

BELVOIR!

Property is personal

EMERGENCY GAS ESCAPE PROCEDURE

**IF YOU SMELL GAS OR SUSPECT A GAS OR CARBON MONOXIDE LEAK,
PLEASE CALL 0800 111 999 URGENTLY.**

TURN OFF THE GAS SUPPLY AT THE MAIN VALVE NEXT TO THE GAS
METER.

DO NOT OPERATE ANY ELECTRICAL SWITCHES, SMOKE OR USE ANY
NAKED FLAMES.

OPEN ALL DOORS AND WINDOWS TO VENTILATE THE PROPERTY.

IMMEDIATE ACCESS TO THE PROPERTY WILL BE REQUIRED BY THE GAS
ENGINEER, PLEASE ENSURE SOMEONE IS AVAILABLE TO PROVIDE THIS.

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If your boiler isn't working, please carry out these basic checks:

- Check the pilot light is on and the gas supply is turned on at the main control
- Check your electricity supply is on & any fuse switch for the boiler is on (this will be located nearby)
- If you have prepayment meters, ensure there is sufficient credit on both meters and the display is showing *on*. If it is showing *off*, re-insert your key/card and follow the on-screen instructions. If the meter still shows *off* please contact your energy supplier, as they will need to resolve this for you.
- Has the boiler switched to lock out? If so, there is usually a reset button on the boiler or instructions in the manual on how to reset it.
- If you have a combi boiler it may be low on water pressure, which will be shown on the pressure gauge. If this is below 1 BAR or less than the required amount indicated on the gauge it will require refilling. To do this there will be a filling loop or system built into the boiler that usually has a valve/lever below that you can open to fill, and then close again.
- If you have a remote thermostat, and the display is faded/blank or it does not show a call for heating, you may need to replace the batteries for it to connect to the boiler.

For no heating, please check the above and the below check list:

- Is the time clock switched on, on a combi boiler this is usually on the front of the boiler. If digital it will say *on* in the LCD screen, if manual it may have a small switch you can change from I to O. If not a combi boiler, the timeclock may be located on a separate control panel near the boiler or water cylinder.
- Is the heating thermostat on the boiler turned up?
- Check that the room thermostat is turned up sufficiently as the heating will not come on if the room reaches the set thermostat temperature.

For no hot water, please check the below:

- If you have a water cylinder, ensure the control panel/timer/clock is calling for hot water, usually indicated by a neon light.
- If a combi boiler, ensure the hot water thermostat on the boiler is turned up. If your water is lukewarm, try running it at a slower rate as if the flow is too fast the water may come out aired.
- If you have a hot water cylinder and the boiler fails to heat the water, you may have an electrical immersion heater as a backup. The switch for this is usually located within the cylinder cupboard.

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Radiator Issues

- If they are not warm enough and have thermostatic valves, turn these up.
- Cold spots, especially to the top of the radiator can indicate air trapped in the system so the radiator will need bleeding. This is a simple job that can be carried out following the below steps. **If you do not feel confident about what you are doing, please stop and get advice from a heating engineer.**
 - Turn your heating on and once radiators are hot, check each one to ensure all parts of the radiator are warming up (be careful not to burn yourself as they can get very hot)
 - If you feel cold areas, you can try bleeding the radiator. First, you need to switch your central heating back off.
 - To bleed some radiators you will need a radiator key, although many modern radiators can now be done with a flat-head screwdriver
 - At the top of the radiator, one end there will be a valve. You either attach the radiator key to the square in the centre, or put the end of the screwdriver into the groove.
 - Hold the key/screwdriver with a cloth and slowly turn anti-clockwise until you hear a hissing sound. Once this stops and all the air is out, liquid will begin to come out and the valve needs to be shut again quickly.
 - After bleeding radiators, check the pressure gauge on the boiler, as this may need topping up.