Betacom\textsubscript{4}

Range Brochure
Easy does it

At Glow-worm we make working with us easy and rewarding with all the support when you need it. We offer outstanding products, practical hands-on training and unrivalled service across the UK. Our wide range of high-quality products include domestic gas boilers in combi, sealed system and regular open vent 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.
Betacom₄, is a highly efficient combi boiler with a choice of 24 or 30kW outputs for instant hot water and heating. Betacom comes with a simple inbuilt analogue timer and is also compatible with the full range of Glow-worm controls including the popular MiGo app based control, making it easy to set the heating programme required and run in the most efficient way to meet heating & hot water demands.

Developed using automotive grade aluminium the Betacom heat exchanger is a high quality, high efficiency product that makes the boiler not only light to install but also easy to maintain. This means lower costs and more reliability. The Betacom is backed by a 2 year guarantee with an option to extend to a 6 year through Club Energy.

Features and benefits

- 2 years guarantee
  Parts and labour guarantee for 2 years with an option to extend to 6 years*.
- 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.
- Exclusive to City Plumbing Supplies

* when installed through Club Energy
### Technical specification

#### Betacom, combi dimensions

<table>
<thead>
<tr>
<th>Boiler dimensions</th>
<th>Unit of measure</th>
<th>24c</th>
<th>30c</th>
</tr>
</thead>
<tbody>
<tr>
<td>Height (A)</td>
<td>mm</td>
<td>740</td>
<td>740</td>
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<tr>
<td>Width (B)</td>
<td>mm</td>
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<td>418</td>
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<tr>
<td>Depth (C)</td>
<td>mm</td>
<td>300</td>
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#### Betacom, combi clearances

<table>
<thead>
<tr>
<th>Boiler clearances</th>
<th>Top</th>
<th>Side</th>
<th>Bottom</th>
<th>Front</th>
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</thead>
<tbody>
<tr>
<td>300mm</td>
<td>0°</td>
<td>300mm</td>
<td></td>
<td>600mm**</td>
</tr>
</tbody>
</table>

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

**5mm if removable panel or door

### General

- **Boiler type**: Combi
- **Model output**: 24kW
- **Article number**: 0010021204
- **Gas Council number**: 67-019-52
- **Boiler dimensions (H x W x D)**: 740 x 418 x 300mm
- **Heating**
  - Nominal heat output range at 50/30˚C (Condensing mode)
    - kW: 5.3 - 21.2
  - Nominal heat output range at 80/60˚C (Non-condensing mode)
    - kW: 5 - 20.2
  - Maximum flow temperature
    - °C: 80
  - Fine temperature range
    - °C: 10-80
  - Fine temperature factory setting
    - °C: 75
  - Approximate condensate volume at 50/30˚C
    - litres/hr: 2.04/ h
  - Modulation (max/min)
    - 1 : X
  - Hot water output temperature range
    - °C: 35-60˚

### Domestic Hot Water

- **Maximum heat output for water generation**: kW
  - 24.2
  - 30
- **Lowest water pressure to operate boiler**: bar
  - 0.2
  - 0.2
- **Lowest water flow for operation**: l/min
  - 1.9
  - 1.9
- **Domestic hot water flow rate (at ΔT = Δ35K)**: l/min
  - 10
  - 12.6
- **Hot water output temperature range**: °C
  - 35-60˚

### Mechanical

- **Expansion vessel size**
  - litres
  - 8
  - 8
- **Gas inlet connection (pipe size)**
  - mm
  - 15
  - 15
- **Heating flow and return connections (pipe size)**
  - mm
  - 15
  - 15
- **Hot and cold water connections (pipe size)**
  - mm
  - 22
  - 22
- **Heat exchanger material**
  - Stainless / Aluminium
  - Aluminium
- **Boiler lift weight (Dry boiler)**
  - kg
  - 32
  - 32.6

### Performance

- **NOx (En 15502-2-1)**
  - mg/kWh
  - 39
  - 39
- **ErP efficiency (Heating / DHW)**
  - A/A
- **ErP efficiency**
  - %
  - 94
  - 94
- **ErP diesel rating (assumed power)**
  - dBA
  - 50
  - 51
- **PCDB seasonal efficiency**
  - %
  - 89.6
  - 89.6

### Flueing options

- **Rear flue options**
  - Yes/No
  - No
  - No
- **Maximum horizontal flow length 60/100**
  - m
  - 10
  - 10
- **Maximum vertical flow length 60/100**
  - m
  - 10
  - 10
- **Maximum horizontal flow length 80/125**
  - m
  - 25
  - 25
- **Maximum vertical flow length 80/125**
  - m
  - 25
  - 25
- **Permissible flue classifications**
  - C13, C35, C45, C53
  - C13, C35, C45, C53
  - C13, C35, C45, C53
The new Boiler Plus legislation has been designed to ensure that all households in the UK are energy efficient. Boiler Plus is the biggest piece of legislation since 2005 when the UK became the first country to become "all-condensing".

All new boilers from April 2018 must have a minimum ErP efficiency of 92% with time and temperature controls fitted if they aren’t already present and working correctly.

Also combi boilers, the most popular boiler type in the market require one of four additional requirements. Each will need to suit each individual homeowner’s circumstances. The measures available are:

- **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** - the ability to use outdoor sensors to monitor the outside temperature and modulate the flow temperature from the boiler.
- **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.

### Load Compensating Control

<table>
<thead>
<tr>
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<th>New Description</th>
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<tbody>
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<td>0020219523</td>
<td>Horizontal flue kit DN 60/100</td>
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<tr>
<td>0020219526</td>
<td>Horizontal telescopic flue kit DN 60/100</td>
<td>60/100</td>
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<tr>
<td>0020219528</td>
<td>Horizontal flue kit 1.7m DN 60/100</td>
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<td>0020219536</td>
<td>Rear telescopic flue kit DN 60/100</td>
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<td>0020219538</td>
<td>Flue terminal kit, black</td>
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<tr>
<td>0020209763</td>
<td>Vertical flue adaptor DN 60/100</td>
<td>60/100</td>
</tr>
<tr>
<td>0020235064</td>
<td>Vertical flue terminal, black</td>
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<td>0020199463</td>
<td>Flat roof flashing</td>
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<td>0020256676</td>
<td>Pitched roof flashing</td>
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<tr>
<td>0020257007</td>
<td>Extension 0.5m DN 60/100 PP</td>
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</tr>
<tr>
<td>0020257008</td>
<td>Extension 3m DN 60/100 PP</td>
<td>60/100</td>
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<td>0020257465</td>
<td>Extension 5m DN 60/100 PP</td>
<td>60/100</td>
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<td>0020267682</td>
<td>Extension 6m DN 60/100 PP</td>
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<tr>
<td>0020257009</td>
<td>Elbow 87 deg DN60/100 PP</td>
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<tr>
<td>0020257010</td>
<td>Elbow 65 deg DN60/100 PP (2 pieces)</td>
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<tr>
<td>0020267923</td>
<td>Flue support clips 200mm DN100 (5 pieces)</td>
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<td>2000660687</td>
<td>Sliding view DN 60/100</td>
<td>60/100</td>
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<tr>
<td>0020267683</td>
<td>Extension 6.5 to 8.0m telescopic 60/100 PP</td>
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<tr>
<td>0020189800</td>
<td>Bridge tile terminal (black)</td>
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<tr>
<td>0020267924</td>
<td>Flue support clips 100mm (pack of 5)</td>
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<tr>
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<td>Plume Management Kit black</td>
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<td>0020219532</td>
<td>Plume Management Kit, white</td>
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<td>Plume deflector kit, black</td>
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<td>Plume deflector kit, white</td>
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<td>0020219541</td>
<td>PMK extension 1m, black</td>
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<td>PMK extension 1m, white</td>
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<td>0020219543</td>
<td>PMK elbow 87 deg, black</td>
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<td>0020219553</td>
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<td>Extension 3m DN80/125 PP</td>
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<td>Extension 5m DN80/125 PP</td>
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<tr>
<td>0020257023</td>
<td>Elbow 87 deg DN80/125 PP</td>
<td>80/125</td>
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<tr>
<td>0020257024</td>
<td>Elbow 65 deg DN80/125 PP (2 pieces)</td>
<td>80/125</td>
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<td>0020257022</td>
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<td>Flue support clips (5 off) DN 60/100</td>
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<td>Vertical flue adaptor DN 60/125</td>
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<td>0020193649</td>
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<td>ALL</td>
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<td>0020193659</td>
<td>Pipe cover, small</td>
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<td>0020193660</td>
<td>Spacing frame, small</td>
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<td>0020193663</td>
<td>Upward piping kit</td>
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<td>A2044800</td>
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<tr>
<td>0020082880</td>
<td>Universal analogue timer</td>
<td>COMBI</td>
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</tbody>
</table>

### Weather Compensating Control

- **Climapro1 and Outdoor Sensor**
- **Climapro2 and Outdoor Sensor**

### Smart Control

- **MiGo Smart Control**
Intelligent controls

All Glow-worm controls have been designed to work with the Betacom, 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 boiler will mean you are complying with the Boiler Plus legislation.

Climastat Thermostat

- Can be used in conjunction with a analogue plug in timer
- Wall mounted Climastat connects using simple low voltage eBus
- eBus connected Climastat means the boiler will modulate to manage heating in the most efficient way possible
- Heating & 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

Climapro1 Wired & 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 & hot water programmes
- Annual service reminder and auto daylight saving time
- eBus connected Climapro1, means the boiler will modulate to manage heating in the most efficient way possible
- Weather compensation using a simple wired or wireless outdoor sensor
- Climapro1, RF wireless version available
- Climapro1, wired version can be used with the smart wiring centre to offer two heating and one hot water zone. (S Plan Plus)
- Automatic daylight saving time

Climapro2 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, simple wireless setup, no electrician required
- User friendly design with bright backlight
- Clear straightforward menus to set heating & hot water programmes
- Annual service reminder and auto daylight saving time
- eBus connected Climapro2, RF means the boiler will modulate to manage heating in the most efficient way possible
- Weather compensation using a simple wireless outdoor sensor

Wired & Wireless Outdoor Sensor

- Enables weather compensation when paired with Climapro1, & Climapro2
- 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 & Android devices to manage heating & hot water on the go
- Simple & straightforward installation - Installed and running in less than 30 minutes
- Easy & intuitive interface - Fast and straightforward temperature control
- Self learning - MiGo automatically learns the energy requirements of your home
- Installation assistant - Seriously 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
- Energy consumption monitoring - Gas and electricity consumption for both heating and DHW
- eBUS communication - MiGo and Glow-worm boilers speak the same 'language!'
- One heating circuit and DHW management - DHW and central heating control from one device
- In room thermostat can be wall mounted or a portable table top version
- Electronic paper display - Clear display with low energy consumption
- Multi user sharing and multi-home control - You and your family can manage several heating systems for the same or different locations

<table>
<thead>
<tr>
<th>Product</th>
<th>Article number</th>
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<tbody>
<tr>
<td>Analogue Timer</td>
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<tr>
<td>Climastat</td>
<td>0020115402</td>
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<tr>
<td>Climapro1 RF</td>
<td>0020118077</td>
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<tr>
<td>Climapro2 RF</td>
<td>0020118078</td>
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<td>Wired Outdoor Sensor</td>
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<td>Wireless Outdoor Sensor</td>
<td>0020093880</td>
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<tr>
<td>MiGo Connected Combi Pack</td>
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<tr>
<td>MiGo Connected System Pack</td>
<td>0020223276</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Model</th>
<th>$L$ Max with extensions</th>
<th>$X$ (mm) Min</th>
<th>$X$ (mm) Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Betacom 24c</td>
<td>10m</td>
<td>140</td>
<td>500</td>
</tr>
<tr>
<td>Betacom 30c</td>
<td>10m</td>
<td>140</td>
<td>500</td>
</tr>
</tbody>
</table>

Horizontal standard flue

<table>
<thead>
<tr>
<th>Model</th>
<th>$L$ Max with extensions</th>
<th>$X$ (mm) Min</th>
<th>$X$ (mm) Max</th>
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</thead>
<tbody>
<tr>
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<td>10m</td>
<td>645</td>
<td>65</td>
</tr>
<tr>
<td>Betacom 30c</td>
<td>10m</td>
<td>645</td>
<td>65</td>
</tr>
</tbody>
</table>

* white terminal as standard, for black terminal use 0020219538

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.

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.

Vertical flue adapter $G$ is required for vertical installations.

<table>
<thead>
<tr>
<th>Model</th>
<th>$L$ Max with extensions</th>
<th>Description of parts</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Betacom 24c</td>
<td>10m</td>
<td>0.5 extension</td>
<td>0020257007</td>
</tr>
<tr>
<td>Betacom 30c</td>
<td>10m</td>
<td>1m extension</td>
<td>0020257008</td>
</tr>
<tr>
<td></td>
<td>10m</td>
<td>2m extension</td>
<td>0020257445</td>
</tr>
<tr>
<td></td>
<td>10m</td>
<td>4m extension</td>
<td>0020228143</td>
</tr>
<tr>
<td></td>
<td>10m</td>
<td>Vertical flue adapter</td>
<td>0020209763</td>
</tr>
<tr>
<td></td>
<td>10m</td>
<td>Vertical roof duct</td>
<td>0020230604</td>
</tr>
</tbody>
</table>

Flueing examples using extensions and bends

<table>
<thead>
<tr>
<th>Model</th>
<th>$L$ Max with extensions</th>
<th>Description of parts</th>
<th>Part number</th>
</tr>
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<tbody>
<tr>
<td>Betacom 24c</td>
<td>10m</td>
<td>0.5 extension</td>
<td>0020257007</td>
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<tr>
<td>Betacom 30c</td>
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<td>1m extension</td>
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<tr>
<td></td>
<td>10m</td>
<td>2m extension</td>
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<tr>
<td></td>
<td>10m</td>
<td>4m extension</td>
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</tr>
<tr>
<td></td>
<td>10m</td>
<td>Vertical roof duct</td>
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Horizontal Accessories

<table>
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<th>Model</th>
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<th>Description of parts</th>
<th>Part number</th>
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<td>0.5 extension</td>
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</tr>
<tr>
<td>Betacom 30c</td>
<td>10m</td>
<td>1m extension</td>
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</tr>
<tr>
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<td>10m</td>
<td>2m extension</td>
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<td></td>
<td>10m</td>
<td>Vertical roof duct</td>
<td>0020230604</td>
</tr>
</tbody>
</table>

Vertical flue adapter $G$ is required for vertical installations.
Training

Glow-worm offer a range of centre based training facilities covering the complete Glow-worm range. To find out more please call us on 0345 601 8885, email training@glow-worm.co.uk or visit our website.

Support

Expert advice and support from installation to maintenance.

Technical help
• If you have a technical question simply call our technical help line on 0330 100 7679, email 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 881383 or spares@glow-worm.co.uk

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 01773 828300 or email customerservice@glow-worm.co.uk

clubenergy

The award winning loyalty programme from Glow-worm

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

- Option to extend guarantee to 6 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
- Free Training
- Business Development
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- Training - Free Training
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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 or call 03306 781414

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 596 105
• Available to download online at www.glow-worm.co.uk
• Via email literature@glow-worm.co.uk
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<thead>
<tr>
<th></th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head Office</strong></td>
<td>01773 824 639</td>
<td><a href="mailto:info@glow-worm.co.uk">info@glow-worm.co.uk</a></td>
</tr>
<tr>
<td><strong>Literature</strong></td>
<td>01773 596 105</td>
<td><a href="mailto:literature@glow-worm.co.uk">literature@glow-worm.co.uk</a></td>
</tr>
<tr>
<td><strong>Service Department</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boilers</td>
<td>0330 100 7678</td>
<td><a href="mailto:customerservice@glow-worm.co.uk">customerservice@glow-worm.co.uk</a></td>
</tr>
<tr>
<td><strong>Installer Technical Support</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Boilers</td>
<td>0330 100 7679</td>
<td><a href="mailto:technical@glow-worm.co.uk">technical@glow-worm.co.uk</a></td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>0345 601 8885</td>
<td><a href="mailto:training@glow-worm.co.uk">training@glow-worm.co.uk</a></td>
</tr>
<tr>
<td><strong>Spare Parts</strong></td>
<td>01773 881 383</td>
<td><a href="mailto:spares@glow-worm.co.uk">spares@glow-worm.co.uk</a></td>
</tr>
</tbody>
</table>