

Boiler Breakdown Information Sheet

We find that over 50% of reported boiler problems are easily fixable without specialist help from a heating engineer. We really want to help you! But please read this guide before reporting a heating or boiler fault. If the guidance below does not resolve your fault then please report the fault in the format given in the final paragraph.

Warning: If you can smell gas then report the problem immediately to National grid helpline 0800 111 999

If you feel unwell, nauseous and have headaches then vacate the building, get fresh air and seek medical help.

1) Is your boiler turned on?

There is often a power light on the appliance. The appliance is normally connected to fixed electrical connection on a nearby wall. Make sure this is switched on. The rest of this guide assumes you have power to the boiler and associated pump, motors, thermostat and programmer

2) Do you have a combi boiler?

A combi boiler means you have no tank or hot water cylinder in the house; you will always have hot water and you do not need to programme when the water is heated. Your hot water never runs out.

3) Do you have a hot water cylinder?

If you do not have a combi boiler then you will probably have a hot water cylinder and will be able to use your electric immersion heater (normally a switch in the airing cupboard) to heat hot water whilst you await a repair

4) What is the pressure gauge on the boiler indicating?

All combi boilers have a pressure gauge. The pressure gauge may be a dial or it maybe a digital reading that you need to access through a menu function. If less than 1.0 bar then the system has lost pressure. Check there is no water leaking out of radiators or out of the pressure relief pipe (this is usually a small copper pipe on the outside of the house on a wall close to where the boiler is installed). If there is no water leaking then you need to pressurise the system in accordance with the instructions in the user manual. This is an easy task when you know how - we can advise further if you require.

5) Do you have any fault lights or error codes displayed on the boiler? If so, then what are they?

Please investigate what the error code means in the user manual - user manuals are available to download free of charge on the internet.

6) Do you have hot water to the taps but no central heating? If so then check the following:

- Ensure the TRVs on your radiators are turned up. These are plastic knobs and are the size of a small coffee mug.
- If you have a wall thermostat then check it is turned up! A wall thermostat is a switch that is activated by air temperature. If it is set too low then it won't switch on the heating
- Is your programmer set correctly? Make sure the time is correct - if the programmer has a 24 hour clock then ensure the time is not 12 hours displaced - ie 1:00am when it should be 1:00pm or (01:00 when it should be 13:00)
- Can you turn on the heating manually by using the programmer? Usually there is a function to override the timer and switch the heating on manually. If this works, and the clock is correct, then the programmer is likely to be faulty. An electrician may be needed for this task - not a heating engineer!
- Are your radiators warm at the bottom but not at the top? If so then the radiator needs bleeding. If you have a combi boiler then bleeding will result in the pressure dropping and could induce a fault at the boiler. Ensure you know how to repressurise the central heating if you bleed radiators.

7) Reporting a fault?

We really need you to provide a detailed report to us - this will enable us to correctly diagnose and task the right tradesman for the task - the fault may require a heating engineer, a plumber or an electrician so getting the right person to attend the task is really important.

Please report a fault, in an email, to

office@proudhouseproperty.co.uk

In your email, please provide answers to the questions above. There is high demand for heating engineers in winter! The more information you can provide the better chance of us resolving your fault with the minimum of delay.

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