User Guide and Important Warranty Information

Precision
Condensing
Central Heating
Boiler

www.britishgas.co.uk
HomeCare® 0800 048 1000

Please keep these instructions in a safe place. If you move house, please hand them over to the next occupier.
Natural Gas

British Gas Potterton Precision
G.C.N. 41 - 592 - 33

The Benchmark Scheme

Baxi Heating UK Ltd is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

Benchmark is managed and promoted by the Heating and Hotwater Industry Council. For more information visit www.centralheating.co.uk

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1.0 Operating the Boiler

1.1 In Operation

1. The British Gas Potterton Precision is a high efficiency condensing boiler. The output will be adjusted to suit the system by the engineer on the day of installation.

2. In common with other condensing boilers its exceptional efficiency means the flue gases are cooled to such an extent that steam is often visible at the outside flue terminal.

3. The amount produced depends on system design, product use and outside air temperature but it is not harmful to the individual or the working of the boiler in any way.

4. Other Controls
A programmer or other type of clock should have been fitted in your system, together with heating and hot water controls. Full instructions on the use of these controls will have been supplied with them.

1.2 To Light

1. Ensure that the main gas and electricity supplies to the boiler are ON.

2. The fan will start to run and after a short period the ignition spark will commence. Sparking will continue until the flame is established then stop automatically. Check that a flame is visible through the sight glass.
Boiler not working

START

Make sure the gas supply is turned ON and check if other gas appliances are operating (e.g. fire, cooker).

NO
If no gas, consult your supplier.

YES
Is there electricity to the boiler?

NO
Check electrical supply to boiler is switched on.

YES
Ignition Spark will commence

NO
Boiler flame established (Check that a flame is visible through the sight glass)

YES
Boiler operating satisfactorily.

YES
Boiler fails to light?

YES
Press the Reset Button

CONTACT YOUR INSTALLER OR SERVICE PROVIDER.
2.0 Troubleshooting

Is the Timer ON and calling for heat?

YES

Is the Room Thermostat (if fitted) set high enough?

YES

NO

Turn Room Thermostat to maximum setting (typical example shown)

NO

Ensure timer is set for Central Heating ON (see any instructions supplied with timer)

NO

If you don’t know what you need to do to get the boiler to light, or need help with the system and controls, contact your installer or service provider as soon as possible.
3.0 Clearances

3.1 For your Safety

1. This appliance must have been installed in accordance with the manufacturer’s instructions and the regulations in force.

2. Any modification that may interfere with the normal operation of the appliance without express written permission from the manufacturer or his agent could invalidate the appliance warranty. In GB this could also infringe the Gas Safety (Installation and Use) Regulations.

3. Your boiler must not be operated without the casing correctly fitted.

4. Do not interfere with any sealed components on this boiler.

5. Take note of any warning labels on your boiler.

6. Your boiler should have the following minimum clearances for Safety and Maintenance (Figs. 1 & 2):

- Top: 200mm
- Bottom: 50mm
- Left side: 5mm
- Right side: 5mm
- Front: 5mm (In Operation) - 500mm (For Servicing)

7. If your boiler is installed in a compartment, do not use it for storage purposes. Do not obstruct any purpose provided ventilation openings.

8. Flammable materials must not be stored in close proximity to your boiler.

9. Avoid skin contact when your boiler is in operation, as some surfaces may get hot e.g. pipework.

10. Ensure that the flue terminal, outside the house, does not become damaged or obstructed, particularly by foliage.

11. It is important that the condensate drain system is not blocked, modified or damaged in any way as this would affect the operation of your boiler. Your installer should have insulated any exposed pipework.

GB - Heating Industry definition meaning England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Isles

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4.0 Care of the Boiler

4.1 Cleaning the Outercase

1. The painted panels should be wiped with a damp cloth and then dried completely. **DO NOT USE ABRASIVE CLEANING AGENTS.**

4.2 Frost Protection

1. The boiler does not have integral frost protection. It is recommended that the installer fits a suitable protection device to the system controls if required. For frost protection the boiler must not be switched off at the isolation switch on the wall.
5.0 Legislation

5.1 Installation, Commissioning, Service & Repair

1. This appliance must be installed in accordance with the manufacturer’s instructions and the regulations in force. Read the instructions fully before installing or using the appliance.

2. In GB, this must be carried out by a competent person as stated in the Gas Safety (Installation & Use) Regulations.

3. Definition of competence: A person who works for a Gas Safe registered company and holding current certificates in the relevant ACS modules, is deemed competent.

4. In IE (Eire), this must be carried out by a competent person as stated in I.S. 813 “Domestic Gas Installations”.

Lifting - This product should be lifted and handled by two people. Stooping should be avoided and protective equipment worn where necessary. Carrying & lifting equipment should be used as required, e.g. when installing in a loft space.

All Gas Safe registered engineers carry an ID card with their licence number and a photograph. You can check your engineer is registered by telephoning 0800 408 5500 or online at www.gassaferegister.co.uk

The boiler meets the requirements of Statutory Instrument “The Boiler (Efficiency) Regulations 1993 No 3083” and is deemed to meet the requirements of Directive 92/42/EEC on the energy efficiency requirements for new hot water boilers fired with liquid or gaseous fuels:

Type test for purpose of Regulation 5 certified by:
Notified Body 0087.

Product/Production certified by:
Notified Body 0086.
Ref: 86-BL-647
For GB/IE only.

5.2 Benchmark Commissioning Checklist

1. Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

2. All installations must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist.

3. This product should be serviced regularly to optimise its safety, efficiency and performance. The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service.

4. The completed Benchmark Checklist may be required in the event of any warranty work.
7.0 Emergency

Warning!

If you smell gas

Do not operate light switches
Do not operate any electrical equipment
Do not use a telephone in the hazardous area
Extinguish any naked flame and do not smoke
Open windows and doors in the hazardous area
Turn off the gas supply at the meter
Warn any other occupants and vacate the premises
Telephone the National Gas Emergency Service on:- 0800 111 999

Faulty boiler

If it is known or suspected that a fault exists on the boiler, it must not be used until the fault has been corrected by a competent person.
If you experience a problem with your heating system or the operation of the boiler please:-
Visit www.britishgas.co.uk or call HomeCare® on 0800 048 1000

When calling British Gas Service it would be helpful if you could have the following information to hand:-

1. Boiler serial number (see opposite).
2. Boiler make and model number.
3. Your installer details.
4. Proof of purchase (if you do not have the boiler serial number).

What the warranty covers
Free of charge repair or replacement of components found to be faulty from manufacture.

Free of charge replacement of the complete unit provided always that the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

What this warranty does not cover
Repairs to boilers which haven’t been installed and commissioned properly, and as set out in the installation instructions (this includes the need to flush the system effectively and add a suitable corrosion inhibitor).

Any damage caused by hard water scale deposits and/or aggressive water resulting from corrosion.

Any other defects or failures, either in the connected heating system or outside of the boiler itself.

Faults caused by inadequate supply of electricity, gas or water to the property.

Installations within commercial settings for which this boiler was not designed.

Reimbursement of any third party repair or replacement costs that we haven’t been told about or agreed with you in advance.

Compensation for consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

Annual Service
To ensure you receive the maximum efficiency from your boiler we recommend your boiler has an annual service so you and your family can continue to enjoy heating and hot water comfort.
To arrange an annual service please:-
Visit www.britishgas.co.uk or call HomeCare® on 0800 048 1000

Manufactured by Potterton exclusively for British Gas
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