



Before you calling gas engineer to repair your broken boiler check these simple steps. They are all steps that you, as the end user can carry out safely - you may not even need an engineers visit, saving you time, money and inconvenience. Let's face it, it's a whole load of hassle when your heating stops working. It can happen at the worst of times - usually in the middle of winter when you have people staying over and it's the coldest day of the year!

WHAT YOU WILL NEED

Boiler instruction manual

Tools (you will NOT need any tools)

SAFETY TIPS

Do not remove anything from your boiler. If you do not understand anything - do nothing.

- Check the gas (1), electrical (2) and water supplies to the appliance are turned on. It's surprising how many time we are call out to this problem.
- Check the thermostat is turned up and the clock timer is on, if one has been fitted (3).
- Check that the boiler is not set to hot water only (4).

Some boilers have a pressure gauge showing system water pressure, (this is a sealed system). This usually needs to be at around 1 bar. Please check your manual about pressuring your boiler opr how to re pressurise your boiler (5).

For open vented system boilers. If you have small black or steel tank You'll usually find these in the loft then is an open vented system)

Has the ball valve float in the feed and expansion cistern got stuck?

When your water system level falls to a certain point, water can't circulate. If you can safely get into your loft, check to see if the ball valve is stuck (usually indicated by no or low water in your tank). Gently move the ball float valve to free it - do not use force. This may solve the problem (6).

Has your system got a permanent pilot light?

Check that it hasn't gone out - this is a very common problem with old appliances and can easily be re-lit - see your user manual to see how to re light the pilot light or go to how to relight my pilot light in your manual.

Have the clocks gone forward or back?

Your clock programmer might just need adjusting to the right time.

Has there been a power cut?

Your heating programmer may have returned to its factory settings when the power came back on. Test the central heating by setting it to come on in 5 minutes - if that works, simply re-enter your preferred settings.

Do you have a wireless room stat?

Does it need new batteries?

Do you have a reset switch on the front of your boiler?

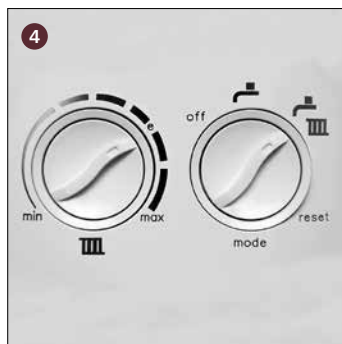
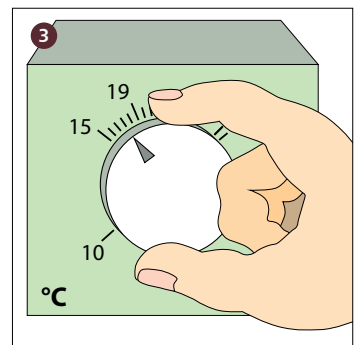
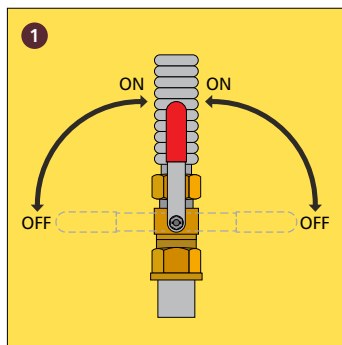
Check your user manual to see how to re-setting your boiler.

Could you have frozen condensate pipe?

In periods of long, cold weather, the condensate pipe of your boiler can freeze.. See page on Frozen Condensate Pipes

Are other gas appliances working? If they working, you will need to call Trevolution, who have Gas Safe engineers

my boiler's not working



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