

Common Gas boiler complaints to check prior to reporting a fault:

- (1). Ensure you have gas and have credited the meter correctly.

IF IN THE EVENT YOU RUN OUT OF GAS, THIS MAY CAUSE YOUR BOILER TO LOCKOUT: TOP UP YOUR METER WITH GAS AND USE THE RESET SWITCH TO CLEAR THE LOCKOUT. YOU MAY HAVE TO DO THIS 2 OR 3 TIMES, IF THAT FAILS PLEASE CONTACT US TO ARRANGE FOR AN ENGINEER. PLEASE NOTE THERE WILL BE A CHARGE FOR THIS AS THIS IS A USER FAULT AND NOT A BOILER FAULT.

- (2). Ensure your time clock is set correctly:

- (3). Check your boiler water pressure: Normal Pressure is 1.5 Bar or Within the shaded green area.

Under 1.5 Bar or outside the shaded green area the system requires additional water to increase the pressure.

Please see the step by step instructions below to increase the pressure:

- a. Locate the filling loop; this is usually located underneath the boiler. As per diagram below with the black lever and silver braided hose.



- b. Locate the boiler pressure gauge usually located on the front of the boiler on the right hand side.
- c. Slowly turn the black lever keeping your eye on the pressure gauge at all times this will release water into the system and will hiss, this is perfectly normal. As soon as the pressure gauge reaches 1.5 bar or is within the green shaded area return the black lever to its original position to close the valve.
- d. If loss of pressure persists contact the office to arrange for an engineer.