WORCESTER BOSCH

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What to ask your Worcester Bosch accredited installer before you replace your boiler.

xbg

Here at Xbg Plumbing & Heating Ltd, we have put this guide together to help you get as much information as possible, so you can make the right decision when replacing your boiler. The questions are not set out in any particular order of importance, so it's advisable to read the whole guide to get a good overview of the information provided.

Should you have further questions, please see our contact details below:

Contact no: 01903 536502
Email: enquiry@xbg-ltd.co.uk
Web: www.xbg-ltd.co.uk

1) Are you gas safe registered?

One of the most important questions is to verify that the installer replacing your boiler is Gas safe registered. It is easy to check this, visit www.gassaferegister.co.uk and here you will be able to carry out a search in your local area.

Additionally, you can ask the installer to present their Gas safe card to validate that it's up to date.

2) Why should I choose a Worcester Bosch accredited Installer?

We understand that changing your boiler can be a big decision, which is why we aim to make buying a new Worcester boiler as easy as possible. We are proud to be Worcester Bosch accredited installers who are fully trained and specialise in Worcester Bosch installations. We can offer exclusive benefits to homeowners and are proud to support our local community. No installation is the same and are expert heating engineers can provide you with crucial advice and free, no-obligation quotes.

3) Can my boiler be fixed instead of installing a new one?

This is always worth considering and your engineer should be able to give you some advice on the availability of the parts and labour costs for completing the boiler fix. It can be that the cost of the boiler repair is more expensive than a new installation, so request a quotation for the boiler repair and a new boiler installation.

4) What is the timescale?

Get a clear understanding of the timescale, as being without heating and hot water will likely create some disruption at home. If you have opted for the boiler repair, ask when the parts will be available and when the work can be done.

If it's a new boiler install, you may need to plan to be at home for 1 - 3 days. It's always advisable then you liaise with your installer a couple of days before the installation date to ensure that everything is still on schedule

5) Why should I choose a Worcester Bosch boiler for my replacement?

In the 2020 Boiler Brands report carried out by Which? Worcester Bosch scored brilliantly once again, being awarded Which? Best Buys across their entire Greenstar Gas and Oil boiler ranges.

Worcester Bosch performed exceptionally where it matters, notably for reliability, build quality, customer score and recommendation. In addition, they have over 23,000+ positive reviews on Trustpilot.

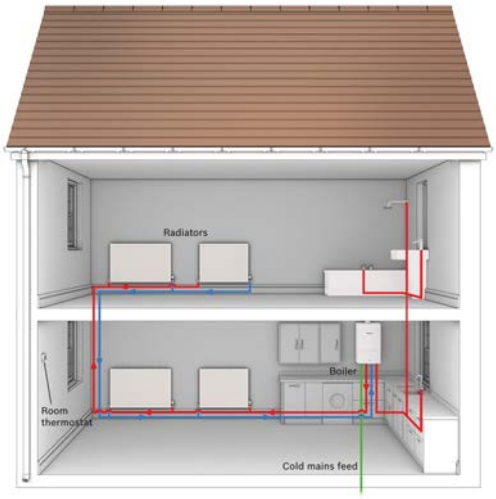
6) What is the maximum guarantee available?

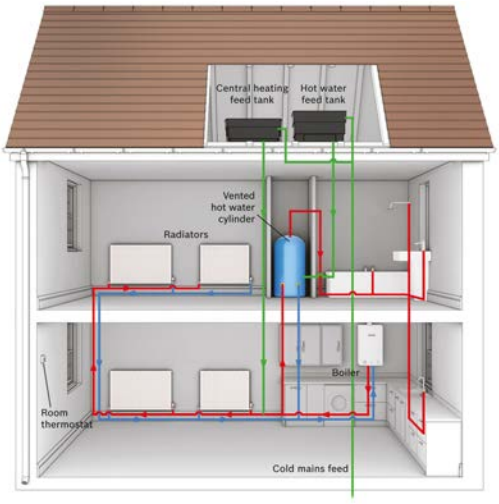
You can receive up to a 12-year guarantee on selected models that are fitted with a Greenstar System Filter. Your installer will be able to talk you through the models and guarantees available.

7) What are the different types of boiler?

There are 3 main types of gas condensing boiler to choose from, a combi boiler; a conventional boiler or a system boiler.

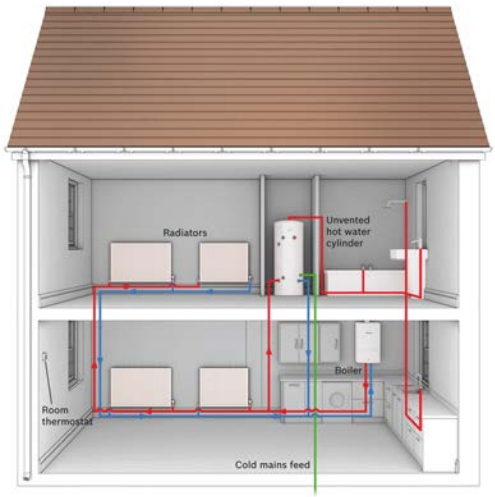
1) Combi boiler: heats water as you need it and eliminates the need for you to have a water tank in your home.

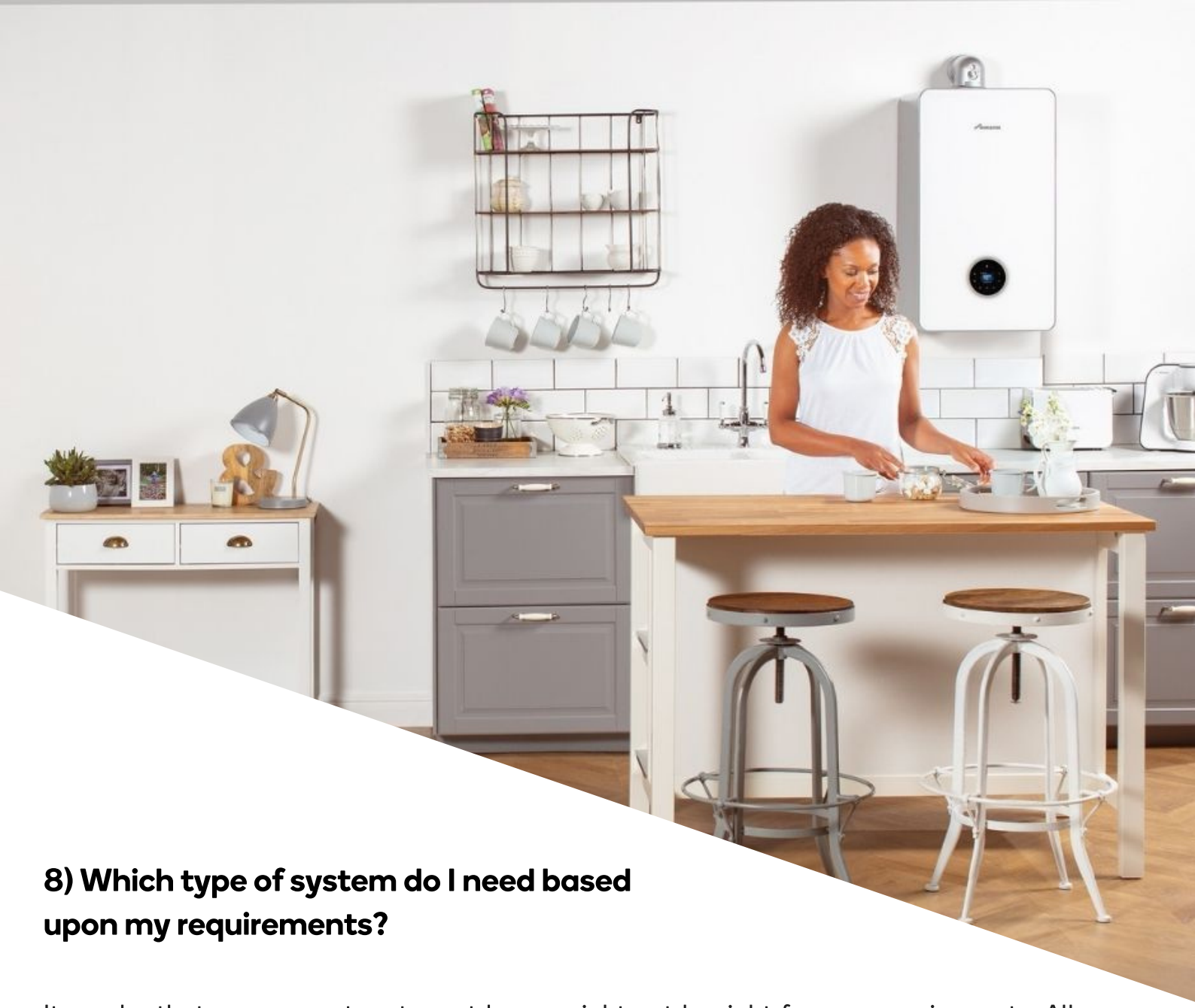




2) Conventional boiler: (also known as heat-only boiler) requires a hot water tank or cylinder, in which hot water can be stored for later use.

3) System boiler: like a heat-only boiler, but more components are built-in. This can normally make a system boiler easy to install as they tend to need less space.





8) Which type of system do I need based upon my requirements?

It can be that your current system at home might not be right for your requirements. All installers should complete a 'home survey' and part of this survey is to fully understand your requirements.

At this stage, it is important to let your installer know how you use your central heating & hot water. As an example, you may have a regular system installed and storing a cylinder full of hot water, but based on your requirements you are actually not using much of it - which means the remainder will cool off and be wasted.

Additionally, if you are planning any future extensions at your home, this is also the time to inform your installer so they can consider this when suggesting the right new replacement boiler.

Your installer may ask you to consider replacing your regular system boiler with a combi boiler. In this instance, you may want to consider changing to a combi boiler, so that you will only be heating the water you need.

9) If I change my boiler, will I need to change my heating controls also?

If you are changing your boiler type (for example from a regular system to a combi boiler). Then it is also advisable to upgrade to the latest controls, that will help keep your home energy-efficient.

10) How can I compare pricing?

Most people get up to 3 quotes for their boiler replacement from either local or national heating and plumbing companies. To ensure that your comparison is fair, ensure that you provide all 3 companies with the exactly the same information.

11) Will my water pressure drop with a new boiler?

It is important to check with your installer when discussing your new boiler whether there will be potentially any issues with your water pressure or shower. If a new shower is required, then you could always ask for this to be included as part of your quotation.

12) Why do I need a filter on my new boiler?

If you are looking to protect your investment in a new boiler and make it last as long as possible, then fitting a Worcester Bosch magnetic filter can really help.

- Keeps your boiler running efficiently
- Helps to reduce running costs
- Get a longer guarantee on your new boiler
- It prolongs the life of your boiler

13) Do need to get a written quotation?

YES!

It's absolutely paramount that you get something in writing, also if there are any terms and conditions that need to supplied before you sign any relevant paperwork. You will need a copy of the quotation for your records, so please ask your installer to provide this.

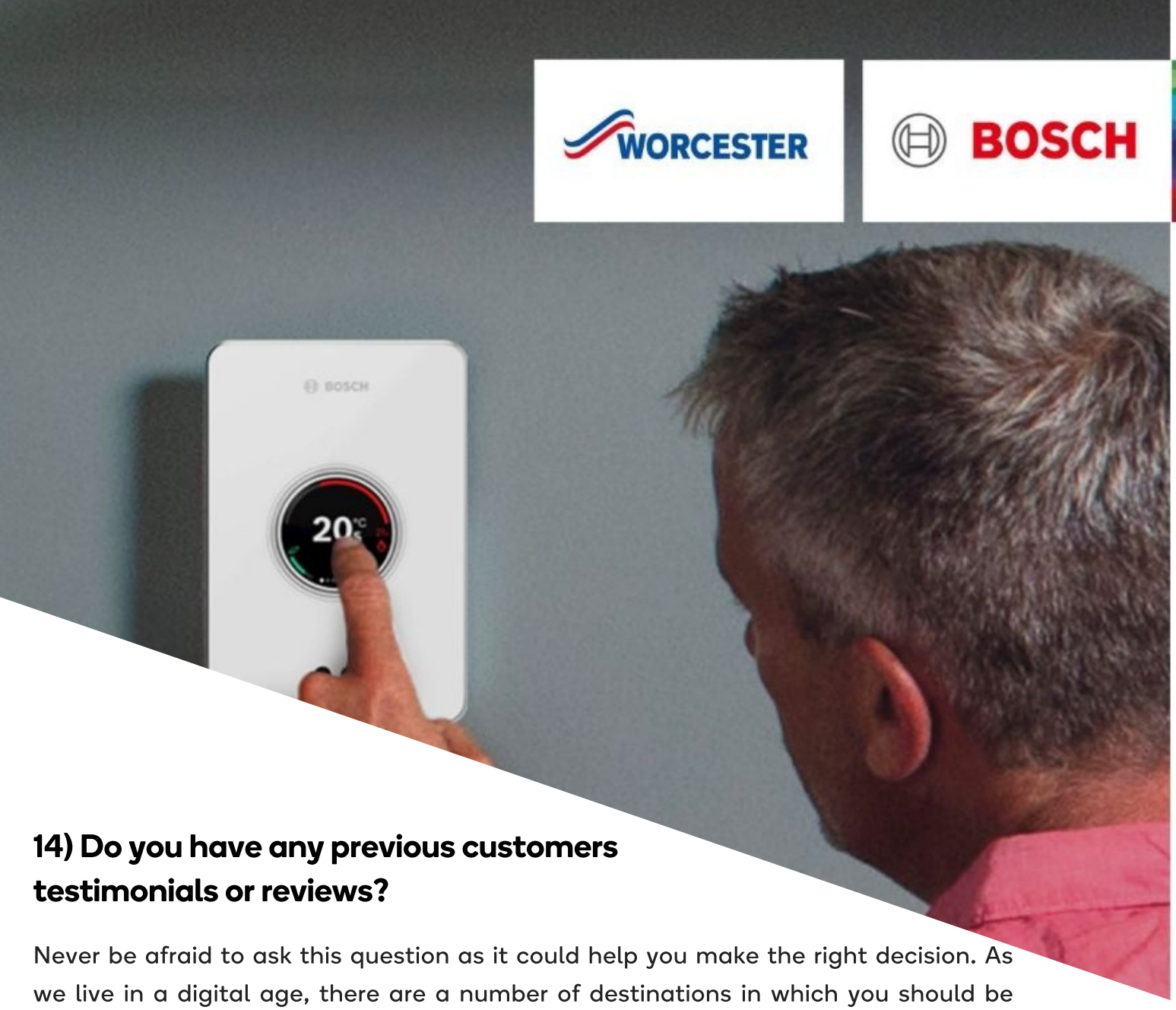
13) Will a deposit be required before installation starts?

Most installers will ask for a deposit payment as materials will need to be purchased prior to the installation. It also confirms the work to start, but it is advisable not to pay a deposit until you have received confirmation on an installation date. Ensure that you paperwork has the agreed payment schedule, that is normally a deposit before installation and the remaining balance paid upon completion.

14) Do you offer any finance options?

Some installers will have the facility to offer you finance options to help cover the cost of the new boiler installation. There can be an initial deposit required with the remaining balance being spread over an agreed period. As with all finance arrangements, a credit check will be required before finance can be offered.

Your installer will be able to explain this to you and you should normally expect an answer back on whether you have been approved for finance within 24 hours.



14) Do you have any previous customers testimonials or reviews?

Never be afraid to ask this question as it could help you make the right decision. As we live in a digital age, there are a number of destinations in which you should be able to read comments from previous customers. Some examples below:

Which? Trusted trader | Checkatrade.com Where reputation matters | Trustpilot FIVE STAR REVIEWS | Google Reviews | Yell

15) Would you install my boiler if I purchased cheaper online?

Unless you have the experience, ordering the correct replacement boiler with the right flue, controls and other required products, you are creating a much bigger problem for you at a later stage. Most installers will order everything that is required for the installation and have the peace of mind that products will be supplied with all the relevant guarantees.

16) Do I need to be at home during installation?

This will be your personal choice, but it may be advisable to be around if you don't know the company doing the installation. There will likely be some disruption whilst the installation is in progress, but your installer will keep you fully briefed.

17) How long does a new boiler installation take?

A boiler installation usually takes between 1-3 days to complete depending on the complexity of the job. However, most straightforward like for like swaps can be carried out in the space of a day. The installation process and length of time then varies depending on your requirements.

18) Is an electrician required?

On some occasions minor electrical works may need to be carried out. This should be included in your initial quotation as you don't want the surprise of having extra to pay. Ensure that work is being done by a qualified electrician and a that you ask for the for an electrical works certificate will to be provided.

19) What if I have problems after you have installed my boiler?

Your first instance is to speak to your installer and they will likely need to revisit your property to investigate the problem. If there is a problem or fault with the boiler, flue, controls or any other product that has been supplied, they will need order replacement parts.

Most installers have a very good 'after-sales' service and will get the problem solved as quick as possible.

20) What happens during a boiler installation?

Here are some of the steps your installer may take when fitting your new boiler:

- The removal of the current boiler is a typical place installers will start. The length of time this takes again depends on the complexity of the job and the existing system.

- According to British Standards, the installer should flush or clean your system. The type of clean may vary depending on the systems condition; a chemical flush may be sufficient or a power flush may be required. It's important to keep your system water as clean as possible, specifically when having a new boiler installed. A system flush prior to installation will avoid any damage that system debris may cause to your new boiler.

- The fitting of your new boiler may require changes or upgrades to your pipework. Pipework may not be a straightforward job, so have the potential to take up a large amount of the installer's time.

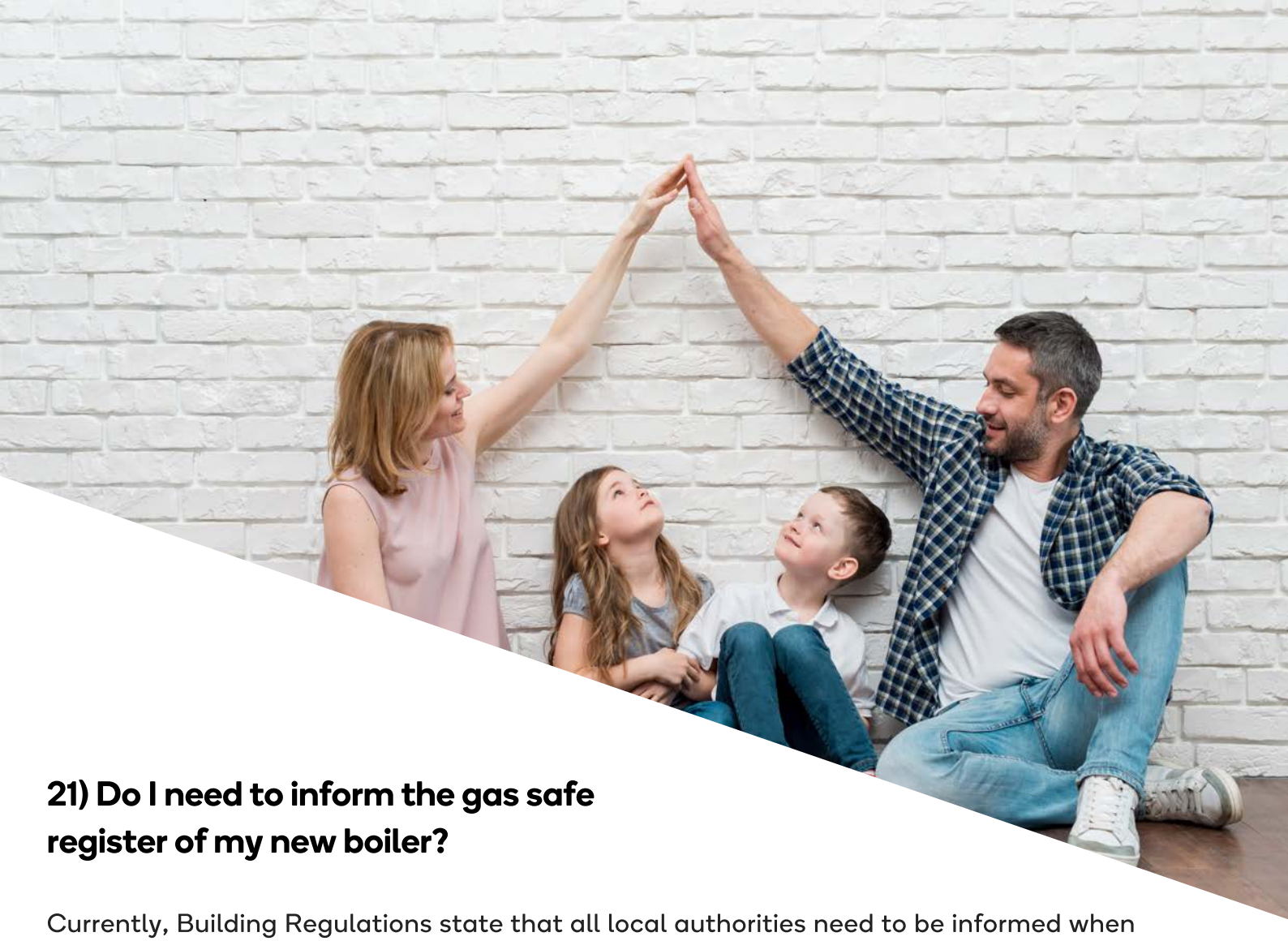
- The installer will fit your new boiler either in the location of your old boiler, or in a new location. You can change the location of your boiler, however moving your boiler will take extra time and cost. It is important to listen to the installers recommendations.

- Your installer should recommend a system filter is fitted alongside your new boiler inline with British Standards best practice. A system filter is designed to protect your boiler from any debris or sludge that may occur over time; to prevent this the installer will also treat the system with a cleaner first, followed by an inhibitor to prevent corrosion. The system filter ensures your boiler remains efficient and as 'clean' as possible, providing the whole house with system comfort. Additionally, other accessories will be fitted such as a control, filling loops, flue and any other accessories you may have purchased

- Once your new boiler is fully installed and the relevant pipework completed, your installer will commission the system to ensure everything is working as it should.

- Make sure your installer completes a handover with you once the work is finished so you're as informed as possible, know how to operate the boiler, use the controls and understand some basic maintenance checks that you may have to do during the boiler's lifetime; such as topping the pressure up in the system and bleeding a radiator.

- Either the homeowner or installer will need to register the boiler with the boiler manufacturer so your product's guarantee is valid, making sure you are covered if you are unfortunate enough to experience any issues.



21) Do I need to inform the gas safe register of my new boiler?

Currently, Building Regulations state that all local authorities need to be informed when a gas boiler is installed in a property. This can be done by Gas Safe registered engineers and you should receive a certificate in the post within a few working days of your appliance being installed to show that this has been done.

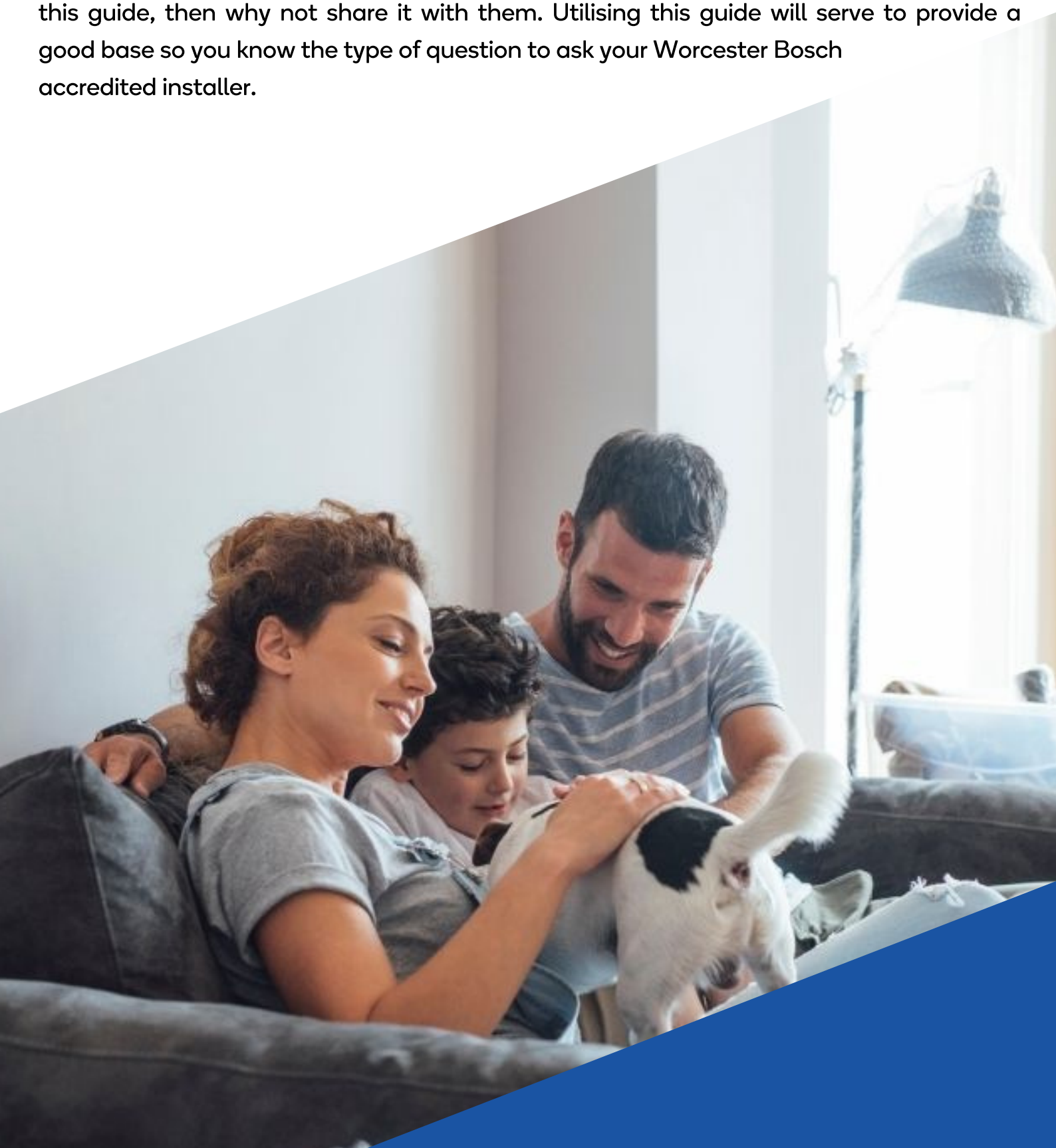
22) When will my boiler need its first annual service?

In order to maintain the guarantee an annual boiler service is required. A service is a regular check of the boiler's installation, its performance and safety. We recommend contacting the installer that fitted your boiler to arrange a service. You may want to think about organising this in the summer months to avoid being caught out during the winter.

Was this information helpful?

We all hope at xbg Plumbing & Heating Ltd, that you found this information helpful and should you need any further assistance we are here to help.

If you believe that your friends, family or work colleagues would also benefit from having this guide, then why not share it with them. Utilising this guide will serve to provide a good base so you know the type of question to ask your Worcester Bosch accredited installer.



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