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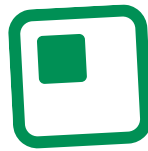


Summer 2015 Volume 9 No 2

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Reflecting on a topsy-turvy period for oil heating...



In June I will hand over the OFTEC chairmanship to Nick Hawkins of Deso/Kingspan and so I would like to reflect on the highs and lows of this period for oil heating.

The most positive thing is that the market remains quite strong. In 2014 boiler sales were up by 7% over 2013 and the number of homes on oil remains almost unchanged.

This was despite the UK government's attempt to undermine oil heating in GB through the ill thought-out Renewable Heat Incentive (RHI), which incentivises consumers to switch to renewable heating.

But there has been other good news. Partly due to OFTEC's efforts, the Energy-related Products Directive from Brussels does not now include the very low NOx limits we had first anticipated. The final announcement last September confirmed that for kerosene boilers the limit is within the range that we can meet. Very low NOx limits – less than 90 mg/kWh – would have forced us to move to expensive blue flame technology from 2018. In turn, this may have meant that few replacement oil boilers could have been sold owing to their high cost. So this is a great success for the industry.

The fall in the price of kerosene – especially this winter – has also been a good boost to us. In the four years to January the cost of heating a three bedroom home with oil fell by 29%, whereas for the same home on mains gas the increase was 26%; with electricity it was +23%; and with LPG +10%. Even the few homes on wood pellet boilers saw a cost increase of 14%. Your customers need to be reminded of this in case they think that oil is always more expensive. This is not true!

As I leave the OFTEC chair I remain saddened that ministers have refused to include bio-liquids in the RHI. OFTEC has a low carbon heating fuel option called B30K which – with some government backing – could have become standard for homes on oil and reduce CO2 outputs significantly. However, the current misguided preference in government for heat pumps – driven by carbon-rich electricity – as the preferred type of renewable domestic heat has meant that bio-liquids are ignored. I hope the new government will re-visit this issue.

I see oil heating as having a healthy future. As our Oilsave website says, we have an efficient and safe form of heating which will remain the fuel of choice in rural areas for many years to come.



Martyn Bridges,
Chairman (2013/2015)
OFTEC

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Caledonian House, Tatton Street,
Knutsford, Cheshire WA16 9AB 6AG
Tel: +44 (0)1565 653283;
Fax: +44 (0)1565 755607
mail@andpublishing.co.uk

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Printed by S&G Print Group Tel: 01685 388888

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Summer 2015 Volume 9 No 2
ISSN 1755-3490

Doing good work?

– then enter the Awards for Excellence

OFTEC is now accepting entries for the 2016 Awards for Excellence.

If previous years are anything to go by, then competition will be keen with all categories hotly contested! For the first time, the 2016 Awards includes a category for renewable installations.

So why not give it a shot? If you are doing excellent work and can show that your commitment to customer service is second to none, it's well worth entering.

The winner of each category will walk away with a framed certificate and a sizable cheque, but the kudos is worth far more – nothing impresses a customer more than being able to say "I'm the best".

Entries will be considered for work carried out during 2015 and the deadline for entries is 31st January 2016. To enter, simply complete and return an entry form. You can find them in the technician area of the OFTEC website. Alternatively, email marketing@oftec.org or telephone 0845 65 85 080 or 01473 626 298 from the UK or 01-8645771 from the Republic of Ireland.



Recruitment drive to plug heating industry skills gap

With news that the UK's economic recovery is in jeopardy due to a chronic skills shortage – particularly apparent in the trade sector – OFTEC has begun a drive to recruit more young people to begin a career in the heating industry.

According to the Confederation of British Industry (CBI), the skills shortage is becoming more acute as the country's economy begins to pick up and a recent report by KPMG and the London Chamber of Commerce and Industry (LCCI) suggests that 20% more construction workers and other tradesmen will be required over the next four years if UK infrastructure targets are to be met.

With this growth in demand, there are plenty of roles to be filled but fewer people are taking on vocational courses or apprenticeships in skilled work to bridge the growing gap. Latest government statistics show that in the academic year 2013/14, 440,000 apprenticeships were started in England – 70,000 fewer than the previous twelve months.

OFTEC registrations director, Adrian Lightwood, comments: "Skilled tradespeople are of vital importance to the UK economy and without their valuable work, productivity will falter. Too many young people are put off vocational routes which are still viewed as 'second class', but this couldn't be further from the truth.

"Equipping school leavers with professional skills and qualifications provides them with a key to a secure and rewarding future. The government has made some



OFTEC registrations director, Adrian Lightwood

good inroads to encourage businesses to invest in trainees and apprenticeships, but industry, education and employers need to work together to encourage many more youngsters to take this route," he adds.

Since 2002, OFTEC has run a competent persons scheme that encompasses the training, assessment and registration of technicians working in the oil heating industry which has become a quality benchmark for installers, technicians and consumers alike. OFTEC's registration services have since expanded to include options such as electrical Part P, Green Deal and, most recently, solar thermal and heat pumps to widen its support to technicians who want to offer renewable heating.

Adrian continues: "With the dramatic drop in oil prices over recent months, and expert opinion suggesting these low prices are set to continue, the future of the oil heating industry

looks strong.

"There are job opportunities out there and through the professional support and training OFTEC offers, we can help registered technicians to maximise their business and capitalise on every aspect of the market as the off-gas home energy sector gradually becomes more diverse."

He concludes: "With consumers becoming more savvy about the risks of shoddy work, contractors requiring proof of professional standards and legislation becoming increasingly demanding, it's more important than ever for technicians to be able to show they have the necessary skills and qualifications which OFTEC registration provides.

"By encouraging a new generation of technicians equipped with the right skills and a pride in carrying out their best work, we can help to ensure the current skills gap is plugged and the industry moves from strength to strength."

Don't miss OFTEC's local events

During the next few months, OFTEC is holding a series of free seminar events for its registered technicians across the UK.

The events are designed to offer technicians the opportunity to meet their local regional inspectors and staff from OFTEC's technical team who will be on hand to answer any questions.

There will also be presentations about the Energy-related Products Directive (ErPD) and the recent changes to BSI 5410-1 2014. Free OFTEC marketing materials will be available and, at the larger locations, manufacturers have been invited to attend as exhibitors. The events will run from 4pm–7pm with light refreshments available.

Booking is recommended because places are limited. To reserve a place, or for further information, email marketing@oftec.org or telephone us on 0845 65 85 080 or 01473 626298.

Events have already been held in Norwich, Portsmouth and Burgess Hill. The next events will be:

- **Abingdon, Oxfordshire – 18th June**
- **Bangor, Wales – 25th June**
- **Wrexham, Wales – 16th July**
- **York, Yorkshire – 10th September**
- **St Johnstone, Scotland – date to be confirmed**

OFTEC is currently finalising arrangements for further events in England, Wales, Northern Ireland and the Republic of Ireland. Check the OFTEC website for updates and look out for email notifications of events in your local area: www.oftec.org.uk/Events/Index



OFTEC is holding a series of free seminars during the coming months

Low oil price: A powerful incentive to invest

Throughout the winter and the early months of 2015, the price of kerosene has stayed remarkably low at between 38p and 42p a litre in the UK. This has been wonderful news for hard-pressed homeowners and also a massive boost for our industry.

The positive consumer reaction to the oil price has been reflected in the sale of boilers which, in January and February, were the best since 2011, reversing what had been a slight decline.

A very striking aspect of the low prices is how competitive oil has become. According to the Sutherland Tables, the average annual cost of using an oil condensing boiler in a typical three bedroom semi-detached house is currently about £930, making oil the cheapest of the major heating fuels. By comparison, mains gas costs £1,072 a year, electric storage heaters £1,600 and LPG a

staggering £1,621.

Most renewable heating systems are also more expensive to run, with an air source heat pump heating radiators costing around £1,453 a year and biomass £1,338. Only a ground source heat pump is cheaper at £899, but the high installation cost makes this option unlikely to appeal to the majority of homeowners.

Renewed consumer enthusiasm

So, does the low oil price present a business opportunity for heating technicians? Absolutely! While it's impossible to predict future prices with certainty, many commentators predict that relatively low prices will be around for some time, creating a powerful incentive for homeowners to invest in their oil heating system.

So why not promote the benefits of a condensing boiler and improved heating controls to homeowners with old,

standard efficiency appliances?

This could reduce their bill by at least £200 per annum. The renewed consumer enthusiasm for oil means that homeowners with old, single skinned tanks are also likely to be more receptive to the idea of upgrading – so don't miss this opportunity to tell them! Servicing technicians can also use the low price to their advantage as homeowners are more likely to want to service an appliance that's saving them money – and a well maintained system will maximise potential savings.

And what about oil's competitors? There has probably never been a better time to target homes using LPG or electric storage heaters. Oil offers massive price advantages over both and also offers greater freedom over the choice of fuel supplier and timing of purchases. So, if you want to get some new customers, now is the time...

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Banishing fuel poverty should be a national priority, says OFTEC

As a heating technician, it is likely that you will have come across customers who cannot afford to run their heating. Sadly, for some low-income homes, it has become a stark choice between eating and heating, and we should all be wondering how this can be possible in 21st century Britain, says *Jeremy Hawksley, OFTEC's director general*.

High fuel prices and poor quality housing have left many in this terrible situation, and for some it has become a matter of life and death. Government statistics reveal that the number of deaths rises dramatically in the winter and the UK's figures for winter mortality are among the worst in Europe. Something needs to be done!

For some it has become a matter of life and death

In the UK fuel poverty is said to occur when a household has fuel costs that are above average and spending that amount would leave their residual income below the official poverty line. It is something OFTEC has campaigned strongly on, together with many other industry and consumer groups. We know that households off the gas grid are more likely to be in fuel poverty, so oil heating users are particularly vulnerable. Luckily, last winter the price of oil fell dramatically, but this will not continue indefinitely.

Policy changes required...

Before the general election, we wrote to all the candidates in rural constituencies, asking them to fight for the following policy changes if elected:

- To improve insulation levels of UK homes, with an emphasis on rural households, up to an energy efficiency level of at least band C
- To incentivise the installation of high efficiency condensing boilers through a generous boiler scrappage scheme,

applicable to oil boilers as well as gas boilers

- To revise the domestic RHI to include more pragmatic steps to encourage the installation of low carbon heat – e.g. improved incentives for hybrid heating solutions and recognition of bio-liquids, such as B30K
- To extend the government's £25 million scheme to install modern central heating in fuel poor homes that have none, so that it also covers the upgrading of existing heating systems in fuel poor households
- To develop a more holistic domestic energy policy that will address fuel poverty and carbon emission reduction simultaneously, rather than as separate goals.

A welcome boost...

It remains to be seen whether these demands will be met, but we received a welcome boost in March when the Department of Energy and Climate Change published a fuel poverty strategy for England. The strategy acknowledged that the rural fuel poor had been poorly served by existing measures – which shows that they are listening and have recognised the problem.

Linked to this new initiative is a £25 million fund to support low income off-grid households, which was announced by the government in the 2014 autumn statement. The so-called “central heating fund” has been created to help pay for the installation of a first time central heating system. This would significantly boost the energy efficiency levels of a home. The fund aims to improve the heating efficiency of up to 8,000 off-grid, fuel poor homes, many of which will benefit from a condensing oil boiler. OFTEC will be looking closely for more policy announcements to address this issue.

An active role for technicians...

Also in March came the interesting suggestion from the National Institute for Health and Care Excellence (Nice) that



heating technicians could play an active role in helping to identify households that need help to improve their energy efficiency. OFTEC believes many technicians would welcome this opportunity, particularly if they were then able to carry out the improvement work. This would ensure that sole traders and small businesses do not miss out on the chance to get involved – as has happened with other government schemes, such as the controversial Green Deal.

Heating technicians could play an active role

With the election now decided, OFTEC hopes that tackling fuel poverty will be a key priority for the government. While sensible and effective government domestic energy efficiency policies would undoubtedly benefit our industry, the wider benefit to society as a whole would be incalculable.

Would you like to do something to help the elderly fuel poor now? OFTEC has published a useful guide called ‘Keeping warm this winter’. It is free of charge, so to order copies, email: marketing@oftec.org or tel: 0845 65 85 080 or 01473 626 298 from the UK or 01-8645771 from the Republic of Ireland.

Government strategy “to target England’s energy inefficient homes”

The new fuel poverty strategy published in March by the Department of Energy and Climate Change, mentioned in OFTEC’s *Banish Fuel Poverty* article, sets out a “revolutionary approach to identifying and targeting England’s energy inefficient homes,” says DECC.

Future governments will now be required by law to tackle fuel poverty by making the coldest, leakiest homes in England more energy efficient.

The fuel poverty strategy – the first for over a decade – outlines challenges and actions for the next 15 years to ensure future governments take the right steps to tackle fuel poverty and get help to those who need it most.

A new legally binding target – in force since December 2014 – is at the heart of the strategy. It requires a minimum standard of energy efficiency (band C) for as many fuel poor homes as reasonably practicable by 2030.

Unveiling the strategy in March, energy and climate change secretary, Ed Davey said: “Today marks a crucial step towards a future free from cold homes and bloated energy bills in England. We now have a legally binding commitment to plug our draughtiest houses.

A significant change

“From tackling fuel poverty in the private rented sector to facing up properly to the challenges of rural off gas grid fuel poverty, this strategy marks a significant change from the old approach.”

Meanwhile, Dr Tim Ballard, vice-chair of the Royal College of General Practitioners, commented: “The Royal College of GPs welcomes this new fuel poverty strategy. It marks an important turning point in acting on what we have known for some time: that cold homes contribute to the most vulnerable people being unhealthy and can even be lethal for them.”

ACE responds to government’s fuel poverty strategy

The Association for the Conservation of Energy (ACE) has responded to the government’s recently published fuel poverty strategy report.

Whilst welcoming the intention to bring the homes of the fuel poor up to a high-energy efficiency standard, ACE believes the target date of 2030 is too long to wait. ACE also believes that all low-income households – not just those that are currently fuel poor – should be improved.

“It is cost-effective and practicable to improve the homes of all six million low-income households to a C energy rating by 2025 – with two million improved to this level by 2020,” says Garry Felgate, communications director of the association. “If we just focus on fuel poor households, other low income households will simply drop into fuel poverty if their circumstances change negatively or fuel prices rise.

“Finally, we are worried about the caveat that households will only be improved ‘as far as reasonably practicable’. This should be removed or, at the very least, tightly defined to ensure that it cannot be used by future governments as an excuse for failing to implement the strategy. While there may occasionally be circumstances in which reaching the target is impossible or prohibitively expensive, a blanket caveat is simply a recipe for delay and inaction.”

ACE was formed in 1981 and represents major companies involved in the manufacture, distribution and installation of energy saving equipment in the UK.

www.ukace.org

Turning up the heat with solid fuel and biomass registration

OFTEC has added solid fuel registration to its Competent Person Scheme (CPS) and expects to launch biomass registration by the autumn. The new scopes will complement and expand the existing suite of registration options and completes the association’s move towards a total off-gas registration service for heating technicians.

The new solid fuel registration, OFT15-108, enables installers to self-certify this type of work in accordance with building regulations under OFTEC’s CPS licence in participating regions.

OFTEC believes the enormous growth in popularity of solid fuel systems requires a new emphasis on individual and business competence for this area of work. This is vital when, just like any other combustion appliance, solid fuel-based systems are a potential source of carbon monoxide (CO) spillage, and could also cause a fire or even an explosion if poorly installed. Both wet and dry options will be covered, allowing for both space heaters and hot water radiator-based systems. OFTEC is developing a new solid fuel course and HETAS qualifications will also be accepted.

OFTEC’s biomass registration will complete its range of renewable options, enabling technicians to install and self-certify their work in accordance with regional building regulations (where applicable) and demonstrate their competence to consumers. Optional Microgeneration Certification Scheme (MCS) registration is also available to enable customers to access Renewable Heat Incentive (RHI) payments.

Both technologies offer an excellent way to expand a business and offer customers more heating options. Biomass offers a viable renewable heating solution for rural properties while solid fuel stoves can complement an existing heating system, providing additional room heating in very cold weather or a flexible alternative to running the main system for cool spring and autumn evenings.

For more details, call the registration team on 0845 658 5080 or 01473 626298 (UK) or 01 864 5771 (from RoI). Alternatively, email our registration team on registration@oftec.org.

New chairman predicts a long term future for oil

Nick Hawkins takes over as OFTEC chairman on the 23rd June at the association's next annual general meeting. Recently he was interviewed by Oil Installer and answered some pertinent questions about the oil industry.

Nick, tell us something about yourself and your company Deso Engineering – part of the Kingspan Environmental Group.

Deso was set up in Minehead, Somerset, by my brother Tim in 1984 as a steel fabricator and oil tank manufacturer. Plastic tank manufacturing began in 1994. We have a long track record of manufacturing both domestic and commercial tanks, our largest are 9,400 litres. We have also branched out into other roto moulding products, including our range of FATYAK kayaks. Deso became a wholly owned subsidiary of Kingspan in 2007. I have worked in the company since 2001 fulltime, previously having worked in management consultancy and the automotive industry.

How do you see the oil heating market developing in the UK and Ireland?

We have over a million homes on oil in GB and a further million in Northern Ireland and the Republic. This is a sizeable market and despite a decline in oil tank sales since the mid 2000s, it is a decent and stable market. That said, we cannot ignore threats from the climate change agenda against oil heating and the continuing possibility of onerous legislation from Europe. However the current low oil price is helping to sustain our market.

What are your aims for OFTEC over the next two years?

The first is to ensure we maintain the existing oil heating market with approximately 2m homes still on oil.

The second, to persuade government to introduce a boiler scrappage scheme and also a single skin tank scrappage scheme to help stimulate sales of condensing boilers and bunded tanks.

The third, to build up our competent persons scheme and to ensure that we are giving our registrants a one stop shop should they be interested in moving into renewables.

The recent revisions to BS5410 have forbidden the installation of single skin tanks in all locations – although this isn't a legal requirement. Do you think the single skin tank market will now be eliminated?

Yes. In time the single skin tank market will go, probably first in GB and then in Ireland. The proportion of sales of bunded tanks increases year on year as people realise their intrinsic benefits – whether bunded metal or bunded plastic. The failure of single skin tanks can cause enormous environmental damage and this is easily avoided by installing a bunded tank. We fully support the changes to BS5410.



Nick Hawkins

Why are there so many plastic tank manufacturers and wholesalers in the UK and Ireland markets, and do they all conform to laws and regulations?

There are now new legal requirements that every plastic tank in a domestic location must comply with the Construction Products regulations (CE marking), and only companies which have had their tanks independently tested and verified can be sure of compliance with this marking requirement.

I cannot comment on all the people in the market other than to say that many of them are not OFTEC members and do not have the OFST200 standard. My advice to installers is always 'better safe than sorry': – why take the risk of installing a tank which comes from a manufacturer whose tanks are not independently tested? I would remind all installers and merchants that, in law, the person who fits or sells the tank is responsible to ensure that the tank properly conforms to CE marking. If there is a leak and a contamination claim, it is the installer and merchant who take the flak.

Why is OFTEC important to the oil heating and cooking market, and do you see its recent decision to move into the registering of renewable heat installers as a sign that they may be moving away from oil?

I do not see that OFTEC is moving away from oil in any way whatsoever. Its role is to guide installers and us manufacturing members through challenging times because of the renewable heat agenda. OFTEC has been listening to installers and knows that many of them are now actively engaging in the renewable sector, particularly biomass and heat pumps. OFTEC wants to help its existing registrants move into these sectors if that is what they want to do.

OFTEC has a difficult role in having to both promote and police the industry. I am confident that we can do this with tact whilst also ensuring that standards improve on the ground. My own view – and that of the OFTEC Board – is that oil heating has a long term future in the UK and Ireland. By the mid 21st century it may have changed with there being more

hybrid heating with condensing oil boilers working with heat pumps and solar thermal. Also by then we hope to have more bio-liquids in use.

What have been the big achievements to OFTEC recently?

The most important thing has been the six-year battle with Brussels to ensure that oil boilers will not double in price due to the introduction of the Energy Related Products Directive. The original proposal was that all boilers would have to have very low NOx limits – below 90 milligrams per kilowatt hour – which is not achievable with yellow flame technology burning kerosene. Due to OFTEC's efforts, a special exclusion has been introduced for kerosene which means that our industry can continue with yellow flame technology for at least another seven years... a long fought victory of huge importance.

Secondly, OFTEC has had to change how it deals with its registrants in order to comply with new government regulations for competent persons schemes. This has raised our standards and the frequency of inspections, but we believe this frequency to be unfair when

compared to other industries and are negotiating for this to be relaxed. We do listen to technicians and change things when we can.

Do you have any final comments?

OFTEC is here to help defend our industry and to ensure professional standards on the ground when boilers and tanks are installed.

We will always fight for oil and we see the 7,500 plus installers, and our inspection force of 14 inspectors, as an important part of the campaign to show the consumer that oil heating is safe, reliable and efficient. If the rural heating market moves towards renewable heat, OFTEC will be there to register technicians so we will be a one stop shop for competent persons registration.

Our mission is to listen to technicians and to alter our registration scheme to make your life easier. By being a member of OFTEC, an installer is helping to raise the professional standards of the oil heating/cooking sector and thereby helping to ensure that we have a good market for many years to come.

Save money by renewing your OFTEC registration online

It is now possible to renew registration online via the OFTEC website. This means you can now renew your registration 24/7 and, for an initial introduction period, qualify for a discounted rate. For a business with one technician there is a saving of £20 on the cost of annual registration and £80 if renewing for five years (five year registration is only available in GB).

To use the online renewal system, your business registration and at least one technician registration must be due to renew within three days of each other.

Those who want to renew business registration or technician registration separately will need to call OFTEC's registration team. OFTEC can also align the expiry dates at the same time so that the online system can be used for future renewals. For a direct debit plan, please contact OFTEC who will provide the necessary forms.

It's important to remember that delaying your renewal can be expensive. If you renew more than six months after your renewal date you will have to pay a re-application fee and your business will have to be re-evaluated by your local OFTEC Inspector.

To renew online visit the OFTEC website www.oftec.co.uk/technicians/renew-your-registration. To contact OFTEC registration services, call 0845 65 85 080 or 01473 626 298 from the UK or 01 864 5771 from the Republic of Ireland.

Prosecution highlights installation safety risks

OFTEC has been assisting Jersey planning and environmental department in their case against a Jersey plumbing firm, which has highlighted the need for boiler installations to meet important health and safety standards set out within the Jersey building bye-laws.

The case led to the prosecution of the plumbing firm in the magistrate's court during February 2014, for breaching building bye-law requirements relating to the installation of domestic heating boilers. The company allegedly installed 16 boilers without building permission.

Jersey householders are being reminded that their safety is being put at risk if central heating boilers are not properly installed. The official advice recommends that householders should request that a certificate of compliance is provided at the completion of the work to confirm the installation meets the safety standards set by the building bye-laws.

A certificate can be obtained from the department of the environment in cases where a building application has been submitted, or from the installer's registration body, where the work has been undertaken by a registered competent person.

Director of building control at the department of the environment, Mo Roscouet, said: "We are reminding any person who is having an oil or gas boiler fitted of the importance of receiving a certificate of compliance. An incorrectly installed boiler can result in the release of poisonous carbon monoxide gas and increased fire safety risks."

New MD for PTS

Plumbing Trade Supplies (PTS), part of the plumbing and heating division of the Travis Perkins Group, has appointed Matthew Mycock as its new managing director.

Based at the company's head office in Crick, Matthew is leading PTS' programme of investment as it accelerates its focus on large contract customers.

Previously working in the retail, FMCG, and service industries, Matthew commented: "I'm delighted to be joining PTS at a time of investment and change. Our main focus is to action a number of ambitious plans to create an industry-leading service for the UK's large plumbing and heating contracts."

"My previous roles also had an emphasis on meeting high expectations by delivering a complex product on time and directly to the customer. Applying this to PTS will be key in realising our aim of providing a best-in-class offering for the unique requirements of large projects."

www.ptsplumbing.co.uk



Matthew Mycock, newly appointed managing director at PTS

Ken retires from service

OFTEC has recently said goodbye to long-serving inspector, Ken Frost, who has retired.

Ken joined OFTEC in 2008 after many years 'on the tools', running a busy and successful oil heating business. Located in mid-Wales, Ken initially covered the whole of Wales himself, before the region was split between two inspectors, easing his travelling.

Ken is now going to turn his hand to furniture restoration and getting his golf handicap down! OFTEC and many oil technicians in Wales owe Ken a big 'thank you' for his expertise and professionalism while working effortlessly for the good of the oil industry.



Fewer assessment papers for oil technicians

Following the recent update to the British Standard for domestic oil-firing appliances (BS5410 part 1), OFTEC has taken the opportunity to revise its assessments.

By careful design and by combining some of the papers, the number of question papers which technicians have to sit has been greatly reduced, while still covering the 'minimum technical competencies' for oil installers and service technicians. In the past, for example, a technician taking a combined 101/105/600 course would have had to sit nine theory assessment papers. This number has now been reduced to five while still covering the same subjects.

OFTEC is always looking for ways to improve the assessments and make them more user-friendly for technicians, while still maintaining the standards which have to be met to ensure competency.

OFTEC has more than 75 approved assessment centres across the UK and Ireland, and many of these can also assist with training and assessments in areas other than oil, such as gas, solar thermal, heat pumps, unvented, electrical and more. A list of centres in your area, together with their contact details, can be found in the technician section of the OFTEC website.

Revised rules released for OFTEC registration

Occasionally OFTEC checks that its rules for registration are still relevant and updates them in accordance with industry changes. One reason for a recent revision is that the OFTEC registration scheme is now accredited to ISO/IEC 17065:2012, which replaces BS EN 45011.

OFTEC's registration scheme is to be accredited to this new standard by UKAS because it is now a requirement of the Department for Communities and Local Government (DCLG) and Welsh government's competent persons scheme conditions, together with the DECC Green Deal and MCS installer schemes.

OFTEC recommends that all businesses download a copy of the revised rules, which can be found on the website www.oftec.org, or email registration@oftec.org to request an electronic pdf copy. Alternatively businesses can call the OFTEC offices on 0845 65 85 080 or 01473 626 298 from the UK, or 01-864 5771 from the Republic of Ireland, to request a hard copy by post. If an inspection visit is imminent, regional inspectors can leave a copy and clarify any of the content during the visit.



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FIREBIRD
HEATING SOLUTIONS

Helping the installer with a part solution...

Summer is the time when customers' thoughts turn to servicing to ensure their heating systems keep on running without a problem over the winter months. Colin McGregor, Plumb and Parts Center's category development director (parts), looks at why being able to get your hands on genuine replacements for any worn or damaged parts is vital if you want to get the job completed as quickly and efficiently as possible.



Colin McGregor, Plumb and Parts Center's category development director – parts

It might be a cliché, but for installers time really is money. So when they get called to a breakdown, or are doing a routine servicing job, they need to have the confidence that they can get the parts they need without delay, especially when they are working in remote locations. Not only is their time valuable, but they can be put under pressure by their customers because being left without heating and hot water can be a real inconvenience, and not just for families.

Think of all the commercial buildings that may need spare parts. Shops, offices, hotels, pubs, sports clubs... the list goes on and on. They're keen for work on their heating systems to be as quick as possible because time closed would lead to loss of revenue and the danger that customers will take their business elsewhere and not come back.

Not surprisingly installers do not like it when they're let down. If they promise a customer they can have the boiler fixed by a certain time, and the part they need still hasn't arrived, they're not going to be happy.

As merchants, we need to be doing as much as possible to make sure installers

get the support they need, because it's their reputation on the line. That's why Parts Center has invested in solutions like our call centres that are open seven days a week, and a next-day delivery service that's available from branch and our national distribution centre.

Customers are able to place orders up to 8pm and receive the items next day. That's the sort of service installers expect nowadays, so it's important for them to know they can get the product they want, when they want, delivered where they want it."

The amount of different replacement parts on the market is mind boggling

Traditionally, the only way for an installer to identify a replacement part was to phone in or take it to their merchant, who would then help find out what it was. But there are easier ways to do things.

The amount of different replacement parts on the market is mind-boggling. Whether they're for domestic or commercial boilers, commercial catering spares or off-

grid systems. There is no way installers will be able to recognise every single one, especially when you consider Parts Center stocks over two million parts and our staff have 8,000 years of collective knowledge and undertaken specific parts training.

This is where technology really helps us out. More and more installers are using smartphones, laptops and tablets while they're on the go, so it's handy for them to have a tool to help with identification, check stock and place an order.

The mobile site – which can be accessed from any smartphone and tablet with an internet connection 24-hours a day, seven-days a week, 365-days a year – offers product selection, identification and unrivalled live stock availability today. So heating and plumbing specialists can identify the part they need and order it with just one click, without the need to spend time and money on wasted journeys.

In an information age, that is moving along at breakneck speed, knowledge is key for installers in getting the best out of their business. Installers don't have to know everything off the top of their head – but by using the correct knowledge-gaining tools, they can certainly make it look as if they do! www.partscenter.co.uk



Oil now – and 10 years in the future...

by Andrew Townsend

Andrew Townsend, senior consultant at energy and environment consultants, A.F.T. Energy, looks into his crystal ball and predicts where oil heating will be a decade from now.

We are entering a truly turbulent time. Domestic energy suppliers' prices are up and down like a roller coaster and customers are unsure which way to turn – renewables, energy efficient appliances, construction and modernising property with better insulation, glazing, etc. As an energy consultant, I am often asked the question: "How will we be heating our homes in 10 years time?"

Searching deep into my brief case I am expected to produce my crystal ball... Frankly we have had it too good for too long. Let's face it, gas and oil are amazing, and it looks like we want to squeeze the world dry of every drop with the global expansion of fracking. So oil will be here quite a lot longer than we originally thought ten years ago.

"Life is like riding a bicycle... to keep your balance, you must keep moving forward" – Albert Einstein. But, in the shadow of the words of the great man, I see a more combined solution – an oil boiler to quickly get our customers' systems up to temperature, with an electrical boiler combined to maintain the heat... a bit like a hybrid car. For power, a system like this could benefit from using PV panels on the roof, with the option, perhaps, of combining a wood stove for those more rural installations where wood is sustainable, plentiful and won't pollute surrounding neighbours.

Is bio fuel the answer? Frankly, in large numbers for domestic use, no. Small scale it has its place, but we can't grow enough food to feed the world, so we certainly can't turn half of that land over to producing bio fuel.

So it has to be electric then? According to the Global Wind Energy Council (GWEC), global wind installations reached a record 51.3GW in 2014, up by more than 50% on the previous year's 33.8GW, and up six fold in just a decade. Love it or hate it, in countries such as Denmark, around 39% of all power consumed during 2014 was generated using wind.

What about domestic hot water? I can



really see hot water system designs moving away from combination boilers and back to cylinders, so we can use any extra energy made by PV, wood stove, cheap off peak electricity, ground/air-source heat pumps, etc. Remember PV is an energy-generating tariff. You are paid to make it, so use it!

Will we be cooking with oil? The easy answer is yes. Okay, there are electric and solid fuel cookers, but nothing is quite like oil. Stick it in a can, take it anywhere in the world, and you can cook with it.

If properties were better constructed, their use of oil would reduce and benefit all

How about the property? If our customers' properties were better constructed, their use of oil would reduce and benefit all. We also need to educate our customers, because sitting around in shorts in the middle of winter is not going to save

energy, or, indeed, their money!

Government research shows that the average household thermostat is set at 23C (73F) – a degree or two warmer than a typical summer's day in the south of England. Some 36% of people keep the thermostat dial at 25C (77F) and one in 20 has it turned right up to 30C (86F). This is hotter than many summer days in Sydney, Australia, and well above the recommended temperature for good health.

Will oil heating end? Certainly not in the next ten years. In fact, quite the opposite. I see a growth of new energy efficient boilers, but we must have a greater understanding of the benefits of oil and how better to utilise this fantastic fuel. Look around you... the clothes you wear, to the pills, medicines and ointments you take. They all come from oil. And that's before we even start with transport and heating!

But I finish with some words of warning... "When its gone, it's gone" – and that's a fact. As installers and service engineers, you are in the front line. It's your legacy and your industry, so protect it. There is no better time to start than today so that we can all enjoy a great industry in the future.



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The simple solution to oil theft and resultant pollution...

In the Spring issue of Oil Installer, Clive King shared his thoughts on the history of the domestic oil heating industry. In this edition, Clive discusses oil storage facilities and how to deter the potential oil thief

Oil prices rose dramatically in the 1990s and right up until about four years ago when they started falling again.

In the intervening period the oil thief came into his own because oil storage facilities were normally in the countryside, in quiet lanes, hidden behind houses and garages and barns where they were out of site of the householder or farmer.

Also the tank was usually sited close to a road so that the tanker would not have to unwind a vast amount of hose.

When oil theft became a problem, tank and tank equipment manufacturers devised methods to discourage oil theft. The padlock was the first and obvious device to lock the top of the tank delivery point, i.e. the six inch agricultural lid, soon to be declared null and void because of potential spillage problems.

The later two inch fill pipe lid was also fitted with a padlock, but to no avail as the determined thief has no respect for the customers' property or for the environment. He would therefore break the connection at the outlet of the tank, normally at the bottom and draw off as much as desired. This is always the weakest point of the tank as it is easy to sever. When faced with a steel tank and a protected draw off point, a battery operated drill straight through the tank wall gave instant access to the contents. When the thief had stolen the amount he wanted, the rest of the oil was allowed to

drain away to earth creating a pollution hazard.

Deny the thief access to the tank...

Plastic tanks are even more accessible and access for the thief is very easy. Recently householders were losing thousands of pounds worth of oil from theft and various methods were used to steal the oil.

Oil tank manufacturers and equipment manufacturers improved their anti-theft equipment to try to deter such theft, but no one seemed to realise that the only way to stop theft was to deny the thief access to the tank.

Some commercially manufactured units told the householder that his oil was being stolen or had gone altogether, but none of them kept the thief away. Once the tank had been attacked then the oil has gone.

Stop or discourage the thief from approaching your tank and everything will stay in place and reduce the cost to zero.

During the period of high fuel prices a tankful of oil could cost over a thousand pounds. The householder would also have to add to this the cost of a new tank and inevitably the cost of pollution clean-up as would be demanded by the Environment Agency. In all the cost to the householder could be many thousands of pounds.

How to stop this? Employ

the services of a qualified electrician who could install a security light operating on a PIR to cover the tank, install a CCTV camera and an audible warning or warning message and connect all together for a very small outlay. Compared with the cost of losing one's oil, a new tank and clean-up, the cost of installing the above is minimal. A colleague of the author has done this after an attack on oil tanks in the area and the results have been amazing.

Resurgence in popularity

The author is of the opinion that oil fired heating, instead of diminishing in popularity due to high oil prices and the introduction of renewable fuel technology, will see a resurgence of the installation of condensing oil boilers, new oil storage tanks and improved energy saving controls.

Because of diminishing natural fossil fuels, coupled with the desire to reduce the carbon dioxide discharge from these fuels, eventually new technology will take over completely. But that situation is in the future and those of us in the oil industry today must protect our proud industry now.

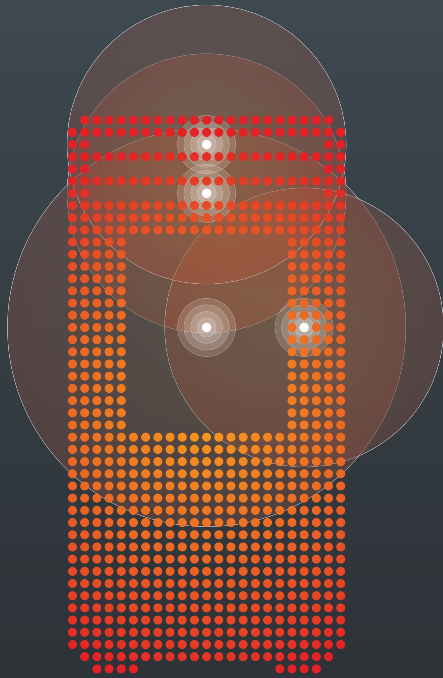
Condensing boilers and improved controls go a long way towards achieving a reduction in carbon discharge to atmosphere. Bio fuels are in their infancy, are not backed by the major oil companies as yet, and could prove to be problematical in their storage, especially over long storage periods. Until all the above hiccups are set



A well known and well-respected personality in the oil heating industry, Clive King joined Shell-Mex & BP Ltd as an apprentice after leaving school in 1958, subsequently joining the company's domestic oil central heating division as a central heating designer. He then took over as south west regional sales manager for Boulter Boilers before becoming general manager with a Shell nominated company to install cavity wall insulation. In 1984 he formed his own company, Energy Systems (Exeter) specialising in installing, upgrading and servicing oil fired heating equipment. He ran the company for 23 years and during this time he carried out consultancy work for OFTEC and, in 2007 became an OFTEC inspector – a position he held until May last year. Although now semi-retired, Clive continues to carry out consultancy work and still takes a keen interest in the oil industry.

straight, the author believes that the oil industry has a bright future for the next few years and that genuine oil-fired heating engineers should make the best of this period. It is cheaper to change your boiler and controls than to tear it all out and install new technology – even though the government is 'helping' with the financial aspect...

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Manufacturer profile – Specflue

Integrating renewable technologies with existing systems

*It is widely accepted that using biomass for domestic heating substantially lessens the effect on the environment than using traditional fossil fuels. But why should installers consider selling-in a pellet stove or boiler and how can it be integrated into existing systems to increase efficiencies? **Jed Smith**, head of business support services at Specflue, discusses how it can be a win-win for both installer and the customer.*

For over twenty years, Specflue has been working in the heating technology market, initially as a flue and chimney distributor, but over the last five years within the renewable sector, supplying MCZ and RED biomass stoves and boilers, as well as thermal stores and solar panels.

There is no doubt that opportunities for installers to grow their businesses are there for the taking and success will come for those who have the ability to explain the benefits of installing renewable heat products, both as an alternative option and as a complement to traditional oil-fired systems.

However, to ensure that we protect the reputation of an evolving market and place safety at the heart of every installation, it is vital that operatives undergo the correct training and qualify as a registered installer. This is a mandatory pre-requisite for Specflue, as we will only supply to those that hold approved

certification.

Pleasingly though, we have seen a steady rise in the number of traditional fossil fuel heating engineers attending renewable training courses at our dedicated facility based in Suffolk, who have then gone on to work within the renewable sector very successfully.

Biomass boilers and stoves can save up to 80% on heating costs compared to traditional fuel boilers and technology has moved on with most reputable manufacturers now producing appliances that are fully programmable with thermostats and time controlled systems.

The things that need to be considered when opting for this type of system are not dissimilar to the more traditional system and include: the position of the flue pipe; the size, shape and insulation of the rooms to be heated; the heating requirements; the existing heating system and its heat output. The installer also needs to ascertain whether the stove or boiler is going to be a primary or secondary source of heating and what type of heating is preferred by the customer – air or hydro?

As a biomass installer, the flexibility to offer either a pellet boiler or pellet stove option means that you are better placed to satisfy the customer's demands. For instance, the biomass boiler (similar to the



A biomass boiler is normally installed in a garage or utility room where it is connected to a wet radiator system

“Red” boiler pictured) is normally installed into a garage or utility room where it is connected to a wet radiator system, akin to an oil boiler. However, if the customer wants something more visual as a focal point, then air or hydro pellet stoves can be installed in one or a number of rooms, where they can be used as individual room heaters or connected to the existing plumbing system, to heat the entire house. The benefit of all options is that they are compatible with the RHI (Renewable Heat Incentive scheme) and MCS (Microgeneration Certification Scheme), providing a payback for the householder.

However, what about integrating renewable heat technology into an existing heating system?

The historical dilemma has always been that energy or heat generated could not be stored. Well, the answer may lie in installing a thermal store, such as the HEATBANK Xcel, which can combine just about every type of heat source there is available to drive central heating and hot water for domestic properties.

In its most basic form the store can act as a buffer system, used purely for central heating. Large 1½” bosses allow the largest of boilers to be comfortably connected using gravity circulation, with numerous other bosses for pumped circuits. A large 1m²

coil is provided as standard for connection to any pressurised heat source. There is also the option to then add a plate heat exchanger, to generate mains pressure hot water that will supply multiple bathrooms using high pressure mains water, without the need for unvented certification or annual maintenance.

Both high temperature radiators and low temperature underfloor heating can be run simultaneously, and the store is configured in such a way that the low temperature loads can run off a low temperature heat source like a heat pump, while high temperature loads run using higher temperature heat sources like boilers.

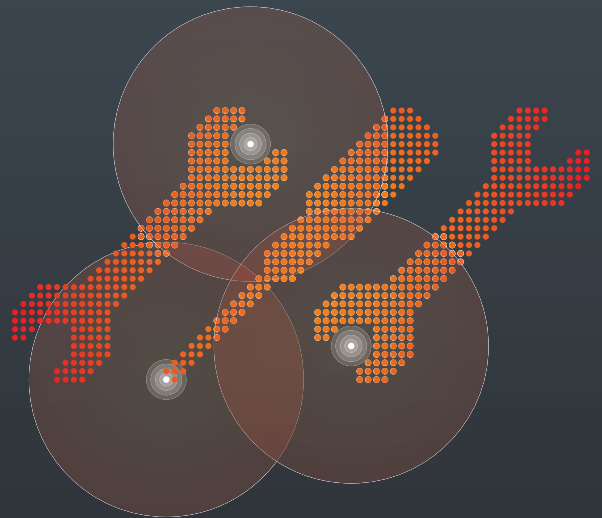
Online is a great platform to get that extra support to help you on your way. For example, Specflue has a number of free online tools available to lend a hand for the specification of renewable heat products. Tools, such as those on heatweb.co.uk, include ‘Product Selector’ that can be used to identify the best appliances to meet heating and hot water demands, and ‘Design Tool’ which enables sizing of cylinders and expansion vessels. Calculators are also available to work out heat loss and water loads, and the ‘System Designer’ tool provides estimates of potential RHI payments and helps in the preparation of quotations and system designs.

www.specflue.com



This schematic shows how a variety of fuels and renewables can be connected to the HEATBANK Xcel from Specflue

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Make sure that new boiler installation gives maximum customer satisfaction

Installing a new boiler? Sean McBride and Norman Armstrong, OFTEC's Ireland inspectors, share their hot tips to ensure that the new installation works best for the consumer...

A boiler accounts for over 60 % of what we spend in a year on energy bills (Energy Saving Trust), so a more efficient boiler can make a huge difference to an annual household budget.

In Ireland the condensing oil boiler is currently the model of choice with typical efficiency levels of 90 % plus. A condensing boiler will save householders at least 18 % in fuel bills per annum, compared with the older standard boiler it is replacing. In many cases it can be much more, depending on the age and servicing history of the model being replaced.

While many consumers are simply focused on upgrading the boiler, due to age, inefficiency or breakdown, there is a golden opportunity to increase cost savings even more and make the heating system work better for the homeowner – simply by attending to a few crucial details at replacement time.

Too often boilers are replaced on to systems that have not been power flushed or cleansed. Boiler manufacturers wisely insist on a power flush or system flush each time a new boiler is installed. Evidence of a lack of proper power flushing with an approved chemical will invalidate any warranty if it proves to be a contributory factor in any appliance or system breakdown.

All heating systems have two major substances: metal and water. When these two react it causes oxidation (rust) inside the pipes, boiler and radiators. To have an efficient and healthy heating system it is essential to prevent this chemical reaction as much as possible.

Over a period of time this build-up of rust (magnetite) will become sludge and break down the system's ability to emit heat efficiently. An approved inhibitor should be left in the cleansed system afterwards, to keep the water clean, as it will interfere with the formation of magnetite in the first place by stabilising the water. It is a cardinal sin to place a new boiler on to a system that has not been cleansed and you are certainly not doing your client any favours, as they

will likely have problems within the first two years. And you could end up getting the blame!

The second consideration when replacing an oil boiler is to see if the consumer has separate controls for hot water and heating. It's a building regulation requirement, so this is just plain common sense. In older properties, single pipe systems are still common with the heating circuit being heated to provide hot water. This is completely unnecessary and adds more cost for the consumer. A simple 'Y' plan (a three-port mid position motorised valve to direct the pumped flow from the boiler to either the central heating circuit or the hot water cylinder or both simultaneously) is easily installed at the same time as the new boiler and will allow the householder to choose hot water only, heat only or both together, giving much more flexibility in the summer months and saving money.



When fitting a 'Y' or 'S' plan, consideration can be given to introducing 'zones', especially in larger homes. A zone is an area whose heating is under the control of one time and one temperature controller, i.e. one timer and one thermostat, or one programmable thermostat. For example, heating in a large house may be divided

into one zone comprising living rooms, and another zone comprising bedrooms, with a timer and room thermostat (or programmable thermostat) for each zone.

Consumers are becoming more educated about central heating and it pays to be able to offer advice and information on what will work best for their system. The time to think about upgrades and improvements is ideally when you are replacing the boiler, and what customer does not want to hear how to maximise the efficiency of their heating system, for comfort and to save money? A satisfied customer will pay dividends in the longer term with repeat business and by telling others, so remember when you are called out to replace a boiler, think system cleanse, zoning and upgrades for maximum consumer satisfaction!

Boiler replacement scheme – more good news for oil in Northern Ireland

This initiative was introduced by the Department of Social Development (DSD) in the spring of 2013 and provided grant assistance of up to £1,000 for a new oil or gas fired condensing boiler replacing models over fifteen years old.

The scheme was due to end on 31st March 2015 but, following lobbying by OFTEC, local oil manufacturers and others, the DSD minister extended the scheme for a further year and allocated an additional £2M to the scheme.

This cash will see a further 2,500 oil boilers installed in Northern Ireland. In addition, DSD is recommending the use of OFTEC registered technicians in its marketing and promotional material. To date, the scheme has been very positive for oil installs with around 70 % of installations (approximately 11,500) being new oil-fired condensing boilers.

Heat Merchants promote OFTEC installers



Frank Gilsnean of Heat Merchants with OFTEC Ireland inspector Sean McBride

Heat Merchants are promoting registered technicians through their network of branches in the Republic of Ireland. They are placing window stickers in all their stores as a positive message for any consumers visiting the stores.

Frank Gilsnean of Heat Merchants said: "Heat Merchants recognise that OFTEC registrants have been trained and assessed as competent to install and service oil-fired boilers, cookers and tanks. It makes sense for Heat Merchants to promote the use of registered technicians as we want the best for our customers – that is why we are happy to endorse OFTEC".

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Celebrating the industry's successes...

The Heating and Renewables Roadshow Awards is back this year – bigger than ever before with the introduction of four new categories, including the prestigious Oil Installer of the Year award.

The awards ceremony will be held at the Ricoh Arena, Coventry, and will kick off the first of the Roadshow events, as the industry takes time to celebrate successes and share best practice.

Previously known as The Energy Efficiency and Renewables Awards, this year benefits from the scope and variation that the heating sector brings, which is reflected in the categories available to enter. From projects and innovations, to training initiatives and apprentice of the year, the categories span across the heating and renewable sectors offering a chance for everyone to enter.

Paul Stephen at A&D Publishing – organisers of The Heating and Renewables Roadshow – comments: “Hundreds of people gathered last year in London to toast the 13 winners who demonstrated determination, quality and uniqueness – and it is something we only want to build upon further. So this year, we’re stepping up a gear with even more categories, a different venue and a new name.

“We have retained all previous 13 categories and introduced four brand new ones: Apprentice of the Year, Oil Installer of the Year, Community Heating Project and Training Initiative of the Year, providing even more chance to learn from and recognise new achievements. We also decided to return to the regular venue of The Ricoh Arena, Coventry, on the evening of Thursday 10 September, to mark the first of the Roadshow events and kick off the show in style.”

Award categories:

- Contribution to Heating & Renewables Award
- Commercial Project of the Year
- Residential New Build Project of the Year
- Residential Retrofit Project of the Year
- Community Heating Project of the Year
- Heating and Renewables Innovation of the Year
- Training Initiative of the Year
- Apprentice of the Year
- Biomass Installer of the Year
- **Oil Installer of the Year**
- **High Efficiency Boiler Installer of the Year**
- Solar PV Installer of the Year
- Solar Thermal Installer of the Year
- Air Source Heat Pump Installer of the Year
- Ground Source Heat Pump Installer of the Year
- Commercial Installer of the Year
- Heating and Renewables Installer of the Year

Entries for the awards opened on 1st April and are free to enter. For more information and to request an entry pack, contact team@theeventworks.eu

<http://heatingandrenewablesroadshow.co.uk/>

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ISSUE 5

HEATING
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sales@hwos.co.uk @hwosuk

Worcester rewards installers for personal choice

Worcester, Bosch Group's "installer's choice" cash-back promotion has returned, offering installers up to £350 when they opt for a Worcester product for their own home.

The new promotion includes £250 cash-back upon the installation of a Greenstar oil or gas-fired condensing boiler, and £25 for the company's new Wave control.

Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group, commented: "Year after year, more installers turn to us to provide heating and hot water for their own homes. We also know that many have found owning Worcester products to be of value to them and also their business, enabling them to demonstrate the functionality to potential customers and sell the technology more easily.

"We are delighted to be able to cement our position as the installer's choice by offering them the chance to benefit from our market-leading products, while receiving cash-back along the way."

The Worcester, Bosch Group installer cash-back incentive applies to a range of selected products between 1st January and 31st December 2015. For more information, visit <http://www.worcester-bosch.co.uk/homeowner/events-promos/installer-cash-back>



The installer cash-back incentive applies to Worcester products installed by the end of 2015

New £9m distribution centre opens



Worcester, Bosch Group was joined by local MP, Robin Walker recently to officially open the doors of its new £9 million Bosch distribution centre

Worcester, Bosch Group officially opened the doors of its new £9 million distribution centre recently, located on Wainright Road, Warndon, Worcester.

The company's finished boilers, heat pumps, cylinders, commercial products and accessories have already been moved from the previous warehouses to the new 6.7 acre site, which is able to hold more than 10,000 pallets at capacity. Internal sales teams and the logistics planning departments have also made the move to the new building.

The site features a three-tier mezzanine and additional racking to house the spare parts pre-pack and despatch departments for greater efficiency. It enables 10,000 items to be dispatched per day.

Carl Arntzen, managing director of Worcester, Bosch Group said: "We are thrilled to be officially unveiling our purpose built Bosch distribution centre. This new building supplements the huge investment we have undertaken at our head office and factory on Cotswold Way, and will ensure our business continues to produce and distribute the quality and innovative products for which Worcester is known, as effectively as possible." www.worcester-bosch.co.uk

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X-series burner celebrates 10th anniversary

EOGB, manufacturers and distributors of oil, gas and dual fuel burners, is celebrating the tenth anniversary of the launch of its X-series range, which has seen a steady 10% year-on-year growth since it was launched in 2005.

X-series burners, designed and manufactured by EOGB in St Neots in Cambridgeshire, range from 14kW to 100kW and are widely used as replacements in domestic and light commercial boilers due to their reliability, ease to maintain and adaptability to fit the majority of boiler enclosures.

As a result of its success, the range has also been extended to provide low voltage solutions for a wide range of applications, such as for road maintenance and field kitchens for the army.

Martin Cooke, EOGB technical manager, said: "We're really pleased with the impact the X-series range has had in industry over the last ten years. We now work with over 200 stockists across the UK and the X-series burners are often the product of choice for engineers due to their high quality and effort-free installation and maintenance."

The X-series range of burners consists of three models: the X400, X500 and X600, which all come with a 12 month warranty. EOGB is currently developing an ultra-efficient low NOx addition to the series which is expected to be launched later this year. www.eogb.co.uk



EOGB's X400 burner

Worcester launches latest product registration app

Worcester, Bosch Group has announced a new way for installers to register heating and hot water appliances quickly and easily, with the launch of its "guarantee registration" app.

Incorporating a built-in product code scanner, the app has been designed to ensure simple product registration of all Greenstar gas and oil-fired boilers, Greenstar System Filters, and Wave smart controls while on the job.

Additional features, such as 'find my location' and 'postcode look-up', provide further assistance for the registration of customer and property details. The app also enables installers to scan an appliance on site and return to the registration at a later, more convenient time.



The guarantee registration app is compatible with iOS and android devices and is now available to download from both the Apple App Store and the Google Play Store.

Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group, comments: "The next step for technology within the heating sector is finding ways to improve the daily routine of the installer, and we're extremely pleased to be able to do so with the launch of our new guarantee registration app, which will enable them to quickly complete what is an essential stage during every new boiler installation.

"We hope the app will not only save installers time, but will also generate repeat business as they can search an online archive of completed registrations, and customer information."

www.worcester-bosch.co.uk

Former rugby player joins the EOGB team



Stephen O'Neill, newly-appointed technical specifications engineer at EOGB

Burner manufacturer and distributor EOGB has strengthened its technical team by appointing Stephen O'Neill as technical specifications engineer.

Stephen, a former professional rugby player, re-trained as a gas fitter when he retired from playing in 2001 due to injury and is currently studying for a Master's degree in industrial and commercial combustion engineering.

At EOGB Stephen will be responsible for burner commissioning, servicing and specifying for all types of commercial, industrial and processing applications.

Commenting on his appointment, Stephen said: "I'm excited about starting my role at EOGB who, for me, stand out not just for their technical capabilities and product range but for the highly personalised and efficient service that is at the centre of everything they do."

Stephen played for the Newcastle Falcons in the team that won the premiership title in 1998. During his sporting career he also played for Gateshead Thunder, the Irish Exiles and the Ireland Wolfhounds.

Worcester sponsors the celebrities' ordeal

Worcester, Bosch Group, launched its latest consumer campaign to millions of homeowners across the country recently, promoting the benefits of products – and in particular the new Wave Smart controller.

Worcester sponsored ITV's recent 'Mission Survive' series, fronted by Bear Grylls. The show saw eight celebrities, including double Olympic champion Dame Kelly Holmes, and former England international rugby player Mike Tindall, face a 12 day survival mission unlike anything they've ever experienced before. During the ordeal, they learned to navigate difficult terrain, build shelters, make fires and the eat food that nature provides.

Each of the hour-long episodes featured Worcester either side of commercial breaks, where viewers saw the benefits of being able to control their heating from anywhere using the innovative Wave app and smart controls.

Sue Pennington, consumer brand manager at Worcester, Bosch Group, commented: "This campaign gave us the chance to raise brand awareness and we are delighted to have sponsored this prime series on ITV's flagship channel."

The series of six programmes were broadcast between the middle of February and the end of March. www.worcester-bosch.co.uk



Mind your step! Worcester recently sponsored ITV's "Mission Survive" series

Looking after little and large...

The plumbing and heating division of Travis Perkins Group has announced a major programme that is transforming the way its two merchant brands, City Plumbing Supplies (CPS) and Plumbing Trade Supplies (PTS), serve customers.

CPS will focus on small and medium sized installers whilst PTS will concentrate on larger contracts and commercial relationships.

Paul Tallentire, chairman of the plumbing and heating division for the Travis Perkins Group, said: "Behind this significant investment is a simple concept for customers of both PTS and CPS. The PTS business is focusing on what it does best – world class delivery to our large contract customers. CPS has been vastly expanded to maximise our reach for the domestic installer and to provide them with an unrivalled range of services and product choice."

www.ptsplumbing.co.uk

www.cityplumbing.co.uk

Firstcall's boiler package

Firstcall Home Assist, a provider of energy efficient boilers in Scotland, has teamed up with Worcester Bosch and Barclays finance to provide boilers with a 10 year warranty from £17 per month.

"Thousands of homes in Scotland have old inefficient boilers that are costing a fortune to run and when you add boiler cover to the costs, you would be as well throwing money down the drain," says David Dodds, Green Deal manager at Firstcall Home Assist.

"To replace an old boiler with a new energy efficient boiler from Firstcall Home Assist could mean an average saving of around £30 per month. With boiler cover costing an average of £20 per month, this creates further savings as our boiler come with a 10 year warranty as standard," he adds.

www.firstcallhomeassist.co.uk

Travis Perkins Group launches new apprenticeship scheme

Leading brands within the Travis Perkins Group, including Plumbing Trade Supplies (PTS), Direct Heating Spares (DHS), and City Heating Spares (CHS), have launched a dedicated spares apprenticeship scheme.

The first year of the programme is retail focussed, allowing students to identify the best possible way to provide high standards of customer service. This is followed by six months dedicated to heating spares to

enable the students to gain an in-depth knowledge of the product range. At the end of the scheme the apprentices will achieve a Retail Apprenticeship Level 2 qualification and the opportunity to join the PTS, DHS, or CHS businesses full-time.

The first three apprentices are now completing the scheme. Shaun Marrows, the spares apprentice for PTS, commented: "It's been interesting coming into a new

industry and learning new things every day.

"I have a largely retail background, having worked with a number of large high street brands, so it's good to bring this experience to a completely different, but still very service orientated, business. My aim is to hopefully continue working within PTS to apply everything I've learned."

www.travisperkinsplc.co.uk



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ASK OLLIE!



I have seen from a recent advert that LPG provides 7.11 kWh (heat energy) per litre of fuel. How does this compare with heating oil?

According to Sutherland Tables, heating oil (kerosene) provides 10.35 kWh per litre of fuel – that's an impressive 30% more than LPG and means oil customers need fewer litres of fuel to heat their home.

I have been asked to install a 30kW boiler in a factory warehouse and it will be running on Class D gas oil to British Standard 2869. Are there any restrictions on the height that the flue must terminate?

Yes. British Standard 5410-1: 2014 states that the flue connected to appliances running on Class D gas oil should terminate at a height of two metres or more above ground level.

Whilst surveying a domestic site for a replacement tank, I've identified that there is a loose fitting manhole cover nearby. I know the tank must be banded, but do I still need to keep the tank 10 metres away from the manhole?

No. However, reasonable clearance must still be provided so that the manhole remains accessible.

I am quoting to install a 25kW open flued boiler inside a property in England. Have I heard correctly that open flued oil appliances should now be installed with an audible carbon monoxide (CO) alarm?

Yes. British Standard 5410-1: 2014 states that where open flued oil fired appliances are installed inside a building

or within a restricted area externally, a CO alarm conforming to EN 50219, should be installed. Further information on requirements for installing CO detectors with oil fired appliances can be found in OFTEC technical book 4.

I have been tasked with renewing a redundant section of underground oil supply pipe at a domestic property. As part of this work should I be providing access to any joints that I make underground?

Yes. British Standard 5410-1: 2014 states that where an oil supply pipe is installed underground, access should always be provided to joints. Further guidance can be found in OFTEC technical book 3.

Is it true that glandless circulators on heating systems which are sited external to the boiler should be 'A rated'?

As of 1st January 2013, glandless standalone circulators for heating systems are required under Eco Design legislation to have an energy efficiency index (EEI) of not more than 0.27. EEI values less than 0.27 are reached by current high efficiency 'A rated' circulators.

CE marking – the facts

An advert supplied by a tank manufacturer in the spring edition of Oil Installer magazine has resulted in a number of enquiries being made to OFTEC's technical team concerning CE marking of oil tanks.

The advert appeared to cause some confusion by suggesting that all oil tanks should be CE marked. Whilst this is true of plastic oil tanks, OFTEC would like to clarify that steel tanks manufactured to BS 799 or OFTEC Standard OFS T200 are currently exempt.

Tank installers are encouraged to familiarise themselves with CE marking regulation and further information on this topic can be found in Technical Notice 002 on the OFTEC website:

www.oftec.org

New storage solutions from J.Seed

Oil storage solutions specialists J.Seed & Company now offers steel tanks ranging from domestic heating oil tanks up to 100,000 litre dervpacks.

"We have built some really interesting tanks recently, including one with twin outlets at different heights to run an AGA and boiler off, and our Firecheck tanks are proving very popular with installers," says Wendi Whittle, sales manager of J.Seed & Co.

"Whilst exhibiting on the Lamma show with one of our distributors, we were asked several times for small secure dispensing tanks and therefore have developed a small cost-effective range of dispensing tanks starting from 600 litre capacity. They can be fitted with a range of different dispensing options and are a very cost-effective alternative to the plastic dispensing tanks," she adds.

www.jseed.co.uk



The new 600 litre dispensing tank from J.Seed & Company

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Online training academy hits early milestone

The number of installers to have signed up to Worcester, Bosch Group's online training academy has passed 2,000 within just four months of its launch.

Worcester's online training academy focuses on keeping installers up to date with the latest product features, installation tips, and troubleshooting advice at their own convenience.

In addition to the range of e-learning programmes on offer, the front page of the online academy website features an area where installers can view recent YouTube videos from Worcester as well as news alerts concerning new training courses available. Within their own personalised area, the installer can also review their training progress and download a printable certificate upon completion of each course.

Phil Bunce, training manager at Worcester, Bosch Group, commented: "We are delighted with such a high level of early uptake amongst installers and believe that this shows the enthusiasm for development among industry professionals. With smartphones and tablets now essential components of an installer's toolkit, we want to give installers more opportunity than ever to enhance their industry knowledge whenever suits them best. Online training can never completely replace the hands-on equivalent, but it's certainly a great option for those who wish to continually refresh their knowledge."

Installers can register for Worcester's online training academy at: www.worcesterbosch-academy.co.uk.



The online training academy – for installers on the move

Worcester appoints new training manager

Worcester, Bosch Group has appointed Jon Wheeler as its new training manager, as part of its ongoing commitment to providing installers with a variety of development opportunities.

Previously regional sales manager for the South East, Jon has been promoted to oversee the rolling out of training initiatives and assist in finding solutions to significant industry challenges.

In his new capacity, Jon will be investigating a number of new training opportunities for installers, as well as managing the introduction of e-learning modules and web seminars to ensure that installers remain informed ahead of the ErP directive due for implementation in September of this year.

Speaking about his appointment, Jon commented: "I'm extremely proud to be taking over what is already a very successful team. Targets were surpassed last year and I'll be working closely with the team to achieve the same fantastic results again in 2015.

"It promises to be a busy year for Worcester, not least with the introduction of ErP labelling. This directive will have a far reaching impact on installers, and in the coming months we will look to supply them with everything they need to become the authoritative voice on the topic.

"In addition, we will be expanding the portfolio of modules that we currently offer on our Online Academy, as well as focusing on improvements to the 'college links learning scheme' to ensure that we can bring more localised training to our customers.

"Of course, we will also continue to be on hand for installers wishing to become familiar with new Worcester products and technologies, as part of the provision of opportunities for installers that underpins all we do."

www.worcester-bosch.co.uk/training



Jon Wheeler has been appointed training manager by Worcester, Bosch Group

New training units from HETAS

HETAS has launched an updated range of solid fuel and biomass training courses which feature new modular formats along with improved theory and practical assessments.

The format of the courses has been revised to meet the latest industry needs and standards, and have been developed by HETAS working alongside industry stakeholders.

The launch of the domestic Renewable Heat Incentive (RHI) has increased demand for HETAS training, particularly for their biomass course. Last year there was a 40% increase in the number of candidates attending HETAS training courses compared to the previous 12 months.

HETAS chief executive Bruce Allen commented: "We are constantly reviewing and revising our courses to meet demand, and as well as catering for the solid fuel industry we also offer a range of courses ideal for gas and oil installers who are looking to expand their skills and offer biomass to their customers."

www.hetas.co.uk/training

Promoting the benefits of OFTEC and its technicians...

"Although only two staff make up OFTEC's marketing and communications team, we play a crucial role within the organisation," says Malcolm Farrow, marketing and communications manager.

Malcolm and marketing and communications assistant, Charlotte Bethel, work very closely with colleagues from other departments in promoting the benefits of OFTEC registration and encouraging technicians to join the scheme.

The tight-knit team also promotes OFTEC's trade association, provides news and information for registered technicians and informs homeowners about the benefits of oil heating and why it is important to use an OFTEC-registered competent person.

"How we achieve this can be very varied and we turn

our hand to a wide range of activities," continues Malcolm. "This can mean anything from helping to produce publications like Oil Installer, e-news and our range of home guides, attending trade shows and organising events, managing the OFTEC website and sending news stories out to the press and media.

"We also keep an eye out for any new opportunities. For example, as social media and electronic marketing has grown, so we have added these to our range of activities, using them to communicate with a bigger audience than ever before. For example, did you know that we now have over 1600 Twitter followers?"

Malcolm Farrow joined OFTEC in 2011. He is in charge of the day-to-day running of the department, which basically

means keeping a lot of plates spinning at the same time! Helping him do that is Charlotte Bethel, who has worked for OFTEC for five years. While Malcolm gets on with the actual projects, Charlotte provides vital admin support to ensure that everything runs smoothly. As part of this she oversees the publication stock control, maintains a range of industry

statistics, collates OFTEC's press mentions and keeps track of department's expenditure.

"If you have any good ideas for how we can improve our work, we're always keen to hear from you," adds Malcolm. To contact OFTEC's marketing team, telephone 0845 65 85 080 or email marketing@oftec.org.



Marketing and communications manager, Malcolm Farrow, with assistant Charlotte Bethel

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Stand by for the Ecodesign and Energy Labelling Regulations...

On 26th September 2015, tier one of the Ecodesign and Energy Labelling Regulations will come into force for space heaters and water heaters. The aim is to improve the efficiency of heating systems, reduce their environmental impact, and to help end users make smarter choices when purchasing heating equipment for their homes. In the UK and Ireland, the reality is that it will remain the installer who often suggests or selects the equipment to be installed.

Following many years of negotiation between the European Commission and representatives from all European member states, Ecodesign requirements have placed challenging equipment performance standards on manufacturers. These also include many changes to how performance is measured, calculated and ultimately relayed to the purchaser. From September the key focus for boilers is on their space heating energy efficiency. For combination boilers and water heating the key focus is on water heating energy efficiency.

In 2018, limits on emissions of nitrogen oxides (NOx) from oil boilers will come into force and, in 2019, following a review of the regulations, a revised efficiency banding scale will come into force. This should lead to the lowest performing products becoming obsolete.

Oil boiler manufacturers have been working extremely hard to develop their products to meet compliance before the September deadline. This has included a long period of intense negotiation between our UK and Ireland representatives, and representatives from Germany and Belgium, over threats to the continued use of traditional yellow flame oil burners being used in appliances, once the 2018 NOx emission limits come into force.

Had OFTEC, its members, and DEFRA not dedicated significant time and resource

into defending the UK and Ireland oil heating market, the probable outcome would have been a complete redesign of oil boilers, the need to use expensive blue flame oil burners, and the whole industry having to up-skill within a short period to support this new technology. As it stands, this threat has been pushed back until around 2022, and is subject to the outcome of an Ecodesign review, expected to complete by the end of 2018.

What does this all mean for the oil appliance installer?

In essence, the oil boiler installer will need to understand the Ecodesign and Energy Labelling Regulations when considering the installation of boilers, water heaters, control packages, and solar devices.

Technicians who also install other heating technologies and fuel should be aware that these regulations also cover electric and gas boilers, heat pumps, and cogeneration heaters (CHP units). Specific requirements apply to each technology.

The scope of Ecodesign and Energy Labelling Regulations are different. For space heaters, water heaters, and combination heaters, Ecodesign Regulations cover products up to $\geq 400\text{kW}$ output, whereas Energy Labelling Regulations cover products up to 70kW output.

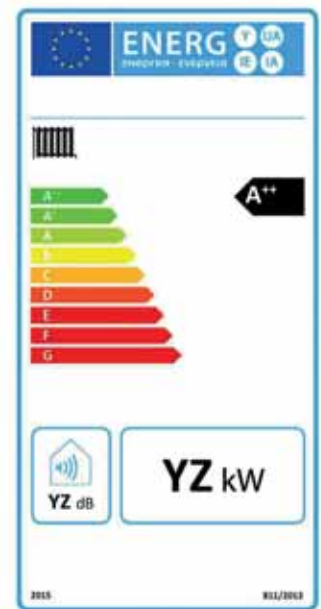
Ecodesign Regulations will largely be taken care of by equipment manufacturers. However, Energy Labelling Regulations may be applicable

to several elements of the installation, so are the responsibility of the installer.

For space heaters, from September the energy efficiency class of oil products will span from A++ to G, with A++ being the most energy efficient. Installers should receive from the product manufacturer a 'product label' which contains information such as the manufacturers details, the space heating function, the space heating efficiency value, and the output rating. A product 'fiche' should also be supplied, which will contain more detailed technical data, such as an annual energy consumption and specific information relating to installation, use, and maintenance.

Where more than one product is installed, for example a boiler and a control device such as a room thermostat, or the addition of a solar device, this will be known as the installation of a 'package' and the combined efficiency of the package must be calculated and displayed. It is the responsibility of the 'dealer' to provide the package label. The 'dealer' is defined as 'a retailer or other person who sells, hires, offers for hire-purchase or displays products to end users.' In the UK and Ireland heating industry, this will typically be the installer. The information displayed on the 'package label' will be derived from the individual 'product labels'.

However, in instances



Example of a product label for a boiler

where a boiler has an integral control device provided by the manufacturer, there is no mandatory requirement to provide a package label for the two products.

To assist installers, OFTEC is now preparing detailed guidance that will be added to OFTEC technical book 4. For the registered technician's area of the website, information and a number of FAQ's are being prepared, together with a package calculation and labelling tool.

Installers are also encouraged to attend one of OFTEC's evening seminars, which will feature a presentation about the new regulations and an opportunity to discuss any concerns with OFTEC's technical team. See OFTEC's website, or the article on page 5 for details.

Self-certification... without the bureaucracy

Some technicians are attracted by the idea of offering renewable technologies, but are put off by the requirements of the Microgeneration Certification Scheme (MCS).

The additional hoops small businesses have to jump through in terms of operating a quality management system requiring record keeping, business processes and paperwork, are significant, although their customers do qualify for the Renewable Heat Incentive (RHI) as a consequence.

So if you want to self-certify renewables, but don't want to offer MCS, what can you do? The answer is to join OFTEC's competent person scheme (CPS) for solar thermal (OFT501) or heat pumps (OFT504). You can do this without MCS certification accreditation, which is available as an optional extra. You will still need to show you have appropriate training by submitting evidence of a QCF mapped qualification with your application and an inspection visit will also be required.

If you're feeling your way into renewables, but don't know yet whether they will become a significant part of your work, this could be a good option. OFTEC will also be adding biomass registration this year, further increasing the choice of registration options.

For more details, call the registration team on 0845 658 5080 or 01473 626298 (UK) or 01-8645771 (from RoI). Alternatively, email the registration team at: registration@oftec.org.

Grant launches SpiraPod outdoor boiler housing

Grant UK has launched its new SpiraPod outdoor boiler housing for its Spira condensing biomass boiler range, allowing for greater flexibility with installation.

Designed and manufactured by Grant, the fully weatherproof SpiraPod accommodates all Spira models from 5 to 36kW. It features a 190kg integral hopper and can also house both the Grant wood pellet vacuum and sealed system kit.

"The Grant SpiraPod is a ready-made home for our Spira boilers, meaning the appliances can be sited outdoors, safe from the elements and easy to access for maintenance and cleaning," explains Anna Wakefield, marketing manager for Grant UK. "At Grant, we are working hard to make biomass boilers a viable alternative for home heating and the SpiraPod is yet another novel Grant product that will help tick that box for both installers and homeowners."

www.grantuk.com



The new SpiraPod outdoor boiler housing for Grant's condensing biomass boiler range

Solarlec installs solar panels at Travis Perkins distribution centre

Travis Perkins Group has had solar panels installed by renewables firm Solarlec to power its new regional distribution centre near Warrington, Cheshire.

Travis Perkins chose Solarlec, which has offices in Burnley, Carlisle and Exeter with installers and energy advisors nationwide, to complete the installation after the company fitted solar panels on to one of its Wickes stores in Sutton last year.

Solarlec designed and installed a 157.5kW solar PV system on the new purpose-built distribution centre, which serves all 16 of the Travis Perkins Group's companies and a total of 1900 UK sites, using Solfex Enhance solar panels.

The solar panels are predicted to save the Travis Perkins Group £9,862.30 on energy bills over the next 12 months alone, securing £11,823 in feed-in tariff subsidies over the course of their first year. Over the next 25 years, the system's combined benefit is predicted to be in excess of £907,000.

Haydn Young, group energy manager for Travis Perkins, said: "It's my job to look at ways the group can reduce its energy consumption and carbon emissions. As a group we pay large carbon levies so the choice of solar will reduce our total energy costs and therefore reduce our carbon emissions."

The solar panel system at the centre is set to save 1.5 million kg of carbon dioxide over the next 25 years.



Solar panels fitted by Solarlec at Travis Perkins' regional distribution centre in Appleton, near Warrington, Cheshire.

Solarlec's national sales manager, Darryl Redhead, said: "Commercial companies like the Travis Perkins Group choose solar because it's an easy install with no moving parts and it's virtually maintenance-free.

"Of course, you've got the added bonus that your roof is going to produce an income and ultimately substantially reduce energy bills." www.solarlec.com

RHI e-learning packages launched

City Plumbing Supplies, supported by Sustainable Building Solutions (SBS), has introduced the UK's first e-learning RHI training modules.

The packages have been developed by SBS' official partner, PPL Training, to make it simple and convenient for installers to meet their RHI installation requirements.

The courses offer a blended learning approach, combining an e-learning module with traditional tutor led assessments, and include heat pumps, solar thermal hot water, and Part L energy efficiency.

Paul Joyner, managing director of SBS, said: "We are continually listening and reacting to industry needs and recognise that a flexible training approach, such as e-learning, is a beneficial resource for time-pressed installers. It's our aim to create a truly single resource of advice for the customers of City Plumbing Supplies.

"The additional offer of the PPL Training e-learning modules, which are specifically targeted to meet the requirements of the RHI, is a first for the group and offers yet more options for our customers."

www.tpsbs.co.uk

EDF and Kensa join forces in social housing scheme

EDF Energy has signed an agreement with ground source heat pump manufacturer, Kensa Heat Pumps, to fund vital energy saving measures for social housing providers and their residents.

The unique partnership – a result of the government's Energy Company Obligation (ECO) – will provide funding support to housing associations and other registered social landlords across the UK to improve heating systems in existing homes, specifically away from the gas grid.

Kensa and EDF Energy have already worked together on an ECO funded "ground source heat network" scheme for residents of Westward Housing in Holsworthy, North Devon. By extracting free, renewable energy from a series of communal borehole ground arrays, each approximately 100m deep, the Kensa "Shoebox" heat pumps located in each dwelling provide low cost heating and hot water, typically producing three kilowatt hours of heat energy for every kilowatt hour of electricity used to run the heat pump. The agreement between Kensa and EDF Energy is thought to be the first of its kind to support the installation of "district" ground source heat pumps under the ECO scheme.

Chris Davis, commercial director of Kensa Heat Pumps, said: "This exciting agreement offers a huge opportunity for social landlords across the country to address fuel poverty in their rural and off gas grid housing stock. Using Kensa's ground source heat network approach, the ECO funding provided by EDF Energy will help offset capital installation costs, and when used in conjunction with the non domestic renewable heat incentive, will provide a long term income stream for the landlord, while significantly reducing heating costs for residents. I am delighted that EDF Energy has agreed to partner Kensa in this initiative."

www.edfenergy.com, www.kensaheatpumps.com

Fresh approach from Spire

Cardiff-based Spire Renewables has introduced a fresh approach to the sustainable heating industry by providing complete ground or air-source heat pump kits.

The company's compact packages include an appropriately sized heat pump, well-insulated hot water and heating buffer cylinders together with a pre-plumbed, pre-wired backboard.

Spire works with a variety of manufacturers offering a range to suit every budget, with CTC, Samsung, Stiebel Eltron, Viessmann and Mitsubishi equipment supported. Packages have been designed for their flexibility, so can suit many properties with different heating system designs.

The company supports installers from the beginning to the end of the process, including sizing the appropriate heat pump for the property, ensuring the emitter system is suitable and, if required, designing ground loops.

www.spirerenewables.co.uk



The Spire Renewables heat pump kit includes a pre-plumbed, pre-wired backboard

Further recognition for Thames water scheme

The Kingston Heights project, in which 137 apartments and a hotel now get renewable heating and hot water from the River Thames, has received further recognition by securing the 'Commercial Project of the Year' award at the National ACR Awards 2015.

The innovative £70 million development harvests renewable, low grade heat from the Thames and transfers it 200 metres from the river to the development's apartments and hotel where it is utilised to provide all the heating, hot water and cooling requirements.

The project relies on Mitsubishi's heat pump technology to boost the river water's low grade heat to the temperature required to provide all the heating and hot water for the flats and the hotel.

Kingston Heights has already received acclaim across different industries, securing several awards, including Climate Week Award 2014; City of London Sustainability Awards 2014; National Heat Pump Awards 2014; and Energy & Environmental Awards 2014.

The development has also been used as the inspiration behind an open water heat pump map developed by the Department of Energy and Climate Change (DECC), under the direction of Edward Davey MP, secretary of state for energy and climate change and MP for Kingston and Surbiton, who formally opened the scheme in October 2013.

Mike Spenser-Morris, of project developers NHP Leisure, commented: "I feel that what we were doing in Kingston should be replicated wherever there is easy access to water, and this has been borne out by the fact that officers at DECC have now produced an initial water source heat map that demonstrates the enormous environmental benefits available from the use of open water heat pump systems around the country."



The £70 million Kingston Heights development which now gets its renewable heating and hot water from the River Thames

Mitsubishi scores with the Warriors



Left to right, Wayne Joyce, Wigan Warriors director of community; Martin Fahey of Mitsubishi Electric; Phillip Jones chairman, Wigan Warriors Community Foundation; and Martin McLoughlin general manager, Wigan Warriors Community Foundation

Mitsubishi Electric has become the official main partner for Wigan Warriors Community Foundation and a key partner of the Foundation's new "I'm a Green Warrior" project – a campaign to advance the growth of a greener community and a sustainable future in Wigan.

The Warriors Community Foundation aims to be the spearhead in engaging hundreds of schools, colleges and businesses along with thousands of individuals to get involved in the renewable energy agenda.

"It is fantastic to gain the support of such a prestigious global company as Mitsubishi Electric," says Wigan Warriors director of community, Wayne Joyce.

"The partnership will allow us to extend our current delivery and help us take a further step in our ambition to become a world renowned foundation."

Meanwhile, Martin Fahey, Mitsubishi Electric's sustainable solutions manager, commented: "We are delighted to be part of the Wigan Warriors Community Foundation and 'I'm a Green Warrior' project as it matches our own commitment to getting everyone to look at how they can reduce energy use.

"Our approach is all about engaging with people to start the energy dialogue and with Wigan, we are linking with a very strong and high quality brand that obviously means a lot to the community."

www.wiganwarriors.com/community

Capturing the calamities!

Our request for photographs showing humorous, disturbing and downright outrageous installations and workmanship continues to attract more and more entries from OFTEC registered technicians.

In this issue of Oil Installer, we are publishing a selection of shots – some of which might raise a wry smile, whilst others make us thankful that they were spotted before too much damage was done! Whatever category your photographs fall into, keep them coming so that we can share them with our readers!

Send them to jane@oilinstaller.co.uk



Send your photographs to jane@oilinstaller.co.uk



1

1 – Alan, Jersey

Spot the tank! Whilst carrying out a risk assessment at a property in Jersey, Alan of 1st Call Plumbing & Heating Solutions found it difficult to find the oil tank. After a search of the grounds, he eventually spotted the sight gauge and traced the tank from there!



2

2 – Andy Simpson, Bridport

“One for the gallery,” says oil service engineer, Andy Simpson. “This tank – one of several – was located on a steep forest hillside above a carp lake! Not only was the supporting wall cracked and leaning downhill but the supports under the tank were made of wood and rotting.” Andy currently works for AP Chant of Bridport, but the photograph was taken during a holiday in Bideford, Devon.

3 – Phil Gough, Cheshire

“Just when you think you’ve seen it all... a roof tank !” says Phil Gough of Cheshire Heating Services of Altrincham. Oil service and breakdown engineer, Phil, is self-employed and has run his own business for around 11 years. From time to time, Phil also installs tanks – but not on the roof!



3

4 – David Whidden, Hampshire

This tank – held down by a length of old binder wire attached to a 4”x4” wooden post – was photographed by engineer, David Whidden. David works for Oiltec, the independent oil service engineers, who cover Hampshire, Wiltshire and Dorset for domestic, commercial and industrial boiler maintenance services. The company also specialises in Aga and Rayburn service, repairs, breakdowns and commissioning – but not old wire!



4

Gallery



5 – Jeff Moran, Neath

Red diesel – red faced! Jeff Moran of Valley Services Heating and Plumbing Engineers, was called out to a local pub whose landlord had tried to save money by tipping two spare 25 litre containers of red diesel into his empty oil tank. After the damage was done, Jeff and his colleagues had to remove the boiler and steam clean it! Valley Services normally specialise in the installation and servicing of oil, gas and multi-fuel appliances – and normally steer well clear of diesel engined machines!

6 – Robert Cole, Suffolk

A couple of dodgy installations photographed by Robert Cole who runs R.Cole Plumbing Services, covering the rural and semi-rural communities of mid Suffolk and south Norfolk. The oil tank, says Robert, had no support under its centre, an overhang on the base, was installed too close to the flue and eaves – together with many more problems! The boiler, installed in a garage, had no balanced flue, no fire valve, soft soldered joints on the oil pipe, no filter or isolation valve... the list goes on. Luckily, Robert specialises in oil tank replacement and oil boiler installation and maintenance.



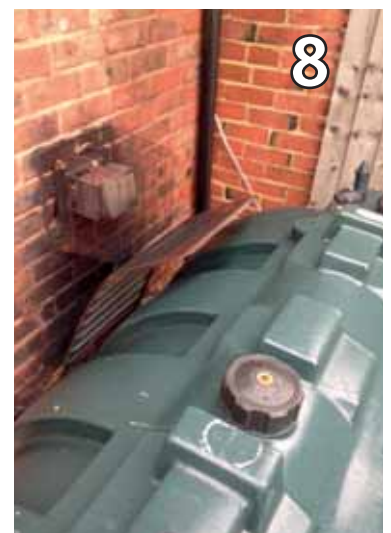
7 – Shaun Fee, Whitchurch, Shropshire

No way to treat an oil tank! Shaun Fee of WPH Services in Whitchurch, Shropshire, has sent in a collection of photographs showing a full range of almost heart-stopping catastrophes. “When I got to the property the pictures show what I found,” says Shaun. “On top of everything, the work tops in the kitchen were across the top of the boiler with no access for servicing. I repaired the burner unit and had a long conversation with the people who are living there over the state of the tank installation and about what was needed to put it right. They said they would get the landlord to correct the problems. The picture of the gas bottle is in the Whitchurch area. It has since been moved away from the flue! I hope that this gives you an insight of what we do...” WPH Services is a subsidiary of F&E Engineering and specialises in all oil fired appliances for both the domestic and industrial markets.

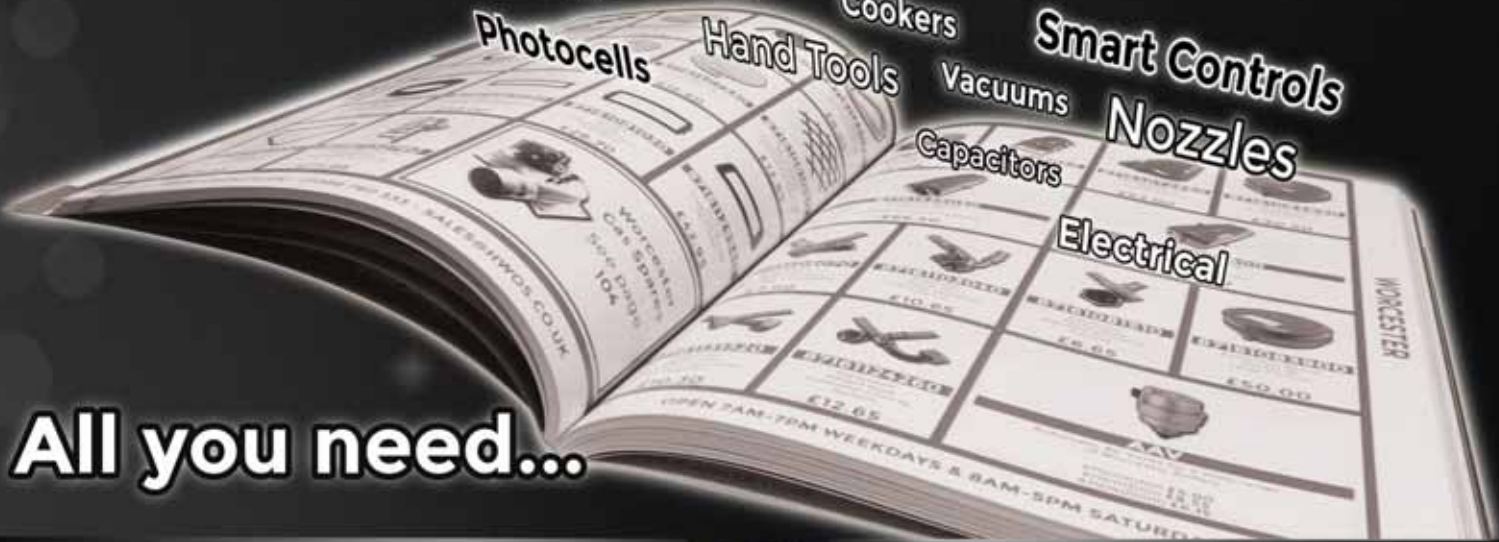


8 – Wayne Watkins, Tamworth, Staffordshire

Burning issues in Tamworth! Wayne Watkins of Wayne Watkins Oil Burner Services Ltd in Staffordshire, came across this oil tank installation at a barn conversion at Haunton near Tamworth. “They have already had a tank replaced due to it melting before!” says Wayne. “Someone had placed a piece of metal on the side to dissipate the heat. I explained that it needed to be moved away and also that the tank was splitting so required a bunded tank as a replacement. The customer was quite shocked by the problems that I pointed out and also that his insurance company wouldn’t be too happy if it was left and caused a fire. I’m still waiting for a call to change tank position and go to bunded...”



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- Manchester - 24th Sep (Event City)

The Awards are also back. Nominations are open until 30th June

heatingandrenewablesroadshow.co.uk

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