

Boiler/Heating not Working

GLOW
maintenance
& installations
Heating & Plumbing



For more information, contact us on
0208 607 0449, or Info@GlowMaintenance.co.uk

Should you find you have no heating and/or hot water, there are a couple of things you can try yourself before calling us out.

- Is there power to the boiler & programmer? Has someone accidentally switched it off or pulled out the plug? Has the main fuse box trip switch tripped?
- Is the temperature dial on the boiler turned up to about $\frac{3}{4}$ of its full run?
- If a modern system (with pressure gauge), is the pressure at around 1.2bar – if not increase to this level – see info sheet on topping up boiler pressure. (Check the pressure gauge is working by adding a little water and making sure the needle moves)
- Does pressing the reset button and/or switching the boiler off and on get things going? If this works then you may have an intermittent issue. If the heating/hot water is intermittently stopping, this can be very difficult to fix. See separate info sheet.
- Is the condensate pipe from the boiler blocked? (plastic pipe coming out of the bottom of newer boilers running to a drain or waste pipe). It could be frozen, or in a drain that is blocked & backing up?
- Have the batteries in the room thermostat run out?
- Has the gas meter lever been closed/half closed by mistake (stuff in the downstairs cupboard may have pulled it down?)
- Has something blown over/into the boiler flue outside.

Top Tips

If you cannot get things running then the following may be of use.

- If you have a hot water cylinder, this should have an electric immersion heater that you can switch on to at least give you hot water until we can come out to you.
- Make a note of any fault code or flashing light pattern on the boiler (photo or video can be useful).
- Is it a problem with BOTH the heating and the hot water, or just one or the other?
- Let us know all the symptoms you have noticed leading up to the problem, e.g. did it happen suddenly, has the appliance been making strange noises, any funny smells etc. Any extra information can help to diagnose the fault faster (saving you money). Likewise information on previous repairs can be very useful too.
- It is recommended to have an annual boiler check-up each Summer, while this is more akin to a safety check, it may highlight developing problems before they cause a failure mid-winter!

PLEASE NOTE THAT THIS OFFERS NO GUARANTEES AGAINST THE BOILER HAVING PROBLEMS AT ANY STAGE IN THE FUTURE – see appliance service types info sheet.

**To discuss any problems and to organise for an investigation, please contact us on
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