

HEATBASE FACTSHEET 14

What to do if your boiler breaks down

Before organising a visit if your boiler has broken down, you should first go through some obvious checks.

Is your boiler at lockout?

If it is, it means the burner failed to light or went out when it was running. This can be a genuine fault, or a glitch caused by weather conditions or power fluctuations. First check that you have sufficient oil, even if your Watchman says you have plenty; if you have plenty of oil check your fire valve is open (see FACTSHEET 13) then press the lockout button. If the burner ignites as normal and continues to run, it was either a glitch or you may have an intermittent fault; either way there's no point in calling anyone until you know for sure whether it's working correctly or not.

If when pushing the lockout button the burner tries to light but doesn't and then goes back to lockout, you need to wait a couple of minutes before trying again. If it fails to ignite again leave it and arrange a visit. You should never try to re-start the burner more than twice if it fails to ignite. However, if the burner did ignite and run successfully for an hour or so, then you can keep re-starting the burner. This is only advisable if you are desperate and cannot survive without heat until someone can attend and rectify the problem.

If the burner is not at lockout, and you have a pressurised system or combi you must check the water pressure (see FACTSHEET 7 for more detailed information) the boiler should be cold to do this and the water pressure should usually be 1 bar. If the pressure was low the boiler may be at overheat or limit. After re-setting the pressure press the overheat/limit button and the boiler will hopefully fire up. If it runs for a while and does the same, turn off the power supply and call us, if it works OK keep a close eye on the pressure over the next week or so, as you may have a leak.

If there is no lights at the boiler or time clock, try changing the fuse in the fused spur (switch on the wall) or fuse box. This is usually a 5 amp fuse, but occasionally if you have an under floor heating system, it may be a 13 amp. Replace with the correct fuse (never a 3 amp as they are usually too small for an oil boiler)

If all of the above fail, you better give us a call.