

Boiler Troubleshooting Steps

Before we organise a service call for your boiler please follow these troubleshooting steps:-

1. Check that the electricity supply to the boiler has not been inadvertently switched off.
2. Turn the power off at the boiler's fused spur (this is a white box switch near the boiler) leave for 60 seconds. Turn the power on at the fused spur. This reboots the boiler's printed circuit board and sometimes remedies the fault.
3. Read the instruction manual thoroughly (especially the troubleshooting section) and try any recommended steps.
4. Check the pressure gauge on the boiler and inform us if it is below 1 bar. The pressure gauge is clearly visible on the front of all combination boilers.
5. Ensure your radiators are turned on. If all radiators are switched off the boiler will go into safety lock-out mode to prevent the boiler overheating.
6. Halstead Gold boilers only—Press the re-set button under the boiler casing.

Once you have worked through the above steps, if the boiler is still not operational please email us immediately and we shall organise for a service engineer to call.

Please be aware that if the service engineer calls and finds the problem to be one of the above, the household will be charged for the callout.

We shall not take any further action unless we hear from you again. If you are unsure how to carry out any of the above steps, please call the office for advice, during working hours.