



Home comforts

Handy hints and tips to get the most from your heating and hot water system

 **WORCESTER**



BOSCH



A helping hand with warming your life

As Britain's best loved boiler brand we want to help ensure that you enjoy the comfort and security that a warm home brings, along with the joy of having hot water on demand.

By following our handy hints and undertaking these regular checks, you can keep your heating and hot water system delivering at its best.

This guide will help you boost efficiency, reduce running costs and show you how to maintain your system for year round home comfort.

Contents

Energy saving tips	4-5
Keeping your system topped up	6
Controlling your heating	7
Annual servicing	8
Keeping in touch	9
Water supply	10-11
Filters and protecting your system	12-13
Radiators	14-15
Handy winter checks	16-17
Top FAQs	18-19

Energy saving tips

Take control of your heating

More than half the money spent on bills goes towards providing heating and hot water. Installing a room thermostat, a programmer and thermostatic radiator valves could save you up to 10% per year.

- ▶ Set your heating to come on and off when you need it.
- ▶ Set temperatures for each area of your home (read more on eTRVs on page 14).

Smart meters

Smart meters allow you to measure how much gas and electricity you are using and what it is costing you, helping you to reduce your energy usage.

Did you know?

Lowering the setting of your room thermostat by 1°C can reduce fuel consumption by up to 10%.





Hire a professional

An annual service will help ensure that your boiler is running efficiently.



Get savvy with smart controls

Smart heating controls are the latest innovation to help you control your heating and understand your energy usage.



Careful in your kitchen

You can save around £30 a year on your energy bill just by using your kitchen appliances more efficiently:

- ▶ Use a bowl to wash up rather than running a tap and you could save £25 a year in energy bills.
- ▶ Only fill the kettle with the amount of water that you need and save around £7 a year.

Keeping your system topped up

There are four ways to top up your system, which will depend on the type of boiler you have. Ask your installer if you are not sure which method applies to your boiler.

Alternatively, see the 'Homeowner' section of our website at www.worcester-bosch.co.uk/faqs. With all four methods you should turn off the power to the boiler before you start, and stop the process when the pressure gauge reaches 1 bar.

1 External Filling Hose

This needs to be connected manually between the filling link and mains water connection.



2 Internal Filling Key

This is normally located under the boiler and needs to be inserted into the filling link, enabling you to increase the pressure of your system.



3 Keyless Filling Link

This is the quickest and easiest method. It is permanently fitted to certain wall-mounted Worcester combi boilers and has a lever underneath. To top up the system, simply pull the lever down until the correct pressure is achieved then release.



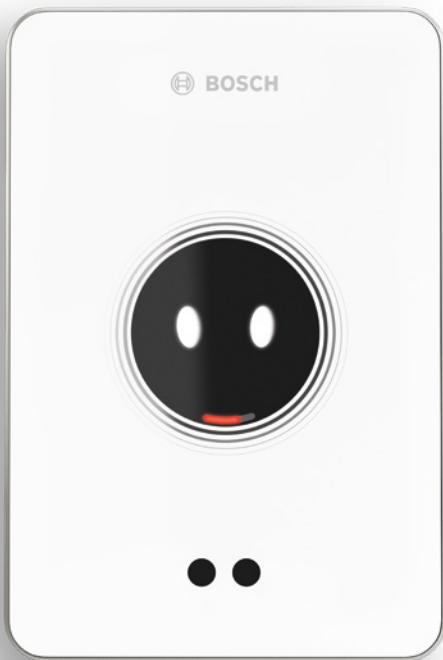
4 Intelligent Filling System

Our new Greenstar 8000 Life and Style combi boilers feature inbuilt technology that works with the Greenstar Intelligent Filling System. This optional extra identifies if the system pressure becomes low and automatically fills the system. It is also able to prevent the boiler from over-filling and alerts you if the system is losing too much pressure.



To find out more about our Intelligent Filling System, [click here to watch our YouTube video.](#)

Controlling your heating




Benefits of Worcester Bosch controls

- ▶ Providing you with greater control
- ▶ Better home efficiency and energy saving
- ▶ Our controls range also match the guarantee length of your Worcester Bosch boiler

Did you know?

The Bosch EasyControl has settings that can automatically turn the heating down if you're no longer in the house and detect when you're returning home, turning the heating up to your desired temperature.

Compatible with  alexa

Works with Google Assistant via  the Bosch virtual assistant



Click here to find out more about the different controls and their features.



Or, click here to watch our YouTube video.

Annual servicing

Even if your boiler is in perfect working order, having it serviced every year is essential. The best time to have this done is in spring/summer so that your boiler is in top condition to reliably warm your home throughout the colder, winter months.

In order to book a service contact a:

- ▶ Worcester Bosch Accredited Installer
- ▶ Registered Installer
- ▶ Worcester Bosch Engineer



4 key benefits

1 Validate your guarantee

It's a condition of our guarantee that you service your boiler annually.

2 Energy efficiency

An annual service ensures that your boiler is as energy efficient as possible, helping to keep fuel bills low.

3 Extend boiler life

Regular servicing is a great way of making sure that your boiler can deliver reliable heating year after year.

4 Safety

Annual servicing will ensure your boiler components are checked and operating safely.



Keeping in touch

Customer Care Team

Service Enquiries

Email: service-enquiries@uk.bosch.com
or telephone 0330 123 9559

Guarantee Registration

Visit: www.worcester-bosch.co.uk/support/guarantees

Guarantee Length Checker

Visit: www.worcester-bosch.co.uk/guarantee-check

Technical Enquiries

Email technical-advice@uk.bosch.com
or telephone 0330 123 3366

Brochure Requests

Email: brochure-request@uk.bosch.com

Or visit our website to instantly download at
[www.worcester-bosch.co.uk/
professional/support/literature](http://www.worcester-bosch.co.uk/professional/support/literature)

Live Chat

You can also contact our team through our Live Chat service www.worcester-bosch.co.uk/support/customer-support

Share

We would love to see your new boilers and heating systems.

Follow us on:



@WorcsBoschCare



@worcesterboschuk



@worcesterbosch

Tag your picture with #worcesterbosch



Water supply

Whether somewhere is a “hard” or “soft” water area is determined by the amount of hard minerals such as chalk, calcium and lime it contains. Areas in the north of the UK are generally said to have softer water than areas of the south that experience higher levels of hard water.

Issues with hard water areas

- ▶ Limescale deposits can be left on pipes, kettles, hot water systems and other domestic appliances.
- ▶ Over time in areas with very hard water, limescale may build up in the boiler’s heat exchanger, which can reduce efficiency and possibly the flow rate.

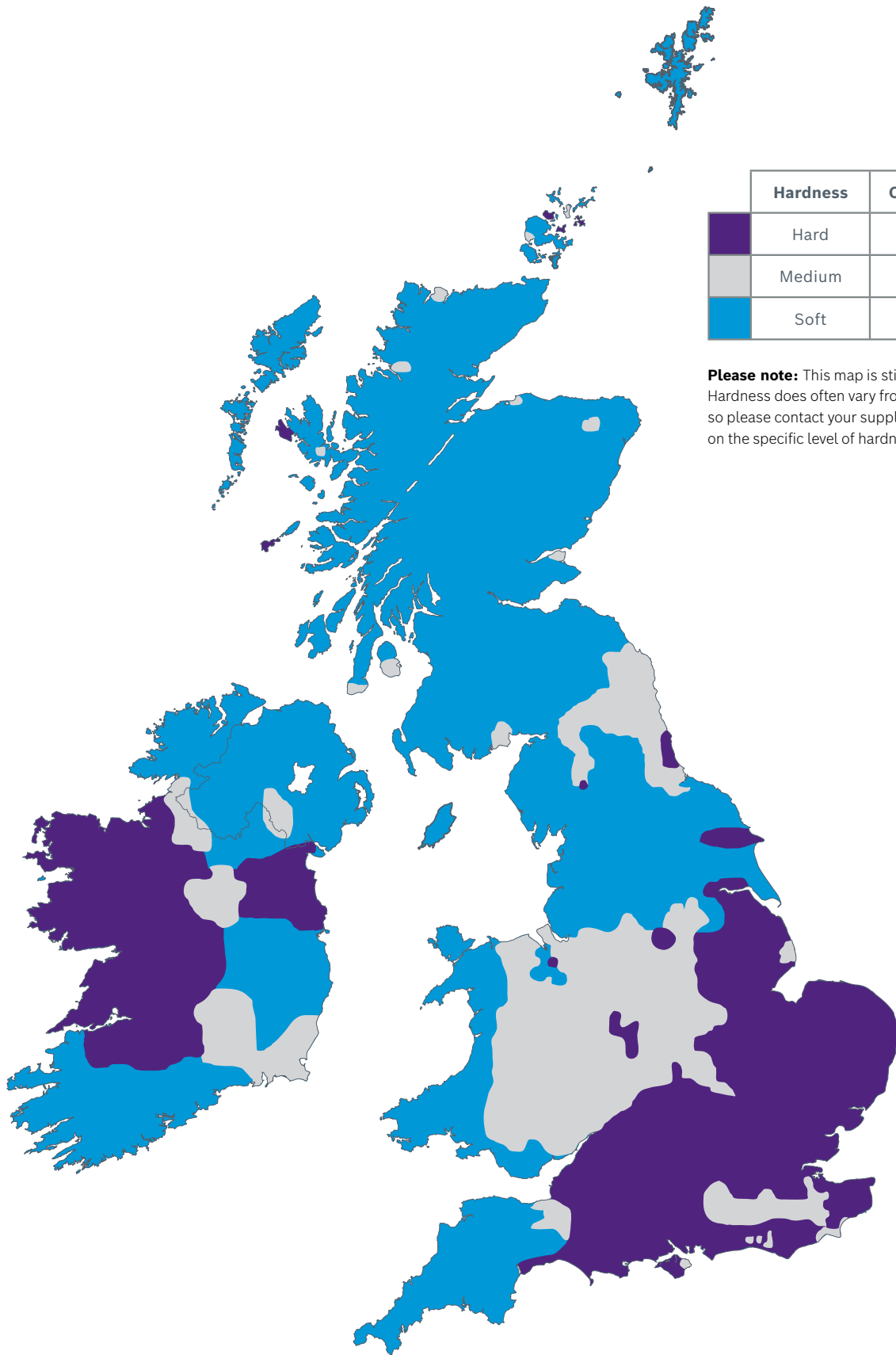
Prevention tip




- ▶ Limescale build up can be prevented in areas with a high hard water count by fitting a scale prevention device or water softener to the incoming mains.
- ▶ We recommend using our system filters or having a system power flush/clean in order to prevent sludge and debris clogging up your system. (For more information see page 12).

Cloudy water?

You may get cloudy water at certain times of the day in your area. This is completely harmless and is caused by the millions of air bubbles (carbon dioxide), but don’t worry this will settle and clear.

(For more information see our Top FAQs on page 19).



	Hardness	Calcium carbonate
	Hard	>200mg/l
	Medium	100 - 200mg/l
	Soft	<100mg/l

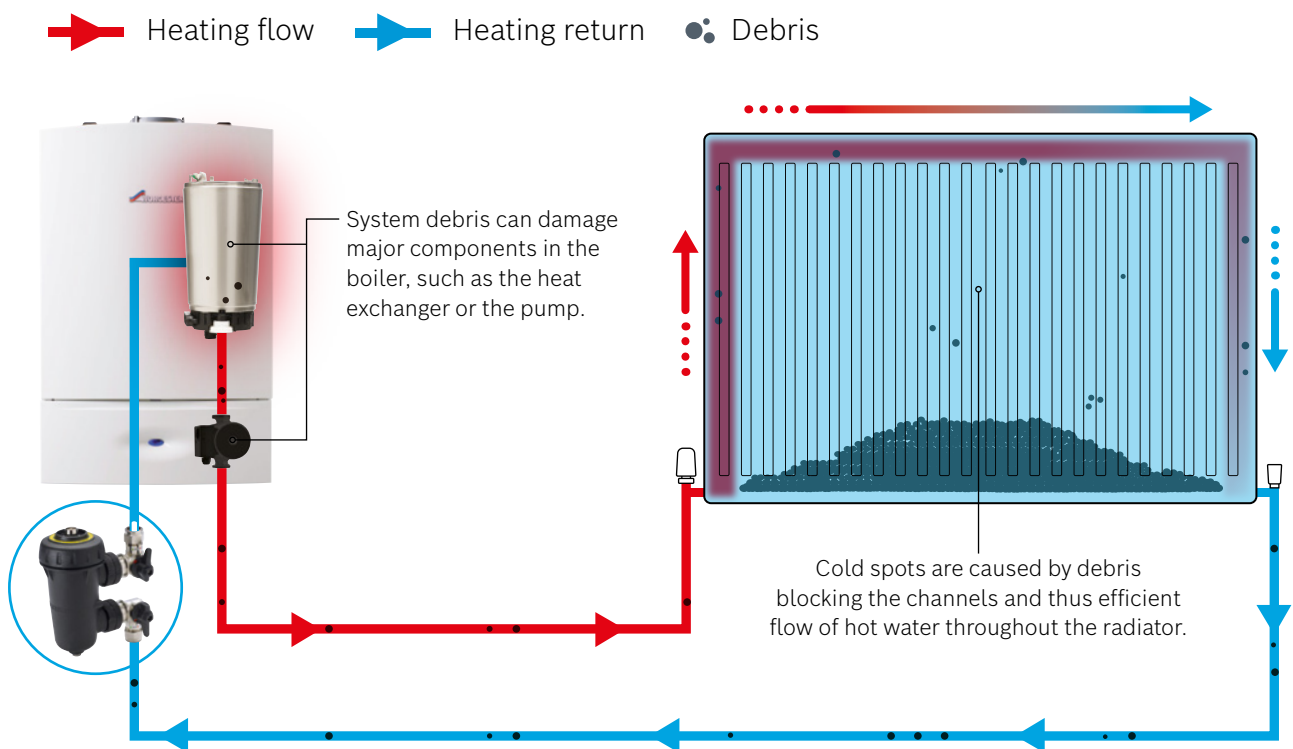
Please note: This map is still only a generalisation. Hardness does often vary from postcode to postcode, so please contact your supply company for information on the specific level of hardness in your water.



To find out if you live in a hard or soft water area visit:
www.stwater.co.uk/my-supply/water-quality/check-my-water-quality/

Filters and protecting your system

What happens inside your heating system?



Debris in a system can build up in the bottom of radiators and block the efficient flow of water around the system, eventually affecting the radiator's heat distribution and your comfort.



Debris captured by Greenstar System Filter.

System flushing and cleaning

If you've had a boiler installed in the last year or two then it is likely that your installer flushed and cleaned the heating system.

A power flush is an effective way to clean your system, removing any debris or contaminants that could be sat in your radiators or along your system, which can cause cold spots.



System filters

It is now a recommendation of British Standards 7593 that all heating systems should have a filter or inhibitor installed to protect your heating system in the future. These filters will help to prevent an accumulation of harmful dirt and debris from mains water limescale deposits and any fragments shed by older radiators and boilers.



Greenstar System Filters range.

Benefits

- ▶ Increasing the life span of your boiler
- ▶ Greater overall system efficiency
- ▶ Maintains and improves your system
- ▶ Prevents blockages in radiators and reduces system noise.



Remember

In many cases having a dirty water system is excluded in the guarantee terms and conditions of appliances. Your installer should therefore thoroughly cleanse your heating system when fitting a new boiler.

Radiators

Radiators are by far the most common form of heating in a home. They must always be free of air and full of water in order to function well.

Operation

- ▶ If you notice a cool spot on the radiator, particularly towards the top, it could mean that air is trapped inside. An air release vent on the radiator allows you to release the air using a special air vent key. (For more information on how to bleed your radiator see page 19).
- ▶ If you have a sealed heating system (one without tanks in the loft) then make sure that you know how to check that the water in the system is at the right pressure and how to top up the levels if it's not. It is important your installer has shown you how to do this.

Thermostatic radiator valves (TRVs)

Radiators should usually be fitted with thermostatic radiator valves, this will allow you to alter and control the temperature of each of your rooms. This can also provide a simple way of reducing running costs.

- ▶ It is important to make sure that the area around a TRV is kept clear and is not blocked by furniture or curtains so that it can accurately detect the room temperature.
- ▶ To prevent TRVs and on/off radiator valves from sticking, turn them a little by hand every 2–3 months.
- ▶ It's also important to check that the plastic tops on all valves are always in position and are not cracked or damaged to prevent accidents.
- ▶ TRVs should not be fitted on a radiator in the same room as a room thermostat.

Electronic radiator thermostatic valves (eTRVs)

- ▶ eTRVs provide time and temperature control, enabling every room to be easily controlled for your comfort.
- ▶ Each eTRV controls a radiator valve to regulate the heating in the room, based on time programmes, set temperatures and how the room is used. This potentially provides an energy saving of 25%.

Even radiator heat

Radiators should heat up at the same rate. To ensure that they do, your installer should have balanced the system. This can be done by adjusting the lock shield valve, which regulates the water flow.



Remember

Releasing air should take place when the radiator is cold.



Handy winter checks

Don't leave it too late

It is normal to have your central heating off over the warmer months to reduce your energy bills. However, it is important to turn your heating back on in spring/summer to check that everything is working efficiently.



Things you can do to keep your boiler at its best

Your boiler is designed and built with performance in mind, but there are always things you can do to ensure your boiler performs at its best, when you need it most.

Most common issues concerning boilers occur over the winter months, when usage is at its peak. The sorts of things you might encounter are air build ups in radiators, drops in boiler pressure and frozen external condensate pipes during prolonged periods of sub-zero temperatures.



Many, if not all of these issues can be easily avoided by checking our YouTube channel for advice:

How to repressurise your boiler with an Internal Filling Key

How to repressurise your boiler with an External Filling Hose

How to repressurise your boiler using the new Worcester Keyless Filling Link

How to defrost a frozen condensate pipe

Get your boiler serviced

Ensure your boiler is in perfect working order before the cold weather arrives by sorting your service in the spring/summer months. (See page 8)



3 easy steps to defrost a frozen condensate pipe

1



Look for an outdoor pipe (usually white plastic similar to a waste pipe) which is connected to your boiler.

2



If it's safe and easy to get to, and access is available at ground level, pour warm water (not boiling) along the length of the pipe. Or put a hot water bottle or heat pad on the sections of pipe you think are frozen.

3



Reset your boiler. If the pipe has defrosted your boiler should start as normal.

Top FAQs

Q How often should I need to top up the pressure in my heating system?

When the heating system is cool, the pressure should be between 1 and 1.5 bar on the pressure gauge (the indicator needle would usually be in the green section). If pressure is below 0.5 bar (down in the red section), water has been lost from the system and must be replaced. Note: The red part of the dial could also indicate the pressure being too high (about 2.75 bar or more). If the pressure gauge indicates high pressure as a result of over filling, you will need to bleed a radiator until the pressure gauge returns between 1 and 1.5 bar.

If pressure rises by more than 1 bar when the heating is up to temperature then the expansion vessel may require repressurising. This will require a service engineer. The pressure in the system will usually require topping up once or twice a year.

Q How do I know that my condensate pipe is blocked?

There are 2 main indicators that your boilers condensate pipe may be blocked:

- 1** The boiler may make a gurgling sound when attempting to start.
- 2** The boiler may repeatedly 'lock out' or stop working and the display may show an EA code.



Did you know?

The perfect temperature for your home is 21°C.

Q How do I bleed my radiator?



Click here to follow our step by step guide on our website.



Or, click here to watch our YouTube video.

Q The heating system is constantly losing pressure what should I do?

If you are constantly losing pressure in the heating system you could try the following to establish the cause:

- 1** Check all visible joints including radiator valves and connections for obvious signs of leakage. There needs to be consideration to potential leaks to any under-floor pipe work.
- 2** Check that there is no water being discharged from the pressure relief valve (sometimes referred to as an overflow). This pipe usually goes from the boiler through to an outside wall and terminates outside. Check this for signs of dripping. If it is wet, this may mean that the pressure relief valve is faulty.

For more advice
or support:



Call your installer
or call our Customer
Care Team on
0330 123 3366

Q Why is the hot water produced by my combi boiler sometimes cloudy?

The water from combi boilers is heated directly from the mains, so the only time the water is released to the atmosphere is when it comes out of the tap. This means that during heating, the calcium bi-carbonate present in the water changes to calcium carbonate. This causes the creation of Carbon Dioxide which close up is seen as millions of bubbles. If you run some hot water into a glass and let it cool it will slowly clear. This phenomenon is more apparent in hard water areas and from models with perhaps slower and/or lower flow rates.

Useful numbers

Consumer Technical Helpline (Pre & Post Sales)

Tel: 0330 123 3366

Email: technical-advice@uk.bosch.com

Customer Service

Service Enquiries

Email: service-enquiries@uk.bosch.com
or telephone 0330 123 9559

Guarantee Registration

Your installer should always undertake the registration of your boiler on your behalf.
If you have a query please call 0330 123 2552



www.worcester-bosch.co.uk/support/customer-support

Share

We would love to see your new boiler and heating system.

- @WorcsBoschCare
- Worcester Bosch UK
- @WorcesterBosch
- Worcester Bosch Group

Worcester Bosch

Cotswold Way
Warndon
Worcester
WR4 9SW

worcester-bosch.co.uk

Calls to and from Bosch Thermotechnology Ltd may be recorded for training and quality assurance purposes.
Worcester Bosch is a brand name of Bosch Thermotechnology Ltd. This brochure is accurate at the date of printing,
but may be superseded and should be disregarded if specification and/or appearances are changed in the interest
of continued improvement. The statutory rights of the consumer are not affected.



8 716 104 727 1 03/21



By Appointment to
Her Majesty The Queen
Boiler Manufacturer
Worcester, Bosch Group
T/A Bosch Thermotechnology Ltd.
Worcester