

Oil Installer

News and views from an evolving heating world



In association with
www.oftec.org

Our No.1 selling
oil boiler with a
Which? Best Buy.

Up to
5 year
guarantee*

LOW
NO_x



VORTEX PRO COMBI RANGE

#MustBeVortex





Essential new instrument

KANE452NO OIL KIT

- Select from pre-programmed fuels
 - Oil, Gas, Biomass
- Dual pump system for the CO sensor over range protection
 - Prevents CO saturation
- Low range NO sensor (0-100ppm)
 - Ideal for oil fired & biomass boilers

“Trade Up” offer available
contact us for more details

Customer Service
0800 059 0800

UK Freephone



Follow us at @kaneanalysers

www.kane.co.uk



Independently tested by
TUV SUD to: EN50379
Use for: BS7967



Associate Member



OFTEC Comment & Industry News
4-7, 11-12, 14-15, 17-19



Irish News
21



Boiler News
22-24, 26-29, 31-32



Tank News
34

**Table
of
Contents**



Training News
35, 37-39



Technical Topics
41-43



Gallery
45



Pricing Page
46



Ashley & Dumville Publishing
Caledonian House, Tatton Street,
Knutsford, Cheshire WA16 6AG

Tel: +44 (0)1565 653283
mail@oilinstaller.co.uk

Advertising
Commercial manager: Margaret Major
Media pack on request: margaret@oilinstaller.co.uk
News Desk
Editor: Jane Raphael jane@oilinstaller.co.uk
Deputy editor: Peter Clayton peter@oilinstaller.co.uk

The publishers gratefully acknowledge the support of those firms whose advertisements appear throughout this publication. As a reciprocal gesture we have pleasure in drawing the attention of our readers to their announcements. It is necessary however for it to be made clear that, whilst every care has been taken in compiling this publication and the statements it contains, the publishers cannot accept responsibility for any inaccuracies, or the products or services advertised.

Printed by Stephens & George Print Group. Tel. 01685 388888

Winter 2018 Volume 12 No 4

ISSN 1755 – 3490

Could we cope with a prolonged beast?

With the winter now almost upon us, it's time to think about the weather again. Not the day-to-day changeability that makes it such a talking point, but the more serious question of whether we could cope with a prolonged period of extreme winter weather, and what the consequences might be if we can't.



The government's advisers, the Committee for Climate Change, believe that converting heating and transport to run on renewable electricity is essential if we are to meet our carbon reduction goals. But relying on electricity makes us vulnerable because of the potential for extreme variations in demand, which are currently largely met by gas. For example, during last winter's 'Beast from the East', peak hourly gas demand exceeded 200GW, compared to peak electric supply of 53GW at the same point. Spikes in gas demand of over 100GW are not uncommon during the winter, but electricity generation lacks the capacity to cope with such increases, with UK demand averaging 31GW and peaking at just over 50GW. So what would happen if we were more dependent on electricity – would the grid be able to cope?

Improvements in energy efficiency, battery storage and smart charging have been suggested as ways of smoothing out the peaks and troughs in electricity demand. However, would these measures be enough if the cold weather lasted for a prolonged period, particularly if renewable generation was reduced due to a lack of wind or sunshine? It's been calculated that the relatively short-lived Beast from the East claimed 2,000 lives, partly due to problems associated with cold homes. A prolonged cold winter, such as the one in 1962-63 when the freezing conditions lasted over two months, could be devastating.

Decarbonisation must happen of course, but a more diverse, more flexible energy model would go some way to avoiding these risks. This is particularly true off-grid where a big advantage of liquid fuels is that they can be stored on site and there is a well-developed local supply network, so problems associated with supply are minimised. Reducing electricity demand in the future will be essential, so keeping the off-grid sector on liquid fuels may make perfect sense as a long term solution.

Niall Fay

Chairman, OFTEC

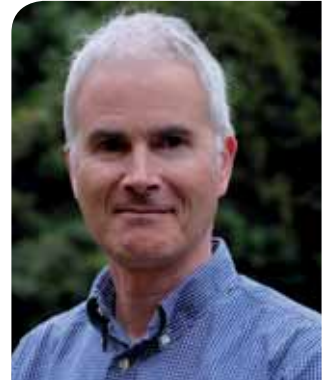
Team update

OFTEC has recently said goodbye to Paul Hennon, its IT support technician, who had worked with the company for many years – starting as a trainee in the technical department. Many OFTEC registered technicians will have spoken to Paul over the years and would want to pass on their good wishes as he starts a new career in the world of telecoms.

OFTEC has also said goodbye to Ellie Johnson who has been working in the registration team on a part-time basis alongside her studies. OFTEC is hoping to take on a full-time apprentice to learn the ropes and help support the department and will give an update in the next issue.

After twelve years working diligently in the accounts department, Tina Peirson has also decided to seek pastures new, and is wished well as she takes on new challenges.

To replace Paul, OFTEC is extremely pleased to welcome James Barnes to the team. James is taking on the challenging role of IT support technician, helping to keep the OFTEC systems up and running! He has a strong IT background having worked for both large and small organisations in the past.



James Barnes

Energy efficiency focus

There are encouraging signs that the government has woken up to the importance of home energy efficiency. In November, BEIS announced the creation of an energy efficiency directorate to drive forward policy initiatives to tackle this complex challenge – timely as data shows that spending on home insulation has fallen by 95% since 2012. This came alongside news that the government had increased to £3,500 the amount private landlords must contribute to upgrade inefficient rental properties to a minimum efficiency level of EPC band E.

These announcements are particularly important for off-grid homes, which often lag behind those on the gas grid when it comes to energy efficiency, being typically older, with solid walls and more expensive heating. The impact of these challenges is demonstrated by the rural fuel poverty gap, which at £600 is twice that of urban households. As well as being harder to treat, rural homes often miss out on the support that is available – for example less than 2% of ECO measures have been delivered to off-grid properties.

However, while the new emphasis is timely and welcome, vital support that could potentially benefit off-grid homes – such as grants to fit first-time oil central heating – may be ruled out due to concern that it would conflict with decarbonisation policy. However, only around 37,000 (3%) of oil-using homes in Great Britain are in EPC band A-C so, given the scale of the challenge, we hope common sense will prevail.

OFTEC probes misleading advertising – see page 14

A day in the life of... OFTEC's trade association

Many readers of *Oil Installer* will only know OFTEC as a competent person scheme, which allows registered technicians to sign off their installations. This is the first in a new series of articles in which chief executive Paul Rose tells the story of what goes on behind the OFTEC brand and more specifically, what areas of the business there are, why they exist and what goes on day-to-day.



What is OFTEC?

OFTEC itself is incorporated as a not-for-profit organisation. Each year our aim is to meet our operational costs and make a small surplus to reinvest in taking the business forward. Overseeing operations is a board of directors. OFTEC is then broken down into three main areas – trade association, registration and the OFTEC Direct shop. In this edition we look at OFTEC's trade association activity.

What is the overarching function of the trade association?

The main function of the trade association is to help maintain or grow the liquid fuel heating market and represent the views of its members to government agencies and other stakeholders.

Who are trade association members?

The trade association currently has 145 members. Many are manufacturing companies producing fuel tanks, appliances, oil supply components, test equipment, or tools, while others provide services such as environmental consultancy, heating-related training and competency assessments.

How does OFTEC vet potential members?

All member applications are considered by a member services council to ensure that their products or services are appropriate for the UK and Ireland markets and are produced and delivered to industry standards. For impartiality, the council is made up of a single representative from each sector of the liquid fuel heating industry.

What goes on day to day?

- Liaison with government departments – this could be aligning the industry with carbon reduction or energy efficiency measures, working on changes to building regulations or health and safety requirements.
- Liaison with other associations – providing heat has technical, social and economic impacts. Forming alliances with other organisations helps strengthen OFTEC's ability to influence policy and enables effective joint-working.

Lobbying – a key objective of OFTEC's work is to keep liquid fuels in the energy mix beyond 2050

- Lobbying – a key objective of OFTEC's work is to keep liquid fuels in the energy mix beyond 2050. Since the launch of the UK government's Clean Growth Strategy, OFTEC has been lobbying the energy minister, all rural MPs, the Climate Change Committee, the chairs of various all-party parliamentary groups relating to heat, energy efficiency, fuel poverty, etc. This is all done so that when key policy decisions are made, those making the decisions are fully informed about what the liquid fuel sector can deliver, and the practical considerations relating to rural homes and the limitations of other heat technologies.
- Standards work – OFTEC is built on technical foundations

and continues to work within national and EU standards committees.

- Driving innovation – in a changing heat market, OFTEC is in a key position to facilitate change. The current major challenge of coordinating the development and distribution of a biofuel to replace kerosene is a major project.
- Communications and marketing – this is an important and diverse function for any business. Sending messages to influencers as part of lobbying activity, encouraging consumers to use registered technicians, promoting oil as the best off-grid heating solution and interacting with social media are all day-to-day activities.
- Advertising surveillance – OFTEC keeps an eye out for incorrect advertising and will take matters to Trading Standards or the Advertising Standards Agency if someone is not acting in an ethical manner.

What currently is the biggest challenge for the trade association area?

The Clean Growth Strategy presents the biggest challenge to industry and states the ambition to phase out oil heating during the 2020's, starting with new buildings. Alongside lobbying, OFTEC and other stakeholders regularly meet with the department for Business, Energy and Industrial Strategy (BEIS) to consider solutions to transition away from the use of traditional fossil fuels and deal with the many impacts that such a change will have on consumers, oil distribution, technicians and the economy.

In the next issue we take a specific look at OFTEC's compliance team.

Tanktop Best Practice!

Preferred by the:

- Environment Agency
- SEPA
- NIEA
- Welsh Government
- OFTEC BS799

"Top off take with anti-syphon Valve"



Atkinson
EQUIPMENT LIMITED

Tel: +44 (0)1373 822220 sales@atkinsonequipment.com

www.atkinsonequipment.com

OFTEC to support rural poverty research

In rural areas, a toxic cocktail of poor housing, inefficient heating systems and low incomes mean many households live in poverty.

It's a little-known fact that a higher percentage of people live in poverty in the countryside than in towns and cities, but the problems are rarely reported, poorly understood and little help is available.

OFTEC has recently joined forces with an organisation called Bright Blue and the charity National Energy Action (NEA) to work on a potentially influential research project on rural poverty. Calor is also supporting the project.

Fuel poverty will be a key focus of the project and the final report will make detailed policy recommendations, so this is a vital opportunity to influence future thinking. There is a huge range of issues to consider. For example, while most would agree that support for households on low incomes is essential, there has been widespread concern about the way schemes such as ECO are delivered. Future support will also need to be planned within the context of the government's Clean Growth Strategy, so it is important that the oil heating industry has a seat at the table and is able to influence the project's development.

Alongside this project, OFTEC will explore other opportunities to influence future government strategy as part of their ongoing lobbying and policy engagement work.

What do you think?

Do you think technicians could have a role to play in improving the energy efficiency of rural homes? What steps are needed to improve the quality of ECO installations? Please contact the marketing and communications department at OFTEC to share your views. Email: marketing@oftec.org

Don't fall for a scam!

As a registered technician, your contact details are available to the public on OFTEC's Find a Technician website search facility on www.oftec.org and on www.competentperson.co.uk. This means that, as well as being contacted by potential new customers, you may occasionally be contacted by companies using the search facility for commercial reasons or by charities seeking donations.

Whilst many of these calls may be genuine, technicians are urged to carry out sensible precautions to ensure that these are not scams before parting with any money. For example: 1) Never agree to anything during a cold call and always ring back to check the number that has called you; 2) Google the organisation in question to help ascertain that they are genuine; 3) Always ask for references from other local advertisers; 4) If you are considering advertising, ask to see previous copies of the publication first.

If you receive calls from a company that you think may be fraudulent and who claims to have obtained your details because you are OFTEC registered, please report these immediately to OFTEC who will also carry out investigations and issue a warning to all registered technicians if appropriate.

Heating sector thriving as demand for oil expertise grows

OFTEC registration figures have hit a five year high and are continuing to rise, underlining the increasing value both technicians and consumers are placing on professional qualifications.

The competitive price of oil compared to electricity, LPG and renewable heating technologies – the other heating options available to off grid households – has seen demand for oil remain strong with many consumers choosing to stick with, or even switch to oil.

Technicians are capitalising on the popularity of oil by renewing or taking out oil registration for the first time, with OFTEC seeing an increasing number of gas technicians expand into the sector to take advantage of the new business opportunities on offer.

It is anticipated that the recent announcement by the Department for Business, Energy and Industrial Strategy (BEIS) that oil boilers will be included in the next round of the Energy Company Obligation (ECO3), will likely spark a further wave of technicians seeking OFTEC registration which is mandatory to work on the scheme.

OFTEC training manager David Knipe comments: "While many sectors are facing uncertainty about the future, the heating profession is thriving. All the time households need heat and hot water, there will be demand for skilled technicians.



"However, what consumers are looking for is changing. Social media means that incidences of poor workmanship are widely shared and consumers are becoming ever more aware of the risks of employing an unqualified tradesperson. OFTEC registration demonstrates competence and provides homeowners with the peace of mind they are dealing with a professional. This puts those technicians who can legitimately display the OFTEC badge at a distinct advantage when quoting for work."

To keep pace with the rise in demand, the number of OFTEC training centres across the country has grown to 93, and further opportunities are being explored.

Skills shortage

A career in the heating sector offers job security, flexibility and with no shortage of domestic or commercial work, can also prove financially rewarding. However, the sector's well-publicised skills shortage means there are simply not enough qualified professionals to go around. This situation could be further exacerbated if EU migration is restricted under the final Brexit deal and the industry has to rely solely on home grown talent.

David Knipe continues: "While the heating sector is booming, the unfortunate consequence is a shortfall of skilled technicians available to take on all the work. We need to encourage more young talent into the industry to plug the gap and ensure we have the next generation of technicians coming through."

To help address the issue, OFTEC has been working closely with both City and Guilds and BPEC to

improve the standard of heating and plumbing apprenticeships as part of government's 'Trailblazers' initiative. The scheme aims to provide sector businesses and industry with the opportunity to design training to ensure it meets their specific needs.

David Knipe concludes: "Last year, just 1,070 heating, ventilating, air conditioning and refrigeration apprenticeships were started in England, accounting for 0.2% of the total number of apprenticeships taken up across the country. This situation needs to change and we are working to make this happen through our involvement with the Trailblazer scheme.

"Apprenticeships can offer an excellent way for businesses to upskill their workforce and expand at low cost. With the Apprenticeship Levy designed to make apprenticeships affordable for all, heating businesses should seriously consider this valuable opportunity." (See page 39 for more details on taking on an apprentice)

OFTEC is currently offering **free registration** for the first year to newly qualified apprentices in Great Britain and Northern Ireland who have completed training up to Level 3, and in the Republic of Ireland up to Level 6, who are employed with an OFTEC registered business.

OFTEC also offers training and registration in solid fuel and next year, the trade association is attending both the National Association of Chimney Sweeps Exhibition in Stratford upon Avon on 12-13 April and the Guild of Master Chimney Sweeps Exhibition in Kenilworth on 1-2 March, to advise chimney sweeps looking to expand into the sector. OFTEC registration services are also available for technicians working in renewable and electrical trades.

RIELLO... The No.1 installers choice



Riello introduces new Lo-NOx
2018 and 2021 ERP compliant
burners with...

- Same quality first line spares
- Same easy set-up and commissioning
- Same great performance

The Genuine Riello RDB burner



Leaders in Burner
technology for over 90 years

The RDB burner is the **No.1 installers choice**, it is trusted by **thousands of installers** with **over 2 million burners** sold into the UK and Ireland. The new ERP compliant Lo-NOx version ensures that Riello continue to offer the perfect match for all installers throughout 2018 and beyond.

Call us today on **01480 432 144**



RIELLO RDB

www.rielloburners.co.uk

Riello – a reliable and trusted name in UK and Ireland markets

Riello is THE established market leader in the UK and Ireland for burners; the number one installer's choice, used across a wide spectrum of applications. Since the beginning of the last century Riello has continued to innovate; anticipating and responding to changes in the market to meet varying applications and user requirements.

Our products are widely recognised as providing state-of-the-art solutions, delivering unique benefits to our customers that have resulted in the company achieving a well-established primacy position with a constant commitment to innovate.

The growing number of UK and Irish customers that have chosen Riello as their partner, particularly during the last 30 years, is the strongest evidence of the unique value of our products and service, representing the market's requirement for technological solutions, customer orientated solutions and premium service levels.

Riello burners are now the combustion core of the majority of residential oil boilers installed in UK and Irish homes, and appreciated by manufacturers, installers and end users alike.

Today, as many in the industry are aware, the market is facing important changes in legislative requirements. For example, the latest phase of the ErP Regulation with its scope of heating equipment with a rated heat output \leq 400 kW. These latest changes will significantly impact the residential market, requiring boiler manufacturers, installers and users to take important decisions.

From the outset of the ErP regulation Riello has considered the need for such change as a key priority and, working with its OEM partners, has implemented all the required measures in order to be ready with updated products and technologies. Since September 2015 all new products within the scope of the Ecodesign Directive and placed on the markets have had to conform with the regulatory requirements.

The latest phase of the ErP requirements, taking effect from 26 September 2018, imposes stricter emission levels, particularly in relation to NOx. Riello, confirming its leadership in technology, reliability and service support, has been working with all of its OEM customers in preparation for this next important challenge.

The new Riello RDB BX and BG burners have been developed not only to satisfy the emissions limits but, in the case of BG BLU models, go well below the strict low NOx emissions levels required by the 2018



ErP standard – providing efficient solutions and working with boiler manufacturers through this period of technological change. RDB burners have strong ventilation performance, providing an ideal match for compact, high efficiency condensing heating oil boilers.

The RDB BX ErP 2018 solution, for example, has been designed with the installer in mind, maintaining the use of current RDB series burners' first line spares. This means that the control box, oil pump, motor and photocell are components that technicians will already have in their van stocks and merchants' stocks. The real NOx innovation is in the combustion head design but looking from the boiler side the burner will look almost the same with easily identifiable Riello components. This important design feature reduces any need for multiple component van stocks, while burner commissioning and servicing continues to be clean and simple.

As noted earlier, most involved in

the industry are aware of the ErP Regulation and what it means for equipment manufacturers producing products within its scope. However, perhaps not so well known are the requirements for replacement "heaters" and "heat generators" to use the official Regulation jargon. Heat generators are more generally known as burners and the ErP regulation defines quite strict rules in replacing burners sold in the market for boilers installed before the 1st January 2018.

Simply put, the regulation requires that replacement burners sold in the market before 01 January 2018 MUST be replaced ONLY with an identical model. The principal is "Replace as Produced". This of course strongly impacts the aftermarket service because installers have the responsibility of only replacing a burner with an identical model in order to not to infringe EU rules.

Replacing a burner installed in a boiler with one that is not identical will therefore immediately make the appliance non-compliant with the Regulation. Where an identical replacement burner is not available, the Regulation requires replacement of the entire appliance.

Considering the high number of R40 and RDB residential oil boilers installed in the UK and Irish markets, Riello has a solution to assure the availability of replacement burner models to comply with the "Replace as Produced" principle. This is a responsible decision taken to provide the highest level of service to installers whilst, at the same time, assisting consumers to correctly maintain their heating system without the need to completely replace or upgrade their boiler before its end of life.

Riello has been, and will remain, the reliable and trusted brand for OEM partners, installers and end users alike, safeguarding business by accompanying all stakeholders through the important changes impacting the heating industry.

Further information:
info@rielloburners.co.uk,
www.rielloburners.co.uk

Low
NOx

LEAN MEAN GREEN



EKL LN

Cutting-edge domestic oil burners designed for the future.

With 90 years' experience, **elco** offers installers the most advanced, innovative and reliable combustion technology.

Join a new era of excellence...

- Low NOx emissions complying with ErP 2018
- Single stage with outputs from 12 - 100kW
- Easy to install and maintain with single Allen key
- Blue Flame models also available

elco

elcoburners.uk@aristonthermo.com

2018 OFTEC technician questionnaire – the results are in

Understanding your customers is crucial for any business. Malcolm Farrow from OFTEC takes a look at the responses to their recent registration questionnaire and discusses how this will help OFTEC help technicians in the coming years.

Understanding your customers is crucial for any business. Malcolm Farrow from OFTEC takes a look at the responses to their recent registration questionnaire and discusses how this will help OFTEC help technicians in the coming years.

Firstly, OFTEC would like to say a big “thank you” to all the registered technicians who took the time and trouble to complete this year’s questionnaire. Over 730 completed questionnaires have been returned so far this year, compared to only 435 in 2013 and they are still coming in – it is a fantastic response!

The feedback will be very useful, helping OFTEC to understand what you like and, equally importantly, don’t like about our services. The completed responses help us build a clearer picture of how registered businesses work at the moment, and where they see their future. This is useful data which will help us tailor our services to fit the needs of our customers.

So what did the survey reveal? In many ways it paints a picture of a settled, mature industry, echoing the results we received in 2013. Over half of respondents (52%) said they were registered with OFTEC and Gas Safe, while 27% said they were registered just with OFTEC. Given that oil, LPG and mains gas are by far the most popular central heating choices in Britain, this is what we expected to see. It also suggests that little diversification into other heating types has taken place.

Looking to the future, 30% of respondents said they had no current plans to diversify. Of those who are thinking of diversifying in the next five years, there is no outstanding preference, with LPG, mains gas, heat pumps and solar thermal all being selected by similar numbers of respondents (11%-14%). Solid fuel and biomass were favoured by 9% and 6% respectively. These results appear to highlight the continuing uncertainty over the future direction of the government’s decarbonisation programme for

the off-grid heating sector, making it difficult for businesses to predict the future and make clear plans. The 2013 survey results suggested that a move towards renewable technologies was the option being most actively considered, but that doesn’t seem to have happened and there is less enthusiasm to consider this option now than five years ago.

Regarding training, the survey confirmed that apprenticeships (48%) or less formal on-the-job training (23%) are the most popular routes into the industry, with college courses being the next most popular on 13%. However, only 25% would consider taking on an apprentice, and 34% would not be prepared to do so at all, expressing concerns about ‘red tape’, ‘complications’, or fear that the apprentice might eventually steal their customers. This suggests an increasing skills shortage will occur as the current workforce ages.

Satisfaction with OFTEC

There was a high level of satisfaction with OFTEC’s services and systems. 82% of respondents said they felt that training courses prepared them sufficiently for their day to day work, while 75% considered the level of difficulty of assessments to be about right – only 2% felt they were too hard or too easy. A number of comments revealed a preference for more hands-on training and OFTEC will take this feedback on board. The questions relating to the inspection process also revealed high levels of satisfaction, although only 57% felt the appeals process was adequately explained.

Technicians expressed a strong preference for managing their registration online (72%) and, not surprisingly, self-certifying installations was the most popular online service, followed by online renewals. OFTEC’s technical helpline was the most heavily-used service overall (32%) and only 9% of respondents felt OFTEC registration didn’t add value to their business.

Questions about new services suggested there was significant



Malcolm Farrow,
OFTEC’s marketing and
communications manager

support for one-day seminars or webinars (58%) and help with debt collection (28%). The question about an ‘app’ for a phone or other smart device generated a large volume of answers, with a high level of support for control documentation, technical books and works notification facilities to be made available. There was also some demand for an online technician forum, or a group chat facility built into an app.

Oil Installer and OFTEC’s e-news were the most popular ways to receive information, broadly matching the results from 2013, with technical topics again being the most valued type of article. The most popular method for receiving information from OFTEC is electronically or by post, with very low interest now in trade shows. Many registered businesses now either have a website (45%) or use Facebook (34%) and this is something we will certainly take on board when developing our own marketing campaigns – encouraging technicians to share consumer press releases for example.

We have been very encouraged by the willingness of many technicians to get involved with helping to shape government off-grid heat policy or to decide on future content of Oil Installer or other OFTEC publications and will be contacting those technicians in the coming weeks.

Thank you once again if you responded to our questionnaire, some of your answers will lead to projects that may well require further input from technicians – so look out for online polls on our Twitter or Facebook pages or in E-News.

Getting to know OFTEC – online!

It's clear from the recent OFTEC questionnaire responses and the phone calls received at OFTEC HQ, that many technicians find the online side of OFTEC tricky to navigate – so here is a handy run down of where to find day to day services and how to log into each website.

www.ofteconline.com

Probably the most frequently used website for an OFTEC registered business's day to day activity. You will be allocated a password by OFTEC when you register which you use along with your company registration number to access the website – you will be prompted to reset this password to something more memorable once logged in. Here you can view all the details of your business registration, including details of any technicians that you employ.

If you have forgotten your password, there is a forgotten password link – reminders are sent to the registered business's email address.

Works notifications portal

– Notify new installations, view all previously logged notifications or request an email copy of a previous works notification certificate.

Please note: copy certificates are available from the Tuesday of the week following notification.

Online works notifications cost just £2.80 (+VAT) and can be paid by credit card. You will be sent an email confirmation after each notification which includes an invoice and breakdown of work, if you require copies of these, they can be downloaded from the WN invoice and payments section of the website.

Update your contact details

– If you are moving house or changing your phone number or email, simply log in to your account to update your details. This ensures you keep receiving updates and reminders from OFTEC and that the 'Find a Technician' search facility is correct. You should amend both business and technician details (if applicable), but if you wish to change the name of your company, you will need to contact the OFTEC compliance team.

Extra services – Here you can select your preferences for receiving information from our partners such as OFTEC Direct, OFTEC Insurance Services or the Fuel Card People.

Renew registration – Does what it says on the tin. The easiest way to renew your registration is to do so directly from your OFTEC Online account, simply click the renew registration button and follow the step by step instructions.

Check expiry dates

– You can view the expiry dates of your registration or qualifications by selecting either business or technician details. You will also be sent reminders to renew around 6 weeks before due date. Training centres usually offer 'MOT style' re-assessment up to six months before the expiry date of your current qualifications.

www.oftec.org

This website is for technicians, home owners and trade members. It is packed with information, guidance, OFTEC news releases and links to the 'find an approved technician' search facility. OFTEC events and trade shows are also listed here.

There is a 'technician only' section of the website which can be accessed

using a technician number and password. First time users will need to set up an account and password, or, if you haven't used this website for some time, just click for a password reminder.

Visit this website to read technical notices, update your technical books, download information sheets, view or request marketing leaflets and report poor or unsafe work by a non-registered technician. You can also download a form to add a new technician to your registered business or to add a scope of registration.

www.joinoftec.com

This will often be the first port of call for many technicians and includes information on the OFTEC competent persons scheme (including oil, solid fuel, solar thermal, heat pumps and biomass), micro generation certification scheme, part P and PAS 2030. You can check the qualifications required for each scope of registration, access our online price calculator and complete the all-important online application form.

www.oftecdirect.com

The 'one stop shop' for a busy heating engineer. Purchase control documentation, technical books, tools, workwear, vehicle stickers and more – all at competitive prices. Orders are generally delivered within 3-5 days. You will need to set up a separate account for this website and input both company and technician registration numbers the first time you visit the website. Once set up, log in is with email address and password. Certain products can only be purchased by registered technicians and is dependent on the scope of registration.

Joint working with the FPS

OFTEC works closely with colleagues from the Federation of Petroleum Suppliers (FPS) with the shared aim of providing oil customers with good advice about their heating.

One way this has been done is through the consumer-focused Oilsave website (www.oilsave.org.uk), which contains a wide range of useful information.

While the website has been successful, it has become clear that much of its content is duplicated on the main OFTEC and FPS websites. This means it's harder to keep the information across all three websites consistent and up to date. It can also cause confusion for online search engines.

To address this problem, it has been agreed that the majority of the content on the Oilsave site would be republished on either the OFTEC or FPS websites, depending on the topic and the intended audience. For example, information about fuel deliveries will be held on the FPS site while advice on boiler servicing will be held by OFTEC.

Links between the two main sites will be improved to enable users to switch from one to the other easily. The exception to the change will be the Tank Safe section which will be reviewed and then republished as a new unique website to support the specific aims of that campaign.

www.oilsave.org.uk

WARMFLOW PROFESSIONAL

A boiler that gives you much more



Teddington fire valve with 9m capillary



Factory fitted ADEY Magnaclean pro 2 filter



Oil line installation kit including a Crossland oil filter



Pre Wired Grundfos UPS 2 Circulating Pump.

- ✓ Improved Condensate Drain Installation Kit.
- ✓ * 5 year parts & labour warranty

5
YEAR WARRANTY
PARTS & LABOUR

- ✓ 3 Bar Pressure Relief Valve
- ✓ Automatic Air Vents Fitted To Flow & Return



“Ignore misleading claims from renewable heating suppliers” – OFTEC and FPS

Schools, businesses and other organisations in rural, off-gas grid areas are being advised to ignore misleading marketing claims stating that ‘oil heating will be outlawed by 2030’, following reports that a number have been targeted by renewable heating solution providers, encouraging them to switch to alternative systems ahead of the false ‘deadline’.

OFTEC and the Federation of Petroleum Suppliers (FPS) have been contacted



Paul Rose CEO OFTEC

by several educational establishments concerned about their future options for heating after reading the claims made in promotional brochures and online.

Although government’s Clean Growth Strategy, published by the Department of Business, Energy and Industrial Strategy (BEIS) in October 2017, includes a broad ambition to end the installation of new, high carbon fossil fuel heating, no specific policy proposals have been developed in this area. There are also no plans to ban the use of existing high carbon fossil fuel heating systems.

As a result, both organisations have referred the matter to the Advertising Standards Agency (ASA).

Commenting on the situation, OFTEC CEO Paul Rose said: “Naturally the schools were worried about these false claims which led them to believe they would need to switch to other forms of heating in the near future. This information is untrue.

“Perhaps unsurprisingly, the misleading marketing material also fails to mention that our industry

“False claims...this information is untrue”

is currently working to develop low carbon liquid biofuels. These would directly replace kerosene and enable oil heating customers to significantly reduce carbon emissions without the need for expensive – and often impractical – appliance changes.

“We are concerned the misinformation may

have been sent to many other organisations and hope that, with greater awareness, the myths can be dispelled.”

FPS CEO Guy Pulham also highlighted the need for government to ensure consumers and businesses are not misled: “For rural businesses to make informed investment plans, they need clear, accurate guidance. It’s essential that government sets out clear decarbonisation policies and takes action to prevent the kind of false claims we’ve highlighted in this case.

“It’s also vital that consumers and rural businesses are consulted as part of the debate about the best ways to reduce our greenhouse gas emissions.”



FPS CEO Guy Pulham

Information sheets

The OFTEC marketing department has been busy working on revised information sheets, bringing them up to date. These are packed with information on topics such as ‘how to diversify your business’, ‘guidance for inspections’ and ‘how to run a complaints process’. They can all be viewed online at: <https://www.oftec.org/technicians/information-sheets-and-industry-guides>

We’ve also updated several of our home guides. These are leaflets that have been designed for home owners to help them understand the importance of regular service and maintenance of heating equipment by an OFTEC registered technician. Registered businesses can request these home guides free of charge to give out to customers and help them win more business.

To view our current range of home guide please visit <https://www.oftec.org/consumers/consumer-home-guides>

If you would like to receive FREE copies of any of our information sheets or home guides, please email: marketing@oftec.org – don’t forget to give us your company registration number and postal address!

Industry calls for more clarity from government on decarbonisation plans

When it comes to government policy, the devil is in the detail. This is particularly true of heat policy where concerns over a lack of clarity have led OFTEC and Federation of Petroleum Suppliers (FPS) to write to the Business, Energy and Industrial Strategy (BEIS) minister, Claire Perry, demanding answers to some key questions.

As reported in the last issue of *Oil Installer*, the two trade associations (OFTEC and FPS) have been meeting BEIS officials regularly to plan how to decarbonise the emissions from oil heating. Three meetings have taken place so far and some progress has been made. However, without answers to some key issues, the trade associations have concluded that it will be difficult for the oil heating industry to bring effective solutions to the table. Worse still, the potential also exists for oil's competitors to exploit the confusion in ways that are bad for consumers and that could even slow down progress with decarbonisation.

OFTEC and FPS have asked for clarification from the minister on four key points:

- The definition of what constitutes 'high carbon' and 'low carbon'. The term 'high carbon fossil fuels' first appeared in the government's Clean Growth Strategy (CGS) in 2017 where the government said oil and coal were in this category. However, it didn't define 'low

carbon' – which means their target is unclear. OFTEC and FPS believe that it makes no sense to categorise only some forms of fossil fuel heating as 'high carbon' because it could lead to unintended outcomes such as the replacement of one fossil fuel with another – for example LPG replacing oil – which would be costly for the homeowner for little benefit.

- That efforts are focussed on decarbonising the fuel, rather than the appliance or system. In the CGS the government wrote of its "ambition to phase out the installation of high carbon fossil fuel heating during the 2020s" which places attention on the appliance when the emissions really stem from the fuel it uses. It has also allowed at least one heat pump company to falsely claim that oil heating will be banned completely from 2030 (see story on opposite page).
- What is expected to be delivered by industry and by when. To develop a credible plan for the deployment of liquid biofuel, industry needs to have a clear understanding of the government's ambition to ensure that any proposal is appropriate.
- Whether the government's early focus on off-grid heating is because they see it as a pilot or 'testbed' for low carbon technologies ahead of potential wider roll-out. OFTEC and FPS



Claire Perry, Minister of State for Climate Change & Industry

believe this approach would be very misguided because off-grid homes, and the issues rural households face, are very different to those in urban areas. Such an approach could place off-grid households at greater risk of receiving bad installations due to poor work practices or the inappropriate use of technologies. In our opinion, the best way to decarbonise most off-grid homes is through the deployment of biofuels.

OFTEC has commissioned a detailed study of biofuels and hopes to publish the outcomes of this research early in the New Year. More clarity on the potential of low carbon liquid fuels will open the way for more constructive talks with BEIS on how soon these fuels could be introduced to the market and what kind of support may be needed. Acceptance of their potential by BEIS would also provide a basis for industry to develop the essential long-term investment plans, carry out detailed trials and provide the kind of certainty that everyone needs – whether fuel suppliers, manufacturers, installers, servicing businesses or equipment owners.

Hydrogen – the fuel of the future?

Government plans to invest £20 million into the development of a hydrogen supply programme suggest that hydrogen could become the clean energy supply of the future, according to the head of government affairs at Worcester Bosch.

Neil Schofield explains: "Since a recent meeting with the UK's Energy and Clean Growth Minister, Claire Perry, discussions about the feasibility of a low carbon hydrogen economy have been gaining momentum.

"The energy minister's £20 million funding boost for the hydrogen supply programme shows that a potential low carbon hydrogen economy is being taken seriously. This makes hydrogen a strong contender for the UK's future fuel evolution.

"This sentiment was echoed again when I met with the energy minister. In particular, reforming energy policy to include more affordable and greener energy options, such as hydrogen, was identified as a top priority."

According to Neil Schofield, investing in low carbon hydrogen heating is a step in the right direction for the industry, particularly after many renewable heat alternatives, in which the government previously invested, have proven to be unsuitable.

He adds: "The UK needs a solution to its carbon problem, beyond the renewable energy options already out there."

www.worcester-bosch.co.uk

Engineering a great space

With plenty of room for servicing, you can get right inside our Combi HE

60mg/kWh
The lowest Low NO_x
Boiler Range



Why make it complicated...

- ✓ Simple Installation & Commissioning
- ✓ Latest Low NO_x Boiler Technology
- ✓ Available Now

SUPERIOR HEATING SOLUTIONS
SINCE 1980



Envirogreen™ | elco

T: 01752 691177 E: sales@firebird.uk.com
www.firebird.uk.com

 **Firebird**®
Central to Heating

What to do when you get issued a...

Non-conformity advisory notice

The aim of OFTEC inspections is to help maintain high standards in the off-grid heating sector. Compliant and well specified installations mean satisfied customers and that should be the aim of every registered technician.

However, even the best trained and experienced technicians occasionally miss a step – we all have bad days after all! Most non-conformance issues can be avoided with some simple preparations and OFTEC recommends all technicians prepare for their inspection by reading the OFTEC information sheet sent with the inspection notification letter.

So, what happens if an inspector issues you with an OFTEC non-conformity advisory notice?

There are two classifications of non-conformities – major and minor (see list right). The inspector will give you clear instructions of your next steps and this will be followed up by a letter from OFTEC informing you of the deadline to put right non-conformities.

Any non-conformities relating to paperwork can be followed up easily by completing the necessary forms and sending copies to OFTEC as evidence that the non-conformity has been addressed.

If the inspector has alerted you to

a non-compliance with building regulations, or spotted that you haven't followed the manufacturers' instructions, then you will be asked to return to the property and put right any work. We recommend that you take photos along with a date and send these to OFTEC as evidence.

Any evidence should be sent direct to OFTEC (inspection@oftec.org) and not via the inspector – this speeds up the process and helps you to avoid a temporary suspension to your registration.

It's always important to pick up the phone and talk to us if you are having difficulties putting right a non-conformity. If OFTEC hasn't received evidence by the deadline (28 days), your file will be reviewed by the compliance team and your registration may be temporarily suspended. You will be notified of this by email. Whilst suspended, you will be unable to notify new installations and your details will not appear on the find a technician online listing.

If you do receive a temporary suspension, please ensure that you address the issues raised as quickly as possible so that we can lift this promptly.

Send any evidence through to: compliance@oftec.org. If you think you have already supplied evidence, give us a call (01473 626 298) and we will be more than happy to check.

Examples of non-conformities

Major non-conformities

- Non-compliance with control of pollution regulations
- Non-compliance with regional building regulations
- No/incomplete work notification – go to: www.ofteconline.com and add the notification
- Non-compliance with building services compliance guide
- No/incomplete installation and commissioning report – provide a copy either by post or email
- Manufacturer's instructions not followed

Minor non-conformities

- No written health and safety policy held (applicable for business employing five or more including office support and directors) – send in a copy either by post or email
- No/inadequate public liability insurance held – send in a copy of the schedule, including your business details, amount insured for and expiry date
- No/out of date technical books or alternatives, 2010 edition, books 1, 2, 3, 4, 5, 7 – provide evidence, such as a photo, that you hold current books or have bought new ones
- Analyser calibration certificate required – send in a copy either by post or email
- Installation and commission reports to be obtained – provide evidence, such as a photo, that you hold reports or have bought new ones
- Previous observations not addressed

Kane launches latest products from new HQ

Kane International Limited – for more than 50 years designer and manufacturers of portable test equipment in the UK – has moved into its new headquarters in Welwyn Garden City.

The purpose-built 25,000sqft facility features the UK's largest state of the art flue gas analyser recertification & service centre.

This follows a significant upgrade to its Atherton manufacturing, recertification and service centre near Manchester.

Kane's new facility in Welwyn Garden City also provides more flexibility and space for research and development, with easy access to multiple boilers, a fully equipped machine shop, UKAS approved calibration chambers with EMC & environmental testing facilities.

Kane has recently launched the new Kane458 Flue Gas Analyser, Kane700 gas leak detector and the latest addition to the range, the Kane452NO Flue Gas Analyser with a low range (1-100ppm) NO Sensor specifically designed with oil and biomass applications in mind.

Kane's new PC, tablet and smart phone friendly "dashboard" helps technicians to manage their FGA needs online, including all recertification and after sales service. The company's two customer service centres offer fast turnaround times, including the option to pre-book a "while-you wait" service at no extra charge, as well as fixed price servicing, free return carriage. Kane is the only UK FGA supplier independently approved to ISO9001, 14001, 18001 and 17025, with all its FGAs independently tested to EN50379 & EN50543 where appropriate.

www.kane.co.uk



Callum is crowned Worcester's Apprentice of the Year!

Callum Megarry, apprentice at West London based WPJ Heating, has won the title of Worcester Bosch's 2018 'Apprentice of the Year'.

Twenty-one-year old Callum entered and won the Apprentice of the Year competition by responding to the monthly online challenges set by Worcester. The tasks included Callum stripping down a boiler, sharing photo examples of his installations, and demonstrating his ability to bend, join and clip copper. The budding apprentice impressed the judging panel with his vast skillset, creativity and obvious passion for the plumbing and heating industry.

To congratulate Callum on his win, Worcester awarded him with a new iPad, a half-day racing experience with Team Dynamics at Honda, Worcester Bosch branded workwear, and a set of professional power tools.

Callum said: "I'm really glad that my apprenticeship provider WPJ Heating encouraged and supported me to enter, because it feels great to have won this year's competition and have my name recognised by Worcester Bosch – a household name in the plumbing and heating industry. It has helped boost my confidence no end and will be a great achievement to put on my CV!"

Martyn Bridges, director of technical communication and product management at Worcester Bosch, commented: "Callum really stood out as a candidate in this year's competition. He was consistent, creative and had meticulous attention to detail in all of the challenges he took part in. Not only did he show great skill, but his videos were extremely engaging and fun to watch. Callum is the epitome of what we want to see from the next generation of installers in the HVAC industry."

www.worcester-bosch.co.uk

Grant extends partnership with Bath Rugby for another season

For the fourth consecutive year, Grant UK is supporting its local premier league club, Bath Rugby, continuing as a business partner for the 2018/19 season.

Grant's association with Bath Rugby started in 2015. The 2018/19 season commenced at the end of August followed by the club's first home fixture on 8th September when Bath Rugby took on local rivals, Gloucester. The season is set to be an exciting one with local derbies, national clashes and international games filling the fixture list.

Grant UK's presence will be felt at the Rec – Bath's home ground – with their eye-catching perimeter board displays located pitch-side. In addition, the company also has its hospitality box where guests will be welcomed to for all of the home fixtures to enjoy the best of the rugby in great comfort. Being based less than an hour from Grant UK's head office in Devizes, the Rec will have the support of both staff and customers who will be cheering on the team throughout the season.

"Over the past few seasons, Grant UK has developed its relationship with Bath Rugby and it is exciting to extend this support into the new 2018/19 season," says Anna Wakefield, marketing and corporate communications manager at Grant UK. "Alongside the thrilling performances put on every week by the players on the pitch, Bath Rugby Club is recognised for its development programmes for grassroots, upcoming players as well as



giving back to the local communities. This is why Grant UK are proud to support this premier league side both on and off the pitch for another year."

www.grantuk.com

Energy team conquers the daunting Three Peaks Challenge!

Sam Fice, director of Energy Systems South West Limited, with three colleagues from the company, were part of a small but adventurous team which took part in the Three Peaks Challenge recently – an arduous and often punishing attempt to climb and descend the highest peaks in Scotland, England and Wales within a 24 hour time limit.

After an exhausting and sleepless 24 hours, the intrepid foursome – Sam, Ben Procter, Ashley Snook and Jonathan Day – conquered the daunting challenge, despite being held up for a worryingly long time by roadworks between peaks!

“We decided to set ourselves a challenge with the view to getting fit and ready for the up-coming heating season!” Sam told *Oil Installer*. “In that 24 hours we experienced everything – from blizzards on Ben Nevis to a stunning sun set on Scafell Pike and thick fog and strong winds on Mount Snowdon in the middle of the night! I must admit, we were glad to finish and stop in a

local cafe for a nice big fry up!”

Exeter-based Energy System SW Ltd is owned by Sam and his wife Nicola. Sam has worked for the company since 1999 and took it over from the late Clive King in 2007. The company prides itself on offering a one-stop-shop for all heating requirements.

www.energysystems-sw.co.uk



Still smiling... Sam Fice and his intrepid team during the daunting Three Peaks Challenge recently



- Most tanks in stock for delivery or collection
- Specialists in supplying storage tanks and ancillaries
- Stockists of all leading brands.
- Stockist of Tiger loops, Gauges, Outlet kits, Range of Pumps, Hose & Pipe fitting & much more!

Also offering (within our area)

- Hi-AB deliveries
- Emergency oil transfer & temp tanks
- Pressure testing - pipework & tanks
- Tank removal & decommissioning
- Water/oil removal and much more.

DESO

OUR NEW
1550 BUND

COMPACT
FOR THE TIGHTEST
OF SPACES



Next day delivery
available



Call Tank Services for a TRADE price list **01722 714514**

www.tankservices.co.uk

Unit2, Eastern Works, Sutton Mandeville, Wiltshire, SP3 5NL



Blue
Flame

The only blue flame
oil boiler with a
Which? Best Buy.
#MustBeVortex

Up to
10 year
guarantee*



www.grantuk.com



*Subject to full T&C's and status ** SAP 2009

**VORTEXBLUE
EXTERNAL RANGE**

Tried & trusted Riello
BLU burner technology

Awarded the coveted
Which? Best Buy for the
second year running

Outputs from 21-36kW

Exceptional seasonal
efficiency of up to
93.3%**

Also available in the
Vortex Range:

- Vortex Pro**
- Vortex Eco**
- Vortex Boiler House**

OFTEC on show in Ireland

OFTEC was represented at two events in Ireland during the past few months, not only to support members, but to promote registration and liquid fuel heating as the optimum product.

The first, Plumbex in the Titanic Centre, Belfast, was held over an evening and a day showcasing plumbing, building and electrical works to the trade.

At the OFTEC stand Sean McBride and David Blevings met both registered technicians and new plumbers interested in what OFTEC has to offer.

David said: "It was a good mix of registered and non-registered installers calling at our stand to see what was happening in the industry in terms of low NOx appliances, local energy policy and the drive for a competent persons' scheme in Northern Ireland.

"The sector is changing, and we are seeing more registered technicians interested in providing a quality install with full controls, good back up and with real quality workmanship. We need to see more promotion of quality work in the liquid fuel sector as we see more competition from other fuel sources," added David.

OFTEC also had a prominent stand at the SelfBuild show held in the CityWest hotel complex, Dublin, over three days in September. This show attracts a mix of self-builders and consumers looking to upgrade heating, kitchens and bathrooms.

As a novelty idea, OFTEC brought in a local bakery to produce cup-cakes promoting the OFTEC brand. These went down a storm with consumers and offered an excellent opportunity to engage folk in discussions around their current and future heating requirements.

David Blevings commented: "The positive outcome from this show was the number of people who loved their liquid fuel heating and wouldn't want to change it, but who were interested in upgrading to a more modern appliance to save money.

"We were inundated with requests for local, quality technicians who could offer a quality service with the backup of control documentation. This is positive and beneficial for registered technicians looking for work."



Homeowner discussions on the OFTEC stand at SelfBuild



David Blevings (right) with Paul McGuickan and Cathal Rafferty on the Firebird stand



OFTEC cupcakes! Not always available at OFTEC Direct!

Taking the oil-fired combi to the next level..

Stuart McWhinnie, engineering manager of Firebird, looks at the innovative and long-awaited redesign of the oil-fired combi boiler

The oil heating industry has had more than its fair share of issues to deal with – particularly the recent introduction of NOx emission limits. This has had far-reaching effects as the industry struggled to find an affordable and reliable alternative to the yellow flame boiler. Not only have Firebird succeeded in developing a boiler range with the lowest NOx emissions currently available, but they have also revolutionised current boiler design thinking with their new Combi HE range.

The Combi boiler may be the simplest type of boiler to install, but it is also important to have a boiler that is easy to service and maintain. Along with accessible pipework connections, front service access and multi-directional flue options, long-life serviceable components are all important considerations for the heating professional. As oil-fired combi boilers typically use a number of components to create the specific central heating and hot water conditions required, when redesigning the new Envirogreen combi boiler it was important for Firebird to adopt technological advances to reduce the potential for boiler failure.

The main innovation of the new Envirogreen Combi HE range is the design and development of a 'Hydroblock' which reduces the number of individual components by incorporating them into a single moulded brass block. This not only reduces the potential for boiler failure, but also improves fault diagnostics in the field and cuts unnecessary downtime due to leaks that may occur when the boiler is operating under pressure. As the boiler is used, the temperature will rise and fall due to demand and subsequent burner operation. This process can increase the amount of pressure on joints and connections, which can lead to weepage and leaks, particularly where a number of joints are used – for example on the DHW sub-assembly of a combi boiler. During the manufacturing process of the 'Hydroblock', precise torque values are applied to the assembly which eliminates the potential for leaks and subsequent failure. The reduction in the number of pipework connections makes installation simpler and lowers the amount of maintenance required.

Size does matter

As internal space becomes an ever-increasing issue, another important consideration when designing the new Envirogreen Combi HE was reducing the width to under 600mm. As oil-fired combi boilers have to perform two functions (heating and DHW), the width of a standard boiler has predominantly been in excess of 600 mm. To overcome this, instead of the twin circulating pump approach used in most oil-fired combi boilers to provide space heating and DHW functions, Firebird have utilised a single, 'A' rated Grundfos pump and electronic diverter valve.

As space heating and DHW require different circulating conditions, the Grundfos UPS 2 pump uses integrated pressure-control to meet these requirements. This not only means that the size of the Firebird Envirogreen Combi HE has been reduced to a sleek 595mm in width, but can also provide overall energy savings when compared to heating system circulators due to the energy-optimisation of the Grundfos pump.

White goods appeal

With white goods becoming more technologically advanced, not just in terms of performance but also in their design and aesthetic properties, it has never been more important for a boiler to blend in with other high-end white goods and appliances. By

taking advantage of advances made in injection moulding, the sleek new design of the Firebird Envirogreen Combi HE with its concealed control panel will hold its own in any modern kitchen or utility room.

Eliminating corrosion failure

Corrosive debris that may be present in the primary pipework can potentially cause premature failure of the primary heat exchanger through pitting corrosion. Best practice flushing and inhibitor dosing reduces this risk, but the flow through the heat exchanger is also a key factor. In line with standard European practice, Firebird have designed a complete unit which houses the secondary heat exchanger beneath the primary heat exchanger.

By locating this unit at the bottom of the appliance, a wet top/bottom that promotes consistent flow through the boiler jacket is created. This type of design helps to eliminate corrosion failure and boiler inefficiency, as the potential for corrosive debris product build-up in the jacket flow paths and cavities is significantly reduced.

NOx emissions

The Ecodesign Directive which came into force on September 26th introduced a limit on harmful NOx emissions of 120mg/kWh. As standard yellow flame boilers typically



The sleek new design of the Firebird Envirogreen Combi HE will hold its own in any modern kitchen or utility room

produced on average NOx emissions of 160mg/kWh the industry needed an affordable replacement to meet this new legislation. This is where Firebird came in, who as no strangers to innovation (having developed Europe's most efficient domestic oil-fired boiler) were prepared to take on this challenge. Following a three year research and development programme in conjunction with European burner experts elco, the end result was the new Low NOx Firebird Envirogreen range which includes the Combi HE.

The new Envirogreen Combi HE range not only meets the NOx reduction requirements, but does so without any additional cost – providing a true replacement for the traditional yellow flame boiler. As with a premium blue flame burner, the intensity of the flame and the recirculation process burns off high concentrations of NOx that are usually generated in the combustion process.

Offering the same level of cutting-edge technology and performance as a blue flame boiler, the Firebird Envirogreen boiler range is easily installed, commissioned and serviced using a single Allen key. The trouble-free plug and play burner, which requires only two settings for pump



The new Firebird Envirogreen Combi HE has revolutionised current boiler design thinking



The Envirogreen combi boiler features cutting edge Low NOx burner technology by elco and provides an affordable alternative to the yellow flame burner

and air pressure makes installation a breeze. To ensure the highest level of efficiency is achieved by the burner, the CO2 level is factory-set at optimum 12.5%. Should this need to be adjusted for any reason, the CO2 level settings are printed on the burner casing acting as a handy reference guide.

Installed in over 70% of homes, the combi boiler is undoubtedly the most popular type of boiler in the UK and

the innovative technology adopted by Firebird in the new Envirogreen Combi HE range will ensure that oil-fired boilers maintain their competitive edge in off-gas areas of the UK. As we teeter on the edge of Brexit, the future has never looked more uncertain – there is however one certainty; that the UK oil heating industry has the skill and commitment to rise to any challenge.

www.firebird.uk.com

LOW PRICES

QUALITY PRODUCTS

FREE NEXT DAY DELIVERY*

OVER 15,000 PRODUCTS

Get your **FREE** Catalogue Today!

Plumbing, heating and gas supplies... Delivered FAST!

Order online at **bes.co.uk**
or call **0800 80 10 90**



Grant oil boilers win Which? Best Buys for second year running

The consumer group Which? has announced the results of their 2018 oil boiler survey which awards a coveted Best Buy to Grant's low NOx boilers including the Vortex Pro Utility, Vortex Pro Combi and VortexBlue external ranges.

Grant has won the Best Buy accolade for two consecutive years and the company has the only blue flame oil fired boilers to be awarded a Which? Best Buy with their VortexBlue models – the first of their kind to achieve this status.

Included amongst Grant's 2018 Which? Best Buy boilers is the Vortex Pro Utility range. Consisting of standard and system models, the Vortex Pro Utility boilers incorporate Grant's patented heat exchanger technology which ensures that they deliver exceptional seasonal efficiencies. The range also includes the slimline Vortex Utility 15/21kW model which, at only 348mm wide, makes it ideal as a direct boiler replacement in the kitchen environment.

The entire range of Grant Vortex Pro Combi boilers have also won Best Buys in the 2018 Which? survey.

As with all of Grant's yellow flame boilers, both the Vortex Pro Utility and Pro Combi ranges are low NOx in accordance with new legislation which came into effect on 26th September 2018. Each model has been updated to incorporate low NOx burners and are fully compliant with the new emissions targets.

With minimal noticeable differences to the products themselves, Grant's R&D Team have been able to include the new burner technology into existing Vortex boilers, delivering continuity for merchants and installers.

Meanwhile, Grant's VortexBlue boilers were launched in early 2016, exceeding low NOx emission targets well in advance of legislation. The VortexBlue range includes three external heat only models available in outputs from 15kW up to 36kW. These oil-fired boilers incorporate the Riello low NOx blue flame burner technology and are available with a guarantee of up to 10 years.

"Whether end-users are looking for a new boiler to be located in their kitchen, a slimline, high performance Combi or an ultra-low NOx VortexBlue boiler to be sited outside their home, Grant has a Which? Best Buy oil boiler which can meet their requirements," says the company.

www.grantuk.com

Heatwave boost for water-saving CombiSave

During the UK's summer heatwave, the CombiSave product, produced by engineering specialists Teddington, received a major water-efficiency endorsement by being awarded the 'Waterwise Recommended Checkmark' – a scheme which highlights the most water-efficient products and services in the UK.

CombiSave is a thermostatically controlled valve which can be fitted to most combination boilers. It automatically controls the flow of water every time a hot tap is turned on – allowing the boiler to heat the water faster and only returning the flow to normal once a usable temperature is reached.

The time it takes for water to heat up is reduced by almost half, saving homeowners money on their utility bills and helping the environment by reducing water waste and carbon emissions.

Kenneth Maxwell, sales manager at Teddington, based in Cornwall, said: "It's great to be recognised with the Waterwise Recommended Checkmark, which endorsed the CombiSave during an important time for homeowners. The increase in heat increases consumer demand for water, so water conservation is essential."



"Investing in a CombiSave is therefore a win-win for both the consumer and installer. Homeowners can save water and money on their utility bills, while plumbers and heating technicians can demonstrate water-saving benefits to their customers while gaining a new income stream."

Independent tests by consultants EA Technology have shown that CombiSave can save a two-person household up to 28,000 litres of water and up to 600 kWh of gas every year – reducing CO2 emissions by up to 130kg.

Aaron Burton, director of policy and innovation at Waterwise, said: "The CombiSave product addresses a real source of wasted water in the home. It's a great combination of water saving whilst keeping the same level of performance, which is what water efficiency is all about."

www.combisave.com
www.waterwise.org.uk



**LOW
NOx**

**The only oil boiler
with a Which?
Best Buy for the
second year running.**

#MustBeVortex

**VORTEX PRO UTILITY
RANGE**

Tried & trusted Riello
Low NOx burner
technology

Awarded the coveted
Which? Best Buy for the
second year running

Internal & external
models with outputs
from 15-70kW

Exceptional seasonal
efficiency of up to
93.3%**

Also available in the
Vortex Range:

- VortexBlue**
- Vortex Eco**
- Vortex Boiler House**

Up to
5 year
guarantee*



www.grantuk.com



*Subject to full T&C's and status ** SAP 2009

Grant UK's 'Big G1 Giveaway'

Grant UK's largest ever installer promotion was launched in July and more than a thousand prizes have already been sent out to G1 Installers.

The 'Big G1 Giveaway' is exclusively open to members of Grant UK's G1 Installer Scheme. Over the course of the promotion, which is running until 31st December 2018, thousands of prizes are available for G1 installers to win, some of which are worth up to £400.

The 'Big G1 Giveaway' consists of six prize draws with one draw taking place every month between July and December. Each month, the winners of the fifty top prizes are randomly selected from the G1 registrations submitted during that month, with the remaining entrants all receiving a runners-up gift. Every month, Grant UK is giving away ten Kane 255 analyser kits, ten Fill and Flush machine packs, and thirty Rhino 3m pipe carriers. Alongside these top prizes, there are also thousands of runner-ups gifts, including tool sets and Kane pocket thermometers. In total, over a thousand prizes have already been dispatched from Grant UK's HQ in Devizes.

Any G1 installers who register an eligible product will be automatically entered in a prize draw during the remaining months of the promotion and will be guaranteed a prize.

For more details visit www.grantuk.com/about/news/g1-giveaway.



New memberships from Elmhurst

Elmhurst Energy, the energy performance assessment specialist and the UK's largest accreditation body for energy assessors, has launched two new membership categories: associate and student.

Elmhurst's associate membership is available for individuals such as builders, developers, architects, managers of existing energy assessors, companies who allocate work to assessors, and generally all those involved with the construction of buildings.

Students undertaking courses relating to building surveying, design, construction and energy can gain free access to Elmhurst's Student membership, which offers invaluable support and resources to help them in their studies and future career.

"Student membership with Elmhurst will speak volumes for your commitment towards good practice and will enable you to really stand out while ensuring you remain relevant and more employable," explains Martyn Reed, managing director of Elmhurst Energy. "Similarly, associate membership will provide access to our valuable resources and aid anybody involved in energy performance measurement in buildings."

www.elmhurstenergy.co.uk

ENGINEERED for easy GARDEN ACCESS

'NARROW' profile suitable to provide access through most garden gates

- ▣ Moulded from durable MDPE
- ▣ Integrally banded
- ▣ Heavy duty lockable lid
- ▣ Moulded-in handles for ease of lifting

T: +44 (0)28 9261 1077 | E: info@harlequin-mfg.com
W: www.harlequin-mfg.com

Harlequin 1225 ITE Bunded Oil Tank



Brimful
Capacity
1248L

OFCERT License no 0644081802

Length: 2110mm
Width: 840mm
Height: 1525mm
Weight: 150kg

Harlequin[®]
MANUFACTURING FOR TOMORROW

New 'augmented reality' app for installers

Worcester Bosch has launched a first-of-its-kind app for the heating sector which will allow installers to promote Worcester boilers to their customers via augmented reality (AR).

The app will prove to be an invaluable pre-sales tool for heating engineers, allowing them and their customers to visualise Worcester products in-situ, by showing a computer-generated boiler model in real-time at a customer's property, says the company.

The free to download AR app is currently compatible with Worcester's popular Greenstar CDI Classic, Ri, i, and Compact boiler ranges. Using an A4 image as a marker for the product, installers simply place the marker on to a wall or surface via a static stick. Installers can then choose the type of boiler they'd like to view and scan the marker through the app for the boiler to appear on the tablet, in-situ.

While the 3D representation of the boiler is presented in front of a customer, the installer can take the case off at the push of a button and explore individual components in more detail. Installers can move around the boiler while the marker is still within the app's frame to give customers a true reflection of its dimensions.

The computer-generated boiler model can be seen in real-time in a specific location via the app's 'life size view' option, allowing installers to view the boiler on a table or a worktop with their customer.

For convenience, the app is able to work without an internet connection and makes it simple for a screenshot of the boiler in-situ to be sent to the customer.

Martyn Bridges, director of technical communication and product management at Worcester Bosch, comments: "With smartphones and tablets being an essential handheld item for most, apps have become a familiar tool for installers and customers alike. Augmented reality is a new arena for us and we are delighted to have developed this pre-sales app with the help of installers. The ability to see how its design fits with a room's décor and available space is important for homeowners and the AR app will give heating engineers the confidence to sell products and answer any questions customers might have."

The Worcester Bosch AR app is now available to download for free via the App Store and on Google Play. To download a marker to get started with the app and for more information, visit www.worcester-bosch.co.uk/AR



Warmflow launches the new Professional boiler

The newly launched Professional oil boiler is the latest innovation from Warmflow.

Brian Beattie, head of GB sales at Warmflow, explained: "The new Professional boiler is designed to save the installer time and money as it comes pre-fitted with a number of time-saving components, such as an Adey Magnaclean Pro 2 filter, a Grundfos circulating pump, as well as other installation kits that contain all the extras an installer needs to complete a successful installation.

"This includes an oil line installation kit including a Crossland oil filter, Teddington fire valve with 9mm capillary, a 0.5" gate valve and an improved condensate drain installation kit comprising of 1.5m flexible pipe and pipe clips.

"The Warmflow Professional is another perfect example of how Warmflow's manufacturing capabilities allow the company to deliver quality products that genuinely meet the needs of the industry. When we set out to develop this new boiler the focus was on ease of installation. We listened to feedback from our customers and reacted with the important new additions that will make life so much easier for them."

With 50 years' experience, Warmflow manufactures many market-leading heating products at the company's headquarters in Lisburn, Northern Ireland. Recent developments have included the introduction of a new 5mm steel heat exchanger on all oil boilers in the range.

Last year Warmflow also introduced the UK and Ireland's first ever double AA rated combination oil boiler. The success of the AA rated combi oil boiler, says the company, has been unprecedented as installers and householders search for products which offer tangible benefits both in terms of efficiency and cost saving.

"It has been a challenge keeping up with demand for this new combi boiler which boasts a single Grundfos pump, removing the need for non-return valves, a Honeywell diverter valve, Riello burner technology and, of course, the UK and Ireland's only AA rated status," adds Brian Beattie.

www.warmflow.co.uk

Anglo Nordic – 60 years of innovation...

In 1958 Anglo Nordic began operations by importing oil pumps from Sweden and selling them in the UK... thus the name chosen for the company by founder David Parsons.

The company quickly moved on to importing ignition transformers from Canada and oil burner nozzles from the USA. During the 1960s, the company diversified even further and was soon able to source and supply every component needed to manufacture an oil burner. Extra space was therefore required resulting in Anglo Nordic moving to larger premises in Kingston.

It was then that Anglo Nordic further increased its product ranges to include other components and tools associated with general heating and started to sell to merchants and stockists in addition to burner manufacturers. Growing still during the 1980s, the company moved into larger premises in



A blast from the past... Two of Anglo Nordic's early fleet of trucks at the company's premises in Kingston, while satisfied customers leave the company's trade counter in around 1973 with their purchase of a Thermalrad

Molesey a few miles from Kingston and Hampton Court – where it continues to grow.

As a creative, adaptable and forward-thinking business, the future looks bright for Anglo Nordic. The latest innovation to come from this 60-year-old company is a robust and competitive fire valve tester. The Anglo Nordic Fire Valve Tester has

been designed and manufactured to provide a safe way for heating engineers, installers and technicians to test remote fire valves during servicing. The business has also recently introduced and expanded their range of gas valves and accessories to match increasing demand from the trade.

www.anglo-nordic.com



Atkinson extends its range of oil heating products with the acquisition of the Fuelstop Fire Valves that is now manufactured in the Westbury facility alongside the Tankmaster, Tanktop and Filstop.



FUEL STOP
Fire safety valve

OFTEC certified
3-year Warranty
1.5m – 35m capillary lengths available
Liquid filled capillary for positive action
65-72 & 90-95 Degree temperature ranges
3/8 or 1/2 Valve Body ports



3/8 valves come with 10mm pipe fittings & soft copper support tubes – FREE
ISO accredited manufacturer
Ex-stock Westbury
Available from all good Plumbing & Heating merchants
BIO compatible

Manufactured By:

Atkinson Equipment Ltd
The name you know and trust

Moat Road West Wilts Trading Estate Westbury Wiltshire BA13 4JF
Tel: 01373822220 email: sales@fuelstop.co.uk web: www.fuelstop.co.uk



Worcester win Best Buy accolade for ninth consecutive year

For the ninth consecutive year Worcester Bosch has been awarded Which? Best Buy status across its gas and oil boilers, while also topping the best boiler league table in the UK.

"The Which? report reveals how Worcester boilers are the clear choice for installers and homeowners up and down the country, with the brand sitting above its two nearest rivals," says the company. The score was calculated from taking a mixture of trade professional and consumer survey feedback, to give 360-degree insight.

Which? Trusted Traders rated Worcester Bosch highly across several criteria, with five stars awarded for the build quality, reliability, and the likelihood of an engineer recommending a Worcester Bosch boiler to their customers.

One Which? Trusted Trader heating engineer, commented: "It [Worcester Bosch] has a huge range of products, is generally very reliable and its customer service is a country mile ahead of others."

Martyn Bridges, director of technical communication and product management at Worcester Bosch, commented: "Which? is a hugely respected independent body and the annual report they prepare is always eagerly awaited by our industry and consumers alike. The Which? results have huge influence on the purchasing behaviour of consumers and give a true reflection of our boilers performance and added value, so to come out on top and have all of our boilers included in the coveted Which? Best Buy category is an amazing result.

Martyn, continued: "We know that this result will continue to support engineers at the point of sale and also reaffirms the Worcester brand as the number one boiler choice for both our industry and consumers."

This year's report saw 12,191 boiler owners and 166 Which? Trusted Traders heating engineers asked to rate 12 of the main boiler brands.

www.worcester-bosch.co.uk

New online flue tool now available from Grant UK

A new tool is now live on the Grant UK website which is designed to help installers ascertain the correct flue options for specific boiler models.

The flue configuration tool is now available to access via the professional section of Grant UK's website. Visitors are prompted to provide details regarding the boiler they propose installing before the configurator produces its results which include the flue kit and accessories suitable for the installation.

Each result is comprehensive, presenting visitors with the relevant part codes, pack content information, and important installation notices which are relevant to their search.

The new tool has been designed to help heating engineers identify the flue components compatible with particular boiler models and installation scenarios.

With over sixty models available in the Vortex and VortexBlue oil boiler ranges and thousands of Grant EZ-FIT flue components available, the company hopes that the new online configurator tool will equip installers with the product details they require to select and order the correct flue assemblies.

Grant UK's flue configurator tool is the latest addition to the company's new website which was launched in May this year and it joins the expanding digital offering that Grant UK now offers to its customers.

The website also features a product selector tool designed for homeowners looking to find the right Grant heating system for their home through to a boiler comparison function which enables visitors to compare different models within the oil range. In addition, Grant UK also has two installer apps – the TechBox and G1 Click.

To view Grant UK's flue configurator tool, visit: www.grantuk.com/professional/products/flue-configurator/





Electrical



Gas



Solid Fuel



Oil

New for 2018

HETAS: Solid fuel and log burner appliances

OFTEC: 201 Commercial multi - stage pressure jet burners



UK Cert - ACS Domestic and Commercial
UK Cert - ACS Commercial Catering and LPG



EAL - 17th Edition (soon to be 18th)
EAL - Inspect & Test
EAL - Fundamental Test & Certification
EAL - Periodic Inspection
EAL - Portable Appliance Testing (PAT)
UK Cert - Part "P" Full scope



WRAS - Water Regulations
UK Cert - Unvented Hot Water (HWSS)
UK Cert - Central Heating System Design and Controls



OFTEC 101- Domestic single stage service and commissioning for pressure jet appliances.
OFTEC 102- Service and commissioning vapourising appliances.
OFTEC 105e- Installation of Oil fired appliances.
OFTEC 600a- Installation of Oil fuel storage and supply systems.

OFTEC 201- Multi stage pressure jet servicing and maintenance.



HETAS - H001 Introduction to Solid Fuel
HETAS - H002 Solid Fuel regulations and Standards
HETAS - H003 Dry Appliances
HETAS - H004 Wet Appliances
HETAS - H006 System Chimney Installer Course
HETAS - H009 Service and Maintenance

FULLY CERTIFIED AND APPROVED MANAGED LEARNING PROGRAM FOR NEW ENTRANTS TO THE GAS INDUSTRY AVAILABLE

TELEPHONE 01784 246247

CALL NOW TO RESERVE YOUR PLACE



Fire protection made easy...

The no.1 installers choice

Tried and tested for more than 10 years, the Tuffa fire protected tank range is an efficient and modern fire barrier system designed for protecting the oil tank where fire protection is necessary.

- ▶ Plastic and steel tanks up to 200,000 litres
- ▶ Easy installation; no additional building work required
- ▶ Locate adjacent to building or in out-building
- ▶ LABC system approval



Find out more by visiting our new website at WWW.TUFFA.CO.UK or call **01889 567700**

Grant welcomes new members to the team

Grant UK has recently welcomed three new members of staff. Mike Pryde has joined the company as an area sales manager covering Northern England and Southern Scotland.

Meanwhile, two trainees have started working at Grant UK's HQ in Devizes for work experience, gaining a broad understanding of the company and its day to day activities.

With more than twenty years of experience in the heating industry, Mike will be providing sales support on all of Grant's heating products for engineers and merchants from Cumbria up to Argyll and Bute. He will be working closely with the G1 installers in his area as well being the principal point of contact for heating engineers and merchants for all things Grant.

"The Grant brand is well known for its high quality, reliable heating products so I am looking forward to working with this market leading company," comments Mike. "Having worked in the field as an engineer and spent several years on the road in sales, I understand the support that both installers and merchants need from a manufacturer."

Back at Grant HQ in

Devizes, Charles Gillman-Couch and Emily Ryan have both joined the company as part of a new trainee initiative programme that Grant UK launched in the spring.

Charles and Emily will be rotating between all departments to gain an understanding of all aspects of the business, from training through to sales, technical, marketing, accounts and purchasing. Charles is a recent graduate of civil engineering from Swansea University and has previously worked in design and product building roles. Meanwhile, since completing her A-levels, Emily has gained experience in the retail and public sectors.

"At Grant UK, we endeavor to provide continuous personal development for our employees, helping them to progress with their careers," says Paul Wakefield, managing director at Grant UK. "This new trainee initiative has been designed to provide grassroots support for two young people starting out in their careers. It is hoped that both Charles and Emily will gain an insight into all of the daily activities here at Grant before choosing the right path for them within the company."

www.grantuk.com

Worcester updates oil boilers to go low NOx

A new range of Danesmoor and Greenstar oil boilers are the latest Worcester Bosch products to go low NOx as part of a drive for better energy efficiency under the Energy Related Products (ErP) Directive.

The oil range, which includes the Greenstar Danesmoor Regular, System and Utility models, as well as the Greenstar Heatslave II and Heatslave II External, will now comply with the maximum NOx emission levels of 120mg/kWh, as stipulated in the amended directive, which came into effect on 26th September.

Martyn Bridges, director of technical communication and product management at Worcester Bosch, comments: "When the changes were first announced, oil boiler manufacturers were given a three-year grace period to develop the upgrades necessary to meet these emission targets.

"During that time, we've been working hard to develop our oil boilers, without impacting the external design or installation process. Installers as a result can continue to install our range of oil boilers, without needing to be retrained."

Only the Danesmoor 32-50kW model has undergone a minor change to its external body, increasing in width by 50mm to 600mm and in height by 90mm to 1100mm. Flue system and plume management designs will remain the same.

Internal changes to the Danesmoor design are minimal with the most impacting change being a burner with a new combustion head. This has the result of re-circulating the flames heat with a consequential lowering of Nox emissions.

Martyn concludes: "The new range of compliant low NOx oil boilers highlights our commitment to lowering NOx emissions and providing cleaner air in our towns, cities and rural areas."

www.worcester-bosch.co.uk

New group website

A new group website has been unveiled by Grant Engineering which is designed to help direct international visitors to their specific country's site to access the most relevant product information.

Grant Engineering have now established offices in Great Britain, the Republic of Ireland, Northern Ireland and France so the Group has developed a new holding site – www.grant.eu. When landing on this site, visitors can select their location and they will then navigate to the website for their specific country. This new site will ensure that international visitors view the correct Grant website and access product information tailored for their market.

The new www.grant.eu website went live in early September and follows a similar styling to the Grant UK website which was unveiled in May. The group URL is displayed on Grant product packaging and the company hopes that, by utilising a universal website, consistent branding will be sustained throughout the distribution network in all countries.

www.grant.eu



Mike Pryde



Apprentices Charles & Emily

Viessmann enters UK domestic market with blue flame condensing technology

Viessmann is adding a domestic oil boiler to its UK product range. The Vitorondens 200-T floor-standing oil-condensing boiler features Viessmann's bespoke two-stage Vitoflame blue flame condensing oil technology and is future-proofed against more stringent NOx emission regulations.

Viessmann's marketing director, Darren McMahon, said: "The exceptionally high standards of the Vitorondens 200-T has been proven in Germany and other international markets for many years. With the upcoming emissions legislation, the time is now right for the Vitorondens boiler to be more widely introduced into the UK as an alternative to biomass and LPG boilers for off-grid customers and where renewable options aren't always ideal – for example, in older and less well insulated buildings which need a high-temperature heating system.

"This will be good news for our installers, to whom we now provide a complete product range and access to technology that's easy to install, well-proven and future-proofed against future changes in legislation. Sharing the same connections as our Vitodens gas boilers, the Vitorondens 200-T can be installed via Viessmann's time-saving four-pipe system, which has no need for cut-off valves or cylinder-overheat thermostats."

The Vitorondens boiler complies with new requirements for maximum flue gas NOx emissions of 120mg/kWh, which came into force in September, and will meet the

even lower NOx emissions levels expected to be legislated in the next five years.

Where kerosene is used as a fuel, installers can acquire a conversion kit by contacting: comsales-uk@viessmann.com

The cast iron Vitorondens 200-T, with outputs ranging from 20.2 to 107.3 kW, has exceptionally efficient combustion, says the company. The boiler features Viessmann's Eutectoplex heating surface for high operational reliability and a long service life. The downstream Inox-Radial stainless steel heat exchanger separates combustion and condensation, so that combustion gases condense on the heat exchanger without leaving any residues behind. Energy efficiency is A-rated, with standard seasonal energy efficiency (to DIN) up to 97% gross and 103% net.

For easy handling, the boiler body is delivered as a block, whilst thermal insulation, downstream heat exchanger and control unit are fitted on site.

The Vitorondens 200-T comes with the Viessmann Vitotronic 200 control unit. It is also available with the Vitoconnect communication interface that allows remote wifi boiler operation by the customer and installer, via the Vicare app, as well as maintenance, through Vitoguide, by the installer. Viessmann weather compensation comes with the boilers as standard.

www.viessmann.co.uk



Elmhurst launches Quality Promise

Energy performance assessment specialist, Elmhurst Energy, has launched a 'Quality Promise', helping householders, property managers and landlords choose their accredited Elmhurst Energy members with added peace of mind.

As the UK's largest government approved energy assessment scheme, Elmhurst Energy has launched the Quality Promise to demonstrate their support for their accredited members, who are fully trained and qualified to deliver a quality energy assessment service.

"Rest assured that all Elmhurst Energy members have received extensive training, hold the necessary qualifications and insurances to protect customers, and also have the right processes in place to deliver accurate energy assessments which comply with the latest standards," explains Stuart Fairlie, Elmhurst Energy's technical director.

"Wherever you see the Quality Promise badge, you know you will be employing the very best."

All Elmhurst Energy accredited members are:

- expertly trained and qualified, with a comprehensive understanding of energy calculations and Energy Performance Certificates (EPCs)
- able to provide helpful information and advice to support your understanding of the EPC, the methodology behind it and the recommendations provided from your report
- supported by the UK's largest energy assessment scheme, with access to government approved software and dedicated support to ensure the job is done right
- regularly audited to ensure ongoing competence in their work
- compliant with the latest government regulations and standards
- fully insured to protect clients from accidental damage and also rare cases of defective EPCs.

www.elmhurstenergy.co.uk



World class training facilities

OFTEC Accredited Courses

GTEC are delighted to announce we are now working together with GRANT UK to provide OFTEC courses.

OFTEC 50

Domestic oil firing introductory 4 day course

OFTEC 101/ 105 /600

Combined 4 day course

OFTEC 102

As 1 day stand alone, or a bolt on to the combined course

0%
FINANCE
AVAILABLE



Other Courses Available

ELECTRICAL TRAINING | RENEWABLE TRAINING | DEA TRAINING



✉ info@gtec.co.uk

🌐 www.gtec.co.uk

☎ 01969 666 111



Extend your registration for a great price

OFTEC now offers oil, solid fuel and renewable¹ scopes of registration. Extend yours today for just £60 (GB)², £50 (NI)² and €65 (RoI) per scope and enjoy a range of valuable benefits.

Contact our registration team today:

T: 01473 626 298 (UK) **T:** 01 864 5771 (RoI)

E: registration@oftec.org

1) Includes heat pumps, biomass and solar thermal installation with/without MCS option.
2) Plus VAT (GB and NI only).



www.joinoftec.com

Secure fill points from unwanted attention!

In oil heating installations where the oil tank is situated in a location that is difficult for the fuel delivery driver to access, pipework is often run from the tank to a remote fill point that they can easily deliver fuel to. However, if it's easy for the delivery driver to access, it's also easy access for unwanted trespassers!



When this is the case, often a fill point cabinet is installed to secure the fill point behind a lockable metal door rather than leaving it exposed to theft and tampering. With the fill point locked away, fuel is unable to be easily siphoned, saving the homeowner an insurance claim for stolen oil and the inconvenience of being left with no heating! However with a big sturdy door in the way, the other contents of the fill point cabinet are also locked away.

After listening to feedback from the market, the Centre Tank Services Ltd (CTS) Fill Point Cabinet has been developed with a partial glass door.

This feature means that, unlike alternatives on the market, any tank level gauge installed in the cabinet can be viewed by the homeowner without having to open it to check. As the glass front is only partial, the fill point is still secured out of sight and positioned behind the lockable cabinet door so that even

if the tempered glass is broken, no syphoning fitting can be attached.

Sutton Coldfield-based Centre Tank Services are distributors of fuel dispensing, storage tank, AdBlue and lubrication equipment with 30 years' experience in the market. CTS is also the exclusive UK distributor for Italian fluid handling equipment manufacturer Piusi.

www.centretank.com

Harlequin launches new slimline tank

Harlequin Manufacturing Ltd. has launched the 1225 ITE, an addition to the company's bunded oil tanks range. It has been developed in response to increasing demand from customers for a narrow profile tank with more storage capacity, says the company.



The new 1225 ITE is integrally bunded and, says Harlequin, is best suited for awkward installations where space is at a premium. Its narrow shape ensures that it fits easily through garden gates while offering larger storage volumes.

The new tank features a lockable access lid, designed to prevent water ingress and provide easy access for tank filling and maintenance. Before its official launch, the tank has been independently tested and certified to OFCERT standards. The dimensions of the tank are: 2110mm length; 840mm width; 1525mm overall height. It has a brimful capacity of 1248 litres, with a net weight of 150kg.

The tank is moulded from durable medium density polyethylene and is integrally bunded. It features a bottom outlet with 1" BSP (F) 16" lockable access lid; 2" BSP (M) fill point; 4" lockable inspection cap; ultrasonic contents gauge with remote display; and an LRC overfull prevention probe. It comes equipped with a range of standard fittings, including an Apollo Gauge and a Bottom Outlet Kit offering a complete solution for a fully compliant installation.

www.harlequinplastics.co.uk

Easy access training through new e-academy

Installers across the UK will have easier access to professional development and training courses thanks to Worcester Bosch's new e-Academy.

The platform provides installers with a convenient way to create a training account, view any available courses and dates, book a course, and view any courses booked, all via a smartphone, tablet or PC.

"Installers are busy people who rarely sit behind desks," says Nick Fothergill, Worcester Bosch's national training manager. "It's therefore important that they have easy access to the learning and development resources they need to stay ahead, regardless of where they are based."

The e-Academy allows installers to book training courses at one of Worcester's four main academies in Worcester, Clay Cross, West Thurrock and Wakefield. Installers can also access a number of supplementary training materials, set goals and track progress to maximise the benefits of their training.



Nick continues: "As the platform develops, we'll introduce new functionality such as online courses and short videos so that installers can develop their skills at a time, and a place, to suit them."

With more than 25 years' experience in the provision of training services, Worcester Bosch offers a range of courses on all of the latest developments in heating technology.

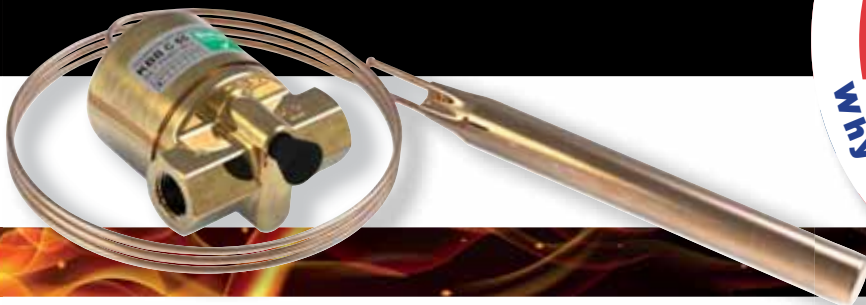
It also provides training for ACS Qualifications and the development of commercial skills. Worcester's team of trainers, including its team of mobile training engineers, has more than 370 years of collective experience and helped more than 16,550 installers to develop their skills in 2017.

www.worcester-bosch.co.uk/professional/training/eacademy

KBB Fire Safety Valve The original and still the best

Don't accept cheap imitations

Unrivalled reliability • Universal flexibility • Multi-fuel capability



Protecting
**HOMES &
PROPERTIES**
For 60 years

MADE IN THE UK

Why take a risk with anything else?



Widely available from stockists across the UK & Ireland
More details available at www.kbbFireValve.co.uk
Be safe - only use the best!



TEDDINGTON



All our Greenstar boilers have a Which? Best Buy

We are proud to announce that all our Greenstar gas and oil boilers have been awarded a Which? Best Buy. In the latest report, our Brand Score tops the table, for both gas and oil, ahead of all other boiler manufacturers.

For more information visit worcester-bosch.co.uk



Energy efficiency training “in need of modernisation”

Industry training on energy efficient products is in need of modernisation and standardisation to bring all installers up to the same, current standards, according to one of the industry’s major players.

Martyn Bridges, director of technical communication and product management at Worcester Bosch, says that the City and Guilds 6084 course requires updating to account for technological advances in the industry.

Launched in 2004, the Energy Efficiency Installer Training Course, (sometimes referred to as City and Guilds 6084) was a governmental response to assist with the new regulation that only condensing boilers could be installed from the 1st April 2005.

Within the first year, 45,000 installers took the required course, contributing to the smooth acceptance of condensing boiler technology. Now in its 14th year however, available plumbing and heating technologies

have rapidly developed from those initially available in 2004.

Martyn explains: “Technologies such as internet-enabled, smart boiler controls which were unavailable 14 years ago, have become an industry norm.

New technology

“This means that, appliances and accessories that have become commonplace for an installer today are not included in the 6084 course. The result is that installers sometimes feel less confident in fitting more sophisticated technologies, while apprentices and other new additions to the industry who take the course are left without the knowledge needed to start installing with confidence.”

While the course covers a number of key areas, the relevance of this information is limited by the technological progress made since 2004, says Worcester Bosch.



Martyn Bridges, director of technical communication and product management at Worcester Bosch

“Modernisation of the course could, in theory, leave installers better equipped to overcome the challenges posed by the modern heating and plumbing market” continues Martyn.

Martyn concludes: “As we move forward with hydrogen and biokerosene potentials, renewable technologies such as heat pumps and solar assisted systems, and internet-connected boiler controls, installers need a rewritten City and Guilds course that instils in them the confidence they need to respond proactively to industry changes.”

www.worcester-bosch.co.uk

Future-proof your skills with Logic4training’s free guide

The face of UK energy and heat production is changing radically, with government commitments to lower emissions and rapid technological developments challenging the way we live and work, says Logic4training. To help engineers get to grips with such developments, Logic4training has launched a new free guide – *Future-proof Installer* – examining the new markets opening up in the wake of these changes and looking at the training courses which could help installers ‘future-proof’ their skills. The free guide can now be downloaded.

A comprehensive and free resource, the guide contains everything you need to know about the future of clean energy, says the company, including:

- government support and initiatives
- technological developments, from smart appliances to the potential of a hydrogen-based heat network
- the latest ground-breaking studies and statistics
- the future and development of renewable energy sources, for both heating and electrical installers
- opportunities within the growing Electric Vehicle sector
- training courses to help installers ‘future-proof’ their skills.

Mark Krull, director at Logic4training, said: “*Future-proof Installer* is the latest free guide by Logic4training, and something we are extremely excited to be offering to building services installers.

“Keeping up with the latest developments is key, so with *Future-proof Installer*, we’ve done the hard work for you – everything you need to know about the future of green energy, in one free resource. With this information to hand, installers can ensure they have the knowledge and skills to thrive in this ever-growing and evolving marketplace.

“Logic4training’s free *Future-proof Installer* guide is the ideal resource for installers looking to capitalise on the UK’s low-carbon aims by becoming multi-skilled, flexible and ready to take on a challenge the future may present.”

www.logic4training.co.uk



South West
Peninsular Training



ACS Domestic, Non-Domestic, Catering Core & Appliances
Swimming Pool Boilers
ACS LPG Core & Appliances (incl. Boats, RPH, LAV, PD, Caravans)
LPG Generators
OFTEC Oil Assessment & Training (OFT 50, 101, 102, 201, 105e, 600a) & Solid Fuel
Vented & Unvented Domestic Hot Water, Legionella & Water Regulations
Gas Supervisor Courses
Electrical Part P
EAL Electrical Courses (eg: PAT Testing, 17th Edition, Initial and Periodic Verification)
Fire Alarm BS5839 and Security Lighting BS 5266
Energy Efficiency
Renewable Energy Courses
Courses Designed for Specific Needs

Contact Carmen
South West Peninsular Training Ltd
Westover Trading Estate
Langport
Somerset
TA10 9 RB
Tel 01458 253493 Fax 0148 253445
Email Info@swptraining.co.uk







Make it easy!
New one and two-stage
burner service pumps



AUV and ATUV
2 Service pumps, with left & right nozzle outlets, available in clockwise & anti-clockwise rotations.

The Right Pump Always At Hand
4 models can replace over 80% of pumps on the market, whatever fuel is used (kerosene, B10 or light oil). Interchange lists are available.



AVAILABLE NOW FROM ANGLONORDIC - SUNTEC'S UK & IRELAND DISTRIBUTOR TO STOCKISTS. CONTACT OUR SALES TEAM FOR FULL DETAILS.

+44 (0) 208 979 0988 sales@anglonordic.co.uk www.anglonordic.co.uk

Are you missing out?

Check out Ollie's weekly deals that are waiting for you by using one of the following:



@OFTEC





@OFTECuk

OFTEC Direct



OFTECdirect.com



If you have not shopped with OFTEC direct before, all you need to do is select the log-in button, hit new customer - and away you go!

Employing an apprentice...

Responses to the recent OFTEC questionnaire show that there is significant interest in taking on apprentices – especially as many registered technicians originally joined the industry as apprentices themselves. A common reason why businesses are often reluctant to take on an apprentice is the perceived ‘red tape’ or ‘complications’, so OFTEC has written this brief step-by-step guide to help clarify the process.

What is an apprentice?

An apprentice is someone aged 16 or over who combines on-the-job experience with studying to gain the necessary skills and knowledge for their chosen job. In England, government funding is available to cover some of the costs of taking on an apprentice.

The apprentice has to work with experienced staff members, must be given the chance to learn real job-related skills, and must be allowed time to study during their apprenticeship, for example at a college or training organisation. In addition, they must be paid at least the minimum wage* for their age. Apprenticeships must last for a minimum of 12 months, but they can last up to five years, depending on the level the apprentice is studying.

How to take on an apprentice

- Visit www.findapprenticeshiptraining.sfa.bis.gov.uk to find an organisation that offers training in the job role (eg. plumbing) that you wish your apprentice to learn.
- Research what funding is available at www.gov.uk/take-on-an-apprentice/get-funding. The amount you receive depends on whether you pay the apprenticeship levy. Only employers with a payroll of over £3 million each year pay this levy. If you don't need to pay the levy, then you pay 10% towards the cost of training and assessing your apprentice – this is paid directly to the training organisation. The government will pay the remaining 90%.
- Advertise your apprenticeship – your training organisation can do this through the ‘Find an apprenticeship service’. You will usually receive several applicants to choose from and you will be able to interview each candidate to assess their suitability.
- Once you have found your apprentice, the organisation you are working with will help you draw up an apprenticeship agreement and commitment statement. You will also need to provide your new apprentice with a contract of employment.
- An apprentice must work towards an approved apprenticeship standard or framework. Part of this is working in a ‘real’ job that gives them the opportunity to gain the knowledge and skills they need to pass their assessment.

What should you offer an apprentice?

- You pay your apprentice for time spent training or studying for their apprenticeship, whether while at work or at a college or training organisation.
- You must offer apprentices the same conditions as other employees working at similar grades or in similar roles. This includes paid holidays, sick pay, any benefits you offer such as childcare voucher schemes, and any support you offer such as coaching or mentoring.

If you're unsure whether you can commit to a full apprenticeship but would still like to hire an apprentice, you can use an apprenticeship training agency. Further information can be found by contacting the National Apprentice Service on 0800 015 0600, or look at their website: hireanapprentice.campaign.gov.uk

* The current minimum wage rate for an apprentice is £3.70 per hour. This rate applies to apprentices under 19 and those aged 19 or over who are in their first year. Once the first year has been completed the national minimum wage must be paid – this varies according to the age of the apprentice for more information visit: <https://www.gov.uk/apprenticeships-guide/pay-and-conditions>

Grant UK supports YTIC training centre in Cardiff

Your Training and Inspections Centre (YTIC) has recently welcomed the addition of new Grant oil boilers and displays to its premises in Llanishen Cardiff.

Grant has supplied a selection of its Vortex and VortexBlue oil fired condensing boilers to YTIC's training centre in South Wales. The boilers installed are fully working models which are all flued using a selection of the systems available from Grant's extensive EZ-Fit flue range. The products and updated display boards are located in the training and assessment areas and will be used by engineers who attend product and industry courses at these facilities.



The boilers fitted at the premises include a VortexBlue Internal 15-21kW, a Vortex Eco Internal 15-21kW, a Vortex Combi 26kW and a Vortex Wall Hung Internal 12-16kW. This selection provides heating engineers with the opportunity to train on a broad range of Grant's appliances from floor standing heat only boilers through to combi variants, wall hung models and the latest blue flame technologies.

YTIC was founded in 2017. They have an in-house training team who deliver a range of courses which have been developed by leading industry professionals. From awareness workshop training through to accredited qualifications, YTIC's training courses aim to offer installers and engineers the latest best practice guidance to help them broaden their knowledge and skills in the sector.

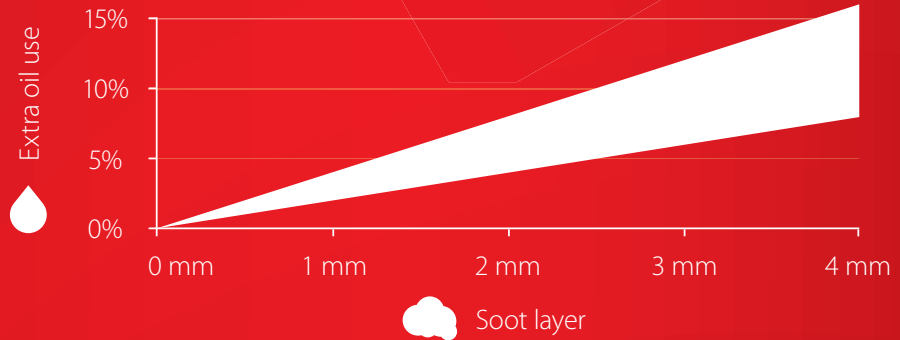
www.grantuk.com
www.ytic.co.uk

Oil burner maintainance

Maintainance means reliability

Your oil burner needs the same attention as your car in order to perform at its best. It takes regular cleaning, inspection and servicing to make sure it's in perfect shape and running in a reliable way.

A well-adjusted oil burner is far more efficient and can **save you up to 10% or even more in oil use**. If soot builds up, the oil use will go up with 2-4% per mm soot layer.



To obtain savings and minimize risk the annual **service should include:**



Replacement of oil nozzle



Replacement of main cartridge filter

Save up to
10%
in oil use
with an annual
burner service

Replacement of pump filter



Cleaning and fine tuning



An annual service will help ensure:



Energy savings



Money savings



Minimum pollutions



Longer burner lifetime



Avoid break downs



Greener heating

Danfoss A/S · Heating Segment · Haarupvaenget 11 · 8600 Silkeborg · Denmark
Tel.: +45 7488 8000 · Email: heating@danfoss.com · www.heating.danfoss.com

Danfoss can accept no responsibility for possible errors in catalogues, brochures and other printed material. Danfoss reserves the right to alter its products without notice. This also applies to products already on order provided that such alterations can be made without subsequential changes being necessary in specifications already agreed. All trademarks in this material are property of the respective companies. Danfoss and the Danfoss logotype are trademarks of Danfoss A/S. All rights reserved.



ASK OLLIE!

– Ollie responds to a selection of frequently asked questions

I have been asked to install a new appliance, which will be connecting to existing underground oil supply pipework. Should I pressure test the existing pipework?

Yes, OFTEC would recommend that a pressure test is carried out to ensure the integrity of the supply pipework. Results should be recorded on the OFTEC CD/10 'oil firing installation completion report' form, as well as stating that the oil supply system is an existing installation. Further information on how to carry out the test can be found in OFTEC Technical Book 3, section 2.1.18.

I have been asked to replace a plastic oil storage tank which is currently positioned too close to a combustible boundary fence. If I use a steel tank, will fire protection requirements apply?

Steel and polyethylene manufactured oil storage tanks require the same degree of fire protection. This can be achieved by either maintaining the required separation distance or by erecting a fire protection barrier to the required specification between the oil storage tank and fire risk.

I have heard that you can install a de-aerator internally. Can you provide any more information?

De-aerators are available for internal installation. These are manufactured from a fire-resistant material and should be provided with a means of taking vented air to the outside via a fireproof vent pipe unless they are the type that release vapours via the burner.

I am servicing an appliance and the flue passes through a void. Shouldn't access be provided?

New or replacement installations must have a means of access to allow for visual inspection and to confirm the integrity of the installation upon completion and future service visits. For existing installations, OFTEC recommends that access is provided where possible. Further information can be found in OFTEC Technical Book 4, section 1.5.9. When inspection of an existing flue is not possible, OFTEC recommends writing "Visual inspection of accessible parts only" next to the 'pass' box on a CD/11 'oil firing servicing and commissioning report'; this might prevent a technician inadvertently taking responsibility for a pre-existing hidden defect.

I have been asked by a customer to replace their standard efficiency boiler. Does the new boiler have to be of the condensing type?

All new and replacement boilers should be of the condensing type and be rated according to regional requirements, see OFTEC Technical Book 4, section 6. However, where it is impractical or uneconomical to install a condensing boiler, the property may be assessed for exemption using an OFTEC CD/30 'oil condensing boiler installation assessment form'. The outcome of the assessment is determined by a point scoring system and will establish if a standard efficiency boiler can be installed. Technicians should also ensure that any boiler they install meets the new ErP regulations introduced in September.

Fuel storage tanks near steel portal frame buildings

A regular task for installers and service technicians is to assess the fire resistance of buildings. For example, depending on the location and capacity of a fuel storage tank, a technician will have to assess whether a building provides 30, 60 or possibly 120 minutes fire resistance.

Confusion can arise when assessing the fire resistance of steel portal frame buildings commonly used as commercial or agricultural buildings. These buildings may be fitted with an external wall consisting of a single sheet of corrugated metal or perhaps insulating composite panels.

Some technicians have incorrectly assumed that because the external wall material is non-combustible and appears unlikely to allow flames to penetrate the material, it must be fire resistant.

Fire resistance refers not only to the ability of a wall to maintain structural stability and integrity for a period of time, but also to its thermal performance. In other words, if there was a fire inside the building, would the thermal insulation of the outer wall prevent the heat of the fire affecting the fuel storage tank?

This is not a matter of guesswork. Products should have been tested to relevant standards to confirm this.

OFTEC would like to remind technicians to follow the guidance in OFTEC Technical Book 3, section 3.5.8. This contains details of the fire resistance ratings of various insulating composite panel types and thicknesses.

You may be surprised to learn that although some products have an integrity rating of 120 minutes, they may only have a thermal insulation rating of 30 minutes!

This paragraph also reminds technicians that the fire resistance of an insulating composite panel may exceed requirements, but would be rendered useless if the fixings used to attach them to the steel frame are not also resistant to the effects of fire.

Easy ErP compliance with Riello RDB BX burners

Riello's new RDB BX low NOx burners not only comply with the latest ErP regulations but have been designed to maintain familiarity for the oil installer.

The new burners have the same first line spares as earlier models – oil pump, control box, motor, flame sensors and capacitor – to simplify installers' stock control. Although a notable addition to the BX burner is an adjustable combustion head.

Combustion head adjustment should not be necessary during commissioning as the setting has been defined and pre-set from production.

However, there may be occasions where the flue configuration may require a small adjustment. Closing the head can assist in reducing CO levels or opening the head can give a more reliable ignition. Recirculation tubes for some applications are fitted to the burners to control and reduce CO formation.

Due to improved combustion technology, RDB BX burners have been designed to operate with typical CO₂ values of 12.0 – 12.5%. Installers should also be aware of an important change to flame sensors, driving a change away from current photocells. Directive 2011/65/EU prohibits the

use of certain substances, including the cadmium sulphide generally used in photocells. As a result, new flame sensors are being introduced on RDB BX, RL and R40 models. The dimensions and connections are the same as the current versions.

It is important that the correct new flame sensor is used with the relevant burner control, i.e. analogue or digital. Flame sensors for digital models are now different from those of analogue as shown in the table below.

In addition, some boiler manufacturers require the use of a digital burner control box, rather than analogue, to support functions such as remote reset of burner lock-out and post-purge function after firing. If installers are unsure what type of control box is fitted they should refer to the manufacturer's instructions. As a guide it is useful to know that analogue controls have a red lock-out button and on digital controls the button is clear.

www.rielloburners.co.uk

Current photocell	Used with control box	Type	Length	New Flame Sensor
3007541	20037830	Digital	Short	20132574
3007541	3008652	Analogue	Short	20132553
3008646	20037830	Digital	Standard	20132550
3008646	3008652	Analogue	Standard	20132526
3002280	3001156	Analogue	Standard	20132573

Obsolete boiler manuals

You've all been there – turn up to service/repair a new customer's boiler only to discover it was manufactured shortly after Noah completed his ark and you've not seen one like that since you were doing your apprenticeship thirty years ago! Well panic not! OFTEC has a stash of obsolete boiler manuals!

Our questionnaire responses indicated that you would find it useful if we could provide boiler manuals and we realised that perhaps we had not publicised this service for some time.

Just drop us an email or give us a call (01473 626 298 (UK) or (RoI) 01 864 5771) and we will dig out the one you need and email it over to you. Obviously, if the boiler is still current, then your first port of call should be the manufacturer as our collection is primarily boilers that are no longer available.

We've been fortunate over the years – several technicians have donated their manuals to us when they've retired, and we have now compiled quite an extensive library, so please keep them coming in if you no longer have a use for them!

Commissioning and servicing of low NOx burners

It is not unusual for technicians to be loyal to an appliance manufacturer brand. Being familiar with the installation method and commissioning procedure for an appliance can save valuable time.

Although OFTEC would always recommend that a technician should check the burner settings contained within appliance installation instructions, some technicians will commission/service a familiar appliance from memory, adjusting pump pressure and CO₂ readings without referencing the appliance manual.

OFTEC would like to remind technicians that manufacturers are meeting the new NOx emissions limits by utilising both low-NOx blue flame AND low-NOx yellow flame burners. **As a result, commissioning/servicing procedures and burner settings will almost certainly have changed.**

Boilers fitted with some low-NOx blue flame burners will, at first glance, appear noticeably different. However, this will not always be the case, and most low-NOx yellow flame burners will appear almost identical to their traditional counterparts. A technician may commission/service a familiar make and model of appliance and wrongly presume that because the burner looks familiar then he can work from memory. **This is not the case.**

Technicians **MUST** reference manufacturers' instructions before proceeding as the required injector nozzle, pump pressure and CO₂ emissions are very likely to have changed. Manufacturers may also require careful adjustments to the blast tube/burner head.

In summary, no matter how familiar an appliance appears, please carefully reference the manufacturer's instructions before working on any appliance, whether it is equipped with a yellow flame or blue flame burner.

The importance of fire safety valves

Industry standards necessitate the fitting of remote acting fire safety valves as a fundamental part of any oil boiler installation. They also state that testing should be carried out at least once a year to ensure the valve is operating correctly. Kenneth Maxwell, sales manager at Teddington Group, which manufactures the KBB fire valve, explains more.

A fire safety valve may be a relatively simple and straightforward component – but failure to fit one, correctly install or carry out regular maintenance checks can have a potentially devastating impact and put lives at risk.

Regional building regulations require all oil-fired boilers to be fitted with a fire safety valve. Insurers will also often look for fire valves as a key safety device on an oil-fired system.

It is therefore essential that technicians performing new boiler installs or replacement works ensure a properly fitted fire valve is in place.

“Whatever type of valve is used, the manufacturer’s advice should always be taken”

Installation

The fire valve needs to be installed in the oil supply pipeline outside the building, a minimum of 50mm from the ground and close to the fuel tank, with the sensor mounted firmly inside the appliance casing above the burner in accordance with the appliance manufacturer’s instructions. It is important to check correct operation of the valve before fitting.

Those with a capillary tube connecting the sensor to the valve – such as the KBB – should run in a protected position without over-sharp bends, particularly near to the sensor.

When the temperature at the sensor exceeds the set value (either 85OC or 60OC if using a KBB) the valve will snap closed, cutting off the flow of oil to the property.

Whatever type of valve is used, the valve manufacturer’s advice should always be taken regarding the maximum acceptable activation temperature.

The valve will remain in the shut-off position until the appropriate action has been taken to restore normal operating conditions and the reset button has been pressed.

When installing a fire valve, it’s important to consider the following:

- The valve should be installed in the oil supply line outside the property
- If an external boiler is used, then the valve should be installed in accordance with the boiler manufacturer’s instructions
- If installed in any orientation other than horizontal, then it must be protected from the weather
- Do not cut, crimp or compress the capillary tube and avoid tight bends
- Failure due to any water ingress – because of incorrect fitting – will often invalidate any warranty

OFTEC’s OFT-10-600A and OFT10-105E training courses cover the installation of fuel supply systems and the installation of fire safety valves.

Maintenance

British Standard 5410-1:2014 sets out the code of practice for oil fired appliances up to 45kW output used for heating and hot water supply purposes.

Section 16.4 on the Oil Supply System makes clear that oil supply fire valves should be inspected and checked for proper operation, including testing their reset function where appropriate, at least once a year. Where leakage is suspected from an oil supply line, pressure testing should also be carried out.

Field testing procedures for both mechanical and electrically operated remote acting fire valves are given in OFTEC Technical Books 2 and 5 along with further advice on oil line testing procedures and replacing flexible oil lines in OFTEC Technical Book 2.

Technicians are advised to visually

inspect the valve for signs of damage and/or oil leakage at joints with the oil supply pipe. The sensor capillary tube should be checked throughout its length for any kinks or damage and to ensure that it is adequately supported and protected.

Due to the high risk of scalding open to technicians, OFTEC no longer supports the once common method of using boiling water as a test to prove the operation of fire valves.

Instead, the correct operation of the fire valve should be checked using appropriate electronic test equipment. Teddington’s KBT1000 for example, checks that the operation to close the fire valve takes place at a specified temperature as well as ensuring that the valve can be manually reset once the sensor temperature has reduced to a normal operating level.

As industry guidelines make clear, fire safety valves should not be overlooked. Although it may never be needed, they perform a crucial and often unknown role, safeguarding properties against the risk of fire and potentially saving lives.

www.teddingtonsystems.co.uk



Kenneth Maxwell, sales manager at Teddington Group



NEW one & two-stage burner service pumps

AUV and ATUV

2 Service pumps, with left & right nozzle outlets, available in clockwise & anti-clockwise rotations.

The Right Pump Always At Hand

4 models can replace over 80% of pumps on the market, whatever fuel is used (kerosene, B10 or light oil). Interchange lists are available.



Leaders In Heating & Ventilation Components

AVAILABLE NOW FROM ANGLO NORDIC - SUNTEC'S UK & IRELAND DISTRIBUTOR TO STOCKISTS. CONTACT OUR SALES TEAM FOR FULL DETAILS.

+44 (0) 208 979 0988

sales@anglo-nordic.com

www.anglo-nordic.com

WALK, JOG, RUN, CLIMB, CYCLE!



ASHLEY & DUMVILLE LTD
COMMUNITY & CHARITY FUND

Over the years, we've supported some brilliant fundraising efforts for many fantastic causes.

If you are raising money for charity, we'd like to help you

Please email:

berni@andpublishing.co.uk



Tanks, bungs and flues... the rogues' gallery has them all!

This edition of the rogues' gallery features yet more shocking and potentially catastrophic installations. Even when a professional technician thinks he or she has seen it all, there is always something even more frightening just around the corner that can still make them shudder with disbelief!

Keep your photographs coming so that we can share your experiences with all our readers. And due to a technical glitch (*it can happen to the best of us!*), if you have sent rogues' gallery photographs to us during September or October, could you please resend them.

Send your pictures, together with a brief description of your business and where you came across the subject of your snaps, to jane@oilinstaller.co.uk



When Duncan Morrison, a director of Tank Services Grampian, was asked by a customer to transfer her fuel oil from an old tank to a newly installed tank, he had to refuse. Duncan explains: "When we saw the base that had been installed, we had to explain to the customer why we could not put fuel into the tank – due to an unsafe base. The tank would not be level and would not be supported.

"It was unfortunate for the customer regards the extra cost to put everything right – plus the original installer/plumber could not be contacted anytime she called his number. She had also been sold a single skinned tank by the installer.

"As can be seen from the after photo, the problem was rectified by us, the fuel was transferred and the old tank was removed!"



When technician Sam Welford of IDBS Ltd in Norfolk had a routine call to service an oil boiler recently, he was shocked at what he found. The boiler had been installed and operational for around five years, but the original installer had left the plastic bung in the fuel pump where the oil flexi should go in, and removed the metal bung from the return and fitted the oil flexi in the return. "Basically, if the bung had come out, it would have flooded the customer's house with oil," Sam told *Oil Installer*. Naturally, Sam soon rectified the problem and averted any future catastrophes!



Stephen Hanna of OFTEC registered Hanna Bros plumbing and heating systems, recently sent this photograph to *Oil Installer* of a condensing oil boiler and flue. "I was asked to look at a heating system that had been badly fitted when I discovered the boiler flue exiting against a wall beside a greenhouse and a bedroom window," he explained. "I informed the owners of the faults and risks and my recommendations. He accepted my comments and told me a boiler service guy was calling next day to service the appliance. I will be back next week to see if anything has been repaired..."



Pricing page

Crude oil prices have declined by more than 10% in the past month. This news is welcome relief for the oil heating industry and its customers, coming as it does after a period of steep price rises. The positive impact has yet to feed into kerosene prices, which have increased by around 4% in the last quarter and between 30-50% in the last year. However, the crude oil price fall may help to bring down kerosene prices in the run up to Christmas, or at least mean we avoid the normal rises we expect when temperatures fall and demand spikes up.

While the increases in the kerosene

price have been very dramatic in the last year, it's worth remembering that they come after a period of extremely low prices that were completely unprecedented. In effect, we're back to where we were in 2014. It's also worth remembering that oil heating remains cheaper than its main off-grid rivals.

Increasingly pessimistic

So what's going on with the crude oil price? Three factors seem to be at work. The price rises over the summer were due mainly to fears that US sanctions against Iran would result in a supply shortage. However,

Saudi Arabia pledged to increase production to meet any shortfall and US production is also rising. There are also signs that world economic growth may not be as strong as first thought, reducing demand, while fears about the escalating trade war between the US and China have led to fears that the Chinese economy might falter. Faced with this evidence, investors are growing increasingly pessimistic about the direction of the oil market, and their negative outlook is helping to drag down crude oil prices. Given that, only recently, fuel price commentators were expecting the crude oil price to top \$100 a barrel, this is welcome news indeed.

Comparative space and water heating costs for a three bedroom house

GREAT BRITAIN

	4-yr avg: Oct14–Oct18	October-17	October-18	Price change
Anthracite Grains	1145	1114	1127	13
Electricity (Economy 7)	1730	1910	2069	159
Gas (British Gas – condensing)	1015	967	1036	69
LPG	1908	1855	2003	148
LPG (condensing)	1571	1529	1647	118
Oil	1139	1089	1439	350
Oil (condensing)	934	894	1178	284
Wood Pellets	1365	1280	1548	268
Air Source Heat Pump (radiators)	1556	1681	1805	124

NORTHERN IRELAND

	4-yr avg: Oct14–Oct18	October-17	October-18	Price change
Anthracite Grains	987	953	987	34
Electricity (Economy 7)	1556	1464	1650	186
Gas (Phoenix – condensing)	932	885	968	83
LPG	2334	2530	2629	99
LPG (condensing)	1916	2075	2155	80
Oil	1088	1053	1436	383
Oil (condensing)	893	865	1165	300
Wood Pellets	1117	1053	1144	91
Air Source Heat Pump (radiators)	1491	1409	1524	115

REPUBLIC OF IRELAND

	4-yr avg: Oct14–Oct18	October-17	October-18	Price change
Anthracite Peas	1516	1510	1628	118
Electricity (Urban Night Saver)	2036	1961	2153	192
Gas (Bord Gais condensing)	1334	1291	1399	108
LPG	2679	2620	2792	172
LPG (condensing)	2204	2157	2296	139
Oil	1575	1230	1951	721
Oil (condensing)	1289	1010	1594	584
Wood Pellets	1334	1302	1394	92
Air Source Heat Pump (radiators)	1788	1726	1890	164

Notes

The tables above are based on quarterly data published by the Sutherland Tables. They show the annual average cost of a range of heating options for a typical pre-1980 three bedroomed semi-detached home with a heat requirement of approximately 16,000 kWh.

Prices are shown in pounds sterling (£) for Great Britain and Northern Ireland, and euros (€) for the Republic of Ireland.

Spares.

Yep, that's it, just spares.

We'll leave it to the others to do boilers, radiators, bathrooms and so on, we just put all our focus on being the leading independent supplier of heating spares in the UK and Ireland. And that's why we are.

01388 760 333 • www.hwos.co.uk



Looking for a competitive, strong & reliable supplier of **oil tanks**?

Not just plastic tanks, but a range of **steel oil tanks** like no other!



Nationwide
hiab deliveries
available

Nationwide
collection of
scrap tanks*

Available
from
stock*

CONTACT US TODAY FOR DETAILS AND PRICES

Tel: 0330 999 1100

Email: sales@atlantistanks.co.uk

*terms & conditions apply - available upon request

Atlantis
BE LEGENDARY