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Topical issues affecting the industry today

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Why it's wise to stick with oil



Welcome to the summer edition of Oil Installer, my first as OFTEC chairman. I am pleased to be chairman of OFTEC at this critical time because, despite the threats, I believe that oil heating does have a future and will remain the rural customers' first choice.

This thought was reinforced after the long cold winter by some pleasing signs of industry recovery. Sales of oil boilers have improved and, in the period October – February, were 12% higher than the same months in 2011-12. This is despite the hype surrounding the many renewable heat technologies which are at the centre of the government's policy to decarbonise heating by 2050.

The reason for the sales recovery and also the long-term durability of our industry is simple; nearly all oil boilers are distress purchases caused by boiler breakdown and, as all Oil Installer readers know, homeowners want their central heating repaired as quickly and as economically as possible. Fitting a modern condensing oil-fired boiler is the best way to go because it can be fitted immediately and will cut fuel consumption from day one.

In contrast, fitting renewable central heating in existing homes normally requires substantial changes to the fabric of the building and/or quite often the heating system. For heat pumps to work at their best you need new larger radiators and/or underfloor heating, and for biomass boilers you need a larger space for the boiler and special storage area for wood pellets. All these need careful planning and incur extra expense. For the home owner wanting a speedy fix these options are not attractive.

In March I appeared as part of an OFTEC delegation in front of the Energy Select Committee to make exactly these points. We explained why the government's Renewable Heat Incentive – which ignores the potential benefits of bio-liquids – may not work for rural oil homes (See page 4 for more details).

I'm very pleased to be at the forefront of OFTEC's work to defend our industry, but we all must tell the consumer about the advantages of oil. I hope you will support the Oilsave Campaign (see page 5) which has been launched by OFTEC and the Federation of Petroleum Suppliers (FPS). This provides technicians, and all involved in oil heating, with hard information to give to householders, showing them why they would be wise to stick with oil.



Martyn Bridges

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Debating the long term future for oil heating

- Will oil heating have a long term future?
- What can we do now to ensure that liquid fuels heat our homes in 2030 and beyond?

These were just two of the questions debated at OFTEC's AGM and mini-conference held in April at the Lansdowne Club in London.

trying to completely decarbonise heat by 2050 is expensive and wasteful

Jon Slowe of Delta Energy and Environment consultancy from Edinburgh, considered the options for decarbonising heat up to 2050, based on an authoritative study done for the Energy Networks Association in late 2012. This concluded that trying to completely decarbonise heat by 2050 is expensive and wasteful and that an alternative option of encouraging hybrid heating systems could be a better way forward.



Consultant Jon Slowe says "encouraging hybrid heating systems could be a better way forward"

Using hybrid heating systems

OFTEC's technical director, Paul Rose, gave a presentation on the possibilities offered by hybrid home heating systems – such as an oil boiler and an air source heat pump designed to work together – becoming more popular in the off-gas market. He described the many advantages that such systems can offer in terms of convenience, carbon savings and ease of installation, particularly to the retrofit

market. He also noted that fully integrated systems using multiple energy sources were already available in the gas sector and would probably be commercially available for oil heating in the near future. For more on hybrid heating systems, see pages 25 and 27.

Martyn Bridges, director of marketing and technical support at Worcester Bosch Group was elected chairman for 2013-15, and Nick Hawkins of Deso Engineering – part of the Kingspan Group – became vice chairman.



Jeremy Hawksley (director general, OFTEC), Martyn Bridges, Nick Hawkins with outgoing OFTEC chairman, Barry Gregory

With the market for oil boilers predominantly in the replacement sector, OFTEC's strategy is to retain the present oil-fired boiler market share. Using initiatives such as the Oilsave campaign (see page 12), consumers are being encouraged to upgrade appliances to high efficiency technology; it is estimated that around 75% of the UK's one million oil boilers are likely to be standard efficiency ones. OFTEC is also lobbying government to include bioliquids in the domestic Renewable Heat Incentive, which would make it easier for existing oil users to switch to a lower carbon fuel.

Giving evidence in the House of Commons

In March, former OFTEC chairman, Barry Gregory, Martyn Bridges (now OFTEC chairman) and Jeremy Hawksley appeared before the House of Commons Energy and Climate Change Select Committee to make the case for the inclusion of bioliquids in the forthcoming Renewable Heat Incentive (RHI) for domestic properties.

OFTEC believes the government's policy is flawed

The proposed domestic RHI, which is further delayed until the spring of 2014, supports a range of renewable technologies, making them potentially attractive to householders using oil heating. However, OFTEC believes the government's policy is flawed and would threaten the oil heating industry while doing little to improve energy efficiency or reduce carbon emissions.

OFTEC pointed out that most oil boilers are distress purchases and it is very unlikely that home owners will have time to make the substantial alterations needed for renewable technologies after their boiler fails. A much better way to reduce carbon emissions is by incentivising the use of bioliquids. OFTEC also showed that the cost to the Exchequer of using heat pumps would be far greater than incentivising bioliquid fuels. The committee is influential and it is hoped that their recommendations to the energy secretary will enable bioliquids to be reconsidered for the RHI

The bioliquid blend developed by OFTEC uses a mix of 70% kerosene with 30% bioliquid, the latter manufactured from renewable sources such as used cooking oil, rape seed or wheat to lower carbon emissions. OFTEC will continue to lobby for their inclusion in the RHI.

Oil-fired boilers – OFTEC wins a vital victory at the European Commission

Six years ago the oil-fired heating sector was facing a potential crisis when the European Commission published its draft Energy-related Products Directive. Following a long campaign in Europe, OFTEC has now won a vital victory for the industry

without this action, it is quite likely that it would have been illegal to manufacture an oil boiler

This Directive, which is designed to improve energy efficiency and lessen the environmental impact of a wide range of consumer products, would have required NOx emissions levels from boilers of below 105 milligrams per kilowatt hour. Had these proposals been accepted it would have destroyed the UK and Irish oil heating industry overnight because it would have been impossible to reduce boiler emissions to the level then being proposed.

Know your NOx

NOx is a term that covers mono-nitrogen oxides NO and NO2. These gases are produced by the reaction of nitrogen and oxygen gases in the air during combustion, especially at high temperatures. These gases contribute to acid rain and global warming but modern environmental controls have greatly reduced their harmful impact.

After a long, hard campaign by OFTEC and Eurofuel, our industry partner in Europe, the European Commission finally passed an amended version of the Directive in March, which has to be implemented in all member states. In contrast to the original proposals and as a direct result of our lobbying work, the new provisions are extremely helpful for the industry:

1. The maximum NOx emission level is set at 120 milligrams per kilowatt hours for oil
2. The new standard for oil boilers will not apply until 2018 instead of the previously proposed 2016
3. The proposed penalty for non-modulating boilers has been removed.

While this is very welcome news, background documents associated with the Directive refer to an outdated NOx testing methodology and OFTEC awaits clarification that the latest test standard (BSEN 267:2009+A1:2011) will be referenced.

Commenting on the outcome, Barry Gregory, managing director of Riello Burners and former OFTEC chairman, said: "This has been a long hard struggle for OFTEC and, providing we receive the clarification we seek, we will have achieved a very satisfactory result. I would like to thank the oil boiler manufacturers who helped during this process, including undertaking special tests in 2011 to provide laboratory information for the Commission".

This outcome shows how important OFTEC's lobbying work behind the scenes is for the oil fired sector. Without this action, it is quite likely that it would have been illegal to manufacture an oil boiler after 2015/16.

Oilsave – keeping customers loyal to oil

Registered technicians have responded well to the FREE marketing materials produced to support the Oilsave campaign – more than 6000 copies of the flyer were requested in February alone

With so much positive feedback, the range of Oilsave products has been further expanded. FREE van and boiler stickers are now available to order.



Boiler stickers include space to insert contact details/date of next service, with a set of pre-printed labels making this simplicity itself.

Oilsave was launched in late 2012 by OFTEC and Federation of Petroleum Suppliers (FPS) to provide advice and information about oil heating and energy efficiency for existing oil users. "The support of registered technicians and FPS members will make a big difference to our chances of success," said marketing manager Malcolm Farrow.

Supporting a gradual move to renewables

As governments subsidise renewable heat to encourage householders to switch away from oil, Oilsave is a key element in OFTEC's response to the challenges faced by the industry. OFTEC is keen to promote energy efficiency in the off-gas sector and support a gradual move towards renewable heating. However, at the moment it believes that for many homeowners, it is cheaper and easier to upgrade the system they already have, rather than switching completely.

"Our approach is based on the fact that most system upgrades are made following the failure of a boiler," explained Malcolm. "This demands a quick solution – home owners don't want to sit around in the cold while a detailed assessment of their home is carried out. And, with money tight, and great pressure on household budgets, it makes more sense to simply buy a replacement – for example a more efficient condensing boiler – than to make the wholesale (and very expensive) changes needed to switch to renewables.

"The approach advocated by Oilsave is gaining widespread support and many industry insiders agree with us that the government's approach is wrong. There are thousands of old and poorly insulated homes unsuitable for conversion to run renewable heating systems without very extensive modification. Upgrading a boiler and making less costly home improvements makes both practical and financial sense. It's a message that's going down well in homes across Britain and Ireland and we continue to lobby governments.

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Up to 100 flyers or stickers can be requested per order.

Act ambitiously to maximise business opportunities

Below Oil Installer quizzes new OFTEC chairman, Martyn Bridges about his ambitions for the oil heating and cooking industry.

With 35 years' experience in the oil heating sector, what key attributes do you bring to this role?

"I bring a rounded experience of working with gas, oil and renewables in the UK, as well as experience of the European market sectors.

"In my experience, there have been instances where the oil industry has not advanced at the same pace as the gas industry, which I believe now creates an opportunity for me to bring certain approaches from the gas sector to the oil sector.

"As a respected industry body, I think there's scope for OFTEC to improve its communications with oil technicians and users alike. Communication within the sector has been a perpetual uphill battle, but the need to spread the word of OFTEC's strategy is as important now as it has ever been."

The sector lacks 'a clear overarching strategy for long term growth'; how would you remedy this?

"As we work towards the zero carbon home strategy, a route into the new build sector is not only difficult for the oil sector, but also for gas. There appears to be no official forthcoming changes to the zero carbon build targets. When it comes to the primary heating source for new builds, unofficial rumours abound but it certainly seems that this sector will be fuelled by renewable technologies such as heat pumps.

"Based on this, the main strategy OFTEC needs to employ is one that retains our present boiler market share – there are currently well over one million oil-fired boilers in the UK alone. Efforts need to concentrate on users of oil-fired boilers/ cookers maintaining their use of oil, encouraging them to upgrade appliances to new, more

efficient ones and also to reduce their complete dependency on oil by integrating renewables as a hybrid approach to home heating."

Oil is a 'small but crucial sector' but annual boiler sales have fallen. Many in the industry feel disheartened; what words of encouragement can OFTEC give?

"There is no hiding from the fact that oil boiler sales were down again last year on the previous year. With the exception of 2010 when the boiler scrappage scheme was in place, this is the 5th year of decline in a row.*

**Sales for the latest heating season (October 2012-March 2013) were up almost 14%, compared to the previous winter, with sales in March up by 35%. See page 15.*

That said, there's a guaranteed base of customers who use oil-fired boilers and it's very difficult for them to replace

their existing boiler with any other heating and hot water technology.

"The market for oil boilers is already there but customers need to be levered into upgrading their existing boiler to the newest generation of high-efficiency technology. Whilst the appeal of attracting new customers goes without saying, we want to keep our existing base of oil boiler users, which brings with it plenty of business opportunity if we act ambitiously."

What measures – do you believe will best help to preserve the oil market?

"From a personal viewpoint, there are two main actions I would like to see introduced, and responsibility for both would lie with government.

"The first measure on my wish list is the reintroduction of a boiler scrappage scheme, specifically geared towards

Barker gets real deal at Worcester

"It's really encouraging that Worcester has embraced all the opportunities that the Green Deal brings, helping people to keep their homes warm and their bills down," said Greg Barker, minister of state at the Department for Energy & Climate Change, on a visit to Worcester, Bosch Group in March.

During the visit Mr Barker heard about the latest industry innovations and held a round table discussion with heating installers about Green Deal. Neil Schofield, head of external and governmental affairs commented: "Worcester is dedicated to the development of innovative technology. An important part of the visit was a round table discussion with Worcester installers about the opportunities and challenges of Green Deal." The first Green Deal Installer Accreditation course coincided with the visit.

Greg Barker toured the factory and training academy meeting a number of Worcester apprentices and installers



More and more families are being hit by the rising cost of gas and electricity, but our inefficient homes are using a lot more of it than they need to. So it's great to see companies like Worcester innovating new, more efficient products like the Greenstar range of boilers – Greg Barker

users of oil-fired boilers. The 2010 scheme was an unquestionable success and I believe by providing such a strong incentive for users, overall efficiency levels and fuel expenditure would be significantly improved. Of the one million oil-fired boilers in operation, some 75% are likely to be non-condensing, so I would like to see a formal government incentive introduced to trigger upgrades to high-efficiency models on a large scale

“The second item on my wish list would be RHI funding for bio kerosene. All current RHI proposals assume that a homeowner with an oil-fired boiler will remove that boiler, significantly improve the insulation levels of their property and then fit a heat pump some 8-10 weeks later. This, in my view, is no more than a utopian scenario. The reality sees boiler replacement occur as a distress purchase, when an existing boiler has broken down – often in the depths of winter. People generally can’t afford to wait for their property to be made ‘heat pump ready’, so

will simply replace their oil-fired boiler with another one. Given this, we should be encouraging customers to be using bio fuels as a more carbon-friendly source of energy.”

Is the Oilsave initiative enough to encourage the uptake of high efficiency appliances? Should more practical support be given to installers who have the opportunity to pass on positive messages about oil to their often very loyal customers?

“The Oilsave initiative is a very encouraging message. The last national installer training initiative was in 2004, when the government part-funded the Energy Efficiency Installer training programme. That was almost ten years ago since when technology has evolved a great deal. I believe there’s scope for a new, government-led Energy Efficiency Installer training scheme. This would bring into play any new developments which have impacted the oil sector, and incorporate the way in which hybrid approaches to heating and hot water can be applied to this market.

Do you see a good future for combined oil and renewable solutions?

“In short, the combination of an oil-fired boiler working alongside a renewable technology is a very sensible way forward. Thanks to the fact that it is very difficult and expensive to replace an oil-fired boiler with anything else, reducing the dependency on oil by integrating a renewable technology to bear some of the load should be considered as a viable way forward.

Will oil-fired systems, including hybrid systems, be totally excluded from new builds under the voluntary Code for Sustainable Homes?

“If we look at the intention to aim for zero carbon, Code Level 6 properties, it will become difficult to incorporate an oil-fired boiler within a new build property. Hybrid systems may help the scenario, but due to the carbon factor of oil, unless we can get some recognition for bio kerosene, it will be very difficult indeed to include oil within the make-up of a new build property.”

What do you perceive to be the biggest threat to oil?

“I don’t think there are any great threats to homeowners who rely on oil-fired boilers, as suitable alternatives tend to be quite cost-prohibitive. More likely to be a threat to oil is security of supply and the volatility of pricing.

“This shouldn’t be viewed as a negative, but as an opportunity for the industry to mitigate the unpredictability of supply and pricing by proactively encouraging reduced dependence on, and more efficient use of oil.

From an oil heating perspective, what would you like to have achieved by the end of your two years as OFTEC chairman?

“In the next two years, I would like to see recognition for bio oil within the RHI and building regulations, together with a mind-set change amongst installers and end-users, which encourages the upgrade of inefficient oil-fired boilers with modern condensing models.”

Ecobuild innovation

“Ecobuild continues to generate a substantial level of interest in what the future has in store for the domestic sector,” says Martyn Bridges, director of marketing and technical support at Worcester, Bosch Group. The company used this year’s Ecobuild to showcase new and established heating and hot water technologies, with the green technologies area proving ‘particularly popular with visitors looking at innovative ways to reduce dependence on fossil fuels’.

www.worcester-bosch.co.uk/stand



Image projection – a wall of 35 Greenstar CDi Compact boilers showcased videos of product innovation

Meet the new OFTEC board

At the OFTEC AGM on 25th April the new board was elected as follows:

- Martyn Bridges Worcester, Bosch Group
Chairman
- Nick Hawkins Deso Engineering Kingspan Group
Vice Chairman
- Bob Clarke SW Peninsular Training
Chairman OFTEC Scheme Committee
- Paul Balmer Kiwa/GasTec @CRE
Chairman Membership Services Council
- Jeremy Hawksley
Director general
- Paul Rose
Technical director

Elections are being held for two vacant positions for co-optees.

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Interesting projects for new consultancy service

As OFTEC Consultancy Services celebrates its first anniversary, technical director, Paul Rose, reports on the first year of operation.

In early 2012, in partnership with Local Authority Building Control, OFTEC launched its new consultancy service. The aim was to provide independent onsite inspection and advice for oil-fired installation owners in both residential and commercial sectors. Designed to cater for customers whose requirements fall outside the range of services normally provided by heating installation and servicing companies, OFTEC Consultancy Services uses an experienced in-house technical team with unrivalled knowledge of the industry.

“With the service now entering its second year it’s clear that it has filled a useful role, finding favour with householders, landlords and facilities managers in both the public and private sector,” said Paul. Our client portfolio has extended to the Police, Health and Safety Executive and Trading Standards, where our expertise has assisted their investigations and provided a real benefit to the oil-fired industry.

“Inspections check compliance with building regulations and industry codes of practice. This can be valuable in a range of situations, such as reviewing an existing installation or when helping to resolve disputes between owner and contractor.

We can also assist in evaluating tenders to ensure compliant, cost effective upgrades. In all cases, following onsite inspection a comprehensive illustrated report is provided for the client.

it was strongly recommended that they only use OFTEC registered technicians in future

“Last year we undertook a number of interesting projects. For example, in August, at Trading Standards’ request, we inspected an installation carried out by a non-registered technician that was the subject of a dispute. We concluded that the installation had not been carried out under the supervision of Building Control and that it had a number of non-compliance issues. We provided a detailed report for Trading Standards but also advised the owner that the equipment needed a *Regularisation Order*, once everything had been brought up to scratch. It was strongly recommended that they only use OFTEC registered technicians in future.

Tragic consequences

“Sadly, OFTEC has also been involved in some very tragic cases. Following a fatal domestic scalding incident we were called in to inspect an oil-fired heating and vented hot water system. In this case, although the hot water storage thermostat was set correctly at 60°C, the system design and controls were old fashioned and no zone valves were fitted. This meant that when there was a demand for space heating, there was the potential for primary heating water to continue serving the storage cylinder when hot water demand was satisfied, leading to a higher tank water temperature than the thermostat setting – with tragic consequences.

In December, following another fatality, we were invited to inspect the quality of work performed by another non-OFTEC registered technician. While the investigation is ongoing and we can’t comment on the case itself, it serves as a reminder of the ever-present risks posed by any heating system that relies on combustion. Even when only minor repairs and servicing are being carried out, it’s always worth remembering that just because it’s oil, it doesn’t mean it’s safe.”

Taking advantage of the workmanship warranty

Workmanship warranty is an insurance scheme designed to give customers peace of mind when they have installation work carried out. It covers the cost of rectifying any contravention of building regulations directly attributable to the installation and lasts for six years.

The requirement to offer the warranty has been imposed on competent person schemes, such as that run by OFTEC, by the Department for Communities and Local Government (DCLG). By June 2014, DCLG require all businesses who self-certify building regulation work in England and Wales to provide a workmanship warranty to customers. The Channel Isles and Isle of Man have also adopted workmanship warranty but on a voluntary basis.

The workmanship warranty covers all domestic installation work, including:

- Oil boilers, cookers, storage and supply Installations covered by Building Regulation Approved Document J
- Plumbing installations covered by Building Regulations Approved Document G and L
- Installation of ventilation covered by Building Regulation Approved Document F (does not including air conditioning)
- Electrical work covered by Building Regulations Part P

New OFTEC registrants must offer the warranty now if they are carrying out installation work.

For **existing registrants** there is a transition period of two years, sanctioned by DCLG. This period started June 2012 and ends in June 2014. Any business found without a warranty after June 2014 will be asked to address the matter.

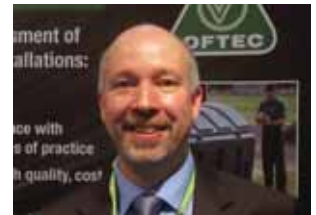
Because workmanship warranty provides important additional reassurance for homeowners it should form part of any professional installation service. For this reason OFTEC hopes installers will adopt the warranty now, rather than wait until nearer the deadline.

Installers can turn the warranty to their advantage by marketing it as a benefit to customers and something which differentiates them from cowboy installers. To help with this, OFTEC has developed a new consumer home guide to workmanship warranty, which is available FREE of charge, or can be downloaded from the OFTEC website.

The workmanship warranty is available from OFTEC Insurance Services – just ring 0845 520 1360 to get a quote. Cover can also be obtained from other insurers.

Market yourself to win business

It's a fact that in difficult economic times, householders are less likely to service their boiler, let alone upgrade their heating system. So how can you encourage them to take maintenance and energy efficiency seriously and generate a bit of work for yourself?



OFTEC's marketing manager, Malcolm Farrow, offers suggestions to help boost business:

- **Boiler servicing for a local fuel oil distributor**

Joining forces with a local fuel oil distributor which does not do boiler servicing, benefits both parties and customers get a more complete service. A partnership also offers opportunities for shared marketing, for example a joint flyer promoting a discounted boiler service when the customer buys a certain number of litres. You both reach more customers; the distributor gets kudos for offering an additional service while you get more work. Plus by having their boilers expertly serviced, customers can save money in the long term.

- **Make the most of your contacts list**

Don't wait for the phone to ring – If someone has not called for a service this year – call and remind them. Remind the householder that it's a false economy to skimp on servicing – a 3mm build up of soot can reduce efficiency by 8%. A boiler that's not serviced uses more oil and costs more to run. The service cost is likely to be recouped through the better energy efficiency of a tuned up boiler! If your customer needs more convincing, give them a copy of OFTEC's guide to why an oil-fired boiler should be serviced regularly. This home guide is just one of several marketing tools available

free from the OFTEC website. Plus, promote the Oilsave campaign with **FREE** flyers which can be ordered from our marketing team.

- **Improve energy efficiency**

Householders are looking for ways to save money by improving energy efficiency. They just need a bit of encouragement and the kind of guidance that, as an OFTEC registered technician, you're well placed to provide. The biggest win comes from upgrading an old boiler to a modern condensing unit, but why not offer additional services that will save your customers cash? Could you offer to install loft insulation, TRVs, zoning and room stats? All these will save your customers money in the longer term.

- **Register for Green Deal in the UK**

If based in the UK, why not consider becoming registered with the government's Green Deal scheme? It's a good way for customers, particularly private landlords, to fund a range of energy saving improvements; oil-fired boilers and heating controls are among the measures included.

- **Use the boiler replacement programme in Northern Ireland**

Don't forget about the Department for Social Development boiler replacement programme. If you're servicing a boiler that is over 15 years old, suggest to the homeowner that they may be eligible for an upgrade to a new condensing

oil boiler that will offer them better efficiency levels and cash savings on their running costs.

- **Good paperwork**

When it comes to getting repeat business, good paperwork is important. Remember to use the OFTEC branded CD10/11 as it reminds customers of your competence. Complete these fully, giving your customer full information about their appliance, its efficiency and any checks you've carried out. Remember to note anything that is incorrect about the installation; both for the customer's benefit and to protect yourself should anything go wrong. As we live in a litigious society, don't rely on verbal advice...write it down. If the customer sees it in black and white they are more likely to address any issues.

- **Recommendations**

If a customer says that you've done a good job, ask them if they would recommend you. A personal reference is very valuable so put it on your website or any flyers. Offer the customer a family discount for other members – remember if you don't promote yourself, no-one else will!

However you chose to market your business, one thing's for certain, sitting back and waiting for economic conditions to get better is certainly not the best option!

Doorstep selling regulations – how to avoid falling foul of the rules – page 31

Staff changes

Jane Corbett has moved to a new joint role as PA to the director general and membership manager. Jane previously worked with the registration services department and takes over from Maria Currie, who has rejoined her family business. New office apprentice Rhys Lucock has joined the registration services department.



Jane Corbett

More inspectors needed

OFTEC is looking to recruit four new inspectors this year with the possibility of further recruitment next year. The need to expand the team is due to additional work as a result of new government requirements regarding inspections. If you are interested in applying, please visit the jobs section at www.oftec.co.uk or contact Adrian Lightwood on 0845 658 5080.

Good news for your customers



They can save energy and money with efficient oil fired heating. *But only if you can convince them!*

Now it's easy to give your customers the information they need. Use Oilsave marketing materials to give them the facts and generate more work for your business.

Give your customers the facts, that oil heating and cooking is still the best option for the majority of rural homes.

The Oilsave campaign is designed to:

- Promote the advantages of oil heating to customers
- Unravel the hype surrounding alternative heating options
- Encourage homeowners to upgrade their heating systems and make other energy saving improvements.

Free marketing materials are available for OFTEC registered technicians and FPS members. They're a great way to promote business and remind your customers that they can save money by making energy efficiency improvements and sticking with oil!



Order your free marketing materials direct from OFTEC by emailing the marketing team on marketing@oftec.org or call **0845 6585080** for further information.



The *energy* behind liquid fuels

www.oilsave.org.uk

Gold service key to success

When you think of the West Country you think of thatched cottages, cream teas and rolling hills, but what's it like for oil installers working in the countryside? Oil Installer spoke to Sam Fice, director of Energy Systems (SW) Ltd, about the state of the industry today.

The company

"Energy Systems was established in 1984 by Clive King who's now an OFTEC inspector. I joined in 1999 and eventually took over from Clive eight years later. In 2011 we bought Oil and Gas firing services (southern) along with the engineers so the company's been steadily expanding. We're based out of Exeter in Devon and a lot of people in the region live without access to mains gas, so oil is a popular way to heat their homes. We mostly work with domestic customers but we've got a number of commercial contracts as well."

Awards

"Every installer wants to offer the best service in town and we're happy we've been receiving some great feedback from the work we do. We've been nominated four times for the OFTEC awards of excellence and have won the Gold prize twice."

How's business?

"The past twelve months have flown by, we've been extremely busy working six days a week to try and keep on top of things," said Sam. "It's a tough environment out there at the minute, but there's always going to be work for competent and trusted installers who consistently do a quality job."

What's tough?

"I think the biggest challenge at present is the economy. With customers looking to save money and some installers struggling for work, there are always people offering a cheaper price, but not carrying out a professional job or complying with current regulations. We're always being called in to sort out problems due to a poor installation."

What do you do?

"We're a one stop shop and offer the whole works; services, upgrades, replacements and installations of heating systems and oil tanks. Nowadays people want to get the most from their boiler because replacements aren't cheap and lots of customers wouldn't



Sam Fice, director of Energy Systems (SW) Ltd, has seen his company nominated for the OFTEC awards of excellence four times and win the Gold prize twice, since joining OFTEC in 1999

be able to afford a new one. This makes services, upgrades and replacements really important and the most common job we do is the servicing of oil fired equipment, from boilers to AGAs.

"It's our bread and butter but it's essential because it means we can keep our customers' heating systems running smoothly for as long as possible, and save their cash while we're at it.

"This is where Plumb Center and Parts Center come in handy for us. If a boiler needs a replacement part then we're straight to Parts Center, if someone opts for a fresh installation, then we head to Plumb Center. Every job is different so we need to know we can get the right kit for whatever we're facing."

Upcoming jobs

"As we're heading into spring and summer,

the next couple weeks for us are all about catching up on annual servicing of boilers, but with this continued cold spell we also have to deal with a steady number of breakdowns. Hopefully this year will be as busy as the last and we can continue to grow and keep our customers happy."

Does your business have an interesting story to tell about its work in the industry? If so, please contact jane@oilinstaller.co.uk.

Below David Blevings, OFTEC's manager in Ireland updates Oil Installer readers on the country's oil heating industry

A campaign for mandatory registration

The introduction of mandatory registration for oil installation and servicing operatives in Ireland is being sought. Following a very positive meeting in RoI with minister Rabbitte's chief technical advisor OFTEC pushed ahead with a full blown lobbying campaign that saw TDs invited to a briefing session in early May. OFTEC has received and welcomes the excellent support from the manufacturing membership and technicians for the introduction of mandatory registration. As Oil Installer went to press we understand that OFTEC's position has been "noted" and this is usually positive in parliamentary speak.

Pay As You Go still needed

Following an economic appraisal, the innovative PAYG scheme for oil users developed by Kingspan/Carillion has been turned down by Nelson McCausland MLA, Northern Ireland's social development minister. While this is disappointing it is understood that the Department of Social Development (DSD) has asked the companies to review their proposal in an attempt to get costs to an acceptable level.

Given the recent NIHE Heating Policy Review and the high cost

of energy in the province, there is a clear need for the oil sector to offer a system that allows consumers to pay for their oil as they use it, while protecting them from the price spikes that can occur during the winter months. To allow this innovative approach to reach the market, we're hopeful that the promoters will address concerns – production costs and administration of the PAYG scheme – raised by the DSD. For further information, please contact David Blevings on 0845 600 2105.

OFTEC raises media profile

Using multi-media channels, OFTEC actively promotes the oil heating industry and highlights the benefits of using OFTEC registered technicians – everything from supplying articles to plumbing trade magazines to issuing tweets and giving live interviews on national/regional television and radio.

In terms of coverage, 2012 was our most successful year ever. This was due in no small part to changes made in Ireland where OFTEC's media presence has significantly increased. In January and February alone there were more than 130 media mentions with 14 radio interviews and a television interview.

Recent coverage has included advice to consumers on CO safety and oil theft, while in the trade press we have been promoting our vision for the future of the off mains gas heating industry.

MAKING MODERN LIVING POSSIBLE

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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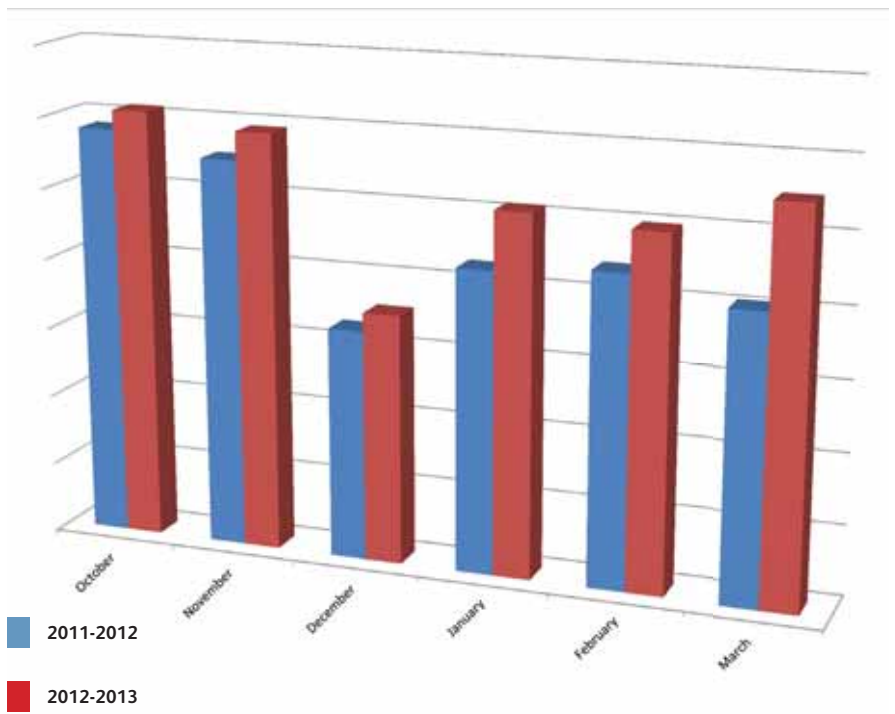
burner.danfoss.com

Boiler sales – a significant improvement

Last winter's prolonged icy blast may have been a source of misery for many UK residents, but it seems to have done no harm at all to oil boiler sales, which have seen a significant improvement since October 2012.

Sales for the latest heating season (October 2012-March 2013) were up almost 14%, compared to the previous winter, with sales in March up by an amazing 35%. The improvement began in October and was sustained during November. Although sales then declined in December, they remained above the 2011 figure and surged strongly again in January and February.

This is welcome news because throughout the rest of 2012 boiler sales had been disappointing, particularly during the summer and early autumn period. While still well below the volumes achieved in the early 2000s, the improvement is welcome news and goes some way towards refuting the views of those who believe that oil heating has no future. With around 55,000 new boilers sold last year in the UK and Ireland, there's plenty of evidence that oil heating will be around for some time to come!





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Taking control of home heating

In March, Grant UK launched an array of new control solutions at Ecobuild.

The range, which is designed to optimise the efficiency of home heating, incorporates weather compensation, sequence controllers, zone pumps and low loss headers. Along with allowing a number of heating appliances to be combined and accurately controlled, the controls provide many other benefits including individually controlled heating zones, the option to switch the system to hot water priority and boiler lead/lag rotation and equalising appliance running times for longevity of products.

Grant's control system includes a five year product guarantee and is suitable for individual dwellings, properties with several zones, installations with multiple heat sources or a combination of different heating technologies including renewables. www.grantuk.com



Launched at Ecobuild, Grant's new range of controls is designed to optimise the efficiency of home heating



EOGB's new App contains information on oil burner control box blink/fault codes

New burner App

EOGB has launched a new free information App for Apple IOS and Android.

Containing information on oil burner control box blink/fault codes, installation and spare part manuals and plus wiring diagrams for the company's entire domestic and commercial burner ranges, the App complements EOGB's Nozzle Calculator and is free to download.

Users can find details of OFTEC oil, water regulations and ACS gas training courses, company news and FAQs, together with an EOGB XSeries burner compatibility chart. There are also links to the company's Facebook and Twitter pages as well as discussion and notepad sections.

The App can be downloaded from the iTunes and Google Play App stores. See also page 20. www.eogb.co.uk

Oil boiler protection

According to Teddington, its KBB fire valve is still the best protection for oil boilers and stoves. The valve continues to be manufactured entirely in the UK and is backed by a three-year warranty.

The KBB fire valve test kit which comes with an extendable 12 month warranty and a return to manufacturer calibration service, allows users to perform annual checks. www.tedcon.com



Teddington's KBB test unit with a return to manufacturer calibration service



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.

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* Performance data from www.sedbuk.com

Green products. Great thinking. Grant engineering.

For further information visit: www.grantuk.com
or call our sales team: **01380 736920**



New – Firebird Heating Solutions

Firebird Heating Solutions is the new name for Firebird UK. As the heating market embraces new technologies, the recent name change reflects the company's growing product portfolio.

The company has been reorganised to streamline administration and increase customer focus. Debbie Coley has been appointed as general manager UK and will oversee the whole of Firebird Heating Solutions operation.

Training has been identified as a specific focus and Barry Brynildsen becomes national training manager as well as northern regional sales manager. Other planned developments include a new website, improved office systems, a further upgrade of the technical team and the introduction of a sales management system. www.firebirduk.co.uk



Debbie Coley – now general manager for the UK

Reliable CO₂ measurement

The KANE455 combustion analyser measures CO₂ using an infra-red sensor. This method is more accurate and reliable than using a traditional oxygen sensor. The analyser's inbuilt pressure sensor enables users to both measure and record flue draft and combustion readings simultaneously. Its CO and CO₂ sensors both have a five-year warranty. With Kane's trade-in offer the analyser is available from £319 plus VAT. www.kane.co.uk



The KANE455 oil kit

Nu-way burner scores for Villa

Aston Villa has become the country's first carbon-neutral football club, thanks to Nu-way.

The club now has a comprehensive waste management programme which includes reducing its electricity consumption and having remote control of its heating, lighting and electrical equipment.

Villa Park's underfloor heating is powered by a Nu-way burner meaning that games can go ahead as normal even when temperatures drop below zero.

Nu-way also provides the underfloor stadium and training facility heating for Arsenal, Chelsea, Fulham, Manchester City, Newcastle United, Reading, Stoke City, Sunderland, Tottenham Hotspur, West Bromwich Albion, and West Ham. www.nu-way.co.uk



The Nu and improved Villa Park

Oil Installer Autumn issue - out August

Does your company have new equipment coming out for the next heating season?

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liz@oilinstaller.co.uk

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all of which can mean more profit for you

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Oil Boilers



Improved hot water performance

Worcester, Bosch Group has unveiled a new series of Greenstore single coil (SC) mains pressure unvented hot water storage cylinders, offering improved hot water performance for UK heating systems.

Available from 90 – 300L capacity, the new series enables Worcester to offer the complete system solution for installers looking to couple a high-efficiency cylinder with one of its established range of Greenstar condensing boilers.

Each of the cylinders boasts a number of features, including outstanding re-heat performance and insulation levels that exceed Part L of the Building Regulations' requirements. At just 570mm in width, each cylinder will fit through a standard airing cupboard door.

Despatched with all the necessary equipment and safety devices to ensure compliance with G3 of the Building Regulations, each cylinder also maintains the look and finish synonymous with other appliances in the company's product portfolio. The quality stainless steel construction means that the cylinders are guaranteed for 25 years. See also pages 8 and 9. www.worcester-bosch.co.uk

For installers looking to couple a high-efficiency cylinder with a Greenstar condensing boiler, Worcester's new range of cylinders offers the complete system solution for improved hot water performance



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Tank survey reveals non-compliance

Carbery Plastics' first all Ireland oil tank survey has revealed that 78% of installations completed in the last 10 years were non-compliant with at least one OFTEC tank installation requirement.

The survey analysed compliance with OFTEC storage tank installation requirements at 150 domestic heating oil storage installations across Ireland.

In the Republic of Ireland, environmental protection was the biggest issue with 72% of surveyed tanks incorrectly specified as single skin tanks at installations where a bunded tank was required.

In Northern Ireland, fire protection was the biggest issue, with 60% of tanks non-compliant with fire safety requirements.

Carbery's John Switzer said: "When installed in accordance with OFTEC requirements, modern plastic oil tanks can provide many years of reliable, dependable service. However failure to install a storage tank correctly can cause irreparable damage and significantly reduce operational life. Non-compliance with installation instructions and statutory requirements means that some technicians are exposing themselves and their customers to unwelcome and wholly unnecessary risk and liability." www.carberypastics.com



"Failure to install a storage tank correctly can cause irreparable damage and significantly reduce operational life," says Carbery's John Switzer

Tank housed in garden shed

Perhaps hoping to deter oil thieves, this householder built a shed around his oil tank. "He was obviously unaware of the 1.8 metre regulation!" said Simon Wake of The Friendly Oil Boiler Service at Newbury, Berkshire who sent in the photograph.

Send your photographs to jane@oilinstaller.co.uk.



Tank fire destroys fire engine

A tank fire at a farm in Tavistock, Devon destroyed the fire engine that was in attendance. The tank which contained diesel ruptured and a stream of burning fuel ran out, down the lane outside and underneath the fire engine, which was deemed unsafe and abandoned.

Unless otherwise required by building insurers and a fire officer, in situations like this, OFTEC recommends that fire protection should be provided in accordance with the requirements for oil storage serving fixed combustion appliances, i.e. boilers, given that the risks are evidently the same.

British Standard 5410, which applies to oil storage serving fixed combustion appliances, does permit oil storage facilities to be installed within a building as long as the tank is bunded, and contained within a fire resistant chamber and located at the lowest possible level. The chamber should contain nothing but the tank, be accessed through a self-closing fire resistant door and ventilated to outside.

Broadband tank communication

Dunraven Systems has recently unveiled all-new, broadband communications technology.

The company's Apollo RMS system allows fuel suppliers to monitor customers' tanks without leaving the depot. A tank mounted transmitter ultrasonically measures the fuel level and relays this information wirelessly to a modem unit in customers' homes and offices. Consumption data is then relayed securely to the fuel supplier, using analogue, GPRS, GSM and broadband technology.

Gerry Jones, Dunraven Systems' managing director says, "Recognising more consumers are choosing broadband tariffs which incorporate unlimited data allowances, the broadband modem helps to effectively eliminate incremental communication charges for consumers and distributors. Designed for ease of installation, the broadband unit can be installed in seconds and simply plugs into almost any existing consumer broadband hub, with no specialist skills or tools required.

www.dunravensystems.com



The introduction of the broadband modem is consistent with Dunraven's holistic approach to tank telemetry and monitoring.

Celebrations at Carbery

Carbery Plastics has been recognised at an awards ceremony hosted by its local town council.

The company was nominated for a Spirit of Clonakilty Award by councillor Cionnaith Ó Súilleabháin. The award which recognises Carbery's contribution to the local economy, continued commitment to innovation and sales success in Ireland, the UK and Europe, was presented to the company's Jill Turner at a recent ceremony in the West Cork town.

"I'm delighted to receive this prestigious award on behalf of everyone at Carbery," said Jill. It recognises the contribution and commitment of the entire team to the continued growth and success of our business. Despite a challenging macro economic environment, Carbery continues to invest in its production processes and products, ensuring the company is positioned to capitalise upon the market opportunities of the present and the future."

www.carberyplastics.com



Jill Turner receives the award from councillor John Loughnan

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Oil is not lost to renewables

At a time when many oil installers are considering a move into renewables, Glow-worm's commercial director Pippa Wibberley asks whether the choice needs to be as clear cut, with the added option of going down the hybrid route.

"As oil prices continue to drive skywards, interest in renewables increases from homeowners with oil-fired boilers looking to reduce their dependency on the fuel.

"Yet for both the homeowner and the installer, the oil-fired boiler remains one of the most practical heating options for off-gas areas and many homeowners still favour the familiarity and comfort which comes from having a boiler in their home.

Best of both

"Combining renewables with an existing boiler system can therefore be an appealing option to the homeowner who is keen to reduce the environmental and financial impact of their heating, but wants to keep their traditional oil-fuelled heating system in place."

Advanced hybrid systems, such as Glow-worm's Clearly Hybrid Universal model, are designed to offer a stepping stone for both installers who are looking to trial renewable technologies, and homeowners who are keen to make significant savings on their fuel bills. By combining almost any new or incumbent boiler, including oil and LPG, with an electric air to water heat pump, dependency on the fuel is reduced and, as such, the annual operational costs of the boiler.

The installer programmes the system to select the most cost-effective method of heating the home, be that through the heat pump or oil-fuelled boiler. The hybrid system then uses intelligent controls to make an automatic selection of heat source based on energy tariffs and outdoor temperatures.

Benefiting from oil

"In very cold conditions, when there is a smaller amount of energy in the air for the heat pump to use, the hybrid will select the boiler, allowing the homeowner to benefit from using oil when it is most effective to do so," adds Pippa.

"In more general UK weather conditions, the superior efficiency of the heat pump will come into effect as the home's central heating system, significantly reducing its dependency on oil as the singular fuel source.

Perfect introduction to renewables

"It's important that installers take the time to promote the option of combining traditional heating systems with renewables to help ensure the oil-fuelled market continues to evolve and adapt in line with other heating technologies; Hybrid systems provide the perfect introduction to renewable technologies and offer a smart choice to owners of oil-fuelled homes who want a practical, yet efficient heating option for the future."

www.glow-worm.co.uk/



"Hybrid systems offer a smart choice to owners of oil-fuelled homes" is the message from Glow-worm's Pippa Wibberley

Held in late April, hybrid heating systems were a major topic at OFTEC's AGM where Paul Rose, OFTEC's technical director, gave a presentation on the possibilities offered by such heating systems. In particular, OFTEC sees oil boilers and air source heat pumps becoming popular in the off-gas market.

See also page 4.

Paul Rose made the case for hybrid heating systems at OFTEC's AGM – see page 4



The release of the revised BS 5410-2: 2013

The British Standard Institute has released the long-awaited revised edition of BS 5410-2 which came into effect from 31st March 2013. The standard covers the installation of oil fired appliances above 45 kW output and oil storage above 3500 litre capacity.

Technicians will be pleased to learn that overall requirements have been better clarified and in some cases even relaxed – making it easier to comply. Notable changes include:

- less onerous fire protection requirements for boiler rooms and non-domestic tank chambers
- clarification of boiler room air supply and ventilation requirements
- a revised procedure for pressure testing extended fill pipework

overall requirements have been better clarified and in some cases even relaxed

Updating OFTEC technical books 2, 3, 4, 5 and 7

To align the current suite of OFTEC technical books with BS 5410-2: 2013, a series of updates have been released which are available to download from the technician's area of the OFTEC website.



Updates are now available for the suite of OFTEC Technical Books

Once logged in, select Technical information and updates and then select Technical book updates.

The following updates should be printed and added to the relevant book, replacing the original pages where appropriate.

- Technical Book 2: AMD 02-0413-03 to AMD 02-0413-10
- Technical Book 3: AMD 03-0413-07 to AMD 03-0413-14
- Technical Book 4: AMD 04-0413-13 to AMD 04-0413-21
- Technical Book 5: AMD 05-0413-02 to AMD 05-0413-06
- Technical Book 7: AMD 07-0413-03 to AMD 07-0413-10

For further information please contact OFTEC's Technical Team on 0845 65 85 080 and selecting option 3.

Plastic pipe expansion

The onset of spring is often used by homeowners as an opportunity to landscape their gardens, sometimes installing new, replacing old or rerouting existing oil supply lines as part of the work to create an aesthetically pleasing environment.

Plastic oil supply pipe can be used underground but must be jointed to copper or steel pipe work, before emerging from the ground, with access provided to the joints for inspection purposes.

Technicians should be aware that some plastic pipes can expand in length after it is put into service, whether directly buried or ducted underground. To prevent or reduce the amount of expansion, OFTEC advises that plastic pipe work is fitted strictly in accordance with any manufacturer installation instructions and, where necessary – and particularly in longer runs of pipe work – the manufacturer is consulted for further information on sound installation practices.

The stability and protection of oil supply pipe work is vital to ensuring fuel flow remains uninterrupted and leaks do not occur. In the case of plastic pipes, problems could be caused by the pressure of expansion on a joint or exposed length of pipe work. Further guidance can be obtained from sub-section 2.1 of OFTEC Technical Book 3, which is available to purchase from OFTEC Direct by calling 0845 65 85 080 or visiting www.oftecdirect.com.

On the road with energy efficiency

In September, OFTEC will take part in Energy Efficiency Exhibitions (incorporating the Renewable Roadshows) at Exeter on Tuesday 10th September and Sandown Park on Tuesday 24th September.

These regional events, which take place from 10th-26th September, feature an extensive range of FREE presentations and demonstrations delivered by industry experts. Visit www.energyefficiencyexhibitions.co.uk for more details.

In October, OFTEC will not only be present at the Energy Efficiency Bitesize Briefings events in Belfast, Aberdeen, Cardiff and Norwich but will also be taking part in trade events in the Channel Islands, dates for which are still to be confirmed. Please check the events section at www.oftec.co.uk.

At each event OFTEC staff will answer technical and registration queries. Home guides and other useful publications will be available for purchase whilst Oilsave marketing material will be FREE to all registered technicians.

A winning combination

Hybrid oil and air source heat pump systems might offer oil installers a new market, but how do you go about diversifying?

For installers wishing to offer their customers services in renewables, MCS registration can be both expensive and time consuming (see page 28-29). Mark Menhennet, Hybrid Heating Systems, talks to Oil Installer about taking the pain away for those who train.

“Recent property surveys show a need for hybrid or bivalent products in larger houses where an air source heat pump (ASHP) may not be able to manage all the heating and hot water needs of the household alone. The most common example is a larger than average house currently heated by oil with a minimum heat requirement set by MCS rules in excess of that available from a single phase 16Kw heat pump.

“The answer is a hybrid oil and ASHP system as currently available from Glow-Worm, utilising the existing boiler to which is added an ASHP and hydraulic module that connects the existing heating system to both the oil and ASHP boilers.

Advanced heating

“The advanced heating controls that come with this unit run the ASHP as the primary heat source for maximum economy and fire the oil boiler to assist with any

sudden high demand the ASHP fails to manage on its own.

“As usual the bureaucrats have done their best through the MCS scheme to make things as difficult as possible for both the installer and the end user to navigate. The MCS registration is a necessary requirement for installers so their customers can claim government grants for the installation of qualifying green heating products like air source heat pumps, however the registration process is expensive, time consuming and onerous.

Taking care of paperwork

“Hybrid Heating Systems has set up a nationwide installer network for those who wish to be a part of this important new market but find the paperwork too difficult to manage on top of a long working day. The company manage all the MCS accreditation and Renewable Heating Incentive (RHI) funding, they offer finance packages and provide sales expertise along with guaranteed payment for the installer.

“The scheme is simple

in execution and allows the self-employed or small business heating engineers to concentrate their time on installation without the time consuming distraction of form filling and MCS accreditation. They also benefit hugely from the support of a 24 hour fully managed professional sales and operational back office support function they couldn't afford on their own, this helps smaller business's compete on level terms with larger concerns.”

www.hybridheatingsystems.co.uk



Encouraging oil installers to join Hybrid Heating System's installer network, managing director, Mark Menhennet

The Energy Efficiency & Renewables Awards

On Thursday 12th September, the Energy Efficiency & Renewables Awards return to the Ricoh Arena. Introducing the awards, which spotlight the brightest businesses in the energy efficiency and renewables sector, will be Greg Barker, minister of state for energy and climate change.

A new energy efficiency installer category will see awards presented to installers of boilers, glazing, insulation and lighting. Check out the full list of awards at www.energyefficiencyexhibitions.co.uk/awards.

Hosted by Michael McIntyre and Gabby Logan in previous years, event organiser Dan Caesar promises a first class line-up this autumn: “We pride ourselves on our investment in high-profile hosts for our awards, which is just one of the reasons why in two short years, our awards are already recognised as the ones worth winning.”

Playing the numbers game

With finances already stretched for many in the plumbing and heating industry, Oil Installer spoke to some installers to see if the cost of training and assessments is becoming too much to bear.

In the last issue of Oil Installer, Watson Carlill of Gloucestershire-based **Future Renewable Energy** expressed concern at the estimated £8,780 cost to businesses wishing to offer customers services in oil, natural gas, LPG, solid fuel including biomass, solar thermal, solar PV, heat pumps, Part P, rainwater harvesting and plumbing & sanitation.

In addition, the figures compiled by Watson below show a further cost of over £3,000 per annum for registration to associated trade bodies. He is now calling on government to lessen the burden on existing companies and individuals entering the market.

Cost of registration to trade bodies and associations per company				
Trade body/Assoc	1 Engineer	2 Engineers	3 Engineers	Subscription length
Gas Safe Register	£175	£228	£281	Annual
OFTEC	£165	£220	£275	Annual
Hetas	£160	£205	£250	Annual
APHC	£585	£585	£585	Annual
MCS (NAPIT)	£480	£660	£900	Annual
Gemserv (NAPIT)	£115	£115	£115	Annual
REAL Assurance	£220	£220	£220	Annual
CIPHE	£82	£82	£82	Annual
Solar Trade Association	£1,000	£1,000	£1,000	Annual
GSHP Association	£55	£55	£55	Annual
Fgas Registration	£40	£51	£51	3 years
Total	£3,056	£3,383	£3,763	

“Gone are the days when you could complete your apprenticeship and return as a qualified professional advising customers about plumbing, heating and sanitary solutions. Someone working in the domestic market with all nine technologies would need to sit a minimum of 29 exams over 45 days.

“A certificate may state your competence but experience and good working practices are what satisfy customer requirements. The government needs to construct a cohesive strategy to promote excellent training. We do not need to over complicate an apprenticeship by enforcing a burdensome emphasis on qualifications and their associated cost.”

Someone working in the domestic market with all nine technologies would need to sit a minimum of 29 exams over 45 days

Cost of qualifications per employee			
Qualifications	Exams	Days	Cost
CCN1 Assessment Domestic Core and Appliances	1	3	£575
CENWAT Central heating water heaters	1	0.5	£120
CKR1 Domestic Cookers	1	0.5	£120
CPA1 Combustion performance analyser	1	1	£165
HTR1 Domestic Space Heating	1	0.5	£120
LAU1 Domestic Laundry	1	0.5	£120
MET1 Domestic Meters	1	0.5	£120
CoNGLP fuel changeover Domestic Core	1	0.5	£120
CoNGLP(PD) Permanent Dwellings	1	0.5	£120
CoNGLP(LAV) Leisure accomodation Vehicles	1	0.5	£120
OFTEC			
600a,105e & 101. Oil appliance & Oil Tank installations. Pressure jet sevicng and commissioning.	3	4	£500
HETAS			
Solid Fuel Heating Course Dry	1	3	£735
Solid Fuel Heating Course Wet	1	1	£245
Biomass	1	3	£980
Plumbing and sanitation			
BPEC Water Reg Course. (APHC member)	1	1	£100
BPEC Above ground drainage & sanitation. (APHC member)	1	1	£100
Solar (BPEC)			
Solar Thermal	1	2	£375
Solar PV	1	3	£495
Working at height	1	0.5	£120
Heat pumps			
GSHP,ASHP Heat Pump Course	1	3	£495
MVHR (Domestic Ventillation) polypipe ventillation Bpec	1	2	£395
Fgas	1	5	£895
Unvented	1	1	£200
Energy efficiency	1	1	£150
Heating & Hot Water System Design & Specification	1	2	£375
Part P	1	4	£745
Rainwater harvesting	1	1	£175
Total	29	45.5	£8,780

Costs are indicative only and may vary.
Majority of exams are valid for five years

Andy Townsend, **Cheshire Range Cooker Services**, added that, combined with insurance, employee holiday pay, sickness pay and pension contributions, the expense is becoming prohibitive to those in the industry wishing to diversify.

"This has been a concern for many years. You are really looking at £15,000 before the engineer walks out of his house so he can no longer afford to do a complete service for £20.

"I have seen the day when one exam covered it all. In gas, for example, why do you need so many exams for cookers, range cookers and boiler cookers? Spending 45 days training means working long hours to pay back the cost and earn a good living."

the expense (of training) is becoming prohibitive to those in the industry wishing to diversify

Andy Holding, **A J Holding Heating**, Oxfordshire, said: "A diverse multiple technology business would be good for customers, but it would prove to be very expensive for the business. There is also the factor that employees are legally entitled to a minimum holiday entitlement of 28 days (inc bank holidays), this would mean 74 days lost in a calendar year.

a diverse multiple technology business would be good for customers, but it would prove to be very expensive for the business

"I cannot see this being good for businesses with less than five employees."

For Matthew Cundill, **MDC Heating Services**, one solution to onerous examination/registration costs could be more flexible payment options: "I had to undergo the 5-year cycle of OFTEC assessments and ACS gas assessments. At that kind of money, and with two weeks off over a couple of months, it was a serious blow to cash flow. OFTEC doesn't help either, unfortunately, because you have to pay for five years company/technician registration over a 10 month period.

"I think that trade bodies should offer a savings scheme where you pay for assessments over three preceding years. OFTEC need to convert to a similar system to Gas Safe. "I have an employee who has just passed his OFTEC exams and, with his expenses for training, I had to extend an existing business loan as I didn't have the money in the business to cover it." (NB: OFTEC does offer one year registration and direct debit options).



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Catch up with training providers across the country below

Firebird

Firebird's 2013 training programme features a newly designed series of courses for oil boilers, solar heating systems and wood pellet boilers.

To be held throughout its national network of independent training centres, the courses are available as product courses for installers and as technical training for Firebird appointed service engineers. Oil boiler installer courses provide hands-on diagnostics and commissioning elements and have been kept to a single day to minimise time off the job.

Renewable courses detail Firebird's Envirosol solar collector panel systems – including the recently launched TZ heatpipe system and the Enviropel wood pellet burner.

Courses are supported by in field training using Firebird's demonstration and training vehicle which tours the country. See also pages 18 and 19. www.firebirduk.co.uk

BPEC

BPEC will soon have two new centre-based plumbing level 2 and 3 qualifications, structured to ensure that those achieving them can progress to complete relevant full qualifications, also offered by BPEC. BPEC now has 20 assessment centres delivering NVQ plumbing qualifications and feedback has been encouraging. www.bpec.org.uk

Central Midlands Assessment and Training

In addition to training in OFTEC oil (domestic and commercial) Central Midlands Assessment and Training (CMAT) offers unvented hot water systems, energy efficiency, water regulations and LPG.

PAT testing, combi fault finding and basic electrics and above ground sanitary pipework and rainwater systems courses are also available at the centre located close to the M42.

www.cmat-ltd.co.uk

Piper Assessment

Now with larger offices in Sittingbourne, Kent, Piper Assessment has widened course range. In addition to OTEC oil, domestic and commercial gas, electric, water, LPG plus asbestos awareness and legionella are available.

MCS accredited courses are also available in renewables, with a Green Deal installer course expected soon.

www.piperassessment.co.uk

TO ENSURE YOUR TRAINING NEWS IS IN THE AUTUMN 2013 ISSUE OF OIL INSTALLER, EMAIL liz@oilinstaller.co.uk WITH FULL DETAILS



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- OFTEC Oil Assessment & Training (OFT 50, 101, 102, 201, 105e, 600a)
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Training is not a prerequisite for assessment

Don't fall foul of Doorstep Selling Regulations

OFTEC is often the first port of call for technicians enquiring about Doorstep Selling Regulations. Unfortunately, it is only after falling foul of the regulations that technicians become aware that they apply to their work

The Doorstep Selling Regulations came into force on 1st October 2008 and its full title is the *Cancellation of Contracts made in a Consumers Home or Place of Work, etc Regulations 2008*.

It involves contracts made between 'trader' and 'consumer' and would include OFTEC technicians who give quotations, estimates and contracts of work on the householder's property. It does not cover 'trader to trader' contracts and only applies to contracts over the value of £35.

Although a subject outside its normal remit, OFTEC would like to raise awareness so that technicians can take advice and put in place measures to protect their business.

Notice of the right to cancel

Under the regulations you must let the customer know in writing that they have the right to cancel within seven days (called the

cooling off period). You must include certain information in this Notice of the right to cancel. This applies whether you visit a customer with or without an appointment or agree the contract verbally or in writing.

If the consumer does decide to cancel the contract they must inform you in writing (e-mail is included) within seven days. Providing they do this, customers are entitled to a full refund of all monies paid, whether it is a deposit or full balance. If the consumer cancels the contract within seven days the trader cannot legally enforce the contract on the consumer.

Waiving the right to cancellation

For contracts where work or services start within seven days, you must get written authorisation to start. The notice should also state that the customer must pay a reasonable amount for goods or services

covered by the contract before any cancellation. By doing this, the consumers waive their right to the cancellation in order for the work to commence and they must record their agreement to this waiver in writing. This could be done by the trader showing on their quotation paperwork that the consumer waives their right to a cancellation period.

OFTEC recommends that technicians take further advice to ensure they comply with the regulations.

Further information can be obtained at www.gov.uk/doorstep-selling-regulations and at www.tradingstandards.gov.uk/.../Dstepweb%20interim%20gdn%20oct08.pdf.

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Making an historic energy switch

Aiming to halve its fossil fuel consumption by 2020, the National Trust is planning to cut fuel bills by replacing oil boilers in its properties with renewable energy

Biomass boilers, heat pumps and hydropower technology will be installed at five properties over the next year. If the initial £3.5m pilot is successful, the National Trust plans to spend around £35m putting renewable technology in 43 of its properties.

The Trust's current energy spend is £6m a year; it is hoped that the programme will reduce energy costs by more than £4m.

At Plas Newydd on Anglesey, oil boilers will be replaced with a marine source heat pump to meet 100% of heat requirements. At Craflwyn in Snowdon a hydropower scheme will generate electricity which will be sold back to the grid. Biomass boilers installed at Croft Castle, Herefordshire, and Ickworth in Suffolk, will be powered by wood sourced from the estates. A hydroelectric scheme at Stickle Ghyll in the Lake District will meet 30% of the property's energy.

Peter Nixon, director of conservation

said: 'In looking after special places for ever, we believe strongly in the need to reduce our energy consumption, wean ourselves off fossil fuels and, where possible, generate our own renewable energy. When installing renewables we show how this can be done without putting at risk the beautiful natural and built heritage in our care.'

"Like householders everywhere we're facing rising energy bills," said Patrick Begg, rural enterprises director. "The plans make good financial sense and the technologies are updated versions of long-standing ways in which many historic estates operated, generating their own power through wood or water mills."

To find out more about the projects visit www.nationaltrust.org.uk/what-we-do/big-issues/farm-shops/energy-map/ to explore the interactive renewable energy map.

Do you service oil boilers at a National Trust property?

Oil Installer would be pleased to hear your views – jane@oilinstaller.co.uk.



Plas Newydd is swapping oil boilers for a marine source heat pump

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Decarbonising heating – delay for domestic RHI

Although the government says it 'remains committed to introducing a Renewable Heat Incentive (RHI) scheme for householders,' the scheme's introduction has been further postponed. It is now expected to be up and running in spring 2014

Details about how the RHI scheme will work, together with tariff levels, will be published this summer with research into householder views on renewable heat helping to inform the scheme's design. In the meantime, the Renewable Heat Premium Payment (RHPP) scheme, which offers money off biomass boilers, solar thermal panels and heat pumps, has been extended until end March 2014. RHPP is targeted largely at those living off grid. An RHI scheme for industrial and commercial customers was launched in November 2011. DECC plans to carry out a review of the tariffs under this scheme to drive forward further uptake.

Read *The Future of Heating: Meeting the Challenge* at www.gov.uk/government/publications/the-future-of-heating-meeting-the-challenge

For perceptions of renewable heat check out www.gov.uk/government/publications/the-future-of-heating-meeting-the-challenge

What are the government's next steps?

Fossil fuels still produce over 80% of heating used in UK homes, businesses and industry, with over a third of the UK's carbon emissions coming from energy used to produce heat.

"If we can increase the use of low carbon heating, we can help reduce our dependence on costly carbon intense fossil fuels," said energy secretary, Edward Davey.

The steps include 'a new set of actions specifically targeted at industrial heat, urban heat networks and heat in buildings'

- A £9million package to help local authorities get heat network schemes up and running in towns and cities across the country, with a new Heat Networks Delivery Unit to sit within the Department of Energy and Climate Change (DECC) providing expert advice
- £1million for the cities of Manchester, Leeds, Newcastle, Sheffield and Nottingham to help them develop heat networks
- 100 green apprenticeships to be funded primarily for young people in small scale renewable technologies
- Up to £250,000 for a new first come first served voucher scheme for heating installers to get money off the cost of renewable heating kit installation training, with up to £500 or 75% of the cost of the training course per person
- Working with individual industrial sectors to design long term pathways to cut carbon across UK industry

See page 34 for a cost comparison of heating fuels, proposed tariff ranges for domestic RHI and Green Deal assessments.



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Cost comparison of heating fuels

Fuel source	kWh provided per unit of fuel	Efficiency of system (%)	Units consumed by house (kWh)	Price per unit of fuel (£)	Units consumed per annum	Cost per annum
Heating oil (kerosene)	10 per litre	90	25300	0.67 per litre	2530 litres	£1,695
Wood pellets	4800 per tonne	94	24300	245 per tonne	5 tonnes	£1,225
Natural gas	1 per kWh	90	25300	0.048 per kWh	25300 kWh	£1,214
LPG	6.6 per litre	90	25300	0.47 per litre	3833 litres	£1,802
Electricity	1 per kWh	100	23000	0.146 per kWh	23000 kWh	£3,258
*Air source heat pump	1 per kWh	290	7931	0.146 per kWh	7931kWh	£1,158
*Ground source heat pump	1 per kWh	360	6389	0.146 per kWh	6389kWh	£933
Dual mode system 1						
Oil boiler (30% of heat load)	10 per litre	90	7590	0.67 per litre	759 litres	£509
*Air source heat pump (70% of heat load)	1 per kWh	290	5552	0.146 per kWh	5552 kWh	£811
Dual mode system 2						
Gas boiler (30% of heat load)	1 per kWh	90	7590	0.048 per kWh	7590 kWh	£364
*Air source heat pump (70% of heat load)	1 per kWh	290	5552	0.146 per kWh	5552 kWh	£811

Based on 23,000kWh needed to meet typical household's heating and hot water needs per annum. Prices and costs are indicative only and may vary.
 *Calculations based on continuous operation at maximum efficiency. Fuel costs taken from Nottingham Energy Partnership.

Proposed tariff ranges for the domestic RHI

Technology	Proposed tariff rate (p/kWh)
ASHP	6.9-11.5
Biomass boilers	5.2-8.7
GSHP	12.5-17.3
Solar thermal	17.3

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

Number of Green Deal assessments

Month	Assessments
January	74
February	1729
March	7465
Total	9268

(Source: DECC)

OFTEC wishes to point out that the performance of heat pumps is dependent on a wide range of factors, including the external air or ground temperature, how well the building is insulated, the size and type of heat emitters used, and other factors associated with the specification of the installation, such as the output temperature. Because of this, heat pumps are unlikely to work at their theoretical maximum efficiency in a typical rural home and 'real world' efficiencies will be significantly lower. By comparison, a correctly specified and maintained oil boiler can be expected to run at its stated maximum efficiency in normal use.

Green Deal Cashback Scheme example rate

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

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



The above data was extracted from the May 2013 issue of Renewable Energy Installer magazine.

Please tell us what additional data you would like to see on this page. Email Jane@oilinstaller.co.uk.

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