

Checks to carry out in the event of an oil boiler break down

Do you have power to the boiler?

If not, please check that the fuse spur is switched on.

Have you got a token meter for electricity?

Please note that there needs to be a minimum of £2.00 available to fire up the boiler.

Is there a pilot light displayed?

Oil boilers have an electronic ignition system – if there is no pilot light displayed, try the reset button in order to re-start the boiler (on some models this button is known as a limit button).

Are there any illuminated buttons on the boiler panel, e.g. 'Lock Out' button?

This can indicate a possible fault with the burner itself or could be caused by the oil tank running dry (see below).

Have you checked the oil level on the tank?

When the tank has run out of oil this causes the boiler to lock out, which in turn can cause an air lock from the fuel line to the boiler. Try re-setting the boiler in order to clear the blockage, but failing this a contractor will need to be called as the fuel nozzle and burner will need to be removed in order to clear the air lock. (Please note: this may be charged back to the tenant).

What reading is the pressure gauge currently registering at?

This should read around 1 bar when cold.

Is your timer clock set correctly?

Is your room thermostat set correctly?

Please carry out **all** of the above checks **before** calling the Customer Service Centre, and also have the following information ready:

Do you have an immersion heater?

Do you have any other form of heating available, for example an electric fire?

In the event of a smell of oil in the property, turn the boiler off, open the windows to ventilate the area (if necessary) and call the Customer Service Centre.

A smell of oil in the property indicates that there is something wrong with the boiler which could be caused by any number of faults, in or around the boiler.

If you are uncomfortable about carrying out any of the checks suggested in this self-help guide, or have concerns about any of the services in your home, please call the Customer Service Centre who will be happy to help.