

Heating Help Guide

# Problems with your heating system?



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V1.0

# How do I top up a combi boiler?

## **Problem:** How do I top up a combi or system boiler?

### **Solution:**

“Combi” or system boilers - sometimes stop working due to a drop in pressure. In most cases this is easily rectified and will take seconds.

There are usually two dials on the boiler fascia, one of which is the pressure dial and the other, the temperature. Below the boiler is a filling loop, which comprises of a flexible pipe, Black handles and a double check valve.

The pressure dial should have a red line on it to signify the minimum pressure required for the boiler to work. This dial will increase in pressure when the combi is heating water, so ensure that the central heating part is off and that no hot water is being drawn. If there is no red line then check the manual for the combi as putting too much pressure in the boiler will cause the blow off valve to blow, which will be vented outside of the property.

Most boilers require just over 1 to 1.5 bar of pressure when switched off. If the pressure is below the minimum required for your boiler then slowly open the two black levels on the filling loop.

You should hear the water moving into the combi. Keep an eye on the pressure dial and when it reaches the correct pressure turn the two black handles to off position. You can now use your boiler as normal.



If by mistake the pressure is topped up more than 2 bar then go to the ‘how to bleed a radiator’ page and follow the steps. You can use this method to take the excess water out of the heating system until the pressure returns back to between 1 and 1.5 bar.

# How to bleed a radiator

**Problem:** The top of the radiator is cold and the bottom is hot.

## **Solution:**

The radiator needs to be 'bled', as air has entered the central heating system and become trapped. The air will rise to the top of the radiator, forming a pocket that will stop the hot water from reaching that part. To effectively bleed the radiator, firstly turn off the heating system, in order that no more air is drawn in. Now, armed with a cloth beneath, use a radiator key (or screwdriver if necessary) to slacken the air bleed valve (located at one end toward the top of the radiator). Turn the bleed key a half turn anti-clockwise, which will release the air (there will be a hissing sound). As soon as water (which can be both hot and dirty, so use the cloth) begins to flow, close the air bleed valve by turning it a half turn clockwise. Do not over tighten the bleed valve.

**Note that radiators should not require frequent bleeding. If they do, there is an underlying problem with air entering the system, and this should be attended to by a BASI engineer.**






# No Heating /Hot Water

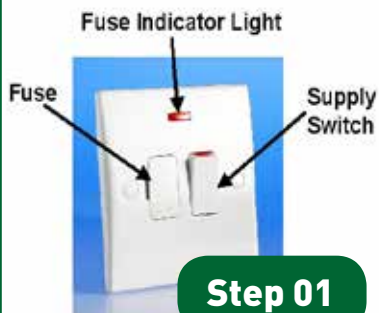
**Problem:** There's no heating or hot water

## Solution:

These checks may help you fix the problem:

-  Check your power supply is working and a fuse hasn't blown.
-  Check the gas hasn't been turned off.
-  Check your thermostats and control switches are turned on.

If none of this works, you'll need to call a **BASI** heating engineer.



**Step 01**



**Step 02**



**Step 03**

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**Step 04**

**Problem:** My hot water is far too hot.

## **Solution:**

With a combination boiler, there is usually a hot water temperature setting. Adjust this as per manufactures instructions. For normal or 'conventional' systems comprising a hot water cylinder, there is normally a 'cylinder stat' mounted on the side, which should be pre-set to 55 – 65 degrees.



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or a quote for a new  
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