the list of requirements was the need to engage a registered technician who could carry out the service work promptly, efficiently and with proper reporting procedures in place.

Along with increasing the boiler efficiency, householders were educated on the health and safety benefit of regular servicing, and the dangers of carbon monoxide.

Mourn Tech carried out 66 services as part of the project, and Eugene Sloan

commented: “The householders were extremely grateful for the boiler service, as many of the boilers had not been serviced for many years due to financial constraints.”

Jacinta Linden, director of SDFHI, added: “Many of the households believed there was no need to annually service the boiler. Between the information and support provided through OFTEC, Mourn Tech Services and SDFHI staff, all households have reported an increased awareness of energy efficiency.

“There is also a greater understanding of the health risks associated with poorly functioning boilers and the threat of carbon monoxide. I think we have been able to change their views, and hopefully convince them about continuing the annual service.”

Carbon monoxide – the silent killer

OFTEC’s regional inspector for Northern Ireland has already attended two domestic properties this year to investigate carbon monoxide levels. OFTEC works closely with the Health & Safety Executive in Northern Ireland (HSENI) to promote awareness of carbon monoxide dangers.

Economic conditions put homeowners off servicing

“All fossil fuelled appliances produce carbon monoxide, but if they’re installed and serviced correctly they should not pose any threat,” says David Blevings, OFTEC Ireland manager. “However, we’re seeing a tendency for homeowners to put off servicing, due to the difficult economic conditions. A boiler is like any mechanical device and requires annual maintenance to ensure it’s running efficiently and safely. We stress to householders that they must have their boiler checked and serviced annually by a competent person.”

Lawrence Hanna, from HSENI, says: “We welcome the assistance provided by OFTEC, and recognise its expertise in dealing with oil-firing equipment. The message about regular servicing is paramount and consumers should review the information at:

<http://watchout.hseni.gov.uk>”



Eugene Sloan with the Mourn Tech team who won the contract to service 70 boilers as part of an awareness initiative



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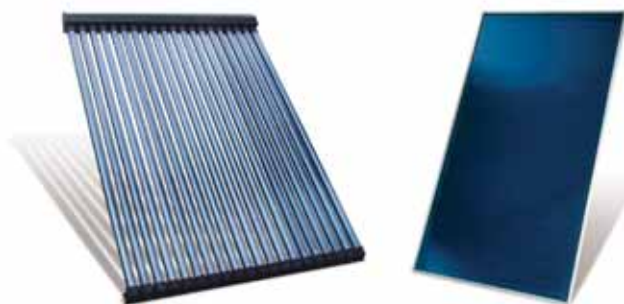
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Worcester installer strikes gold



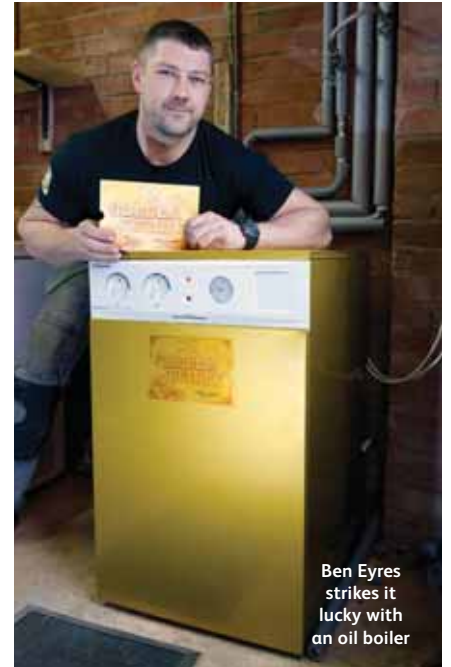
A lucky installer from Devon is the first to have discovered a golden ticket as part of Worcester, Bosch Group's nationwide competition, which kicked off the company's 50th anniversary celebrations.

Ben Eyres, of Ben Eyres Gas discovered the first of five golden tickets when he came to fit a new Greenstar Heatslave oil-fired boiler for customers Helen and Nigel Paver. As a result, his customers received £1000 off the cost of their boiler, plus a 5-year manufacturer's guarantee and free servicing for the lifetime of the boiler.

Earlier this year, five Greenstar boilers were picked at random by managing director, Carl Arntzen. A special golden ticket was then inserted inside the gold casing before the boilers were distributed to stockists across the UK. Within just a few weeks, Ben was installing the gold floor-standing Greenstar Heatslave boiler.

Ben, who also won a Bosch power tools kit worth, commented: "Myself and all the staff at Ben Eyres Gas were delighted to find the first golden ticket. When we read the ticket we were delighted to tell Helen and Nigel they could claim £1000 off the cost of their boiler – they were a bit shocked but completely over the moon. We thank Worcester, Bosch Group for a fantastic promotion and feel very lucky to be the first company to have found one of the five tickets."

Worcester's Carl Arntzen added: "The 50th anniversary is such an important milestone for us, we wanted to involve everyone around the UK in the celebrations." A dedicated microsite – www.50yearsofwarmth.co.uk – which details the company's history, is being updated with all of the year's events as they unfold. www.worcester-bosch.co.uk



Historic boiler discoveries

Worcester, Bosch Group recently opened a museum at the company's Warndon, Worcester headquarters. The museum guides visitors through five decades of products, photography and literature, and features a number of products dating back through previous decades



The 1960s Firefly oil-fired boiler which now stands in the museum



The 1960s Firefly manual was also recovered

"Last year saw us launch our nationwide hunt for the oldest Worcester boiler," said Martyn Bridges, director of marketing and technical support. "A number of installers and customers alike impressed us with their discoveries. Thanks to those who notified us of their historical findings, we were able to obtain a number of different boiler models for our museum. We rewarded each customer who donated their boiler with a £400 donation towards a new high-efficiency Greenstar replacement."

The oldest boiler brought to Worcester's attention was a Firefly oil-fired boiler from the 1960s, which was discovered by Mike Brandon in Newcastle. "The boiler remains in impressively good condition and was given a new lease of life by our R&D team before being placed on display," Martyn told Oil Installer.

"Also brought to our attention was a pair of Heatslave 2+ gas-fired boilers from 1980, which were both in full working order prior to their discovery. They sit alongside the Firefly at our museum and certainly show what a difference 30 years can make!" added Martyn.

10-year milestone for Grant Vortex oil range

Originally launched in 2002, the Grant Vortex was one of the earliest oil-fired condensing boilers to hit the UK market, well before condensing technology became the norm for oil heating

Since then, the range has expanded to incorporate 39 different model options, in outputs ranging from 12kW to 70kW, and has grown its market position to where almost one in every two boilers installed is a Grant Vortex, claims the company.

The range has gained several accolades during the past few years, including an endorsement by the Energy Savings Trust, and the H&V News Top Product of The Year award in 2003 for the kitchen/utility model. In September 2008, the Vortex Combi model picked up a Which? Best Buy.

Being one of the most reliable and economical boilers available on the market, says the company, the Grant Vortex has a seasonal efficiency of up to 93.3% gross (SAP 2009). "Featuring internal and external, floor standing and wall hung, boiler house, standard, system and combi models, the Vortex utilises a high quality stainless steel heat exchanger with Grant's exclusive turbulator

almost one in every two boilers installed is a Grant Vortex



baffle system, which ensures ultra-high efficiency, low fuel usage and minimal running costs." See also page 43 www.grantuk.com

Installers wanted

Oil Installer is seeking a small panel of installers to assist with preparations for the Oil & Renewable Energy Show. If you work in Northern England or North Wales, we would be pleased to hear from you.

jane@oilinstaller.co.uk

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“However good your products are, it’s not the only consideration in the installer’s choice of his preferred boiler brand,” says Firebird’s national sales manager, Barry Brynildsen.



Barry Brynildsen on the Firebird stand at Ecobuild – see page 5

“Whilst Firebird does build in installer benefits – ease of installation, robustness, reliability and efficiency – and, we know our prices are competitive, we also realise installers want first rate service support.

Good practical help

True service recognises the importance of offering a full pre, during and after sales service; Firebird has created a team to help and advise on all aspects of oil boiler installation, including associated non-plumbing areas such as electrics.

Terry Yeates heads a dedicated helpline service from the company’s Ivybridge headquarters where technical professionals will respond to an installer’s request within 15 minutes.

“Installers play a vital role – so whether assistance is needed on the phone or out in the field – our aim is to provide the most comprehensive support package in the oil heating industry,” explained Barry.



A Firebird service engineer works on an Enviromax combi boiler out in the field

Reliability

“Our service is continually being monitored and improved. Our installers let us know what services they would like from us, and we make sure we act on their valued input.

we make sure we act on installers’ valued input

“Making promises that can be relied on is important – we hold stocks of spares and offer a next day delivery service.

Barry added: “Firebird don’t claim to be perfect every time – but we certainly aim to do everything we can to help our installers.”



Firebird takes its training across the country – see page 37



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Installers wanted to fill skills gap

A recent report from the Royal Academy of Engineering (RAE) says that skills shortages will be 'a serious barrier to decarbonising heating unless addressed effectively'. *Heat: degrees of comfort? Options for heating homes in a low carbon economy* highlights the need for many more engineers and technicians to be able to integrate energy systems.

www.raeng.org.uk/news/publications/list/reports/RAE_Heat_Booklet.pdf

Speaking at the launch the Green Deal Skills Alliance earlier this year, climate change minister, Greg Barker said: "The success of the Green Deal will, in part, come down to having people who have the right skills and knowledge to instill trust. To date, the take-up of energy efficiency measures has not been as great as it could be. We want as many assessors, installers and providers to get involved as possible."

Brush up your skills
at the



Greenstar oil-fired boilers – 5-year guarantee



Worcester, Bosch Group has reinforced its commitment to reliability and product support by extending its 5-year guarantee promotion until 30th June 2012.

The offer now includes all Greenstar oil-fired boilers as well as gas-fired CDi and Si boiler ranges.

Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group, says: "We are keen to assist both the installer and their customers in every way we can, and by extending our guarantee can give them that all-important peace of mind.

"Quality and reliability are strongly associated with our brand, and it is widely recognised that our products are chosen because the call-out rate following the installation is so low. Our extended guarantee demonstrates the faith we have in our products as a reliable source of heating and hot water for homes across the UK."

For more information on qualifying models visit www.worcester-bosch.co.uk/5year.

An open letter to all radiator manufacturers

The letter below, which was recently sent to all radiator manufacturers, has come to the attention of Oil Installer.



Dear Sirs

We respectfully throw down a challenge to all radiator manufacturers to actually publish radiator heat output data which relates to real life and not a theoretical set of conditions as contained in BS EN 442 and expect engineers to do all the work calculating what your products will actually achieve in terms of output.

The table above shows the BS EN 442 test conditions from which radiator outputs are obtained with top, bottom, same end (TBSE) connections, a mean water temperature flow of 70C with a 10 K drop between flow and return and a room air temperature of 20C, brilliant, output data published from that really relates to a standard wet system connected to a condensing boiler doesn't it?

As we are all well aware a standard domestic condensing boiler wet radiator system should have a 20k differential between flow and return (not 10k), the radiators are virtually always piped bottom, bottom, opposite ends ((BBOE) some radiators can ONLY be piped thus) and the room temperatures are either 18C

Should radiator manufacturers be doing more to assist heating engineers?

(bedrooms, hall, landing, WC, kitchen, etc.), 21C (living/dining rooms) and 22C (bathrooms). An average 1970s 3 bed semi would have one x radiator in a room at 22C, two in rooms at 21C and say 7 in rooms at 18C all installed on a flat surface wall.

If radiator manufacturers actually published data for a 70C flow with 20K differential piped BBOE for rooms with design air temperatures of 18C then 70% of radiator output data would in this example be directly usable and only 30% of radiators used would require further correction factors to be applied by the engineers.

So radiator manufacturers why not step up to the mark and show your customers that you care, work with them and make it easier for them to use your products?

This shouldn't be too difficult for manufacturers to achieve; after all they expect every heating engineer and installer to do it!

The letter was written by Alan Black who told Oil Installer. "In my position as a fellow and president of the Institute of Domestic Heating & Environmental Engineers (IDHEE) and as a heating consultant in my own right, I know only too well the importance of accurate, user friendly data provision for the heating system design process."

Standard	Flow C	Return C	MWT C	Air Temp C	Delta T
BS3528	90	70	80	20	60
BS EN442	75	65	70	20	50

Do you agree or disagree? Oil Installer invites reader comment –

jane@oilinstaller.co.uk

The NEW KBB valve from Teddington, the best just got better...

The KBB from Teddington Appliance Controls is already recognised as the market leader in Fire Valves in the UK. It's just got even better! Now it can handle almost any type heating oil – from Kerosene through B30, right up to B50.

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With the drive to offer renewable solutions to the Oil Heating Industry and the imminent inclusion of Bio-fuels in the RHI, now is the ideal time to order replacement KBB Fire Valves. Remember that you can also get the Teddington OFV, parenthesis (Oil Filter Valve) a stop valve with built-in filter and the KBT1000 our Universal Oil Valve Test Box from your local plumbers merchant.

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Do you have the in-depth knowledge and proven track record to be an OFTEC Inspector? As part of our Inspection Team you'll work closely with registered businesses and their technicians. Visits will include auditing business procedures and checking individual technical competence. You will also investigate complaints and represent OFTEC at trade events and meetings with other industry bodies. Knowledge of industry legislation is essential and previous auditing or assessing experience would be desirable. Computer literacy and exceptional customer skills are required for these roles.

Apply by sending your CV and covering letter to: HR Dept, OFTEC, Foxwood House, Dodds Lane, Kesgrave, Ipswich IP5 2QQ or email: mcurrie@oftec.org

For a full job description call 0845 65 85 080

Closing date 15.6.12

OFTEC is the Oil Firing Technical Association. OFTEC represents and promotes the domestic oil heating and cooking industry in the UK and the Republic of Ireland and is the provider of a Competent Persons Scheme. OFTEC's Registration Department sets and maintains standards of compliance via our rules for registration, on-site inspections and assessments.

Boilers and tanks – how close?

A common question put to OFTEC's technical helpline team is "how close can an external oil fired boiler be sited to an oil storage tank?"

Whilst BS 5410-1 does not specify a minimum distance from the outer casing of a boiler, the standard does require a flue terminal, which protrudes from the appliance, to be located at least 1.8 metres from an oil storage tank.

This applies to flues serving both condensing and non-condensing boilers, and should be measured from the lip of the terminal. Where it is not possible to comply, a wall – with at least 30 minutes' fire resistance, extending 300mm higher and wider than both ends of the tank – should be provided between the tank and the termination position.

Further guidance on the installation of oil-fired boilers and flues can be found in OFTEC Technical Book 4, which is available from OFTEC Direct: www.oftecdirect.com.

Another frequently asked question concerns the separation of oil storage tanks and LPG cylinders/bulk vessels.

UK LPG, the trade association for the industry in the UK, has published User Information Sheet 010, which explains how to achieve compliance with the relevant codes of practice and BS 5482-1. This can be downloaded from www.uklpg.org/uploads/DOC4D42E7CC3234B.pdf



A flue terminal protruding from an appliance must be located at least 1.8 metres from an oil storage tank

Water extracted from an oil storage tank is classified as hazardous waste or special waste in Scotland, see below

Service contract advice

The routine servicing of oil-fired installations involves several important checks. In some cases such as dipping an oil tank, this can lead to additional work and the use of extra materials to prevent safety issues or operational faults.

Regardless of whether subsequent works are undertaken by the same technician or another contractor, an unexpected – and often unwelcome – cost is presented to the customer. For example, if water is found in the tank it should be removed to avoid combustion problems. This requires the use of appropriate extraction equipment and the transportation of contaminates to a hazardous waste disposal facility – see above.

OFTEC encourages technicians to include a schedule or breakdown of works within their contractual agreements. Whilst this does not alleviate the incurred cost, it is intended to highlight the minimum requirements of a service visit, and act as a pre-warning mechanism to the customer.

Technicians should also leave the customer with a record of any combustion test results and replacement parts fitted. The appropriate form for this purpose, CD/11, is available from OFTEC Direct.

www.oftecdirect.com

New guide to mechanical building services

BSRIA has published a new Illustrated Guide to Mechanical Building Services, covering key areas of heating, ventilation, air conditioning and controls.

BSRIA – the Building Services Research and Information Association – is a UK-based testing, instrumentation, research and consultancy organisation, providing specialist services for the construction and allied industries.

The new publication is an update to one of the organisation's best-selling guides, providing basic reference information on mechanical building services for construction professionals. This latest edition includes information on pumps, pressurisation, low-carbon heat sources, MVHR systems, commissioning, handover and project evaluation.

The book is priced at £50 to non-members and £25 to BSRIA members. Further information from www.bsria.co.uk/books.



Transporting hazardous waste

During the winter months, the team received several enquiries about water accumulation within oil storage tanks, and how to remove it from the site.

All oil wastes containing a mineral element – including contaminated water extracted from an oil storage tank – are classified as 'hazardous waste' (or 'special waste' in Scotland). Under waste management legislation, technicians who transport these wastes on UK highways must register as an upper tier waste carrier with their regional Environmental Agency.

Further information can be found on pages 65-66 of OFTEC Technical Book 3, which is available from OFTEC Direct www.oftecdirect.com

Adding full scope electrical

Anyone working with heating systems inevitably has to deal with some electrical work

Some technicians choose to subcontract or employ a full-time electrician, whilst others have added electrical training to their existing qualifications.

Technicians can now add full scope Part P (OFT 103) to their OFTEC registration in order to self certify electrical work, in accordance with Regulation 4 & 7 of the Building Regulations 2000. This encompasses all electrical work carried out – not just that associated with an oil heating system.

Call 0845 6585080 or visit

www.oftec.org for more information on Part P registration

One of the first OFTEC registered technicians to sign up to the full scope OFT 103 scheme was Colin Beckett, based in Lincolnshire. He said: "I added full scope Part P to my OFTEC registration purely because of the electrical work that needs doing as part of a boiler installation. Often I'll need to put in fused spurs, thermostats and other wiring, so being able to do all that work myself made sense."

OFTEC provides a low cost option for its registrants, with full scope electrical registration for individuals costing £199+vat per annum, or 258.70 euros in the Republic of Ireland. This is subject to an annual on-site visit by an appointed technical expert. Registrants on the OFT 103 scheme also have access to a free technical helpline and have the benefit of being able to notify all their works in one place.

*"being able to do all that work myself made sense"
says OFTEC registered technician Colin Beckett*



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Adding renewables

Send your comments to
liz@oilinstaller.co.uk

"I would like to see OFTEC add renewable technologies to its portfolio, in time for the Green Deal going live in October," writes Andy Holding of A J Holding Oil Heating in Wantage, Oxfordshire

"OFTEC can play a very important role in reducing carbon emissions with the use of solar thermal and air source heat pumps (ASHP). It's my opinion that OFTEC should add solar thermal to the competent persons' scheme; this product could serve the heating oil user in rural communities very well.

Oil and solar working together

"In a home, 27%* of the energy consumed is used to heat water. If a customer uses 1000 litres of kerosene annually, 270 of those litres heat up water. Using solar thermal rather than kerosene can reduce this by 65%** , saving 175.5 litres of kerosene. With kerosene at around 62 pence per litre (ppl) ex vat*** this gives a saving of £108.81. If prices return to the all time high of 80ppl seen at the end of 2011, the saving would be £140.40. A larger property using

2500 litres would see a fuel saving of £272.02 (62ppl) or £351 (80ppl).

"Additionally, solar thermal flat plate collectors generally require little maintenance, and could operate in excess of 25 years.

Oil installers to install renewables

"When an accredited Green Deal assessor recommends the upgrade of an oil-fired space heating system with an A rated boiler/solar thermal or ASHP/solar thermal, why shouldn't an OFTEC installer install these products under the OFTEC competent persons' scheme; providing they hold a certificate of competence for each technology?

"If the UK is to achieve its carbon emission targets, OFTEC, along with other competent person schemes, must remove the barriers for renewable technology that are in place under the MCS scheme.

"An estimated 1.7 million households use heating oil; a quarter of these households are in fuel poverty. If renewable technologies are not added to OFTEC's competent persons' scheme, then fuel poverty could rise even further." (See page 14)

* webarchive.nationalarchives.gov.uk/+/http://www.berr.gov.uk/files/file43609.pdf

** www.solar-trade.org.uk/solarHeating/efficiency.cfm

*** www.boilerjuice.com/heatingOilPrices.php

Oil alright with installers

Oil installer talks to Worcester, Bosch Group and Firebird installers to find out how they are faring and where they see the future....

Moving with the times

"I believe in moving with the times and started working with both oil and renewables two years ago," said Worcester, Bosch installer Bob Hancock of **Hancock and Brown** in Kenilworth. "At the moment things aren't going as well as I'd hoped. It was going ok, until the government's recent Feed in Tariff (FiT) announcement, but it seems to have died off a bit since then.

"Presently, I'm much busier on the oil side of the business. There's definitely a future for oil – people don't want to pay for the cost of renewables."

Also a Worcester, Bosch installer, Ricky Samuels of Essex-based **Samuels Plumbing and Heating**, echoes this: "Oil is still a very good option. I've had a lot of enquiries recently and have always enjoyed working with it."

Ricky also offers renewables through his other company, 'Renewables for You', which he set up last November. "It's going ok, but

we had a pounding with the FiT and aren't doing as much work with renewables as we'd hoped."

Age appropriate

"Renewables are not for us," says Firebird installer, Nigel Haycock of **Regal Heating, Worksop**. "I've only got 10 years left before I retire and it's not really worth it. We've got 5000 customers, for whom we mostly do service work and there's definitely more money in maintenance than installation. Over the years we've done installation work but have ended up going back to basics.

"I'm not against renewables, they're a natural progression. Over time I'm sure they'll save money, and natural resources, but at the moment a lot of people are fighting for the same work. My son will eventually take over the business and he may decide to go down that route."

Firebird installer, Robert Shaw of Cumbria-based **RMW Boiler Maintenance**

is in a similar position: "I just do oil. Renewables don't suit me because of my age and I couldn't afford the time off to train."

Like Nigel, Robert has an extensive portfolio of loyal customers, many of whom have been with him for over 25 years. "People like to stick with what they know and are used to, and I have their confidence. If there's a problem with an oil boiler, people either repair or replace it; they don't have time to consider the alternatives.

"There's a gradual shift towards more efficient condensing boilers, and people are starting to upgrade their old boilers. Some are even mixing it up a little and using oil boilers for heating and solar panels for hot water, but generally I've seen some uncertainty towards renewables. Customers of mine have compared the cost of oil and renewables and the general consensus is that renewables are too great a capital outlay."

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*see online

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Taking an alternative route

Send your comments to jane@oilinstaller.co.uk

Andy Townsend was the first person to win an OFTEC award for excellence three years in a row. Now as the result of an accident in February 2010, Andy has had to hang up his tool box.

Whilst sitting in his stationary van, Andy was hit from behind by a driver who was on a mobile phone. Looking for a property and on the phone, the driver didn't even touch her brakes before hitting Andy's van. Andy told Oil Installer: "I needed surgery to rebuild my shoulder and two and half years of physiotherapy to make my knee work well enough so that I could walk without falling over."

Changing course

Now doing a Masters degree in alternative energy and the built environment, Andy said: "Changing course may have been forced on me, but my MSc is a natural progression. Studying at the Centre for Alternative Technology in Machynlleth has changed my perception of renewables; the centre's staff are very knowledgeable and they're certainly not tree huggers.

"As someone who'd previously worked with oil, I thought the centre would regard me as unclean; I was wrong. Like me, they see that one of oil's biggest problems is that it is so damn good; oil is really versatile –

one of oil's biggest problems is that it is so damn good

there's so much you can make and do with oil.

"I'm often asked if there's a future for the oil industry; I'm happy to say – 'yes'; we can't just turn the oil tap off. With better management and more careful use, oil could be here for a generation to come. "I still love oil, it's easy to transport, store and use and it has a million uses ranging from medicines to plastics.

Not the answer.....

"Looking at biofuel, we can water down our heating oil with a bio element which will buy us more time, but is biofuel the future? In my humble opinion, I'm sorry to say – 'no'. Biofuel has a place in the energy equation, but it's not THE answer for both food production and technical reasons.

"So what is the answer? I don't think the Green Deal has been thought through – there's too much input from ministers and not enough from energy experts. Taking the UK's 26.6 million homes, 18.7m have cavity walls of which only 58% have insulation in

these walls. A further 7.9m have solid walls with just 1% having any form of wall insulation. The biggest problem with the insulation industry is that it's not regulated; anyone can claim anything and the only recourse is advertising standards.

"There's still much to be done to meet the government's 2020 and 2050 zero carbon targets; we must start now."



Energy efficiency – advising customers

"I like many installers aim to give customers as much energy efficiency information as possible," says Andy Holding. "A modern condensing space heating appliance/boiler can save a huge amount of energy but for homeowners with a 15+ year old appliance, I believe the following are good investments. I also advocate a fully pumped heating/hot water system with room thermostats set to 20-21°C, and the cylinder stat set at 60-65°C."



- Fill cavity walls
- Upgrade loft insulation to 270mm
- Draught-proof windows and doors
- Insulate the hot water cylinder, storage and header tanks
- Insulate system pipe work on the flow/return
- Keep internal doors closed to prevent the upstairs overheating
- Keep TRV settings to 2 or 3 – follow manufacturer's guidelines
- Turning down the room thermostat by 1°C could save 10%
- Fit a system kit – higher working pressure gives better energy efficiency over an open vented system
- Use programmers and programmable room thermostats
- Oil is cheaper per kWh than mains electric – using an immersion heater in summer can be more expensive

Oil Installer invites readers to add to Andy's energy efficiency list, please email jane@oilinstaller.co.uk.

The Falklands oil training centre

Bob and Liz Clark, directors of South West Peninsular Training, were recently asked by the Falkland Island government to assist with updating environmental standards for oil installations.

The couple spent three weeks in Port Stanley, working alongside Marcus Morrison and other local training staff, to help set up the Islands' first and only oil training centre. During the visit, Bob also supervised the training and assessment of the first group of 10 experienced engineers to OFTEC standards.

Whilst in the Falklands, Bob and Liz were treated as part of the local community and enjoyed several invites to dinner. They were also shown around the islands and introduced to the other residents – the penguins! See page 15.



The engineers who attended Bob's OFTEC course

Grant – north of England



Installers based in Northern England, seeking training on Grant products, no longer need to travel to Devizes, Wiltshire, for dedicated courses. Grant's official training partner – GTEC Training, located in Hawes, North Yorkshire – has recently opened a new residential renewable technology training centre, where practical and theory courses, including Logic Certification, MCS Made Easy, and OFTEC training and assessment are run. From the new centre, Grant will also offer its new G-One installation courses on Grant Aerona air source heat pumps, Vortex oil-fired boilers, and Spira wood pellet (biomass) boilers. See pages 19 and 43.

Download the latest Grant training academy brochure at www.grantuk.com or call the centre on 01969 666111.

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- ACS LPG Core & Appliances (incl Boats, RPH, LAV, PD, Camvars)
- LPG Generators
- Combustion Performance Analysis
- OFTEC Oil Assessment & Training (OFT 50, 101, 102, 105e, 600a)
- Un-vented Domestic Hot Water
- Legionella
- Water Regulations
- APHC Sanitation & Solid Fuel Courses
- Gas Supervisor Courses
- Electrical Part P
- City & Guilds Electrical Courses (eg: 2382, 2377, 2391)
- Fire Alarm BSS839 and Security Lighting BS 5266
- CSCS (Construction Skills Certification Scheme) On-line Tests
- Energy Efficiency
- Renewable Energy Courses
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Contact Carmen at:
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Xtra Skills supports the Prostate Cancer Charity

Training is not a pre-requisite for assessment

Rainwater harvesting skills

Kingspan Water, suppliers of rainwater harvesting systems, is one of the major partners at City College, Plymouth. The company has provided a rainwater harvesting rig for the college's ABB Energy Centre to give students hands-on experience in installation, commissioning and maintenance of sustainable water management systems.

"The sector is a growing commercial opportunity, not just for plumbers, but across all aspects of the industry," said Adrian Gatford of Kingspan Water. "Training is a key element to ensure correct installation and the delivery of many of the benefits such systems can provide."

This partnership is one of many that Kingspan Water

has established with training colleges across the country. Architects and specifiers can also sign up for the company's Continuous Professional Development sessions. See page 19.

www.kingspanwater.com



Evening seminars

A series of OFTEC evening seminars, held at training centres around the UK, has been well attended by registered technicians. The most popular event was in Newtownards, Northern Ireland, where more than 70 technicians listened to presentations by OFTEC and manufacturers. Similar events at Burgess Hill and Exeter were also well attended. See page 16 and 39.



Details of all OFTEC events are available at www.oftec.org

New at Boilerserve

A new training centre in north Staffordshire – recently opened by Boilerserve – now offers all OFTEC assessment and training. "With over 40 years experience in the domestic, commercial and industrial heating sector, we're able to offer additional training in commercial heating, burners and controls," says Ron Flint of Boilerserve. Formed by former British Gas technicians, Boilerserve has had a long association with Ecoflam UK as commissioning engineers. The company also offers Ecoflam burner training and spares. See page 35.

www.boilerserve.com



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Assessment material updated

OFTEC has completed a review and update of its assessment material which was issued in June 2010. Training manager, David Knipe, said: "We've updated the information in order to make the assessment easier to understand and complete. The next stage will be to streamline the paperwork to cut down on duplication." The revised material will soon be available from each of OFTEC's 80 approved training centres around the UK and Ireland.

METAC open day

As part of its 5th anniversary celebrations, METAC, which trains 1700 people annually, recently held an open day. Special guests included Stephen Grant, managing director of Grant Engineering; Rónán Haughey, City and Guilds development manager; and Damien Keenan, OFTEC's Republic of Ireland representative. Guest speaker was Seán Gallagher from Dragon's Den. Dominic Dunne, METAC's managing director, said: "The day was a great success and we would like to extend a warm thank you to all those who visited and participated." www.metac.ie



Damien Keenan speaking at the event about the benefits of oil

Oil burners at Nu-Way

2012 marks the 80th anniversary of Nu-Way – an international manufacturer and supplier of oil and dual fuel burners. And during the year, a series of four training courses will run at its facilities in Droitwich. "The training is designed to give installers and engineers detailed information to ensure on-site work is carried out as effectively as possible," says technical support manager, Leigh Bryan. Email training@nu-way.co.uk



Leigh Bryan – Nu-Way, pitch perfect on page 42

HEATING OIL TANKS

CARBERY PLASTICS

CHOOSE CARBERY FOR QUALITY, RELIABILITY AND SAFETY.

A large advertisement for Carbery Plastics. At the top left is the Carbery Plastics logo, which consists of a stylized 'C' made of two curved lines. To the right of the logo is a blue banner with the text "HEATING OIL TANKS" in white. Below the logo and banner is a photograph of a smiling family: a woman with blonde hair holding a baby, and a man with short brown hair smiling. Overlaid on the bottom half of the photograph is the text "CHOOSE CARBERY FOR QUALITY, RELIABILITY AND SAFETY." in large, bold, white capital letters.

For 35 years, Carbery has been a byword for quality, reliability and safety. Today, Carbery is the preferred choice of oil tank technicians nationwide, who simply won't settle for a lesser brand.

Today's Carbery range consists of Single Skin and Bunded Tanks for the storage of heating oil, together with Bunded Fuel Points for the storage of Diesel.

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Training supports youth

A Burgess Hill youth club in West Sussex, which closed its doors last year as a result of funding cuts, is once again thriving. When Steve Willis, managing director of Steve Willis Training Centres, heard the youth club had been forced to closed, leaving 50 youngsters with nowhere to go, he stepped in with an offer of sponsorship to cover the club's running costs for a year. Steve's company delivers a range of courses and apprenticeship for the oil, gas, electrical and renewables sectors. www.stevewillis.com



Thanks to Steve Willis Training Centres, youngsters from Burgess Hill are enjoying the facilities of their youth club

PTS joins PPL

PTS, part of the heating and plumbing division of Travis Perkins, has teamed up with PPL to offer a range of plumbing, heating and renewables courses at its 11 UK training centres. Single day courses are also available at customer premises and at PTS trade counters. "Learning new skills, or staying up to date on product developments is a good way to stay one step ahead of the competition." says Ian Church, managing director of PTS. www.ptsplumbing.co.uk

PTS appoints renewables director – see page 41.

Petroc for oil

Devon-based Petroc College offers a wide range of training, assessment and revision sessions for the oil, plumbing and renewable energy industries. Petroc organises a number of training courses relevant to the oil heating installation sector, including OFT 50, 101,102, 105e and OFT 600a. www.petroc.ac.uk

Midlands location

Midlands-based Central Midlands Assessment & Training (CMAT) is just five minutes from junction 11 of the M42. CMAT offers a range of courses including OFTEC oil, energy efficiency and combi fault finding. www.cmat-ltd.co.uk

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Manufactured by FuelStop, Unit 1, Woodley Park Estate, 59-69 Reading Road, Woodley, Reading, Berkshire RG5 3AN



Adaptable tester

Keprotect has developed the SCT-1 – Safety Control Tester – capable of testing all fire valves currently on the UK market. The tester has also been adopted by leading boiler manufacturers for testing boiler stats and duo stats, found on hot water cylinders.

However, fire valves or stats change – the SCT's inserts and heat block can be adapted to suit industry's needs. See page 32.

Available from OFTEC direct & -test-centres and www.keprotecttd.com



The SCT-1 safety control tester adopted by leading boiler manufacturers

NEW tank generation

Carbery has announced new product specifications across its range of single skin and bunded heating oil tanks. All tanks are now available with a choice of added-value Tankpacks. Carbery's Pat Daly says: "The introduction of new specifications makes a great range of tanks even better and is the result of an intensive market research initiative amongst installers and oil equipment resellers, across Great Britain and Ireland." See page 31.

www.carberyplastics.com



New specifications from Carbery

Spares online

As the cost of living rises, an increasing number of people are choosing to repair their existing boiler rather than invest in a new model.

Worcester, Bosch Group has launched a new spares website to house a database of spare parts from the company's own live catalogue. The new website allows installers to access details on spare parts for Worcester's full product portfolio, dating as far back as 15 years. Installers can search for the required part either by using the unique part number or by searching on the product itself. www.worcestersparescatalogue.co.uk

For more news from Worcester, Bosch, see the Boiler News section.



Worcester – spares archive now online



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Products and services

Expert advice



The redesigned Titan Environmental website aims to provide a one stop shop of expert advice and product information across the company's range of environmental containers.

For the trade, the site offers information about oil tanks including a product selector guide, links to industry regulations, FAQ's and an online tank guarantee form. End users can gain access to free site surveys to help them make key decisions about installing new tanks, or replacing old ones. There is also information about reducing heating oil costs through installation of the SonicSignalman intelligent oil monitoring system. See page 19. www.titanenv.com



Titan Environmental – one stop information shop



1000+ oil spares

Plumb Center and Parts Center stock oil boilers, burners, plastic oil tanks and complete LPG condensing systems. With more than 1000 oil spares from leading manufacturers, installers can get what they need quickly. Many parts are available over the counter the same day and most are available the next day. Customers can locate parts from a list of over 50,000 items on Parts Center's ID system, at every branch counter or accessible through an SD card for use in most smart phones. See pages 8 and 9.

www.plumbcenter.co.uk www.partscenter.co.uk



Plumb Center and Parts Center helping installers with all things oil

NEW service kit



Danfoss has launched a new service kit for its EB14 ignition transformer. The EB14 can be used to replace any older Danfoss transformers and comes with a three wire primary cable, ensuring that the unit is earthed and operates correctly within EMC regulations. See page 21. www.danfoss.com



Recently launched service kit from Danfoss

FAME solution

With the introduction of up to 7% FAME in normal fuel, Anglo Nordic has seen an increase in sales of water finding paste, tank water absorbers, filters and fuel conditioners. As FAME fuels are hygroscopic, they act as detergents – cleaning the walls of the storage tank, allowing dirt and sludge to be sucked into the pipework and causing appliances to fail. Microbes can also flourish, adding to the sludge and causing poor performance.

www.anglonordic.co.uk



Anglo Nordic products – solving problems caused by FAME

Additional discounts



As part of the upgrade of OFTEC Direct's website, it is now possible to pay in euros for items ordered. The website is being updated in line with OFTEC Direct's new catalogue with new products being added all the time.

Registered technicians can benefit from additional discounts across the product range and special monthly offers, which are advertised on the website. See page 33.

www.oftecdirect.com

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Products and services

Correct nozzle use



As an official distributor for Delevan nozzles in the UK, EOGB Energy Products has been asked by Delevan to clarify the types of nozzles available for use with UK heating oils.

Gas oil

- Those labelled with an EN symbol on the tube lid and stamped on the side of the nozzle are European standard for use with gas oil.



Kerosene

- Kerosene nozzles for use on most UK applications do not have an EN marking.



Due to the difference in fuel viscosities, the above nozzles are manufactured using a different reference pressure. If European EN nozzles are used in place of those for kerosene, over-firing of the burner will result leading to issues with boiler/burner performance and poor combustion issues such as high carbon monoxide levels.

It is essential that the correct nozzle is used for each fuel.

www.eogb.co.uk

News from Riello



Riello has recently released its first e-newsletter. Future newsletters, containing news and updates from the world of Riello, will be produced on a regular basis. The next edition will feature an article on the RDB series oil burner – now compatible with liquid bio-fuel blends up to 30%. To receive the newsletter go to

www.rielloburners.co.uk



Riello news direct to your inbox



Local venues



"We recognise that installers are hard pressed to spare time to attend training courses, so we're bringing training to the installer," says Firebird sales manager, Barry Brynildsen. "Once venues are finalised, Firebird's demonstration/exhibition vehicle will be touring the country. Courses designed specifically for domestic oil boiler installers will be held in conjunction with local builders' and plumbers' merchants." www.firebird.ie

Check out Firebird's service on page 20

Training on location, Firebird's Gary Davis – look out for Firebird's local training courses

Apollo gets Smarter

Dunraven Systems has introduced free software updates for its Apollo Smart heating oil energy monitor. Apollo Smart allows consumers to monitor heating oil consumption, fuel costs and CO₂ emissions on a daily, weekly, monthly and annual basis.

"Downloading software updates couldn't be easier," explains managing director, Gerry Jones. "Simply download and install the software update and device drivers from the Apollo website, plug in the Apollo Smart's USB cable to your desktop or laptop and the software will be installed in minutes." www.dunravensystems.com



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“Due to the high price of oil, homeowners are really worried about the security of their oil tanks,” says J Seed’s sales manager, Wendi Whittle. “With this in mind we’ve introduced a security option on all our heating oil tanks which has the fill point, gauge and all sockets locked away inside a box on top of the tank. This can be done on any side of tank to ensure that it fits into small spaces.”

www.jseed.co.uk



Lock it all away with J Seed



Meeting the requirements – FuelStop’s TFV

Fire safety – no compromise

Capillary fire valves are a legal requirement for fuel burners. “When it comes to fire safety, there’s no compromise,” says Bob Blincowe of FuelStop.

“It’s imperative that the valve selected boasts high-quality, exceptional reliability and optimum flexibility. The FuelStop thermostatic fire valve (TFV) is liquid-filled rather than gas-filled, providing more reliability even in harsh weather conditions. Suitable for Class C and D fuels, as well as LPG, the TFV offers a range of pipe connections and capillary lengths.

“Part J of the Building Regulations requires that oil supply pipe systems have a means of automatic isolation. A way of meeting this would be to install fuel pipework which is resistant to the effects of fire and to fit a proprietary fire valve system in accordance with the relevant recommendations in BS 5410 part 1. The TFV is the only capillary valve to not only meet this requirement, but to also to meet OFTEC OFS E101:1998,” says Bob.

www.fuelstop.co.uk

Fit and forget

Trianco has launched a new breed of super compact Aztec system boilers. The Aztec system is a clever yet simple to install unit that offers the end user a clean and easy fit. Designed as an all in one unit, Aztec system contains all the major components, normally installed in addition to a standard electric wet system boiler. The range features adjustable controls, a smart digital programmer and built-in pressure and flow temperature gauge. The pump, expansion vessel and automatic air vent are discreetly housed behind a clean white vitreous enamel casing.

www.trianco.co.uk



The Aztec system boiler available in outputs from 6kW to 12kW

OFTEC – past, present and future

At OFTEC’s spring conference, speakers considered present issues and debated the future.

“In the face of the government’s agenda to move rural communities to air and ground source heat pumps and biomass, we’ll consider the threats and meet them,” said OFTEC chairman Barry Gregory.

“With over 60,000 oil boilers sold annually in the UK to more than one million domestic and 250,000 commercial oil users, we will not roll over,” he added. “We’re reasserting oil in the marketplace. To this end, we’re working with members and oil distributors to promote the use of high efficiency boilers and bio liquids.”

Francis Bean of the Energy Saving Trust spoke of ongoing heat pumps trials which have so far shown that the technology is not competing adequately with incumbent heating systems. Jeremy Hawksley remarked: “Although favoured by government, there’s

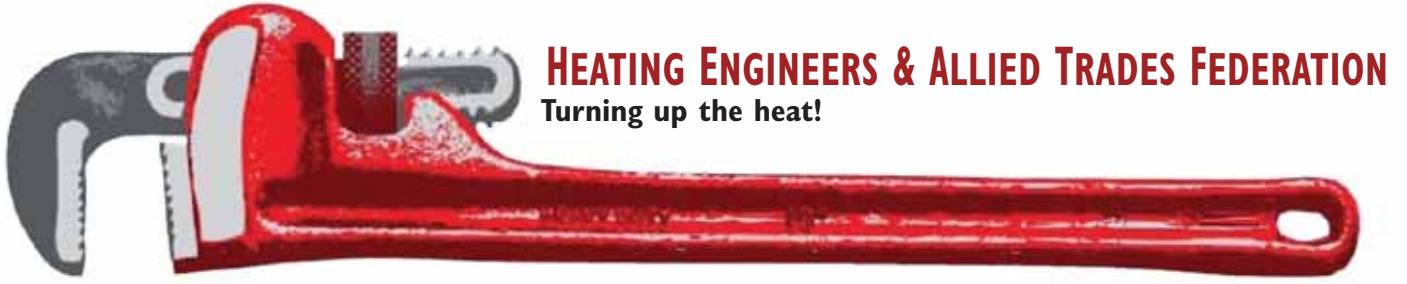
still a long way to go on heat pumps.”

Francis stressed that greater acceptance of heat pumps was dependent on many factors, not least better installer skills, greater knowledge and more independent testing to raise consumer confidence. “As consumers wait to be convinced, there’s a chance for oil to hold on to its market share,” added Jeremy.



l – r Jeremy Hawksley, OFTEC director general, Colin Sutherland, founder of OFTEC in 1991 and OFTEC chairman, Barry Gregory





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ASHP in older properties



Mitsubishi Electric has installed an 8.5kW Ecodan air source heat pump (ASHP) into a virtual three-storey Victorian terrace house to demonstrate how renewable technology can benefit the nation's older properties.

The installation is part of the *Number One Lower Carbon Drive* project at the Building Centre, which aims to increase awareness of the UK's urgent need to retro-fit existing housing stock; ultimately reducing the carbon footprint of homes across the nation.

"As the project develops, viewers will be able to visually cut through the home to see new products in operation," said Andrew Scoones, director at The Building Centre. "And, watch the measurable benefits flow throughout the building and compare the before and after effects of installing energy saving measures into the home."

www.domesticheating.mitsubishielectric.co.uk



Animation demonstrates benefits of renewable technology

Converting to renewables

The conversion of a derelict 15m high water tower in Congleton, Cheshire demonstrates how a solid-brick, Victorian building can be refurbished to become an energy-efficient, modern home.

The energy for the property's under-floor heating and hot water supply is provided by two Ecodan air source heat pumps from Mitsubishi Electric. A Mitsubishi DC Lossnay heat recovery ventilation unit, which mechanically extracts stale indoor air and replaces it with fresh outdoor air that has been pre-heated, has also been used.

Completing the whole house solution from Mitsubishi are 20 PV-TD185MF5 photovoltaic solar power generating panels, which have been installed on the south east facing roof of the new triple-garage block.

The owner of this grade II listed building is Andy Critchlow, a director at Manchester-based AEW Architects. "Mitsubishi Electric and installers World Heat are now closely monitoring the performance of the whole system as this is one of the first Victorian buildings to combine all three in this way," reports Andy.

www.worldheat.co.uk

www.domesticheating.mitsubishielectric.co.uk



The conversion of the water tower was featured on Channel 4's *Restoration Man* earlier this year

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www.superhomes.org.uk

ASHP v oil

Here, the January 2012 Sutherland Tables compare the running costs of oil-fired heating with an air source heat pump (ASHP).

OFTEC's Jeremy Hawksley comments: "The table is based on an air source heat pump with radiators, which is appropriate for retro-fit situations.

"Whilst in the south west, an air source heat pump was 10% cheaper to run than oil, in some regions it is a bit more expensive. In the coldest months, an air source heat pump can use a lot of electricity."

ASHP vs Oil						
3 bed annual cost £	NI	ROI (euro) @ 0.83 euro to £	ROI (£)	North England	SW England & Wales	Scotland
Oil Std	1613	2116	1756	1715	1537	1848
			-0.31 %	26.33 %	16.98 %	34.94 %
Oil condensing	1319	1728	1434	1402	1255	1511
			-18.48 %	-3.6 %	-4.37 %	10.18 %
ASHP rads	1618	1675	1390	1466	1139	1472

* Sutherland 2012 data

Positive role for heat pumps

Chris Davis, renewables business development director at Dimplex, has reported good feedback from the Department for Energy & Climate Change (DECC) as to heat pumps positive role in the domestic Renewable heat Incentive (RHI) scheme.

Dimplex has taken part in meetings with DECC to discuss the RHI scheme's structure, scale and cost control. The company has dismissed rumours that DECC plans to cut subsidies for heat pumps so as to avoid the financial troubles that dogged the Feed-in Tariff.

Projections expect that at least 25,000 households will take up the RHI scheme in its first year, with an estimated 600,000 heat pump installations by 2020. www.dimplex.co.uk

Mounting benefits

Wagner Solar has extended the warranty for its TRIC mounting equipment to 10 years.

TRIC mounting systems are well-known for their universal application. They are capable of covering all types of pitched roof types (TRIC A), well-engineered A frames (TRIC F) as well as the TRIC F pro for low ballast commercial flat roof applications. Most parts come pre-assembled for ease of positioning and increased security. In line with the company's philosophy for safety and reliability, parts have been tested to withstand extreme wind and snow load conditions and are certified by TÜV, the leading German Technical Inspection Association.

www.wagner-solaruk.com

The Wagner Academy Solar Training School runs a course to show installers how to mount PV correctly by properly estimating wind and snow load calculations. www.wagner-academy.com

Renewables director for PTS

PTS has appointed Maxine Frost as renewables director, to drive the development of its product portfolio and service offering. This new position reflects PTS' continued belief in the importance of this growing sector and the role renewables have to play in the future of the plumbing and heating industry. www.ptsplumbing.co.uk



Maxine Frost

Training – PTS joins with PPL – see page 32.



EcoLogicLiving was founded in 2008 by Islam and Judy Pearson

Investment aids expansion

A family-owned business in Carlisle, which designs, installs and services a wide range of lower environmental impact systems for home and business owners, has secured a £500,000 investment from the North West Fund for Energy and Environmental.

EcoLogicLiving (ELL) resells and installs renewable energy, heat and power generation technologies across Cumbria, Lancashire and the Scottish borders. The company has experienced rapid growth, recording sales of £1.8 million for 2011/12. The funding will be used to expand the team and increase ELL's reach across the North West. www.ecologicliving.co.uk

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The tank next door

"I couldn't believe this tank's proximity to a flue!" said Darren Peel of Shrewsbury-based Mullins Heating who was servicing the boiler next door.

Send your photographs to jane@oilinstaller.co.uk



What a position to be in....

"I spotted this tank when I was working at a neighbour's house," said Eamonn Burke, an OFTEC registered technician operating in the Galway area. "A particularly bad installation for many reasons not least being the danger of its fill position, and sited on the boiler house roof, one should be very concerned about leakage!"

As for the other photograph (far right) it's not quite 1.8m from an opening and not supported on a flat base!"



Madness! Warm at Aston Villa

"Reading the last issue of Oil Installer, I was inspired to send in these pictures of old and new oil tank installations," said Mark Scholl of oil tank specialists, Maskell Heating in East Sussex. "The electric cable for the pump had been drilled through the side of the bund and a normal 13amp plug fitted. When told the tank bund was no longer compliant, the customer was not happy."

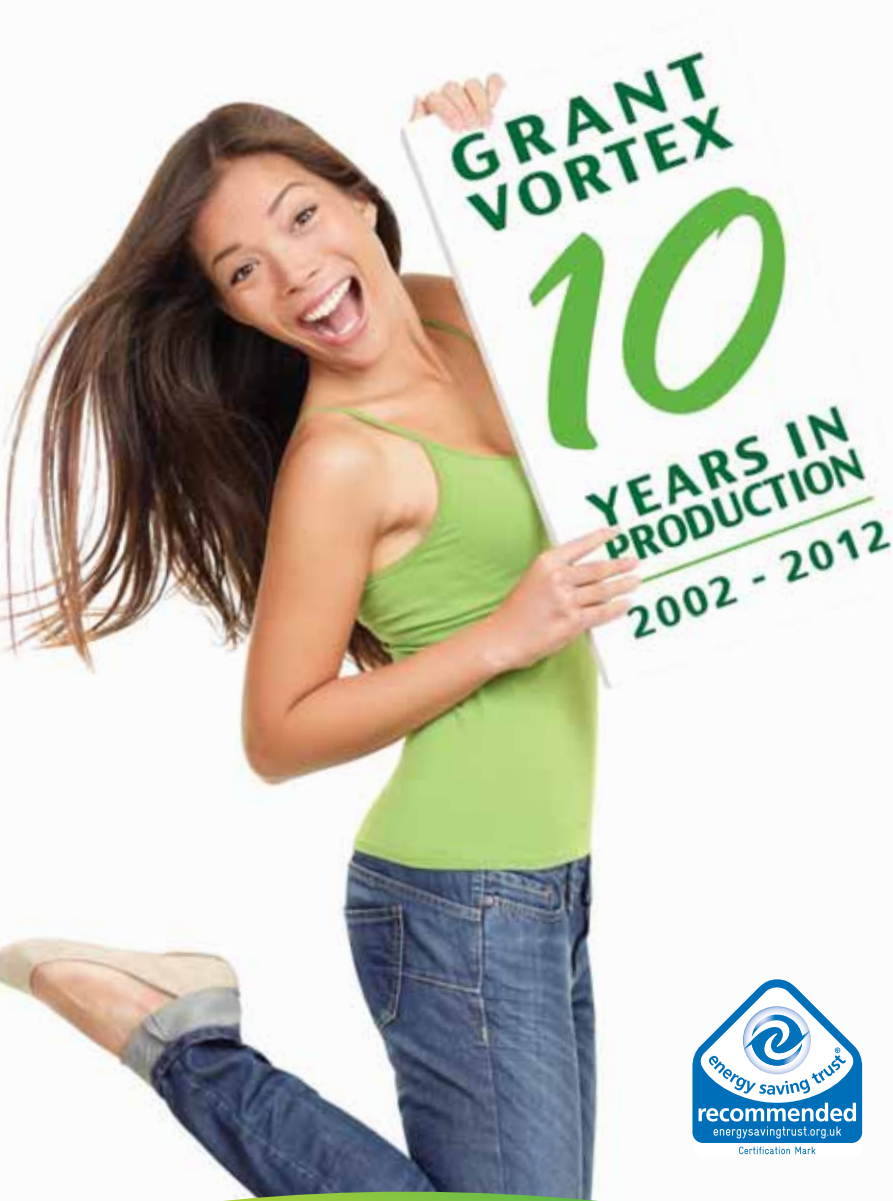
The second photograph shows an older installation that's still filled regularly with oil!"

Oil, gas and dual fuel burner manufacturer, Nu-way has gone underground at ten premier league football clubs. Arsenal, Aston Villa (seen here), Bolton Wanderers, Chelsea, Manchester City, Newcastle United, Stoke City, Swansea City and Wolverhampton Wanderers all benefit from a Nu-Way burner. "Clubs without undersoil heating run the risk of having to postpone games so Nu-Way's burners are fast becoming the unsung heroes of many clubs," says trading director Rick Crees. See also page 31.

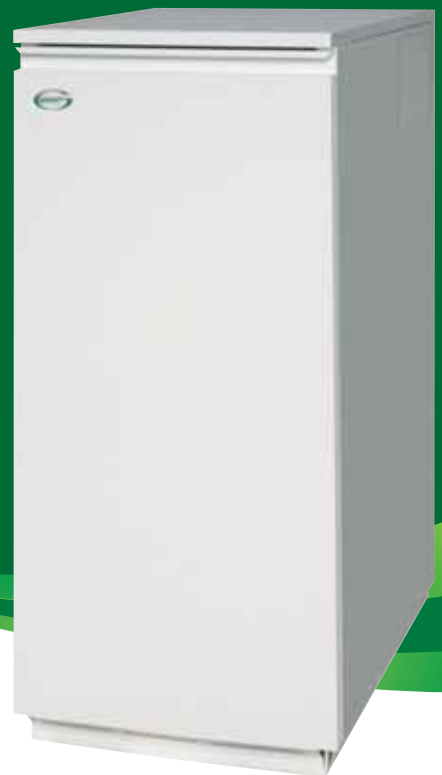


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