

# Glow•worm

## The Ultracom Range

High Efficiency Condensing Boilers  
A guide for homeowners



Glow-worm

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# Glow•worm

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## Welcome Why Glow-worm...

Over 75 years of commitment to top quality, reliability and exceptional durability have made Glow-worm one of the UK's leading heating manufacturers. We have built our reputation on delivering products which are straightforward, dependable and designed with you in mind.

Today, Glow-worm not only produce award winning High Efficiency domestic boilers, but we also offer advanced controls, hot water cylinders and a wide range of renewable technologies all boasting low energy consumption, reducing both your costs and your carbon footprint.

## Efficiency, reliability, performance

When it comes to your home heating system we all know that being able to rely on your heating system, cutting your fuel bills and using less energy are all high up on everyone's wish list.

This is why we aim to create innovative and dependable home heating systems which can help you to use fuel efficiently to provide reliable home heating and to lower your carbon footprint, looking after both the environment and your pocket.

Added to this, constant product development and innovative manufacturing enables us to create first class, quality products, which are constantly being recognised and re-affirmed throughout the industry – so you don't just have to take our word for it.



# Introducing the Ultracom Range of High Efficiency boilers. Everyday family comfort with a choice of controls to suit your lifestyle.

Complete heating and hot-water home comfort - made especially for you

Busy families need a heating and hot water system they can rely on to provide perfect heating comfort all year round - even in larger properties. The Ultracom range brings together exceptional performance and efficiency, boasting low energy consumption to reduce both your costs and your carbon footprint.

With a subtle appearance, designed to blend in with your household appliances and surroundings, and being incredibly quiet in operation, your Glow-worm Ultracom makes heating hassle free.

Offering a variety of combi, storage combi, open vent and sealed system appliances for every type of home, the Ultracom range can cater for all heating requirements to support your lifestyle.

Controlling your heating should be simple. The Ultracom range goes that extra step to ensure that using your heating system is straightforward and hassle free, due to the large high definition backlit display and a simple one button one function approach.

With a choice of plug in timers\* and the ability to also combine external intelligent controls such as the new Climapro<sub>2</sub> RF wireless programmable room thermostat, we're letting you make the choice when it comes to making your heating simple.

The next few pages will guide you through the Ultracom range, giving you all the information you need on the perfect boiler for your home.

\*Available with Ultracom<sub>2</sub> cxi and sxi models



# Ultracom Range Overview

All Ultracom boilers are manufactured using our innovative production process to ensure the highest product quality standards. However, for your own peace of mind, all Ultracom boilers come with a 2 year parts and labour warranty.



## Ultracom<sub>2</sub> cxi

High Efficiency combination boiler range with a choice of flexible control options

Combi boilers provide central heating and hot water without the need for a separate tank to store water. They are most suited to homes with just one bathroom.

- Available in 24, 30 and 35 kW models
- 5 second hot water delivery (measured at tap 1m from the boiler)
- Stainless steel heat exchanger ensures great performance and exceptional reliability
- Ultra quiet operation
- Choice of plug in analogue or digital timer available as optional accessory
- Compatible with Glow-worm controls including Climapro<sub>2</sub> RF
- LPG compatible without separate conversion kit



## Ultracom<sub>2</sub> sxi

High Efficiency sealed system boiler range with a choice of flexible control options

Sealed system boilers provide central heating and hot water via a storage cylinder housed in an airing cupboard and are most suited to larger homes with multiple bathrooms/en-suites.

- Available in 12, 18 and 30kW models
- Stainless steel heat exchanger ensures great performance and exceptional reliability
- Ultra quiet operation
- Plug in digital timer available as optional accessory
- Compatible with Glow-worm controls including Climapro<sub>2</sub> RF
- LPG compatible without separate conversion kit (18 and 30kW models)





## Ultracom hxi

**High Efficiency open vent boiler range with an inbuilt digital programmer**

An open vent system provides central heating and hot water via a boiler, a storage cylinder housed in the airing cupboard and a water tank in your loft. The Ultracom hxi is most suited to larger homes to replace an existing open vent boiler.

- Available in 12, 15, 18, 24, 30 and 38 kW models
- Awarded the Which? Best Buy award 2010
- Stainless steel heat exchanger ensures great performance and exceptional reliability
- Inbuilt digital programmer
- LPG compatible without conversion kit
- Inbuilt frost protection
- Simple push button controls



The Glow-worm Ultracom hxi was awarded the Which? Best Buy Award 2010



## Ultracom<sub>2</sub> 35 store

**High Efficiency storage combi**

This storage combi boiler combines the benefits of both a system store and combi boiler in one package. With the storage water vessels contained within the unit, Ultracom<sub>2</sub> 35 store provides efficient heating and instant, unlimited domestic hot water, making it a great space saving solution for larger properties with a high domestic hot water demand.

- Available in 35kW model
- Compact wall hung boiler of exceptional performance
- Provides high performance heating and instant, sustained hot water supply for larger properties (19.7 l/min DHW flow rate)
- Fast re-heat time of less than 5 minutes
- System contains two highly insulated 21 litre tanks and a 12 litre expansion vessel within a single compact wall hung unit.
- Compatible with Glow-worm's Climapro<sub>2</sub> RF
- LPG compatible without conversion kit
- Ultra quiet operation





## Controls and timers

Once you have chosen your new Ultracom boiler it will soon become the reliable box under the stairs, in the airing cupboard or garage. The central heating control however becomes part of your everyday life – keeping your home at the perfect temperature and saving you energy every day. Glow-worm provide a wide range of intelligent controls, all designed with user friendliness at the heart.

The Ultracom<sub>2</sub> cxi is available with a choice of plug in digital or analogue timer and the Ultracom<sub>2</sub> sxi is available with a plug in digital timer all available as optional accessories\*

The Ultracom range is also compatible with a wide range of Glow-worm intelligent controls.



### Climastat

Easy to use temperature only thermostat



### Climapro

Programmable room thermostat (time and temperature) with simple 2 channel controller for central heating and hot water

\* Ultracom hxi models feature inbuilt digital programmers, but are also compatible with the complete range of Glow-worm intelligent controls.

Appliance	Climastat	Wired Climapro	Wireless Climapro <sub>2</sub> RF	Wired Outdoor Sensor	Wireless Outdoor Sensor	Plug in analogue timer	Plug in digital timer	Smart Wiring Centre
Ultracom <sub>2</sub> cxi	✓	✓	✓	✓	✓	✓	✓	✗
Ultracom <sub>2</sub> sxi	✓	✓	✓	✓	✓	✗	✓	✓
Ultracom <sub>2</sub> 35 store	✗	✓	✓	✓	✓	✗	✗	✗
Ultracom hxi	✓	✓	✓	✓	✓	✗	✗	✓

### Climapro<sub>2</sub> RF

The Climapro<sub>2</sub> RF is our most innovative wireless programmable room thermostat. This intuitive intelligent control allows you to program your heating and hot water requirements for each part of everyday. This incredibly easy to use handheld remote control allows you to have complete control of your central heating and hot water from the comfort of your armchair. Simply programme your heating system to suit your timetable and lifestyle. The Climapro<sub>2</sub> RF is compatible with all boilers in the Ultracom range, to make your heating control easier than ever.



### Outdoor weather sensor

Weather compensation works by measuring the temperature outside the property and adjusting the flow temperature from the boiler to the radiators accordingly, meeting the exact temperature you require in your home. If you want to add this further level of intelligence to your system, and you pair our Wireless Outdoor Sensor with the Climapro<sub>2</sub> RF you can make your home heating even more efficient.



# Technical information

## Dimensions and weight

Appliance	Height(mm)	Width(mm)	Depth(mm)	Weight(kg)
Ultracom <sub>2</sub> 24cxii	740	418	346	37.1
Ultracom <sub>2</sub> 30cxii	740	418	346	37.7
Ultracom <sub>2</sub> 35cxii	740	418	346	38.3
Ultracom <sub>2</sub> 12sxi	740	418	346	37.1
Ultracom <sub>2</sub> 18sxi	740	418	346	37.7
Ultracom <sub>2</sub> 30sxi	740	418	346	38.3
Ultracom <sub>2</sub> 35 store	890	470	561	67
Ultracom 12hxi	610	375	334	28
Ultracom 15hxi	610	375	334	28
Ultracom 18hxi	610	375	334	28
Ultracom 24hxi	610	375	334	31
Ultracom 30hxi	610	375	334	31
Ultracom 38hxi	610	375	334	31

## User Interface

Appliance	User display	User adjustable central heating temperature control	User adjustable hot water temperature control	Hot water 'Eco' setting	Inbuilt digital programmer
Ultracom <sub>2</sub> 24cxii	Digital/plain text	✓	✓	✓	✗
Ultracom <sub>2</sub> 30cxii	Digital/plain text	✓	✓	✓	✗
Ultracom <sub>2</sub> 35cxii	Digital/plain text	✓	✓	✓	✗
Ultracom <sub>2</sub> 12sxi	Digital/plain text	✓	✓*	✗	✗
Ultracom <sub>2</sub> 18sxi	Digital/plain text	✓	✓*	✗	✗
Ultracom <sub>2</sub> 30sxi	Digital/plain text	✓	✓*	✗	✗
Ultracom <sub>2</sub> 35 store	Digital/plain text	✓	✓	✓	✗
Ultracom 12hxi	Digital	✓	✓*	✗	✓*
Ultracom 15hxi	Digital	✓	✓*	✗	✓*
Ultracom 18hxi	Digital	✓	✓*	✗	✓*
Ultracom 24hxi	Digital	✓	✓*	✗	✓*
Ultracom 30hxi	Digital	✓	✓*	✗	✓*
Ultracom 38hxi	Digital	✓	✓*	✗	✓*

\* Activated with addition of Options Board or Smart Wiring Centre and Glow-worm intelligent controls

# Ultracom – the perfect addition to your Glow-worm renewable system

Glow-worm's High Efficiency Ultracom boilers are not only a great option as part of a traditional heating system, they have also been designed to be paired with our renewable heating systems.

If you are having a renewable heating and hot water system installed in your home and it requires the back up of a boiler, the Ultracom range can provide you with the perfect solution.

## Clearly Solar

Clearly Solar is Glow-worm's straightforward solar thermal solution using a flat plate solar collectors to deliver between 50 to 60% of your domestic hot water every year. Clearly Solar requires a secondary heating source, for example Ultracom<sub>2</sub> sxi or Ultracom hxi.



## Clearly Hybrid

Clearly Hybrid is the UK's first renewable domestic heating and hot water system which uses advanced controls to select the most cost effective method of heating at any time. The system selects between the brand new EnviroSorb 5 air to water heat pump and a new Glow-worm High Efficiency boiler.

	Ultracom <sub>2</sub> cxii	Ultracom <sub>2</sub> sxi	Ultracom <sub>2</sub> 35 store	Ultracom hxi
Clearly Solar	✗	✓	✗	✓
Clearly Hybrid	✓	✓	✓	✓

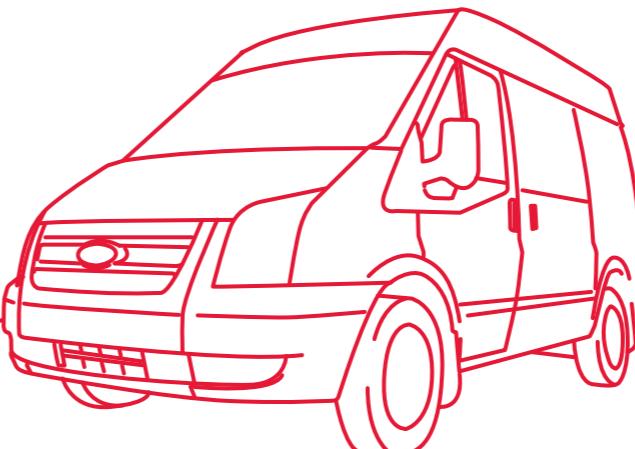
## Expert service from start to finish



The Ultracom range is backed up by a 2 year parts and labour warranty by Glow-worm's expert national after sales service support; so if you do ever need us, we're ready to help you, wherever you are.

Should you ever need to use the Glow-worm after sales service we have fully trained support team waiting to take your call 7 days a week, 365 days a year. They can help you with technical information, fault finding over the phone or arrange for your local Glow-worm service engineer to visit and solve your problem.

All our service engineers are Gas Safe registered and are fully trained on all Glow-worm's products. We have over 240 engineers based across the UK, each carrying over 1,500 different spare parts in their van enabling them to achieve an outstanding 97% first time fix rate.



## How to get in touch

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