

Baxi training guide

Hands-on training, delivered by experts

To book your course call
0344 335 4207
or **book online**
at **baxi.co.uk/training**



Baxi has built a reputation as one of Europe's most trusted boiler manufacturers by consistently setting and raising standards. We are always searching for new and better ways to service and support heating engineers. That's why our training is very practical and hands-on. Every course in this guide is designed to help you improve your skills, so you can work confidently and efficiently.



HOW WE MAKE IT EASY

Our hands-on product training doesn't cost a penny

It's in your hands

The greater your knowledge, the more you can offer to your customers. With over 150 years' experience, Baxi is the perfect partner to help you develop your skills.

Practical, hands-on training

Around 80% of the content of our courses is hands-on, so you can spend plenty of time with our products.

Delivered by experts

Our trainers are accredited, former heating engineers with over 300 years combined experience, they have experience of the challenges you face day-in, day-out.

Local training centres across the UK

Wherever you are, you don't have to travel far to improve your skills.

Tailored to your needs

Our courses are flexible to fit in with your requirements and your schedule.

CIPHE

Our flagship training centres in Warwick, Dartford, Warrington and Godmanchester have been awarded CIPHE Approved Training Centre (ATC) status, the first boiler manufacturer to receive this status.

Experience is a great teacher

With backgrounds in installation and engineering, our trainers have all been there, seen it and done it. Their CVs speak for themselves:



Graham Collins

Warwick Training Centre

- Apprentice with British Gas
- Worked for British Gas as an Engineer
- Responsibility for R&D and Quality Assurance
- Joined Baxi in 1997
- Baxi training officer since 2010



Dave Driver

Dartford Training Centre

- Apprentice gas service engineer / technician British Gas
- Engineer, mentor and trainer, Transco
- Senior engineer with a large independent contractor
- Joined Baxi as a service engineer in 2000
- Baxi training officer since 2013



James Hodgson

Dartford Training Centre

- Started as an apprentice plumber in 1984
- Installation and maintenance New Build
- Self employed gas, heating and plumbing engineer for 10 years
- Joined Baxi as a service engineer in 2008
- Baxi training officer since 2015



Richard Green

Warrington Training Centre

- Service engineer British Gas
- Service and maintenance engineer
- Self employed combi boiler service and repair specialist
- Senior engineer, Cannon
- Joined Baxi's technical support team in 1998
- Baxi training officer since 2002



Roy Fugler

Warrington Training Centre

- Apprentice with British Gas
- Self-employed heating engineer
- Joined Potterton as a service engineer in 1999
- Baxi training officer since 2005



Steve Owen

National Training Manager

- Responsible for domestic, internal and external training, and building partnerships with training centres and colleges
- Apprentice with British Gas
- Self-employed heating engineer
- Joined Baxi as a service engineer in 1990
- Moved to the training department function in 2002
- National training manager since 2006



Debbie Abrahams, Claire Whittington and Jane Evans

Baxi Training Administrators



Rob Evans

Warrington Training Centre

- Apprentice with British Steel
- Specialised in communication and digital applications within the Armed Forces
- Re-trained as a domestic gas engineer in 2007
- Joined Baxi as a service engineer in 2011 moved to training department function in 2015



Ian Trott

Godmanchester Training Centre

- Apprentice with British Gas
- Service engineer and installer
- Joined Baxi as a service engineer in 2003
- Became supervisor in 2009, moved to training department function in 2015



Lance Rowley

Godmanchester Training Centre

- Apprentice with British Gas
- Self employed gas, heating and plumbing engineer for 9 years
- Joined Baxi as a service engineer in 2003
- Became senior engineer in 2008, moved to training department function in 2016



Rob Pearson

Warwick Training Centre

- Apprentice with British Gas
- Service and Maintenance Engineer with a large independent contractor
- Joined Baxi's Technical Support team in 2016
- Baxi Customer Support Engineer
- Baxi Training Officer since 2019



Scott Riley

Dartford Training Centre

- Apprentice with Swale Heating 2006
- Plumbing, heating and renewable engineer
- 2014 boiler and renewable technician for large multinational company
- Baxi Heat Pump training officer since 2019

Local centres of excellence

Wherever you are, expert hands-on training is never far away.

Baxi training centres - CIPHE accredited

- | | | | |
|--|--|--|---|
| 1. Dartford
Unit 5 Newtons Court
Crossways Business Park
Dartford
Kent
DA2 6QL | 2. Warrington
48 Melford Court
Hardwick Grange
Woolston
Warrington
WA1 4RZ | 3. Warwick
Acorn House
Coventry Road
Warwick
CV34 4RT | 4. Godmanchester
Unit 7
Cardinal Park
Cardinal Way
Godmanchester
Cambridgeshire
PE29 2XG |
|--|--|--|---|

Baxi satellite training centres

Northern Ireland

14. Newtownards

South Eastern Regional
College
Victoria Avenue
Newtownards
Co Down
BT23 7ED

North

8. Leeds

Leeds College of Building
Hunslet Campus
Cudbear Street
Leeds
LS10 1EF

North West

9. Preston

Preston College
Fulwood Campus
St. Vincents Road
Preston
PR2 8UR

South West

12. Exeter

Exeter College
Falcon House
Falcon Road
Sowton Industrial Estate
Exeter
EX2 7LB

Scotland

5. Glasgow

Gas Certification Co Ltd
Block 5 Unit 37
Third Road
Blantyre Industrial Estate
Glasgow
G72 0UP

North East

6. Peterlee

The Technical Academy
1 Palmer Road
South West Industrial Estate
Peterlee
Co. Durham
SR8 2HU

Midlands

10. Nottingham

Nottingham College
Basford Hall
664 Nuthall Road
Nottingham
NG8 6A

South

11. Eastleigh

Eastleigh College
Chestnut Avenue
Eastleigh
Hampshire
SO50 5FS

7. Perth

Perth College
Crieff Rd
Perth
PH1 2NX

17. Scunthorpe

North Lindsey College
Kingsway
Scunthorpe
DN17 1AJ

16. Birmingham

Bmet College
James Watt Campus
Aldridge Road
Great Barr
B44 8NE

18. Darlington

Darlington College
Central Park
Haughton Rd
Darlington
DL1 1DR

Wales

13. Newport

Coleg Gwent
City of Newport Campus
Nash Road
Newport
NP19 4TS

Ireland

15. Ballymount

Potterton Myson Ireland
Unit F6
Calmount Business Park
Ballymount
Dublin 12



HOW WE MAKE IT EASY

Local training centres means less travelling for you



Get hands-on with our free product training

You can choose from a range of free product training courses that offer practical training on our latest products, under the guidance of our expert trainers.

Our free courses give you no-nonsense training that puts more tools in your hands than textbooks, with insight from people who know what the job is like. Our courses reflect the work you do, giving you skills to use the very next day.

To help Baxi Approved Installers take their businesses to the next level, we offer dedicated BAI courses with our professional trainers, making your time with us a really worthwhile investment.

Every course takes into account your current situation

- ✔ Before the course, we make sure you know exactly what to expect.
- ✔ We understand your time is precious – so we won't waste it. You'll get regular breaks over a full day to make calls and attend to business.

Every course makes your training comfortable and convenient

- ✔ To show new skills up close, we keep the group small. It's relaxed, down-to-earth, but serious about giving you essential know-how.
- ✔ Our accessible UK network of training centres means there's always one within reach.

Every course reflects the job you do and the standards you work to

- ✔ Our training centres are equipped for the job. We put you in realistic situations, giving you real challenges with real products.
- ✔ You spend over 80% of the day with your hands on the product. Any theory is essential to support the course's practical element.

Every course puts our experience firmly behind your future

- ✔ Our trainers are qualified heating engineers, ready to share their knowledge and experience.
- ✔ They know the products inside out, giving you inside knowledge you can use every day.

You'll gain the skills, know-how and confidence to do a good job even better, and enjoy the personal satisfaction of achievement.



For enquiries and bookings call
0344 335 4207



Three day fault-finding course

We are very proud that our 'trilogy' of generic fault-finding courses has been accredited by the Chartered Institute of Plumbing and Heating Engineering (CIPHE).

The three days cover 'Multimeter training', 'How a combi works' and 'Boiler diagnostics'.

Duration: 3 Days

Cost: £200

Note: each course is also available to book separately at £75 per day. Don't forget, if you are one of our Baxi Approved Installers, you can claim 20% off selected specialist training courses. Simply explain that you are a Baxi Approved Installer and quote your Gas Safe number when you book!

Who should attend?

Heating engineers, installers and maintenance engineers who require a more detailed understanding of boiler diagnostics.

Required knowledge or understanding

Candidates are required to have knowledge of heating and hot water systems.



Day one

The multimeter training explains how to use this valuable tool to carry out safety checks and identify whether components are working properly.

Aims of the day:

A sound knowledge of:

- ✓ Using and understanding an electrical multi-meter
- ✓ Carrying out preliminary electrical safety checks
- ✓ Carrying out component electrical tests
- ✓ Identifying faults
- ✓ Safe electrical isolation in accordance with Gas Safe Tech Bulletin 118



I have learned something fresh every day on every level; in fact, it's been a real eye-opener - I have learned things I didn't know I didn't know!

Joseph Winter
Easy Gas and Plumbing Services



Day two

On the second day, delegates find out exactly how a combi works; knowing the sequence of events that lead to the boiler firing up makes it easier to work through and identify where an issue may lie when called to a breakdown.

Aims of the day:

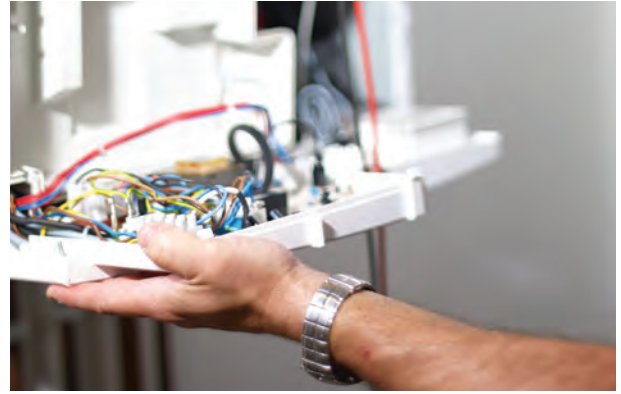
Our experts will show you how to:

- ✓ Component recognition and layout
- ✓ The function and operation of principle components
- ✓ Service and repair best practises
- ✓ Operating sequence
- ✓ Combustion set up procedures



I've been looking for a more 'hands on' course because I wanted to get more into servicing and maintenance, so fault finding is important. I found this course by searching online - it was recommended in forums.

Sukhi Sidhu
Gas Flow Services



Day three

On the final day, delegates will put into practice everything they have learned in the previous two days. They will work on live boilers which have been set up by the trainers with faults for them to identify and put right.

Aims of the day:

You'll learn how to:

- ✓ Diagnosing boiler problems
- ✓ Remediating the problem
- ✓ Following logical paths on a variety of boiler types
- ✓ The sequence of operation of different types of boilers
- ✓ Fault finding

*To book your course
online visit
baxi.co.uk/training
or call **0344 335 4207***



System wiring and controls

This course is designed as an aid to those wishing to obtain a greater understanding of central heating control systems, specifically the installation practice and fault diagnosis for S and Y plan systems.

Duration	1 day
Cost	£75

What's it about?

Gaining a practical understanding of central heating control systems, specifically the installation practice and fault diagnosis for S and Y plan systems.

What you'll gain

In-depth knowledge of:

- ✓ The principal function of heating system components
- ✓ Manufacturers' heating system wiring guides
- ✓ Wiring applications – 2 / 3 port valve plans (S plan and Y plans)
- ✓ Commissioning, including basic electrical safety checks
- ✓ Diagnosing and rectifying system faults

Who's it for?

Experienced heating engineers, installers, maintenance engineers and electricians who want a more detailed understanding of system wiring and controls.

What you'll already need to know

You'll need to have completed a multimeter training course and have a basic knowledge of heating and hot water systems.



Certificate in Energy Efficiency for Domestic Heating

Gain the practical skills required to install Regulation-compliant condensing boilers and low/zero-carbon technology.

Duration	1 day
Cost	£125

What it's about?

Gaining the skills needed to make the most of Government-funded initiatives such as the Green Deal, Renewable Heat Incentive, the Microgeneration Certification Scheme and the Feed-In-Tariff (F.I.T.).

What you'll gain

A certificate that proves you are eligible for the above initiatives and a greater understand of:

- ✓ The need to adopt energy efficiency measures
- ✓ How to promote energy efficiency to consumers
- ✓ Practical solutions that are available to improve energy efficiency

Who's it for?

Heating engineers and installers who want to gain a nationally recognised qualification and enhance their knowledge of energy efficiency technologies.

What you'll already need to know

You'll need a recognised qualification in a conventional fuel.



Powermax

Range Powermax and Powermax HE

Duration 1 day

Cost £75

What's it about?

Gaining practical knowledge of the Range Powermax and Potterton Powermax HE gas boilers. The course covers: boiler components, operation sequence, flue requirements and fault finding.

What you'll gain

A sound understanding of:

- ✓ The principles of the two types of appliance
- ✓ Installation requirements
- ✓ Commissioning procedures
- ✓ Operating sequences
- ✓ The function and operation of principal components

Who's it for?

Experienced heating engineers, installers, maintenance engineers who require a greater knowledge and understanding of this product.

What you'll already need to know

Knowledge of heating and hot water systems.



Unvented hot water storage systems (G3)

Duration 1 day

Cost £175

What's it about?

Gaining a full understanding of the installation, commissioning and servicing of unvented hot water systems. You'll receive a Home Study Pack containing a course book and workbook to be completed, prior to a hands-on session. This is followed by a formal assessment.

What you'll gain

Successful candidates receive:

- ✓ A certificate showing they are qualified to work with unvented hot water systems
- ✓ Heatrae Sadia vouchers to the same value as the cost of the course

Who's it for?

Experienced heating engineers, installers and maintenance engineers who require a greater understanding of unvented hot water storage systems.

What you'll already need to know

You'll need an NVQ Level 2 or equivalent plumbing qualification, plus relevant experience.



The courses were easy to book, the trainers are excellent, and have given me knowledge and confidence that will help with my work.

Terry Kutereba
T&L Plumbing



Water regulation/bye-laws

Duration	1 day
Cost	£150

What's it about?

The course is for anyone requiring an understanding of water regulations/water bye-laws. In particular those wishing to become approved plumbers/contractors

What you'll gain

Certification of this course will go towards some of the entry requirements of meeting the criteria to join a competent person scheme.

Who's it for?

Plumbers and heating engineers.

What you'll already need to know

The candidate will need to have some knowledge of plumbing and the water industry.



*I've been in the trade for 10 years,
I have learned something fresh
every day on every level; in fact,
it's been a real eye-opener.*

Joseph Winter
Easy Gas and Plumbing Services



Solar thermal domestic hot water

Duration	4 days
Cost	£425

What's it about?

Learning about the most common solar hot water systems installed in the UK and gaining an entry-level qualification for the Microgeneration Certification Scheme. The course provides an overview of associated legislation, risk assessments and working at height requirements.

What you'll gain

Practical knowledge of:

- ✓ Fully filled sealed systems
- ✓ Drain back systems
- ✓ Flat plate collector systems
- ✓ Evacuated tube collector systems
- ✓ Direct flow evacuated tube collector systems

Who's it for?

Experienced domestic heating installers or plumbers who want to diversify into solar heating.

What you'll already need to know

You'll need a G3 Unvented Hot Water Systems certificate, and a recognised qualification in a conventional fuel (Gas Safe, Oftec, Hetas) or NVQ Level 2 (or equivalent) plumbing qualification, Water Regulation, and Certificate in Energy Efficiency.



Baxi Ecogen micro-CHP

Understand the technology behind the UK's first domestic micro-CHP system and gain a nationally recognised qualification.

<i>Duration</i>	1 days
<i>Cost</i>	£150

What's it about?

Hands-on training leading to a nationally recognised qualification that can be used to gain entry to the Microgeneration Certification Scheme (MCS).

What you'll gain

Certified, practical knowledge of:

- ✓ *How Baxi Ecogen works*
- ✓ *Application, installation and commissioning*
- ✓ *Customer handover (including providing details of the Feed-in Tariff)*

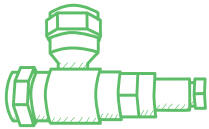
Who's it for?

Experienced domestic heating installers looking to enter the micro-CHP market.

What you'll already need to know

You'll need to be Gas Safe registered and hold ACS elements CCN1, CEN1/CENWAT and CPA1, Water Regulation, and Certificate in Energy Efficiency.

How we can help



Baxi Genuine Parts

- Approved parts for Baxi products
- Guaranteed quality, safety and reliability
- Nationwide network of approved stockists
- Lifetime support for Baxi products
- Range of heating essentials available

Call our knowledgeable and helpful team on **0344 871 1540** or visit **baxi.co.uk/trade-area** to identify parts and find your nearest stockist.



Baxi Customer Support

- Team of experts with products at hand to support installation, service and repair
- Available via phone or live chat
- 172 years combined technical experience
- Further technical support and how-to videos at **baxi.co.uk**

Call us on **0344 871 1525**



Thank you for a most enjoyable presentation and the hospitality shown to me and my colleagues yesterday. The day was very informative and much was gained that we can take forward in our business.

Andrew Green MCIQB
Associate Director Customer Service
Countryside Properties (UK) Ltd



Events

Visit Baxi Area Sales Managers at your local merchant for an opportunity to get your hands on the latest Baxi boilers and discuss developments in the heating industry.

For more information and to join us at a merchant local to you, visit **baxievents.co.uk**



Literature

You can order all the literature you need for you and your customers, including:

- Range guides
- Product brochures for consumers
- Installation instructions
- User guides
- Instructions for discontinued products

Call the Baxi literature hotline on **0344 871 1525** or contact your Baxi Area Sales Manager.

All our literature can be downloaded from our website **baxi.co.uk**

BAXI | WORKS

**Works is here
to prioritise you,
support you
and reward you
for choosing
Baxi.**



Download the Baxi Toolbelt App

- Access to Baxi Works
- Barcode scanner
- Error codes for all current Baxi products
- Gas flow rate calculator
- Single drop gas pipe sizing calculator
- Multi drop gas pipe sizing calculator
- A built in torch (if your phone has an LED flash)



Visit baxiworks.co.uk

Benefits include:

Free Gas Safe notification

Save £2.20 + VAT on every registration. We will also automatically register the warranty, saving you time and money.

Priority call out

As a member of Baxi Works, you'll enjoy expert aftersales support and priority call out.

Annual service reminder

We will send a reminder to your customers on your behalf when their service is due.

Great rewards

Earn points for every appliance you register and exchange them for gifts, vouchers, workwear and more!

Free advertising

Get listed on 'find an installer' to receive homeowner leads in your local area.



Best B2B Loyalty Programme



Catch up on our weekly #TrainingTuesday videos.

To help bring the classroom to installers, wherever they are, we've made short videos on a range of topics from servicing, maintenance to installation and repairs to share on our social media channels.

Every Tuesday at 12 noon, one of our knowledgeable trainers will be sharing their top tips and advice, and at no more than a minute long, even the busiest installer can find time to watch.

For nuggets of wisdom to make working on your favourite boilers even easier, follow us on our social channels:

 **@baxiboilers**

 **@baxiboilers**

 **@baxiuk**

Don't do social media? Check back at baxi.co.uk/trainingtuesday each Tuesday for a new video.

Of course, there's no substitute for getting hands on and 'learning by doing', so if you like what you see and want to learn more, book on to one of our free product or specialist training days at our centres throughout the UK.



To book a training course please call

0344 335 4207

Monday - Friday 7.30am - 4.30pm



For all other enquiries please call

0344 871 1525

Monday - Friday, 8.00am - 6.00pm

Weekends and bank holidays, 8.30am - 2.00pm

We are open 365 days a year.

Please note calls may be monitored or recorded.



baxi.co.uk



info@baxi.co.uk



Baxi

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Coventry Road

Warwick CV34 4LL

Follow us



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Baxi Training Brochure/Dec19

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Make it easy