

## **Common Boiler problems**

Here are some handy tips that'll help you identify common boiler problems:

### **Electric supply**

Is your electric supply switched on? If not, you'll need to contact your electricity supplier.

### **Gas supply**

- Check the stopcock, is it open? If not, open the stopcock to allow gas to flow through.
- Is the boiler gas supply on? If your gas stopcock is open but no gas is flowing through then you have a problem with your gas supply. In this instance you'll need to contact your gas supplier.
- If you have an oil boiler check there's enough oil in the tank reading the gauge.

### **Pilot light**

- Is your pilot light igniting? In some cases you can relight the pilot light by following the manufacturer's instructions. These are often printed on a boiler's door, near the pilot light, on the front panel of a boiler or in your boiler instruction booklet.
- If your boiler doesn't have a pilot light, press the de-blocking button. If that doesn't work, check the central heating pressure is set to the manufacturer's instructions; most commonly it's set to one bar. If that doesn't work and the central heating pressure is correct, you either have a gas supply problem in which case you'll need to contact your gas supplier. If your gas supplier can't help then you'll need to call in a Gas Safe Registered professional for a repair.

### **Boiler controls and thermostats**

- Is your central heating thermostat in the on position? Try increasing the level of your boiler or central heating thermostat. Worth noting that the boiler will only work when the thermostat is set higher than the room temperature.
- Is the timer on your central heating controls working and is it correctly set? Does it switch on? If not you may have flat batteries or a problem with the power source.

## **Electronic programmers**

- Check that the LCD display, circuit board electronics or relay haven't failed. If you need to replace the programmer, make sure the new one has what's called a universal backplate. This makes future replacements simple, allowing you to plug in a new programmer without having to call in a professional.

## **Adjusting a radiator valve**

- There are two types of radiator valves a Thermostatic radiator valve and a Lockshield valve.
- If you have a thermostatic radiator valve on your radiator you can adjust it to the heat you need. If you have a conventional Lockshield valve, remove the plastic cover and adjust the setting using the right tool (these can be found at most DIY stores).
- If there's no change in temperature after you've adjusted the settings you have a fault with your radiator valve and will need to call a Gas Safe Register professional to drain the system and replace it.