

Oil Installer

Topical issues affecting the industry today

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Are you watching your customers' oil tanks?



Oil tanks are an important part of an oil heating system, but often the monitoring of their condition is neglected. OFTEC is keen to promote this aspect of installation and servicing because we believe that in the UK and Ireland there are more than 250,000 single skin oil tanks over 20 years old and still in use.

Having little understanding that they are ultimately responsible for their tank, the householder is unaware that they could face serious financial penalties should there be a serious leak. So in reality it is down to you – the oil technicians – to monitor the tanks and notify their owners if there is a problem.

On page 23 we outline common problems associated with ageing tanks, and also list the simple actions that every technician must take if these problems are identified. You should also take a view as to the age of the tank. If it is single skin and over 20 years old you should advise that immediate replacement must be seriously considered – even if there is no apparent problem. This is because the tank is at the end of its design life and it could, without warning, develop a slow leak or even a catastrophic failure. For 20 years plus plastic tanks a severe winter or a very hot summer may place the plastic under increased pressure and so need replacing. For steel tanks it is possible for small rusty patches to develop into leaks quite suddenly.

Moreover, most standard household insurance policies do not cover for external oil pollution damage to topsoil or watercourses, so remedial work after an oil leak can cost the home owner directly.

If you do not supply and fit tanks yourself you should give your customer the names of two local OFTEC registered tank installers, alerting the firms concerned so they can make a sales enquiry.

Whilst the legal responsibility rests with the householder/tank owner, technicians have a duty of care to ensure that oil tanks at customers' properties are safe and fit-for-purpose, and that they impart any information relevant to its condition. More importantly, a customer will not thank you if a leak develops causing costly environmental pollution which could have been prevented by a timely tank replacement.

Despite the recession and the *green agenda*, sales of boilers and tanks were much improved in 2013 over 2012, and we have hopes that this buoyant market will continue this year. Wishing you a good trading year!

Nick Hawkins
Deputy chairman
OFTEC

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Join OFTEC at this year's Big Event

Pre-registration is now available for OFTEC's Big Event which takes place on Tuesday 24th June at the Nailcote Hall Hotel in Warwickshire



Be part of the OFTEC Big Event
Nailcote Hall. 24th June 2014
The Big Event www.oftecbigevent.co.uk



Visit www.oftecbigevent.co.uk now to reserve your place, or call OFTEC's marketing team.



The Big Event combines a morning trade show and seminar programme with a lunchtime buffet and the OFTEC Awards for Excellence presentations. Major industry names are already signed up for the trade show event, which will also include seminar presentations about industry hot topics.

Win an Apple iPad

Pre-registration for the awards lunch costs just £10 – sign up now you'll be entered in a draw for an Apple iPad, worth £329.

Free delegate pack worth £40

You will also receive a special delegate pack on the day with a host of goodies worth £40

– a business builder kit, CD14 pad, warning stickers, an OFTEC pocket guide, and an OFTEC Direct discount voucher.

It's the best £10 you'll ever spend!

Numbers at the event are limited and demand is certain to be great, so don't miss out – sign up early to book your place. If you do not wish to attend the lunch and awards presentations you can still attend the exhibition and seminar program FREE of charge. Registration takes only a moment via the link above.

Look out for more announcements about the Big Event – coming soon.

Surge in oil boiler sales reflects consumer confidence in oil heating

Any thoughts that the oil heating industry is in decline were firmly rebutted last year with sales of new boilers surging to a three year high

The improved figures – up 17% on 2012 – come as a welcome boost to manufacturers who have seen sales squeezed in recent years due to the economic downturn. With the recovery now underway it is clear that homeowners are opting to replace their old oil boilers with new condensing models, which is good news for installers and manufacturers alike, and underlines continued consumer confidence in oil heating.

it is clear that homeowners are opting to replace their old oil boilers with new condensing models

Looking at prospects for 2014, although the launch of the Government's Renewable Heat Incentive is expected to encourage some homeowners to consider changing their heating systems, with oil prices relatively stable or even falling in some areas, many consumers are likely to stick with the heating technologies they know and trust. This preference is clear from the recent growth in sales and was also identified in the Government's own consumer research last year.

a generous boiler scrappage scheme – the best way to support homeowners to upgrade to more efficient and economical heating

While the improvement in boiler sales is encouraging, OFTEC is continuing to promote the need for a generous boiler scrappage scheme as the best way to support homeowners to upgrade to more efficient and economical heating. With family budgets still tight and homeowners reluctant to spend more than necessary, a boiler upgrade remains the most cost effective investment that oil heating customers can make.

Green Deal and the Renewable Heat Incentive – an update

The UK Government continues to pursue strategies aimed at achieving carbon reduction and improving energy efficiency

After a disappointingly slow start, the Green Deal scheme, which provides loans to enable homeowners to make energy efficiency improvements, is being revised with a more streamlined application process.

There were 626 live Green Deal plans by November 2013; the Government will be hoping this figure increases significantly over the next few months.

As oil boilers and system controls are among the improvement measures that can be financed under the scheme, OFTEC offers Green Deal registration.

Concerns about the Renewable Heat Incentive

This spring it is likely that the long-awaited domestic Renewable Heat Incentive (RHI) will be launched in Great Britain. OFTEC has been a vocal critic of the scheme which offers annual payments to homeowners who install renewable heating systems.

One major concern is the omission of bioliquid from the GB RHI – even though it would have offered homeowners an easy and cost-effective way to reduce carbon emissions. However, it appears likely that bioliquid will be included in Northern Ireland's scheme, and at a sufficiently generous tariff rate to make it worthy of consideration. Assuming this is confirmed, OFTEC hopes that a heating trial using bioliquid will commence in the Province at the earliest opportunity.

Concerns about the RHI remain – in particular that its



"The Government should make it as easy and affordable as possible for homeowners to install a modern condensing boiler," says Jeremy Hawksley

appeal will only be to those who have the capital needed to meet the high installation costs of renewable systems. The RHI will not help less wealthy households that don't have the spare cash available to invest in their heating – the very ones that would benefit most from lower bills and better heating.

Speaking about OFTEC's support for the Energy Bill Revolution, Jeremy Hawksley, OFTEC director general said: "With many thousands of standard efficiency boilers in need of upgrade, the Government should make it as easy and affordable as possible for homeowners to install a modern condensing boiler, this will save an average 20% on fuel bills and cut carbon emissions."

Believing that the RHI is unlikely to significantly reduce the UK's carbon emissions or help those that are currently experiencing fuel poverty, OFTEC will continue to argue for an early review of the RHI.

Marketing the oil-fired heating and cooking industry

Successful work with local newspapers and radio stations has raised the profile of the Oilsave campaign over the last few months

The campaign received 137 different pieces of media coverage with OFTEC taking part in three radio interviews, providing the opportunity to explain to homeowners the benefits of using OFTEC registered technicians.

OFTEC joins forces with Age UK

With more elderly and potentially vulnerable people, dependent on oil heating, living in the countryside rather than in towns, OFTEC has joined forces with the charity Age UK.

A **FREE** printed guide providing useful advice about heating, saving energy and keeping warm is now available. If you have elderly customers who would benefit from advice, please contact OFTEC's marketing team or download a copy at www.oftec.org/consumers/keeping-warm-saving-money.

Malcolm Farrow said: "OFTEC is very aware that the Oilsave website may not be reaching this most vulnerable group, which is why we've worked with Age UK to produce this new printed guide."

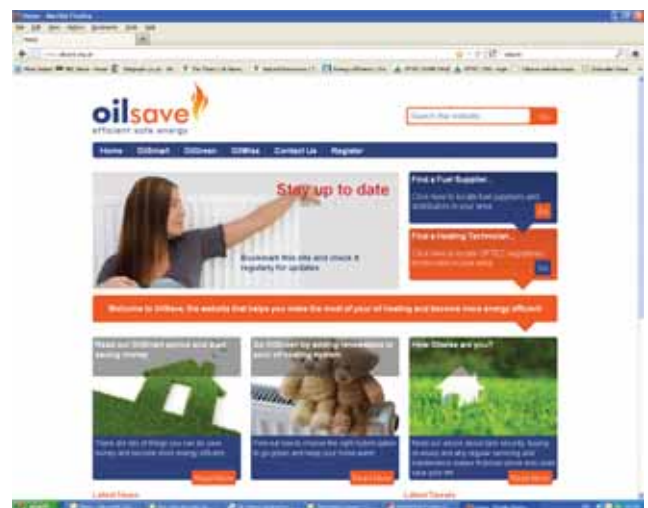
The Oilsave website which is at the centre of the campaign continues to grow in popularity with the redesigned site at www.oilsave.org.uk.

Find a technician – are your contact details up to date?

OFTEC's own website continues to flourish – between October and December 2013, it received over 228,000 hits, up 19% on the same period in 2012.

The 'find a technician' page received 26,000 hits from potential customers. Remember – potential customers will only find you on the site if your contact details are up to date.

If you move, change your email or your phone number, please let OFTEC know straight away. Contact the registration team on 0845 65 85 080 (option 1) or email registration@oftec.org



OFTEC gets tougher on fakes and fraudsters

It is a sad fact of life that the OFTEC logo is sometimes used by businesses that are not OFTEC registered and by technicians who are unqualified

OFTEC takes these abuses very seriously; last year four cases that could not be resolved ended up in court. The penalties imposed by the courts were a fine, a conditional discharge, an anti-social behavioural order (ASBO) with a 7-year ban on claiming registration to a competent person scheme and, for the most serious offence, a thirteen month custodial sentence.

These four were among 99 complaint submissions OFTEC received and upheld during 2013 under Schedule One of the Consumer Protection from Unfair Trading Regulations 2008. All related to businesses displaying the OFTEC trademark without authorisation, or falsely claiming OFTEC registration.

Forty-five percent were companies that had never been OFTEC registered or were sub-contracting oil work to genuine registered businesses but using the trademark themselves. Fifty percent of the complaints related to businesses that had allowed their OFTEC registration to lapse, but had failed to remove the trademark from advertisements, website pages, business documents and vehicles.

Five percent related to individual technicians who, having undergone training/assessment, had wrongly assumed they were automatically OFTEC registered and able to use the trademark.

Of the 99 cases, 87 were satisfactorily concluded by the removal of the false claims and trademark display or by OFTEC registration being taken out. Thirty-seven cases had to be passed to regional Trading Standards Authorities for further investigation; OFTEC is grateful for their support in achieving a high level of positive outcomes.



Registered Technician

penalties for fraudulent use of the OFTEC logo above – a fine, a conditional discharge, an ASBO, a 7-year ban and a custodial sentence

A criminal offence – avoid falling foul of the law

Contravention of the regulations relating to the use of trademark or false claims of association is more serious than many businesses realise. It is actually a criminal offence which can result in court action, fines and in rare cases, a custodial sentence.

- ✓ Check the expiry date of your registration to ensure continual registration.
- ✓ Act promptly to renew online or by phone
- ✓ Remember credit card payments are accepted
- ✓ If you cancel your OFTEC registration, remove all trademarks, logos and claims of OFTEC association from websites, vehicles, advertisements and documentation in accordance with OFTEC's R100 Rules for Registration document, clause 6.2.

It is clear from complaints received that many non-registered installers see value in displaying the OFTEC name and logo. **BUT** – to display the OFTEC logo installers must be trained and have demonstrated competence by independent assessment.

It is in everyone's interests to uphold OFTEC's good name and values. OFTEC will pursue all cases brought to its attention – evidence such as copies of advertisements, photographs or website links – is required.

Do you believe a local business is falsely claiming OFTEC registration? If so please inform contact compliance manager Adrian Wink on 0845 65 85 080 (option 4) or email awink@oftec.org.

Innovation inspired by you.



Greenstar Danesmoor System,
System Utility and System External series
(12/18kW, 18/25kW, 25/32kW)



*Terms and conditions apply.
5 year guarantee only applicable to Greenstar oil-fired boilers when purchased with a Greenstar System Filter.



Greenstar Danesmoor regular,
regular Utility and regular External series
(12/18kW, 18/25kW, 25/32kW)



Greenstar Heatslave II combi and
Heatslave II External combi series
(12/18kW, 18/25kW, 25/32kW)

Introducing the **ALL-NEW** Greenstar oil-fired range.

Innovative technology that takes its inspiration from you, the installer.

The NEW Greenstar Heatslave II combi and the NEW Greenstar Danesmoor regular and System, have been designed and developed with you in mind. All feature cross-firing burner technology, easy access installer connections and a one piece stainless steel baffle for rapid servicing and maintenance.

We have also been voted Which? 2013 best oil-fired boiler brand for customer satisfaction, while no other manufacturer scored higher for reliability.

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www.worcester-bosch.co.uk

Are you adequately protected?

Does your business hold public liability insurance of not less than £2million or €2.8million?

All OFTEC registered businesses must comply with the above and, in the light of a recent event, registered technicians should ensure that their policy covers **ALL** work related activities.

Technician gets hot and bothered over insurance cover

Recently a technician caused significant fire damage to a building as a result of using a blow torch to solder pipe work. It was not until the technician escalated the claim with their insurance provider that they realised their policy did not cover them for damages caused as a result of performing hot work – leaving the technician liable for the entire cost of repairs and decoration work.

Having appropriate insurance not only protects you and your customers, it also creates confidence in your business. Contact your insurance provider to check you are fully covered, and where necessary, amend your policy accordingly.

If you are looking for an alternative insurance provider check out OFTEC Insurance Services, specialists in providing insurance packages for the heating and plumbing industry from public liability to accident/sickness cover to workmanship warranty.

UK – www.oftecinsuranceservices.co.uk or call 0845 5201360.
Ireland – www.arachas.ie/oftec/ or call 0818 30 70 30.

More scope for your registration

Are you thinking about diversifying into renewable technologies?

Or maybe adding Part P Electrical to your services?

OFTEC is currently progressing new scopes of registration – renewables and full scope Part P Electrical (dwellings only) – for its competent person scheme.

Already licensed with the Department of Communities and Local Government to operate both these schemes, OFTEC is working with United Kingdom Accreditation Services (UKAS) to have both these schemes accredited to BS EN 45011, the British Standard for competent person scheme operators.

Working with UKAS, OFTEC will be able to offer a Microgeneration Certification Scheme (MCS) for heat pumps and solar thermal – two technologies proven to complement oil-fired boilers. With the RHI's introduction imminent (see page 5), there will be business opportunities for OFTEC registered businesses. To receive details of OFTEC's forthcoming MCS scheme or the existing Part P scheme, please call 0845 65 85 080 (option 1) or email registration@oftec.org.



The Certification Mark for Onsite Sustainable Energy Technologies

Got an issue to raise? Then Guy's your man



Meet your new representative – on your behalf Dorset installer Guy Crabb will raise any oil-fired issues with OFTEC – contact him at RegisteredTechnician@oftec.org

The OFTEC Scheme Committee (OSC) has an important role in ensuring the impartiality of BS EN 45011, overseeing the operation of OFTEC's registration service and the ISO/IEC 17024 oil assessment scheme.

The OSC is made up of representatives from industry and agencies such as Local Authority Building Control, the Department of Communities and Local Government and Summit Skills. It also has representation from certification bodies, training centres, oil equipment manufacturers and Ireland.

A seat on the committee can also be taken by an oil heating registered business and the committee has just invited Guy Crabb to join. Registered with OFTEC since 2003, Guy runs a medium-sized heating business in Dorset installing, commissioning and maintaining oil-fired systems.

Guy will represent the views of oil technicians, bringing matters that arise in the field to the committee's attention at quarterly meetings.

If you have an issue to raise, contact Guy by emailing RegisteredTechnician@oftec.org. This email link also appears at the end of OFTEC's e-news bulletins.

Putting a face to a name – on the registration team

OFTEC prides itself on the personal service it provides to registered technicians; but for most technicians OFTEC staff can be just a voice on the telephone or a name on an email



L-R Adrian, Sally, Paula, Ellie and Tracey

Below we meet the registration team.

The team is led by registration director, Adrian Lightwood. Adrian has worked at OFTEC for nine years, before progressing to his current role, he held managerial posts in inspections and registration.

Responsible for all aspects of the OFTEC competent person scheme, Adrian also ensures UKAS accreditation is maintained. He develops the services offered by OFTEC and is currently working on how OFTEC can best support technicians wishing to work in renewables.

Paula Shackleton is team supervisor. Paula has worked at OFTEC for 10 years and is responsible for overseeing the department's day-to-day running. She works closely with OFTEC's IT support and assists with project development including the popular online notification service.

Paula is assisted by Sally, Tracy and Ellie. Sally prepares applications and renewals for processing with Tracy and Ellie invoicing, inputting data and arranging ID cards and certificates.

To contact the registration team, telephone 0845 65 85 080 (option 1) or email registration@oftec.org.

New inspector for Scotland

Philip Ketchen is joining OFTEC as a regional inspector for Scotland

Philip, who has a practical *on the tools* background, has run his own business dealing with large contracts, making him ideally qualified to understand running a modern oil heating business.

He will be visiting registered businesses and technicians throughout Scotland to audit business procedures and inspect oil heating work. He will also check compliance with Scottish building standards.

Philip will also be highlighting the new requirement for carbon monoxide detection with every new or replacement combustion appliance installation, a requirement which came into force in Scotland in October 2013.



Philip Ketchen – auditing business procedures and inspecting work in Scotland

NEW – additional technical information now online

The recent OFTEC survey revealed that many registered technicians would like to have access to additional technical information. In response, OFTEC has a new technical notice board on its website.

The new website page contains links to important industry updates and advisory notes on any technical points needing clarification, particularly in response to enquiries received from technicians.

Five topics have already been covered and the page will be regularly updated so remember to save this link to you favourites – www.oftec.org/technicians/technical-notice-board

Discover the latest hot technical topics in this issue of Oil Installer on page 26.



New MD Sarah Meredith – making sure that BES customers receive an excellent service

New managing director for BES

Sarah Meredith was recently appointed as the new managing director at BES

“BES is a successful business but there’s always room for improvement,” said Sarah. “The company prides itself on rapid selection and dispatch, with 15,000 product lines available next day from our Birmingham-based warehouse. Our loyal customers have been with us for many years, my job is to make sure they remain BES customers for the years ahead.” See also page 14.

To request a new BES catalogue, call 0800 80 10 90 or visit www.bes.co.uk

Are you an industry star?

OFTEC has already received some great entries for its 2014 Awards for Excellence but wants as many industry stars as possible to come forward to ensure this summer’s celebration of talent is even bigger and better than ever before

“Our technicians tend to be fairly modest but the Awards provide the perfect opportunity for them to boost their businesses by receiving official recognition for their work,” says marketing manager, Malcolm Farrow.

Registered technicians can self-nominate in three categories – oil boiler installer of the year, oil cooker/stove installer of the year and oil tank installer of the year.

Nominations can also be made for trainee of the year and a new lifetime achievement award; both are open to technicians and trade association members.

OFTEC inspectors have also nominated technicians for further awards for servicing and commissioning technician of the year.

Malcolm added: “These awards are not just about patting winners on the back, they help to raise industry standards by highlighting those individuals who show best practice in their work and encouraging others to do the same.”

Awards will be presented at OFTEC’s Big Event which takes place on 24th June, see page 4 for more details. www.oftecbigevent.co.uk



Malcolm Farrow “the perfect opportunity to boost your business” – enter for the OFTEC Awards for Excellence

Wanted – a more direct approach to energy efficiency

In 2011 the Northern Ireland government was lobbied to introduce a *Green New Deal* – an ambitious project claiming to lever private finance to deliver energy efficiency measures and create several thousand jobs over a three year period.

The scheme aimed to reduce waste; cut bills for participating households; sustain employment through the recession; and modernise Northern Ireland’s housing stock. Local government committed £12m to the scheme but concerns were raised in June of the same year when the Department for Social Development (DSD) and the Department for Enterprise, Trade and Investment (DETI) indicated that they were considering alternative uses for this money.

At this point OFTEC wrote to Nelson McCausland, DSD minister, advocating that a straightforward boiler replacement grant would offer

better value for money.

OFTEC was delighted when minister McCausland announced in May 2012 that the £12m was being allocated to a boiler replacement programme with funding being made available from EU funds. The scheme commenced in September 2012 with grants of up to £1,000 offered to consumers for a condensing boiler upgrade.

A successful boiler replacement programme

To date 8,387 new boilers have been installed in Northern Ireland, the majority (6,481) of which have been oil-fired. This is continuing good news for technicians in the current economic climate.

The grant aid approach contrasts greatly with the disappointing take up of the Green Deal initiative in GB (see page 5) which is based on the pay as you save ethos. While this methodology works for consumers who have no other



A condensing oil boiler is a passport to an immediate 18% saving on fuel costs

straightforward boiler replacement – a more constructive way to offer energy efficient solutions to consumers who are reluctant to incur a debt/lien on their property

way to fund improvements, the working fuel poor will not want to attract more debt to their existing property – in spite of the golden rule that the cost of the improvements must be covered by the savings produced.

A straightforward boiler replacement scheme offers immediate savings of around 18%. Coupled with advice and

additional grant aid for loft and wall insulation, OFTEC believes it is a more constructive way to offer energy efficient solutions to consumers who are reluctant to incur a debt/lien on their property.

Perhaps the GB Government could learn from the Northern Ireland Assembly and its direct approach to energy efficiency solutions.

OFTEC technicians get noticed

The addition of the word oil to the registered technician logo has gone down a storm with local technicians in Ireland

A new van sticker is available in both A5 and A4 sizes and clearly demonstrates to consumers that you are a competent oil heating professional.

Pictured with regional inspector Norman Armstrong is Ryan Neeson from Co Louth. A registered technician since 2001 Ryan services boilers throughout Louth and beyond.

Ryan Neeson said: “The new logo really helps to get the message across to customers that OFTEC registered technicians are the people to trust when it comes to oil heating.”



Norman Armstrong (l) and Ryan Neeson

Ensuring Ireland is TankSafe

Several tank manufacturers have joined forces with OFTEC to create a flyer advising consumers to check their oil tanks

The campaign promotes the need for an annual tank check and advises consumers to upgrade/replace their tank if it is over 20 years old.

A press release on tank safety has been picked up by a number of papers in Ireland, providing sales leads and service opportunities for those technicians who expressed interest in providing **FREE** tank checks to consumers.

It is expected that the TankSafe initiative will be developed further in 2014.

TankSafe flyers are available for distribution to customers from David Blevings at dblevings@oftec.org.

"If your tank is 20 years or older, it needs replacing"



An end to standard efficiency boilers

From 1st April 2008, Technical Guidance Document L required all new or replacement boilers in the Republic of Ireland to have a condensing boiler with a seasonal HARP efficiency of 86%.

In 2010 Northern Ireland's Department of Finance introduced an amendment to Part F of the Northern Ireland building regulations requiring the installation of a condensing boiler in replacement and new build situations from 1st January 2011.

The installation of a condensing boiler is now the norm, with both installers and consumers well-versed in the benefits of condensing technology. With a declining market for standard efficiency products, and to assist Government to meet its carbon reduction targets, major boiler manufacturers ceased the sale and delivery of standard efficiency boilers across Ireland from 31st December 2013.

It is in everyone's interests to move to a fully condensing market. Not only does this comply with building regulations, it also offers customers a saving of up to 18% on annual fuel bills and significant reductions in CO2 emissions. Customers enjoying increased thermal performance and financial savings for the foreseeable future will be less likely to switch to a competing fuel, in turn providing future oil service and maintenance work for OFTEC technicians.

Funded gas goes further west

Dungannon, Coalisland, Cookstown, Magherafelt, Omagh, Enniskillen/Derrylin and Strabane may benefit from a new gas pipeline

The pipeline's cost is estimated at approximately £110 million which will not be entirely self-financing. A recent DETI appraisal showed that the proposal had a negative net present value and recommended that this was handled through a Government grant of up to £32.5m and by an increase in the postalised tariff. DETI has committed to this project with the Executive giving its approval in January last year for £32.5 Government support towards taking gas to the west and north-west.

fuel poverty is not all about energy cost

Some Members of the Legislative Authority (MLAs) thought the money would be better spent convincing consumers to convert to gas in existing availability areas. In May 2013 a meeting of the Enterprise Committee disclosed that Phoenix had a conversion rate of just over 50% in areas of gas availability. DETI staff were quizzed about the current rate of fuel poverty in Larne which is 40% despite gas being available there since 1996. The one positive statement resulting from the meeting was that fuel poverty is not all about energy cost. Employment opportunities, rates of pay and household insulation all play a part.

So what does the gas pipeline mean for the oil sector?

DETI proposes a 70% conversion rate over 40 years – an interesting statistic given that there has been just over a 50% conversion rate in 18 years in the Greater Belfast gas availability area. DETI evidence suggests that 34,000 will convert – not all of these will be households – many will be businesses.

Fuel oil distributors could be the pipeline's prime casualty as many deliver fuel oil and gasoil to the businesses along the pipeline's route. The Northern Ireland Housing Executive has already converted the majority of coal-fired properties in this area to oil. With new oil condensing boilers, there



The availability of gas continues to expand in Northern Ireland

will be little incentive to change to gas for at least 15 – 20 years. The Government may however further incentivise the switch to gas – something the oil sector must watch out for and challenge, citing anti-competitive behaviour.

A new licence could be awarded by the DETI in 2014. The licensee will commence work on network design, seek the necessary planning permission and deal with way leaves and environmental issues. The construction of the new transmission pipelines is expected to commence in 2015, albeit it is a challenging timeline.

the oil sector must continue to push oil as a competitive and first rate fuel for home heating

The oil sector must continue to push oil as a competitive and first rate fuel for home heating. New and innovative payment opportunities must be developed to enable oil to compete fairly with the pay-as-you-go methodology that is proving so popular with gas users.

Why is gas being funded?

According to DETI the rationale for funding the pipeline is as follows:

1. To promote development and maintenance of an efficient, economic and co-ordinated gas industry in Northern Ireland.
2. To extend the availability of natural gas as a more efficient and potentially cheaper fuel, providing additional fuel choice, enabling businesses to improve competitiveness in an increasingly global market,
3. To extend the availability of natural gas as a lower carbon fuel, displacing more polluting fossil fuels to provide environmental benefits.
4. To enable domestic consumers to connect to natural gas, thus contributing to reductions in fuel poverty.

Installers speak out in the House of Lords

Worcester, Bosch Group held an evening reception at the House of Lords with over 100 installers from around the UK attending. The event was hosted by Lord Faulkner of Worcester with Greg Barker, minister of state for Energy & Climate Change taking installers' questions.

Having outlined government plans to further develop Green Deal and the Renewable Heat Incentive, Greg Barker then answered questions

from installers about how SME installation businesses will be supported to ensure they benefit from the Green Deal and RHI policies.

The minister spoke of his desire to ensure all installers' opinions were heard and taken into consideration when policies are first created.

Andy Baxter from High Efficiency Heating UK was just one installer to express concern that Green Deal only appears

to be accessible via the Big Six energy providers. Andy said that to be effective it needed to filter its way down to installers and be made as simple as possible to deliver. He made comparisons to the boiler scrappage scheme of 2010, which was straightforward to administer and easily understood by the general public.

Neil Schofield, head of external and governmental affairs said: "It was particularly

good to hear installers voicing their opinions on how policies could be improved.

"Whilst there may be some scepticism surrounding initiatives like Green Deal, these policies have undoubtedly helped bring renewed focus to the heating industry and ensure the issue of improving the way we heat our homes remains at the top of the political agenda."

Heating and hot water – the best on display

Worcester, Bosch Group will be showcasing its domestic heating and hot water technologies on a two-storey stand (N1630/31 & 1640/41) at Ecobuild 2014

Everything from the Greenstar range of high-efficiency oil and gas-fired boilers to the latest generation of Greensource air to air, air to water and ground source heat pumps, together with the Greenstar Plus hybrid system, have been designed to operate in tandem with another technology to ensure the most efficient and environmentally friendly complete system solution.

"The heating and hot water industry is keen to make 2014 a year to remember when it comes to the wider integration of renewable technologies into UK homes," said Martyn Bridges, director of marketing and technical support. "Ecobuild gives installers and specifiers the perfect opportunity to find out more about the products they can use to great effect.

www.worcester-bosch.co.uk



Worcester – keen to make 2014 a year to remember

More training opportunities

Worcester, whose oil-fired boiler customers gave it the highest satisfaction score (77%) in a Which? survey in October 2013, opened a brand new training facility in Normanton, near Wakefield towards the end of 2013.

A £1.2m investment, the facility offers training in oil and gas-fired boilers through to solar panels and heat pump technology. There are five fully equipped workshops with a dedicated Greenstar oil-fired boiler workshop and a Greenskies thermal workshop with a pitched roof and scaffolding in place to offer trainees realistic experience of working with solar panels at height.

Worcester trained 18,500 installers in the UK last year. Following the opening of this new centre, Worcester aims to train double the number of installers in the north rising to 1600 in 2014.

Worcester also operates a fleet of mobile training vehicles to deliver oil/gas training at local installer businesses and at local merchant branches.



With this new Worcester training facility near Wakefield, the north will see up to 1600 installers trained this year

ErPD – the implications for oil heating

Barry Gregory, managing director of Riello looks at the implications of the Energy related Products Directive (ErPD)

The Ecodesign Directive is designed to provide consistent **European Union wide rules to improve the environmental performance of energy related products (ERPs) through Ecodesign**

The Directive covers a wide range of energy consuming products. In September 2013 the European Commission published Ecodesign regulations for space heating and water heaters. Regulations on energy labelling, designed to create a league table to inform end users, were also published.

The regulations include requirements for minimum efficiencies to be achieved by September 2015, with further limitations on NOx emissions by 2018. These have an impact on manufacturers of combustion equipment and those who install them.

Whilst an increasing number of appliances for residential oil heating, hot water production and cooking in the UK and Ireland are already high efficiency condensing products, the real challenge for our market will be NOx legislation, which will

have significant implications for installers.

In the commercial and industrial sectors routine testing of NOx levels is common; installers dealing with residential oil appliances will face new requirements. For example, installers will be required to carry out additional commissioning checks to ensure the new levels (120 mg/kWh) are being achieved. Similarly, service technicians will need to carry out additional tests using NOx analysers to ensure acceptable levels are being maintained.

Well in advance of these changes Riello will be rolling out training courses to ensure installers are fully prepared to meet new requirements. www.rielloburners.co.uk

For more on ErPD, please go to page 29 in Technical Topics



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Firebird's digital control box on the RDB2.2 burner is used on their range of oil condensing boilers. Developed jointly by Firebird and Riello, the control box uses the latest digital technology to deliver a number of advantages in oil burner control.

Advantages of the Firebird Control Box

- **Greater Accuracy**
- **Easier to Use**
- **Speedier Reaction**
- **Increased Energy Efficiency**
in operation giving fuel saving and reduced carbon emissions. The digital control only uses short pulses to send power to the solenoid, conserving electrical energy.
- **Self Diagnostics**
The control function facilitates self-diagnostics with sequences of flashing lights indicating burner status and any action required for future maintenance.
- **Built in Pre and Post Purge Function**
- **Pre and Post Ignition Feature**
to ensure better start ups under varying conditions.
- **Easier to Use**
than conventional control boxes with no other special equipment required.
- **Reliability and Safety**
If the photo cell cannot register a flame or it is too blue, the control box will lock out after just 3 firing cycle attempts, preventing the heat exchanger becoming contaminated with un-burnt carbon deposits. And in the unlikely event of a blockage, the new control box acts as an interlock between the condensate trap and the burner, preventing continuous attempts to fire and burn out of other components. This therefore reduces time and potential expense of future repair and maintenance.

Firebird is currently arranging a series of technical evenings in conjunction with Riello to demonstrate the advantages of the Firebird digital control box and burner. See below for details. If you wish to register for your attendance or for further information please contact Firebird.



DEMONSTRATION EVENINGS

4th March 2014 - Wellshurst Golf & Country Club
North Street, Hellingly, East Sussex BN27 4EE

5th March 2014 - Salisbury Rugby Club
Castle Road, Salisbury, Wiltshire SP1 3SA

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Firebird makes additions

Firebird Heating Solutions has appointed Stewart Ratcliff as head of its technical service team at the company's Ivybridge head office

"Stewart's appointment is a major element of growing our support services, as our business picks up again after a lengthy period of economic difficulty," said general manager Debbie Coley.

Daniel Fox, a new regional sales manager covering East Anglia and the South East, has joined from HRM Boilers with over 10-years technical experience. "I'm impressed with Firebird's proactive approach and their positive plans for the future," said Daniel.

Having completed their NVQ apprenticeships at Firebird, Ben Parlor and Jordan Seldon have also joined the team; Ben in technical sales/service and Jordan in the warehouse.

"Committed to excellence in customer service, we've added staff in key areas to help our much valued customers," said general manager Debbie Coley. "We're prepared for better trading conditions so let's hope 2014 is good for the industry."



At the back, Stewart Ratcliff and Daniel Fox with Ben Parlor and Jordan Seldon on the front row

Take advantage of technical evenings with and

Firebird is currently arranging a series of technical evenings in conjunction with Riello to demonstrate the advantages of the Firebird digital control box and burner.

Firebird's digital control box on the RDB2.2 burner is used on its range of oil-fired condensing boilers. Developed jointly by Firebird and Riello, the control box uses the latest digital technology to deliver a number of advantages in oil burner control.

Attend a technical evening in March

Tuesday 4th – Welshurst, Nr Tunbridge Wells

Wednesday 5th – Salisbury

To register attendance at either of the above events and to get further information on technical evenings, please call Stewart Ratcliff on 01752 691177.

NEW dry inset stove

Since the launch of the multi-fuel stove with back boiler, demand has grown for a dry version. Firebird's new dry inset stove has an efficiency level of up to 75.6% and room output from 6.9kW and 8.2kW. Designed to fit into a standard fireplace, it is HETAS approved and is backed by a 5-year warranty. The back boiler version offers efficiency up to 81.8% whilst supplying up to 12kW of heat to the heating system. The dry inset stove is an efficient and attractive solution for homes wishing to replace existing standard back boiler units.

Having a tough day then take a break with Heating World of Spares (HWOS).

When you buy two qualifying own brand products from the Select range, you will receive a FREE Costa Coffee gift card offer.

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HWOS is excited to announce its own branded German-designed heating controls, together with a range of build cert high grade chemicals and British-made service brushes. All these items – selected for quality, price and performance – are available now. Products arrive packaged in a FREE handy cotton bag – no need to dispose of cardboard boxes – just re-use our bag to keep tools, fittings or spares tidy.



Not just a nozzle

A nozzle is much more than a piece of brass with a small hole in a plate says Danfoss

Danfoss started manufacturing oil burner nozzles in 1947. Over the years a nozzle program with different spray patterns and angles has been developed as well as smaller capacity nozzles. Demands for reduced emission values formed the CEN-marked nozzles (EN293 and EN299) with capacity tolerances of +/- 4%. Finally a range of nozzles with built-in shut-off valve were developed.

To achieve the correct spray pattern and capacity both cone and plate must be manufactured with high precision tools.

To ensure the consistency of its high quality, reliable nozzles, Danfoss tests 100% of the nozzles it produces, with all nozzles delivered dry and cleaned from the test oil.

How often should a nozzle be changed?

The industry recommends once a year at the time of the boiler's annual service. Even though the nozzle looks clean from the outside, internal build up from very small particles or sediments can cause changes in capacity or even a breakdown in between two planned service visits.

The benefits of an annual change

- ✓ Trouble free heating – less risk of an unexpected break down caused by an unchanged nozzle
- ✓ Fewer service calls under warranty – or unplanned service visits under the service contract
- ✓ Oil savings – the burner operates cleaner and at its highest efficiency
- ✓ Time savings – servicing the burner unit is easier due to reduced soot build up
- ✓ A professional service – and a trouble free operation of equipment for your customer

Danfoss has a new video about safe and optimal nozzle change, view it at www.burner.danfoss.com.

NEW – Tigerloop® Combi 3

As inventors of the world's first oil de-aerator and with over 40 years of experience in manufacturing, SPX Flow Technology Sweden AB, Tigerholm Series, is proud to introduce the new Tigerloop® Combi 3 model.

This new model has an integrated shut-off valve, which allows the installer to stop the flow of fuel while changing filter inserts.

www.spx.com/en/tigerholm/



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Step by Step videos: This is how it's done!

Now you have a chance to update your know-how on basic oil burner maintenance through a series of 18 new training videos.

The short videos show how to perform basic maintenance procedures when required, thus

optimizing the service and saving time. They are ideal tools that can be used as part of a training session for new engineers looking to work with servicing oil fired heating – or simply to update your know-how.

Please go to www.burner.danfoss.com to download the videos.

When in doubt – see how it's done!

18

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Oil moves into recovery mode

Figures from OFTEC and the SBGI energy and utility trade association suggest that far from declining, sales of oil boilers are in fact the highest for five years

With nearly one in every two oil boilers sold in 2013 being a Grant product, the company is optimistic and appreciates that many installers operating in rural and off-grid areas still earn a significant part of their income from installing and maintaining oil-fired boilers and appliances.

Over 1.5 million UK homes use oil (or 1 million in GB) for heating and cooking. Even with a reduction of around 5%, many homes will still rely on oil for years to come.

Controlling costs

The price gap between oil and gas has narrowed significantly compared to 12 months ago. According to Sutherland Tables gas heating/hot water for an average three bedroom home has risen by 7%, whilst oil has experienced a 2% increase.

Oil heating stands at around £1294 pa – 33% and 11% cheaper than LPG and electricity. Gas stands at just over £1079 pa. Oil is also 5% cheaper than an air source heat pump system supplying radiators.

Installers can help homeowners save money by upgrading controls and switching to condensing boilers. Replacing an old boiler with a high efficiency condensing one can reduce fuel bills by almost 20% at a stroke. (Which? October 2013 – the Grant Vortex range scored 70% in the Which? brand reliability survey).

Recent SBGI statistics suggest that there was a 19% increase in oil-fired boiler sales in the first six months of 2013 when compared with 2012. This impressive rise in oil-fired boiler sales may be due to increased

sales in Northern Ireland as a result of grant money. However, it is expected that of the one million oil-fired boilers in the UK, more than 50,000 will fail each year.

Good news for installers

An installer for whom the above is good news is Daniel Ripken who owns D Ripken Plumbing and Heating at Southwold in Suffolk which offers oil, gas LPG and renewables: “Oil is still an important component of our business,” says Daniel.

“The larger towns have natural gas but oil is the commonest form of heating in the countryside. Oil boilers tend to be older so we’ve seen a lot of repair work over the past few years. Understandably, the economic climate has seen people reluctant to shell out on a new boiler if the existing one

can be repaired, however, that seems to be changing a bit this year with more replacements.”

If an oil boiler cannot be mended, the least expensive option will always be another oil boiler; although if a new tank is also needed the new installation will cost at least £4,000.

With its Vortex range, Grant was one of the first manufacturers to enter the oil-fired condensing market. The range has held top rated positions on the SEDBUK efficiency database since it was first launched 11 years ago.

Recognising that oil’s off-grid supremacy will be challenged at some stage, Grant has developed solar thermal, air source heat pump and cylinder technologies and its new Spira condensing biomass wood pellet boiler.

Snugburner savings

According to Snugburner’s managing director Barry Charman, AGA and Rayburn oil cooker users can save ‘at least £20 a week off the usual running cost’ after fitting a Snugburner. “We desperately need good engineers who want to help customers retain their much-loved but thirsty cooker,” adds Barry. For an installer information pack go to www.snughomecookers.co.uk.



“A burner ready for service – four nuts and the head is out – it’s a 20-minute job – nozzle change, fan clean and new filter – no wicks or clogged up bundy tube,” says Barry

Warmflow renewables to complement oil

To complement the range of high efficiency oil boilers manufactured at its automated facility, Northern Ireland based Warmflow is launching a range of renewable products designed specifically for the UK market and manufactured in house.

Phil Craggs, national sales manager, said: “These are exciting times for everybody involved with Warmflow. As part of ongoing expansion, we’re recruiting across all areas of the business to ensure customers get the best possible service.”

In a recent Which? customer satisfaction survey, owners of Warmflow oil boilers rated customer satisfaction at 74%.

For more details on the company’s ground source heat pumps, biomass pellet boilers and air to water heat pumps, go to page 39.

CE Marking on oil tanks

In response to recent enquiries, OFTEC would like to clarify the position regarding CE marking of oil tanks. On 1st July 2013 it became a legal requirement under the European Commission’s Construction Products Regulation for plastic tanks manufactured to EN13341 to be CE Marked and for the manufacturer to provide a *Declaration of Performance*.

Steel oil tanks to BS 799-5 or OFTEC Standard OFS T200 are not considered to be products manufactured under a *Harmonised Standard* and therefore do not need to be CE Marked, nor carry a Declaration of Performance. Technicians should ensure that any plastic tanks they install, that were manufactured after 1st July 2013, carry the CE Mark and have the appropriate documentation. www.cemarkingassociation.co.uk

Tanks – unserviced and unloved

On the opposite page, Oil Installer looks at the issue of oil tanks going unserviced. The obvious risk to tank owners cannot be understated, as the condition of older tanks, in particular – if left unchecked – leaves the householder liable to having to foot a clean up bill should a leak occur. This damages the reputation of the oil heating industry.



Being more TankSafe

In Ireland, OFTEC has joined forces with tank manufacturers (see page 14) to launch a campaign to encourage registered technicians to offer FREE tank checks as a way of tackling this problem and also generating tank replacement work. It is hoped that a similar TankSafe campaign will be introduced across Great Britain in the near future.

With the servicing of many tanks being neglected, OFTEC hopes its prayer to have all tanks annually inspected will be heard.....




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Failure to check tanks could be storing up trouble

According to recent reports, tank inspections are not being included as part of annual servicing work

This practice is likely to be most common among non-registered technicians and is often done as a way of undercutting competitors to offer servicing at the cheapest possible price.

Whilst it is impossible to gauge the scale of the problem it could lead to uncertainty over the condition of many older tanks, affecting tank owners and diminishing the reputation of the heating industry as a whole.

TANKS – WHAT TO LOOK OUT FOR ON A SERVICING VISIT

Signs of oil tank ageing/failure

- Evidence of corrosion or degradation (oil staining, rust, discolouration, cracks, crazing)
- Damage, interference and any obvious leaks
- Signs of distortion or bulging

General condition checks

- Access points, sight gauge and vents are suitably protected and/or shielded to prevent rainwater, dirt or insects from getting inside
- The external bund does not have large amounts of water or oil in it and it is free of debris.
- The tank base is in sound condition and the tank is adequately supported

Contents gauge checks

- Mechanical – operation and linkages by simulating operation
- Electronic – battery condition and indication of level changes
- Sight gauge – operation, security, clarity, condition cleanliness and valve position (open and closed)

Surrounding checks

- Obvious changes in the supporting structure and base
- Oil staining on supports or ground near the tank

Steel tanks

- Inspect for rust and/or damp patches on the top, sides, bottom and all welded seams
- Inspect all external surfaces are treated with an anti-corrosion inhibitor

Plastic tanks

- Inspect the tank profile for stress cracks, bulging and the occurrence of a white chalk like appearance

It is recommended that tanks are inspected at least annually, generally coinciding with the servicing of the appliance. If the tank is more than 20 years of age it is likely to be at the end of its expected lifespan and installers should recommend replacement.

Observations on the condition of the tank should be recorded on a service report form eg. OFTEC CD/11 form. The tank should also undergo a pollution and fire risk assessment, using an OFTEC TI/133D / ND form as appropriate. If a potential or immediate risk is identified, warning stickers should be issued and fixed to the tank. Finally, copies of both the OFTEC CD/11 and TI/133D or ND form should be given to the equipment's owner.



Tank inspections – a vital part of the annual service – if a tank is over 20 years old replacement should be strongly recommended



Tanks need attention – this much overburdened one in Devon (perhaps an attempt to stop it floating away in the recent floods) ... has evidence of a white chalk like appearance



This Cornish tank may be seriously compromised by the debris that surrounds it enabling dirt to get inside the tank and its exterior to distort and bulge

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Top fuel distributor tackles tanks

Last year, the UK's largest fuel oil distributor, Certas Energy (formerly GB Oils) published new oil delivery standards which will affect oil heating technicians and their customers

Domestic underground tanks

Certas Energy requests that before any delivery is made to a domestic underground tank, the customer must provide a report from an OFTEC registered technician confirming the tank is properly installed.

In response OFTEC would like to remind technicians that the inspection of an underground storage tank should only be performed by persons with the necessary equipment and competence to undertake such work.

No fuel deliveries will be made through living quarters

The new Certas Energy standards state that: No deliveries will be made via the living quarters of properties including conservatories.

Living quarters are defined as being "any area, room or passageway which has been closed off, plastered, decorated, carpeted, tiled, furnished etc. which forms an integral part of the regular living area of the property."

When positioning new or replacement tanks the above should be taken into account.



Plastic tanks – water extraction

Anglo Nordic has launched an innovative product to address the problem of removing water from the bottom of plastic oil tanks

Condensation is an issue with both steel and plastic oil tanks and results in water running down the walls of the tank and settling at the bottom. As steel tanks have a drain valve, removing water is a relatively straightforward procedure which can be performed at the tank's recommended annual service. For plastic tanks this is not the case.

The oil tank water extractor kit from Anglo Nordic is equipped with a six metre long hose and incorporates a heavy brass end receptor, allowing easy access to the base of a plastic tank. The powerful suction pump is then able to extract the water from the base. www.anglonordic.co.uk.



Extracting water from a plastic oil tank has never been easier

Joining forces to prevent fuel theft



Staffordshire and Derbyshire police have been among the many police forces to issue advice to help prevent fuel theft from oil tanks

Analysis over the past two years has shown that both the Burton and South Derbyshire areas saw an increase in heating oil thefts over the winter months.

"While oil theft is not a huge problem in Staffordshire, we would always encourage potential victims to take measures to protect their tanks/fuel," said inspector Jon Ward, Staffordshire Police. "By being aware and taking simple precautions the risk of falling victim to this type of crime can be significantly reduced. No-one wants to be a victim of crime, so it really is beneficial to be proactive and take measures to deter thieves from your property."

Advice given included fitting lockable caps or padlock, installing motion detecting security lights, buying a fuel gauge alarm, installing CCTV and displaying warning messages to say that tanks are alarmed.

ASK OLLIE!



I have been asked to install an above ground domestic 2500 litre tank. The owner would like to hide the tank from view and has suggested erecting a wooden fence around it, is this within regulation?

Yes, screening of domestic oil storage tanks is permitted. However, consideration should be given to providing service access for inspection of the tank and filter maintenance etc. BS 5410-1 requires that a minimum 600mm separation distance is provided between the tank and the screening. If the screening forms part of the boundary a 760mm separation distance should be provided unless a fire barrier is erected.

As an oil tank installer my customers often ask me if I can decommission and dispose of their old tank as part of tank replacement works. Where can I find information on tank decommissioning works?

Information relating to the process of decommissioning oil storage tanks can be found in OFTEC Technical Book 3, section 1.12.

Whilst completing a TI/133D form for a domestic tank during a routine service visit, I identified that the tank was within 760mm of a low level brick wall marking the boundary line. Although the wall does not extend 300mm higher than the tank, is this still classed as a fire rated boundary?

No. To be classed as a fire-rated boundary, the boundary would be required to offer a minimum 30 minutes fire protection and extend a minimum of 300mm wider and higher than the widest and highest parts of the tank. Further information on definitions of non-fire rated boundaries can be found in OFTEC Technical Book 3, section 1.6.

I have heard that plastic oil supply pipe can be used above ground if it is protected by a sleeve. Is this true?

No. BS 5410 is clear that whilst approved types of plastic supply pipe can be used, it is restricted to installation below ground only.

This means that a minimum of two joints are required below ground for conversion to copper/steel before rising above ground. Each joint should also be provided with a means of access. Further information on installing oil supply pipes can be found in OFTEC Technical Book 3, section 2.

I have been asked to install a room sealed appliance in a compartment. Is a permanent air supply for ventilation purposes still required?

Yes, room sealed appliances in compartments still require air supply for ventilation purposes to disperse latent heat. OFTEC's Oil Heating Pocket Guide contains a quick reference look-up table which has the free area of air supply openings already calculated based upon the appliance output. Alternatively, further information can be found in OFTEC Technical Book 4, section 1.8.

I have serviced an external boiler and identified that the low level flue terminal was not protected by a guard. Should a terminal guard be fitted?

Yes. BS 5410 requires that when the lowest part of a flue terminal is less than two metres above the ground, balcony, flat roof or other place in which any person has access, the terminal must be protected by a guard.

BS 5410-1 is being updated

BSI technical committee RHE/13 responsible for BS 5410: Part 1, which covers appliances up to 45kW output and tanks up to 3,500 litres, have commenced work on updating the standard. A number of small changes and clarifications have already been applied to the working draft, together with the following significant changes.

- To reflect modern air tightness of buildings, appliance ventilation requirements changed so as to not deduct 5kW from the appliance output.
- Secondary containment required for all new and replacement tanks
- All wet side heating system requirements have been removed and replaced with reference to the CIBSE Domestic Heating Design Guide.
- Only balanced flued appliances are permitted within garages.
- Clarification on under-stairs appliance installation when open plan

Have your say on the current published standard for BS 5410-1

OFTEC recently met with BSI technical committee RHE/13 to continue updating BS 5410-1 – the code of practice for oil-firing installations of up to 45kW output and tanks up to 3500 litres capacity serving buildings used primarily as a domestic dwelling. This standard underpins the suite of OFTEC technical books. If any technician has any comments on the current published standard that they wish to be fed into the update process, these should be submitted to the OFTEC technical department.

It is hoped that the updated standard will be issued for public consultation later this year.



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Using outdated standards will force boiler manufacturers such as Worcester, Bosch to use blue flame burner technology in its oil-fired boilers such as the high efficiency Greenstar Heatslave II shown here.



As burner manufacturers like Riello face increasing R&D costs to develop heat exchangers capable of accommodating a burner with a long blast tube, higher priced burners will result

Oil-fired boilers – the continuing fight

OFTEC continues to fight the EU Commission over NOx emissions limits from oil boilers

OFTEC met with the Department for Food, Environment and Rural Affairs (DEFRA) in January to discuss the next steps in opposing the Commission's intent to use outdated test methods for the calculation of NOx emission from oil boilers.

Achievable with current yellow-flame burners?

The regulation of bringing heating appliances into the Energy-related Products Directive (ErPD) was passed in September 2013, when it was agreed that NOx (nitrous oxide) emissions from oil boilers up to 400kW output would be limited to 120mg/kWh. NOx emission limits will not be in force until 26th September 2018; whilst set to challenge the UK and Ireland boiler manufactures, it should be achievable using current yellow-flame burners.

However, in a paper recently issued by the EU Commission, it transpires that the calculation method required to measure NOx emissions does not represent the low nitrogen oils currently in the market place and gives a result equivalent to a test method contained in EN267:2009. This standard has been superseded by EN267:2009+A1:2011.

Will blue flame burner technology be required?

OFTEC believes that it is not only wrong to use outdated standards, but also that the major impact of this is that the calculated NOx emission figure will increase by 28mg/

DEFRA is fully supportive of the UK oil industry's need to measure NOx by the latest standards

kWh. This will force boiler manufacturers to use blue flame burner technology which will incur higher priced burners and the R&D costs associated with developing heat exchangers capable of accommodating a burner with a long blast tube that allows flue gases to be recirculated through the flame to burn off emissions.

DEFRA is fully supportive of the UK oil industry's need to measure NOx by the latest standards, as is the Association of the European Heat Industry and Eurofuel. OFTEC has been invited to accompany DEFRA at a meeting in Brussels in March, and present technical argument to reinforce the UK's position.

For Riello's perspective see page 17 and for more on the ErPD visit

http://ec.europa.eu/energy/efficiency/ecodesign/eco_design_en.htm

April 2014 – update on changes to boiler commissioning

Last year OFTEC announced that the oil industry had agreed on changes to boiler commissioning to include measurement of carbon monoxide (CO) on pressure jet fired appliances, with this coming into effect as a recommendation on April 1st 2014.

The changes mean that where an appliance is being commissioned for the first time, as part of undertaking combustion analysis, the concentration of CO should be measured. The concentration should not be higher than that specified by the manufacturer or, in the absence of the manufacturer's data, no more than 100 parts per million (ppm). 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.

To reflect the changes, amendments for OFTEC Technical Book 2 are available at www.oftec.org. OFTEC's OFT 10-101 (single stage pressure jet servicing and commissioning) training and assessment programme has now been updated.



The *energy* behind liquid fuels

Recruitment opportunities at OFTEC

Contracted or Employed Regional Inspectors

We have vacancies for a Regional Inspector to join the OFTEC Inspection Team in the following regions:

- Northern England
- South West England

These are contracted (self-employed) or can be directly employed depending on circumstances.

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To apply, send your CV and covering letter to: J Corbett, HR Dept, OFTEC, Foxwood House, Dodds Lane, Kesgrave, IP5 2QQ or email: jcorbett@oftec.org

For a full job description call 0845 65 85 080

Closing date Friday 14th March 2014

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

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Smoke pumps

OFTEC Inspector Norman Armstrong, looks at the correct procedure for carrying out flue gas analysis

Whether carrying out an initial OFTEC business audit or routine inspection, it is great to see the importance that OFTEC registered technicians place on their smoke testing equipment of choice, whether that is the traditional manual smoke pump or the electronic smoke testing equipment which is also available.

I do come across technicians who are under the misconception that the smoke pump should only be used to test a sample of the products of combustion

It is very important to carry out the proper procedure when doing a flue gas analysis whether commissioning, servicing or fault finding on new or existing oil-fired equipment.

Occasionally, I come across technicians who are under the misconception that the smoke pump should only be used to test a sample of the products of combustion (POCs) before proceeding with an electronic or manual flue gas analysis. Whilst technically correct, it should be realised this is only part of the procedure when using a smoke pump.

Manual flue gas analysis

If a manual flue gas analysis is to be carried out, an additional smoke test should be carried out after each adjustment and before using a Carbon Dioxide Indicator.

Electronic smoke testers

For electronic smoke testers, it is important to follow the manufacturer's instructions prior to using such equipment.

If using a manual smoke pump, the body of the pump should be warmed up prior to use. The pump should then be pumped in clean air to ensure it is clean without the filter paper before use as some soot deposits may affect an accurate test. A further test in clean air should be carried out with clean filter paper inserted as this will prove the smoke pump is clean and ready for use. After the heating appliance has run for at least 10-15 minutes, a smoke test should be carried out. Giving 10 pumps with clean filter paper inserted, a sample of the POCs should be taken and checked against a smoke scale. If the smoke number on the smoke scale is satisfactorily low, an electronic flue gas analyser can then be inserted in the test point and careful adjustments made.

When adjustments have been completed as required, and after removing the flue gas analyser, it is important to carry out a further smoke test on the



Flue gas analysis – a smoke pump has a very definite place for years to come says OFTEC inspector Norman Armstrong

appliance and the result of this smoke test is then recorded in Section 10 of an OFTEC CD11 or similar control document.

It is really good to get positive feedback after an inspection especially with the value technicians put on their test equipment. A smoke pump has a very definite place for years to come and all things considered, pound for pound, it is money well spent.

Oil Installer welcomes contributions to the technical section from OFTEC inspectors and registered technicians. Please send details to jane@oilinstaller.co.uk or call 01565 653283.



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Your say on the big training questions

In the winter 2013 issue of *Oil Installer*, we posed a few questions about training to both training providers and oil installers, a selection of replies are below

Are you offering hybrid/bivalent heating courses which incorporate oil?

Norwich Gas Centre

"This year we'll be developing new opportunities with all our partners, including potential new options related to hybrid/bivalent energy."

METAC, Mountrath

"At the moment we're not offering but we're firmly committed to developing courses to meet the increasingly dynamic need for consistent, reliable energy for commercial and domestic consumers.

"We have to be grounded by the reality of supply and demand. METAC would no longer exist if we supplied courses in the absence of both demand and finance – the real world factors controlling all long-term energy sector developments."

Do you intend to introduce more courses to cater for a multi-energy future?

"METAC has a commitment to providing training courses for installers across the spectrum of energy sources. Alongside biomass, wind turbine and solar PV set-ups, we have an array of theoretical and practical oil/gas training. All courses are constantly monitored and audited to ensure we provide the most current and relevant material for candidates.

"We seek the latest environmental information and keep up to date with legislation, both in Ireland and the EU so that we can cater for the ever-changing needs of our candidates and the energy sector."

"At Norwich Gas Centre we've been delivering courses for oil/gas engineers for 12 years. Now under new management we're looking to the future and through discussions with oil/gas industry partners we're exploring a range of courses to cater for a multi-energy future."

How do you see the training needs of oil installers evolving in the future?

"There are many challenges and opportunities for the energy industry in the future. As energy options evolve, engineers and their businesses will need to

be adaptable to accommodate customer demands. We're in a strong position to respond to emerging technologies and provide customers with the training they need." www.norwichgascentre.co.uk

"The need to reduce carbon emissions is at the forefront of the political/business agenda. Renewable energy products and the development of 100% renewable infrastructures are the way forward. The training of oil installers needs to develop in a similar manner over time. In order to be ready to deal with the changing demands of both governments and customers, installers need to be given the opportunities to learn the new technologies. By enhancing and expanding their existing skills, oil installers can be at the head of these new developments." www.metac.ie

Oil Installers Simon Willett, Willett Technical Services, Neil Phillips, Plumbtec and Andy Townsend, AFT Energy made the following comments on new training opportunities and cost.

Are you aware of any training courses for hybrid/bivalent heating systems? Would such a course be of interest to you?

Simon – I'm not aware of any because I've never looked – I've been fitting multivalent systems for decades!

I strongly believe that air source heat pumps (ASHP) are an extremely poor solution to providing heat – very expensive to run, not remotely green, incapable of providing economic DHW at any time of year and often incapable of space heating during cold spells without recourse to booster immersions. All of which explains why they have to be backed up by other technology! The whole thing reminds me of storage heaters – instant fuel poverty for the occupiers at the benefit of developer budgets and Code for Sustainable Homes box ticking.

Neil – I'm not aware of any but also I'm not interested in them at the moment.

Andy – There's a great course run by the

Centre for Alternative Energy (CAT) in Machynlleth. I understand oil installers may find new technologies like ground and air source heat pumps a little out of their comfort zone but it really doesn't have to be that way as they can be combined with a conventional oil heating system very easily. CAT provides hands on training and support so you leave feeling confident and informed enough to tackle your customers' enquires and demands."

Have you undertaken Green Deal training?

Andy – Yes I have – as part of a Master of Science degree.

Simon – No I haven't as Green Deal is a waste of time, I'm not getting involved. Once again those sucked in – both installers and clients – will be paying through the nose for decades for this unworkable farce until the tax payer has to bail it out!

The only people benefiting from Green Deal are the likes of British Gas which has siphoned off the startup incentives to subsidise its second rate installation work. Tens of thousands of assessments resulting in a few hundred deals – it just doesn't add up."

Neil has not undertaken Green Deal training as he is working part time due to family health problems.

Are payment terms for training sufficiently flexible enough?

Andy – Training is a bone of contention for me. Yes, new technologies should have the support of industry and government but installers are doing more and more exams to get the same qualifications as they had years ago and it's costing more and more.

This in turn pushes up charges for customers and opens the door to cowboys and under-qualified installers. Customers will always look for a bargain and will never look closely to see if an installer is qualified enough to do the work.

Simon – What payment terms? Where? Who is offering them?"

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Centred on training

www.oftec.org/Technicians/OftecApprovedTrainingCentres

OFTEC has a network of over 80 training and assessment centres across the UK and Republic of Ireland. Below three training providers share their views and experiences

A new view

One of the newest additions is **GATC** – a gas training and assessment centre in Treforest near Cardiff. On the lookout for new opportunities, GATC decided to offer OFTEC training and assessment.

Director John Forrest explained: “It’s important for us to be in a position to help gas and oil operatives particularly throughout Wales and the West Country, but also nationally. With existing knowledge and experience, oil is a natural fit for our facility.

“As with all new ventures, we anticipated some barriers and obstacles but were pleasantly surprised. OFTEC has a well established process and offered support at each stage, making it a painless process. We’re taking bookings and delivering training/assessments and have had interest from as far afield as Bournemouth.”

With over 70 years of combined experience in the plumbing industry, **Oxford Energy Academy** opened two years ago, initially carrying out gas training and assessments. Rural based, the company was soon inundated with requests for OFTEC training.

“It was very easy to get approval,” says director, Dave Bendall. “OFTEC and BPEC provided a comprehensive list of the equipment, tools, appliances, training

materials and staff qualifications required to meet the assessment criteria. Once that was in place, they visited us and approval was given on the day. We plan to run a course every month and our customers are delighted that they can access this training locally, without any excessive travel.

GATC and Oxford Energy Academy have been approved to deliver the OFT50, 10-101, 10-105E and 10-600A courses.

Training in Ireland

METAC, one of OFTEC’s longer standing centres has been delivering oil, gas and renewables training across the Republic of Ireland for a number of years.

Managing director, Dominic Dunne explained: “Our trainees come from various backgrounds ranging from plumbing and pipefitting/welding to heating and ventilation and refrigeration/air conditioning. We also have a number of people who may not have formal qualifications or apprenticeships but have worked in the plumbing trade for up to 30 years and are qualified through experience.” In addition to a four in one full package OFTEC course, METAC provides refresher and reassessment courses. Dominic does have some issues with the courses: “The four books required are repetitive and prove very costly for trainees. They’re designed

and written around UK regulations and terminologies, which can make it difficult for trainees in the Republic of Ireland. Although the number of theory exams seems excessive, the practical assessment work sheets are more advantageous.”



Oxford Energy Academy found approval to offer OFTEC courses was an easy process



“Oil is a natural fit for our facility,” says GATC director, John Forrest (left)

Dominic Dunne of Mountrath-based METAC, a well established OFTEC training centre

New boilers in Norwich

Thanks to its partnership with Firebird Heating Solutions, Norwich Gas Centre has recently taken delivery of three new boilers for training and assessment. Under new ownership, the centre is being upgraded to offer more courses as new heating technologies emerge. Meeting regularly with awarding bodies to discuss new accreditation schemes,



the company has been in discussion with leading oil boiler manufacturers to develop new partnerships to support installers.

www.norwichgascentre.co.uk

New training arm for B&ES

Piper Assessment has taken over the provision of short courses for the Building & Engineering Services (B&ES) group of companies. Courses are available outside B&ES membership and cover a variety of industry related subjects from heat metering for the Renewable Heat Incentive to asbestos awareness. There are also courses to assist companies wanting to enter the non-domestic sector. www.piperassessment.co.uk



See the summer 2014 issue of *Oil Installer* for an interview with Steve Wright, chief executive, Piper Assessment.

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Powering your off-grid world

The second issue of Plumb and Parts Center's Off-Grid Guide is now available on the trade counter of all branches situated off the mains-gas grid

The guide includes the latest oil boilers, burners and tanks with the latest products and technology to help prevent domestic oil theft. Additionally there are electric boilers and fires, stoves, flues, and flue gas analysers*.

Taking advantage of RHI opportunities

With a wide selection of off-grid heating solutions, the guide outlines the opportunities that the domestic Renewable Heat

Incentive (RHI) offers engineers.

"Renewables are a great choice for those living off the mains gas grid because they can be successfully retrofitted and integrated with traditional oil-fired technology," says Plumb and Parts Center's marketing manager Gail van Dijk who wants to help engineers make the transition to renewable heating systems.

"Due to launch in the spring the scheme will reward people for generating their own heat

energy in a low impact way. RHI offers the potential to make hundreds of pounds a year from renewable systems, on top of the savings to be made from a more energy efficient heating system.

"The RHI tariffs were announced by the Department of Energy and Climate Change last year, and are sure to be an extra incentive for your customers to choose to have renewable technology installed. Engineers are encouraged to



invest in training, so they're ready and fully qualified to service a new and growing demand," added Gail.

RHI tariffs (p/kWh)

Air source heat pump	Ground source heat pump	Biomass	Solar thermal
7.3p	18.8p	12.2p	19.2 – 21.7p

Heat pump calculations

<i>Eligible Heat Demand = Total Heat Demand x (1 – 1/SPF)</i>	
<i>So for HP with SPF of 3, two thirds of the output will be eligible for RHI payments</i>	
WORKED EXAMPLES – TOTAL ANNUAL HEATING DEMAND = 15,000kW	
Example 1: ASHP rated at 3* in the Heat Emitter Guide = SPF 2.7	Example 2: ASHP rated at 5* in the Heat Emitter Guide = SPF 3.4
Eligible Heat Demand = 15,000kWh x (1-1/2.7) = 9,444kWh	Eligible Heat Demand = 15,000kWh x (1-1/3.4) = 10,588kWh
Total Annual RHI Payments = 9,444kWh x 7.3p/kWh = £689	Total Annual RHI Payments = 10,588kWh x 7.3p/kWh = £773

Solar thermal calculations

Annual solar input kWh/yr	1384
Solar panel array size	2
Number of people	4
Solar offset Contribution kWh/yr	1845
	Annual Solar Input / Boiler Efficiency Factor (75%)
RHI Rate p/kWh	19.2p
Total annual RHI	£354.30

Fully equipped

"We want installers to know that if the job's off the mains gas network we are fully equipped with the products, the parts, and just as crucially the in-branch knowledge to help them get the job done," added Gail.

* Flue gas analysers

From April 2014 onwards, and in accordance with the Heating & Hot Water Industry Council boiler manufacturers group engineers are required to use a flue gas analyser, (also known as electronic combustion analysers) to measure the combustion ratio and the level of CO – which is produced when there is incomplete combustion in the boiler.

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Warmflow expands renewable portfolio

Warmflow is preparing to launch three new ranges of renewable products during 2014

Keen to compliment its oil boiler range, the company says its R&D team has been committed to developing a wider renewable portfolio designed for the UK market over the past two years.

Fully modulated, Warmflow's ground source heat pumps will be available from 3 – 18kW with a coefficient of performance (COP) of up to 5.0. The heat pumps will also come with the latest EC motor variable speed pumps and sealed system components factory fitted.

In April, Warmflow are set to follow with a range of biomass pellet boilers with outputs variable between 4 and 18kW. The pellet boilers are designed to fit outdoors or indoors and are fully weatherproof.

According to Warmflow, they have already achieved the new highest class 5 emissions standard and come with a wide range of factory-produced flue options. All models have a 120kg built in hopper and a self cleaning grate for longevity in use.

The last to be released will be the Warmflow range of air-to-water heat pumps which have the latest micro processor controls to ensure optimum efficiency at all times.

All products have achieved full MCS approved and will qualify for RHI grants. Warmflow will stock and distribute its renewable range from its newly expanded distribution centre in Telford, with product training available later in the year.



Warmflow's new wood pellet boilers will be available from April in outputs between 3 – 18kW

Installers given new tools for RHI

With this spring's scheduled launch of the domestic RHI getting closer, Mitsubishi Electric has created two new initiatives designed to make choosing a renewable heating system easier for both installers and homeowners

In addition to the impending domestic RHI, the manufacturer of the Ecodan air source heat pump launched its selection tool to coincide with the government's January announcement to include the technology in the non-domestic scheme.

At the same time, the company has created two new animations which explain the benefits to individual home owners and operators of multi-dwelling properties. The animations focus on how Mitsubishi's Ecodan range aims to offer reduced running costs, easier installation and lower carbon emissions for both individual homes and social housing providers and landlords.

"The heat pump market in the UK is now firmly established and RHI is going to help accelerate growth as more people realise how controllable, reliable and flexible the technology is," said John Kellett, general manager of the company's heating systems division.

"We expect more oil installers to add renewable heating to their portfolio, especially as we now have systems that can work in tandem with oil, gas or LPG heating."

The Ecodan selection tool – available at www.heating.mitsubishielectric.co.uk – is designed to allow anyone to examine the viability of heat pumps for almost any building and shows both running cost comparisons against other technologies and payback periods, which take the RHI payments into account.

"We have built this tool to allow anyone to access the relevant information for their project, whether they are a homeowner, a consultant, an installer or an individual business," added John.



Mitsubishi has created two new animations to explain the benefits of the domestic RHI to homeowners

"There is a mass of information concerning RHI and we wanted to ensure that people considering their options can cut through all this so that they can access all of the information needed to allow them to find the best solution for almost any situation."

Heating installers can also sign up online to attend one of Mitsubishi Electric's heat pump seminars and find details of training to become an approved Ecodan installer.

See also overleaf.

April 2014 – update to Building Regulations Approved Document L

Changes to Building Regulations Approved Document L (England) and associated Building Services Compliance Guides become effective from 6th April 2014

Significant changes for domestic include:

- Reference to SAP 2012 instead of SAP 2009.
- Recognition of filters on hydronic central heating systems.
- Relaxation on space heating zone requirements for dwellings with a total floor area below 150m².
- Fully pumped circulation is no longer a requirement on replacement boiler installation, but considered *good practice*. OFTEC would remind technicians to check boiler compatibility with gravity systems with the boiler manufacturer.
- Recognition of *emergency* situations such as replacement of hot water cylinder, boiler, radiator, pipework, etc., and relaxed minimum standards accordingly.

Non-domestic alterations include:

- Recognition of European Directives and the need comply with the relevant requirements “at the appropriate time”.
- Recognition of *multiple-boiler* installations in new buildings. Efficiencies as follows:
 - 82% for any individual boiler
 - 84% for overall multi-boiler system
- Increased thermal efficiency for DHW direct-fired systems in new buildings from 75% to 76%, up by 1%.
- Additional control added to oil fuelled direct-fired DHW systems, which is as follows:
 - “b. High limit thermostat to shut off primary flow if system temperature is too high”



These changes have been captured in recently published updates to OFTEC Technical Book 4 which can be downloaded at www.oftec.org/technicians/technical-book-updates.

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UFW hosts Las Vegas competition

UFW is offering installers the opportunity to win a trip to Las Vegas to watch England's World Cup game versus Costa Rica

The competition, which is open to all purchasers of NIBE air source or ground source heat pumps and biomass boilers, will see 11 lucky winners spend four nights in the gambling capital between 22nd and 26th June 2014, with the football match taking place on 24th June.

Return flights from Manchester, airport transfers, hotel accommodation and four evening meals are included. Fifty runners up will also receive a prize.

The draw will take place on Thursday 1st May at UFW's HQ in Leicester. All qualifying vouchers must be received by UFW no later than Wednesday 30th April and details of all winning tickets will be posted on the UFW website.

For further information and for the full terms and conditions of the competition please visit: www.ufw.co.uk



Renewables set for double digit growth

Due imminently, the launch of the domestic RHI will yield significant growth for the renewables market says Peter Verkempynck, managing director at Daikin UK

Assuming the Renewable Heat Incentive launches in the spring as planned, it is expected to provide a serious boost for market conditions, delivering double digit market growth by stimulating demand from homeowners and social housing providers.

Investing in MCS accreditation

For installers who have invested in the skills and Microgeneration Certification Scheme accreditation to fulfil domestic heating projects, the renewables market provides a major opportunity to increase turnover. But this opportunity will come with much greater and substantially different expectations for after-servicing, for which installers should be fully prepared.

Intelligent solutions

To take advantage of the major market opportunities for 2014, contractors and installers should study in detail the government legislation on carbon reduction and energy efficiency in buildings – and consider how intelligent HVAC solutions can satisfy customers' need to reduce energy consumption and carbon emissions.

Satisfied customers

Low capital expenditure is no longer the best solution. Customers will benefit from investing in a better system, because they will enjoy improved cash flow by making substantial savings on their energy bills. And satisfied customers are more likely to be retained, thus generating better margins for the industry.

Solarlec tackles fuel poverty

Residents of Burnley living in fuel poverty are set to receive free boilers from Solarlec, as the company has become an approved Green Deal installer

Hundreds of free A-rated boilers will be fitted across the Lancashire town through the ECO (Energy Companies Obligation) Deal initiative, set up by government to help low income and vulnerable households with the cost of heating.

To qualify for the offer, residents' existing boiler must be over 10 years old or band D-rated, and they must be in receipt of benefits or earning less than £15,860 a year.

Simon Bland, director at Solarlec said "We plan to be installing 30 new A rated gas boilers per week from this month onwards to local people who need them.

"There's so much uncertainty out there right now when it comes to energy prices and it's no surprise consumers feel like they're at the mercy of the 'big six' companies with no choice but to accept regular and hefty increases – this scheme will help thousands of people with these spiralling energy costs."

Solarlec directors Ged Rowbottom, Simon Bland & Nick Keighley



Cost comparison of heating fuels

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	85	22011.24	0.5999 per litre	2126.69 litres	£1,275.80
Wood pellets	4700 per tonne	80	23876.00	258.07 per tonne	5.08 tonnes	£1,311.40
Natural gas	1 per kWh	85	24131.63	0.0471 per kWh	24131.63 kWh	£1,136.60
LPG	7.113 per litre	85	23107.01	0.5922 per litre	3248.56 litres	£1,923.80
*Electricity	1 per kWh	100	10320.37	0.1517 per kWh	10320.37 kWh	£1,565.60
**Air source heat pump	1 per kWh	175	9509.56	0.1517 per kWh	9509.56 kWh	£1,442.60
**Ground source heat pump	1 per kWh	210	7994.73	0.1517 per kWh	7994.73 kWh	£1212.80
Dual mode system 1						
Oil boiler (30% of heat load)	10.35 per litre	85	6603.40	0.5999 per litre	638.01 litres	£382.74
**Air source heat pump (70% of heat load)	1 per kWh	175	6656.69	0.1517 per kWh	6656.69 kWh	£1,009.82
Dual mode system 2						
Gas boiler (30% of heat load)	1 per kWh	85	7239.49	0.0471 per kWh	7239.49 kWh	£340.98
**Air source heat pump (70% of heat load)	1 per kWh	175	6656.69	0.1517 per kWh	6656.69 kWh	£1009.82

Based on 3 bed house in Great Britain, which requires an average of 16,148kWh to meet the household's heating and DHW demand per annum.
 *EDF (formerly Seaboard) Economy Seven Domestic ** Heat emitted through radiators. Fuel costs taken from Sutherland Tables.



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

Domestic RHI tariffs

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

Domestic RHI is expected to be introduced in spring 2014 and will apply to all eligible installations installed since July 2009

Green Deal

Month	Assessments	Live GD Plans (cumulative)
January	74	0
February	1729	0
March	7491	0
April	9522	0
May	12146	0
June	13517	0
July	13645	1
August	13086	12
September	13967	57
October	16674	219
November	15599	458
December	12388	626
Total	129842	-

(Source: DECC)

Green Deal Cashback Scheme example rate

Energy Saving Measure	Cashback level
Loft insulation	£100
Cavity wall insulation	£250
Solid wall insulation	£650
Draught proofing	£50
Heating controls	£70
Condensing oil boiler	£310
Condensing gas boiler	£270
Double/triple glazing	£20 per m ² (up to £320)

A full list and further details can be found online at: <http://bit.ly/RKmr50>

The above data was extracted from the February 2014 issue of Renewable Energy Installer magazine.

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

Email Jane@oilinstaller.co.uk

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