

SELF-HELP GUIDE

GAS BOILER - LOSS OF HEATING AND HOT WATER



Checks to carry out in the event of loss of heating and hot water from a gas boiler.

Have you got a token meter? Has the meter been turned off?

- There needs to be approximately £2.00 on your meter to fire the boiler.

Is the electricity on?

- The electricity may have been switched off at the fuse supply.

Is the pilot light lit? If not, are you able to relight it?

- Please note that it is your own responsibility to relight the pilot light, unless it has an automatic ignition.

Is your thermostat set correctly?

- The heating could switch off if the thermostat is situated in a warm room. Have you tried turning the thermostat up?

Is the timer/programmer set correctly?

- Have the clocks changed recently? The timer may be out by an hour.

If you have completed the key checks and your hot water or heating is still not working, please call us on **0800 131 3348** or **0300 123 3511** and have the following information ready **before** you call:

- If it is a Vaillant boiler, which 'F' code is flashing?
- Do you have an immersion heater?
- Do you have a gas fire or any other form of heating?

If you are uncomfortable about carrying out any of the checks suggested above, or have any concerns about any of the services in your home, please call us. We are here to help.