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Choosing the best heating option



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hear a lot from oil customers and in the press about the high cost of oil heating and it's true that mains gas is about 16.5% cheaper than kerosene. That said we need to remember that electric economy seven heating is 12.5% more expensive to run than oil heating, while LPG is a staggering 51% dearer.

This is according to the July 2013 Sutherland Tables which give detailed regional breakdowns of home heating costs in the UK. They also include figures for air source heat pumps (ASHP) and wood pellet boilers and oil is highly competitive against them too. An ASHP costs £1,360 per annum for a three bedroom house compared to £1,293 for condensing oil, making oil £67 cheaper (-5%), whilst wood pellets cost £1,251 p.a. making them just 3.5% cheaper.

In the Republic of Ireland we see similar differentials for most fuels with LPG being 57% more expensive than oil, and electricity 15%. However, mains gas is about 25% cheaper than oil, while wood pellets, which are much less expensive in Ireland at present, are 35% lower, although this price advantage will diminish if demand for pellets increases.

So when a consumer has to change their oil boiler they need to think long and hard. For many of them the best option will be to switch to a condensing oil boiler. These are around 20% less expensive to run than a standard efficiency boiler and have lower CO2 emissions. Despite all the publicity surrounding the renewable heat options, for most existing rural properties oil remains competitive, and consumers are very sceptical about renewable heating (see the report on page 11).

OFTEC believes that the best way we can move to low carbon heat is to incentivise condensing boiler sales as has been done in Northern Ireland, and then to move to hybrid heating systems that include oil with either ASHP or solar thermal panels - or both.

You - the oil installer - are important in the campaign to keep oil heating in GB and Ireland, and I would ask all our readers to stock up with FREE literature from the Oilsave campaign to give out to consumers during the winter heating season. For more information, please contact us at marketing@oftec.org.

J C Hawksley

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Support your industry – join the Oilsave campaign today

As oil remains the best choice for many homeowners, it is essential that we get this message across

The Oilsave consumer information campaign continues to gain support from OFTEC registered technicians across Great Britain; by the end of June, over 15,000 free Oilsave flyers had been requested.

The Oilsave flyer

A useful marketing tool, the Oilsave flyer encourages homeowners to save money by getting energy efficiency improvement advice from their local OFTEC registered technician.

A more detailed information leaflet, reinforcing the information on the Oilsave website, is also available.

The Oilsave website

The flyer also promotes the Oilsave website

as a place to find out about upgrades such as installing a condensing boiler or heating controls. On the website, householders can discover the benefits of integrating an oil-fired system with renewables, and about the cost of competing heating options, which do show that oil-fired heating remains very competitive.



NEW Oilsave marketing aids

Badge up your van with our FREE Oilsave stickers. To order, simply ring the OFTEC marketing department on 0845 65 85 080 or email marketing@oftec.org. Look out for more marketing aids coming soon.

Promoting the oil heating industry

By supporting Oilsave, you are helping to promote the whole oil heating industry, which is vital if it is to retain a strong market share. With renewable alternatives soon to receive subsidies through the government's Renewable Heat Incentive, this is especially important.

A similar consumer campaign will be launched in Ireland during the second half of 2013.

The fight for oil heating continues

One of OFTEC's key roles is to defend oil heating and to make the case for its support by government and the European Union

In recent years, owing to new legislation to reduce carbon emissions to mitigate global warming, this has been a *sticky wicket*.

Threats to oil in the UK are primarily from the proposed Renewable Heat Incentive (RHI) which from mid 2014 will encourage homeowners to replace oil boilers with air source heat pumps or wood pellet boilers. OFTEC is sure that these installations will receive big financial subsidies from the government – possibly worth between £700 and £1800 per annum for 7 years.

OFTEC continues to fight for the inclusion of bioliquids in the RHI and remains optimistic.

Ireland – incentives to switch to condensing oil boilers

In Northern Ireland the boiler scrappage scheme offers grants of up to £1000 to consumers upgrading to a modern condensing oil boiler (See page

14). With savings of up to 20% or £300 per annum the move to a condensing boiler with grant aid is a no brainer!

In the Republic, the Sustainable Energy Authority of Ireland offers grants of €560 to consumers upgrading to a modern condensing oil boiler with controls and €400 if upgrading the heating controls only. (As yet no financial subsidies for renewables have been offered in the Republic although these cannot be ruled out.)

OFTEC continues to lobby for mandatory registration in Ireland. Following a positive meeting with Minister Rabbitte's technical adviser in April, OFTEC is now engaging constructively with Department for Communications, Energy and Natural Resources to see how best to introduce a registration scheme that is meaningful to both consumer and registered technician.

The European Union – a ban on all oil heating appliances?

The European Commission is consulting on new energy policies aiming for CO2 reduction commitments in the year 2030. It is pleasing to see that Ed Davey, UK energy secretary has spoken out against a binding 'percentage of energy from renewables target' for each country; if implemented this could have a negative impact on our market.

In some countries oil has already been targeted – Denmark and Norway are considering a ban on all oil heating appliances. In Germany, France, Belgium, Austria, UK and Ireland this would not be politically acceptable due to the high number of homes on oil. OFTEC and Eurofuel have objected to ideas in this consultation paper which could encourage states to ban oil.

Boiler sales exceed expectations

Boiler sales for the first half of this year are up 23% on 2012 – a very welcome outcome for manufacturers and installers alike

Following on from last winter's heating season, which saw a welcome improvement in boiler sales, the positive trend continued into spring with oil boiler sales up over 23% on the same quarter in 2012 – the best results for 5 years.

The results underline the continued consumer confidence in oil heating following the cold winter. It is likely that many new boilers have been bought as distress purchases, with homeowners preferring to simply replace their old boiler – which no doubt gave many years of reliable, trouble free service – with a new condensing model. Sales of gas condensing boilers have also seen significant sales increases.

It's time to get Green Deal working

Through the Green Deal, the government hopes to transform around 14 million of the UK's most badly heated and insulated homes by 2020. Following a slow start a rethink may be needed, suggests Malcolm Farrow, OFTEC's marketing manager.

"For many in our industry, the government's ambitious plan for home energy efficiency – the Green Deal – seemed like great news when it was unveiled in 2011. After all, with energy bills soaring and huge numbers of old, inefficient boilers still in regular use, a mechanism to enable people to make affordable, cost effective upgrades seemed like the perfect win-win: great for hard-pressed homeowners and the perfect tonic for industry too.

"As details of the scheme emerged doubts began to be expressed, but most industry insiders continued to give it the benefit of the doubt. Technicians undertook Green Deal accreditation training and companies recruited additional staff in preparation for when the phones would begin ringing. Now, following a string of negative headlines and low consumer take-up,

many commentators believe the flagship energy scheme needs to be improved.

Stopping the hassle factor

"So what's wrong? High among concerns about Green Deal is the 'hassle factor'. The complexity of the application process seems to be putting many homeowners off. The finance package has also come in for criticism, with cheaper sources of finance often available from other sources, and homeowners concerned that a debt tied to their home may put off potential future buyers. Many feel that information for homeowners is flawed – a recent search for Green Deal assessors in the Ipswich area produced companies in Cornwall, Derbyshire and south Wales! While, for people in rented accommodation – a sector particularly in need of



Will Green Deal help rural homeowners improve their energy efficiency?

renovation and for who Green Deal seems ideally suited – gaining consent from landlords appears to be a stumbling block.

"Overall, it's perhaps not surprising that the Green Deal has had a slow start. However, many aspects of the scheme are genuinely beneficial to homeowners. For example, hundreds have already taken advantage of the cash back scheme to subsidise the cost of new condensing boilers, which is excellent news.

"OFTEC offers Green Deal accreditation for registered technicians because oil boilers are included among the measures available under the scheme. We share the government's aspirations to improve energy efficiency and, with many thousands of low efficiency boilers still out there, we believe there are great opportunities to generate installation work. However, there is also a need to bring the Green Deal scheme up to scratch.

Bring back boiler scrappage and simplify Green Deal applications

"What the government seems not to have grasped is that most heating system upgrades are distress purchases. When a boiler fails, homeowners need a quick repair. They might be open to considering other measures too, but most of all they just want their heating working again. A simple scrappage scheme – like the one running successfully in Northern Ireland – would be much more effective at getting homes converted to a condensing oil boiler and on the road to making energy savings. Allowing those homeowners to then apply for the Green Deal retrospectively, and with the option rather than the obligation, to take advantage of other home improvement opportunities must surely make more sense – and would make uptake far more likely. We hope the government is listening to the industry and that sensible changes will be forthcoming."

We hope the government is listening to the industry and that sensible changes will be forthcoming



Winner of the Greenstar oil boiler installation category, Daniel Swift with Jeremy Hawksley

Onto an oil winner

Presenting this year's Worcester Bosch Environment 2020 awards was OFTEC director general Jeremy Hawksley.

The awards celebrate and promote awareness of energy efficiency and feature, not just the work of installers, but also the colourful artwork of children.

In his address at the awards, Jeremy praised the high standards achieved by the entrants and highlighted the role of Worcester Bosch in driving forward innovation with the aim of reducing carbon emissions and energy consumption.

Jeremy is pictured here with OFTEC registered technician Daniel Swift, of WS Swift Services, winner of the Greenstar oil boiler installation category.

Find out more about Daniel's winning oil installation on page 26..

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Domestic RHI offers opportunities for oil heating users

OFTEC has welcomed the government's latest domestic Renewable Heat Incentive (RHI) announcement

Homeowners with oil heating will be able to add renewable technologies, such as an air source heat pump (ASHP) and/or a solar thermal panel, to their existing system and take advantage of the RHI payments. The RHI scheme allows for the use of hybrid heating systems in this way, providing the heat from the renewable technology is metered.

By adopting a hybrid solution homeowners can avoid the problem of insufficient heat generation during cold weather, which heat pump-only systems often suffer from in retrofit situations. It also avoids the problem of low coefficients of performance in the winter, which results in the heat

pump running inefficiently and leads to high electricity bills for homeowners.

Commenting on the RHI announcement, Jeremy Hawksley, OFTEC's director general said "The domestic RHI represents a major opportunity for oil heating users to reduce their carbon footprint and their heating bills whilst accessing government RHI grants. For the homeowner it is the safest option because, in many older buildings, heat pumps alone are simply not able to meet peak heat demand; but these hybrid systems will give year round heating and lower CO2 emissions. A combination of oil and ASHP could be the ideal solution for older rural homes."

OFTEC and its members are developing consumer information on this option which will be available soon through the Oilsave website www.oilsave.org

Calculations

Cost saving: OFTEC modelling suggests that an ASHP with a Seasonal Performance Factor (SPF) of 2.5, linked to a condensing oil boiler, could generate savings c£150 pa compared to a stand-alone oil condensing boiler. This saving is additional to the RHI payment.

CO2 reduction: OFTEC modelling shows an oil condensing boiler with ASHP (SPF of 2.5) would reduce CO2 emissions by 1,164 kg CO2 pa. – an 18.5% reduction in carbon compared to that of a stand-alone oil condensing boiler.

CO2 emissions per annum

Oil condensing boiler only	= 6,302 kg
ASHP only	= 4,756 kg
Condensing oil boiler + ASHP	= 5,138 kg

Possible RHI payment – based on DECC calculation method

Based on a four bedroom house with a heating and hot water requirement of 23,000 kWh/annum, 275 ASHP days and 90 oil days, this equates to the heat pump producing 17,300 kWh of heat, which could attract a payment of up to £760 pa, at an SPF of 2.5. Therefore saving up to £480 pa for 7 years

An easy to install package

Industry plans that a combination of condensing oil boiler + ASHP + Smart controls + RHI meter will be marketed soon to oil homes. It will be a package which is easy for technicians to install.

OFTEC's exhibition programme

September
10th – Exeter
24th – Sandown Park, Surrey

OFTEC will be attending Energy Efficiency Exhibitions in Exeter and Sandown Park, Surrey on the 10th and 24th respectively. OFTEC's stand will be in the regional roots pavilion and one of our regional inspectors will be attending. You can pick up copies of our FREE Oilsave marketing materials and publications, get technical or registration advice or just come and have a chat – we'll be very pleased to see you.

October
1st – Belfast
3rd – Aberdeen
7th – Guernsey
8th – Cardiff
10th – Norwich

OFTEC will be exhibiting at Energy Efficiency's Bitesize Briefings. These are taking place in October in Belfast (1st), Aberdeen (3rd), Cardiff (8th) and Norwich (10th). Further details should be available by the time this issue of Oil Installer has been published. Please visit www.energyefficiencyexhibitions.co.uk or check out the events page on the OFTEC website.

OFTEC will also be visiting the Channel Islands in this autumn to take part in the annual DHS trade exhibition which takes place on Guernsey on 7th October.

STOP PRESS Support for bioliquids in Northern Ireland RHI

The consultation paper on the Renewable Heat Incentive (RHI) in Northern Ireland sets out the case for bioliquids to receive support through their RHI. This reflects the fact that approximately 68% of all homes in the Province have oil heating, about 490,000 in total. Because of the age, condition and design of the housing stock most of these properties are also unsuited to having other types of renewable heating installed, such as air source heat pumps, because of the very expensive deep renovation that would be required.

The consultation paper suggests a tariff level of 2.7p per kWh for bioliquids in addition to an up-front capital grant. OFTEC will be investigating how this might operate in practice and will be responding to the consultation.

Renewables – considering the bigger picture

Articles about the cost of renewable energy usually approach the topic from the homeowner’s perspective: How much will the installation cost? What RHI subsidy is likely to be available? What could the typical annual savings be?

Rarely is the bigger picture considered, yet the UK’s gradual conversion to renewable energy has cost implications that will affect us all.

As well as subsidising consumers to convert to renewables through initiatives such as the forthcoming Renewable Heat Incentive (RHI) there are major infrastructure costs that must be paid. Building wind farms, nuclear power stations and upgrading the electricity supply grid is an expensive business and these costs will inevitably be passed onto consumers.

Meeting our renewables obligation could cost each household £600 per year

A recent report has highlighted these potential costs and warned that the wholesale conversion to renewables is not yet economically viable. Published by independent think-tank Civitas, the paper *Are green times just around the corner?* asks whether our current standard of living can be maintained in a low carbon economy and argues that it can only do so if the cost of renewables falls low enough to make them competitive with fossil fuels. It estimates that moving the UK to renewables will actually cost UK households £600

each year, which could result in the first national decline in living standards since the industrial revolution as more people fall into fuel poverty.

Britain’s current energy consumption from renewables is around 6%, but must rise to 15% by 2020 to meet our EU energy obligations. According to the report, the cost of the Renewables Obligation will need to rise to around £16 billion by 2020 to meet these targets. With around 26 million households in the UK, this would work out at £600 per household, with one-third of the cost coming directly through higher electricity bills, and the remainder passed on indirectly by industry and businesses. The report also suggests that subsidies to renewables are counterproductive as they discourage invention and innovation.

While the Department of Energy and Climate Change (DECC) rejected the findings of the report, other industry commentators have also expressed concern about DECC’s over reliance on electricity to meet future home energy needs.

“We think the government’s current heating strategy is seriously flawed,” said Jeremy Hawksley, director general of OFTEC when asked to comment on the Civitas report. “The cost of generating electricity from renewable sources will be very high and heat pumps are not a straight swap for oil boilers anyway. Many homes in rural areas that currently rely on oil are not suited to renewables without major renovations to

the fabric of the building, or replacement of the entire heating system.

the likely effect of current government policies will be to encourage most homeowners to do nothing

“We think a more diverse range of energy options should be promoted to homeowners, allowing them to shift gradually to lower carbon solutions thus reducing the financial strain. Households should be encouraged to upgrade to a high efficiency condensing boiler fuelled by bioliquids. Renewables such as solar thermal or an air source heat pump could then be incorporated as part of a hybrid system, greatly reducing carbon emissions without the need for costly home renovations. Unfortunately, the likely effect of current government policies will be to encourage most homeowners to do nothing.”

With around two million homes in UK/ Ireland using oil, OFTEC has vigorously campaigned for bioliquids subsidies as an easy way to switch to lower carbon fuel, rather than complete system replacement. A bioliquid blend of 30% FAME (waste cooking oil) and 70% kerosene could offer a viable low-carbon replacement fuel with modest upgrade costs and very few system modifications.

The benefits of OFTEC registration

After a long recession, many people are feeling the pinch, so it makes sense to maximise the opportunities provided by your existing financial commitments. OFTEC registration provides a wide range of benefits to technicians and their customers; BUT not everyone makes the most of them. As well as providing proof of your professional competence, a key benefit of OFTEC registration is that you can self certify on behalf of your customers. Under

the Building Regulations in England and Wales, most work on heating systems must be notified to the local authority building control department. By being OFTEC registered, you can self-certify your work and notify the job quickly and easily using OFTEC’s online or fax system. OFTEC takes care of notifying the relevant local authority and the customer receives a certificate of compliance to say their installation meets building regulations. The alternative

is that the householder must notify their local authority of the planned work, and apply for inspection by a building control officer. This can be costly and inconvenient as well as time consuming.

OFTEC registration has many other benefits, including the use of the OFTEC logo and FREE Prompt Payer membership, which provides a range of useful services such as debt collection and loans for small businesses. You also get access

to discounted business insurance through OFTEC Insurance Services and free technical support via the OFTEC technical helpline. Add our monthly e-news updates via email, quarterly Oil Installer magazines, free technical book updates and consumer marketing materials, and you have lots of good reasons to renew your registration. Renewal of annual registration starts at £165, which compares well with other competent person schemes.



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Working towards a greener planet

New inspector joins OFTEC

OFTEC is pleased to announce that well known former OFTEC registered technician, John Conboy, has joined OFTEC as a regional inspector. John will be covering the south east of England and will bring valuable expertise to the inspectorate. John has been a registrant with OFTEC for approximately 10 years having previously run a successful tank installation business in Essex. John has also contributed to OFTEC by serving on technician committees and, most recently, through the OFTEC Scheme Committee.

OFTEC is also pleased to announce that Judith Salmon has joined the registration team as inspection administrator.

Rolling direct debits now available

OFTEC has introduced a new rolling direct debit system for annual registration

This enables your registration to be automatically renewed at the anniversary of your registration period. This has already proved popular and means you no longer have to remember to renew on time!

Failing to renew could lead to exclusion from the self-certification scheme, missing out on important updates or information and becoming unable to get discounts from OFTEC Direct and OFTEC Insurance Services. If you haven't signed up yet, please contact our registration team when you receive your renewal letter.

Are your contact details up to date?

OFTEC does have a reminder system and we will notify you by letter or email when your registration is due for renewal. However, it's important to remember that you will only receive a notification for renewal if your contact details are up to date!

It's well worth keeping an eye on when your registration expires and, if you have moved recently or have a new email address, please contact our Registration Dept on 0845 65 85 080 (option one) or by emailing registration@oftec.org with your new details. You will need to tell us your business and individual technician registration numbers (as found on your ID card) when contacting us.

Possible advertising swindle – be alert

Following reports that a publishing company called Vision Publications Group appears to be targeting small businesses as part of what may be an advertising swindle, OFTEC wishes to warn registered technicians to take care.

The issue was brought to OFTEC's attention by a technician, and it appears that a number of registered businesses may have already been approached by this company.

The alleged swindle involves the sale of advertising space in what is claimed to be a charitable publication. The offer is very convincing; contact maybe by phone or, in some cases, by a business receiving an apparently genuine invoice for an advertisement. However, any expression of interest is taken as an agreement to proceed and attempts to cancel are likely to result in threats of legal action. It seems likely that the whole thing is an elaborate trick and the only recipients of the publication will be those who agreed to advertise.

Vision Publications Group – formerly known as Vardis – was the subject of an earlier national press investigation for running a similar advertising swindle. Their approach to technicians has not been authorised by OFTEC and we have not provided them with any technician's details. However, our online research has brought to light many reported instances of this and similar scams which target a wide range of small businesses.



Vision Publications Group appears to be targeting small businesses as part of what may be an advertising swindle

OFTEC advice

- DO NOT agree to any unsolicited offer without checking it carefully first
 - DO NOT pay monies to Vision Publishing Group and ignore any material that is sent to you
- FOR MORE INFORMATION ON THIS TYPE OF SCAM www.tapa.co.uk/charity-publishing-scams.php
TO REPORT THE RECEIPT OF SUCH UNSOLICITED MATERIAL, PLEASE CONTACT:
www.gov.uk/find-local-trading-standards-office
www.actionfraud.police.uk/

Heating systems – less than 9% of rural households willing to change

New research conducted by Ipsos MORI and the Energy Savings Trust has highlighted the lack of awareness and reluctance amongst consumers to switch to renewable heating technologies

Published in March 2013, a report called Homeowners' Willingness To Take Up More Efficient Heating Systems was commissioned by the Department of Energy and Climate Change. It examined the UK public's willingness to take up more efficient heating systems including condensing boilers, micro-CHP, heat pumps, biomass, solar thermal and heat networks.

even if 100% grants or 20-year tariffs were offered – less than 9% of rural homeowners would change heating systems

A distress purchase

The research found that the most common trigger for homeowners to replace their system was a breakdown, followed by non-emergency situations where the system

was still working but coming to the end of its life. Because the vast majority of boiler replacements are distress purchases, very few households would consider changing the type of heating technology they used.

Although off gas rural areas have been highlighted by the government as prime targets to convert to renewables, the research found that less than 9% of rural homeowners would change systems, even if 100% grants or 20-year tariffs were offered! Commenting on these findings, OFTEC director general Jeremy Hawksley said: "The report shows a strong preference for tried and trusted technology like oil heating, and a scepticism of alternatives."

Purchase price and running costs – most important criteria

Purchase price and running costs were considered the most important criteria for purchasing decisions. Interviews conducted as part of the research revealed that many homeowners did not believe an upgraded

heating system would add value to a property, hence the lack of motivation to replace an existing, working system. When asked which heating system homeowners would consider in the future, an oil boiler was most commonly mentioned by off gas grid householders. Awareness of renewable heating systems was low, and more homeowners felt negatively than positively about air source heat pumps and biomass boilers, which were felt to be visually unattractive and too much hassle. The credibility of air source heat pumps in cold weather was also questioned by householders.

The preference for oil is backed up by the latest boiler sales figures which show a 53% increase for April compared to 2012 – which is the highest figures for oil boiler sales in April over the last five years. Looking at sales from January to April compared to the same time last year, the industry experienced a 28% increase, underlining consumer confidence in oil.

DO YOU ASK FOR A DEPOSIT WHEN YOU PURCHASE A BOILER OR OTHER EQUIPMENT ON BEHALF OF A CUSTOMER?

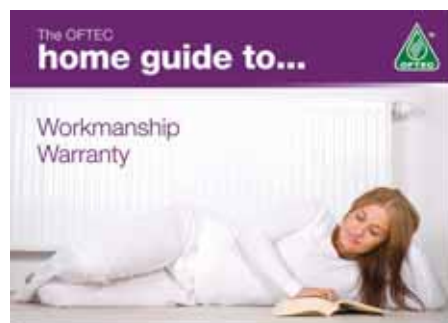
Many technicians prefer to take the risk and do not ask for a deposit because they know customers are wary of requests for up-front payments. BUT, if you don't ask for a deposit there's a good chance that, sooner or later, you could end up out of pocket if a customer pulls out of a contract.

Workmanship warranty guarantees a professional working relationship

Now you can protect yourself, and provide your customers with the reassurance they seek, by using the new workmanship warranty to your advantage. This is because the warranty includes deposit protection for your customer, guaranteeing their advance payment for 90 days, up to a maximum of 25% of the contract value or £10,000, until work commences. This provides peace of mind for both parties and ensures your working relationship gets off to a professional start.

Workmanship warranty's main purpose is to protect customers against the cost of rectifying installation work that doesn't meet the Building Regulations, where the original installer is no longer trading. While situations where this happens are rare, it does provide homeowners with additional peace of mind and you can use it to your advantage by promoting it as a benefit of choosing an OFTEC registered technician. The warranty lasts for six years.

An OFTEC home guide that explains the workmanship warranty to customers is now available, and can be downloaded FREE from the OFTEC website. Hard copies can be ordered by emailing marketing@oftec.org or calling 0845 65 85 080.



Use the workmanship warranty to your advantage – deposit protection for your customer is included

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For more details visit our website www.worcester-bosch.co.uk

 **WORCESTER**
Bosch Group

Boiler scrappage – Northern Ireland picks oil

Over the next three years, the Department of Social Development (DSD) has allocated £12m to boiler replacement for appliances over 15 years old.

Figures from the Northern Ireland Housing Executive (NIHE), which is managing the grant scheme on behalf of DSD, showed that by the end of May a total of 3,600 new boilers had been fitted since the scheme was introduced nine months ago.

response has been very positive among oil users – 2,961 new oil condensing boilers fitted

The majority – over 80 % of those installed – are new condensing oil boilers, which reduce energy costs and improve energy efficiency for oil householders.

David Blevings, OFTEC's Ireland manager said: "The boiler replacement scheme is an excellent initiative, and it's good news that local householders are beginning to reap the benefits. Here, 68 % of homes use heating oil as their primary heating source but over 80 % are being heated by older, inefficient boilers. The response has been very positive among oil users with 2,961 new oil condensing boilers so far fitted under the scheme. These boilers improve energy efficiency by up to 18 % and that can mean an annual saving of up to £300 on your oil bill every year thereafter."

around 400,000 homes still have oil boilers over 15 years old

"While the response has been good so far, OFTEC estimates that there are still around 400,000 homes with oil boilers over 15 years old and we strongly encourage OFTEC registered installers to advise their customers about the grant and the opportunity to improve energy efficiency."

Grant information

The amount of grant payable to assist in replacing an inefficient boiler for a more energy efficient condensing boiler depends on total gross income. For those earning less than £20,000 the grant is £700 to replace the boiler but will rise to £1,000 if controls are also being installed. For those earning over £20,000 but less than £40,000 the grant is £400 for the boiler but will rise to £500 if controls are installed.

Over 80% still on standard efficiency

A recent report on home heating prices in Northern Ireland revealed that over 80 % of homes in the Province are still using standard efficiency boilers.

Oil has the majority market share in Northern Ireland homes with 68 % (approximately 500,000) of these homes still heated by oil. "Many of these boilers will now be over 20 years old," said David Blevings. "Several were installed as oil grew in popularity in the 1980s as an alternative to solid fuel."

OFTEC has welcomed the Department of Social Development's boiler replacement programme (see above), which aids the installation of a modern condensing replacement with a grant.

grant available until 2015 – we would encourage technicians to remind consumers to take advantage

"A modern condensing boiler offers significant fuel and cash savings to oil consumers. We would encourage technicians to remind consumers that the grant is available until 2015, and if their boiler is over 15 years old they can qualify for the grant. Replacing an old boiler with a modern condensing appliance can save around £300 per annum on fuel bills."

Get a better insurance deal in ROI

OFTEC has negotiated competitively priced and comprehensive liability insurance exclusively for OFTEC registered technicians

in Ireland through Arachas.

Arachas offer preferential rates to OFTEC registrants because they have been trained and independently assessed. Their claims experience with registered technicians has been very much superior to that with the wider plumbing and heating industry as a whole. This fact is currently reflected in pricing and while other insurers are raising their rates (due to claims experience) Arachas will be holding current rates for OFTEC technicians.

The pricing comparison completed in the market bears this out and both existing and new OFTEC registrants can benefit from preferential rates due to their registration. The contact for Arachas in the Republic of Ireland is Gearoid Fitzgerald on 021 427 0505.

LPG advertising withdrawn

In July, the Advertising Standards Authority of Ireland (ASAI) upheld an OFTEC complaint regarding misleading energy savings claims made in a Calor Gas campaign.

The ASAI did not consider that Calor had substantiated the energy savings claims made in the campaign and demanded that the misleading advertising be withdrawn immediately. The decision followed a lengthy investigation based on a complaint originally lodged by OFTEC Ireland earlier this year. It related to energy savings claims regarding LPG versus oil fired heating made within a Calor brochure and on its website.

In the ruling, the ASAI considered that the method of calculation chosen, and the exclusion of an unavoidable cost when selecting LPG, were likely to exploit the lack of knowledge of consumers and were likely to be misleading.

"This is a small but important victory for householders across Ireland," said David Blevings. Householders are often heavily marketed with energy saving claims that are contrary to the independent data available. We believe it's in the best interests of consumers and the industry that all energy companies behave responsibly and are brought to account when they do not."

Last year, a previous OFTEC complaint led to Calor removing an incorrect cost calculator from its website.

The knowledge – oil nozzles

“Knowledge of oil parts is vital in getting the job done first time,” says Colin McGregor, Parts Center’s category director parts, pumps, and controls. Of more than 1,000 oil parts available from Parts Center, oil nozzles remain one of the most popular among installers



“With oil parts – there’s a lot to consider,” says Colin McGregor

“Oil nozzles might appear to be small lumps of metal with holes running through them, but there’s a great deal more to them than that. Built up of several small fine-machined parts, oil nozzles deliver atomised fuel to the combustion chamber in a set spray pattern and angle best suited to the requirements of a specific burner.

“They’re available in many flow rates in order to meet all number of different industry needs. And that’s the thing with oil parts – there’s a lot to consider. With a list of essential checks and procedures to follow in determining whether or not any oil-based product is working, it’s no wonder installers sometimes come into our branches scratching their heads. They know full well something isn’t working; it’s just they don’t always know what exactly.

“Oil nozzles not being checked annually, cracked electrode porcelain, incorrect electrode settings, or oil lines causing the inner wall of a burner to come away, are just some of the scenarios capable of throwing a spanner in the works.

“Choosing the wrong nozzle can create problems too, mainly in that it causes noise in the burner which irritates and confuses the customer. If a unit is fired with a 60 degree angle nozzle the level of noise can usually be reduced by using a wide angle.

“It’s also quite feasible that the problem part an installer brings into branch is old, and perhaps even obsolete. Knowledgeable branch staff are worth their weight in gold as they can help installers quickly identify the source of a problem, and the current part best suited to get the job done.

“Parts Center’s oil parts are available via Parts Arena, an identification system at trade counters all over the country. It features a list of parts available, images and in-depth diagrams for simple, fast and accurate identification of parts for domestic and commercial heating, and commercial catering. It’s also accessible through an SD card – compatible with most smart phones, which allows installers to access the entire stock range and order what they need without having to leave the customer’s site.”



Grant Vortex. The most efficient oil-fired boiler in the UK. And that’s official*.

Our award winning Grant Vortex Oil-fired Condensing boiler range has been in production for over ten years and offers a wide choice of models that provide low cost heating and hot water for homes of all sizes.

Recommended by the Energy Saving Trust, the range includes some of the most efficient boilers available in the UK, holding the top 20 places on the Government SEDBUK database. Furthermore, they also qualify for The Green Deal!

- 39 different models
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- Internal and external, floor and wall hung options
- 89.5 - 93.3% Gross SAP2009 annual efficiency
- Whisper quiet operation
- Five-year heat exchanger guarantee

*Performance data from www.sedbuk.com

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Tel: **(01463) 711188** Fax: **(01463) 712071**

Dobies Heat Centres have been servicing the oil installer and service engineers market for over 25 years providing a reliable and trustworthy service. In today's ever changing market we strive to move with the times, with this in mind we have expanded into the information highway with our new online presence, the new www.dobiesheatcentres.co.uk website not only allows you to order on-line but you check invoices and statements in real time so no waiting on invoices in the post.

We supply spares for every oil boiler and burner manufacturer, carrying an extensive stock ranging from fast moving products to some of the more obscure items.



MAKING MODERN LIVING POSSIBLE

Danfoss

News from Danfoss Burner Components

Danfoss would like to introduce their new "credit card" USB stick containing all of their data sheets, nozzle calculator and even an animation showing the workings of a burner. They have also up-dated their Service Handbook for 2013. Please use below contact details to obtain your copy.



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and money**

with easy-to-install
burner components
that fit in most common systems

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CELEBRATING
80
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YEARS OF BUSINESS

Nu burner facilities

Nu-way has moved to new premises in Droitwich, providing installers and engineers with the opportunity to train on a wider output of oil burners.

Improvements at the new site mean Nu-way has opportunities to expand its research and development programme, increase production of oil burners, grow its spares business, and bolster burner training facilities and courses.

The training takes a methodical approach to the maintenance and servicing of oil burners, which includes commissioning and fault finding. Split between the classroom and the workshop, courses give plenty of practical hands-on burner experience for domestic, commercial and industrial use.

www.nu-way.co.uk

Tradelink purchases Total Boiler Spares

Tradelink Plumbing Merchants has acquired Total Boiler Spares. Although the company is now controlled wholly by Tradelink, the Total Boiler Spares name will still be used for branding purposes and all staff, stock and resources have been retained.

No depression in oil boiler market

Grant UK has seen one of its best years to date in boiler sales with nearly half of all oil-fired boilers currently installed in the UK being a Vortex. (The Grant oil-fired range has 39 model options with the Grant Vortex suitable for use with a biofuel blend.)

Despite a flurry of initiatives to promote renewable energy, the traditional oil-fired boiler market has not been swept aside or forgotten.



Paul Wakefield – strongly recommends that consumers do their research before buying a heating system

“Currently, renewables are a long term investment requiring outlay up front, with savings only realised after a number years,” said Paul Wakefield, Grant’s managing director. “For many this is cost-prohibitive. Where cost is less of a concern,

replacing an oil-based system with a renewable one, can make sense.”

Today’s oil boiler provides ‘an instant return’

Distress buys were commonplace in last winter’s severe weather conditions with straightforward boiler replacement being the choice of many. Now Green Deal offers consumers a finance option to upgrade to a new high efficiency condensing boiler.

“Oil boilers are no longer the inefficient, un-ecological machines of the past,” added Paul. “New condensing appliances can operate at almost half the cost of a typical 25-30 year old boiler, providing an instant return.

“The product we see today is more efficient in energy delivery, cleaner, easier to maintain and can be installed as part of a bivalent system; using solar thermal roof mounted collectors can supply up to 70 % of a property’s hot water.

“Cost savings are an important factor when choosing the best heating option. I would

strongly recommend consumers do their research,” said Paul.

Supporting boiler sales

“It’s vital that we continue to provide reliable and prompt response for our customers,” says Stuart McWhinnie, assistant technical manager. “Growing our support teams will enable us to achieve this goal.

“We recruit highly skilled individuals who share our ethos and passion for the industry. To ensure they’re fully conversant in multiple disciplines such as oil-fired heating, air source heat pumps, solar thermal systems, biomass and hot water storage, they undergo a rigorous training and accreditation schedule

Some of Grant’s technical support staff have been with the company for over 15 years. Enjoying his role as a service support engineer is Gareth Grinsell. “One minute I might be working with the lord of the manor on his estate and the next, the headmaster of a school – no two days are the same nor projects alike.”

www.grantuk.com



Gareth Grinsall – enjoying the diversity in his service support role

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*Applies to selected models, terms and conditions apply.

New generation oil boilers

Worcester, Bosch Group has reinforced its position with the introduction of a new oil-fired boiler range with easier installation and service features for installers



Future proofing installations with a new range of oil-fired boilers

These latest boilers exceed the efficiency requirements of the forthcoming revisions to the ErP Directive, future proofing installations in light of the Directive's challenging performance requirements.

"The development and introduction of Worcester's two new oil-fired boilers comes as a direct result of the feedback we've taken on board from installers," said Martyn Bridges, director of marketing and technical support. "As a market leader in the oil-fired boiler sector, we're conscious of the responsibility we have to supporting installers with advanced technology both they and their customers can benefit from."

The all-new **Greenstar Heatslave II** offers installers an oil-fired combi boiler with some of the most advanced technology on the market. With heat transfer key to efficiency, its baffle has been redesigned as a single piece component in high temperature stainless steel. Not only does this ensure more energy is retained with the boiler's heat exchanger for improved efficiency but this one-piece design simplifies how the baffle can be removed and replaced during servicing and maintenance.

The cross-fired burner, combined with a new compact modular hydraulic system, improves the serviceability of the boiler, while a relocated, hinged expansion vessel guarantees easier access to its central components. An intuitive electronic control system is concealed in a pull-out drawer for ease of access.

An option to connect the boiler to weather compensation controls, and its ability to accept pre-heated water from a solar thermal source, positions it as the greenest oil-fired boiler to date.

The new **Greenstar Danesmoor** features a brand new compact primary heat exchanger. Every surface inside its new combustion chamber is energy absorbing, and its upgraded secondary heat exchanger has been individually designed to fit each particular model from the appliance's 12/18, 18/25 and 25/32 variants.

It also features a single piece primary baffle for enhanced maintenance and efficiency possibilities; whilst its enhanced performance within a low temperature system underlines its credentials under the ErP Directive. A flue kit is included as standard.

"Updates to the ErP Directive are set to raise the minimum standards required from heat producing appliances," added Martyn.

"We wanted to be able to offer installers a range of oil-fired boilers which future proofs them and their customers. By coupling this improved performance with an abundance of installer-friendly features, we've every confidence that the new additions to our Greenstar range will establish themselves amongst the industry's leading products."

www.worcester-bosch.co.uk/oil

The latest from Anglo Nordic

Anglo Nordic has supplemented its oil pump range with a new Universal UV model, added reversible burner motors from Simel and recently acquired heating & ventilating component supplier, A R Ellis.

Easy to use, the **Delta Universal oil pump** has both clockwise and anti-clockwise rotation, is easily reversible and has a nozzle port for both left/right-handed operation. If the screwdriver slot is north/south it is set for anti-clockwise and vice versa for east/west. To change from a two-pipe to a one-pipe system, just remove the bypass plug located in the return port. The pressure adjuster is mounted on the top, alongside the solenoid coil. The pump is available with a 32mm/54mm adaptor ring and a pump drive coupling.

With a reputation for its alternating current induction motors, Anglo Nordic is now stocking

burner motors from Italian motor manufacturer, **Simel**. Five wire reversible motors are available with Nema 1 (N1), Nema 2 (N2) or E130 flanges which are generally interchangeable. Synthetic-based lithium grease is used in the high temperature bearings – standard across the range of wattages – which start as low as 50w.

"It's business as usual at **A R Ellis**," said Anglo Nordic's managing director, Brian Lelliott. For over 40 years, A R Ellis supplied a wide range of products including Suntec oil pumps, Cast electrodes, Steinen nozzles, Teddington Valves and pressure regulators, oil transfer pump sets, flexible oil lines, draft stabilisers and Wallflame burner spares. Now located at Anglo Nordic's West Molesey base, same day despatch has been introduced for orders placed before 3pm.

"Some 25 years ago, I worked for A R Ellis so I know its products and customers," Brian added. "Customers now have a wider choice as Anglo Nordic has a number of products that complement those of A R Ellis."



New acquisition, oil pump and burner motor for Anglo Nordic

Introducing the next generation
in oil tank monitoring systems...



The all new Watchman Anywhere from Kingspan Sensor measures how much oil is in the tank and transmits this information to our data centre. The current oil level can be viewed online, anywhere in the world.



Any web
enabled devices



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Android app



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email alerts

Easy to install. 12 months free subscription.
Peace of mind for your customers. Anywhere in the world.

Available at all leading plumbing merchants.

watchmananywhere.com

Off-grid solutions

Plumb Center and Parts Center's new Off-Grid Guide helps installers overcome the obstacles they face when working in areas off the mains gas network. Their message is simple – wherever the location and whatever the fuel, they have the heating solution.

The guide features all of their off-grid heating solutions in one easy-to-refer-to booklet, and FREE copies are available from the trade counter of 110 branches in areas off the mains gas network – you can also read it online at www.plumbcenter.co.uk.

Plumb Center's marketing manager Gail van Dijk believes the guide will help installers to make the transition to hybrid renewable energy systems.

"Oil-fired boilers are a staple choice for those living off-grid, and they can be successfully retrofitted and integrated with renewable technology like biomass, heat pumps, and solar thermal heating," said Gail, "providing householders with energy efficient heating systems that overcome rising oil prices.

"We have known retrofit installations where the oil boiler hasn't been switched on between May and September, because solar panels integrated into the heating system provided all the necessary heat and hot water."

The guide also features technical advice and information on the latest off-grid products to help installers stay ahead of the game and grow their businesses.

The image shows the cover of a booklet titled "OFF-GRID GUIDE". At the top, it says "New, out now!". Below that is a photograph of a traditional windmill in a rural landscape. To the right of the photo, the text reads "OFF-GRID GUIDE" in large letters, with "Customer 2013" and "Wherever the location, whatever the fuel." underneath. At the bottom of the cover, there are logos for "PLUMB CENTER" and "PARTS CENTER". Below the cover, it says "Pick up your FREE copy today". At the very bottom, there are logos for "PLUMB CENTER", "partscenter.co.uk", and "PARTS CENTER", with the text "NOW AVAILABLE ON MOBILE" between the first and second logos.

The latest off-grid products help installers stay ahead of the game and grow their businesses

Savings with premium kero

Householders using heating oil are being advised to switch to premium heating oil to help reduce energy bills and cut CO2 emissions by up to half a tonne a year.

Research from online heating oil supplier HeatingOil.co.uk shows that premium kerosene will help optimise the efficiency of heating systems and save money.

Developed to help protect the whole home heating system, premium kerosene is a cleaner burning fuel, making it less harmful to the environment than traditional fuelling methods.

Extra components are added into the fuel once it is extracted from crude oil, making it more efficient. Because it has been specifically made for use in boilers, the additional components also help to reduce the amount of sludge and rust in the tank, improving its longevity and reducing the chance of a breakdown.

www.HeatingOil.co.uk

It pays to upgrade with Rayburn

The latest range of rapid response Rayburns are the perfect solution for households looking to either upgrade their ageing oil AGA cookers, or reduce the cost of heating their homes

AGA owners who agonise over increased oil bills, but do not want to be completely dependent on electricity, can make significant long-term savings by investing in a new, highly efficient oil Rayburn. Utilising the latest technology, the state-of-the-art Rayburns can also reduce expensive maintenance and servicing costs associated with old, inefficient appliances.

In addition, households that use oil boilers for central heating and hot water can take advantage of Rayburn's fantastic new trade-in offer: **£300 cashback on any oil boiler** when homeowners purchase a new Rayburn 600 series Heatranger. The models in this range have built in condensing oil boilers, which allow families to warm their radiators and meet all their hot water needs,



Reduced running costs with a new, highly efficient oil Rayburn

while still benefiting from a brand new, programmable modern cooker.

For added peace of mind, homeowners who have an eligible Rayburn fitted under the installer Benchmark scheme*, will also benefit from an extended 5-year guarantee.

Nigel Morrison, marketing manager at Rayburn, said: "With over a million households in

the UK relying on oil for cooking, heating and hot water, switching to electricity isn't always a cost effective option. So by upgrading to a highly efficient Rayburn, it offers families the best of both worlds with reduced running costs from a fully programmable appliance, plus the joy of cooking on one of the best cookers on the market."

"And if you want to combine your central heating with your cooker, a Rayburn has to be one of the best looking boilers you can buy!"

* Subject to terms and conditions and the installation of a 600 series or 480CD



HEATING OIL TANKS



CARBERY SUPERSLIM. LOSE INCHES. SAVE POUNDS AND EUROS.

Let's face it, we all know that size matters. That's why when we developed our 1000SB Superslim Bunded Tank, we created a tank that's not just up to 27% narrower than some comparable tanks, but also up to 300mm shorter than others.

But by making the 1000SB shorter and narrower, we didn't make it taller. In fact the 1000SB actually sits lower than some 650 litres capacity tanks. And by retaining an industry-standard 1,000 litres capacity, the Superslim can comfortably accommodate a typical 900 litres fill.

All of which means reduced base construction costs for installers, lower delivery costs for distributors and a tank, which is easier to handle too. And because it's a Carbery tank, it benefits from over 35 years manufacturing experience and is OFS T100 and EN13341 compliant too.

To find out more about how Carbery can help you shed inches and save £'s and €'s... contact your local Carbery reseller, call us on +353(0)23 883 3531 or visit www.carberyplastics.com



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Gallery

This trio of rather unloved tanks shows what a hard life many have to endure.....



Send your photographs to jane@oilinstaller.co.uk

All washed up was spotted in the Channel Islands; the last drop was tipped on its side in Somerset whilst a Cheshire tank was tucked away with an assortment of other items.

All washed up



The last drop

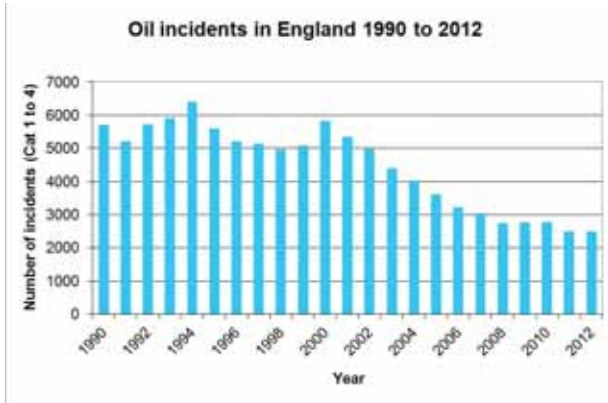


Tucked away



Oil pollution incidents – help us to help your customers

As the number of oil pollution incidents in England & Wales stops falling, the Environment Agency is calling on installers to help ensure that numbers start to fall again



“Whilst preliminary data for 2010 shows that incidents have stabilised over the last three years, there are still 3000 incidents a year and that’s eight incidents every day,” said pollution prevention technical advisor, Liz Hobday. “After eight years of falling numbers, it’s time to work more closely with tank installers and boiler service engineers to ensure numbers start to fall again.”

“To help people understand their responsibilities when they have an oil tank for their home or business, we’re already working with tank manufacturers, fuel distributors and the Oil Care Campaign.”

“However, we’re on the look out for ideas as to how we could better help your customers gain a clearer understanding of their oil storage responsibilities. And, if we can help you promote good environmental practice, then please drop us an e-mail at pollution.prevention@environment-agency.gov.uk.”

Improving standards

Download FREE guidance for your customers

Above ground oil storage: PPG 2
Get to know your oil tank
Guidance for farmers – fact sheet 6 Fuel oil storage

www.publications.environment-agency.gov.uk
or call 03708 506 506

To report a pollution incident anywhere in the UK, please call the pollution hotline on 0800 80 70 60.

Over the last 10 years, the average number of oil incidents fell by almost half compared to the previous 10 years. Improved standards of oil storage resulting from the Control of Pollution (Oil Storage) (England) Regulations 2001 and the revised Building Regulations: Approved Document J, have given better understanding of the risks oil can pose to the environment when not stored safely in well maintained containers.

The Silage, Slurry and Agricultural Fuel Oil Regulations 2010, new in England and Wales last year, will further improve standards as farmers replace their fuel storage.

Tanks for all situations

Envirostore has recently launched two new bunded tanks – a 1300 litre vertical and a 1230 litre low profile. There are plans to add more new products this year.

“We’re releasing products that not only increase our product range, but also give our customers flexibility to offer their customers a bigger choice of tank to suit all applications and budgets,” says the company’s sales director, Richard Marsh.

“Envirostore’s tanks are designed to be user friendly. Our unique inner spill tray enables safer filling, whilst a strong outer lid prevents water ingress into the tank.” www.envirostoreuk.com



Sally Conboy of TRS (Essex) with Richard Marsh at FPS Expo earlier this year



Across the UK, installers are discovering the choice in the Envirostore product range, which features the two new tanks shown here

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ANGLO NORDIC BURNER PRODUCTS LIMITED

Oil Storage Tanks with Integral Fire Protection – can be sited in any location!



Tuffa Fire Protected oil storage tanks can be specified to obtain a satisfactory degree of safety in the advent of a spreading fire as required by Building Regulations.

Key Benefits

- *No brickwork, barriers, firewalls or civil works required
- *Wide range of colours to suit the application
- *Suitable for domestic, Industrial and commercial applications
- *Cost effective
- *Can be sited inside a building with the benefit of additional security

Achievements

- * Independently tested to BS476: Part 22: 1987
- * Independently tested to BS476 (Warrington Fire Research Centre)
- * LABC (Local Authority Building Control) System Approval

The FireStop protects the fuel contents using the methodology described in BS5410 in two ways; by providing an actual physical fire barrier, and the complete enclosure of the tank in a non-combustible fire resistance construction.

**Tuffa UK Ltd - sales@tuffa.co.uk
 +44 (0)1889 567700 - www.tuffa.co.uk**

NEW!
CEMO Fuel Trolley

- For PETROL – 95 litre tank constructed from conductive polymer and containing patented flame suppression material, fitted with ATEX approved hand pump, earthing cable, hose and nozzle.
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Oil Installer



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  @OilInstaller

Steel – a perfect fit

“Steel tanks are becoming more and more popular as they can be made to any size and to fit into the most awkward of spaces,” says J Seed’s sales manager Wendi Whittle.

“We recently made a tank for KD Tank Supplies in Wiltshire which was christened the coffin tank as it was long, low and narrow to fit behind a wall.

“We also had a customer in an old property who wanted a tank in a strangely shaped courtyard. The customer supplied us with the sizes and angles of the walls and we designed a parallelogram shaped tank to fit and maximise the available space.”



“No enquiry is too obscure and we love a challenge,” says J Seed’s Wendi Whittle

Integral fire protection

Tuffa’s FireStop is designed to protect an oil tank to a satisfactory degree, in the event of a spreading fire, as required by Building Regulations.

The FireStop range, which has Local Authority Building Control system approval, comes complete with its own fire resistance as an outer cladding. This gives a tested and warranted fire resistance of between 30 and 60 minutes, and allows the tank to be placed where it best suits the site and the customer’s needs.

The product can be fitted to any Tuffa tank or tailor-made to suit any domestic, industrial or commercial site and is ideal for customers who wish to conceal a tank within a shed, garage or behind fencing. See opposite page.

OFTEC states: Technicians are reminded that this type of tank cannot be notified via the OFTEC registration scheme if the fire protection requirements of BS5410 have not been met.

OTIS – show opportunities

Oil Tank Installation Service (OTIS) was the only tank supplier at this year’s Cheshire Show.

“We’ve exhibited at the Cheshire Show for a number of years,” company owner Andy Middleton told Oil Installer’s Liz Boardman. “We need to have a presence at the agricultural shows – it’s a good opportunity to see our regular customers and pick up new business amongst the farming community.”

“It’s important not to judge your success by what you sell at the show,” he added. “A week before last year’s Royal Welsh Show, we sold two tanks to a customer we’d first met at the show in 2011.”

Oswestry-based OTIS also attended this year’s Royal Welsh Show with both Carbery and Harlequin tanks and a range of weatherproof animal arks.



For a FREE copy of Kingspan’s new product guide – customers and users of the company’s products should email keguide@kingspan.com

Kingspan – essential products

Kingspan Environmental has published *The Essential Products Guide*; a 100-page catalogue detailing all its products and services across sustainable water and environmental management and renewable technologies.

The company’s entire portfolio of environmental and renewable products are featured; from oil storage tanks, rainwater harvesting, off-mains drainage, solar thermal and hot water cylinders to air source heat pumps and telemetry solutions.

Available in print and as a downloadable ebook at www.keguide.com, the guide includes a huge range of information on product types, sizes and specifications.



The OTIS team at the Cheshire Show in June

Installer Profile – Daniel Swift, WS Swift Services

Home of Daniels's award winning installation

Positive about oil and looking forward to the next 30 years

Daniel Swift, WS Swift Services took the title of Greenstar oil-fired boiler installation in the recent Environment 20/20 held at Worcester, Bosch – see page 5. Below Daniel chats to Oil Installer about the winning installation and his work

How did this winning installation fit with Worcester, Bosch's criteria to 'enhance the environmental credentials of domestic properties'?

We carried out the installation in a large domestic building which previously had non-condensing boilers fitted in the middle of the home. The flue configuration meant the existing position wasn't suitable for a replacement appliance. To negate the need to have a replacement chimney built, the decision was made to install a pair of high efficiency Worcester boilers offsite and use underground pipework to carry energy to the home. To further optimise efficiency, the replacement boilers operate as a modular arrangement utilising a lead and lag control system.

We also took the opportunity to split the heating system into specific zones therefore allowing the homeowner to further improve their environmental credentials.

How long have you been working in the family business? Did you ever consider an alternative career?

I started working for the business as an

apprentice when I was 16 – a route which, in my opinion, is the best footing into the heating industry. Whilst my role over the past 19 years has changed from service and installation to a more managerial role, I have never once considered an alternative career and still enjoy every moment.

What do you enjoy most about your work?

I enjoy the contact with the public and the challenge of improving the efficiency of some complex existing systems.

Does WS Swift offer a full range of services (commissioning, installation, boiler servicing, heating system design and tank installation) for both domestic and commercial premises across Wiltshire?

Yes we offer everything from commissioning to heating system design. The only exception to the services we offer is oil tank installation however, we work with an OFTEC registered provider where an oil tank is required and as such are equipped to fully manage any project.

Our installation team carries out projects of all sizes from cottages to hotels;

we recently installed a 550kw plant room in a school. Being both domestic and commercial engineers we remain as relevant to as much of the market as we can be.

Has WS Swift looked at moving into the installation of any renewable energy technologies?

The renewables sector is something we look at continuously but as of yet it isn't something we have decided to actively pursue. I am particularly interested in seeing how the Green Deal and RHI will impact the sector before we commit to offering renewables as part of our portfolio.

Additionally I think steps need to be taken to improve the appeal of renewables in retrofit installations. Whilst subsidies entice the customer they are constantly changing which can add confusion. For small businesses like ourselves, I don't think it is ideal to invest heavily in technologies that rely on constantly changing subsidies to remain relevant. I am hopeful that in the future the renewables sector of our industry becomes more stable.

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

We have seen a small number of customers move towards renewables but the majority of our clients have chosen to remain with their existing fuel. I think people realise renewables aren't the only way to make improvements and reduce energy usage – there are other steps they can take, such as upgrading their boiler or installing new controls which are often less expensive and less disruptive.

W S Swift has been established for nearly 30 years, what are the biggest changes that your family has seen over this time?

The biggest change was the introduction of Part L of the building regulations. Whilst at the time this seemed daunting as it changed the techniques we were familiar with, in hindsight it has been a very beneficial change which I believe has seen an improvement in the quality of work within our industry.

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

I think there will still always be a market for oil-fired heating especially as new products are being introduced which are more advanced and offer greater benefits to the homeowner. As the possibility to combine

renewables and oil-fired boilers in a hybrid installation becomes more common I think the oil market will grow further.

I am positive about the future of oil-fired boilers and am looking forward to working in it for another 30 years.



Daniel working on the award winning installation

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Technical Topics

ASK OLLIE!



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

Yes, OFTEC would recommend that a pressure test is carried out to ensure the integrity of the supply line. Results should be recorded on the OFTEC CD/10 Installation Completion Report Form, stating that the oil supply system remained from the previous installation. Further information on how to carry out the test can be found

in OFTEC Technical Book 3 (domestic and commercial requirements for oil storage and supply equipment), section 2.1.18.

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

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

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

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

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

All new and replacement boilers should be of the condensing type and be rated according to regional requirements, see OFTEC Technical Book 4 (oil-fired appliance and system installation requirements). However, where it is impractical or uneconomical to install a condensing boiler, the property may be assessed for exemption using an OFTEC CD/30 form. The outcome of the assessment is determined by a point scoring system and will establish if a standard efficiency boiler is able to be installed.

I have been approached by my customer to install a second hand boiler, am I able to do so?

The installation of a second hand boiler is still classed as a new installation. This means that it would need to fully comply with regional installation requirements, including minimum efficiency performance, and it would need to be notified in the regions applicable. See OFTEC Technical Book 4 for further information.

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April 2014 – changes to oil boiler commissioning

As with any fossil fuel burning appliance, poor combustion carries the threat of carbon monoxide (CO) production that can result in serious illness, or in extreme cases, death.

OFTEC has been working with oil appliance and burner manufacturers to agree a point at which a technician is recommended to contact the appliance manufacturer to take advice on improving combustion. This move follows similar action within the gas industry earlier this year. From 1st April it became a recommendation that if the concentration of CO measured within a flue system exceeded 350ppm on commissioning, the appliance manufacturer should be contacted for advice. This recommendation will become a mandatory requirement from April 2014.

The oil industry has agreed 100ppm CO as the point when advice must be taken from the appliance manufacturer. The scope of this recommendation is for new pressure jet fired appliances only and comes into force on 1st April 2014. OFTEC is now working to evolve its

technical books and its training/assessment programme to ensure smooth implementation.

It should be noted that low CO does not mean good combustion. Checks for correct nozzle, oil pressure, smoke, CO₂, flue draught (where appropriate), flue gas temperature, etc. must be undertaken and considered collectively before concluding that correct combustion has been achieved.

Commenting on the change, Paul Rose, OFTEC technical director said: "This is an important step forward – benefiting end users in terms of safety and protecting technicians through the recording of combustion results. For many years technicians adjusting combustion have been measuring CO, but have had nothing to measure results against. With increased use of electronic combustion analysers and the OFTEC CD/11 Commission Report already allowing results to be recorded, we believe this will have minimal impact on technicians."

BS 5410-1 review imminent – your views please

Following the release of BS 5410-2:2013, the BSI Technical Committee RHE/13 will shortly begin work on updating BS 5410-1, which covers *oil firing installations up to 45kW output capacity for space heating and hot water supply services*. OFTEC would like to invite registered technicians to submit any comments or concerns with the existing publication, BS 5410-1:1997 as amended on 29th December 2006, for consideration during the review process. These can be sent by email to technical@oftec.org or by post F.O.A. Technical, OFTEC, Foxwood House, Dobbs Lane, Kesgrave, Ipswich, IP5 2QQ.

The importance of correct boiler output

A few domestic projects have come to light where boiler replacements have resulted in increased running costs

The revelations follow investigations carried out by OFTEC Consultancy Services and through several technical telephone enquiries to OFTEC's technical team.

Ironically, despite the boiler being high efficiency, with full boiler controls and interlock in place, the boilers have been continually *short cycling*. More often than not, these problems were brought about by the boiler being oversized – a problem that can be prevented at the specification stage.

With the help of government initiatives, homeowners are increasingly making insulation improvements. When the time comes for a new boiler, the chances are that the overall heat loss from the home has been significantly reduced since the original boiler was specified. Consequently, a like-for-like replacement will simply not be suitable.

A useful heat loss calculation tool – to be used as a guide only – can be found using the *Domestic Heating Sizing Method* published by the Energy Saving Trust. Download your copy at: www.energysavingtrust.org.uk/Publications2/Housing-professionals/Heating-systems/Domestic-heating-sizing-method-2010-edition

OFTEC would advise that a thorough heat loss calculation is undertaken on a property before a new or replacement boiler is specified, so that the required heat load can be established and the boiler output can be sized accordingly.

NEW – oil tank selection criteria

An update to Technical Book 3, reflecting requirements within the recently updated version of BS 5410-2, has recently been released.

This installation standard covers oil-firing installations of over 45kW output and oil storage in excess of 3500 litres. As the scope suggests, this standard typically applies to non-domestic installations and, in terms of oil storage, much reference has been made to the Control of Pollution (Oil Storage) (England) Regulations 2001, the Control of Pollution (Oil Storage) Regulations (Northern Ireland) 2011, and the Water Environment (Oil Storage) (Scotland) Regulations 2006.

BS 5410-2 now requires that owners and installers of oil storage equipment, falling under the scopes of these regulations, should seek written confirmation from tank manufacturers that the tank is designed to have an expected life of 20 years when correctly installed, used and maintained.

Technicians are reminded that they should have access to, and preferably hold, the latest technical information at all times. Visit www.oftec.org to download this, and a number of other **FREE** technical book updates that have been released as a result of changing industry requirements or requests from technicians.

Oil training in the Midlands or south east?

Piper Assessment – this well-established south east centre has reduced repetition and condensed its courses whilst maintaining a high standard of provision, as demonstrated by numerous commendations at OFTEC's Awards for Excellence. www.piperassessment.co.uk

Central Midlands Assessment & Training – OFTEC oil, LPG, energy efficiency, unvented hot water systems, water regulation, PAT testing and above ground sanitary pipework and rainwater systems Just five minutes from M42 junction 11. . www.cmat-ltd.co.uk

Training costs – OFTEC responds

When it comes to training, playing the numbers game can be misleading, argues OFTEC training manager, David Knipe

Reading the article *Playing the numbers game* (pgs 28/29 summer) I was interested to see the table comparing the costs of qualifications per employee. OFTEC assessments are competitively priced compared with others, bearing in mind that they're generally run over a 4-day period (£125 per day). However, I would suggest that technicians shop around to find the best prices on offer in their area. All OFTEC assessment centres are approved by a UKAS accredited certification body, ensuring a consistent standard of assessment is met.

The comment '*Someone working in the domestic market with all nine technologies would need to sit a minimum of 29 exams*

over 45 days' is somewhat misleading. I don't dispute that technicians who hold all 9 areas of competence would need to sit the assessments, but the article gives the impression that these 45 days are over one year. Most assessments – OFTEC's included – are valid for 5 years – making an average of 9 days pa. Many OFTEC approved centres offer an assessment only option for those retaking assessments after 5 years. Although we would always recommend that the technician takes refresher training, this option reduces the time taken.

With regard to the MDC Heating Services comment regarding trade bodies offering a savings scheme; while it can

sometimes be difficult to find the money for assessments, OFTEC does not have control over the price assessment centres charge, nor would we wish to. At the rate shown in the table, a 101/105E/600a assessment, taken once every 5 years, works out at under £8.50 per month. Payment is made directly to the assessment centre, not to OFTEC, and for this reason it would be wrong for OFTEC to collect the money on behalf of the assessment centre. Additionally, were trade associations like OFTEC to offer a savings scheme, the probability is that they would be unable to offer a savings rate comparable with savings institutions such as Building Societies or a bank savings account.



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Oil boilers and heat pumps should be good friends

Users of oil-fuelled heating apparatus have recently been targeted by heat pump companies, who claim significantly reduced heating costs in fitting the technology

“This is indeed true – a well-designed heat pump system can reduce heating costs, but don’t be in too great a hurry to dismiss your oil boiler,” says Bob Long of Eco-Innovate.

“With new condensing oil boilers much more efficient than older non-condensing versions, they should be considered as a first step to economical heating.

don’t be in too great a hurry to dismiss your oil boiler

“Whilst condensing boilers perform best with lower water flow temperatures, older heating systems often rely upon circulating water temperatures as high as 80°C. A lower heating water temperature means radiators will need to be changed for larger ones, or fan/coil alternatives with particularly high

efficiencies. The reason for changing to larger heat emitters is simple; at high water temperatures, condensing boilers cannot condense the exhaust vapours, and the benefit from the thermal energy contained in these vapours is lost.

“Heat pump installations, in particular air source, generally require some form of additional energy support from a secondary heat source. A well-balanced bivalent system, employing heat pump technology in harmony with an oil-fuelled boiler, can provide all heating/domestic hot water needs, and display good savings on the heating bill.


“Like condensing boilers, heat pumps also operate best with low temperature circulating water, and so an oil-fuelled heating system with a low temperature water flow, (45/50°C) could be deemed future-proof. A heat pump, fitted at any

future time, would effectively reduce the quantity of oil consumed and the associated cost.

“When it’s taken millions of years to produce planet-earth’s fossil fuel reserves, and not much more than 100 years to significantly deplete them, it’s time for conservation. By reducing our reliance on these reserves, we can probably prolong oil’s existence until scientists give us a plentiful alternative.” www.eco-innovate.co.uk






In the winter issue of Oil Installer, Bob Long explains how this integration can work best.

On page 34 Nancy Jonsson, product manager for renewables and heating at Daikin UK talks about the growing importance of bivalent systems



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The energy behind liquid fuels

Recruitment opportunities at OFTEC

Regional Inspector – Contracted basis (various regions)

We have vacancies for Regional Inspectors to join the OFTEC Inspection Team. These are contracted (self-employed) roles with a busy workload. We are interested in hearing from anyone operating in these areas:

- North West England
- North East England
- Scotland

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

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 9.9.13

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.

Renewables – new products for the community



New Ecodan® cylinders with bivalent function

Mitsubishi Electric has launched a new line-up of pre-plumbed and pre-wired hot water cylinders.

In both standard and solar configurations, the cylinders have advanced controls to provide superior functionality and ease both operation and installation. Fast on-site commissioning is now available via a pre-programmed SD card and both cylinders offer a bivalent function, for use with conventional boilers and a cascade function for multiple Ecodan unit control.

The cylinder's bivalent capability enables existing premises with existing oil systems to also benefit from renewable heating

The bivalent capability enables existing premises with existing oil systems to benefit from renewable heating, and the cascade facility allows larger buildings and community heating schemes to take advantage of Ecodan's award-winning performance.

"We've developed these to bring the full functionality of our fourth generation of self-learning controls to even more properties," explains John Kellett, heating systems general manager.

Both new cylinders also appear in the new *Heating for Domestic Applications* brochure which the company has recently produced, detailing the full range of Ecodan solutions for UK homes.

www.heating.mitsubishielectric.co.uk

Wind assisted farming

UFW* has secured the sole distribution rights in the UK & Ireland for the EC Wind 55kW wind turbine.

"Obtaining the distribution rights to EC Wind opens a whole new chapter for the development of wind energy in the UK & Ireland," said wind division business development manager, David Taylor. "In most cases a return on the capital investment will be realised within the warranty period."

Promoted at agricultural shows across the country, Oil Installer saw the wind turbine at the Cheshire Show where it was on show to the local farming community. "After the initial outlay, the turbine will provide security for dairy farmers and lessen their reliance on the national grid," explained David. "And, having already seen an impressive sign up to date, we've every faith that it will dominate the market."

Manufactured in Sweden and detailed as the highest performing product in the industry, the turbine which has a 7-year warranty, has been developed by experienced ex-Volvo engineers. EC Wind also agreed to underwrite a performance guarantee on the first 20 turbines sold.

UFW aims to have a reseller network of 10 companies by the end of the year. All installers will be trained in Sweden and will carry out a supervised installation in the UK to gain full approval.

* UFW is part of the DCC Group which also includes the UK's largest fuel supplier, GB Oils.

www.ufw.co.uk



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Exhibition Dates:

South-West 10 September

Midlands 12 September

North-East 17 September

Scotland 19 September

District heating made easy by Worcester

Worcester, Bosch Group has added a new wall-mounted heat distribution unit (HDU) to its portfolio.

The Greenstar HDU has been designed to provide domestic hot water/space heating to residential properties served by district heating or centralised boiler plants.

Using two hydraulically-separated plate-to-plate heat exchangers, the Greenstar HDU operates indirectly, so the heating circuit of the individual dwelling is separated from the main communal boiler plant. To keep energy consumption to a minimum, the unit operates only when domestic hot water or space heating is required and is capable of providing hot water on demand when in standby mode, thanks to an intuitive bypass valve.

Suitable for both new-build and retrofit installations, the HDU comes complete with a first fix rail, which allows the unit to be pre-plumbed prior to installation. It is also available with an optional heat meter giving the end-user the option of monitoring consumption.

“This new addition reinforces our commitment to providing the complete system solution,” said Martyn Bridges, director of marketing and technical support. “The product is ideal for residential developments where individual apartments are served by a central boiler plant, which is becoming increasingly common in urban areas across the UK’s larger towns and cities.”

www.worcester-bosch.co.uk/hdu



The new Greenstar HDU is offered with a full 2 year guarantee (subject to terms and conditions) with on-going service and maintenance contracts available

Getting smarter in the community

The town of Wigton in Cumbria has completed the first stage of an initiative to become a Smart Energy Community.

Silver Spring Networks, a networking platform and solutions provider for smart energy networks, has worked alongside the local community to deliver an operational pilot.

The intention is to develop a secure, sustainable energy future for Wigton residents through the proactive adoption of smart metering, information displays and online portals. Smart meter information will enable consumers to make decisions related to energy efficiency, home investment and energy use of appliances. Over time, the pilot scheme will showcase the benefits of renewable energy, energy controls and innovative heating solutions.

James Pace, managing director of Silver Spring Networks said: “We’re proud to work in partnership with the town. By operating smart meters over a wireless communications network, consumers will have visibility of their energy use and information to help them control costs. As the initiative expands it will show how a rural town can work together to realise communal benefits and create local opportunity.”

More renewables for social tenants

With the aim of getting renewable heating kit into the homes of social tenants across Great Britain, a new £6 million competition was opened in May by the Department of Energy and Climate Change.

By the end of June when the first bidding window closed, 50 applications had been made. Successful social landlords will be installing 1572 air source heat pumps, 117 biomass systems, 363 ground source heat pumps and 173 solar thermal systems. A second window is open until 27th September.

Part of the extended Renewable Heat Premium Payment scheme, the scheme is run by the Energy Saving Trust. Bids are judged by a panel of experts on a range of criteria including value for money, fuel to be replaced, additional energy efficiency measures to be installed and plans to work with local communities.

www.energysavingtrust.org.uk/Generating-energy/Getting-money-back/renewable-heat-premium-payment-rhpp-social-landlords-competition-phase-two-extensions-2013-14

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The growing importance of bivalent heat systems



Renewable installations can operate alongside oil systems to improve energy efficiency says Nancy Jonsson, product manager for renewables and heating at Daikin UK

Parallel and alternative

Two types of bivalent pump systems are described in the guide. In a bivalent parallel system, the heat pump continues to operate alongside the secondary heater. In a bivalent alternative system, the heat pump stops and the alternative heating appliance provides the full heat load.

For bivalent heat pump systems, the heat pump must be selected such that the combined system provides at least 100% of the calculated design space heating requirement at the selected internal and external temperatures. The system design must not include the capacity from any supplementary electrical heater within the design temperature range.

Some of the latest heat pumps have a bivalent control option which means that existing heating systems can be adapted to incorporate renewable technologies.

Heat pumps, whether *low temperature split, monobloc, or high temperature* can be used as part of a bivalent alternative system. The auxiliary heat source typically must have a leaving water temperature setpoint below that of the heat pump and individual heat pump manufacturers can provide the right information (typically less than 55°C for LT and typically less than 80°C for HT).

In retrofit cases, where the heating system requires a high flow temperature, it is

In homes where the existing oil heating system is relatively new and still working well, renewable technology can be retrofitted and integrated to work alongside, in order to increase energy efficiencies and reduce overall heating bills. For instance, a renewable heating system can easily be introduced to create a bivalent solution. This is good news for the householder who can benefit from additional running cost and carbon savings from renewable energy without having to replace their existing system.

A bivalent system may be specified when the heat loss of a building is higher than the output capacity of an air-to-water heat pump alone, or when householders want renewable technologies to provide a proportion of the heating in order to reduce running costs. Using renewable energy also helps to improve the property's energy rating and become more sustainable.

Additionally, properties which are classified as hard to treat may benefit from the addition of a renewable technology to provide a significant proportion of the heat load.

The latest Microgeneration Certification Scheme heat pump design standard MIS 3005 v3.1a recognises the growing importance of bivalent heat pump systems and provides guidance on system design. Where a dwelling has more than one heat source, a single integrated control system with full interlock must be used.



David Mallett, owner of Cambridgeshire based D & J Plumbing

useful to consider using a high temperature heat pump for a bivalent system. The system should be designed so that both the heat pump and the auxiliary boiler feed a low loss header arrangement.

Where the heating system is designed to low flow temperatures below 55°C, it can be useful to consider a bivalent system using a low temperature heat pump. This can be particularly useful for larger dwellings where the total heating system load is higher than the highest available air-to-water heat pump capacity. www.daikin.co.uk



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