

# Efficiency at its best

Pump up the Heat | Become a Waterkotte Registered Installer



## World-class Heat Pump Technology from 4kW to 2MW

- Free Installation Training ■ Free Technical Support
- Free Sales & Business Leads ■ Free Electrical & Hydraulic Schematics
- Free Sales & Marketing Advice ■ Free On-site Commissioning Training
- Free Sizing & RHI Tool ■ Complete Range of Ancillaries
- Free Access to the Quotation Hotline



A **Strong** Company

# The WATERKOTTE service

## Professional in every respect



### Together we make a strong team

We help our partners in equipping their vehicles and stocking spare parts. Should you require technical assistance, you can call our technical support line at any time. Our Field Engineering Team supports you directly on site during your commissioning training period.



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## Your way to becoming a registered installer

### Our Partnership

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## Our partnership

### 8 good reasons why we should work together



#### 1 Simple, all-inclusive pricing

We offer a high-quality product and we want our installation network to reflect that. Our aim is to give you all the support that you need to deliver first-class heat pump installations and, ultimately, to commission them yourself. To help you get there, we have made our heat pump prices as inclusive as possible so that you can quote effectively, without worrying about hidden or additional costs.

#### 2 Product training

A classroom-based product and application familiarisation day in our UK training centre so that you can understand the features and benefits of the technology. We also have 20 additional courses spanning a total of 21 days that you can partake in to make sure you are fully equipped commercially and technically.

#### 3 Heat Pump assembly and on-site commissioning training

One of our experts will support your engineers on-site through your initial installations to ensure that they have all the guidance that they need when assembling, commissioning and handing over the heat pump to your customers. The program of larger systems (up to 2MW) gives you additional market opportunities.

#### 4 Pricing and quote generation tool

This simple tool enables you to price potential work efficiently and accurately whilst with a customer and also to demonstrate the financial benefits of a heat pump installation to them. You plug in current energy usage information and system requirements and the calculator will output everything that you need. You can then cut and paste the output directly into your own quote to save time and also output a purchase order to send to us.



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## 5 Design support

We provide you with a package of standard layout designs and offer comprehensive support and advice to ensure that your design layouts are both optimal and compliant. For a small fee, our CAD designers can transfer your design or layout sketches on to CAD drawings for a professional presentation back to your customers.

## 6 Technical support

Even experienced installers sometimes have questions. We have a telephone help desk to provide all the technical support you might need during the design process. We also send regular technical bulletins to keep you informed about industry advances and best practices.

## 7 Access to unrivalled technical expertise and support

We are an engineering-led organisation with significant experience of designing, installing, commissioning and maintaining large and complex heating systems across practically every industry. This has equipped our experts with a comprehensive understanding of the technology, the project and the end-user requirement in detail so they can ensure that, as an installer, you have the right support to deliver first-class heat pump solutions.

## 8 We support you

We want you to be successful. For this reason we support you wherever we can. This includes free training courses, marketing sponsorship, awarding service contracts, supply of materials, and much more. Above all, however, we are entirely focused on you.

## Our partnership

### Your opportunities and perspectives



#### Registered installer

This classification is given to your company after the first heat pumps have been successfully installed. As a registered installer, you can enjoy promotions for the expansion of your business. This includes free participation in seminars of the WATERKOTTE Academy as well as provision of free marketing materials, advice, campaigns and support.



#### Our marketing philosophy

- Creation of local sales and marketing strategy
- Long-term relationships
- Technical support of partners
- Provision of business leads

#### Your advantages at a glance

- Clearly defined training and growth
- Product Differential due to the very high quality of WATERKOTTE machines
- WATERKOTTE service opportunities for installers
- Full product range up to 2MW
- Ventilation systems, Hot water Cylinders and Heat Interface Units

#### Our strategy is

- To be fast and dynamic
- To develop innovative and sophisticated products
- To handle supply exclusively via our installers and distribution partners
- To offer the highest level of service
- To consistently strive for growth

#### WATERKOTTE partner because

- The future belongs to the heat pump
- Integrated systems are our strength
- We cultivate a close partnership
- An exclusive brand is simply better
- Your growth opportunities increase with us



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## Our partnership

### A relationship with golden prospects



#### An opportunity that should be taken

As WATERKOTTE installation partner you can offer your customers something special: High end heat pumps and ventilation systems with optimal performance figures and maximum ease of operation. In addition, you should benefit from the numerous advantages of our partner training program and strive to attend as many courses as possible.

#### Stability and success

Gold stands for stability and success. The same characteristics apply to our partnership. As a symbol for our relationship you will receive a real Degussa gold bar. This our 'Thank You' to you for investing your time and resource in Waterkotte.

#### Impressive competence

Following completion of all training courses, Registered Installers will be presented with a 1g gold bar. The gold bar is framed together with the certificate. This decorative object is an impressive way to confirm your competence as WATERKOTTE partner for all to see.



# The WATERKOTTE service

## What customers expect from us

### Our service for our customers

- Free planning support
  - Free Joint customer meetings
  - Warranty passport with service entry
  - Replacement units in case of emergency
  - Free apps
  - Regular software updates
  - Regular Technical Bulletins
  - Reliability and high quality
  - Development of system concepts
  - Preparation of planning documents
  - Support in proposal preparation
  - On site assistance of commissioning via our Field Engineering Team
  - Technical support by phone and remote diagnostics
  - Customer services for when this goes wrong
  - 24-hour contactability
  - Replacement parts
  - Transfer of LongLife service contracts
  - Continuous documentation of system history
  - Up to 10 years expanded manufacturer warranty
- + all advantages of the partnership concept.**

### Good service is always friendly

Customer service starts with the first planning discussion and practically never ends. Most of our end customers know that regular maintenance of their systems makes sense. They want an annual inspection. Hence, we see service as a permanent process of customer support and care. Friendliness, expertise and promptness play a central role in providing services. This requires qualification and organisation. The best way to meet the expectations of our customers is as a team.

### Clear answers to service questions

Numerous market surveys confirm that the quality of customer service is of utmost importance to consumers. It is a deciding factor when choosing the manufacturer and the installer company. Therefore it is important to always have a good response to service questions. The range of our services offered is broad and designed to meet the day-to-day requirements of the machine and the customer. We have listed them in the WATERKOTTE Service-world brochure. Very popular are our LongLife service packages; which offer our services at a fixed price.



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**Achieving goal in a perfectly organised manner**

In case of breakdown and help is needed, a quick response is crucial. For this reason, we have established a service hot-line for our customers that is available on 0845 070 7338. Whether maintenance or emergency service, WATERKOTTE always stands for competent and friendly service. This requires good organisation and for this reason we place great value on the qualification of the installers, the equipment of the service vehicles, and best possible availability of spare parts.

**Understanding service as opportunity**

The WATERKOTTE service is provided by various departments within our organisation. From the specialist departments in Herne, Germany to our customer service team in the UK, the regional sales managers, and our installation partners. The central service department meets most of the requirements itself and coordinates other stakeholders. Depending on the needs of the customer they all work together to provide the best possible service. The topic of service creates great opportunities for us. Together we can generate repeat sales.



# The WATERKOTTE service

## Our innovative service software



### Progress and requirements

Today, modern house and building services are more and more cross-linked and integrated. This makes it possible to link the functions of a heat pump with those of a ventilation and PV system. The efficiency of the overall system and ease of operation for the user can thus be greatly improved. This is made possible by an increasingly efficient and intelligent control technology. The software used by Waterkotte is of particular importance. It must integrate all system components. EasyCon, the system software of our EcoTouch series, has won numerous awards, is definitely a market leader in this respect.

### A common service goal

When developing our new operating software, our engineers had the objective to design it as simple as possible for the user. Same as on a Smartphone, the user was to be able to easily recognise and understand the individual menu items. With EasyCon, we have achieved this objective. The software features an extremely simple, intuitive menu navigation. It was our goal to achieve the same simplicity for the installation and maintenance of the systems. This is why our developers have created a service software exclusively for our installation partners, based on precisely the same ideas and principles.

### The first real service software

EasyCon Service is the first diagnostics and service software for heat pumps. It greatly facilitates the necessary work. There are three basic application situations for EasyCon Service. The initial installation of a heat pump, regular maintenance, and tests in case of a warning or error message. In all three cases, EasyCon Service starts a pre-programmed test, evaluation and installation mode. In the past, this required tedious clicking through a large number of different menu items. This is no longer necessary. EasyCon Service takes care of this.

### Maintenance has never been this easy

The use of EasyCon Service in practice is very simple. To start with, you need a laptop on which the software is installed. Connect the laptop via cable or WLAN with the heat pump. Next, start EasyCon Service and select one of the three application modes: installation, maintenance or troubleshooting. The program communicates automatically with the heat pump. It retrieves the system data, performs tests and carries out parametrisations. EasyCon Service is an invaluable tool and facilitates work during the daily operation of the installer.



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## The WATERKOTTE service

Knowledge is the way to success



### Everything depends on the employees

Employees are a company's most valuable asset. Success and failure depend to a large extent on their abilities and motivation. It is therefore important that you provide training and support for your employees. Give them ideas and products that motivate. The WATERKOTTE Academy offers excellent opportunities to educate and above all, they are free.

### A comprehensive seminar program

The seminar program of the WATERKOTTE Academy includes 20 events over 21 days that covers the entire range of products and wider topics. This allows you to put together an advanced training program for your employees over the course of several years, depending on need and inclination. You can determine the level of training and over what time. Our regional sales managers will be happy to assist in selecting the seminars for your business.

### Who should participate

Our seminars are intended for managers and technical specialists from the areas of plumbing & heating, air conditioning, ventilation and electric. Energy consultants, architects and planners are also addressed. Together we can learn about heating, air conditioning and ventilation systems that are environmentally friendly and highly efficient. This is why we always look forward to mixed group of participants.



### Events near you

The seminars are offered in different locations. Basic Introduction Courses are held at our office in Thornbury, Gloucestershire. The central factory training takes place at the WATERKOTTE headquarters in Herne, Germany and at our sites in Switzerland and Austria. In Germany, regional training sessions are conducted on a regular basis. For in-house seminars we even come to your company and train your staff on site.

## Overview training program

### No. Individual seminars

#### Basic seminars

- 1 Introduction to the world of WATERKOTTE
- 2 Basics of geothermal heat pumps
- 3 Basics of air-water heat pumps
- 4 Basics of living area ventilation
- 5 Software training Basic Pro and EasyCon
- 6 Heat pump cascades
- 7 Systems for hot water preparation

#### Service seminars

- 8 LongLife Service Basic Line and EcoTouch
- 9 LongLife Service Vent
- 10 EasyCon Service Software

#### Expansion seminars

- 11 Proof of qualification of refrigeration certificate \*
- 12 Expansion 2nd heating circuit
- 13 Expansion mixer circuits
- 14 Solar expansion PV and thermal
- 15 Control expansion home management
- 16 Heat pumps in large systems

#### Management seminars

- 17 Marketing
- 18 Sales seminar
- 19 Organisation
- 20 Compact law

\* subject to external costs

### Where the seminars are held

- In the UK, Gloucestershire
- At the company headquarters in Herne
- At a central location in your region
- In-house at larger companies

### What you still need to know

- Seminar participation is free of charge
- Each seminar counts towards "Knowledge is Gold"
- Additional information in seminar program

#### A well thought out program

The training program is divided into four blocks. In the basic seminars, the technologies and systems are explained. In service seminars, training in maintenance work is conducted. The expansion seminars focus on specific technical aspects. Management seminars focus on business contents.

#### Optimised expenditure of time

Since we know the value of time, we have streamlined our seminars. Practical and theoretical parts alternate. They usually start at 10:00 o'clock and allow arrival on the day of the seminar. When conducting in-house seminars, the sequence is variable and can be planned according to your own ideas.

**Contents****Duration**

Explanation of the heat pump market and the corporate strategy of WATERKOTTE	0.5 day
Comprehensive introduction to the geothermal heat pumps of the BasicLine and EcoTouch series	2 days
Comprehensive introduction to the air-water heat pumps of the BasicLine and EcoTouch series	2 days
Comprehensive introduction to the ventilation systems of the BasicLine and EcoTouch series	2 days
Training in functions and use of control software for both product families	2 days
Planning, installation and maintenance of air-water heat pump cascades	1 day
Planning, installation and maintenance of WATERKOTTE systems for hot water preparation	1 day
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Training in required service and maintenance work for heat pumps	1 day
Training in required service and maintenance work for central ventilation devices	1 day
Computer assisted maintenance of WATERKOTTE systems by means of service software	1 day
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Training and verification of the stipulated contents on proof of qualification according to the Climate Protection Regulation on Chemicals	2 days
Installation and operation of a second heating circuit for suitable WATERKOTTE heat pumps	0.5 day
Explanation of expansion possibilities and connection of mixer circuits	0.5 day
Planning, installation and operation of photovoltaic and thermal systems with heat pumps	2 days
Installation and use of software with additional functions in the home sector	1 day
Planning, installation and maintenance of heat pump systems for large buildings	1 day
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Practical application of marketing instruments within an Heat Pump Company	0.5 day
Training in sales methods and conversation with customers	0.5 days
Process design and organisational procedures within an SHK company	0.5 day
Explanation of relevant aspects concerning the law for trade businesses; highly practice-oriented	0.5 day

**Flexible selection**

Based on our experience, participants select events that are of particular interest to them. This is possible because the individual training contents are independent of each other. Nonetheless, it is advisable to start out with basic seminars and then continue to specialise. Participation in all training courses is well worth it.

**Additional information and registration**

The current Event Calendar and Seminar Registration can be found by calling 0845 070 7338 and ask for Registered Installer Support or speak to your local Business Development Manager.

## Registered Installer Requirements

We are looking for a cross section of local and regional heating companies with comprehensive experience of installing domestic and commercial heating systems.

You don't necessarily need to be already operational in the heat pump or renewable energy industries although MCS accreditation and previous heat pump knowledge would obviously be advantageous.



Call or email our hotline for all your instant quotations

If you would like to become a registered installer, please complete and return the form opposite. If you have any questions or require further information, please call us on

0845 070 7338

or email

[hotline@waterkotte.co.uk](mailto:hotline@waterkotte.co.uk)



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Support brochures available

Please send your completed form by email to:  
[hotline@waterkotte.co.uk](mailto:hotline@waterkotte.co.uk)

Or by post to:  
FAO. Registered Installation Partner Team  
Waterkotte UK Limited  
Energy House  
Milbury Heath Road  
Buckover  
South Gloucestershire  
GL12 8QH



# Joins us

## Registered Installer Application

### About you

Applicant's name: .....

Contact telephone no: .....

Applicant's position: .....

Contact email: .....

### About your company

Company name: .....

Company registration no: .....

Nature of business: .....

Company VAT no: .....

Company address: .....

Name and address of parent company or any subsidiaries:  
.....  
.....

Town / City: .....

County: .....

Post code: .....

Annual turnover: .....

Geographical areas covered: .....

No. of employees: .....

### About your experience

Typical minimum and maximum project sizes (any heating technology) undertaken in £      MIN: .....      MAX: .....

No. of previously completed individual heat pump installation projects: .....

Names of heat pump manufacturers used on completed heat pump projects: .....

Typical customer type: Domestic     Commercial     Agricultural     Industrial     Housing Association

### About your certification and accreditation

Does your business, or any of your staff, hold any of the following relevant qualifications, certification or accreditation:

#### INDUSTRY

MCS Heat Pump   
MCS other (.....)   
Green Deal   
HETAS   
ECA

#### TRADE

Gas Safe  
 EIC / NIC  
 APCH  
 CIPHE  
 HVCA  
 REA  
 F Gas

#### TECHNICAL

BS7671 17th edition  
 C&G 2391-10  
 HND / HNC  
 BTEC (.....)  
 CHAS  
 Constructionline

#### SAFETY

CHAS   
 CSCS   
 SMSTS   
 SSSTS   
 PASMA   
 Confined space working



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