

A blue-tinted photograph of a technician with a beard, wearing a dark blue shirt with 'JAMES' on it, working on a large white Baxi boiler. The technician is using a screwdriver to adjust a component on the side of the boiler. The background shows a workshop setting with various pipes and equipment.

Baxi Training Guide

Hands-on training –
delivered by experts

BAXI

Baxi has built a reputation of being one of the most respected manufacturers of heating and hot water solutions by continuously setting and raising standards.

We are always searching for new and better ways to 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 that you can work confidently and efficiently.

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



Find out more
baxi.co.uk/training

It's in your hands

The greater your knowledge, the more you can offer 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 face-to-face courses is hands-on, so you can spend plenty of time with our products.

Delivered by experts

Our trainers are qualified heating engineers with over 250 years' combined experience and they understand the challenges you face day-in, day-out.

Local training centres across the UK

With 16 training centres across the UK, wherever you are you do not 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. We also offer online courses, so that you can learn from the comfort of your home.



Our flagship training centres in Dartford, Warrington and Warwick have been awarded CIPHE Approved Training Centre (ATC) status.

Local centres of excellence

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

● Training Centres

NORTH

Darlington
East Durham
Leeds
Preston
Warrington

SOUTH

Dartford
Eastleigh
Exeter

EAST

Cambridge

MIDLANDS

Birmingham
Nottingham
Scunthorpe
Warwick

SCOTLAND

Glasgow
Perth

WALES

Coleg y Cymoedd

NORTHERN IRELAND

Newtownards

IRELAND

Ballymount



Every course takes into account your current situation

- ✓ Before the course, we make sure you know exactly what to expect
- ✓ We understand that 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 and 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 hands-on including any essential theory to support the courses' 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 that you can use every day



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:



Ian Trott

Training Manager UK & Ireland

- ✓ Apprentice with British Gas
- ✓ Service engineer and installer
- ✓ Joined Baxi as a service engineer in 2003
- ✓ Became team manager in 2009, moved to training department in 2015, training team manager since 2020
- ✓ Training Manager since 2022



Debbie Abrahams and Claire Whittington

Training Administrators

Warrington



Rob Evans

Warrington Training Centre

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



Andy Gregory

Warrington Training Centre

- ✓ Apprentice with DMBC
- ✓ Specialised in plumbing and heating, gas servicing and repair engineer
- ✓ Self-employed plumbing and heating business for nine years
- ✓ Joined Baxi in 2012 as a heating engineer
- ✓ Baxi training officer since 2021



Rachel Griffiths

Warrington Training Centre

- ✓ Started as an apprentice in 2013
- ✓ Ten years' industry experience in plumbing, heating and as a gas engineer
- ✓ Was a Baxi Approved Installer for 10 years
- ✓ Joined Baxi and the training team in 2023



Justin Rothwell

Warrington Training Centre

- ✓ Apprentice trained plumbing and heating engineer
- ✓ Self-employed plumbing and heating business for six years
- ✓ Three years working at a college teaching and assessing plumbing and gas students
- ✓ 2015-2022 service and repair engineer working for British Gas
- ✓ Joined Baxi in 2022 as a Baxi customer support engineer
- ✓ Baxi training officer since 2023

Dartford



Steve Boyle

Dartford Training Centre

- ✓ Apprentice trained engineer
- ✓ Ten years' experience in the gas and heating industry
- ✓ Joined Baxi in 2017
- ✓ Baxi service engineer 2023
- ✓ Joined the training team in 2023



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 ten years
- ✓ Joined Baxi as a service engineer in 2008
- ✓ Baxi training officer since 2015



Steve Simpson

Dartford Training Centre

- ✓ Apprenticeship at British Gas in 1999
- ✓ Technical and service engineer
- ✓ Joined Baxi as a customer support engineer in 2021
- ✓ Baxi training officer 2022

Warwick



Darren Smith

Warwick Training Centre

- ✓ Over thirty years' experience in the heating industry
- ✓ Joined Baxi as a service engineer 2009
- ✓ Joined the training team in 2022



Martin Walton

Warwick Training Centre

- ✓ Apprenticeship in commercial heating and HVAC
- ✓ Thirty years in domestic and commercial heating and cooling
- ✓ Joined Baxi in 2008 as a service and repair engineer and in 2020 moved to heat pump and renewable technologies engineer. Joined commercial training in 2021



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

Get hands-on with our free product training

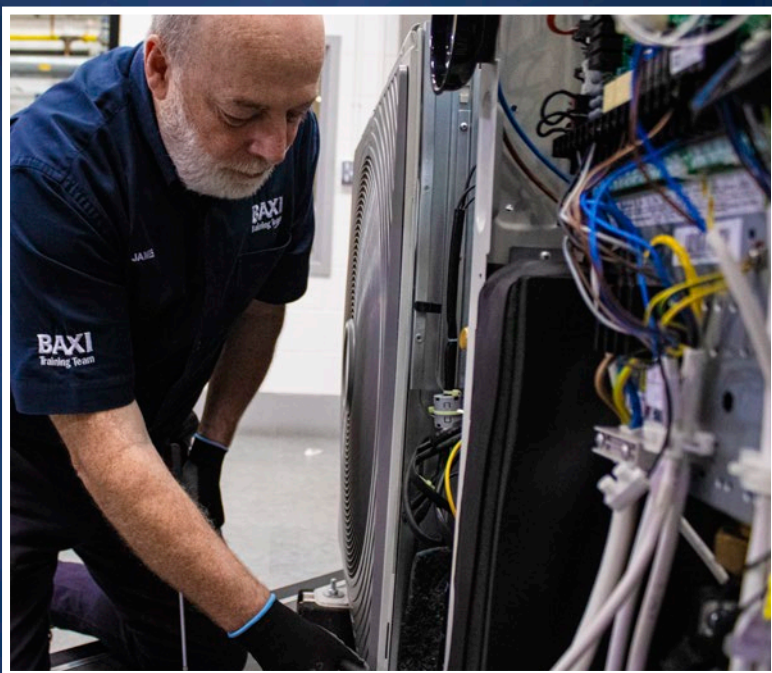
You can choose from a range of free product training courses that offer practical training on our latest products, under the guidance of our expert trainers.

Our free courses give you no-nonsense training that puts more tools in your hands than textbooks, with insights from people who know what the job is like. Our courses reflect the work you do, preparing you with everyday skills.

The one-day air source heat pump product day course is designed to help support and improve your skills, so that you can work confidently and efficiently with this range. The day will cover how an air source heat pump works, our product range, installation considerations and latest updates on the BUS scheme and MCS.

The product training day provides hands-on experience in real-world situations with the latest range of Baxi boilers. You'll stay compliant with information on all new products including legislation updates.

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







Baxi Heat Pump Installer course

Duration: Two days. Cost: £250

What's it about?

This course provides individuals with in-depth knowledge and practical skills to design, install and commission our air source heat pump range and become a Baxi Heat Pump Installer. To complete this course, individuals will require a supervised commissioning visit on their first installation.

What you'll gain:

By successfully completing this course you will become a Baxi Heat Pump Installer.

- ✔ Get comfortable with designing, installing, commissioning and servicing our air source heat pumps range
- ✔ Directly commission Baxi Air Source Heat Pump products and provide your customers with an enhanced warranty
- ✔ Register your product and earn points for rewards on Baxi Works

Who's it for?

Experienced heating engineers and installers who are registered MCS or have a recognised heat pump qualification.

What you'll already need to know

You will need to be MCS, BPEC accredited or have an equivalent heat pump certification to attend this course.

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: Three days. Cost: £250

Who should attend?

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

To book your course online, visit:

baxi.co.uk/training or call **0344 335 4207**



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:

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

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:

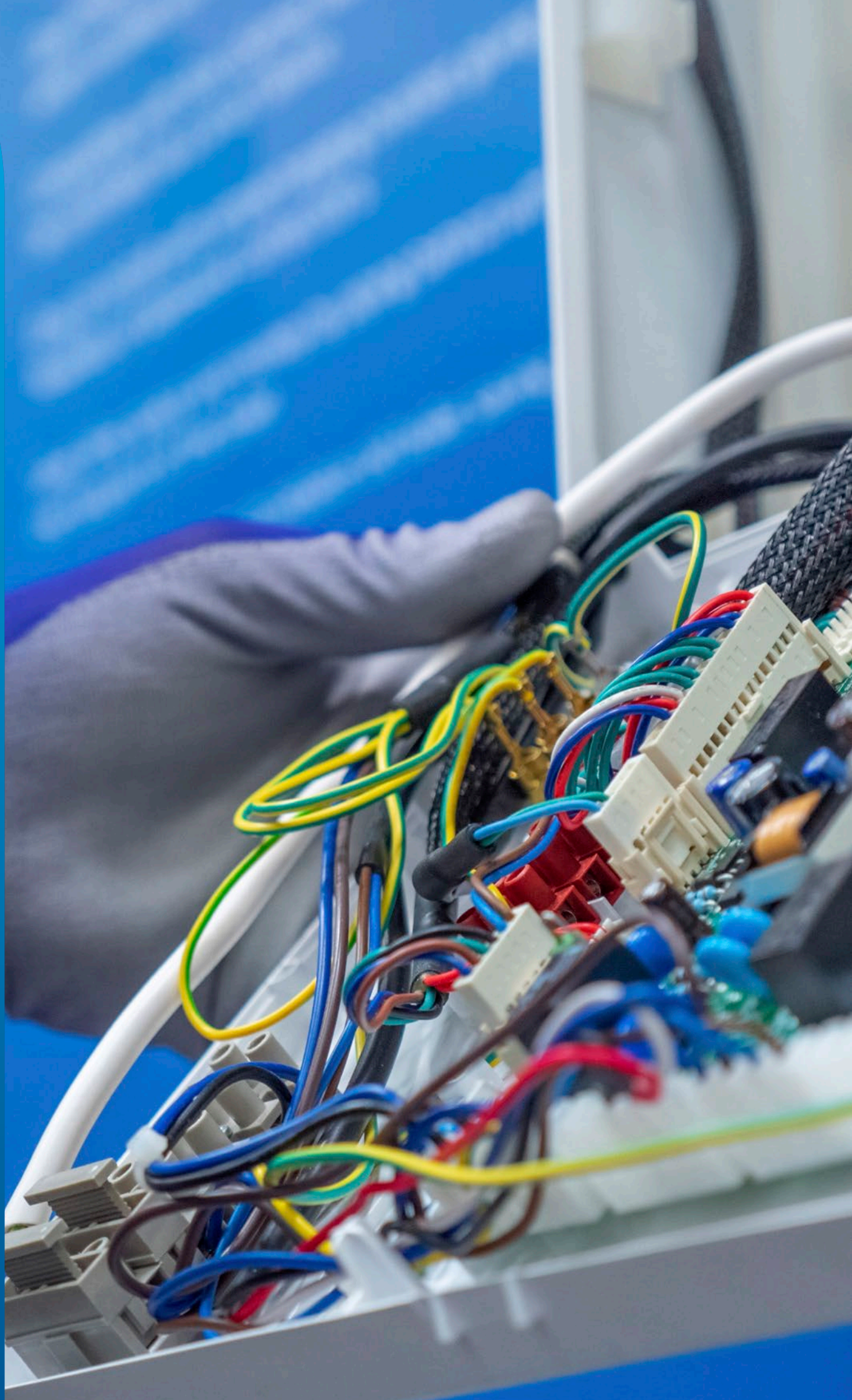
- ✓ Component recognition and layout
- ✓ The function and operation of principal components
- ✓ Servicing and repair best practices
- ✓ Operating sequence
- ✓ Combustion set-up procedures

Day three

On the final day, delegates will put into practice everything they have learned during the previous two days. They will work on live boilers, which have been set with faults by the trainers, to then be identified and corrected by the delegates.

Aims of the day:

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





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: One day. Cost: £100

What's it about?

Really understanding how to wire heating systems, and how controls can impact efficiency and provide the best solution for your customer.

What you'll gain:

- ✓ 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.

BPEC air source heat pump systems course

Gain a nationally recognised qualification and the practical skills required to correctly install air source heat pumps.

Duration: Three days. Cost: £500.00 including water regulations

What's it about?

The course covers the principles of design, installation, commissioning, and servicing of air source heat pump systems including water regulations.

You will be sent a home study pack to be completed prior to attending the course. During the hands-on session you will learn the principles of design, installation, commissioning and servicing air source heat pump systems. This is followed by a formal assessment.

What you'll gain:

⊙ You will gain a nationally recognised qualification that can be used towards the Microgeneration Certification Scheme (MCS)

Who should attend?

Heating engineers, installers and maintenance engineers who want to install air source heat pumps and are seeking accreditation.

What you'll already need to know

Trainees should have a minimum:

- ⊗ N/SVQ Level 2/3 in Plumbing or equivalent earlier certification; or
- ⊗ N/SVQ Level 2/3 in Heating and Ventilating (Domestic Installation) or equivalent earlier certification; or
- ⊗ N/SVQ Level 2/3 in Heating and Ventilating (Industrial and Commercial Installation) or equivalent earlier certification; or
- ⊗ N/SVQ Level 2/3 in Oil-Fired Technical Services or equivalent earlier certification; or
- ⊗ N/SVQ Level 2/3 in Gas Installation and Maintenance or equivalent earlier certification; or
- ⊗ Heating installers with a minimum three years' of experience installing wet central heating systems, evidenced either by manufacturer courses certification or Gas Safe Register, OFTEC, MCS or HETAS registration

AND, if not included in the above qualification:

- ⊗ Water Regulations/Water Byelaws





Certificate in energy-efficiency for domestic heating

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

Duration: One day. Cost: £125

What's it about?

This qualification is designed for installers who may need to self-certificate their work via one of the Competent Persons Schemes (CPS).

What you'll gain:

- ✓ 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, installers and renewable energy 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.



Water regulations

Gain all the knowledge required to understand water regulations

Duration: One 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?

Plumbing and heating engineers.

What you'll already need to know

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





Unvented hot water storage systems (G3)

The G3 training course will give delegates a full understanding of vented and unvented hot water systems

Duration: One 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 coursebook and workbook to be completed, prior to a hands-on session. This is followed by a formal assessment.

What you'll gain:

- ✓ A certificate showing they are qualified to work with unvented hot water systems

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.



What do they say?

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

Just wanted to say a huge thanks for the training day in Leeds today. The training guys were fantastic! I have always fitted your products but this has just proven what a fabulous company Baxi is. I will continue recommending your boilers to all my customers! Thanks so much, Mitch.

J S Pinder Plumbing and Heating
Sheffield

BAXI

Works

A simpler and more rewarding experience for installers, all in one place



Download the Baxi Toolbelt app

- ✓ Access to Baxi Works
- ✓ Error codes for current and discontinued products
- ✓ A gas flow rate calculator
- ✓ A simple, single-drop gas pipe-sizing calculator
- ✓ A multi-drop gas pipe-sizing calculator
- ✓ A built-in torch (if your phone has an LED flash) to help you see in those dark places



Visit baxiworks.co.uk

Free Gas Safe notification

Save £2.25 +VAT on every registration. We will automatically register the warranty, saving you time and money.

Priority call-out

Same-day priority engineer call-outs from Baxi Customer Support for Baxi approved installers (next day call-outs for all other Baxi Works users)*

Annual service reminder

Automated service reminders emailed directly to you, with annual reminders also posted to your customers.

Great rewards

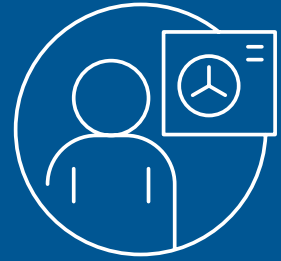
Every eligible product you register will earn you reward points, which can be redeemed for anything from tools and workwear, to high street vouchers and experiences. View the list of eligible products here.

Free advertising

Get listed on 'Find an Installer' to receive homeowner leads in your local area.

*Subject to terms and conditions.

Become a Baxi Heat Pump Installer



As a Baxi Heat Pump Installer, you can assure your customers you'll deliver a reliable standard of design, installation, commissioning, and servicing of our range of Baxi Air Source Heat Pumps.

By becoming a Baxi Heat Pump Installer:

- ✓ You'll become comfortable with designing, installing, commissioning, and servicing the Baxi Air Source Heat Pump range
- ✓ Feel confident in commissioning BAXI Air Source Heat Pumps and register products to provide your customers with an enhanced warranty of up to five years*
- ✓ Earn points when you register products on Baxi Works baxiworks.co.uk - points can be redeemed in our Baxi Works rewards catalogue on anything from tools and workwear to high street vouchers, experiences and more!

Baxi Works is easy to join and simple to use. To create an account, follow the step-by-step process at **baxiworks.co.uk**

To become a Baxi Heat Pump Installer, visit **baxi.co.uk/hpinstaller**



Catch up on our #TrainingTuesday videos

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

In each video, 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



youtube.com/c/BaxiBoilersUK



Don't do social media?

Check back at baxi.co.uk/trainingtuesday 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 onto one of our free product or specialist training days at our centres throughout the UK.



How we can help



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 [0330 678 0917](tel:03306780917)



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



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](tel:03448711540) or visit baxi.co.uk/trade-area to identify parts and to find your nearest stockist.



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](tel:03448711525) or contact your Baxi Area Sales Manager. All our literature can be downloaded from our website baxi.co.uk

To book a training course visit:

baxi.co.uk/training

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
Brooks House
Coventry Road
Warwick
CV34 4LL**

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Baxi Training Brochure January 2024

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MAIN
HEATING

**Residential heating
and hot water solutions**