

# Glow•worm

## Easicom<sub>3</sub>

Range Brochure



## Easy does it

At Glow-worm we make working with us easy and rewarding. We offer outstanding products, practical hands-on training and unrivalled service across the UK. Our wide range of high quality products includes domestic gas boilers in combi, sealed system and regular options which are supported by a full range of flue systems and accessories. We also meet Boiler Plus with a range of easy to use load and weather compensating thermostat controls and the smart MiGo app based control - all of which are simple to install.

### Quality product

Every Glow-worm boiler undergoes 499 quality checks before it leaves our award winning UK factory and they come with a range of guarantee options up to 15 years. So your customer will have total peace of mind. **Install confidence**

### Practical hands-on training

We run industry standard Glow-worm training courses at seven Centres of Excellence across the UK. These are hands-on practical installation and maintenance courses and will help you start how you mean to go on. **Just the job**

### Rewarding loyalty and support

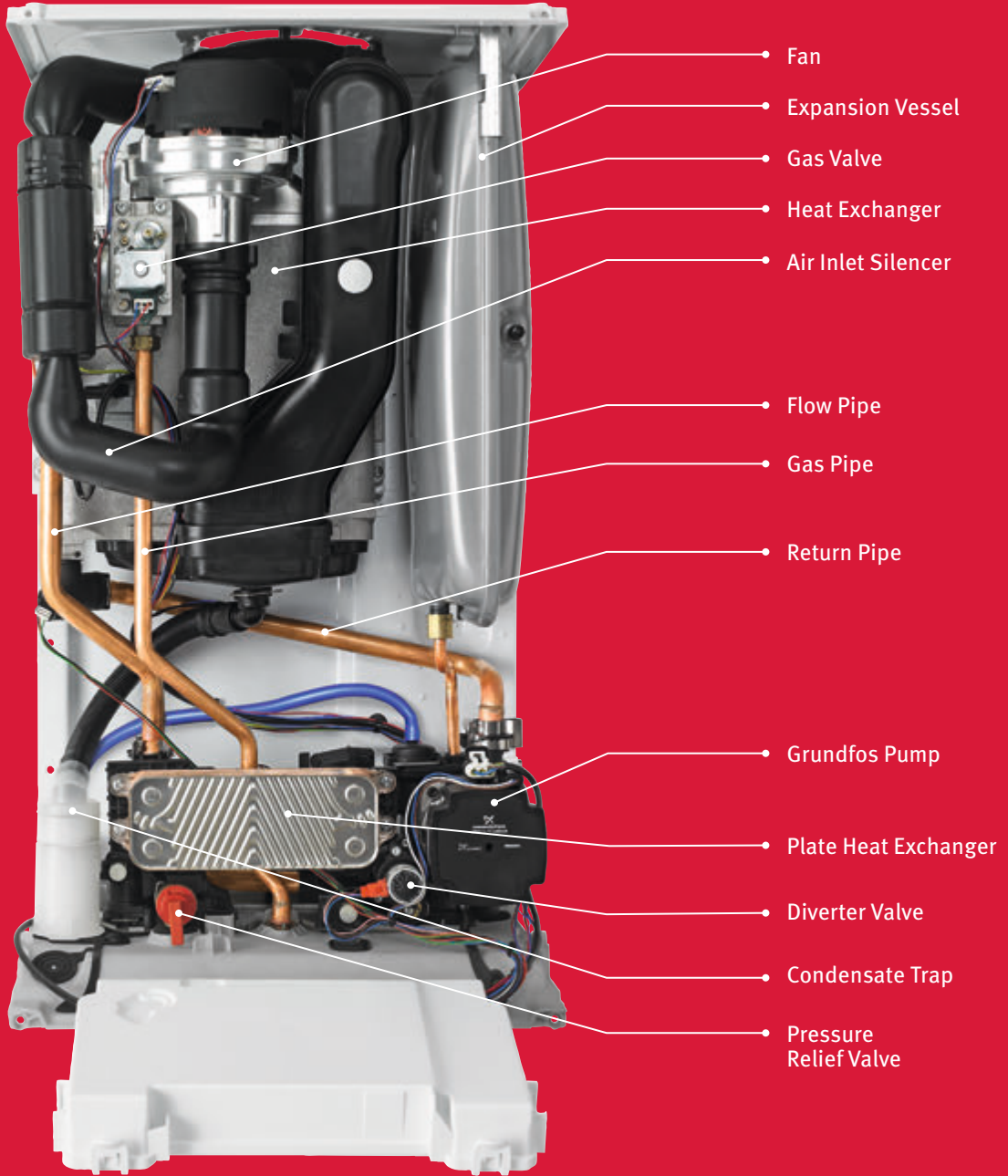
Register every installation straight from your mobile using our Plumbing Toolbox app or on our Club Energy website and we'll even give you cashback and exclusive free extended guarantees to support your business. **Consider it done**

# Easicom<sub>3</sub>



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# Easicom<sub>3</sub> combi boiler

The Easicom<sub>3</sub> combi boiler has been designed with quality in mind. All Easicom boilers have a powerful, silicon cast, aluminium heat exchanger and great features, such as a bright, easy-to-read LCD display.

The combination models are available in two outputs of 24kW and 28kW. All of the combi models come with a clock and flue included in the pack, making choosing and installing an Easicom boiler easier than ever. A range of bespoke accessories is also available.

The Glow-worm Easicom boiler is available exclusively from independent merchants across the UK. It comes with a five year guarantee when registered on Club Energy\*. You can be confident that you are offering great value to your customers as well as the Glow-worm quality you've come to know and trust.



5 year guarantee  
when registered on  
Club Energy



Easy to install and service



Meets Boiler Plus when  
installed with a Climastat



Manufactured in our  
award-winning factory in  
Derbyshire



20 credits on Club Energy\*

## Features and benefits

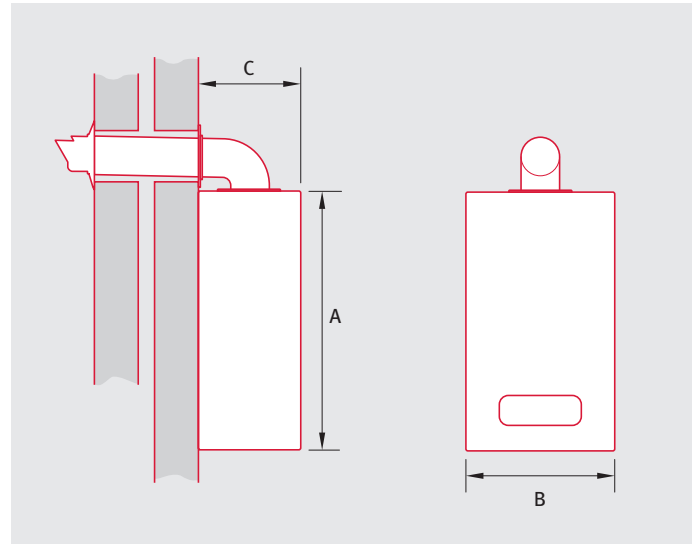
- 5 year guarantee**  
Parts and labour are guaranteed for five years when registered on Club Energy. A three year guarantee comes as standard and guarantee extensions are available through Club Energy.
- Independent merchant package**  
This includes the boiler, horizontal flue and inbuilt analogue timer.
- Compact**  
Smart design to suit modern homes.
- Wide range of accessories**  
This includes a spacing frame and pipe cover plate.
- High efficiency**  
ErP 94% A rated boiler that helps reduce energy bills.
- LCD display**  
Bright LCD display with an easy to use interface.

\* To become a member of Club Energy, visit [glow-wormclubenergy.co.uk](http://glow-wormclubenergy.co.uk)



## Technical specification

### Easicom<sub>3</sub> combi dimensions



#### Boiler dimensions

Height (A)	Width (B)	Depth (C)
740mm	418mm	300mm

### Easicom<sub>3</sub> combi clearances

#### Boiler clearances

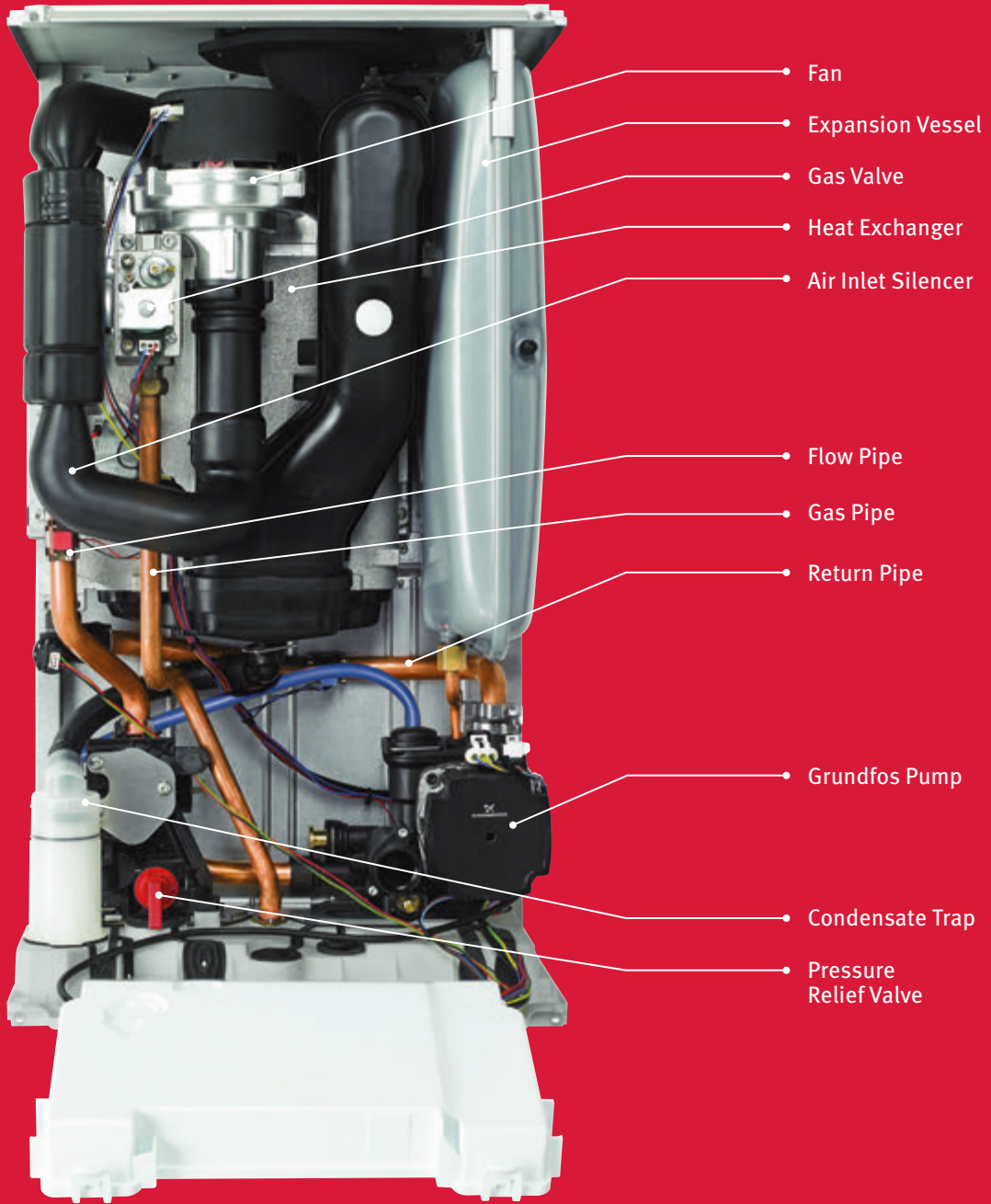
Top	Side	Bottom	Front
150mm	0*	150mm	600mm**

\* See manual for clearance if side panels are to be removed to assist future service and maintenance

\*\*5mm if removable panel or door

Easicom <sub>3</sub>	Unit of measure	24c	28c
<b>General</b>			
Boiler type		Combi	Combi
Model output	kW	24kW	28kW
Article number		0010021401	0010021402
Gas Council number		47-019-50	47-019-51
Boiler dimensions (H x W x D)	mm	740 x 418 x 300	740 x 418 x 300
<b>Performance</b>			
NOx (En 15502-2-1)	mg/kWh	39	39
ErP efficiency (heating/DHW)	A++ - G	A/A	A/A
ErP efficiency	%	94	94
ErP decibel rating (sound power)	dBa	50	51
PCDB seasonal efficiency	%	89.6	89.6
<b>Heating</b>			
Nominal heat output range at 50/30°C (condensing mode)	kW	5.3 - 21.2	6.3 - 25.7
Nominal heat output range at 80/60°C (non condensing mode)	kW	5.1 - 20.2	6.1 - 25.4
Maximum flow temperature	°C	80	80
Flow temperature range	°C	10-80	10-80
Flow temperature factory setting	°C	75	75
Approximate condensate volume at 50/30°C	litres/hr	2.04l/h	2.47l/h
Modulation (max/min)	1 : X	1:4.2	1:4.2
<b>Domestic hot water</b>			
Maximum heat output for water generation	kW	24.2	28
Lowest water pressure to operate boiler	bar	0.2	0.2
Lowest water flow for operation	l/min	1.9	1.9
Lowest water pressure for maximum flow rate	bar	1	1
Domestic hot water flow rate (at DT = Δ35K)	l/min	10	11.7
Hot water output temperature range	°C	35-60°	35-60°
<b>Mechanical</b>			
Expansion vessel size	litres	8	8
Gas inlet connection (pipe size)	mm	15	15
Heating flow and return connections (pipe size)	mm	22	22
Hot and cold water connections (pipe size)	mm	15	15
Heat exchanger material	Stainless/ Aluminium	Aluminium	Aluminium
Boiler lift weight (dry boiler)	kg	32	32
<b>Flueing options</b>			
Rear flue options	Yes/No	No	No
Maximum horizontal flue length 60/100	m	10	10
Maximum vertical flue length 60/100	m	10	10
Maximum horizontal flue length 80/125	m	25	25
Maximum vertical flue length 80/125	m	25	25
Permissible flue classifications	C13, C33, C43, C53	C13, C33, C43, C53	C13, C33, C43, C53
<b>Installation</b>			
Spacing frame*	Yes/No	Yes	Yes

\* See page 16





# Easicom<sub>3</sub> system boiler

All Easicom boilers have a powerful, silicon cast, aluminium heat exchanger and great features, such as a bright, easy-to-read LCD display.

The Glow-worm Easicom boiler is available exclusively from independent merchants across the UK. It comes with a five year guarantee when registered on Club Energy\*. You can be confident that you are offering great value to your customers as well as the Glow-worm quality you've come to know and trust.



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Club Energy



Easy to install and service



Meets Boiler Plus when  
installed with a Climastat



Manufactured in our  
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Derbyshire



20 credits on Club Energy\*

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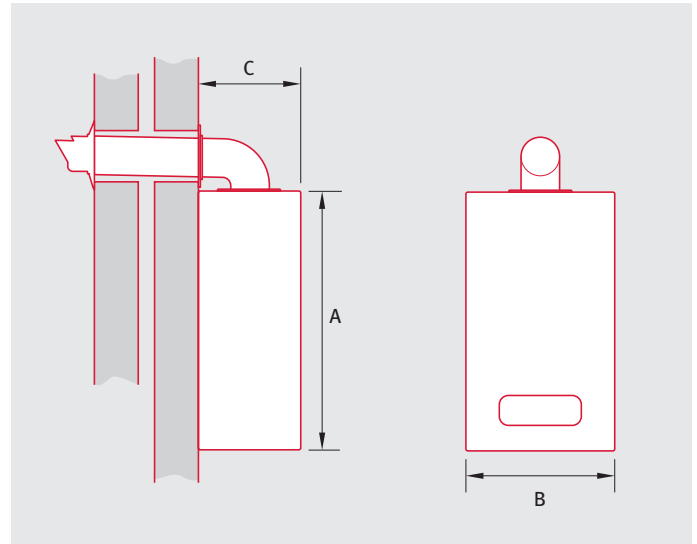
## Features and benefits

- 5 year guarantee**  
Parts and labour are guaranteed for five years when registered on Club Energy. A three year guarantee comes as standard and guarantee extensions are available through Club Energy.
- Independent merchant package**  
This includes the boiler and standard horizontal flue.
- Compact**  
Smart design to suit modern homes.
- Wide range of accessories**  
This includes a spacing frame and pipe cover plate.
- High efficiency**  
ErP 94% A rated boiler that helps reduce energy bills.
- LCD display**  
Bright LCD display with an easy to use interface.



## Technical specification

### Easicom<sub>3</sub> system dimensions



#### Boiler dimensions

Height (A)	Width (B)	Depth (C)
740mm	418mm	300mm

### Easicom<sub>3</sub> system clearances

#### Boiler clearances

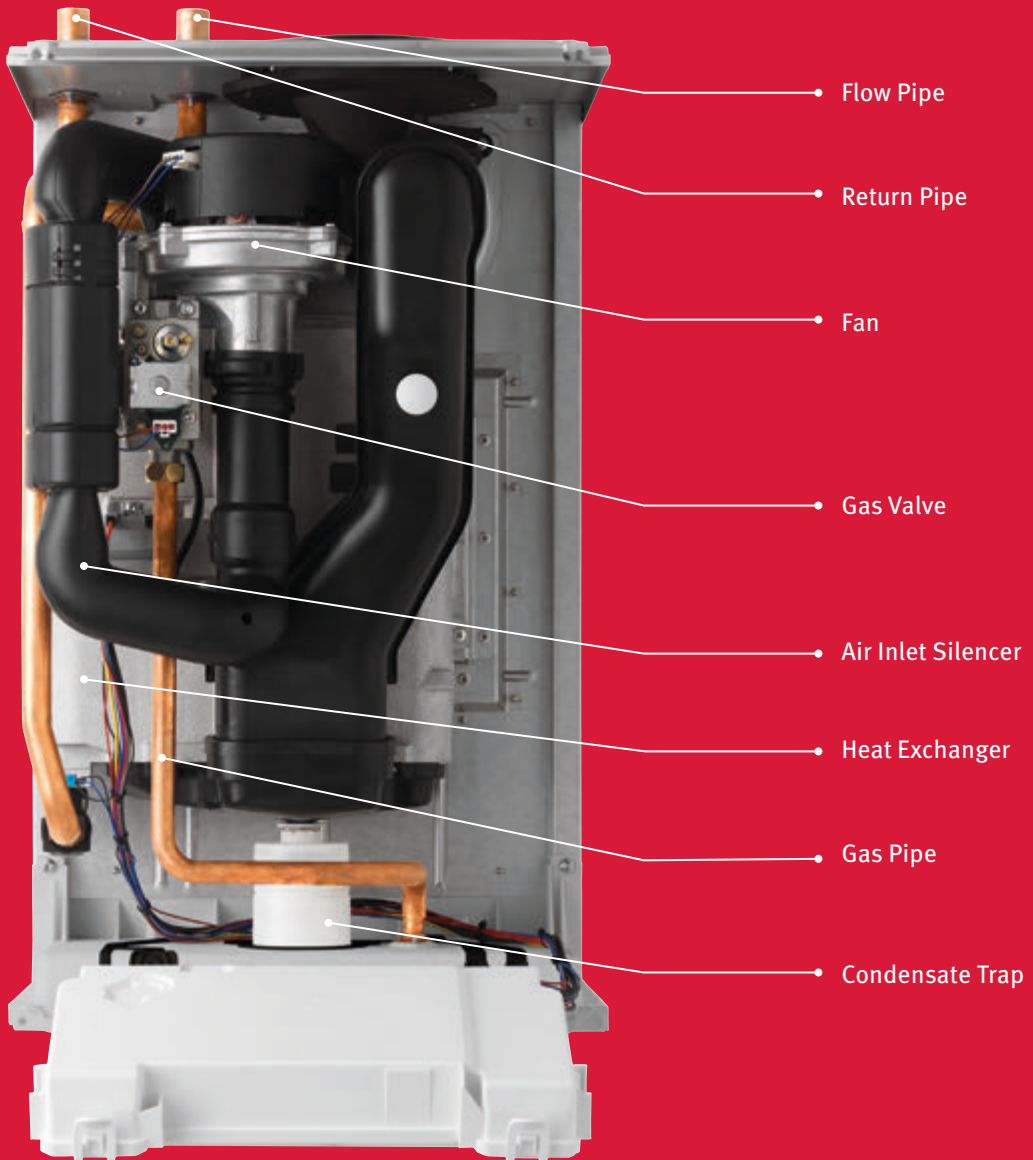
Top	Side	Bottom	Front
150mm	0*	150mm	600mm**

\* See manual for clearance if side panels are to be removed to assist future service and maintenance

\*\*5mm if removable panel or door

Easicom <sub>3</sub>	Unit of measure	25s
<b>General</b>		
Boiler type		System
Model output	kW	25kW
Article number		0010020902
Gas Council number		41-019-49
Boiler dimensions (H x W x D)	mm	740 x 418 x 300
<b>Performance</b>		
NOx (En 15502-2-1)	mg/kWh	39
ErP efficiency (heating/DHW)	A++ - G	A/-
ErP efficiency	%	94
ErP decibel rating (sound power)	dBa	51
PCDB seasonal efficiency	%	89.7
<b>Heating</b>		
Nominal heat output range at 50/30°C (condensing mode)	kW	6.3 - 26.5
Nominal heat output range at 80/60°C (non condensing mode)	kW	6 - 25.2
Maximum flow temperature	°C	80
Flow temperature range	°C	10-80
Flow temperature factory setting	°C	75
Approximate condensate volume at 50/30°C	litres/hr	2.55l/h
Modulation (max/min)	1 : X	1:4.4
<b>Domestic hot water</b>		
Maximum heat output for water generation	kW	-
Lowest water pressure to operate boiler	bar	0.2
Lowest water flow for operation	l/min	1.9
Lowest water pressure for maximum flow rate	bar	1
Domestic hot water flow rate (at DT = Δ35K)	l/min	-
Hot water output temperature range	°C	-
<b>Mechanical</b>		
Expansion vessel size	litres	8
Gas inlet connection (pipe size)	mm	15
Heating flow and return connections (pipe size)	mm	22
Hot and cold water connections (pipe size)	mm	15
Heat exchanger material	Stainless/ Aluminium	Aluminium
Boiler lift weight (dry boiler)	kg	22
<b>Flueing options</b>		
Rear flue options	Yes/No	No
Maximum horizontal flue length 60/100	m	10
Maximum vertical flue length 60/100	m	10
Maximum horizontal flue length 80/125	m	25
Maximum vertical flue length 80/125	m	25
Permissible flue classifications	C13, C33, C43, C53	C13, C33, C43, C53
<b>Installation</b>		
Spacing frame*	Yes/No	Yes

\* See page 16





# Easicom<sub>3</sub> regular boiler

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5 year guarantee when registered on Club Energy



Easy to install and service



Meets Boiler Plus when installed with a Climastat



Manufactured in our award-winning factory in Derbyshire



20 credits on Club Energy\*

## Features and benefits

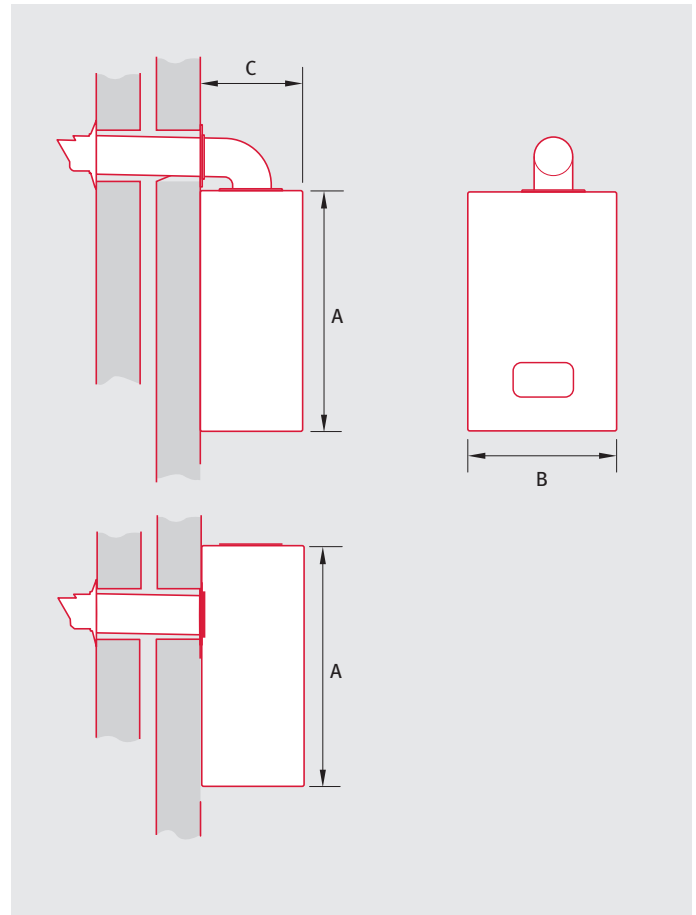
- 5 year guarantee**  
 Parts and labour are guaranteed for five years when registered on Club Energy. A three year guarantee comes as standard and guarantee extensions are available through Club Energy.
- Independent merchant package**  
 This includes the boiler and standard horizontal flue.
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 Smart design to suit modern homes.
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 This includes a spacing frame and pipe cover plate.
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 Bright LCD display with an easy to use interface.

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# Technical specification

## Easicom<sub>3</sub> regular dimensions



### Boiler dimensions

Height (A)	Width (B)	Depth (C)
600mm	375mm	280mm

## Easicom<sub>3</sub> regular clearances

### Boiler clearances

Top	Side	Bottom	Front
150mm*	0.5mm**	150mm	600mm***

\* Reduced to 20mm if using a rear flue

\*\* See manual for clearance if side panels are to be removed to assist future service and maintenance

\*\*\* 5mm if removable panel or door

Easicom <sub>3</sub>	Unit of measure	25r
<b>General</b>		
Boiler type		Regular
Model output	kW	24kW
Article number		0010020907
Gas Council number		41-019-50
Boiler dimensions (H x W x D)	mm	600 x 375 x 280
<b>Performance</b>		
NOx (En 15502-2-1)	mg/kWh	39
ErP efficiency (heating/DHW)	A++ - G	A/-
ErP efficiency	%	94
ErP decibel rating (sound power)	dBa	52
PCDB seasonal efficiency	%	89.7
<b>Heating</b>		
Nominal heat output range at 50/30°C (condensing mode)	kW	6.4 - 26.5
Nominal heat output range at 80/60°C (non condensing mode)	kW	6 - 25.2
Maximum flow temperature	°C	80
Flow temperature range	°C	10-80
Flow temperature factory setting	°C	75
Approximate condensate volume at 50/30°C	litres/hr	2.55l/h
Modulation (max/min)	1 : X	1:4.4
<b>Domestic hot water</b>		
Maximum heat output for water generation	kW	-
Lowest water pressure to operate boiler	bar	0.2
Lowest water flow for operation	l/min	1.9
Lowest water pressure for maximum flow rate	bar	1
Domestic hot water flow rate (at DT = Δ35K)	l/min	-
Hot water output temperature range	°C	-
<b>Mechanical</b>		
Expansion vessel size	litres	8
Gas inlet connection (pipe size)	mm	15
Heating flow and return connections (pipe size)	mm	22
Hot and cold water connections (pipe size)	mm	15
Heat exchanger material	Stainless/ Aluminium	Aluminium
Boiler lift weight (dry boiler)	kg	22
<b>Flueing options</b>		
Rear flue options	Yes/No	Yes
Maximum horizontal flue length 60/100	m	10
Maximum vertical flue length 60/100	m	10
Maximum horizontal flue length 80/125	m	25
Maximum vertical flue length 80/125	m	25
Permissible flue classifications	C13, C33, C43, C53	C13, C33, C43, C53
<b>Installation</b>		
Spacing frame*	Yes/No	No

\* See page 16

# Accessories

Part number	New description	Range
0020219523	Horizontal flue kit DN 60/100	60/100
0020219524	Horizontal telescopic flue kit DN 60/100	60/100
0020219528	Horizontal flue kit 1.7m DN 60/100	60/100
0020219526	Rear telescopic flue kit DN 60/100*	60/100
0020219538	Flue terminal kit, black	60/100
0020257015	Vertical flue adaptor DN 60/100	60/100
0020230604	Vertical flue terminal, black	60/100
0020199443	Flat roof flashing	60/100
0020258676	Pitched roof flashing	60/100
0020257007	Extension 0.5m DN 60/100 PP	60/100
0020257008	Extension 1.0m DN 60/100 PP	60/100
0020257445	Extension 2.0m DN 60/100 PP	60/100
0020267682	Extension 4.0m DN 60/100 PP	60/100
0020257009	Elbow 87 deg DN 60/100 PP	60/100
0020257010	Elbow 45 deg DN 60/100 PP (2 pieces)	60/100
0020267923	Flue support clips 200mm DN 100 (5 pieces)	60/100
2000460487	Sliding sleeve DN 60/100	60/100
0020267683	Extension 0.5 to 0.8m telescopic 60/100 PP	60/100
0020267924	Flue support clips 100mm (pack of 5)	60/100
0020219531	Plume management kit black	PMK
0020219532	Plume management kit, white	PMK
0020219535	Plume deflector kit, black	PMK
0020219536	Plume deflector kit, white	PMK
0020219541	PMK extension 1m, black	PMK
0020219542	PMK extension 1m, white	PMK
0020219545	PMK elbow 87 deg, black	PMK
0020219550	PMK elbow 87 deg, white	PMK
0020257019	Extension 0.5m DN 80/125 PP	PMK
0020257020	Extension 1.0m DN 80/125 PP	PMK
0020257018	Horizontal air/flue DN 80/125 PP	80/125
0020257016	Roof terminal black DN 80/125 PP	80/125
0020104553	Extension 0.5m DN 80/125	80/125
0020104554	Extension 1.0m DN 80/125	80/125
0020257021	Extension 2.0m DN 80/125 PP	80/125
0020257023	Elbow 87 deg DN 80/125 PP	80/125
0020257024	Elbow 45 deg DN 80/125 PP (2 pieces)	80/125
0020257022	Sliding Sleeve DN 80/125 PP	80/125
0020104559	Flue support clips (5 off) DN 60/100	80/125
0020276091	Vertical flue adaptor DN 80/125	80/125
0020193663	Upward piping kit	ALL
A2044800	Condensate pump	ALL
0020082851	Spacing frame	Combi & system only

\* Rear flue only available with regular boiler



# Boiler Plus

Boiler Plus is legislation designed to ensure that heating systems in all UK households are using energy as efficiently as possible. It means that new gas boiler installations must meet a minimum Energy Related Products (ErP) rating of 92%.

This can be achieved by ensuring the correct time and temperature controls are fitted to heating systems at the time of installation. These kinds of controls can also be retrofitted to existing systems.

Combi boilers are the most popular type of boilers in the UK. It is easy to ensure compliance with Boiler Plus by fitting a control with at least one of these features:

- **Load compensation** - the ability to use the current room temperature to modulate the flow temperature, this needs the control and boiler to intelligently communicate.
- **Weather compensation** - this function uses weather forecast data or outside sensors to understand the outside temperature and adjust the flow temperature of the boiler accordingly.
- **Smart control** - an internet connected control that provides automated heating, hot water and optimised boiler efficiency.

From the feature-rich MiGo personal heating assistant to the very simple and cost-effective Climastat room thermostat, Glow-worm offers a wide range of intelligent and easy to use solutions to meet Boiler Plus.

## Range line up



	Mechanical timer	Climastat	Climapro1	Climapro1 RF	Climapro2	MiGo
Room thermostat		✓				
Plug in timer	✓					
Programmable thermostat			✓	✓	✓	
Internet connected						✓
Wired	✓	✓	✓			
Wireless				✓	✓	✓
Digital display		✓	✓	✓	✓	
Epaper display						✓
Instant control		✓				
24 hour programming	✓					
7 day programming			✓	✓	✓	✓
Manual control	✓	✓	✓	✓	✓	✓
App control						✓
1 zone	✓	✓	✓	✓	✓	✓
2 zones			✓			
Heating	✓	✓	✓	✓	✓	✓
Hot water storage			✓	✓	✓	✓
eBus connectivity		✓	✓	✓	✓	✓
Load compensation		✓	✓	✓	✓	✓
Weather compensation			✓	✓	✓	✓

# Intelligent controls

All Glow-worm controls have been designed to work with the Easicom boiler range, so they are simple to install and your customer will get the ultimate in running efficiency, convenience and comfort. Adding any of our intelligent controls to your combi boiler will mean you are complying with the Boiler Plus legislation.

## Climastat thermostat

- Can be used in conjunction with the provided plug in timer
- Wall mounted Climastat connects using simple low voltage eBus
- Traditional interface for customers to set heating programs
- eBus connected Climastat means the boiler will modulate to manage heating in the most efficient way possible
- Heating and hot water mode on indicator
- Service, fault and maintenance indication
- Clear digital display with 0.5°C temperature intervals
- Wide temperature range 5 - 30°C

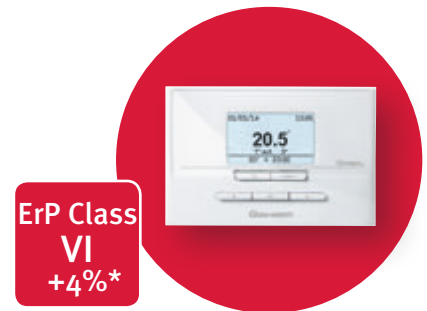


Room thermostat	
Programmable room thermostat	✓
Wireless controls	
Load compensation	✓

Weather compensation not possible

## Climapro<sub>1</sub> wired and wireless programmable thermostat

- Secure wall mounted thermostat is wired using simple low voltage eBus
- User friendly design with bright backlight
- Clear straightforward menus to set heating and hot water programs
- Annual service reminder
- eBus connected Climapro<sub>1</sub> means the boiler will modulate to manage heating in the most efficient way possible
- Weather compensation using a simple wireless outdoor sensor
- Climapro<sub>1</sub> RF wireless version available
- Climapro<sub>1</sub> wired version can be used with the smart wiring centre to offer two heating zones and one for hot water
- Automatic daylight saving time



Room thermostat	
Programmable room thermostat	✓
Wireless controls	
Load compensation	✓
Weather compensation**	✓

\*When an outdoor sensor is included

\*\*Class VI possible when used with outdoor sensor

## Climapro<sub>2</sub> RF wireless programmable thermostat

- Wireless thermostat works anywhere in the home
- Wall bracket for base location and secure storage
- RF receiver slots into the boiler simply with no wiring: an electrician isn't needed
- User friendly design with bright backlight
- Clear straightforward menus to set heating and hot water programs
- Annual service reminder
- eBus connected Climapro<sub>2</sub> RF means the boiler will modulate to manage heating in the most efficient way possible
- Weather compensation using a simple wireless outdoor sensor
- Automatic daylight saving time



Room thermostat	
Programmable room thermostat	✓
Wireless controls	✓
Load compensation	✓
Weather compensation	✓

\*When an outdoor sensor is included

## Wireless outdoor sensor

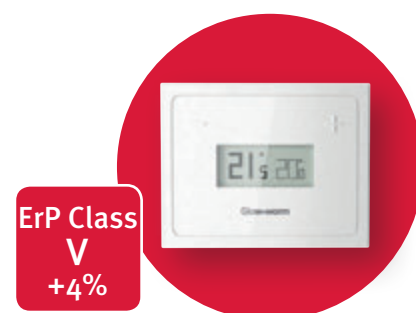
- Enables weather compensation when paired with Climapro<sub>2</sub> RF and Climapro<sub>1</sub> RF
- Works on indirect sunlight which re-charges the small PV cells
- Simple and quick to install
- No batteries required



## MiGo smart control

- Smart phone app for Apple and Android devices to manage heating and hot water on the go
- Simple and straightforward installation so it's up and running in less than 30 minutes
- Easy and intuitive interface for straightforward temperature control
- Self learning - MiGo automatically learns the energy requirements of your home
- Installation assistant with simple step by step pairing process
- Internet weather compensation - MiGo only ever uses your energy as and when it needs to without an outside temperature sensor
- Monitors gas and electricity consumption for heating and hot water
- MiGo and Glow-worm boilers communicate with eBUS
- One heating circuit and DHW management - DHW and central heating control from one device
- In room thermostat can be free standing or wall-mounted
- Electronic paper display shows information clearly with low energy consumption
- Multi-user sharing and multi-home control so you can manage several heating systems for the same or different locations

Room thermostat	
Programmable room thermostat	✓
Wireless controls	
Load compensation	✓
Weather compensation	✓



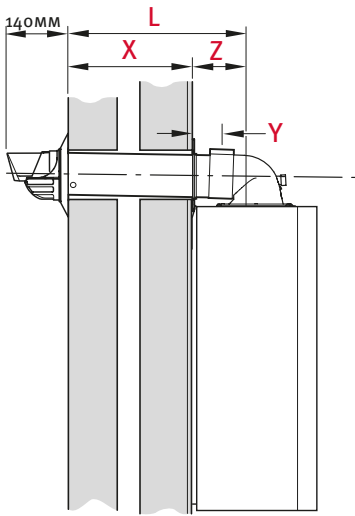
Room thermostat	
Programmable room thermostat	✓
Wireless controls	✓
Smartphone app controls	✓
Load compensation	✓
Weather compensation	✓

Product	Article number
Analogue timer	0020193661
Climastat	0020035402
Climapro <sub>1</sub>	0020118077
Climapro <sub>1</sub> RF	0020118078
Climapro <sub>2</sub> RF	0020085221
Outdoor sensor	020040796
MiGo Connected Combi Pack	0020223275
MiGo Connected System Pack	0020223276



# Flueing options

## Horizontal top side flue (standard)



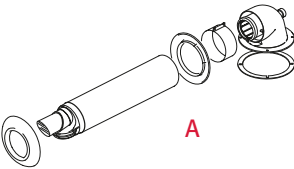
**L** = Flue length, measured from outside wall face to centre line of flue outlet.

**X** = Wall thickness.

**Y** = Distance from wall to edge of air duct on flue elbow.

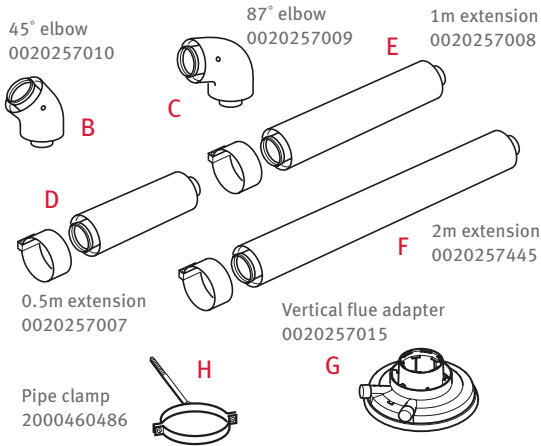
**Z** = Distance from centre line of flue outlet to inside wall face.

The maximum flue length with extensions must not be exceeded (refer to **L** in table below). For each additional 90° or 2 x 45° bends fitted, the maximum flue length must be reduced by 1m. The pipe length is reduced by 500mm for each 45° elbow and 1m for each 87° elbow used.

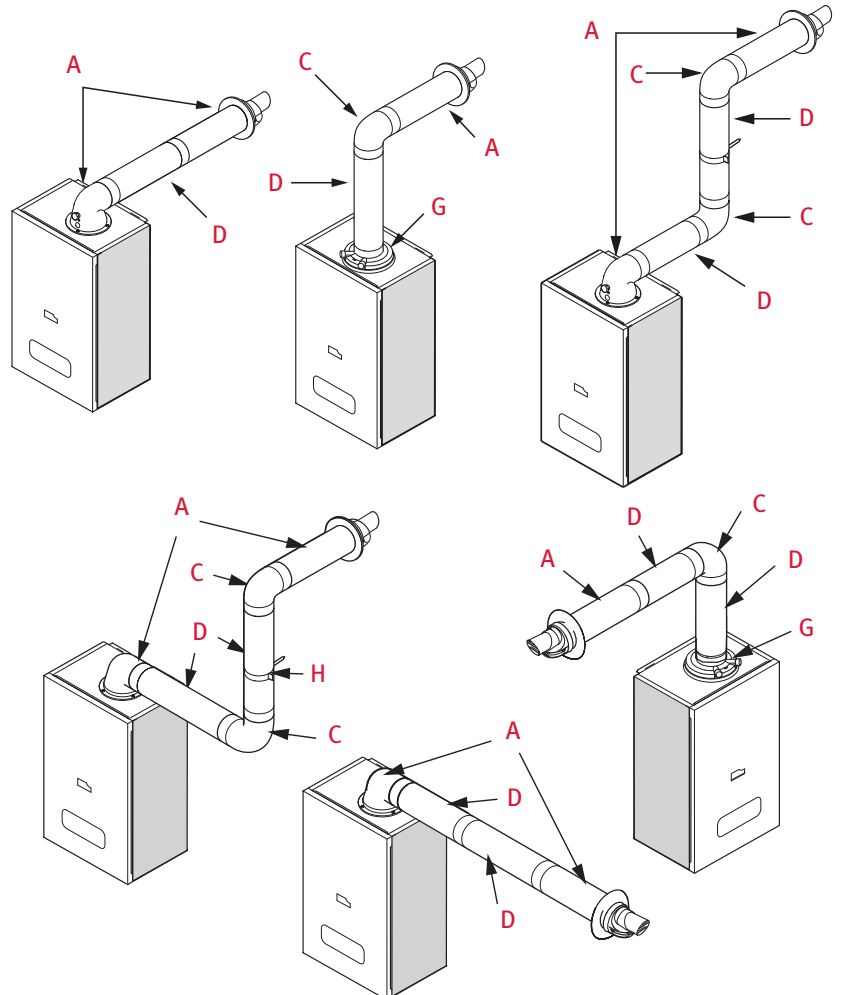
Model	L Max with extensions	X (mm)		Y (mm)	Z (mm)	Horizontal standard flue 0020219523*
		Min	Max			
Easicom	150mm	75	645	65	150	

\* white terminal as standard, for black terminal use 0020219538

### Horizontal accessories

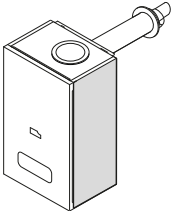
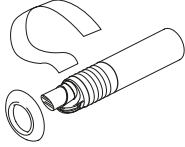


### Flueing examples using extensions and bends





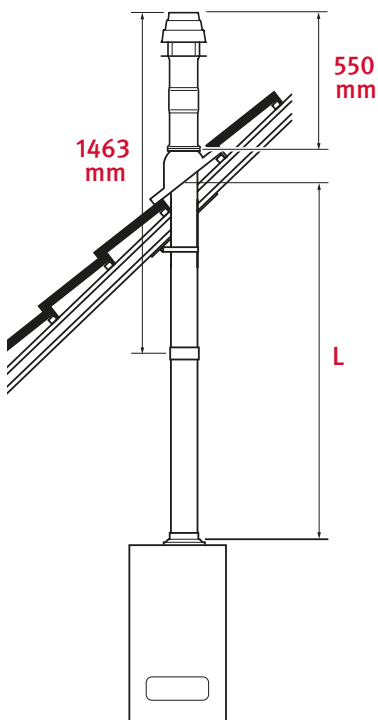
### Rear flue option

	Model	Max extensions	Min	Max	A Direct rear flue* 0020219526
	Easicom	No extensions	480	710	

\*Rear flue for regular model only

Available in black only

### Vertical flue options



L = Flue length, measured from the top of the boiler to the underside of the roof flashing

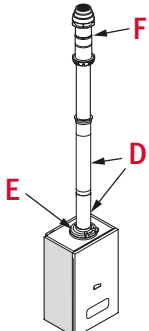
Maximum flue length is 10m plus external vertical roof terminal.

The maximum flue length must not be exceeded (refer to L in table below).

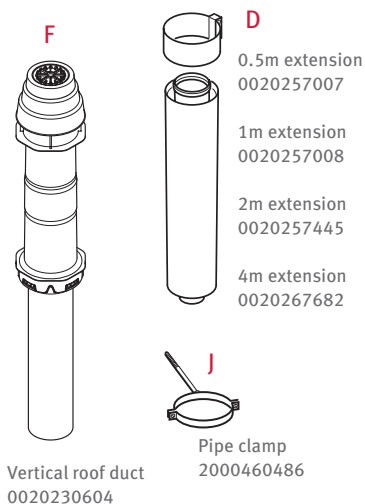
For each additional 90° or 2 x 45° bends fitted, the maximum flue length must be reduced by 1m. The pipe length is reduced by 500mm for each 45° elbow and 1m for each 87° elbow used.

Vertical flue options use the same 100mm diameter flue components as the horizontal flue options.

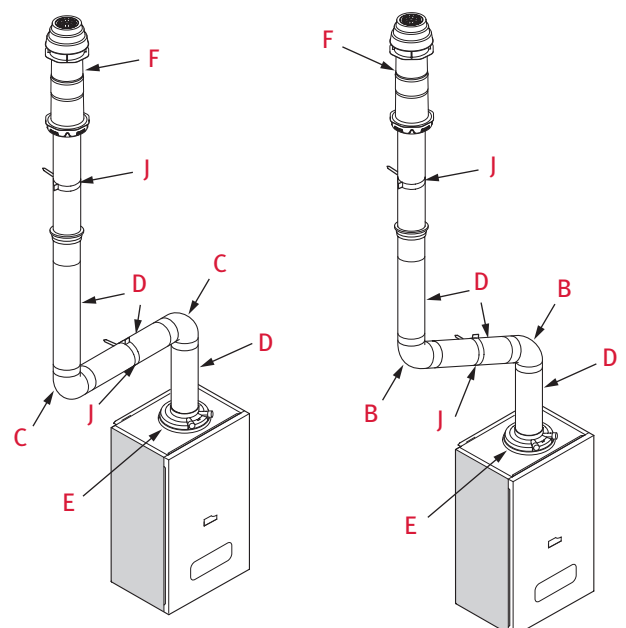
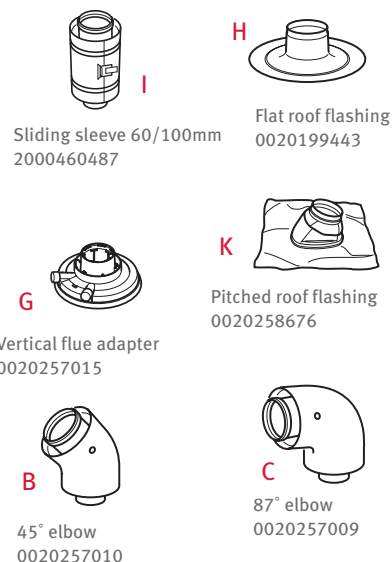
The vertical flue adaptor G is required for vertical installations.

	Model	L Max with extensions	Description of parts	Part number
	Easicom	10m	0.5 extension	0020257007
			1m extension	0020257008
			2m extension	0020257445
			Adaptor	0020209763
Terminal			0020230604	

### Vertical accessories



### Flueing examples using extensions and bends



# Bathroom zoning

All Glow-worm heating appliances are IPX4D rated, allowing for safe siting opportunities when installed in a bathroom (provided all electrical regulations and zoning regulations have been adhered to).

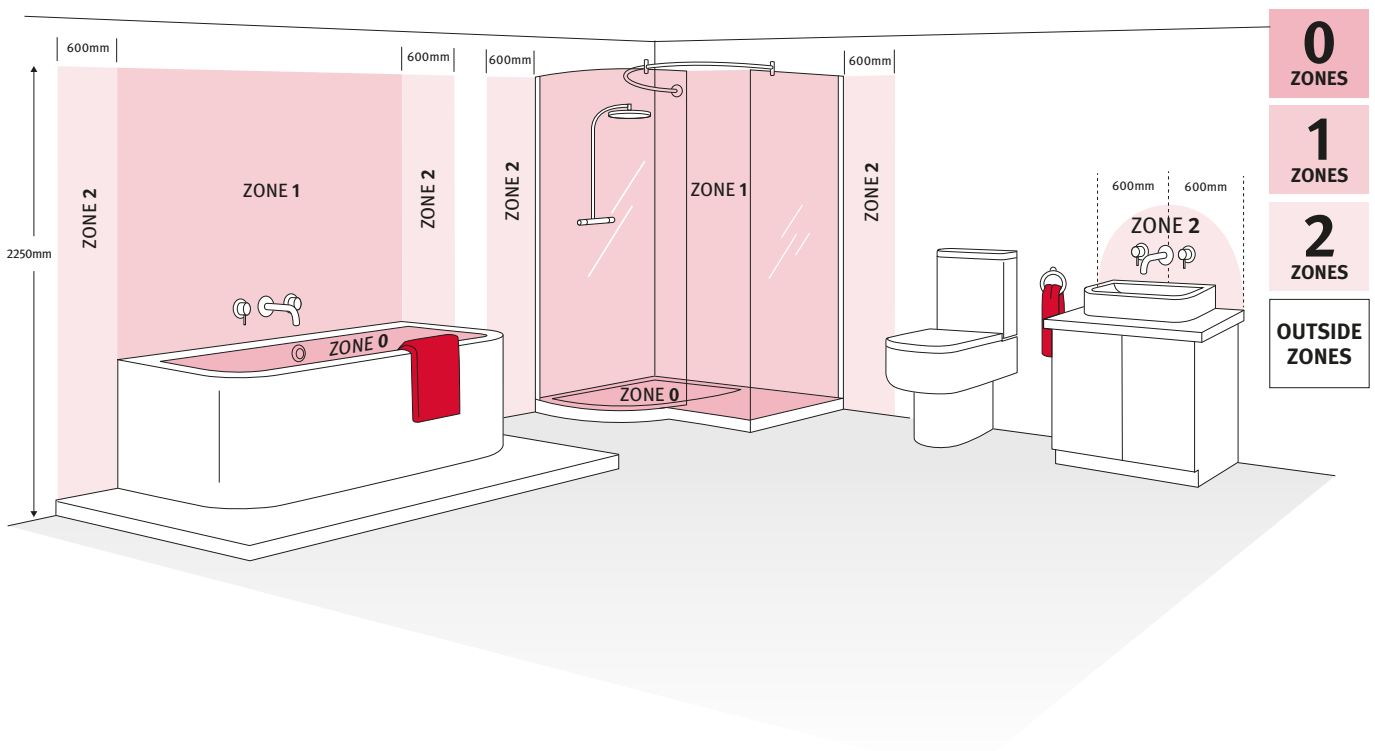
## Classification of zones

**Zone 0:** The interior of the bath or shower tray.

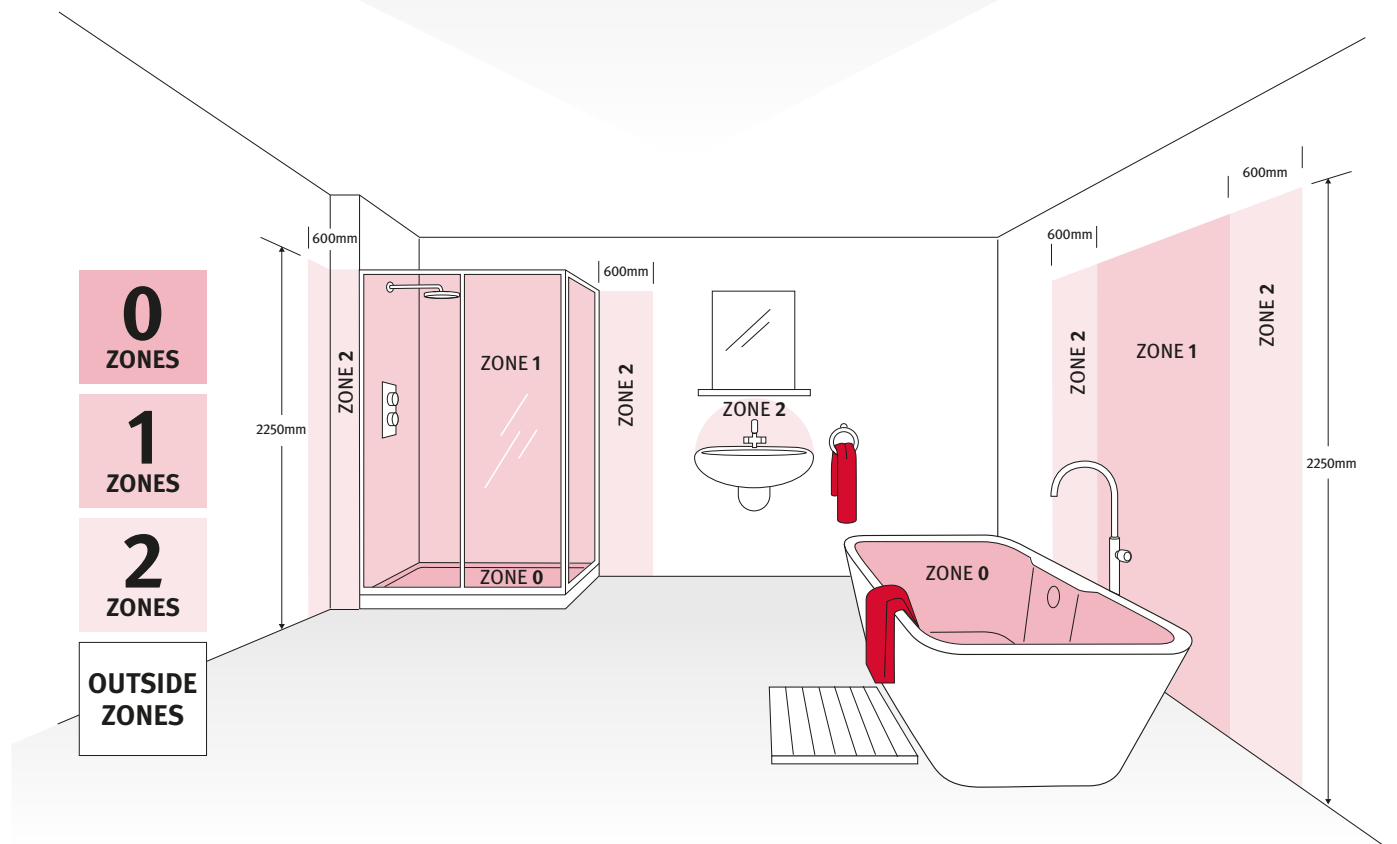
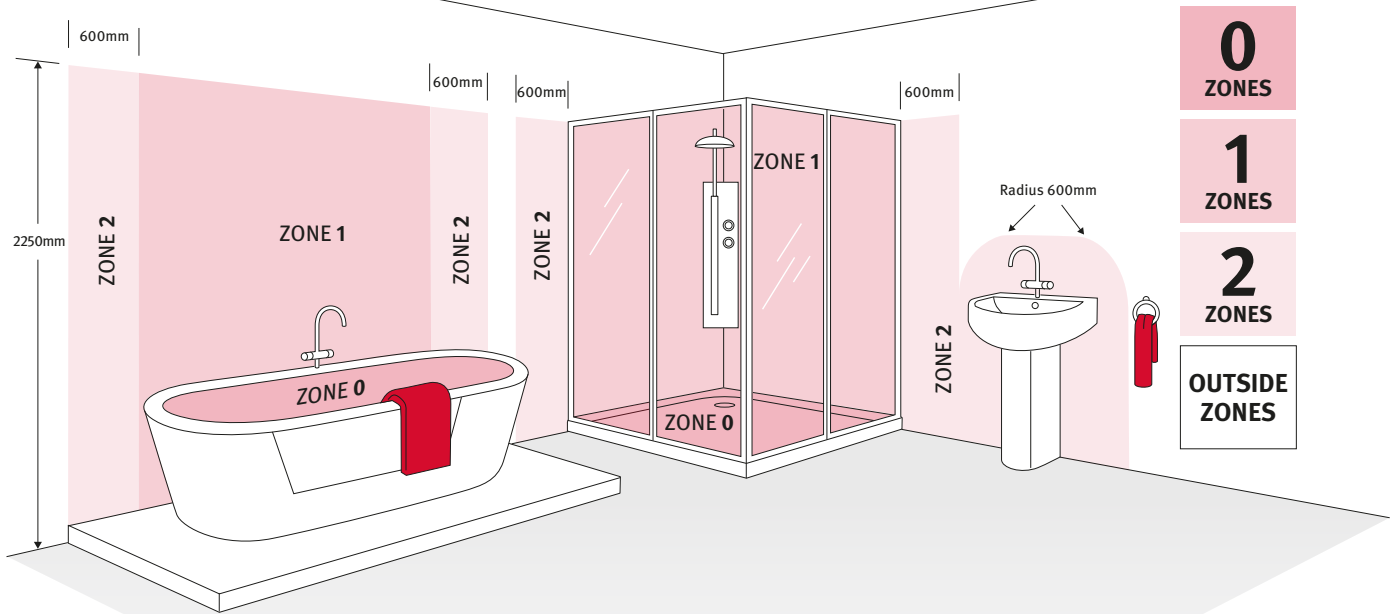
**Zone 1:** The exterior of the bath or shower tray to a height of 2.25 metres above the finished floor level.

**Zone 2:** Extends to 0.60 metres beyond zone 1 to a height of 2.25 metres above the finished floor level.

Glow-worm boilers can be installed anywhere outside of zone 0 providing the boiler cannot be touched or come in direct contact with water.



# Bathroom zoning





## Our locations

For more information on our courses or to visit one of our UK Centres of Excellence:

**Telephone: 0345 601 8885 or email: [training@glow-worm.co.uk](mailto:training@glow-worm.co.uk)**

### **Belper**

Nottingham Road, Belper, Derbyshire DE56 1JT

### **Bristol**

Unit 1390, Aztec West, Almondsbury, Bristol BS32 4RX

### **Cambridge**

Ground Floor, 7400 Building, Cambridge Research Park, Waterbeach, Cambridge CB25 9TL

### **Elland**

Unit D1, Lowfields Business Park, Elland, West Yorkshire HX5 9DG

### **Farnborough**

Ground Floor (West) Templer, 25 Templer Avenue, Farnborough Business Park, Farnborough, Hampshire GU14 6FE

### **Glasgow**

Maxim 1, 2 Parklands Way, Eurocentral, Glasgow, Lanarkshire ML1 4WR

### **Maidstone**

6 Alexander Grove, Kings Hill, West Malling, Maidstone, Kent ME19 4XR

# Expert training to make your life easier

## **Easy does it**

Here at Glow-worm, our training team provides ready made courses for the Glow-worm Energy boilers and can design bespoke courses for all of our other models. Below are examples of the courses we can design to suit your needs.

## **Installation, commissioning and service**

### **Entry Level training**

We provide a hands on approach where our experienced trainer will guide you through commissioning, system setup and maintenance so you feel confident installing and maintaining the Easicom range, including:

- **Pre-installation checks**
- **Product specification**
- **Control options**
- **System accessories**

## **Expert diagnostics and fault finding**

### **Expert Level Training**

This course will cover how to diagnose various symptoms using the interface menu and main component testing of the Easicom range.

We will go through a step-by-step process using a combination of boiler status, sequence of operation and electrical tests to assist you in gaining all the knowledge you require, including:

- **Component identification**
- **Boiler drain down**
- **Safe component removal and replacement**
- **Electrical testing of the main components**



# Glow-worm spareCHECK app: spares information at your fingertips

Spares as reliable as the boilers they're  
manufactured for

Original Glow-worm spare parts:

- Comply fully with industry standards and safety tests
- Tested in conjunction with the boilers they're manufactured for
- Availability for up to 15 years after product manufacture ends

- ✓ Trade only
- ✓ Online and offline
- ✓ Exploded device views
- ✓ Over 4,000 pictures
- ✓ Serial number scanning
- ✓ Part where used



Search 'spareCHECK' on the  
app stores or scan the QR code:





# Support

Expert advice and support from installation to maintenance.

## Technical help

- If you have a technical question simply call our technical help line on **01773 828 300**, email [technical@glow-worm.co.uk](mailto:technical@glow-worm.co.uk) or visit our website for a straightforward answer

## Genuine high quality spares

- Spares availability for up to 15 years after production ends
- Nationwide spares stockists with over 500 locations
- Next day delivery service for emergency orders - contact spares on **01773 881 383** or [spares@glow-worm.co.uk](mailto:spares@glow-worm.co.uk)

Our Spares app is available for both iOS and Android devices.

# Nationwide after sales service

- Supporting you with technical help and after sales service online, over the telephone and on the road
- 250 engineers based around the UK, carrying over 1,500 different spare parts
- 97% first time fix rate

For our service department please call **0330 100 7678** or email [customerservice@glow-worm.co.uk](mailto:customerservice@glow-worm.co.uk)

# Literature for your customers

There are a number of easy ways for you to access Glow-worm product and homeowner literature:

- Via our installer app - Plumbing Toolbox
- Via telephone **01773 596 013**
- Available to download online at [www.glow-worm.co.uk](http://www.glow-worm.co.uk) or from Club Energy
- Via email [literature@glow-worm.co.uk](mailto:literature@glow-worm.co.uk)



# clubenergy

## The award winning loyalty program from Glow-worm

Enjoy great member benefits when you register your Easicom installations including...



**Instantly extends**  
your guarantee  
to five years



**Business development**  
Free tools to grow  
your business



**Cash rewards**  
On Glow-worm  
purchases



**Training**  
Free training



**Business tools**  
Including instant  
Gas Safe notifications



**Earn credits**  
Buy items from  
our catalogue



**Great deals**  
Regular seasonal  
offers



**Holidays**  
Qualify for the Mystery Trip  
holiday of a lifetime!

## Plumbing Toolbox - the industry leading installer app for Club Energy members

Designed to make your working life easier!

The Plumbing Toolbox app includes loads of useful stuff...



**Register your installs**



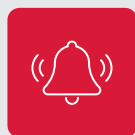
**Benchmark completion**  
Complete Benchmark and  
email it to your customers



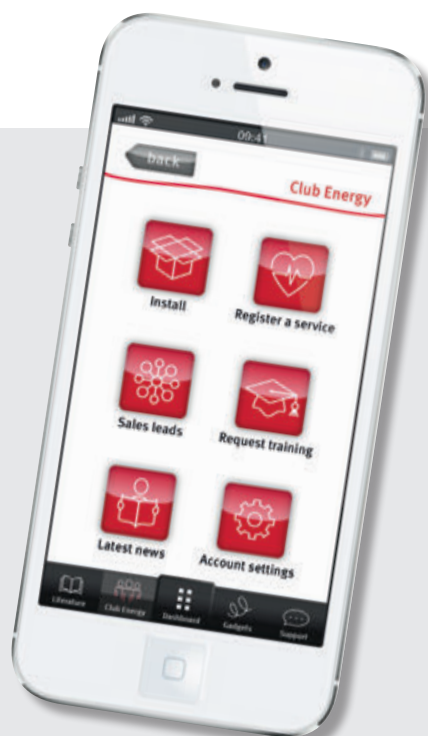
**Fault finder**  
Quick and easy fault  
code identification



**Every manual**  
Wherever you are, right  
there in your pocket



**Service reminders**  
Helping to keep  
you organised



To find out more about how you can benefit from Club Energy or join free today visit [www.clubenergy.co.uk](http://www.clubenergy.co.uk) or call 0330 678 1414

## Glow-worm

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Belper  
Derbyshire  
DE56 1JT

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<b>Literature</b>	01773 596 013	literature@glow-worm.co.uk
<b>Service department</b>	0330 100 7678	customerservice@glow-worm.co.uk
<b>Installer technical support</b>	01773 828 300	technical@glow-worm.co.uk
<b>Training</b>	01773 596 156	training@glow-worm.co.uk
<b>Spare parts</b>	01773 881 383	spares@glow-worm.co.uk
<b>Club Energy</b>	0330 678 1414	clubenergy-support@glow-worm.co.uk

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[www.glow-worm.co.uk](http://www.glow-worm.co.uk)



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