

Oil Installer

Topical issues affecting the industry today

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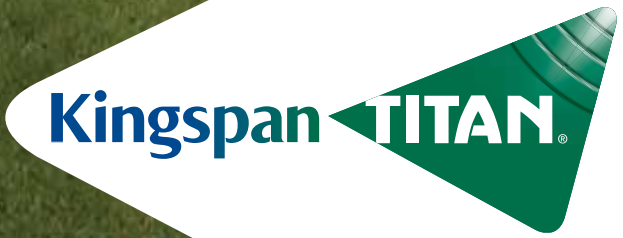


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Get ready for the heating season



As we all gear up for the 2014/15 heating season, it is pleasing to reflect that OFTEC technicians are carrying out lots of excellent installation, commissioning and servicing work every day. Indeed in 2013 there was a 13% rise in oil boiler sales compared to 2012.

The 2014 Awards for Excellence demonstrated this work with four awards to technicians including one trainee, and members receiving accolades for innovative products, websites, training centres and technical support. Find out more about the Awards on page 4.

At this time of year it is important to remind your customers to use an OFTEC technician – rather than the cowboy installer – and encourage them to stick with oil heating. We have produced a handout that can be sent with quotes and invoices to your customers. Called *Make sure you use a technician you can trust*, it explains why OFTEC registration gives your clients real protection. See page 9 for more details.

The government's domestic Renewable Heat Incentive is now live and some of your customers will ask about this. OFTEC has produced a new home guide to help your customers make informed choices. Please direct them to the Oilsave website www.oilsave.org; alternatively, we can provide free leaflets for you to distribute.

Many technicians are installing renewable heat into new build, self-build and substantially renovated homes where they usually work well. OFTEC has launched new scopes of registration to cover air source heat pumps and solar thermal panels – both of these attract the RHI – and can be integrated well with oil condensing boilers. These new scopes qualify for MCS accreditation which is needed for your clients to get the RHI. For more information see the article on page 13.

This autumn, OFTEC is holding two mini roadshows – Cambridge on September 25th and Exeter on October 7th – I hope those of you who live nearby will come. Many of our key manufacturer members will be exhibiting and there will be a seminar programme and technical updates.

Jeremy Hawksley
Director general
OFTEC



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2014 Awards for Excellence – industry stars recognised

The best of our industry talent was showcased at OFTEC's 2014 Awards for Excellence on 24th June as part of the new look Big Event



Back row (l-r) David Ewins, Davanna Heating; Michael McCaughley, Dunraven; Colin Sutherland MBE, founder of OFTEC; Dominic Dunne, METAC Training and Lee Stafford, LWL Heating
Front row (l-r) Chris Arkless, Worcester Bosch Group; Daniel Pannell, Pembrokeshire Housing Association and Anna Wakefield, Grant Engineering

Compèred by comedian Sean Collins, the Awards saw **David Ewins** from Cornwall-based Davanna Heating beat off stiff competition to pick up the title of *Oil Boiler Installer of the Year*.

David, who was also crowned *Oil Boiler Installer of the Year* in 2007 and runner up in 2006, said: "I've always pushed for the highest professional standards during the 20 years I've run the business and to be recognised for this by OFTEC means a lot. The award further strengthens the work that we do and will undoubtedly benefit the business going forward."

Stephen Owen of SC Owen in Reading received the award for *Servicing and Commissioning*

Technician of the Year, while *Oil Tank Installer of the Year* was won by **Lee Stafford** of LWL Heating in Brighton. **Daniel Pannell** of Pembrokeshire Housing Association was also highlighted as *Trainee of the Year*.

"Winning this award is massive," said Daniel. "I didn't know I'd been entered for it until my boss told me two weeks ago so it's a real surprise and confidence boost. I'm working towards becoming a fully qualified plumber and this will definitely help me along the way."

A lifetime achievement

For the first time since the Awards were launched in 2003,

the categories included a *Lifetime Achievement* award which was presented to OFTEC founder **Colin Sutherland MBE**. See page 9 for details.

Innovative Product of the Year was won by Irish firm **Dunraven Systems** in County Louth for its OilPal web-enabled remote oil monitoring application. The remaining categories for the *Best Technical Support*, *Member Website* and *Training Centre* were won by **Worcester Bosch Group**, **Grant Engineering UK** and County Laois-based **METAC Training**.

An optimistic future

"This year's Awards for Excellence proved bigger and better than ever before,"

The Big Event

More than 170 guests attended The Big Event at Nailcote Hotel near Coventry on 24th June – a day packed with technician seminars, a mini conference, and a trade show featuring some of the industry's biggest names.

Sharing their views on the market were guest speakers John Huber, president of the National Oilheat Research Alliance (NORA) in America and Mike Foster, chief executive officer of the Energy Utilities Alliance (EUA), a not-for-profit trade association which helps to shape the future policy direction within the UK energy and utilities sector.

Giving his thoughts on the market for renewables in the seminar programme for technicians was Neil Schofield, head of government and external affairs at Worcester Bosch Group.

commented Jeremy Hawksley, OFTEC director general. "The standard of entries reflected the abundance of talent we have in the industry.

"Our industry undoubtedly faces challenges going forward but with the current competitive price of oil, which is predicted to remain low, and a revival in oil boiler sales, we remain optimistic about the future. OFTEC will continue its valuable work at all levels from the government to the consumer, to safeguard and progress the oil heating industry."

OFTEC autumn events

Following the success of the Big Event, two further road show events for technicians will take place this autumn.

Cambridge Golf and Conference Centre: Thursday 25 September
Exeter Racecourse: Tuesday 7 October

The events follow a similar format with a trade exhibition and a morning seminar programme. OFTEC staff will be available to answer questions and provide advice, while OFTEC Direct will be present with special discount offers for show attendees. There will also be a prize draw on the day.

The events, which are free to attend for OFTEC registered technicians, also include lunch and refreshments.

To pre-register just contact OFTEC's marketing team on marketing@oftec.org or Tel 0845 658 5080 (option4).



Neil Schofield, Worcester Bosch was one of the presenters at the Big Event. Join OFTEC in Cambridge and Exeter this autumn for seminars and a trade exhibition

Research predicts oil price drop will continue to 2017

New research commissioned by OFTEC and the Federation of Petroleum Suppliers predicts the price of oil will continue to fall over the next three years, spelling further good news for our industry.

The results forecast that by Q4 2014, the price of kerosene will have reached 55.52 pence per litre (ppl) in the UK and 75.81 cents per litre (cpl) in Ireland. From there, prices are forecast to drop over the coming three years to reach 54.00 ppl in the UK and 74.10 cpl in Ireland by Q4 2016. The forecasts show that prices will fall further into Q2 2017 to reach 53.43 ppl and 73.39 cpl respectively.

The predicted drop in oil prices comes at a time when gas and electricity prices are continuing to rise, evidenced by the latest Sutherland Tables data, an industry-recognised source of comparative UK domestic heating costs.

These figures show the average annual cost of heating a three bedroom home by gas and electricity has increased over the last three years by 34% and 27%

the cost of using an oil condensing boiler has fallen by 12%

respectively. This compares to the cost of using an oil condensing boiler which has fallen by 12% over the same period and is now £109 more per annum than gas to heat the same house.

The National Audit Office also recently predicted that consumers face almost two decades of price rises for electricity, gas and water to fund £310 billion worth of new infrastructure projects to ensure Britain's energy and water networks remain up-to-date.

The future oil price

analysis is based on the long-standing and well-documented relationship between the global price of crude oil and the price of kerosene, and recognises the impact both domestic and overseas factors could have on price.

Commenting on the research, which was carried out by UX Energy Services, OFTEC director general Jeremy Hawksley said: "It is of course impossible to predict how future world events will pan out and exactly how these will affect the price of oil.

"However, the research remains valid and shows that the general trend of falling oil prices is expected to continue. This underlines the fact that oil is becoming more affordable and competitive, and the cheapest option going forward for most off-gas homes."



Customers remain loyal to oil

An extensive email and phone survey of 750 oil using homes, conducted by Watson Petroleum and OFTEC in the Spring of 2014, has revealed that oil heating remains a popular choice with few owners thinking of switching.

Of those who expressed a preference, most were satisfied with their existing heating system while 73% of those considering replacing their existing boiler will install a new oil condensing boiler. By contrast only 4% were considering switching to an air source heat pump.

OFTEC would like to thank Watson Petroleum for their assistance in carrying out this survey.



A recent survey of 750 of Watson Petroleum's domestic customers found that only 4% were considering switching from an oil boiler to an air source heat pump

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FREE information leaflets for your customers

OFTEC has revamped its range of **FREE** consumer publications with four updated and one new home guide now available

The home guides are designed to answer some of the most common questions homeowners have about their heating system. As well as updating the guides, their format has been changed to the popular and convenient DL (third A4) size, making them easy to mail out with service reminders, quotations and other marketing material.

The Oilsave leaflet, which helps homeowners save money, improve energy efficiency and make cost effective upgrades to their heating system, has also been revised. This leaflet has also been produced in the convenient DL format for ease of mailing.

The revised leaflets complement the new marketing leaflet **Make sure you use a technician you can trust** which has already proved very popular with technicians.

These **FREE** of charge leaflets – a benefit of your registration – are available to order from OFTEC's marketing team. They can also be downloaded from the OFTEC website to print off yourself or to email to customers. Contact marketing@oftec.org to order yours now.

New publication

- The Domestic Renewable Heat Incentive (RHI)
The new home guide about the RHI explains how the scheme works and is designed to help homeowners decide whether they are likely to benefit.

Updated publications

- Why an oil fired boiler should be serviced regularly
- Workmanship warranty (the benefits for your customers)
- Domestic oil storage
- Renewable energy and your oil heating system

The remaining home guides – domestic oil fired appliances and systems; domestic oil supply pipes and flues, chimneys and ventilation – will all be updated this year. Look out for details in the OFTEC E-News.

New inspectors appointed

Two new inspectors have joined OFTEC's busy team. Colin Burrell will cover northern England while Simon Towler will undertake inspections in the south west.

Simon, who has run his own successful heating business since 2002, takes over from Clive King who has retired after 7 years as an inspector with OFTEC.

By contrast, Colin gained considerable experience in oil heating during 25 years plus service with the Royal Engineers. After leaving the armed forces in 2009 he continued this work in the domestic sector before joining OFTEC.



New OFTEC inspectors – Colin Burrell and Simon Towler

Dedicated to improvement

OFTEC founder, Colin Sutherland MBE, was awarded a *Lifetime Achievement* award at the recent Awards for Excellence (see page 4.)

Colin was recognised for his dedication to improving industry products and standards, including his work in spearheading the Competent Persons Scheme and establishing the Sutherland Tables in 1976 which have since become a recognised source of comparative UK domestic heating costs.

This is the first time that such an award has been made since the Awards were launched in 2003.



Colin (centre) with Debbie Coley, general manager Firebird Heating Products, which sponsored the Lifetime Achievement award, and Jeremy Hawksley

Burning issues for oil heating

Barry Gregory, managing director of Riello, provides an update on the ErPD in relation to oil heating

Since outlining some of the key aspects of the Ecodesign Directive in Oil Installer at the beginning of this year there have been a number of developments. These relate to publication of transitional methods, clarification of boiler efficiency requirements and specific arrangements for kerosene appliances, the latter being particularly appropriate to the UK and Ireland.

To recap, in September 2013 the EC published Ecodesign regulations for space heating and water heaters, as well as regulations on energy labelling through the Energy Labelling Directive. These regulations relate to both energy efficiency and harmful pollutants. However, as the majority of appliances in the UK and Ireland are already high efficiency condensing products, the real challenge for the domestic market will be in terms of meeting the required NOx levels.

One helpful development in this respect was the publication of the finalised "Transitional Methods" in July of this year. These inform manufacturers of the 'how to test' requirements of the forthcoming regulations, so this will be a great help in developing new products and ensuring that they comply.

Kerosene compromise

Another issue has been the predominant use of kerosene for residential oil heating, hot water production and cooking in the UK and Ireland. This is very different to mainland European countries, which use gas oil. The Department of Energy & Climate Change (DECC) has been seeking recognition of this and it has now been announced that a compromise has been reached in relation to kerosene appliances. This will reduce the

NOx burden, although we will still have to meet the efficiency requirements for boilers up to 400 kW from September 2015, and then the 120 mg/kWh NOx levels from September 2018.

It is very likely that boiler manufacturers will phase in low NOx appliances in advance of this 2018 deadline.

we will still have to meet the efficiency requirements for boilers up to 400 kW from September 2015, and then the 120 mg/kWh NOx levels from September 2018

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CO death – evidence leads to conviction

Following a suspected fatal carbon monoxide poisoning in Ipswich in December 2012, OFTEC was asked to inspect an open-flued oil boiler installation. The installation had been recently serviced by the accused, Mr Peter Sykes, an unregistered technician



CO death – OFTEC's Paul Rose was called as an expert witness

Serious shortcomings in the boiler service

The OFTEC inspection highlighted a number of serious shortcomings in the execution of the annual boiler service. These included a failure to report non-compliant aspects of the installation, a failure to replace oil lines that were cracked and showed a date code of February 2000, and a failure to clean the heat exchanger, baffles, and burner fan housing and impeller. Most serious of all, both flue gas test points on the installation were seized, suggesting that combustion had not been checked. The boiler

was immediately isolated as an 'immediate risk.'

Substandard and dangerous work

Further investigation at other properties visited by Mr Sykes revealed other instances of substandard and dangerous work. These included a gas appliance although Mr Sykes, aged 68, was not Gas Safe registered. Following a trial at Norwich Crown Court in June 2014, at which OFTEC's Paul Rose appeared as an expert witness, Mr Sykes was found guilty of health and safety failings but not guilty of manslaughter by gross negligence.

Speaking after the trial, Paul Rose said: "This tragic case highlights the need for all servicing and maintenance work on heating appliances to be carried out by a competent person. Had this installation been properly maintained, the sad death of Mrs Coe could have been avoided." He continued: "All combustion appliances have the potential to be dangerous without correct maintenance and this case shows how vital it is that work is carried out properly."

The highest professional standards

David Ewins from Cornwall-based Davanna Heating picked up the 2014 title of Oil Boiler Installer of the Year, a title he also won in 2007

Always one to operate to the highest professional standards, he was recently asked to investigate a water pipe failure at a working men's club in the Cornish village of Indian Queens where the state of the boiler room and the boiler, which had potential dangers from the existing flue system, gave him cause for concern. "The boiler was well past its life expectancy and unsafe – a complete boiler house renewal was the only practical route," said David.

Dave's proposal for two new boilers was accepted and two 35kW Firebird Enviromax Popular Boilerhouse models were installed, providing a very efficient heating system which incorporates a low loss header to allow both boilers to provide a matched heat input into the system. The installation includes time and temperature controls to maximise system efficiency and has zoning to facilitate energy efficient utilisation of the various rooms in the premises.



David Ewins receives his Grant Engineering sponsored award from Paul Wakefield

"We chose the Firebird Popular Boilerhouse models because they are solid, reliable and flexible workhorses which have proved themselves many times and we are confident to recommend them."

Care and attention was afforded to the electrical work and the oil line uses threaded black iron pipework, with guards fitted to the additional oil filter and remote acting fire valves.



The Indian Queen's installation by award winning Davanna Heating which operates in domestic and light commercial heating, including renewables and is MCS accredited

this case shows how vital it is that work is carried out properly



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Irish News

B30K trial success in Northern Ireland

This summer has seen an important development in the work to get OFTEC's B30K accepted as a green alternative to pure kerosene.

In June OFTEC completed a successful four-year trial of the B30K bio-fuel in Killinchy, County Down. The bio-fuel, which was mixed and stored by Emo in Belfast, is a kerosene-based fuel which contains 30 % Fatty Acid Methyl Ester (FAME). FAME can be sourced from animal fat or vegetable oil from plants and is 100 % renewable.

over 60% of homes in Northern Ireland use oil heating – now included in the RHI, B30K has enormous potential to reduce the overall carbon footprint of the Province

The success of the trial was celebrated at a NI Housing Executive bungalow in Killinchy that is home to Mrs Lauren McCormick and her family. The trial of the new bio-fuel started in Mrs McCormick's home in 2011 and over the four year period the CO2 emissions from this property have reduced by 2.5 tonnes by using B30K instead of 100 % kerosene.

David Blevings, Ireland manager of OFTEC said: "We are delighted with the outcome of the trial and the potential overall of this new bio-fuel, which has been developed by the home heating oil industry to help reduce our CO2 footprint."

The success adds weight to OFTEC's demands that B30K be included in Northern Ireland's domestic Renewable Heat Incentive. The Department of Enterprise, Trade and Investment (DETI) were due to make an announcement this summer but this has been delayed to the autumn as civil servants further debate which technologies to include.

David Blevings commented: "We know the technology works and the carbon savings are achievable. We believe DETI are giving the introduction of B30K serious consideration as it may be the only part-renewable option available for around 65 % of home owners in Northern Ireland who currently use oil."

Calculations from SAP 2012 show that B30K bio-fuel produces 21 % less carbon emissions than burning 100 % kerosene, 60 % lower than coal, and 111 % lower than electricity. With so many homes in Northern Ireland using oil heating, OFTEC believes the bio-fuel has enormous potential to reduce the overall carbon footprint of the Province. Most modern oil boilers and tanks only require minor modification, so this technology is available to the majority of oil users in Northern Ireland for a relatively small cost and can easily be converted by an OFTEC registered technician.



David Blevings and Suzanne Waddell (centre) with Mrs Lauren McCormick at her Northern Ireland Housing Executive bungalow in Killinchy. By using B30K instead of 100% kerosene over the trial's 4 year period, CO2 emissions from this property were reduced by 2.5 tonnes.

Schedule of Accreditation extended

Over the last 6 months, the OFTEC registration services department has been busy extending the present scope of accreditation into new technologies as a result of demand from within the industry.

At the beginning of June, UKAS* confirmed the extended accreditation was complete which now means OFTEC registrants can extend their scope of registration assured that the schemes are regulated and monitored to recognised national standards.

The new areas of registration are spread across three separate installer schemes as follows:

- **Competent Persons Scheme (CPS)** England and Wales has been extended to now include installation

of heating from renewable sources/ microgeneration, electrical full scope Part P and the new DCLG Conditions of Authorisation.

- **Microgeneration Certification Scheme (MCS)** status has been granted for solar thermal installation and heat pump systems – see below.
- **Green Deal Installer Scheme** has added four new measures to complement the three existing ones of oil condensing boilers, heating/ HW controls and heating insulation. The four new measures are underfloor heating (wet), warm air heating, hot water systems and water efficient taps and showers.

In granting accreditation, the UKAS process assesses OFTEC’s internal management and procedures, competence of staff and inspectors, and the role of the OFTEC Impartiality Scheme Committee.

The heating industry is changing all the time and OFTEC registration services will adapt and expand accordingly.

If you feel there are any other areas that OFTEC should expand into, please contact Adrian Lightwood, registration services director, at adrianlightwood@oftec.org.

*The United Kingdom Accreditation Service (UKAS) is the organisation recognised by the UK government as the national body for accreditation to BS EN 45011 for Competent Persons Schemes, Green Deal and the Microgeneration Certification Schemes.

Winning energy management

The OilPal integrated heating oil management system from Dunraven Systems took the title of *Innovative Product of the Year* at the 2014 OFTEC Awards For Excellence.

“We’re delighted to have won this much sought-after award,” said Michael McCaughley. “Not only does OilPal enable customers to monitor the level and volume of heating oil inside their tank, it allows them to check supplier prices and order fuel from any web connected device, including smartphones and tablets.

“Last year, we celebrated our 10th anniversary but we recognise you don’t stay ahead by standing still – especially with modern monitoring and communications technology developing at an ever faster pace. As we look ahead to Dunraven’s next decade, we will continue to develop our range of market-led monitoring technologies.”

The company’s Apollo brand range of storage tank monitoring and energy management products is especially strong in international markets.



Dunraven Systems’ Michael McCaughley pictured at the recent OFTEC Awards For Excellence

NEW renewable technology registration service

OFTEC has introduced new classes of registration for **solar thermal (OFT 501)** and **heat pumps (OFT 504)**. These offer installation businesses the opportunity to join its combined CPS and MCS.

OFTEC’s Competent Person Scheme enables you to self-certify renewable technology installations in accordance with Building Regulations in England, Wales, Isle of Man and the Channel Islands. In addition, OFT 501 and 504 registrations will also give the option to obtain MCS certification so your customers are eligible for RHI payments.

This year and next will see a significant expansion of the renewable market; there is no better time to join up to install technologies that complement your existing oil heating business.

Prerequisite qualifications

For access to OFT 501 and 504 registration, the company must have a nominated technical person who holds an independent qualification for the area of work and has been mapped to the Qualifications and Credit Framework (QCF) units. For heat pumps these will be courses mapped to QCF units D/602/3072, F/602/3078, L/602/3083 and Y/602/3054. For solar thermal these

will be courses mapped to QCF units F/602/3100, L/602/3102, Y/602/3104 and K/602/3107. QCF courses for renewable technology installations are now widely available and OFTEC suggests speaking with your local OFTEC approved training centre to see if they are offered.

Registration process

Complete and submit the OFTEC R572 renewable application form at www.oftec.org or contact registration services on 0845 65 85 080 (option one) or email registration@oftec.org. Once reviewed and accepted as eligible you will be put forward for an audit to evaluate your business to the requirements of the registration scheme.

For further details please see OFTEC Publication 73 supplied with this issue of Oil Installer or the OFTEC website.

Once your evaluation is completed and verified, and any gaps in procedures/ competency addressed, you will be awarded registration. Registration certificates, MCS logo and identification cards for renewable technology operatives will be issued and your details included on the MCS register.



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Kerosene – supply and quality

Like driving on the left, the UK is pretty much on its own when it comes to using kerosene as a heating oil



A fuel line up – these samples show the variable quality of fuel which ranges from clean kerosene with a char value of 6.5mg/kg taken from a distributor's tank to dirty kerosene, clean kerosene but with a high (off spec) char value, to really dirty kerosene

The UK originally chose kerosene because of its suitability for vaporising burners, while most of Europe opted for gas oil because it was cheaper and meant there was no need to *steal* fuel from the more valuable aviation market.

With 44% of our kerosene now imported from the Middle East, Asia, Russia and South America, quality is variable, reports Julia Mansfield, a chemist with 19 years experience in fuel and fuel additives.

In her capacity as technical business development manager at Fuel Additive Science Technologies (FAST), last year Julia tested over 200 fuel samples sent in by customers.

Thirty-one percent of the samples tested were kerosene; 41% of which were found to have no problem with the fuel. Of the remaining figure, two thirds had produced coking problems in AGAs or similar cookers, 25% had housekeeping issues, whilst 18% had intrinsic problems within the fuel itself.

How old is your kerosene?

What does concern Julia is that fact that the UK is now buying ships full of kerosene that may have been floating around the world for some time. "With less control over its quality and its source, are we importing problematic fuel?" she asks. "As the fuel ages en route, it could lead to larger molecules, resulting in poor char values.

"When tested, char values of imported fuel were as high as 25.2mg/kg," said Julia. "On the other hand, a fresh sample

manufactured at a UK refinery had a char value of 1mg/kg." Typical char values taken from kerosene samples at a fuel distributor's premises were an acceptable 6.5mg/kg.

Part of the kerosene specification still involves a 24-hour burning IP10 test to determine the fuel's char value. "This basic test is certainly not 21st century science, but it remains part of the spec," said Julia. "With the burnt bit of the wick scraped off and measured, it's very subjective. The capability to find out what molecules cause char probably exists, but with kerosene used as heating oil being a very small part of a vast kerosene market for aviation fuel, checking out its properties is well down the pecking order." Kerosene used as aviation fuel has a different burning process which does not produce char.

Variable specifications

Variable kerosene specifications may have an impact on the one million plus appliances in which it is burnt here in the UK, but when compared with the 31 million commercial flights per year that rely on aviation fuel quality, it is a drop in the ocean. With the performance of aviation fuel critical, the Energy Institute and Joint Inspection Group have recently produced a Standard to *assist all parties in the maintenance of aviation fuel quality, from its point of manufacture through to delivery to airports.*

With nothing of this magnitude linked to kerosene, what advice would Julia give to installers who may face increasing queries

over kerosene quality?

"Influenced by more imported material, fuel quality is certainly more variable. When distributors buy kerosene, char values are not always checked. I would ask the fuel supplier if they have a fuel specification sheet and whether the kerosene has been tested.

Storage conditions

"Kerosene is obviously affected by its storage conditions with neglect causing many of the problems we saw in the fuel samples. I've seen the source of some filthy fuel – very old tanks with prolific bug infections, lids left off and condensation running down the walls. Tank owners need more encouragement to ensure tanks are cleaned out and properly maintained. Although it's an additional cost, a tank maintenance scheme is a good idea, especially if it stops the heating going off!"

FAST has its own AGA which has trialed biokerosene. "We know that our AGA is beautifully set up," said Julia. "No matter how we try to choke it, we really struggle to coke it up. Again if an appliance – boiler or tank – is correctly installed, serviced and maintained, it generally performs well. Many fuel issues can be managed, but people need to buy into good housekeeping," added Julia.

The FAST range now features over 40 fuel additives of which Exocet Cooker, Exocet Kerosene Lubricity Additive, Exocet Premium Heating Oil – with and without fragrance – are specifically for the kerosene market.

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Life changes for the installer

Oil Installer recently spoke to installers of Firebird products about the oil boiler market, customer behaviour and manufacturer support

Checking it out online

“We’ve found customers are much more inclined to check out boilers and prices on the internet before calling us in to look at their installation,” said Chris Smaile of Penrith-based CES Oil Heating Services. “There’s a growing trend to buy the boiler themselves, wanting us to install only. Services provided by the merchant and installer – often at little or no cost – are being overlooked.

“Customers believe that by cutting out the middle man they’re saving money, but in reality it’s not the case as they’re left to pay for, receive, store and handle the boiler as well as deal with issues that may arise. Prices aren’t really any cheaper either.

“Whilst the internet is a fantastic source of information, the consumer is unlikely to be knowledgeable about a boiler’s actual workings and specifications. Often they still need professional advice to review their installation for repair or renewal. In the latter case they generally ask for the installer’s input in specifying the boiler. Business is still there today, but the customer is changing and it’s certainly more competitive.



Chris Smaile – a growing trend for customers to buy boilers themselves

“The market needs reliable, well-designed boilers. I’ve been a Firebird customer for many years, the quality of the product and the service support means I recommend Firebird as first choice.”

Keeping it going a bit longer



James Mead – customers want to “keep it going a bit longer”

James Mead of Redland Property Services in Berkshire identifies a growing desire by customers wanting to ‘keep it going a bit longer’. “This is often false economy,” says James. “But we have to do what the customer wants to a degree.

“We give them our best advice about the cost savings of high efficiency boilers and TRVs, but many don’t want, or haven’t the funds, to opt for a replacement and extras in current economic conditions so are prepared to carry on until the boiler eventually becomes irreparable.

“This makes an efficient, speedy spares service from the manufacturer an important facility in helping keep customers happy. Firebird has an excellent network of spares distributors making its product quick and easy to obtain. Similarly the technical team’s knowledge also helps ensure the boiler lives as long a life as possible.”

Despite difficult conditions, the market

is holding up well for James who believes this is due to a good reputation gained over many years.

“When choosing a supplier, customer service and a good working relationship are top of the list. Firebird has brilliant customer service support, they listen to you and act on feedback, plus their boilers actually live up to their SEDBUK A rating. We don’t only use Firebird but do recommend whenever we’re asked for our preference.

“One thing that hasn’t changed is the wife’s role in a family business like ours. Whilst I’m out on the job, my wife is the unsung heroine who keeps things running smoothly. I simply couldn’t do without her – she’s acquired a great deal of technical knowledge, making her able to help customers in many situations without taking me away from the job in hand.”

Sticking to what we know best

Compared to last year, Alan Peever of Oil Boiler Services is finding the market in the Telford area relatively quiet after a mild winter.

“There’ve been fewer breakdowns because boilers haven’t had to work so hard or long, and with government austerity measures, everyone wants to spend as little as possible,” said Alan whose business is mainly private domestic customers on oil.

“We like to stick to what we do and know best, and there’s enough work on the oil side. We’ve built up a long standing, loyal customer base through supplying, installing and servicing oil-fired boilers throughout our local community.”

One of the reasons why Alan’s boiler of choice is Firebird, with whom he has had a close working relationship for many years, is that his preference is to have the burner at the top of the boiler and upwards firing for easier access when installing and servicing.

“Firebird boilers are extremely reliable, they offer excellent value for money and the back-up service is second to none,” added Alan. “We’ve never had any quibble and in the rare event of problem, it’s always sorted.”

When commissioning pressure jet appliances
 OFTEC recommend measuring & recording CO levels



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OFTEC presses government for boiler scrappage scheme

In July the government announced that only 347 homes had received accreditation to install renewable technologies in the first three months of the domestic Renewable Heat Incentive (RHI), vastly short of its 10,500 per month target. This was shortly followed by the sudden withdrawal of the Green Deal Home Improvement Fund after just seven weeks – a premature end to what might have been an excellent scheme, had oil boilers not been specifically excluded. The reason given was high demand, although other factors may also have been involved.

These announcements add weight to OFTEC's consistent demand that a simple, fully inclusive boiler scrappage

scheme would be the most effective first step to achieving the UK's ambitious carbon reduction target of 80% less emissions by 2050. Upgrading to a modern oil condensing boiler can reduce CO2 emissions in the average home by up to 20%, and a scheme to support the introduction of bio-fuels would deliver even greater savings.

With a third of English and half of Welsh households currently living in fuel poverty and the high up-front costs of renewable technologies proving a huge barrier to uptake, a new condensing boiler is the most cost-effective energy efficiency upgrade most people can make. OFTEC will continue to press the government to rethink its strategy.

Cash-back promotion extended

Following the success of its unvented cylinder cash-back promotion, Worcester, Bosch Group has extended the scheme to cover all purchases made until the end of this year.

Under the initiative, which aims to make inefficient hot water storage cylinders a thing of the past, heating engineers can claim £100 cash-back when they replace any existing cylinder with a Worcester Greenstore unvented model.

The cash-back offer applies to all Greenstore unvented cylinders purchases made from 1st July until 31st December 2014.

Rayburn launches 700 Series range cooker

Rayburn has launched its new 700 Series as an addition to its collection of central heating range cookers.

The new oil-fired model has been developed, says the company, "to offer customers a contemporary design with bold, clean lines, alongside outstanding build quality and versatility."

It will be available in six models, including five central heating versions and a 700K cooker-only derivative. The 780KCD version features an A-rated condensing boiler with efficiencies of over 92%, as well as a central heating and hot water output of 24kW (80,000BTUs).

Other central heating models are capable of providing heating and hot water for a variety of property sizes, with the entry model (760K) offering a boiler output of 17.6kW (60,000 BTUs), and the largest model (799K) delivering 29.3kW (100,000BTUs).

www.rayburn-web.co.uk



The new 700 Series central heating range cooker from Rayburn

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Demand leads to expansion of Trianco brand



Sheffield-based boiler manufacturer, TR Engineering Ltd, is to expand production of its Trianco brand following multi-million pound funding from Santander Corporate & Commercial.

Now one of the last remaining British-owned domestic boiler manufacturers, the firm has recently seen annual

revenue grow by 40% and is forecasting equally strong growth for 2015 – driven by demand for energy efficient products such as its Greenflame Biomass range.

The funding from Santander has enabled the company to set up a partnership with Fusion Heating Ltd, a specialist heating systems supplier, to develop new products for the UK.

Peter Beighton of TR Engineering said: “We have made significant long-term investments in the business and are benefitting from exceptional demand for our products. The funding from Santander has helped us focus on the next phase of growth, as evidenced by the strategic partnership with Fusion Heating.”

New heat exchanger from Firebird

Firebird Heating Solutions have added a solid fuel heat exchanger to the company’s catalogue of heating products.

The product allows a multi-fuel stove/solid fuel appliance to be coupled to an existing pressurised heating system to supplement existing heating and hot water provision, and facilitates the safe installation of a solid fuel appliance of up to 12kW system output.

The heat exchanger can enable separate open vented and pressurised systems to be interconnected to transfer useable heat from the multi fuel back boiler stove to either the heating circuit or the domestic hot water cylinder.

Essentials at Heating World of Spares

Heating World of Spares Ltd have introduced a new, low price range of basic tools, accessories and consumables at low prices. The ever-expanding Essentials range includes screwdriver sets, gloves, batteries and cleaning wipes. hwos.co.uk



Grant marketing back to full capacity following baby boom

After maternity leave, following the birth of her daughter, Grant UK’s marketing manager, Anna Wakefield, is back at her desk and has recently welcomed two new members to the team.

Audrey Mannings, who has also just returned from maternity leave, has moved from the company’s sales department to take on the role of marketing assistant. Meanwhile, Karen Kelleher is responsible for contract support and the coordination of the G-One accredited installer scheme.

They can be contacted by email: marketing@grantuk.com.



The Grant UK marketing team – Audrey Mannings, Anna Wakefield and Karen Kelleher

Protecting consumers against summer oil theft

Domestic oil theft is on the rise according to the FPS. The trade association has warned consumers to be extra vigilant when it comes to safeguarding their supply during the summer holiday period. It has issued the following advice for installers to pass to their customers:

- If your tank has a lid, fit locks. This may be a legal requirement for some tanks.
- Consumers with the 'vent and fill' design should fit the lockable cap designed to secure this type of container. Locking your tank may prevent your supplier from filling your tank if you're not at home, so make sure your supplier has a key or code for access.
- Monitor your oil tank on a regular basis. Remote electronic oil level gauges are available which will set off an audible alarm if the oil level in the tank suddenly drops or falls below a quarter full.
- If you belong to a neighbourhood watch scheme discuss this issue with your group co-ordinator.
- If the need arises to replace your tank, consider where you position the new tank and make it more secure. But remember to leave clear access for the delivery man at the fill point and ensure the gauge can be seen.
- You MUST never lock or block the tank vent/breather, as this will cause the tank to split and cause further damage.
- Consider fitting CCTV.
- Security lights can have a very positive effect and make any property a much harder target for the thief. It's not always necessary to floodlight the area with high power beams, as a more subtle level of lighting may be all that is needed. Low energy "dusk till dawn" lights positioned close to the tank should, in most cases, provide sufficient light to illuminate any suspicious activity.



Chief executive, Mark Askew warned that consumers in rural areas may be at greater risk: "Consumers in isolated locations, especially with tanks sited near the road, should be especially vigilant. Rural areas are quieter and less frequently patrolled by police than towns and cities, so homeowners need to look out for each other. Fitting CCTV, and/or security lights, to monitor your tank can also go some way to deterring potential thieves."

www.oilsave.org.uk

Jersey Technical Guidance Document 3 – oil supply pipes

Technicians are reminded that the States of Jersey Building Bye-laws (Jersey) 2007 were amended during 2010, with changes coming into force on 1st January 2011.

The 2011 edition of Technical Guidance Document 3 – Combustion Appliances and Fuel Storage Systems – contains an expanded section on tank location and protective measures which limits the distance that a tank can be sited from the appliance to 5 meters. Where this distance is exceeded, leak detection devices should be used.

To bring Technical Book 3 in line with Jersey Building-Bye-laws, OFTEC has released a 'Regional Requirement' update, which is available to download from www.oftec.org/technicians/technical-book-updates.



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Promoting tank awareness

OFTEC has joined forces with the Environment Agency and Federation of Petroleum Suppliers (FPS) to launch the Tank Safe campaign.

It is estimated that at least one in three tanks could be beyond their maximum life expectancy, making them more vulnerable to leaking.

OFTEC registered technicians can help to make the campaign a success by offering free tank checks for new customers and by highlighting concerns to existing clients as part of routine annual servicing visits.

Marketing manager, Malcolm Farrow said: "It's very easy for homeowners to forget about their oil tank, but they risk a costly clean up should a leak occur. Fortunately, problems are rare but the consequences of an oil leak can be very serious for the environment.

"The large number of old oil tanks still in use pose a significant risk to the reputation of our industry, so I hope technicians will get behind our campaign. Doing so will help homeowners, and could yield some work if tanks need replacing. Tanks over 20 years are likely to need replacement and I would also encourage technicians to check other aspects of the tank installation carefully."

To assist technicians, OFTEC has produced a revised version of its Home Guide to Domestic Oil Storage in a new, convenient size. The leaflets can be requested free of charge from marketing@oftec.org or downloaded from www.oftec.org



OFTEC's marketing manager, Malcolm Farrow urges technicians to get behind the Tank Safe campaign

Think about fire protection

BS 5410 – the code of practice for oil firing installations – cites two methods of protecting externally sited oil storage tanks from fire.

The first is adequate separation from adjacent hazards (e.g. non-fire rated buildings, boundaries) and the second is the erection of fire protection barriers between the tank and such hazards where sufficient distances cannot be achieved.

A fire protection barrier is a non-combustible wall or screen constructed to prevent the passage of directly radiated heat to the oil storage tank in the event of a fire. The required fire resistance of the barrier will depend on the maximum capacity of the tank and the type of building that it serves.

Fire resistance should be not only be provided in terms of insulation, but also in terms of integrity and stability.

To fulfil this specification, a fire protection barrier could be provided by constructing a brick or block wall, the fire ratings of which are given in OFTEC Technical Book 3, Tables 1 and 6.

Another option would be to use a Fire Wall Barrier Kit, such as that manufactured by CH Materials. These kits consist of insulated metal panels which interlock to create an imperforate fire rated screen at a height and width required for the installation.

Fire rated mineral/fibre based boards are also an option but OFTEC warns installers to proceed with caution. Prior to selection and use, a material datasheet should be requested from the board manufacturer/supplier confirming that it is suitable for:

- external use;
- appropriate for the intended application (i.e. tested to the relevant parts of BS 476 or BS EN 1363 or BS EN 1364); and,
- offers the minimum amount of fire resistance needed.

Thought needs to be given to supporting the boards in a manner that will not affect the insulation, integrity or stability of the barrier and it is essential that the manufacturer's installation instructions are followed. A copy of the datasheet should be left with the installation records for future reference.

Removing sludge

Oil heating tanks require maintenance to prevent sludge accumulating at the bottom and problems occur when they are run empty and the sludge makes its way into the oil line, resulting in a blockage.

Cleaning is required to purge the line and without the proper tools for the job, it can be hard to rectify.

Anglo Nordic's DB six litre oil extraction pump, with new oil priming kit accessory, can be used for all types of de-aeration devices, oil lifters, and for removing fuel pipe air locks, debris, contamination and blockages.

The pump can be used with kerosene, biofuels and gas oil, with the oil priming kit accessory linking directly to the pump. Contamination and sludge is then discharged directly into the six litre vessel.

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Fired up by older properties

Oil Installer spoke to Mark Sellwood of Wiltshire-based M Sellwood Plumbing and Heating, winner of the Greenstar oil-fired boiler installation at Worcester's E2020 awards

How did your winning installation meet the criteria to enhance the environmental credentials of domestic properties?

"The winning installation was carried out at a former mill house in the Cotswold Hills which had been previously powered by a 20-year old Worcester oil-fired boiler located internally with a conventional flue system which had reached the end of its operational life.

"I was tasked with creating a heating system that was suitable for this off-grid property which also met the homeowner's desires for more efficiency and reliability. I opted for Worcester's Greenstar Camray oil-fired boiler, located externally. A highly efficient product with a SEDBUK rating of over 90%, siting it externally freed up valuable internal space.

How long have you been working as an installer?

"When I was 16, I started working as an apprentice for my dad's company, that's now over 20 years ago. Starting my career this way gave me an amazing foothold in the

heating industry. I've since set up my own business and I'm still heavily involved in the day to day functions.

What do you enjoy most about your work?

"I enjoy the heating side of my work the most and definitely enjoy working with older properties. One side of my job which I have always enjoyed is building up a relationship with the homeowner and working with them to create a system which accommodates all their needs.

Does M Sellwood Plumbing and Heating offer a full range of services for both domestic and commercial premises across Wiltshire?

"Yes, we offer everything from installation to commissioning to servicing, I'm also OFTEC registered so, if required, I can deal with all such projects.

"I work on everything from small properties to large projects. For instance, I've recently been doing some work for the National Trust which means working with big stately homes. Being able to cater for



Steve Lister, sales director at Worcester, Bosch Group and Mike Foster, chief executive at Energy and Utilities Alliance flank Mark Sellwood with his award

all markets ensures we can offer a service for almost anyone.

Have you looked at moving into the installation of any renewable energy technologies?

"I'm qualified to install renewables and over the past few months I've been encouraging my clients to look at this as an alternative. However, people do still need convincing of the advantages as there's still a lot of negativity and confusion on the benefits that renewables can bring.

"Additionally, I think steps need to be taken to improve the appeal of renewables for retrofit installations. Whilst schemes such as the RHI and Green Deal are encouraging, people are sceptical of the benefits and don't want to invest in it without seeing the rewards.

Have many of your customers switched from oil to renewable energy technologies? If yes, are the properties in affluent areas or social housing?

"Not many of my customers have made the complete move to renewables just yet, instead

most who have invested have opted to have a hybrid system and install a solar system alongside an existing system.

"Any customers who are interested tend to have the money to be able to invest in the capital outlay and understand that the outlay will eventually be matched by the savings.

What has been the biggest change to your business?

"The biggest change has been the evolution of regulations, such as the Building Regulations Part L. It has meant we carry out installations in a different way; it has however been a beneficial change that's enabled us to ensure we're providing more efficient installations.

How do you view the future for oil-fired heating and cooking?

"I think a market will develop which will combine renewables and oil-fired boilers in a hybrid arrangement. Whilst this will not be the ideal situation for every installation, it's this type of scheme which needs to be encouraged and developed to ensure an efficient heating solution."



The owners of this Cotswold property were 'pleasantly surprised by the savings they've made in oil usage since having the A-rated boiler fitted' says Mark

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Flue gas analysis procedure

A proper flue gas analysis should always be part of the commissioning, servicing or repair to an oil fired appliance. The manufacturer's guidance in using any flue gas analyser should be followed at all times, including recommended calibration and service intervals

When the oil appliance has been turned on, the competent technician should listen to the start up process of the burner. Once the burner has established a flame and is running satisfactorily, a period of 10-15 mins warm up is usually recommended. Where possible, all heating and domestic hot water zones in the house should be calling for heat as this will give a lower reading of flue temperature which will, in turn, give a better efficiency reading.

Tip: During the warm up period, it is a good idea to run the analyser as normal and observe the COppm, O2% and CO2% readings around the outside of the appliance. Changes in any of these readings may indicate a leak. Again allow 10 to 15 seconds for the sample to travel down the length of the hose to the FGA and for the readings to change.

The flue gas analyser should be turned on in 'fresh air' - i.e. somewhere where there is no CO - with the sampling probe complete with temperature sensor connected and the life of the battery observed. A 'Low Batt' warning should alert the engineer if the batteries are too low. At this stage the accuracy of readings may be affected due to low pump speed, as it will need to be sufficient to complete the analysis.

The correct fuel should be selected and also the correct efficiency value (*gross* for a standard efficiency appliance and *nett* for a condensing appliance). It is also important to note that the analyser should be turned on in the area from where the appliance draws its combustion air, as some analysers will now record the ambient temperature of the combustion air during the start up/purge process and apply the result to the efficiency calculations.

After the analyser has completed the start up/self calibration process, the readings should be observed and O2 - 20.9%, CO2 - 0% and CO- 0ppm should be displayed. Before inserting the sampling



6, Page 24 AMD02-1213-13, when the appliance is being commissioned for the first time, 'where CO exceeds the manufacturer's data or 100ppm, whichever is the lowest, the manufacturer should be contacted for further advice on how to improve combustion and reduce the CO level'.

An O2 reading can then be checked and should have a reading of around 5-8%.

The flue gas temperature should also be checked against the manufacturer's data. Modern condensing appliances produce a significantly lower flue gas temperature than standard efficiency appliances. A high flue gas reading could mean the appliance is producing too much heat and might need to be adjusted in relation to oil pressure and nozzle size to produce less heat energy.

When satisfactory results have been achieved, a print out of the test results should be taken. The sampling probe can be removed and allowed to purge in clean air. A further smoke test should then be carried out and, if satisfactory, the results of the smoke test can be recorded on the CD11 control documentation along with the results of the print out.

The above procedure should be part of any commissioning and service procedure carried out by a competent technician. It should also be assumed that during any repair to an existing appliance, it may have been adjusted or tampered with in order to achieve a 'quick fix' prior to the arrival of the technician.

Tip: After finishing the test, let the flue probe cool down, disconnect the flue probe hose from the analyser and wind it up so that any condensate drains out. Also drain the water trap on the analyser if necessary. This reduces the chances of condensate entering the analyser and damaging it. This condensate will be slightly acidic so dispose of carefully.

probe into the appliance, a smoke test should be carried out as an excessively high smoke reading may damage the electronic flue gas analyser.

When a satisfactory smoke pump reading has been taken, the analyser sampling probe can be inserted into the appliance test point. It typically takes 10 to 15 seconds for the flue gas to travel down the length of the hose to the FGA and for the readings to change. It is very important at this time to observe in particular the CO PPM and CO2 readings in case they start to rise rapidly to a high level.

The readings should rise slowly. After making adjustments to the burner, allow time for the readings to stabilise and compare with the recommended readings in the manufacturer's literature.

Flue gas analysers measure the chemical composition of the products of combustion (POCS). By measuring the flue gas temperature and either the oxygen (O2) or carbon dioxide (CO2) level, the boiler efficiency can be calculated.

When the CO2 is satisfactory, the CO PPM should be checked. As per OFTEC Technical Book 2 Amendment Section

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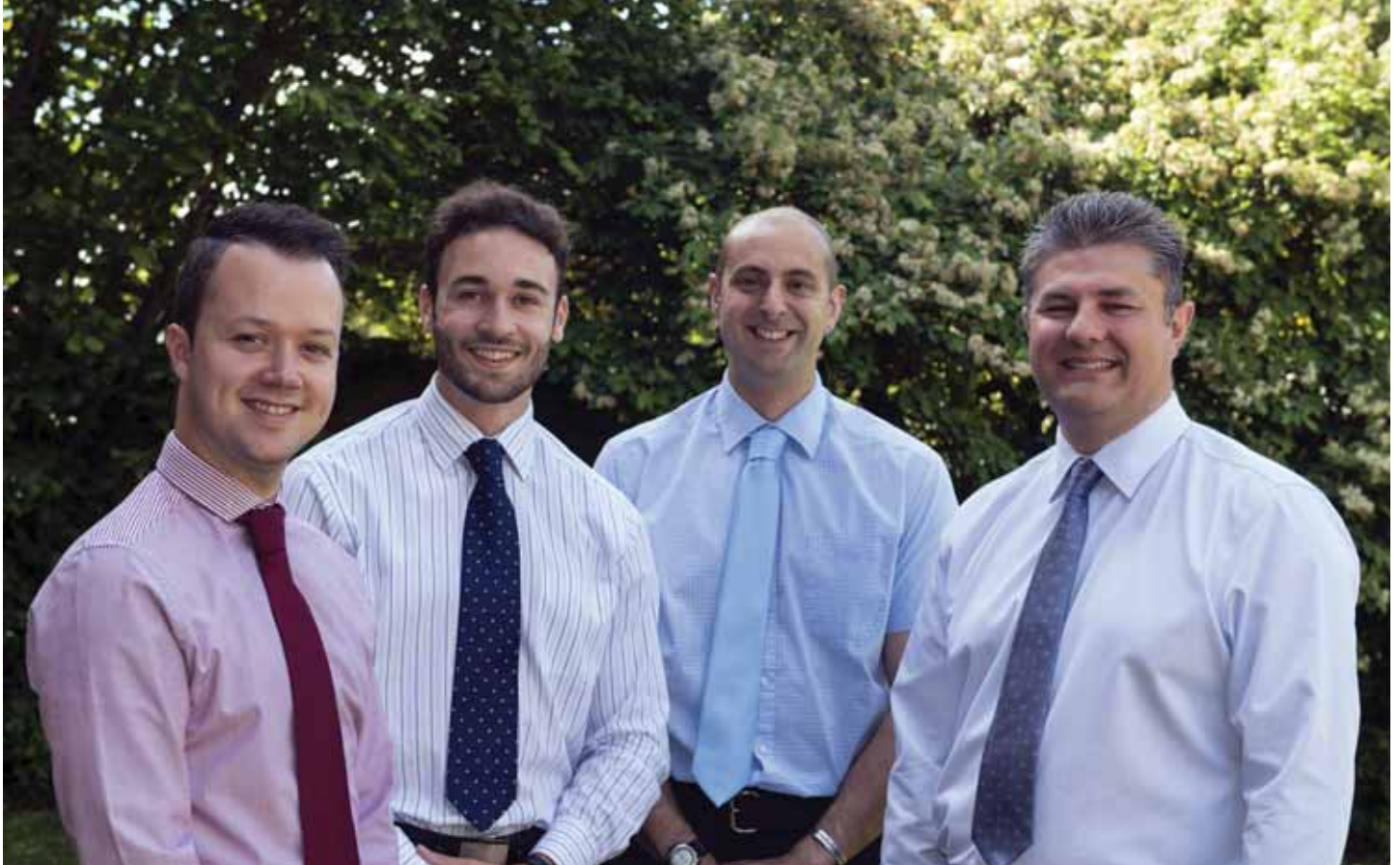
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The OFTEC technical team: From left to right: Paul Hennon, Matthew Northcott, Evan Brown, Paul Rose.

Meet the technical team

– *matching faces to names*

The work of OFTEC's technical team ranges from influencing and developing industry standards and legislation, to dealing with technician enquiries and helping callers to implement and comply with regulations.

The team's skills combine strong technical knowledge with hands-on experience, ensuring they are well placed to understand and deal with matters at every level.

Leading the team...

The team is led by technical director Paul Rose. Paul, who is a trained mechanical engineer, joined OFTEC in 2005 having previously provided technical services for a leading oil boiler manufacturer.

As well as having overall responsibility for the technical department and its services, Paul focuses on current and

forthcoming European legislation and is directly involved in developing industry standards at both a national and European level.

Frontline technical services...

Technical supervisor Matthew Northcott joined OFTEC in 2009 as a technical officer. He now manages a team of technical staff and is responsible for the day-to-day running of the department.

As well as providing frontline technical services to OFTEC registrants and other enquirers, Matt's work includes drafting new technical material, taking part in industry consultations and representing OFTEC on various national committees.

Industry consultation...

The team is completed by technical officers

Paul Hennon and Evan Brown. Their busy roles involve drafting technical literature and reviewing industry consultations and legislation.

Paul Hennon also delivers OFTEC's consultancy services and helps to administer and maintain OFTEC's OFCERT scheme, the OFTEC equipment directory, library of national and European standards and the technical area of the OFTEC website.

Evan provides first line technical services in response to enquiries, issues questionnaires to technicians when combustion problems occur and also provides administration support to the department when required.

To contact the technical team, telephone 0845 65 85 080 option 3, or email enquiries@oftec.org.

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ASK OLLIE!



Before carrying out a boiler service, where can I find guidance on the procedure for safe electrical isolation?

The procedure for safe electrical isolation can be found in OFTEC technical book one section 12.2.2 or Technical book two section 6.2.4

Whilst servicing a 26kW boiler in a domestic property I found the flexible oil line connected outside of the boiler casing. Is this acceptable?

No. British Standard 5410-1:1997 requires

that pipework carrying oil within a building should be constructed of steel or copper. Therefore the flexible oil line should not be exposed outside of the boiler casing.

I have been asked by a letting agent if an oil fired boiler in rented accommodation requires a 'landlord's safety' check. Where could I find this information?

A downloadable publication regarding landlords' responsibilities can be found in the 'Consumer' area of the OFTEC website (www.oftec.org) under 'Home Guides' (Information Sheet 28).

I am looking to install an externally located de-aerator which vents directly to the atmosphere. How close can it be sited to a flue termination?

OFTEC recommends that de-aerators are not installed within 500mm or above a flue terminal. Further information regarding the siting of de-aerators can be found in OFTEC Technical book 3, section 2.1.16.

I have heard that OFTEC launched a Technical Notice board on the OFTEC website (www.oftec.org) earlier this year with exclusive access for registered

technicians. Where can I find the notice board and what information can I expect to see posted?

OFTEC's Technical Notice board can be found in the 'Oil technicians' area under 'Technical information' (hold your cursor over that box and wait for the drop down for 'Technical notice board'). This page contains informative notices relative to current affairs that have been issued to assist technicians with their everyday work. Current notices at the time of print include:

- Technical Notice 005 – Fully Pumped Circulation
- Technical Notice 004 – Changes to Part L Compliance Guides for England
- Technical Notice 003 – Changes to Boiler Commissioning
- Technical Notice 002 – CE Marking of Plastic Oil Tanks
- Technical Notice 001 – Use of LABC Type Approved Products

Where can I find information on the correct procedure to follow when confronted with an oil spill?

Information on the procedure to follow for handling an oil spill can be found in OFTEC Technical Book 3, section 5.1.1.

Cost comparison of heating fuels (not including RHI payments)

Fuel source	kWh provided per unit of fuel	Efficiency of system (%)	Units consumed by house (kWh)	Price per unit of fuel (£)	Units consumed per annum	Cost per annum
Heating oil (kerosene)	10.35 per litre	88	18182	0.54 per litre	1757 litres	£948.62
Natural gas	1 per kWh	88	18182	0.05 per litre	18182 litres	£909.09
LPG	7.113 per litre	88	18182	0.59 per litre	2556 litres	£1,508.12
*Electricity	1 per kWh	100	16000	0.14 per kWh	16000 kWh	£2,240.00
Wood pellets	4800 per tonne	75	21333	258 per tonne	4.4 tonnes	£1,146.67
Air source heat pump	1 per kWh	250	6400	0.14 per kWh	6400 kWh	£896.00
Ground source heat pump	1 per kWh	300	5333	0.14 per kWh	5333 kWh	£746.67
Dual mode system 1						
Oil boiler (30% of heat load)	10.35 per litre	88	5455	0.54 per litre	727 litres	£284.58
Air source heat pump (70% of heat load)	1 per kWh	250	4480	0.15 per kWh	4480 kWh	£672.00
Dual mode system 2						
Gas boiler (30% of heat load)	1 per kWh	88	5455	0.05 per kWh	5455 kWh	£272.73
Air source heat pump (70% of heat load)	1 per kWh	250	4480	0.14 per kWh	4480 kWh	£627.20
Dual mode system 3						
LPG boiler (30% of heat load)	7.113 per litre	88	5455	0.59 per litre	767 litres	£452.44
Air source heat pump (70% of heat load)	1 per kWh	250	4480	0.14 per kWh	4480 kWh	£627.20

These figures are based on the 16,000kWh energy requirements for a typical three bedroomed semi-detached house. The fuel prices are indicative and the appliance efficiencies quoted are the minimum needed for Part L compliance (SEDBUCK 2009) or RHI. *EDF Economy Seven. Source: Southerland Tables.

Domestic RHI tariffs

Technology	Tariff rate (p/kWh)
ASHP	7.3
Biomass boilers	12.2
GSHP	18.8
Solar thermal	19.2

Domestic RHI was introduced in spring 2014 and applies to all eligible installations installed since July 2009

This data was partially extracted from the July/August 2014 issue of Renewable Energy Installer magazine.

Please tell us what additional data you would like to see on this page.

Jane@oilinstaller.co.uk

To subscribe to Renewable Energy Installer magazine, please email Sandra@andpublishing.co.uk



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Be aware of asbestos – “the hidden killer”

As an oil heating engineer, the chances are that you will encounter asbestos at some point during your working life. Therefore, it is important to have an awareness of this material – known as ‘the hidden killer’ – and how to deal with it safely.

Who is at risk?

Those at risk are tradesmen, including heating and plumbing engineers, who are working on unfamiliar sites and/or on buildings constructed before the year 2000, and oil combustion appliances of circa 20+ years old. Particularly at risk are those who do not identify asbestos-containing materials before starting a job and/or those who do not know how to recognise and work safely with asbestos.

What is asbestos?

Asbestos is a naturally occurring fibrous material which, if disturbed, can be a killer. Inhaling loose asbestos fibres is known to cause several serious, even fatal, lung diseases. Asbestos comes in all shapes, sizes and colours – including blue, brown and white variants.

Where was asbestos used?

Asbestos can be found on the floor (tiles), up on the roof/ceiling (decorative coatings, ceiling tiles and cement roofs),

on the walls (coatings, boarding and cladding) and in fire doors (boarding). It can also be found in downpipes, guttering and soffits, as well as window sills and the panels below windows. Heating and plumbing engineers are likely to find it in flues (i.e. cement flues), inside appliances (i.e. gaskets/rope seals), toilet cisterns and seats, bath panels, and pipe lagging.

The most dangerous asbestos-containing material is that found in between cavity walls, under floorboards and in loft spaces. This is a loose, fluffy insulation material that can release large amounts of fibres in to the air, where they can be breathed in.

When was asbestos used?

Asbestos was extensively used as a building material and in countless building products in the UK from the 1950s through to the mid-1980s before being banned in 1999.

The vast majority of oil appliance manufacturers had

ceased using asbestos materials in the manufacturing process from the early 1990s. However, no records exist to confirm which oil appliances contain asbestos material.

Why was asbestos used?

At the time, asbestos was thought to be an ideal material for fireproofing and insulation.

How do we manage and work with asbestos?

Before starting any work in a building or on an oil appliance

that might contain asbestos you need to do the following:

- identify whether asbestos is present and determine its type and condition
- carry out a risk assessment
- decide if the work needs to be carried out by a licensed contractor
- if the work is not licensable, decide if the work needs to be notified
- ensure those carrying out the work are suitably trained



HSE workplace poster

REMEMBER – even small levels of exposure, if repeated day after day, can lead to illness later in life. So it is important not to start work if you are not sure how to handle it safely.



HSE resources
www.hse.gov.uk/asbestos

This article provides a high-level overview on asbestos. For more detailed guidance, including photographic examples of asbestos, information on licencing and work that needs to be notified, as well as information on training, visit www.hse.gov.uk/asbestos

OFTEC has also updated its suite of Technical Books with the latest reference material on asbestos, which can be downloaded from www.oftec.org/technicians/technical-book-updates



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HEATING WORLD OF SPARES



Team Energy – raising the bar in boiler maintenance training

Team Energy, the boiler maintenance division of national fuels and lubricants distributor, Certas Energy, is leading the way in industry training. Peter Madden, UK technical manager at Team Energy, gives an insight into the company's unique training programme...

Back in March, OFTEC Ireland issued a safety reminder to householders following an unfortunate case of a poorly installed oil boiler by an unregistered engineer that led to an incident of carbon monoxide poisoning.

The warning emphasised OFTEC's existing safety guidance: that the best way for customers to protect themselves was to make sure that any fuel burning appliance is

installed by a fully registered technician.

One company that understands the importance of safety and training its engineers to OFTEC standards is Team Energy. As the only organisation in the industry with a dedicated in-house training programme, the company is raising the bar in its approach to developing its employees and to following health and safety guidelines.

With 64 engineers currently working across the UK servicing oil boilers – the largest team of its kind – Team Energy specialises in providing boiler maintenance packages designed to ensure safe and efficient home heating systems.

A comprehensive programme...

From its dedicated training school in Kingsbury, the company delivers a comprehensive programme for new engineers and trainees, covering the theoretical and practical aspects of boiler servicing in line with the OFTEC syllabus. Working on real-life boilers in class, and receiving tuition from the industry's most experienced engineers, students receive a thorough introduction to the trade. The facility is the only one of its kind designed to educate a workforce specifically on oil boiler maintenance.

In addition to training new recruits, Team Energy continuously develops its established engineers to ensure they are up to date with the latest industry legislation, standards and products. This includes one-to-one training, onsite sessions in homes and more specialised courses on fault finding and combination boilers.

With a network of more than 1250 depots, around 1000 tankers and 2500 employees, Certas Energy is one of the largest independent distributors of fuel and lubricants in the UK.

Peter Madden explains: "Being part of one of the UK's largest oil distributors means we have a broader industry perspective and are able to call on the expertise of people within the wider business on matters such as health and safety and legislation. Having access to such a high level of knowledge and experience means we can really bolster our training programme and make it industry-leading.

"Our training facilities at Kingsbury enable us to do all of our training in-house and maintain consistency across our team of engineers. Safety is at the heart of everything we do and we're committed to continuing these high standards and training the next generation of oil boiler engineers."

With safety at the top of the agenda, consistent training programmes, such as those delivered by Team Energy, are key to shaping the future of the industry and developing the engineers of tomorrow.



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METAC top for training

METAC fought off tough competition from independent training centres and manufacturing training facilities across the UK and Ireland to take the title of Best Training Centre at the 2014 OFTEC Awards for Excellence.

“We would like to thank the category sponsors, Trade Direct Insurance,” said managing director, Dominic Dunne. “It is a fantastic validation of the ongoing hard work and dedication embraced by METAC in all aspects of its existence.”



METAC's managing director, Dominic Dunne receives the award

MCS training made easy

Plumbing Trade Supplies (PTS) and City Plumbing Supplies (CPS) are using the renewables expertise of fellow Travis Perkins Group brand Sustainable Building Solutions (SBS), to launch the Easy MCS training course.

The course contains the award-winning Easy MCS support programme, which includes an online quality management system (QMS), to offer step-by-step guidance and on-going compliance with standards over the course of a year.

The bespoke QMS and cloud-based online dashboard contains all required procedures, forms, record keeping and MCS paperwork. This is backed by mentor support to provide assistance ahead of the MCS assessment.

Each company has access to a renewable software suite which provides design calculations for all major technologies.

The course is offered by PPL Training, the official partner of the Travis Perkins Group. A wide range of courses are available at the company's 11 training centres, or single day courses are also available at customer premises or at any PTS or CPS branch.

www.tpsbs.co.uk

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www.cmat-ltd.co.uk

Virtual welding

Welding products supplier, Weldability-Sif, has opened a virtual and practical welding studio at Goole College. This is part of an ongoing strategy from the Weldability-Sif Foundation Charity to encourage the development of new training facilities across the UK.

The hub was opened by Andrew Percy, MP for Goole and Brigg, along with Adrian Hawkins, Weldability-Sif Foundation director and trustee, and Lynne Richardson, principal at Goole College. The facility also received funding from the Humber LEP.

Goole College is one of 16 colleges that have already agreed to provide training facilities with Foundation Charity funding.

The new centres will provide trainee welders with the opportunity to progress from



The opening of the new welding studio at Goole College

the foundation level through to a passport to practice welding internationally. This will lead towards higher welding industry qualifications, including the Welding Institute, International Welding Diploma level.

www.weldability-sif.com

Online learning

Worcester, Bosch Group has launched its own Online Training Academy.

Designed to supplement hands-on training programmes, the Online Academy is aimed at installers who wish to keep up-to-date with the latest product features, installation tips, and troubleshooting advice, whenever convenient.

In addition to the range of Greenstar e-learning programmes on offer, the front page of the Online Academy will provide an area where installers can view Worcester's YouTube videos and news alerts about new training courses. Installers can review their progress and download a printable certificate upon completion of each course.

For larger organisations, the new web-based hub allows managerial staff to assign particular modules to employees and review their progress.

www.worcester-bosch.co.uk/training



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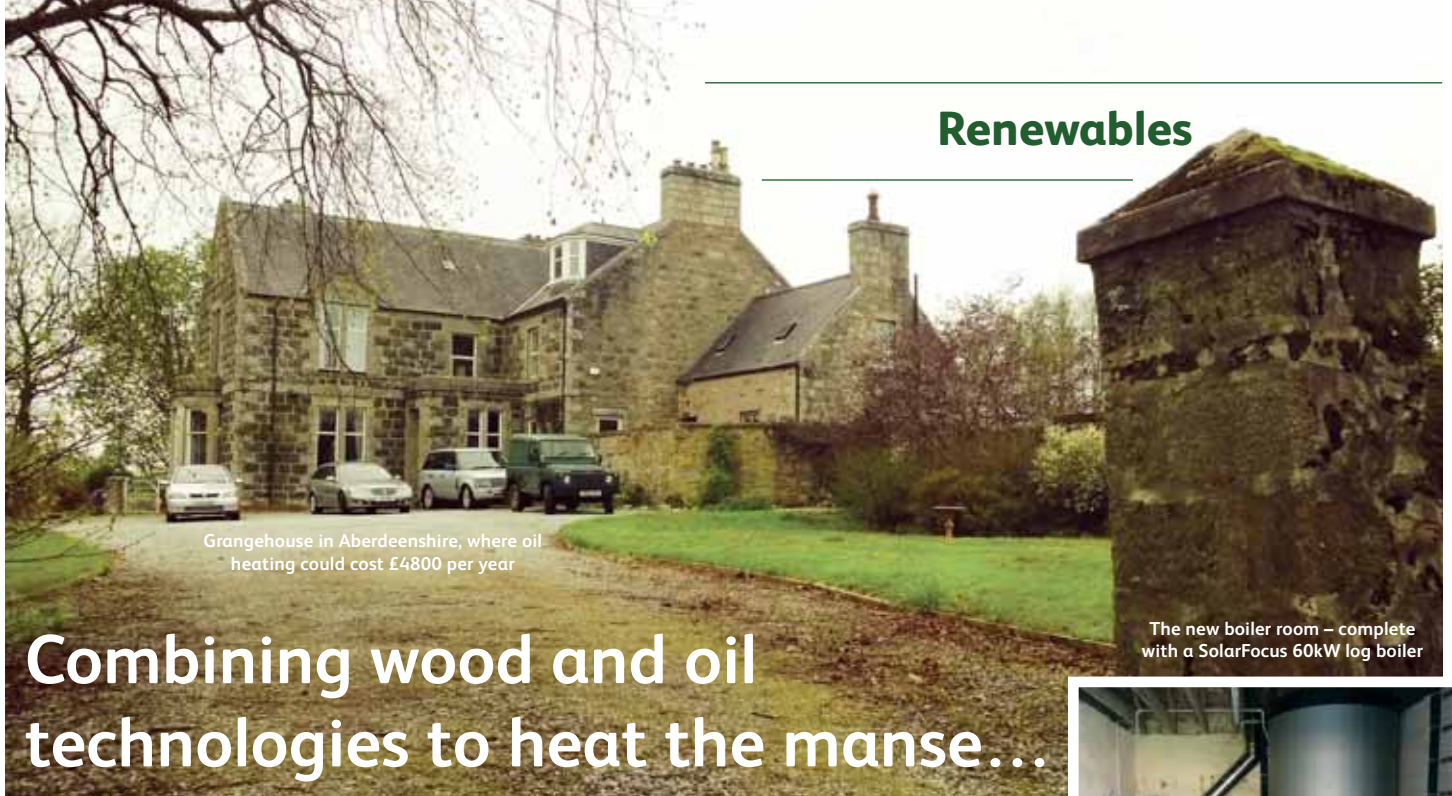


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Grangehouse in Aberdeenshire, where oil heating could cost £4800 per year

The new boiler room – complete with a SolarFocus 60kW log boiler

Combining wood and oil technologies to heat the manse...

Fed up with the rising costs of oil, the owner of a rambling rural property in Aberdeenshire decided it was time to change. After investigating the various options available, the customer opted for a log boiler, but decided to keep the existing oil boiler as a back-up. He particularly liked the idea of using locally sourced wood in the boiler to provide a cost effective means of heating, whilst the existing oil boiler could be used if they were away from home. Athol Duckett, managing director of AD Heating Ltd, takes up the story...



Grangehouse is a stately 150-year old traditionally built granite manse in north-east Scotland. It has five large bedrooms and three reception rooms – all with high ceilings.

The previous heating system used a 35kW Rayburn oil boiler with a large wood burning stove to provide supplementary heating. If fully heated using oil alone, the property would consume 7-8000-litres of oil per year, at an annual cost of about £4800. But the owner was merely turning the oil boiler on enough to have one 'golden hour' of heat in the morning and again in the evening, and then using the wood burning stove to its full capacity, as they could not afford to heat the whole house on oil alone.

Recommended new system

AD Heating Ltd recommended the installation of a SolarFocus 60kW log boiler, with a 4000-litre thermal store, in an outbuilding, with 20-metres of district heating pipe to transport the heat into the manse. The existing oil boiler was kept and integrated with a 3-way valve so that it could be used as a back-up system as required, such as during holiday periods. The heating controls were also upgraded to be weather compensated for greater efficiency.

The SolarFocus 'Therminator II' is an Austrian boiler, which offers more than a 'standard' log boiler. It is highly efficient

as it uses 'down burn' technology together with being gasifying – enabling it to achieve efficiencies of up to 92.8%. It is also low maintenance and has low emissions, as well as being packed with technology – heat exchanger cleaning is fully automated, and you can connect to the boiler over the internet using VNC viewer.

A 60kW boiler was chosen for the manse because it would only need to be fired once each day for most of the heating season. An equivalent size oil boiler would have required multiple firings, which would not have been convenient for the clients' lifestyle.

Costs of installation:

Boiler	= £ 9,900
Rest of equipment and materials	= £ 9,500
Labour	= £ 3,600
TOTAL	= £23,000 +VAT

Performance

The system uses about 25 tonnes of dry wood per year. The boiler is fired once a day from late September to late April and one burn every two to three days in the warmer weather, depending on how many people are staying and the demand. The customer has a local source of wood, so fuel costs are minimal – except in terms of time and labour!

Payback

Although the installation was for a single domestic property, because the boiler was greater than 45kW in size, it was not eligible for the Domestic RHI – something that is a barrier for log boiler installations in the UK. In order to achieve the once-per-day firing principle, the boiler must be sized greater than an equivalent oil boiler – often taking the capacity over 45kW. In these situations the fuel saving alone must provide the business case for the new boiler.

However, with plans for a holiday cottage, the system at Grangehouse will be eligible for the Non-Domestic RHI, as it will then heat two properties. With an expected annual consumption of around 80,000kW for the two properties, this will give the owner a payment of over £6.5k per year for the next 20-years.

a final thought from the customer: "A great system, that worked from the off!"

For more information about the installation, Athol Duckett can be contacted at AD Heating Ltd, tel: 01651 891907, or email: info@adheating.co.uk



Jan and Jeremy Fry celebrate with the Specflue team as the new Castleford depot opens for business

New northern depot for Specflue

Renewable heat products and flue system suppliers, Specflue, have opened a new northern depot in Castleford, West Yorkshire.

Managing director, Jeremy Fry and his wife Jan, who is purchasing director for the multi million pound turnover business, visited the depot to join in the celebrations as the doors opened for business in July and to welcome its first customers.

Jeremy commented: "This is an important strategic step in the company's growth and today marks the culmination of a year's planning to get Specflue an outlet in the north that will enable us to service our customers based from the Midlands to the Scottish Border."

<http://specflue.com>

Mitsubishi Electric welcomes domestic RHI launch

Heat pump manufacturer, Mitsubishi Electric has welcomed the launch by the Department of Energy & Climate Change (DECC) of the domestic Renewable Heat Incentive (RHI).

The incentive scheme sees householders receiving a payment of 7.3p for every kWh of renewable heat they use in their home, if generated by an air source heat pump.

Mitsubishi Electric has produced a dedicated website which demonstrates how much a household can receive in RHI payments and how much they will save over gas, oil and LPG heating (<http://heating.mitsubishielectric.co.uk/ecodanselectiontool>).

"RHI has been planned so that it produces a long term and sustainable growth in the use of renewable technologies. It also makes the case for heat pumps much stronger," explains John Kellett, general manager of the company's Heating Systems.

"We know air source heat pumps are one of the most straightforward renewable technologies to install and that they will provide a constant, comfortable level of heat to a building whilst lowering running costs and reducing carbon emissions," he adds.

www.heating.mitsubishielectric.co.uk

New Ecodan heat pump

Mitsubishi Electric has launched a new Ecodan ground and water source heat pump system which is capable of delivering up to 960kW of renewable heating and water flow temperatures of up to 65°C from a variety of sources, including waste recovered heat.

The inverter-driven Ecodan CRHV monobloc heat pump can operate singularly or banked together to create a system to meet the load from a building. The individual Ecodan units offer 60kW capacity and 16 units can be linked together to offer full multiple unit cascade control.

The extended range of options makes the system ideal for companies looking to incorporate low carbon heating and benefit from the government's Renewable Heat Incentive.

And more accolades...



John Kellett (middle left) and Mike Spenser-Morris (middle right) receive the award for Kingston Heights from the category sponsor Neil Afram and ceremony host, Simon Evans.

Mitsubishi Electric's Ecodan renewable heat pump system received further recognition at this year's National Heat Pumps Awards by securing two 'winner' awards and two 'highly commended' entries.

The innovative Kingston Heights project, in which 137 apartments get their renewable heating from the River Thames, was awarded the "Multiple Dwelling Installation of the Year" award for domestic ground/water source. Mike Spenser-Morris, from NHP Leisure Developments, and John Kellett, Mitsubishi Electric's Heating general manager, were at the ceremony to accept the award.

Mitsubishi Electric's unique cloud-based heating controller – MELCloud, was also winner of the "Ancillary Product Innovation of the Year" award.

"I was delighted that these two got the recognition that we believe they deserve," explains John Kellett. "We know MELCloud is streets ahead of other heat pump controllers and Kingston Heights and Mike Spenser-Morris truly deserve the highest praise for showing how the rivers that run through all our cities can be used as a heat source."

The fourth generation of Ecodan, which includes the ability to be used in a hybrid heating system, was highly commended in the "Heat Pump Product Innovation of the Year" category.

Also Highly Commended was the heat pump installation at Stonehouse Chicken Farm in Gloucestershire in the "Commercial Air Source Installation" category. This has seen the farmer save thousands of pounds a year in heating bills and provides a much more controllable and comfortable environment for the birds.

Project case studies, along with details of the range of renewable heating, are available at <http://heating.mitsubishielectric.co.uk>

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