

CENTRAL HEATING & HOT WATER GUIDANCE



BUILT IN BOILER CONTROLS

Your boiler is likely to have two control dials or push buttons on the front, these are a hot water temperature control and a central heating temperature control.

The hot water temperature control dial is for setting the temperature of the hot water coming out of your taps and shower.

The central heating temperature control dial is for controlling the temperature of the water that goes from the boiler into your radiators – not the room temperature, if the setting is too high. the boiler will use more energy than it should as well as wasting it.

You may also find that the radiators will get very hot and reach the programmed room temperature very quickly, which will turn the boiler off and then back on again when the temperature dips down. This constant on-off action uses more energy. It's also important not to set the dial too low either as the radiators will take longer to heat the rooms to the temperature you want.

If your boiler is not working you may be able to fix the problem yourself, have a look at our trouble shooting guide below for advice on things you can check.

CENTRAL HEATING TROUBLE SHOOTING ADVICE

Switching on the boiler to find that you've no central heating or hot water is far from ideal. There could be a number of reasons why your central heating or hot water system is not working. Before you call us to arrange a Gas Safe engineer, you may be able to fix several problems yourself, which in turn avoids an engineer visit.

Please try these tips first:

1

If you have recently had a power cut your heating clock 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 15 minutes time - if that works, re-enter your preferred settings.

2

Check your trip switches. The electricity supply to your boiler might have been interrupted. If any of the switches in your fuse box are 'off', switch them on again and give your heating another try.

3

Try turning the electrical supply to the boiler off and on - the switch is usually near the boiler or in the airing cupboard. This might reset your boiler and resolve the problem.

4

Have the clocks gone forward or back? Your clock programmer might just need adjusting to the correct time.

5

If you have a prepay meter, check that you have sufficient credit on your gas and electric card meters.

6

Make sure your thermostat is set high enough. The Energy Saving Trust recommends that your heating should be set to between 18°C and 21°C. So if yours is lower, increase the temperature on the thermostat to see if that triggers the boiler.

7

Make sure your temperature controller is turned up. Your boiler will have two dials on the control panel. One for water temperature and one for your central heating. Make sure the heating temperature dial is turned all the way up and try your heating again.

8

Make sure your pipes haven't frozen. If it's especially chilly outside and your pipes have frozen, you can try thawing them yourself using hot (but not boiling!) water. Or you can apply a hot water bottle or other form of warm compress to the affected pipe then try your heating again.

9

Your boiler's reset button should be located somewhere on the front panel. Check your boiler manual for instructions on how to reset your specific system and see if this gets things going again.

10

If you have a system with a permanent pilot light check that it hasn't gone out – this is a very common problem with older gas appliances.

THERMOSTATIC RADIATOR VALVES (TRVs)

Thermostatic radiator valves are commonly referred to as TRVs and are used to control the air temperature of different rooms – you will normally find them on the side of your radiators.



Make sure your TRV's (Thermostatic Radiator Valves) are in the open position if you require heating. A TRV will normally have numbers on them, usually 0-6 so if you twist anywhere from 1-6 you should be allowing the heating water to pass through that radiator. The higher the number, the more open the valve is, meaning the more heating you are requesting. This also works the other way with regards to ensuring a certain radiator stays off. You simply turn the valve to the 0 and this should shut off the heating water going through the radiator, and it will then become cold until you reopen. Please remember, TRV's are only valves so if they are fully open and you aren't getting any heating, please refer to the other guidance that should be able to help.

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