

CASE STUDY

Ashford Borough Council and BSW Heating

Collaborating to deliver affordable warmth and energy efficiency



Les Finucane, Business Development Director, BSW Heating, has been in the industry long enough to recognise the good, the bad and the ugly when it comes to boilers. When he first came across the Intergas range, he realised its simplicity of design, quality of engineering and robust build could deliver a key benefit that others promised but rarely delivered: reliability. That was three years ago. Just over one year ago, another engineer, Stephen Tillman, Heating Surveyor, Ashford Borough Council, was introduced to Intergas, by Finucane and he too was impressed.

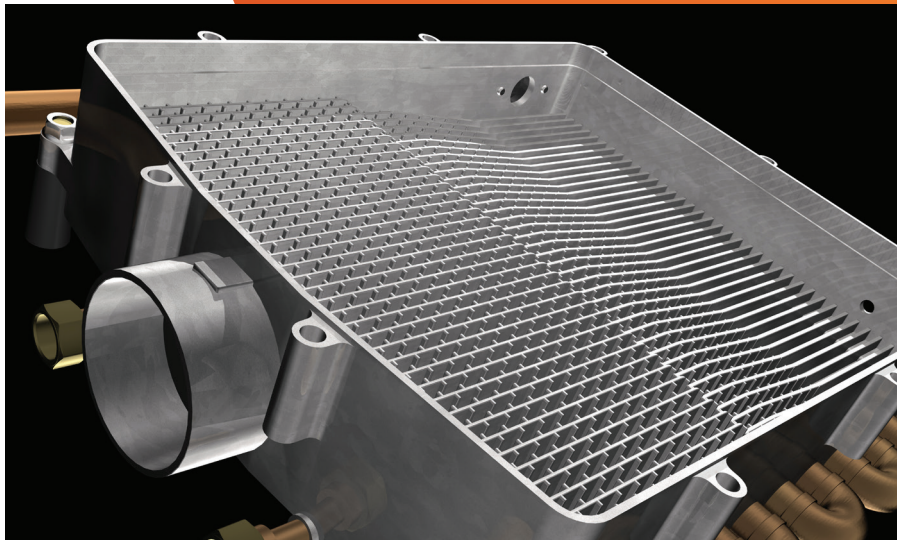
He could see both a short and long-term opportunity for the council where costs could not only be controlled but reduced and resident satisfaction improved. *"It was the heat exchanger that sold it to me. It really was revolutionary, and its design looks like it will last without breaking down. We're in a hard water area, so I was keen to see what it could do,"* said Tillman.

But that wasn't the only reason for using Intergas. BSW, a leading provider of social housing gas repair, maintenance and installation services in London and the South East, has been servicing and maintaining the heating systems in residential properties owned by the Council for a number of years.

Boilers break down with increasingly regularity. With Intergas we are confident about reliability.

The company is dealing with more and more breakdowns, which is a huge demand on resources. *"Boilers these days just breakdown with increasing regularity and with the uniquely designed heat exchanger and 10-year warranty we are more confident with the reliability,"* said Finucane. *"When there's a shortage of qualified heating engineers in the UK, it makes sense to install boilers that are not going to let you and the user down. From our initial experience, Intergas boilers are proving to be very reliable. And, with a life expectancy of between 15–17 years and only a minimum number of components required across the range, this will improve the way properties are maintained."*





Intergas boilers have a life expectancy of 15-17 years, and the heat exchanger hasn't had a mechanical failure in over 20 years.

So, what makes this Dutch-manufactured boiler so invincible?

Well, first it was designed by an engineer, Harry Bosscher, the-then senior designer with the company, as a direct response to a problem. A local authority in the Netherlands asked him to find a solution to the highly inefficient and breakdown-prone Geyser-style heaters commonly used in the country.

What he created, namely the 2-in-1 heat exchanger, meant that all the components that stick, leak and let you down, weren't needed. And that's still true today: there's no diverter valve, secondary hot water plate heat exchanger, valve motor or auto air vent. The heat exchanger, a design that's now over 20 years old, hasn't had single mechanical failure since its launch, which leads on to the second feature that sets this boiler apart... it's built to last.

When Bosscher designed the boiler, the build quality was as important as the engineering. Anyone who has installed an Intergas boiler will know just how robust it is; the casing is made of steel and there are only three plastic components: the internal flue, pressure sensor and ignition module.

Invincibility is one thing, but the Intergas Eco RF, currently on trial in Independent Living properties for older and more vulnerable residents, provides intelligence too. The Eco RF contains software enabling it to be wirelessly linked to a monitoring station, in this case at BSW's offices, and its performance can be viewed 24/7. If a fault occurs the boiler communicates this to BSW and action can be taken.

More importantly, it provides an additional layer of protection. Should the weather turn nasty, for example, and BSW can see that the heating hasn't been turned on at the property of a resident, there could be a problem; this information can be passed through to the Social Landlord for immediate attention. This improves the duty of care Ashford Borough Council can provide for its more vulnerable residents.

Intergas boilers now part of planned replacement programme

To date 34 Eco RFs have been installed as a trial; both the effectiveness of the connectivity and the ability of the heat exchanger to cope with the hard water in the area are being assessed. However, no trial is necessary elsewhere in the borough and the Intergas HRE heat-only and system boilers are being installed, either as part of a planned replacement programme or where boilers are beyond economic repair.



Reverse top: Ashford town centre
Reverse bottom: BSW van on call in London & South East
Top: Revolutionary 2-in-1 heat exchanger
Bottom: Customer service at BSW

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