



## INSTALLATION AND SERVICING INSTRUCTIONS



ENSURE THAT THESE INSTRUCTIONS ARE LEFT FOR THE USER AFTER COMPLETION OF THE BENCHMARK SECTION

PLEASE READ THE IMPORTANT NOTICE WITHIN THIS GUIDE REGARDING YOUR BOILER WARRANTY



## IMPORTANT NOTICE

For the first year all of our appliances are protected by our manufacturer's guarantee which covers both parts and labour.

As you would expect from **iQG**, it is our aim to provide our valued customers with the best in after sales and service.

To take advantage of any extended warranty offered, all you have to do is to adhere to these 3 simple conditions:

- The installation must be carried out to Manufacturers/Benchmark Standards by a Gas Safe Registered Engineer, and recorded in the installation manual.
- The appliance must be registered with both **iQG** and Gas Safe within 30 days of installation.
- The appliance must be serviced annually, by or a Gas Safe registered engineer - ensuring that the Benchmark service record in the installation manual is completed.

Failure to comply with the above will result in only the 12 month warranty being offered.

In the absence of any proof of purchase, the 12 month warranty period will commence from the date of manufacture of the boiler as shown on the appliance data plate.

## SAFE HANDLING

This boiler may require 2 or more operatives to move it into its installation site, remove it from its packaging and during movement into its installation location. Manoeuvring the boiler may include the use of a sack truck and involve lifting pushing and pulling.

Caution should be exercised during these operations.

Operatives should be knowledgeable in handling techniques when performing these tasks and the following precautions should be considered:

- Grip the boiler at the base
- Be physically capable
- Use personal protective equipment as appropriate e.g. gloves, safety footwear.

During all manoeuvres and handling actions, every attempt should be made to ensure the following unless unavoidable and/or the weight is light.

- Keep back straight
- Avoid twisting at the waist
- Always grip with the palm of the hand
- Keep load as close to the body as possible
- Always use assistance

### WARNING

Caution should be exercised when performing any work on this appliance.

Protective gloves and safety glasses are recommended.

- Avoid direct contact with sharp edges.
- Avoid contact with any hot surfaces.

### NOTICE

Please be aware that due to the wet testing of the appliance, there may be some residual water in the hydraulic circuit.

- Protect any surfaces, carpets or floorings.
- Use a suitable container to catch any water that escapes when removing the protective caps from the connections.

# Code Of Practice

For the installation, commissioning and servicing  
of domestic heating and hot water products

Benchmark places responsibilities on both manufacturers and installers.\* The purpose is to ensure that customers\*\* are provided with the correct equipment for their needs, that it is installed, commissioned and serviced in accordance with the manufacturer's instructions by competent persons and that it meets the requirements of the appropriate Building Regulations. Installers are required to carry out work in accordance with the following:

## Standards of Work

- Be competent and qualified to undertake the work required.
- Install, commission, service and use products in accordance with the manufacturer's instructions provided.
- Ensure that where there is responsibility for design work, the installation is correctly sized and fit for purpose.
- Meet the requirements of the appropriate Building Regulations. Where this involves notifiable work be a member of a Competent Persons Scheme or confirm that the customer has notified Local Authority Building Control (LABC), prior to work commencing.
- Complete all relevant sections of the Benchmark Checklist/Service Record when carrying out commissioning or servicing of a product or system.
- Ensure that the product or system is left in a safe condition and, whenever possible, in good working order.
- Highlight to the customer any remedial or improvement work identified during the course of commissioning or servicing work.
- Refer to the manufacturer's helpline where assistance is needed.
- Report product faults and concerns to the manufacturer in a timely manner.

## Customer Service

- Show the customer any identity card that is relevant to the work being carried out prior to commencement or on request.
- Give a full and clear explanation/demonstration of the product or system and its operation to the customer.
- Hand over the manufacturer's instructions, including the Benchmark Checklist, to the customer on completion of an installation.
- Obtain the customer's signature, on the Benchmark Checklist, to confirm satisfactory demonstration and receipt of manufacturer's instructions.
- Advise the customer that regular product servicing is needed, in line with manufacturers' recommendations, to ensure that safety and efficiency is maintained.
- Respond promptly to calls from a customer following completion of work, providing advice and assistance by phone and, if necessary, visiting the customer.
- Rectify any installation problems at no cost to the customer during the installer's guarantee period.



\*The use of the word "installer" is not limited to installation itself and covers those carrying out installation, commissioning and/or servicing of heating and hot water products, or the use of supporting products (such as water treatment or test equipment).

\*\*Customer includes householders, landlords and tenants.

## **The Benchmark Scheme**

The manufacturer 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](http://www.centralheating.co.uk)



**iQ@ COMFORT 30:** Gas Council number 47-283-47

**These appliances comply with the S.E.D.B.U.K. scheme, band "A"**

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### Important Information

IT IS A STATUTORY REQUIREMENT THAT ALL GAS APPLIANCES ARE INSTALLED BY COMPETENT PERSONS, IN ACCORDANCE WITH THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS (CURRENT EDITION). The manufacturer's instructions must not be taken as overriding any statutory requirements, and failure to comply with these regulations may lead to prosecution.

No modifications to the appliance should be made unless they are fully approved by the manufacturer.

**GAS LEAKS:** DO NOT OPERATE ANY ELECTRICAL SWITCH, OR USE A NAKED FLAME. TURN OFF THE GAS SUPPLY AND VENTILATE THE AREA BY OPENING DOORS AND WINDOWS CONTACT THE GAS EMERGENCY SERVICE ON 0800111999.



Please refer to commissioning instructions for filling in the checklist at the back of this installation guide.

Note: All Gas Safe registered installers carry a ID Card.

You can check your installer is Gas Safe Registered by calling 0800 408 5577

## **iQ@ COMBINATION BOILERS** **Installer checklist**

Please remember to carry out the following checks after installation. This will achieve complete customer satisfaction, and avoid unnecessary service calls. A charge will be made for a service visit where the fault is not due to a manufacturing defect.

- Has a correct by-pass been fitted and adjusted?
- Has the system and boiler been flushed?
- Is the system and boiler full of water, and the correct pressure showing on the pressure gauge?
- Is the Auto Air Vent open?
- **Has the pump been rotated manually?**
- Is the gas supply working pressure correct?
- Is the boiler wired correctly? (See installation manual).
- Has the customer been fully advised on the correct use of the boiler, system and controls?
- Has the Benchmark Checklist in the use and maintenance section of this manual, been completed ?

# 1 DESCRIPTION OF THE BOILER

## 1.1 INTRODUCTION

**iQE COMFORT 30** are premixed gas condensation thermal modules that employ a microprocessor-based technology to control and manage

all the functions.

All modules are compliant with European Directives 2009/142/CE, 2004/108/CE, 2006/95/CE and 92/42/CE. For optimum installation and operation, always follow

the instructions provided in this manual.

The products manufactured and sold by **iQE** do not contain any banned materials or substances (ie they comply with ISO9000:2000).

## 1.2 DIMENSIONS (fig. 1)

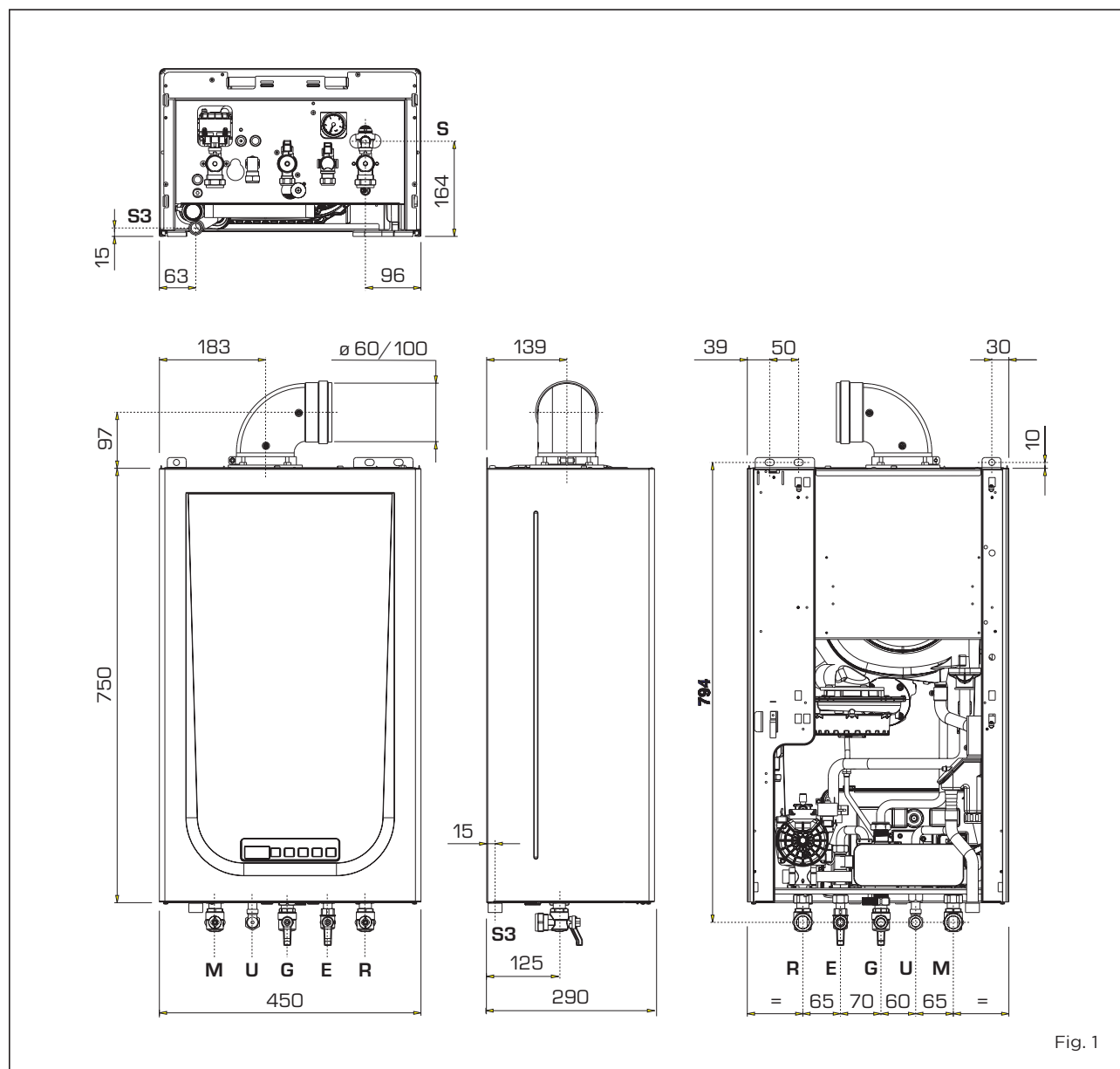


Fig. 1

TABLE 1 - Connections

R	C.H. return	22 mm	Compression
M	C.H. flow	22 mm	Compression
G	Gas connection	15 mm	Compression
E	D.H.W. inlet	15 mm	Compression
U	D.H.W. outlet	15 mm	Compression
S3	Condensation outlet $\varnothing$ 20		
S	Safety valve discharge		

TABLE 2 - Minimum clearances

	For servicing
ABOVE THE APPLIANCE CASING	200 mm
AT THE R.H.S.	15 mm
AT THE L.H.S.	15 mm
BELOW THE APPLIANCE CASING	200 mm
IN FRONT OF THE APPLIANCE	500 mm

### 1.3 TECHNICAL FEATURES

		iQE COMFORT 30
<b>Heat output</b>		
Nominal (80-60°C)	kW	28.9
Nominal (50-30°C)	kW	31.6
Reduced G20 (80-60°C)	kW	5.9
Reduced G20 (50-30°C)	kW	6.6
Reduced G31 (80-60°C)	kW	7.6
Reduced G31 (50-30°C)	kW	8.5
<b>Heat input nominal</b>	kW	29.5
<b>Heat input reduced G20/G31</b>	kW	6.2/8.0
<b>Max/min useful yield (80-60°C)</b>	%	98.0/95.1
<b>Max/min useful yield (50-30°C)</b>	%	107.1/106.4
<b>Useful yield at 30% of the load (40-30°C)</b>	%	107.0
<b>Termal efficiency (CEE 92/42 directive)</b>		☆☆☆☆
<b>Losses after shutdown to 50°C (EN 483)</b>	W	89
<b>Supply voltage</b>	V-Hz	230-50
<b>Adsorbed power consumption</b>	W	115
<b>Electrical protection grade</b>	IP	X4D
<b>C.H. setting range</b>	°C	20/80
<b>Water content boiler</b>	l	4.60
<b>Maximum water head</b>	bar	3.0
<b>Maximum temperature</b>	°C	85
<b>Capacity of the heating expansion vessel</b>	l	8
<b>Pressure of the heating expansion vessel</b>	bar	1.0
<b>D.H.W. setting range</b>	°C	10/60
<b>D.H.W. flow rate (EN 625)</b>	l/min	13.4
<b>Continuous D.H.W. flow rate Δt 30°C</b>	l/min	14.4
<b>Minimum D.H.W. flow rate</b>	l/min	2.2
<b>D.H.W. pressure min/max</b>	bar	0.5/6.0
<b>Exhaust fumes temper. at max flow rate (80-60°C)</b>	°C	79
<b>Exhaust fumes temper. at min. flow rate (80-60°C)</b>	°C	67
<b>Exhaust fumes temper. at max flow rate (50-30°C)</b>	°C	51
<b>Exhaust fumes temper. at min. flow rate (50-30°C)</b>	°C	47
<b>Smokes flow min/max</b>	kg/h	11/50
<b>CO<sub>2</sub> at max/min flow rate G20</b>	%	9.0/9.0
<b>CO<sub>2</sub> at max/min flow rate G31</b>	%	10.0/10.0
<b>CE certification</b>	n°	1312CN5755
<b>Category</b>		II2H3P
<b>Type</b>		B23P-53P/C13-33-43-53-83
<b>NOx emission class</b>		5
<b>Weight when empty</b>	kg	33.6
<b>Main burner nozzle</b>		
Quantity nozzles	n°	2
G20 nozzle diameter diversified	∅	2.8/3.8
G31 nozzle diameter diversified	∅	2.2/2.9
<b>Consumption at maximum/minimum flow rate</b>		
G20	m³/h	3.12/0.66
G31	kg/h	2.29/0.62
<b>Gas supply pressure G20/G31</b>	mbar	20/37

#### 1.4 FUNCTIONAL DIAGRAM (fig. 2)

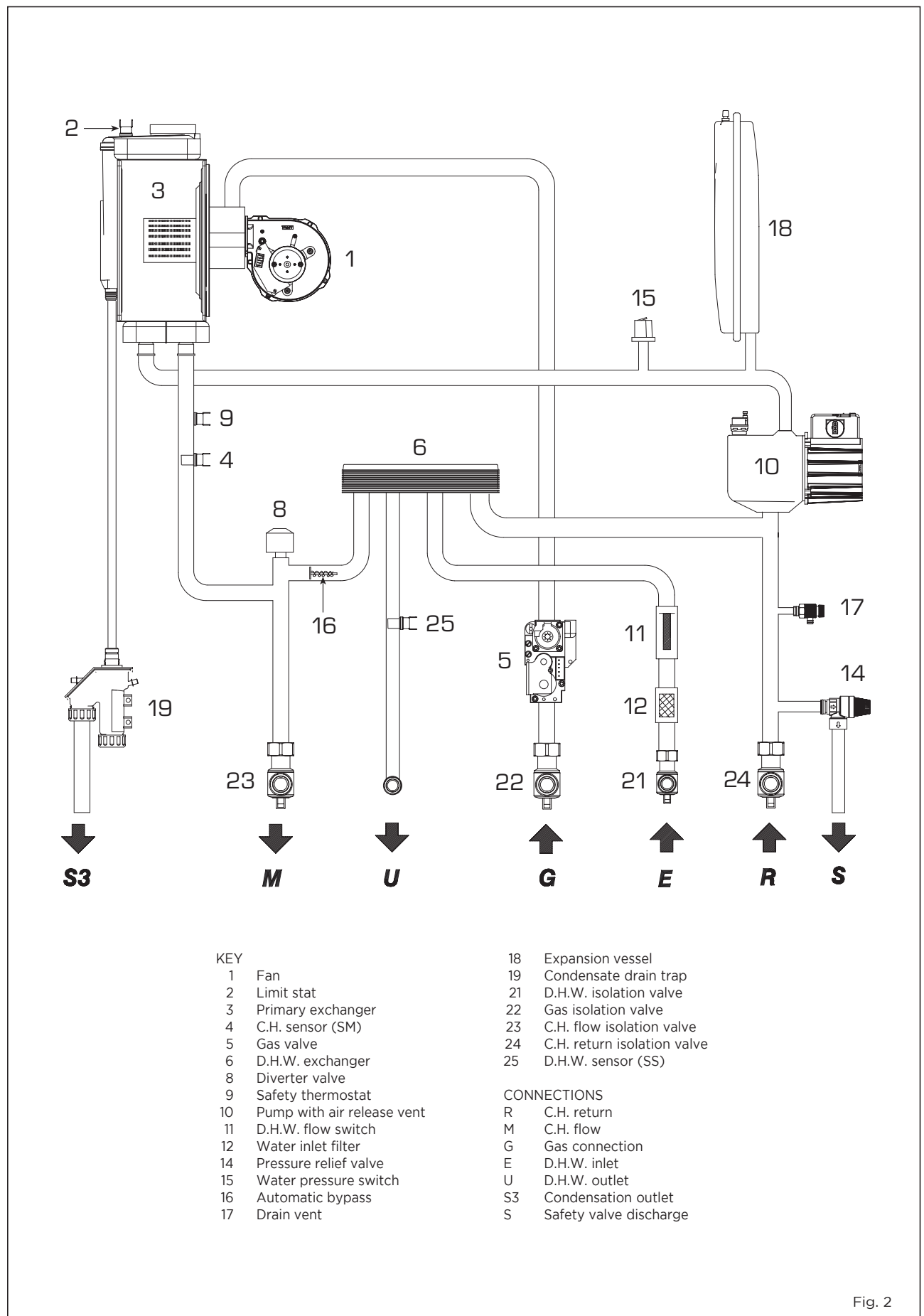
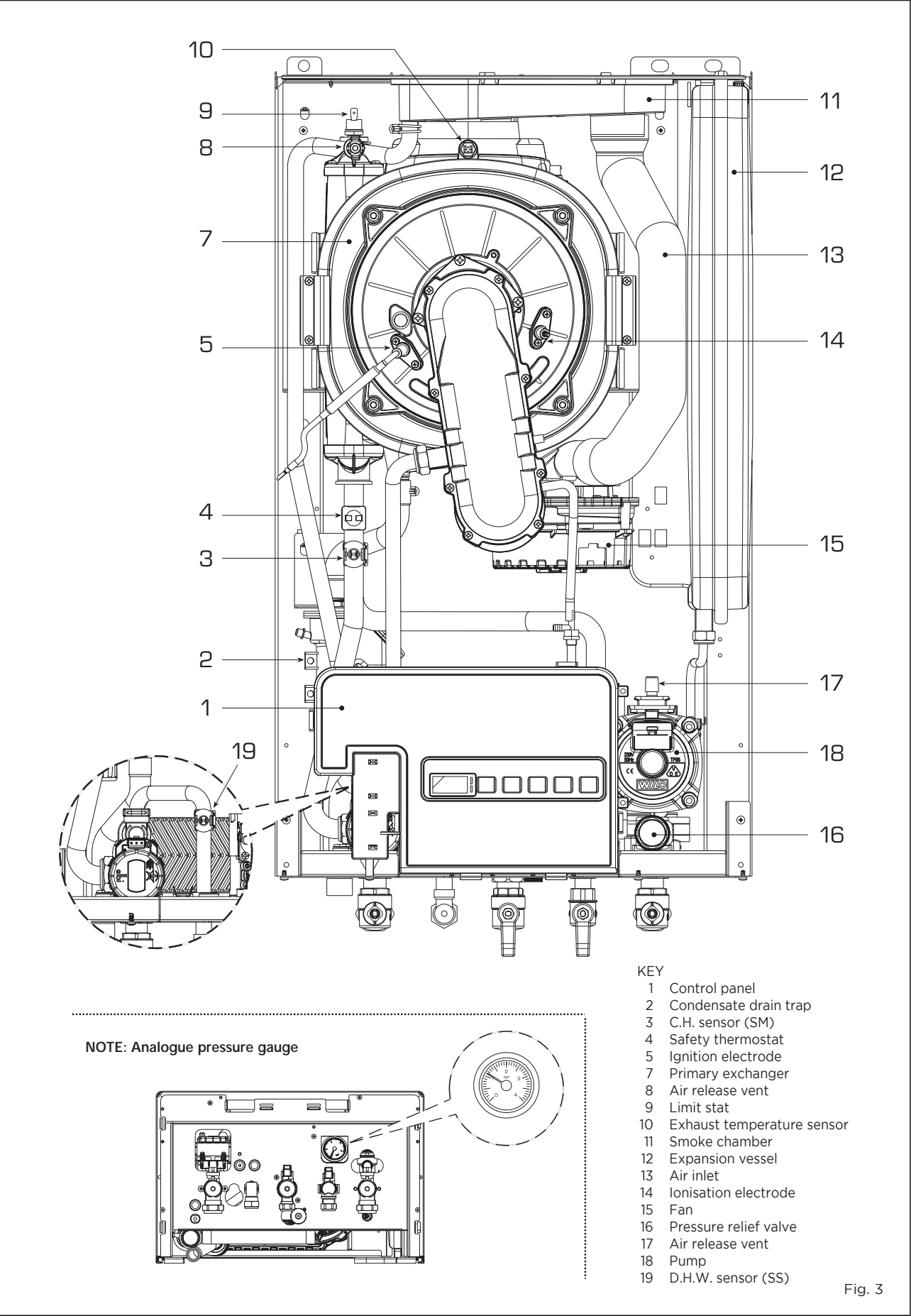


Fig. 2



1.5 MAIN COMPONENTS (fig. 3)



## 2 INSTALLATION

It is important that the boiler is initially filled and started for the first time using the method shown in 2.3.3 section e). This procedure should also be used when refilling after draining a boiler.

The boiler must be installed in a fixed location and only by specialized and qualified person in compliance with all instructions contained in this manual.

The installation of this boiler must be in accordance with the relevant requirements of the current Gas Safety (installation and use), the local building regulations, and and I.E.E. wiring regulations. Detailed recommendations for air supply are given in BS5440:2. The following notes are for general guidance: it is not necessary to have a purpose provided air vent in the room or compartment in which the appliance is installed.

### 2.1 ANTI-FREEZE FUNCTION

The boilers are equipped with anti-freeze function which activates the pump and the burner when the temperature of the water contained inside the appliance drops to below value PAR 10. The anti-freeze function can only operate if:

- the boiler is correctly connected to the gas and electricity supply circuits;
- the boiler is switched on;
- the boiler ignition is not locked out;
- the essential components of the boiler are all in working order.

In these conditions the boiler is protected against frost down to an environmental temperature of -5°C.

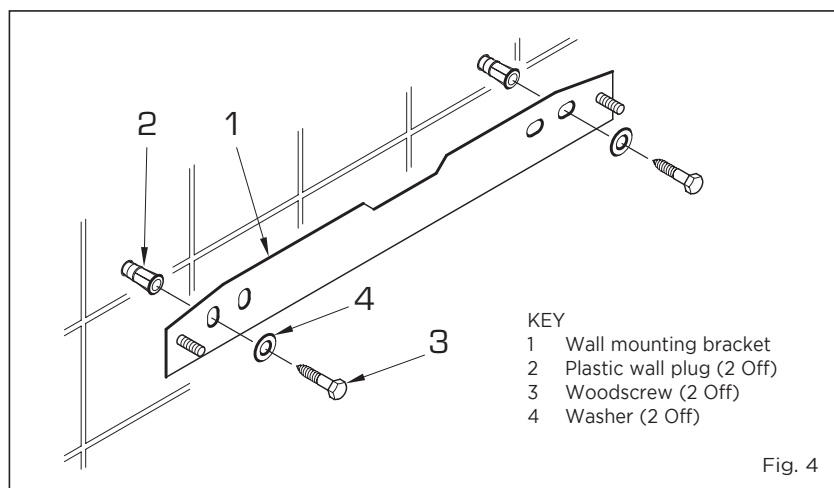
**ATTENTION: In the case of installation in a place where the temperature drops below 0°C, the connection pipes must be protected.**

### 2.2 FIXING THE WALL MOUNTING BRACKET (fig. 4)

- Mark the position of the two wall mounting bracket fixing holes and the flue/air duct hole on the appropriate wall(s).
- Drill the two fixing holes using a 10 mm masonry drill and fit the plastic plugs provided.
- Accurately measure the wall thickness, and note this dimension for later use.
- Secure the wall mounting bracket in position using the screws provided. Ensure that it is the correct way up, as indicated in fig. 4.

### 2.3 CONNECTING UP SYSTEM

Before connecting the boiler it is recommended that the system be flushed in accordance to BS 7593, to eliminate any foreign bodies that may be detrimental to the operating efficiency of the appliance. When connecting up



the boiler the clearances in fig 1 should be respected.

The boiler is supplied with a valve pack part number 5184817A. The boiler can be filled and pressure tested prior to any electrical supply being connected with the use of the analogue pressure gauge.

**A safety valve set at 3 bar is fitted to the appliance, the discharge pipe provided should be extended to terminate safely away from the appliance and where a discharge would not cause damage to persons or property but would be detected. The pipe should be a minimum of 15 mm Ø and should be able to withstand boiling water, any should avoid sharp corners or upward pipe runs where water may be retained.**

#### Gas Connection

The gas connection must be made using seamless steel or copper pipe. Where the piping has to pass through walls, a suitable insulating sleeve must be provided. When sizing gas piping, from the meter to the boiler, take into account both the volume flow rates (consumption) in m<sup>3</sup>/h and the relative density of the gas in question. The sections of the piping making up the system must be such as to guarantee a supply of gas sufficient to cover the maximum demand, limiting pressure loss between the gas meter and any apparatus being used to not greater than 1.0 mbar for family II gases (natural gas). An adhesive data badge is sited inside the front panel; it contains all the technical data identifying the boiler and the type of gas for which the boiler is arranged.

#### 2.3.1 Connection of condensation water trap

To ensure safe disposal of the condensate produced by the flue gases, reference should be made to BS6798:2009.

The boiler incorporates a condensate trap which has a seal of 75 mm, therefore no additional trap is required. The advised method of connection to the

condensate trap is by using 20 mm overflow pipe with a socket attached to cover the condensate trap connection. The condensate should ideally be discharged internally into an internal waste pipe(washing machine/sink waste) or a soil pipe to avoid the risk of freezing.

External pipe runs should be avoided, but if it is necessary, the pipework should be at least 32mm and protected from the risk of freezing with a waterproof insulation and the length kept to a minimum and not exceeding 3 m. termination should be into an external gully or purpose made soakaway.

**NOTE: All pipework must have a continuous fall from the boiler and must be resistant to corrosion by condensate, copper or steel is NOT suitable.**

**It should be noted that the connection of a condensate pipe to a drain may be subject to local building control requirements.**

#### 2.3.2 Dealing with condensate

See APPENDIX A for guidance on the disposal of condensate.

#### 2.3.3 Requirements for sealed water systems (fig. 5)

The heating system design should be based on the following information:

- a) The available pump head is given in fig. 14.
- b) The burner starts if the system pressure is sufficient to operate the pressure switch.
- c) The appliance is equipped with an internal by-pass that operates with system heads (H) greater than 3 m. The maximum flow through the by-pass is about 300 l/h. If thermostatic radiator valves are to be installed, at least one radiator should be without a thermostatic valve (usually the bathroom radiator or the radiator in the room containing

## METHOD OF FILLING A SEALED SYSTEM

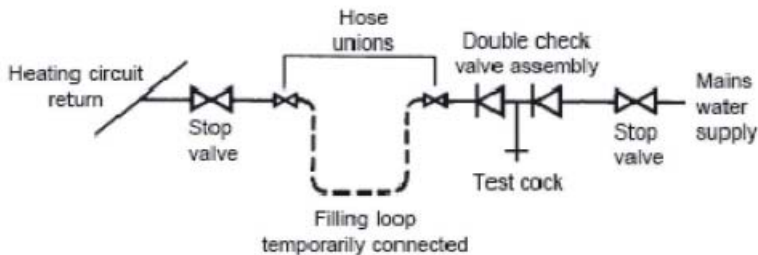


Fig. 5

the room thermostat).

d) A sealed system must only be filled by a competent person using a method similar to that shown in fig. 5. The system design should incorporate the connections appropriate to one of these methods.

e) It is most important that the boiler is not allowed to ignite until it and the heating system is filled.

Ensure that the electrical supply to the boiler is turned off. Open the auto air vent, 17 fig 3. Fill the system to approximately 1.5 bar.

Use the manual air vent located on the uppermost connection to the primary heat exchanger (item 8 fig. 3) to release any air retained, and ensure that all the radiators are vented. Top up the system pressure to 1.5 bar. Turn on the power supply to the boiler and put the boiler in the Summer mode.

While in the Summer mode, adjust the heating flow temperature to its minimum 20 degrees. Put the boiler into the Winter mode and allow it to ignite. Run the boiler in this mode for approximately 30 minutes, regularly checking that trapped any air is released. and gradually increasing the flow temperature to 60 degrees. When inhibitor is added repeat this procedure with the initial flow temperature at 20 degrees. The set temperature should then be set to the desired value.

**NOTE: If the domestic water supply is metered, or should a water meter be added at a later time, a small expansion vessel should be included on the Domestic hot water pipework.**

## 2.4 CHARACTERISTICS OF FEEDWATER

- All recirculatory systems will be subject to corrosion unless an appropriate water treatment is applied.

This means that the efficiency of the system will deteriorate as corrosion sludge accumulates within the system, risking damage to pump and

valves, boiler noise and circulation problems.

- For optimum performance after installation this boiler and its associated central heating system must be flushed in accordance with the guidelines given in BS 7593 "Treatment of water in domestic hot water central heating systems".

**iqg** recommend only the use of FERNOX products for the flushing and final treatment of the system

water.

This is particularly important in hard water areas.

Artificially softened water must not be used to fill the heating system.

- It is important to check the inhibitor concentration after installation, system modification and at every service in accordance with the manufacturer's instructions (Test kits are available from inhibitor stockists).

## FLUES INSTALLATION MUST COMPLY WITH THE CURRENT VERSION OF BS5440.

## 2.5 INSTALLATION COAXIAL DUCT Ø 60/100 - Ø 80/125 (fig. 6)

The coaxial suction and discharge pipes are supplied in a special kit (that can be purchased separately) along with assembly instructions.

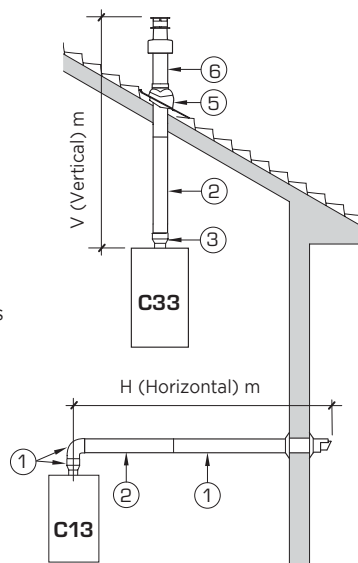
The diagrams of fig. 6 illustrate some examples of different types of fluing options allowed and the maximum lengths that can be reached.

### IMPORTANT:

- The insertion of each additional 90° bend with a diameter of 60/100 (code 8095860) reduces the available section by 1.5 meters.
- The insertion of each additional 90° bend with a diameter of 80/125 (code 8095861) reduces the available section by 2 meters.
- Each additional 45° curve installed a diameter of 60/100 (code 8095960) reduces the available length by 1.0 metres.
- Each additional 45° curve installed a diameter of 80/125 (code 8095961) reduces the available length by 1.0 metres.

### HORIZONTAL FLUES MUST BE LEVEL

**NOTE:** Before connecting accessories, it is always advisable to lubricate the internal part of the gaskets with silicon products. Avoid using oils and greases.



Model	Length of pipe Ø 60/100			Length of pipe Ø 80/125		
	H	V		H	V	
		Min	Max		Min	Max
iqe COMFORT 30	5 m	1.3 m	7 m	10 m	1.2 m	13 m

### LIST OF Ø 60/100 ACCESSORIES

- 1 Coaxial duct kit L. 790 code 8096270
- 2a Extension L. 1000 code 8096160
- 2b Extension L. 500 code 8096161
- 3 Vertical extension L. 140 with coupling code 8086960
- 5 Tile for joint code 8091350
- 6 Terminal for roof exit L. 1285 code 8091250

### LIST OF Ø 80/125 ACCESSORIES

- 1 Coaxial duct kit L. 785 code 8096271
- 2a Extension L. 1000 code 8096162
- 2b Extension L. 500 code 8096163
- 3 Adapter for Ø 80/125 code 8093160
- 5 Tile for joint code 8091350
- 6 Terminal for roof exit L. 1285 code 8091250

Fig. 6

## 2.6 INSTALLATION OF SEPARATE DUCTS Ø 80 (fig. 7)

The kit with dedicated pipes enables to separate the exhaust fumes pipes from the air suction pipes (fig. 7):

- for Ø 80 pipes, adaptor code 8093070 is available upon request.

The maximum overall length, resulting from the sum of all the suction and discharge pipes, is determined by the load losses of the single connected accessories and should not exceed 15 mm H<sub>2</sub>O (version 25-30) (**ATTENTION: the total length of each pipe should not exceed 50 m, even if the total loss is below the maximum applicable loss.**)

See **Table 3** for information on the load losses of single accessories (fig. 8).

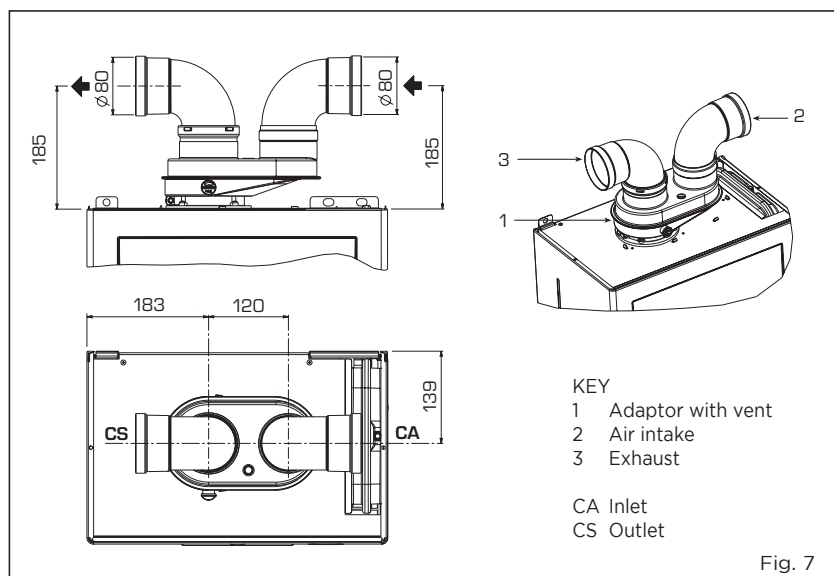


Fig. 7

### 2.6.1 Separate ducts kit (fig. 8)

The diagrams of Figure 8 show a some of examples of the permitted exhausts configurations.

## 2.7 POSITIONING THE OUTLET TERMINALS (fig. 9)

The outlet terminals for forced-draught appliances may be located in the external

perimeter walls of the building.

To provide some indications of possible solutions, **Table 4** gives the minimum distances to be observed, with reference to the type of building shown in fig. 9.

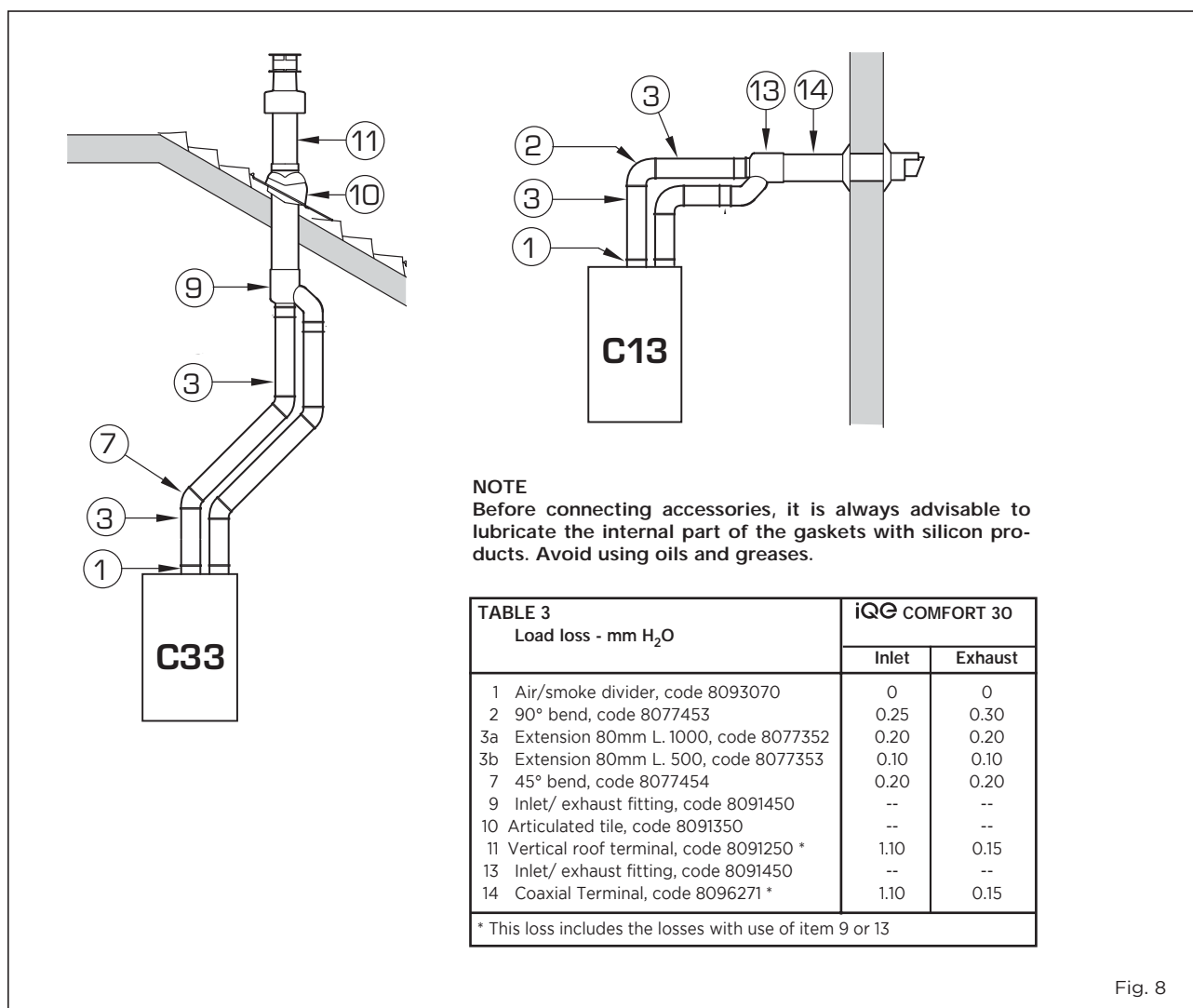
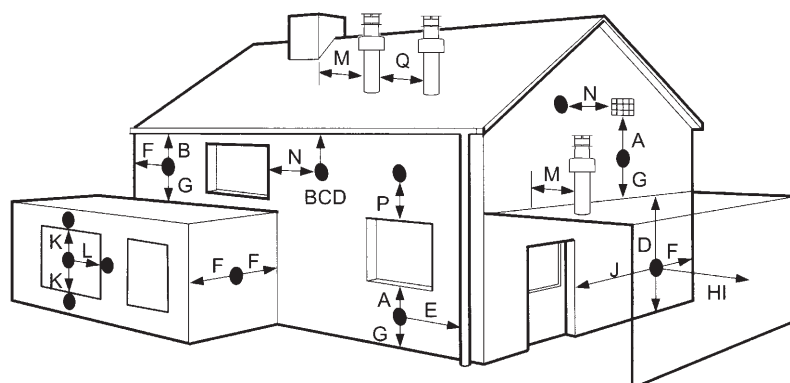


Fig. 8



**TABLE 4**

Terminal position	Minimum spacing	
<b>A</b> Directly below an openable window, air vent or any other ventilation opening	300 mm	12 in
<b>B</b> Below guttering, drain pipes or soil pipes (*)	75 mm	3 in
<b>C/D</b> Below eaves, balconies or carport roof	200 mm	8 in
<b>E</b> From vertical drain pipes or soil pipes	75 mm	3 in
<b>F</b> From internal or external corners	300 mm	12 in
<b>G</b> Above adjacent ground, roof or balcony level	300 mm	12 in
<b>H</b> From a boundary or surface facing the boiler	600 mm	24 in
<b>I</b> From a terminal facing the terminal	1,200 mm	48 in
<b>J</b> From an opening in the carport (eg door, window into dwelling)	1,200 mm	48 in
<b>K</b> Vertically from a terminal on the same wall	1,500 mm	60 in
<b>L</b> Horizontally from a terminal on the same wall	300 mm	12 in
<b>M</b> Horizontally from a vertical terminal to a wall	300 mm	12 in
<b>N</b> Horizontally from an openable window or other opening	300 mm	12 in
<b>P</b> Above an openable window or other opening	300 mm	12 in
<b>Q</b> From an adjacent vertical terminal	600 mm	24 in

(\*) For condensing boilers this distance can be reduced to 25 mm without effecting boiler performance, but it will be necessary to protect the surfaces from the effects of condensate

- If the terminal discharges into a pathway or passageway check that combustion products will not cause nuisance and that the terminal will not obstruct the passageway.
- Where the lowest part of the terminal is fitted less than 2 m (78 in) above ground, above a balcony or above a flat roof to which people have access, the terminal MUST be protected by a purpose designed guard.
- Where the terminal is fitted within 850 mm (34 in) of a plastic or painted gutter, or 450 mm (18 in) of painted eaves, an aluminium shield at least 1,500 mm (59 in) long must be fitted to the underside of the painted surface.
- The air inlet/outlet flue duct MUST NOT be closer than 10 mm (0.4 in) to combustible material.
- In certain weather conditions the terminal may emit a plume of steam. This is normal but positions where this would cause a nuisance should be avoided.

**For guidance only, flues should be installed in accordance with BS5440**

Fig. 9

## 2.9 ELECTRICAL CONNECTION

The boiler is supplied with an electric cable. Should this require replacement, it must be replaced with one of similar type and dimensions.

The electric power supply to the boiler must be 230V - 50Hz single-phase through a 3 amp fused main switch, with at least 3 mm spacing between contacts.

Respect the L and N polarities and the earth connection.

**NOTE:** iQ declines all responsibility for injury or damage to persons, animals or property, resulting from the failure to provide for proper earthing of the appliance, or incorrect connection of external controls. Any fault or component failure due to incorrect connection of external controls is not covered in the warranty.

### 2.9.1 Climatic control option

The boiler is designed for connection to an external temperature sensor, supplied on request (code 8094102).

### 2.9.2 External wired controls

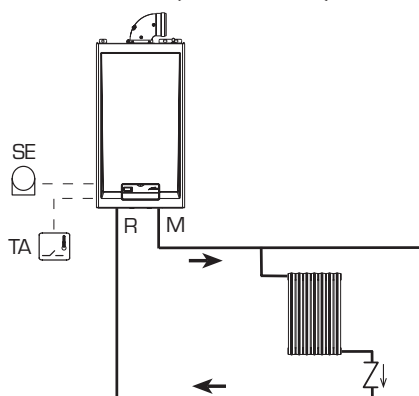
The heating function of the boiler can be controlled by voltage free signal, TA, connected to terminals 5 & 6 after removal of the link.

Description of the letters indicating the components shown on the system diagram:

- M C.H. flow
- R C.H. return
- SE External temperature sensor
- TA 1-2 Room Thermostat

#### 1 BASIC SYSTEM

SYSTEM WITH A DIRECT ZONE AND ROOM THERMOSTAT AND EXTERNAL SENSOR (Code 8094102)



## 2.10 BOILER ELECTRICAL (fig. 11)

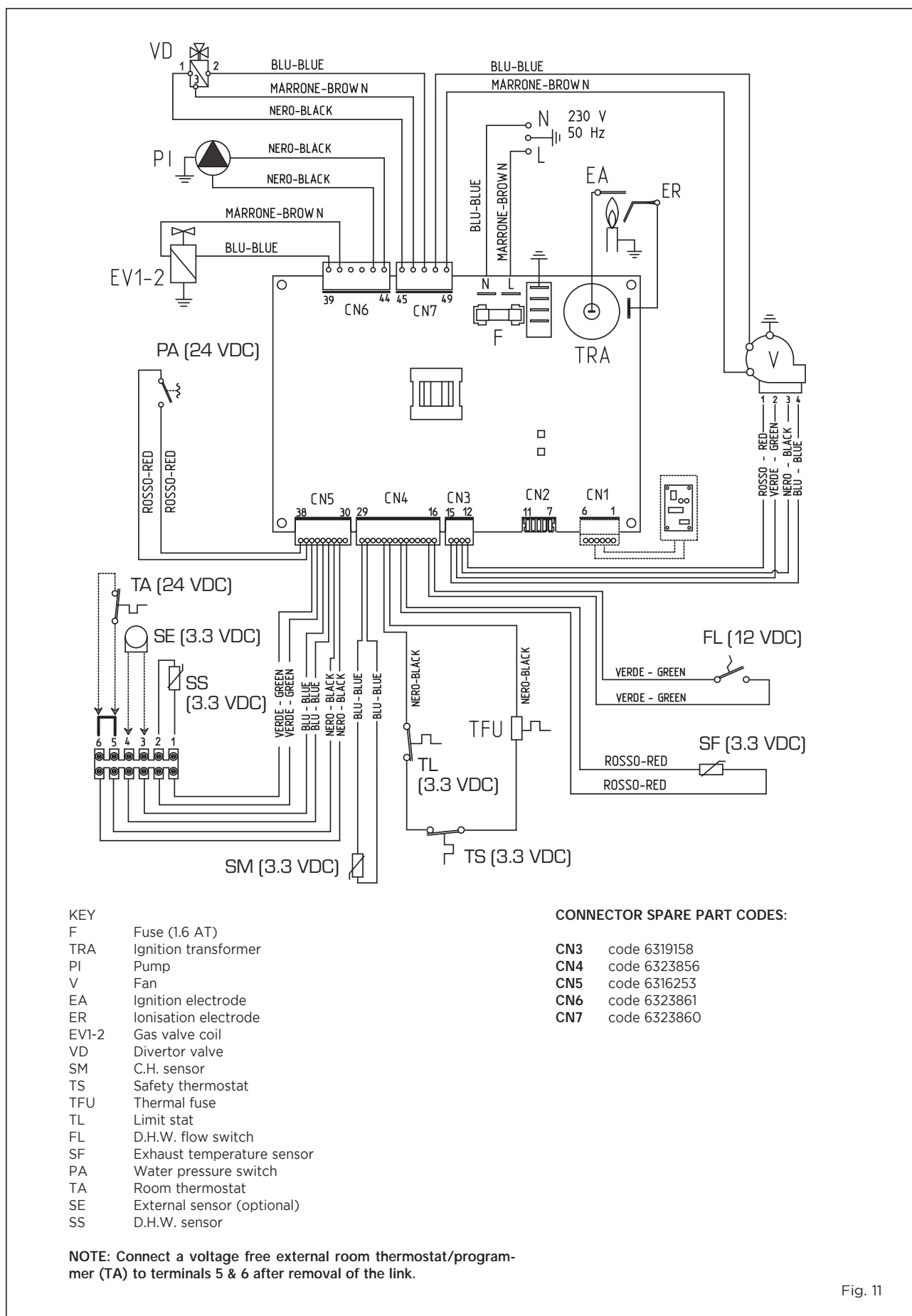
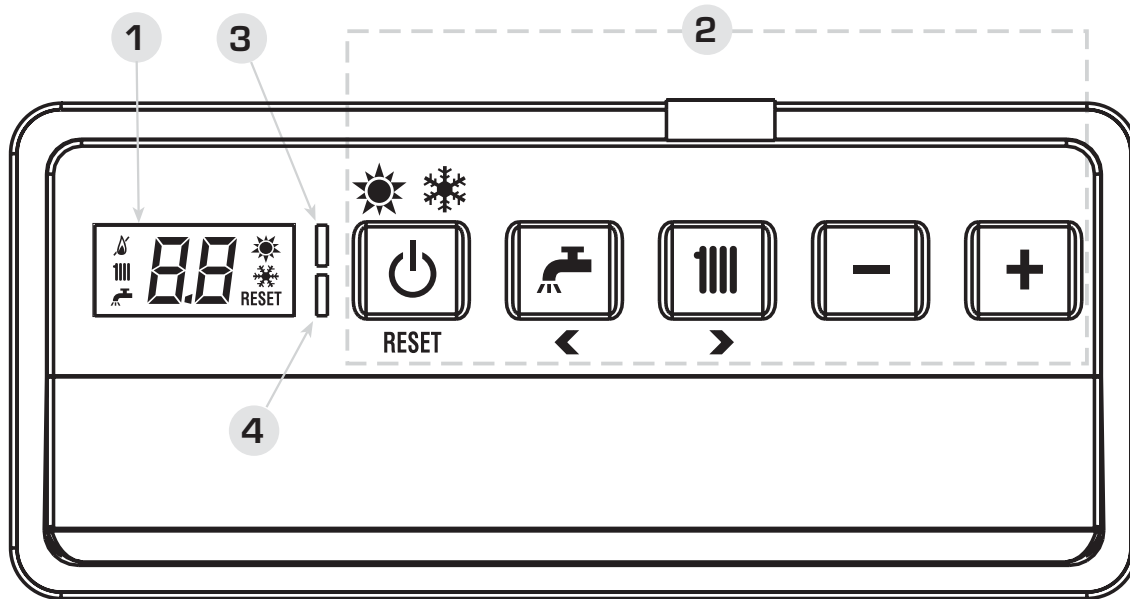


Fig. 11

### 3 CHARACTERISTICS

#### 3.1 CONTROL PANEL (fig. 12)



##### 1 - DESCRIPTION OF DISPLAY ICONS

	SUMMER MODE ICON
	WINTER MODE ICON
	D.H.W. MODE ICON
	HEATING MODE ICON
	BURNER LIT ICON
	LOCKOUT DUE TO NO IGNITION/FLAME DETECTION
	RESET REQUIRED
	MAIN DIGITS

##### 2 - DESCRIPTION OF CONTROLS

	<b>OPERATING MODE/RESET</b> Press this key repeatedly to step from standby to summer to winter. The green LED will flash accompanied by a audible signal, to indicate that the key has been pressed. Press the key for more than two seconds to enter standby. RESET is only available if a re-settable error is signalled.
	<b>D.H.W. SET</b> Press the key to display the D.H.W. temperature value set
	<b>HEATING SET</b> Press the key to display the heating flow temperature value set (value not relative to the remote control)
	<b>DECREASE</b> Pressing this key decreases the value set
	<b>INCREASE</b> Pressing this key increases the value set

##### 3 - LED GREEN

ON = Indicates the presence of electrical voltage.  
It switches of momentarily every time the keys are pressed.  
It can be disabled by setting **PAR 3 = 0**.



##### 4 - LED RED

OFF = Normal operation  
ON = Boiler error signalled  
Flashing when the control panel buttons are pressed inside the PARAMETERS SECTION.





Fig. 12



### 3.2 ACCESS TO INSTALLER'S PARAMETERS





For access to the installer's parameters, press simultaneously the (  and  ) keys for 5 seconds. The red LED flashes and the display shows :




The parameters can be scrolled with  or . To enter the parameter press  or . The value set **flashes**, the display shows :



Proceed as follows to change the set value:

- set the new value using  or .
- confirm the set value using  or .

Press  to exit the parameters section. The display is shown automatically after 5 minutes. The parameters section contains the alarms log, info and meters (display only).

#### 3.2.1 Replacing the board or RESETTING parameters

If the electronic board is replaced or reset or the type of gas used is changed, it is necessary to configure PAR 01 and PAR 02 by associating the following values to each type of boiler to be able to restart the boiler:

**NOTE: the boiler panel has a label with the values that have to be set for PAR 01 and PAR 02 (fig. 19).**

GAS	MODELS	PAR 1
METHANE (G20)	30	<b>02</b>
PROPANE (G31)	30	<b>05</b>

BOILER	PAR 2
D.H.W. flow switch with D.H.W. sensor	<b>13</b>

PARAMETERS INSTALLER					
FAST CONFIGURATION					
PAR	DESCRIPTION	RANGE	UNIT OF MEASUREMENT	INC/DEC UNIT	DEFAULT SETTING
01	Combustion configuration	-- = ND 1 ... 20	=	=	"--"
02	Hydraulic configuration	-- = ND 1 ... 13	=	=	"--"
03	Disabling of the green LED	0 = Disabled 1 = Enabled	=	=	01
04	Correction of external probe values	-5 ... 05	°C	1	00
05	Default time for keypad locking	-- = Disabled 1 ... 99	Min.	1	15
09	Fan rpm Step ignition	00 ... 81	rpm x 100	<b>0,1</b> from 0,1 to 19,9 1 from 20 to 81	00
D.H.W. - HEATING					
PAR	DESCRIPTION	RANGE	UNIT OF MEASUREMENT	INC/DEC UNIT	DEFAULT SETTING
10	Frost protection temperature	0 ... 10	°C	1	03
11	External sensor antifreeze	-- = Disabled - 9 ... 05	°C	1	- 2
12	Climatic curve setting	03 ... 40	=	1	20
13	Minimum heating temperature	20 ... PAR 14	°C	1	20
14	Maximum heating temperature	PAR 13 ... 80	°C	1	80
15	Maximum heating power	30 ... 99	%	1	99
16	Post-circulation time	0 ... 99	10 sec.	1	03
17	Pump heating activation delay	0 ... 99	10 sec.	1	01
18	Re-ignition delay	0 ... 10	Min.	1	03
19	Flow meter modulation saturation band	0 ... 99	%	1	30
29	Anti-legionella (only D.H.W. tank)	0 = Disabled 1 = Enabled	=	=	0
PARAMETERS RE-SET					
PAR	DESCRIPTION	RANGE	UNIT OF MEASUREMENT	INC/DEC UNIT	DEFAULT SETTING
49 *	Reset default parameters (PAR 01 - PAR 02 equal "---")	-- , 1	=	=	=
* To reset the circuit board to the default settings, set PAR49 to 1. PAR1 and PAR2 will need to be set as shown in 3.2.1.					
ALARMS (Display)					
PAR	DESCRIPTION	RANGE	UNIT OF MEASUREMENT	INC/DEC UNIT	DEFAULT SETTING
A0	Code of last error	=	=	=	=
A1	Code of last error - 1	=	=	=	=
A2	Code of last error - 2	=	=	=	=
A3	Code of last error - 3	=	=	=	=
A4	Code of last error - 4	=	=	=	=
A5	Code of last error - 5	=	=	=	=
A6	Code of last error - 6	=	=	=	=
A7	Code of last error - 7	=	=	=	=
A8	Code of last error - 8	=	=	=	=
A9	Code of last error - 9	=	=	=	=
INFO (Display)					
PAR	DESCRIPTION	RANGE	UNIT OF MEASUREMENT	INC/DEC UNIT	DEFAULT SETTING
i0	External sensor temperature	-9 ... 99	°C	1	=
i1	C.H. 1 sensor temperature	-9 ... 99	°C	1	=
i2	C.H. 2 sensor temperature	-9 ... 99	°C	1	=
i3	Fumes sensor temperature	-9 ... 99	°C	1	=
i4	Auxiliary sensor AUX temperature	-9 ... 99	°C	1	=
i5	Set of effective heating temperature	PAR 13 ... PAR 14	°C	1	=
i6	Level ionization flame	00 ... 99	%	1	=
i7	Fan speed	00 ... 99	100 rpm	1	=
i8	Flow rate D.H.W. flow meter	00 ... 99	l/min	1	=
COUNTERS (Display)					
PAR	DESCRIPTION	RANGE	UNIT OF MEASUREMENT	INC/DEC UNIT	DEFAULT SETTING
c0	Number hours of operation of the burner	00 ... 99	h x 100	<b>0,1</b> from 0,0 to 9,9 1 from 10 to 99	00
c1	Number of ignitions of the burner	00 ... 99	x 1000	<b>0,1</b> from 0,0 to 9,9 1 from 10 to 99	00
c2	Total number of errors	00 ... 99	x 1	1	00
c3	Number accesses of Installer parameters	00 ... 99	x 1	1	00
c4	Number of accesses of OEM parameters	00 ... 99	x 1	1	00



### 3.3 EXTERNAL SENSOR (fig. 13)

If there is an external sensor, the heating settings SET can be taken from the climatic curves according to the external temperature and, limited to with the range values described in point 3.2 (parameters PAR 13 and PAR 14).

The climatic curve to be set can be selected from a value of 3 and 40 (at step 1). Increasing the steepness of the curves of fig. 14 will increase the output temperature as the external temperature decreases.

### 3.5 CARD FUNCTIONING

The electronic card has the following functions:

- Antifreeze protection of the heating circuits.
- Ignition and flame detection system.
- Control panel setting for the power and the gas for boiler functioning.
- Anti-jammed for the pump which is fed for a few seconds (10") after 48 hours of inactivity.
- Chimney sweep function which can be activated from the control panel.
- Temperature which can be shifted with the external sensor connected.
- Automatic regulation of the ignition power and maximum heating.

Adjustments are managed automatically by the electronic card to guarantee maximum flexibility in use of the system.

### 3.6 TEMPERATURE DETECTION SENSOR

Table 4 shows the resistance values of the heating, D.H.W. and fumes sensor.

If the C.H. sensor (SM) and fumes sensor

(SF) is faulty or open circuit, the boiler will not function on either heating or D.H.W.

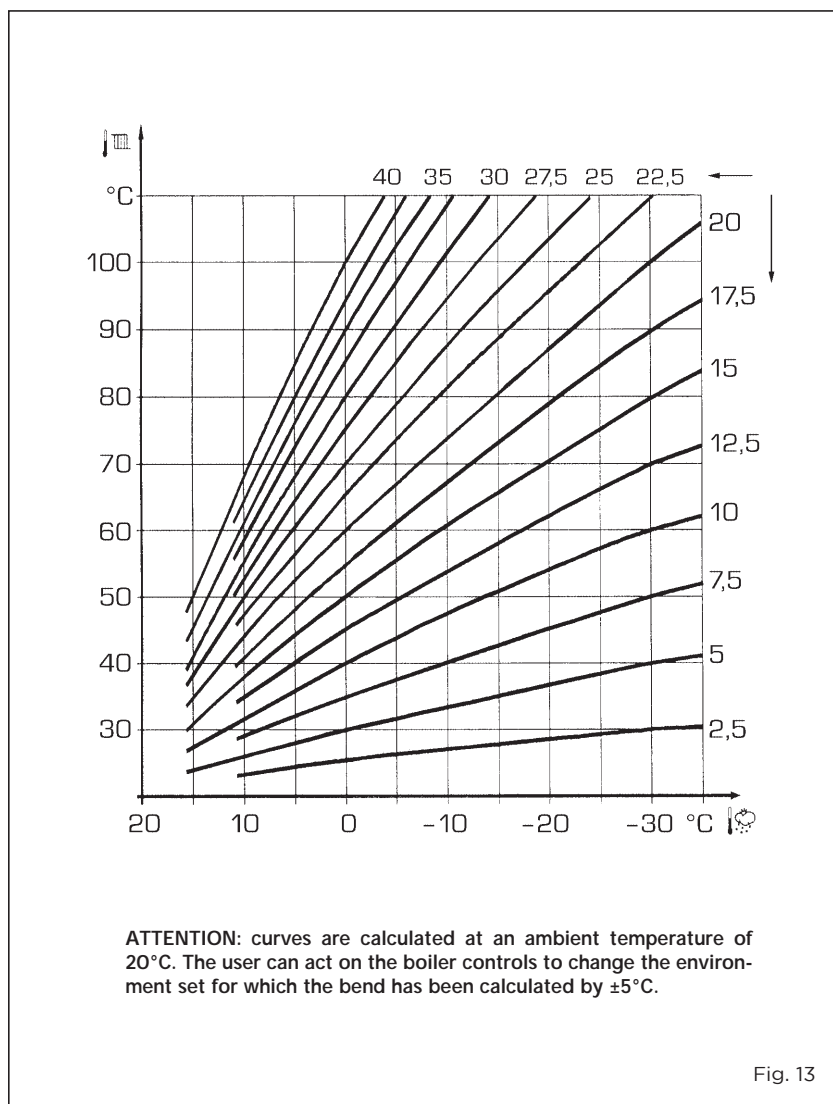
If the D.H.W. sensor (SS) is faulty or open circuit, the boiler will function on either heating and D.H.W. (ALL 10).

TABLE 4 (SM - SS - SF sensors)

Temperature (°C)	Resistance (ff)
20	12.090
30	8.313
40	5.828
50	4.161
60	3.021
70	2.229
80	1.669

### 3.6 ELECTRONIC IGNITION

Ignition and flame detection is controlled by electrodes on the burner which guarantees reaction in the case



of accidental extinction or lack of gas within one second.

#### 3.6.1 Functioning cycle

Burner ignition should occur within 10 seconds of the opening of the gas valve. If after three attempts the ignition is not detected the boiler will lockout (ALL 06):

#### - Lack of gas

The ignition electrode will discharge for a maximum of 10 seconds. If after three attempts the ignition is not detected the boiler will lockout (ALL 06).

This can happen the first time a boiler is switched on, or after long periods of inactivity. It can also be caused by a closed gas cock or a gas valve not operating.

#### - No ionisation

The boiler will spark for 10 seconds, if after 3 attempts the ionisation is not detected, the boiler will lockout (ALL 06). This could be due to a poor

connection or break in the ionisation cable.

Check also that the cable is not shorted, badly worn or distorted.

In the case of a sudden loss of voltage, the burner will immediately switch off. When the voltage is restored, the boiler will automatically start up again.

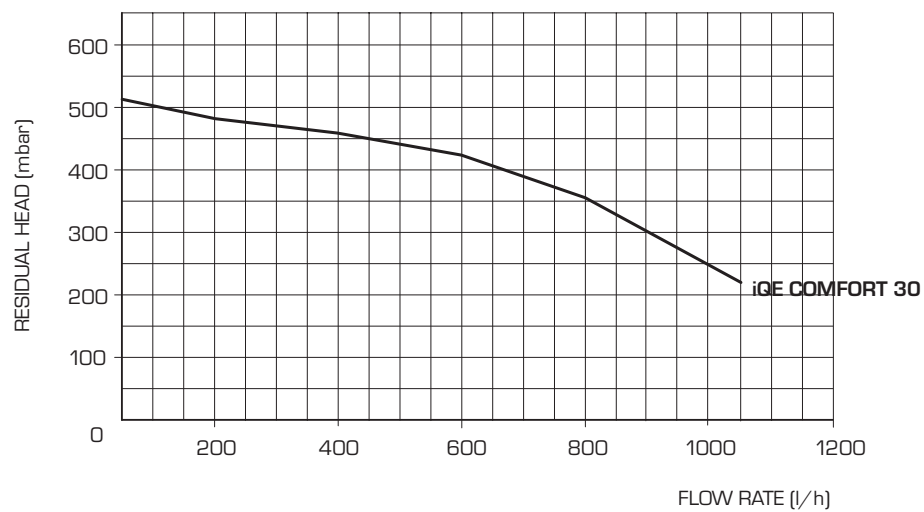
### 3.7 HEAD AVAILABLE TO SYSTEM (fig. 14 )

Residual head for the heating system is shown as a function of rate of flow in the graph in fig. 14.

### 3.8 WATER PRESSURE SWITCH (fig. 15)

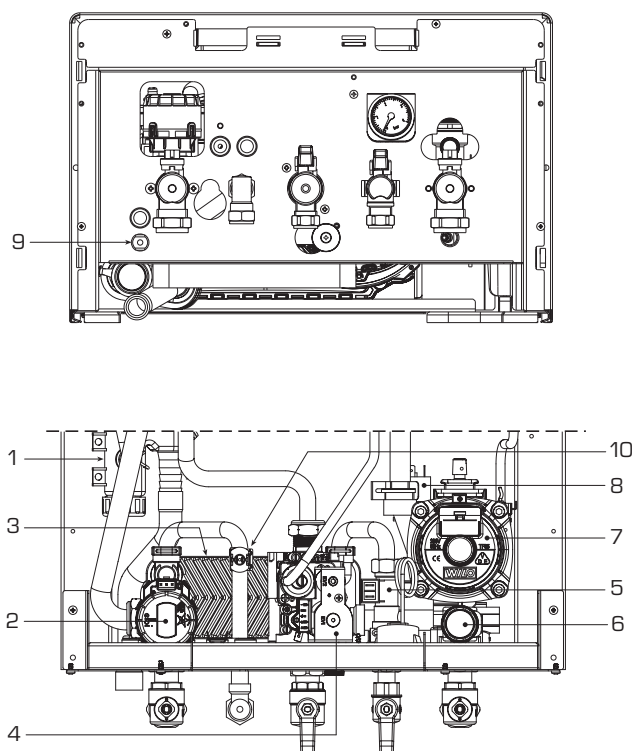
The water pressure switch (8) intervenes, blocking burner functioning, if it detects that there is insufficient pressure in the boiler (< 0,6 bar).

To restore the boiler operation, increase the system pressure to 1 - 1,2 bar.



iQE COMFORT 30	
FLOW RATE (l/h)	RESIDUAL HEAD (mbar)
0	515
100	485
200	480
300	471
400	462
500	445
600	423
700	391
800	352
900	300
1050	222

Fig. 14



- KEY
- 1 Condensate drain trap
  - 2 Diverter valve
  - 3 D.H.W. exchanger
  - 4 Gas valve
  - 5 D.H.W. flow switch
  - 6 Pressure relief valve
  - 7 Pump with air release vent
  - 8 Water pressure switch
  - 9 Boiler discharge
  - 10 D.H.W. sensor (SS)

Fig. 15

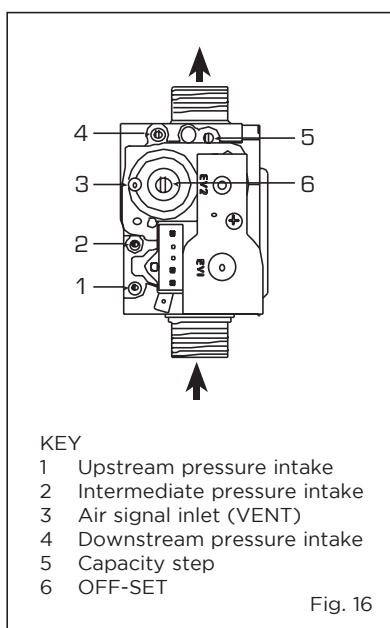
## 4 USE, MAINTENANCE (including BENCHMARK) AND COMMISSIONING

PLEASE NOTE: During routine servicing and after any maintenance or change of part of the combustion circuit, the following must be checked:

- The integrity of the flue system and the flue seals
- The integrity of the boiler combustion circuit and relevant seals.
- The operational working gas pressure as described in section 4.7.1
- The combustion performance as described in section 4.8.1

### 4.1 GAS VALVE (fig. 16)

The boiler is supplied as standard with a gas valve, model SIT 848 SIGMA (Fig. 16).



### 4.2 GAS CONVERSION (fig. 17)

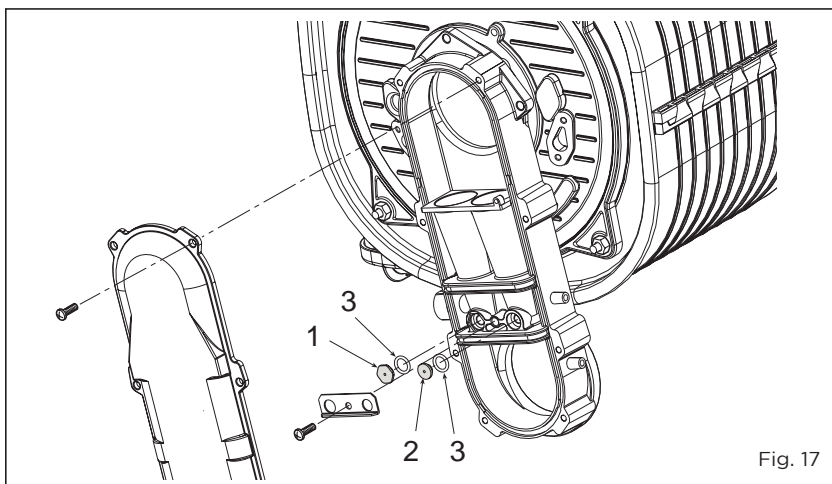
This operation must be performed by authorised personnel using original iQE components.

To convert from natural gas to LPG or vice versa, perform the following operations

- Close the gas cock.
- Replace the two differential nozzles (1-2) and relative seal o-rings (3) with those supplied in the transformation kit. NOTE: the difference in the shape of the head of the nozzles, avoid reversal during assembly.
- Reset PAR as shown in 4.2.1.
- Apply the nameplate with the new gas flow layout.
- Calibrate the maximum and minimum pressures of the gas valve following the instructions provided in paragraph 4.2.2.

#### 4.2.1 New fuel configuration

Access the parameters section by



pressing the control panel keys (➔ and ⏏) at the same time for 5 seconds. The red LED flashes and the display shows : Scroll the parameters using ➔ or ⏏ .



To enter the fuel configuration parameter PAR 01, use - or + .

The set value **flashes** a **iQE COMFORT 30** on natural gas will be show as : For a **iQE COMFORT 30** boiler to function with LPG, press + until **05** appears.



Confirm this value using ➔ or ⏏ . Exit the parameters section by pressing ⏏ .

The table below gives the values to set when the supply gas is changed:

GAS	MODELS	PAR 1
METHANE (G20)	30	02
PROPANE (G31)	30	05

#### 4.2.2 Calibrating the gas valve pressures (See 4.8.1)

This can only be done using a flue gas analyser. If the combustion reading is greater than the acceptable value AND the integrity of the complete flue system and combustion seals have been verified, and the inlet gas pressure has

been verified then adjustments to the gas valve can be made as described below. Make only small adjustments (1/8 turn max), and allow time for the combustion analysis to be made before making further adjustments.

#### Sequence of operations:

- 1) Press buttons - and + at the same time for 5 seconds. Chimney sweep mode, see 4.5.1 (Lo) will appear on the display and the boiler will work at minimum power.
- 2) Press button + to raise the boiler to maximum power (Hi).
- 3) Determine the CO<sub>2</sub> values at max power stated below, if required adjust using the capacity step (5 fig. 16):

MAX power	
CO <sub>2</sub> (Methane)	CO <sub>2</sub> (Propane)
9,0 30,3	10,0 30,3

- 4) Press button - to bring the boiler to minimum power (Lo).
- 5) Determine the CO<sub>2</sub> values at min power stated below, if required adjust using the OFF-SET adjustment screw (6 fig. 16):

MIN power	
CO <sub>2</sub> (Methane)	CO <sub>2</sub> (Propane)
9,0 30,3	10,0 30,3

- 6) Press buttons - and + several times to verify the pressures; if necessary, make the appropriate corrections.
- 7) Press button ⏏ to exit the function.

### 4.3 RATIO

CO ppm	
100	400
0,0011	0,0044
0,0010	0,0040

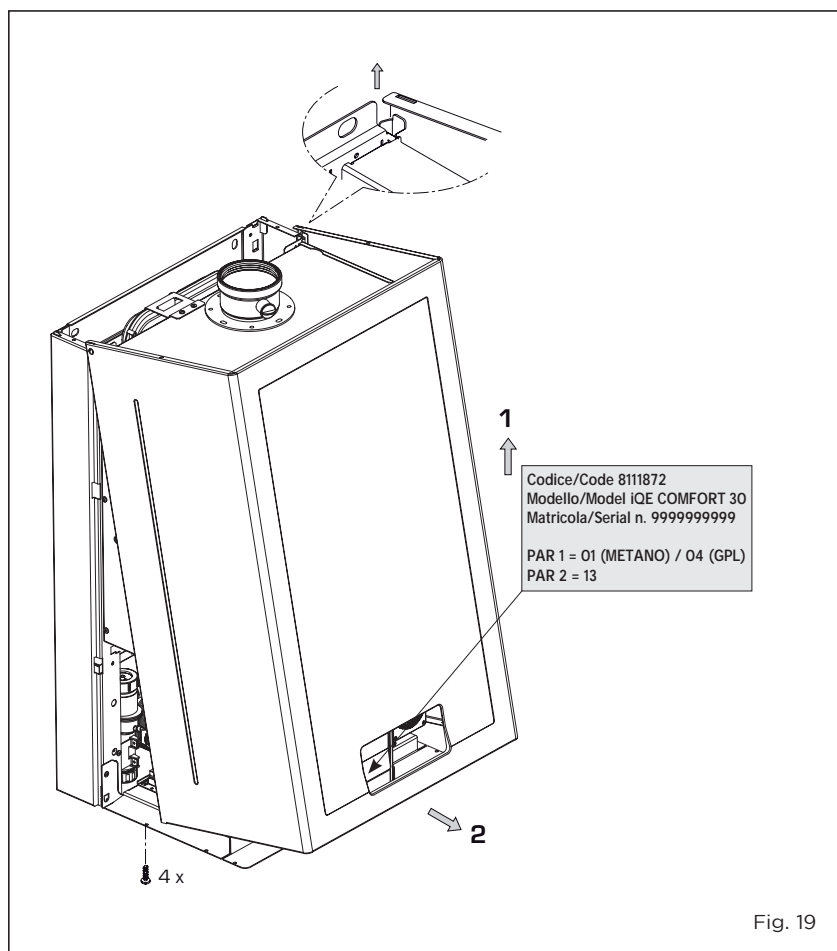


Fig. 19

#### 4.4 DISASSEMBLING THE SHELL (fig. 19)

To simplify maintenance operations on the boiler, it is also possible to completely remove the shell, as shown in figure 19.

Remove the screws securing the control panel and tilt it forward and be able to access the internal components of the boiler.

#### 4.5 MAINTENANCE (fig. 20)

To guarantee the operation and efficiency of the appliance and to conform to any extended warranty, it must be serviced

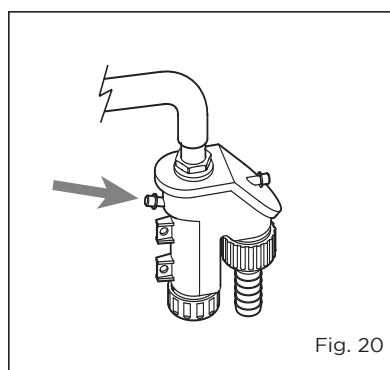


Fig. 20

regularly, dependant on usage, but at least annually by a qualified Gas Safe Registered engineer.

**During maintenance operations, it is important to verify that the condensate trap contains water (this check is particularly important if the generator has not been used for extended periods of time). If necessary, the condensate trap can be filled using the filling point provided (fig. 20).**

#### 4.5.1 Chimney sweep function (see also 4.8.1)

To check boiler combustion, press at the same time the installer's key ( **- e +** ) for a few seconds. The chimney sweep function will switch on and will continue for 15 minutes. During the 15 minutes functioning of chimney sweep function, pressing the keys ( **-** and **+** ) take the boiler respective at maximum (Hi) and at minimum (Lo) power. From that moment, the boiler will start working in heating mode at maximum power, with cut off at 80°C and re-ignition at 70°C.

**Before activating the chimney sweep function make sure that the radiator valves or zone valves are open.**

The test can also be carried out with the boiler working in D.H.W. mode.

For this, after activating the chimney sweep function, open one or more hot water taps. Under these conditions, the boiler will function at maximum power with the D.H.W. kept at between 60°C and 50°C. During the test, the hot water taps must remain open.

For exit to the chimney sweep function press the key **⏻** of the control panel.

**The chimney sweep function will automatically switch off after 15 minutes from the activation.**

#### 4.6 FUNCTIONING ERRORS

When there is a functioning error, an alarm appears on the display **and switch on the red led**. Descriptions of the errors with relative alarms and solutions are given below (if a error persists contact a authorised service engineer):

##### - LOW WATER PRESSURE ERROR ALARM 02 (fig. 22/a)

If the pressure detected by the water pressure valve is lower than 0.5 bar, the boiler stops and the display shows

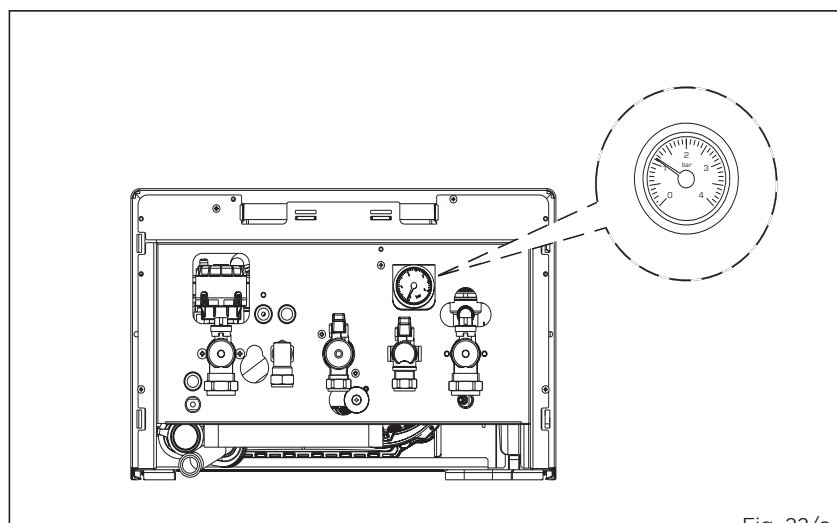


Fig. 22/a


the alarm "AL 02".

Increase the system pressure to between 1.0 and 1.2 bar (use pressure gauge, fig 22/a) using the external filling loop. The boiler will automatically resume operating.

#### - C.H. SENSOR ERROR ALARM 05

When C.H. sensor (SM) is open or short circuited, the boiler will not function and the display will show the alarm "AL 05".

#### - LOCKOUT ALARM 06 (fig. 22/b)

If the flame control has not detected the presence of the flame after a complete ignition sequence, or for any other reason the card cannot "see" the flame, the boiler will stop and the display will show the alarm "AL 06". Press the key  of the controls to start up the boiler again.

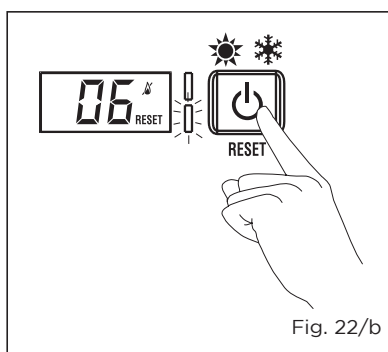



Fig. 22/b

#### - SAFETY THERMOSTAT ERROR ALARM 07 (fig. 22/c)

Opening of the safety thermostat will turn off the burner, the display will show AL07. If the problem persists for more than one minute, the boiler will stop and the red LED will turn on. Press the key  of the controls to start up the boiler again.

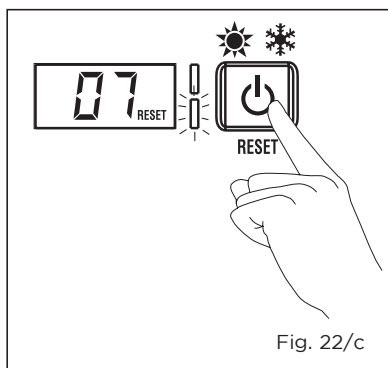


Fig. 22/c

#### - FLAME DETECTION ERROR ALARM 08


If a flame is detected when one should not be present, the boiler will stop and the display will show "AL 08"

#### - D.H.W. SENSOR ERROR ALARM 10

When D.H.W. sensor (SS) is open or short circuited, the boiler function

in C.H. and DHW and the display will show alarm "AL 10". Replace the sensor because the message disappears.

#### - ACTIVATION OF THE EXHAUST TEMPERATURE SENSOR ERROR "AL 13" (fig. 22/d)

The activation of the exhaust fumes sensor causes the boiler to stop and the display will show AL 13. Press the key  of the controls to start up the boiler again.

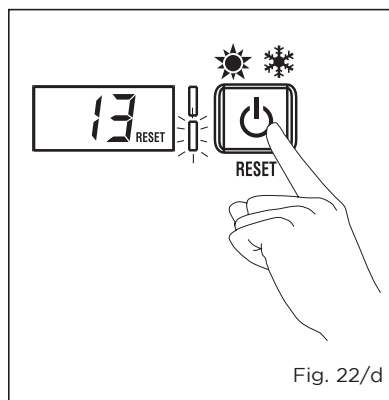


Fig. 22/d

#### - EXHAUST TEMPERATURE SENSOR ERROR "AL 14"

When the exhaust fumes sensor is opened or short-circuited, the boiler stops and the displays shows anomaly AL 14.

#### - FAN ERROR "AL 15"

If the fan speed is not within the rated speed range, the display will show "AL 15. If the problem persists for more than two minutes the boiler will stop for thirty minutes and then attempt to resume working.

### 4.7 COMMISSIONING AND ROUTINE SERVICE

Commissioning and servicing can only be done by a qualified engineer.

#### 4.7.1 Commissioning

PLEASE NOTE: The combustion for this appliance has been checked, adjusted and preset at the factory for operation on the gas type defined on the appliance data plate.

However it is advisable to check for correct combustion having first checked:

- That the boiler has been installed in accordance with these instructions.
- The integrity of the flue system and the flue seals.
- The integrity of the boiler combustion circuit and all the relevant seals.

The following procedure should be done after installation a gas purge and tightness/drop test have been made.

Ensure that the auto air vent (12 fig. 3) is opened, turn the electrical supply on. With the boiler on standby fill the system and pressurise to 1.5 bar.

Ensure that the pump has been manually rotated.

Open the gas cock, press the "❄ mode key" (fig. 12).

Check the operational (working) gas inlet pressure.

Set up the boiler to operate at maximum rate as described in 4.5.1 (Chimney sweep]].

With the boiler operating in the maximum rate condition check that the operational (working) gas pressure at the inlet test point (see fig 16 item 1) is 21 mb +/- 2 mb.

Ensure that this inlet pressure can be obtained with all other gas appliances in the property working.

The boiler will attempt to light.

Press "❄ mode key" (fig. 12).

The burner will extinguish.

Turn on a DHW tap fully (preferably the bath tap).

Set the controls to the required values as shown in the user guide.

Complete the Benchmark sheet enclosed in this manual.

Explain controls and operation to the user.

Leave all documentation with the user.

#### 4.7.2 PAR 15 maximum Heating Power

PAR 15 (parameter 15) is set as default at 81% of the maximum boiler heating output. This value should be adjusted to correctly represent the actual heating requirement for the installation.

### 4.8 ROUTINE SERVICE

To comply with the conditions of any extended warranty offered and to ensure continued safe and efficient operation, the boiler must be serviced at regular intervals, at least once a year. This service must be recorded in the Benchmark section of this manual.

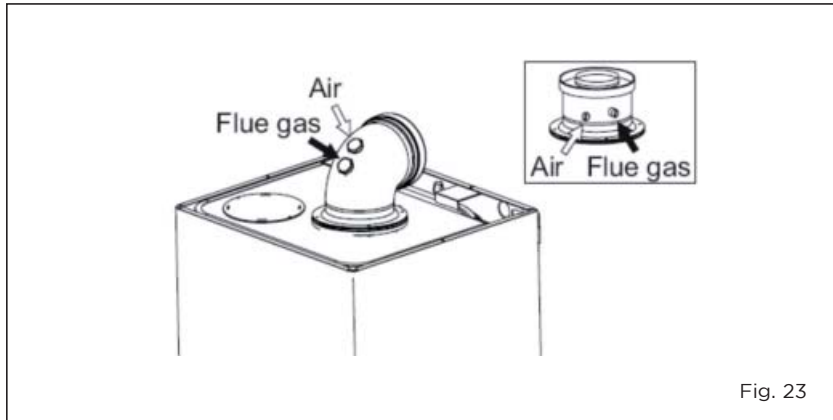
It is the law that a competent person such as a Gas Safe Register registered engineer, must carry out any service work.

#### 4.8.1 Combustion Check (fig. 23)

Competence to carry out the check of combustion performance.

PLEASE NOTE: BS 6798: 2009 Specification for installation and maintenance of gas-fired boilers of rated input not exceeding 70 kw net advises that:

- \* The person carrying out a combustion measurement should have been assessed as competent in the use of a flue gas analyser and the interpretation of the results;
- \* The flue gas analyser should be one



meeting the requirements of BS7927 or BS-EN50379-3 and be calibrated in accordance with the analyser manufacturers requirements, and

\* Competence can be demonstrated by satisfactory completion of the CPA1 ACS assessment which covers the use of electronic portable combustion gas analysers in accordance with BS7967, parts 1 to 4.

Conduct a flue gas analysis as detailed in Appendix 2.

See 4.5.1 "Chimney sweep" for details how to set the boiler to minimum and maximum outputs.

#### 4.8.2 Burner inspection

- Isolate from mains
- Remove case cover
- Isolate gas
- Drop down control case
- Remove ignition and ionisation lead
- Disconnect gas pipe from gas valve to burner mixing arm,
- Disconnect air sensing tube
- Remove air inlet to fan and disconnect the fan wiring
- Remove the four nuts securing the burner to the heat exchanger.
- Carefully lift out the burner.
- Check seals and replace if necessary

- Replace in reverse order

Test for gas tightness.

#### 4.8.3 Combustion Chamber

Remove any loose debris from the combustion chamber using a soft brush and a vacuum cleaner.

Take care not to damage the rear insulation panel.

#### 4.8.4 Condensate Trap

The condensate trap would not normally require removal during service, but can be checked whilst the burner assembly is removed.

Carefully pour water into the heat exchanger and check that it flows freely to the drain.

Should it require removal, firstly remove the two wire clips securing the condensate drain rubber pipe to the heat exchanger and the condensate trap.

Remove the pipe.

Remove the 1/2" nut securing the condensate trap to the bracket.

Disconnect the drain pipe from the trap. Clean the trap and refit in reverse order.



## GAS BOILER SYSTEM COMMISSIONING CHECKLIST

This Commissioning Checklist is to be completed in full by the competent person who commissioned the boiler as a means of demonstrating compliance with the appropriate Building Regulations and then handed to the customer to keep for future reference.

Failure to install and commission according to the manufacturer's instructions and complete this Benchmark Commissioning Checklist will invalidate the warranty. This does not affect the customer's statutory rights.

Customer name:										Telephone number:														
Address:																								
Boiler make and model:																								
Boiler serial number:																								
Commissioned by (PRINT NAME):										Gas Safe register number:														
Company name:										Telephone number:														
Company address:																								
										Commissioning date:														
<b>To be completed by the customer on receipt of a Building Regulations Compliance Certificate*</b>																								
Building Regulations Notification Number (if applicable):																								
<b>CONTROLS</b> (tick the appropriate boxes)																								
Time and temperature control to heating										Room thermostat and programmer/timer					Programmable room thermostat									
										Load/weather compensation					Optimum start control									
Time and temperature control to hot water										Cylinder thermostat and programmer/timer					Combination Boiler									
Heating zone valves										Fitted					Not required									
Hot water zone valves										Fitted					Not required									
Thermostatic radiator valves										Fitted					Not required									
Automatic bypass to system										Fitted					Not required									
Boiler interlock															Provided									
<b>ALL SYSTEMS</b>																								
The system has been flushed and cleaned in accordance with BS7593 and boiler manufacturer's instructions															Yes									
What system cleaner was used?																								
What inhibitor was used?															Quantity					litres				
Has a primary water system filter been installed?															Yes					No				
<b>CENTRAL HEATING MODE</b> measure and record:																								
Gas rate										m³/hr					OR					ft³/hr				
Burner operating pressure (if applicable)										mbar					OR Gas inlet pressure					mbar				
Central heating flow temperature °C																								
Central heating return temperature °C																								
<b>COMBINATION BOILERS ONLY</b>																								
Is the installation in a hard water area (above 200ppm)?															Yes					No				
If yes, and if required by the manufacturer, has a water scale reducer been fitted?															Yes					No				
What type of scale reducer has been fitted?																								
<b>DOMESTIC HOT WATER MODE</b> Measure and Record:																								
Gas rate										m³/hr					OR					ft³/hr				
Burner operating pressure (at maximum rate)										mbar					OR Gas inlet pressure at maximum rate					mbar				
Cold water inlet temperature °C																								
Hot water has been checked at all outlets															Yes					Temperature °C				
Water flow rate l/min																								
<b>CONDENSING BOILERS ONLY</b>																								
The condensate drain has been installed in accordance with the manufacturer's instructions and/or BS5546/BS6798															Yes									
<b>ALL INSTALLATIONS</b>																								
Record the following:										At max. rate:					CO					ppm				
										AND					CO/CO <sub>2</sub>					Ratio				
										At min. rate: (where possible)					CO					ppm				
										AND					CO/CO <sub>2</sub>					Ratio				
The heating and hot water system complies with the appropriate Building Regulations															Yes									
The boiler and associated products have been installed and commissioned in accordance with the manufacturer's instructions															Yes									
The operation of the boiler and system controls have been demonstrated to and understood by the customer															Yes									
The manufacturer's literature, including Benchmark Checklist and Service Record, has been explained and left with the customer															Yes									
Commissioning Engineer's Signature																								
Customer's Signature																								
(To confirm satisfactory demonstration and receipt of manufacturer's literature)																								

\*All installations in England and Wales must be notified to Local Authority Building Control (LABC) either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer.

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## SERVICE RECORD

It is recommended that your heating system is serviced regularly and that the appropriate Service Interval Record is completed.

### Service Provider

Before completing the appropriate Service Record below, please ensure you have carried out the service as described in the manufacturer's instructions. Always use the manufacturer's specified spare part when replacing controls.

<h3 style="margin: 0;">SERVICE 01</h3> <div style="margin-top: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; padding-bottom: 2px;"> <span>Engineer name:</span> <span>Date:</span> </div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Company name:</div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Telephone No:</div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Gas safe register No:</div> <table style="width: 100%; border-collapse: collapse; font-size: 0.9em;"> <tr> <td style="width: 10%; border-right: 1px solid black;">Record:</td> <td style="width: 20%; border-bottom: 1px solid black;">At max. rate:</td> <td style="width: 10%; text-align: center;">CO</td> <td style="width: 10%; text-align: center;">ppm</td> <td style="width: 10%; text-align: center;">AND</td> <td style="width: 10%; text-align: center;">CO<sub>2</sub> %</td> </tr> <tr> <td style="border-right: 1px solid black;"></td> <td style="border-bottom: 1px solid black;">At min. rate: (Where Possible)</td> <td style="text-align: center;">CO</td> <td style="text-align: center;">ppm</td> <td style="text-align: center;">AND</td> <td style="text-align: center;">CO<sub>2</sub> %</td> </tr> </table> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Comments:</div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;"> </div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Signature</div> </div>	Record:	At max. rate:	CO	ppm	AND	CO <sub>2</sub> %		At min. rate: (Where Possible)	CO	ppm	AND	CO <sub>2</sub> %	<h3 style="margin: 0;">SERVICE 02</h3> <div style="margin-top: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black; padding-bottom: 2px;"> <span>Engineer name:</span> <span>Date:</span> </div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Company name:</div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Telephone No:</div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Gas safe register No:</div> <table style="width: 100%; border-collapse: collapse; font-size: 0.9em;"> <tr> <td style="width: 10%; border-right: 1px solid black;">Record:</td> <td style="width: 20%; border-bottom: 1px solid black;">At max. rate:</td> <td style="width: 10%; text-align: center;">CO</td> <td style="width: 10%; text-align: center;">ppm</td> <td style="width: 10%; text-align: center;">AND</td> <td style="width: 10%; text-align: center;">CO<sub>2</sub> %</td> </tr> <tr> <td style="border-right: 1px solid black;"></td> <td style="border-bottom: 1px solid black;">At min. rate: (Where Possible)</td> <td style="text-align: center;">CO</td> <td style="text-align: center;">ppm</td> <td style="text-align: center;">AND</td> <td style="text-align: center;">CO<sub>2</sub> %</td> </tr> </table> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Comments:</div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;"> </div> <div style="border-bottom: 1px solid black; padding-bottom: 2px;">Signature</div> </div>	Record:	At max. rate:	CO	ppm	AND	CO <sub>2</sub> %		At min. rate: (Where Possible)	CO	ppm	AND	CO <sub>2</sub> %
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## 5 FAULT FINDING

If an electrical fault occurs on the appliance the preliminary electrical system checks must be carried out first. When any service or replacement of electrical components which has required the breaking and re-making of electrical connections has taken place, the following tests must be repeated:

- earth continuity;
- short circuit;
- polarity;
- resistance to earth.

### 5.1 EARTH CONTINUITY CHECK

Appliances must be electrically disconnected, meter set on ff (ohm) x 1 scale and adjust zero if necessary. Tests leads from any appliance earth point (e.g. inside control box) see wiring diagrams (section 7) to earth pin on plug. Resistance should be less than 1 ff (ohm). If the resistance is greater than 1 ff (ohm) check all earth wires for continuity and all contacts are clean and tight. If the resistance to earth is still greater than 1 ff (ohm) then this should be investigated further.

### 5.2 SHORT CIRCUIT CHECK

Switches turned FULL ON - meter set on ff (ohms) x 1 scale. Test leads from L to N on appliance terminal block, if meter reads 0 then there is a short circuit. Meter set on ff (ohm) x 100 scale. Repeat it with leads from L to E. If meter reads less than infinity ( $\infty$ ) there is a fault.

**NOTE: Should it be found that the fuse has failed but no fault is indicated, a detailed continuity check (i.e. by disconnecting and checking each component) is required to trace the faulty component. It is possible that a fault could occur as a result of local burning/arcing but no fault could be found under test. However, a detailed visual inspection should reveal evidence of burning around the fault.**

### 5.3 POLARITY CHECK

Appliance reconnected to mains supply and meter set on 300 V ac scale. Test at appliance terminal block.

- Test leads from L to N meter reads

approx.: 240 V ac.

- Test leads from L to E “\*” meter reads approx. 240 V ac.
- Test leads from N to E “\*” meter reads from 0 to 15 V ac.

### 5.4 RESISTANCE TO EARTH CHECK

Appliance must be disconnected from main supply and meter on ff (ohm) x 100 scale. All switches including thermostat on test leads from L to E - if meter reads other than infinity ( $\infty$ ) there is a fault which should be isolated.

A detailed continuity check is required to trace the faulty component.

**IMPORTANT: These series of checks are the first electrical checks to be carried out during a fault finding procedure. On completion of the service/fault finding task which has required the breaking and remaking of electrical connections then the checks 5.1 Earth continuity, 5.3 Polarity and 5.4 Resistance to earth must be repeated.**

## 6 REPLACEMENT OF PARTS

### 6.1 REMOVAL OF BURNER ASSEMBLY

- Isolate from mains
- Remove case cover
- Isolate gas
- Drop down control case
- Remove ignition and ionisation lead
- Disconnect gas pipe from gas valve to burner mixing arm,
- Disconnect air sensing tube
- Remove air inlet to fan and disconnect fan wiring
- Remove the four nuts securing the burner to the heat exchanger
- Carefully remove the burner assembly
- Check seals and replace if necessary
- Replace in reverse order
- Test for gas tightness

### 6.2 REMOVAL OF FAN UNIT

- Isolate from mains
- Remove case cover
- Isolate gas supply
- Drop down control cover
- Remove the burner as described in 6.1
- Loosen 2 x 8mm bolts from fan and remove 2

- Remove fan
- Transfer air hose connector and restrictor if fitted to new fan
- Refit in reverse order
- Re commission boiler
- Test for gas tightness

### 6.3 C.H. THERMISTOR (SM SENSOR)

- Remove case cover
- Unclip thermistor from flow pipe
- Disconnect cable
- Refit in reverse order

### 6.4 D.H.W. THERMISTOR (SS SENSOR)

- Remove case cover
- Unclip thermistor from flow pipe
- Disconnect cable
- Refit in reverse order

### 6.5 SAFETY STAT

- Isolate from mains
- Remove case cover
- Pull clip forwards slide stat upwards

- Remove 2 black wires connected
- Apply heat sink compound to new stat
- Replace in reverse order

### 6.6 EXHAUST TEMPERATURE SENSOR

- Isolate from mains
- Remove case cover
- Unplug cable from sensor
- Unscrew sensor
- Refit in reverse order

### 6.7 IGNITION ELECTRODE

- Turn off power supply
- Remove case cover
- Disconnect electrode from the PCB
- Pull lead through grommet
- Remove electrode fixing screw
- Carefully remove electrode from burner
- Replace in reverse order.

### 6.8 IONISATION ELECTRODE

- Turn off power supply
- Remove case cover

- Disconnect electrode
- Remove electrode fixing screw
- Carefully remove electrode from burner
- Replace in reverse order.

## 6.9 EXPANSION VESSEL

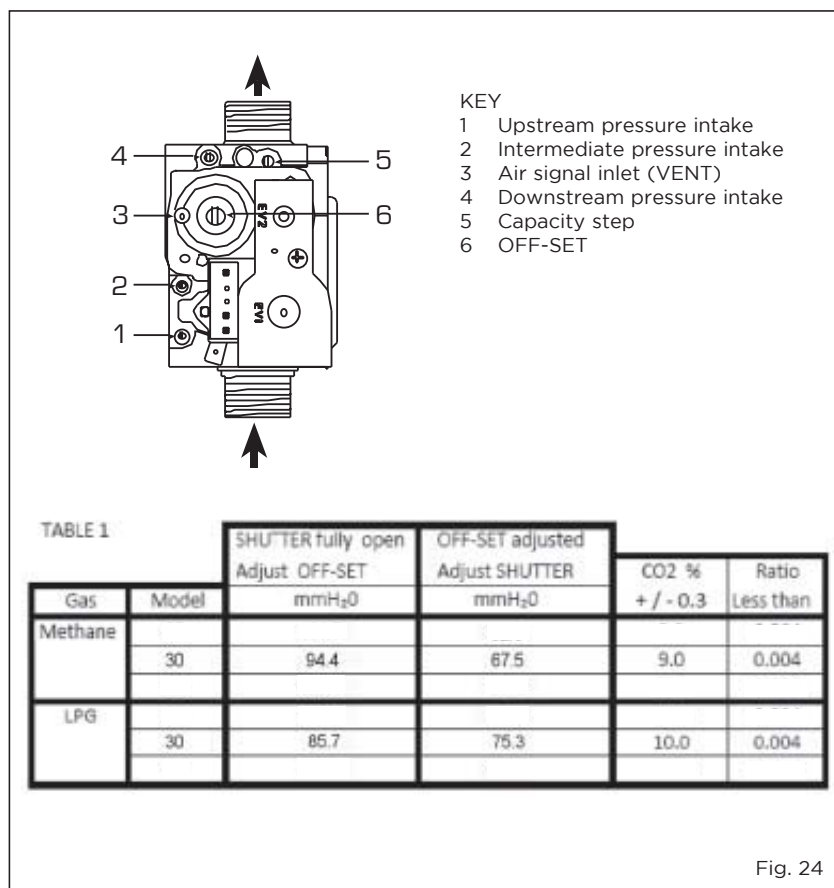
- Isolate from mains
- Remove case cover
- Isolate flow and return valves
- Drain boiler using fitted drain vent
- Disconnect expansion pipe
- Remove expansion securing nut
- Remove vessel
- Check new vessel for correct pressure 1-1.25 bar
- Refit in reverse order

## 6.10 GAS VALVE (fig. 24)

- Isolate from mains
- Remove cover
- Isolate gas supply
- Disconnect leads from gas valve
- Disconnect sensing tube
- Remove gas valve
- Refit in reverse order ensuring seals are replaced as required

- Setting the gas valve procedure for **IQE COMFORT 30**:

1. Remove the heating sensor from the flow pipe.
2. Open the downstream test point (4 fig. 24) and connect a digital manometer set on the mmH<sub>2</sub>O scale. Ensure the meter is zeroed.
3. Simultaneously press the - and + buttons for 5 seconds to enter "chimney sweep". "Lo" will appear on the display and the boiler runs at minimum power.
4. Press the + button and the boiler will go to maximum power "Hi" will be displayed.
5. Fully open the SHUTTER (5 fig. 24) - turn anti clockwise.
6. With the shutter fully open, adjust the OFF-SET (6 fig. 24) to obtain the first pressure value shown in Table 1 - OFF-SET column, ensure that the value is correct for the gas being used. If these figures are not obtainable, confirm that the working inlet gas pressure is correct.
7. Close the SHUTTER (5 fig. 24) to obtain the second pressure reading indicated in Table 1 - SHUTTER column.
8. Once these adjustments have been obtained, a flue gas analysis must be done. See section 4.2.2.
9. Press the - button to return the boiler to minimum output "Lo"



10. Check the analyzer CO<sub>2</sub>/Ratio and compare to values reported in Table 1. Make any final adjustments by small adjustments to the OFF-SET screw.
11. Press the + button and verify that the CO<sub>2</sub>/Ratio has remained stable.
12. Press the Standby key to exit.
13. Refit the heating sensor to the flow pipe.
14. Remove the manometer, close the test point, and check for tightness.

## 6.11 MAIN HEAT EXCHANGER

- Turn off power supply
- Isolate gas supply
- Isolate flow and return valves
- Drain boiler using drain vent
- Remove burner assembly as described in 6.1
- Remove flue connection
- Disconnect flue sensor
- Disconnect limit stat
- Remove condensate drain connections
- Disconnect flow and return connections
- Remove two fixing brackets
- Lift out heat exchanger
- Refit in reverse order

- Recommission boiler
- Test for gas tightness.

## 6.12 PUMP HEAD

- Isolate boiler
- Remove cover
- Isolate flow and return valves
- Drain boiler using drain vent
- Remove electrical lead from pump
- Remove 4 x fixing screws from pump housing catching any excess water
- Pull pump forward
- Refit in reverse order

## 6.13 DOMESTIC HEAT EXCHANGER

- Isolate boiler
- Remove cover
- Isolate flow and return
- Turn on D.H.W tap
- Close cold water supply isolation valve
- Drain boiler using drain vent
- Remove 2 screws securing plate heat exchanger
- Remove plate heat exchanger catching any excess water
- Ensure that the four O rings are removed from the technil assembly
- Fit new O rings supplied with new heat exchanger to the heat exchanger
- Refit in reverse order

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#### 6.14 SAFETY VALVE

- Isolate from mains
- Remove cover
- Isolate flow and return valves
- Drain boiler using drain vent
- Disconnect pipe from safety valve
- Remove safety valve securing clip
- Remove safety valve
- Refit in reverse order

#### 6.15 DIVERTER VALVE MOTOR HEAD

- Isolate mains
- Remove cover
- Remove pin from valve head body
- Disconnect lead
- Remove motor
- Refit in reverse order

#### 6.16 AUTO AIR VENT

- Isolate boiler
- Remove cover
- Isolate flow and return valves
- Drain boiler using drain vents
- Pull clip forwards and lift auto air vent upwards
- Refit in reverse order

#### 6.17 DIVERTER CARTRIDGE

- Isolate boiler
- Remove cover

- Isolate flow and return valves
- Drain boiler using drain vent
- Remove motor head as 6.15
- Remove pin and withdraw the cartridge, catching any excess water
- Refit in reverse order ensure cartridge is locked in position

#### 6.18 WATER PRESSURE SWITCH

- Isolate boiler
- Remove cover
- Isolate flow and return valves
- Drain boiler using drain vent
- Remove clip below the switch
- Disconnect the wiring
- Lift switch upwards
- Refit in reverse order

#### 6.19 DHW FLOW SWITCH

- Isolate boiler
- Remove cover
- Isolate the cold water supply and open a DHW tap
- Remove the two clips securing the pipe connecting the flow switch assembly to the DHW manifold, and remove the pipe, catching any residual water
- Disconnect the wiring from the flow switch
- Remove the clip securing the flow switch assembly to the cold water connection
- Remove the flow switch assembly

- Refit in reverse order

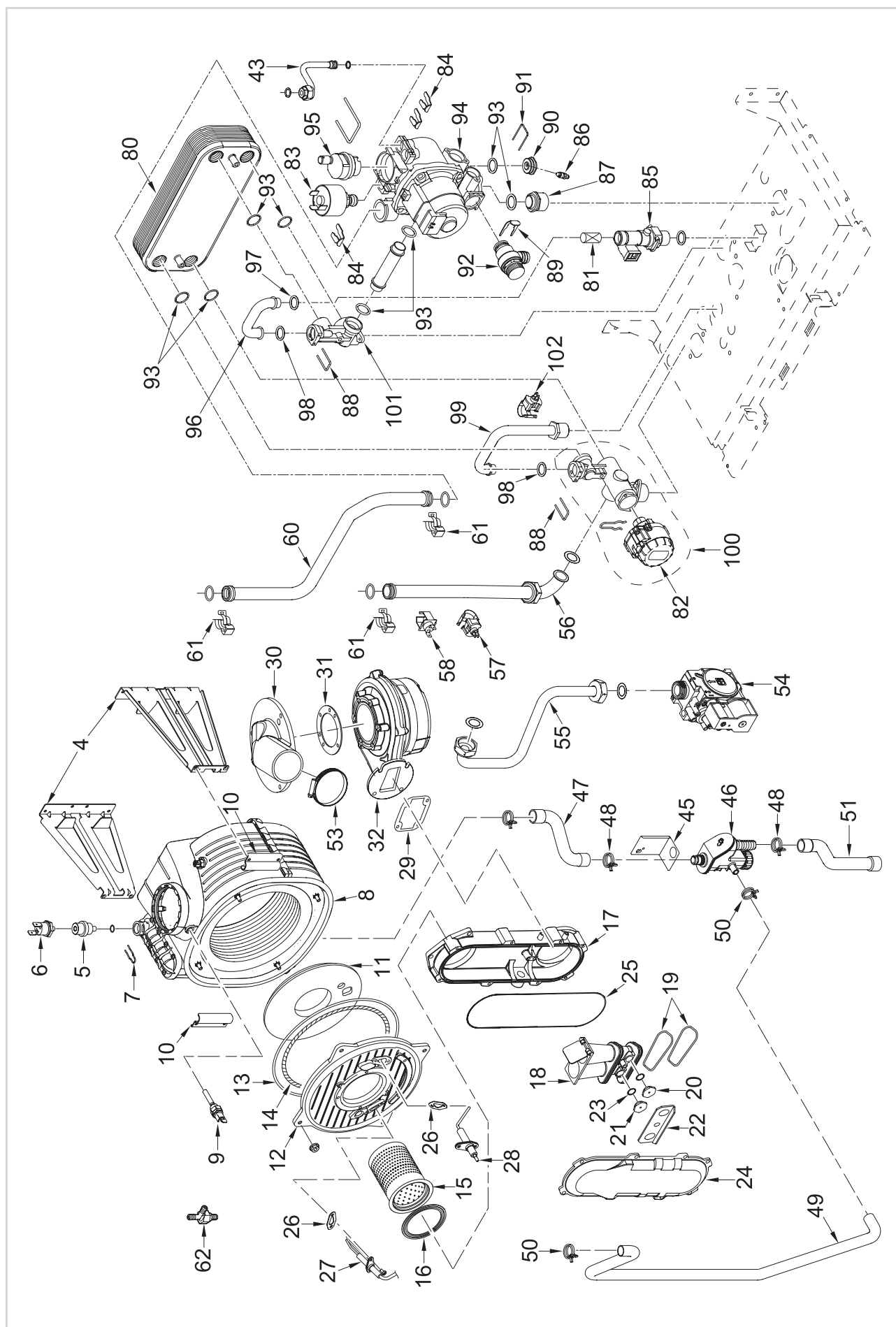
#### 6.20 CONDENSE TRAP

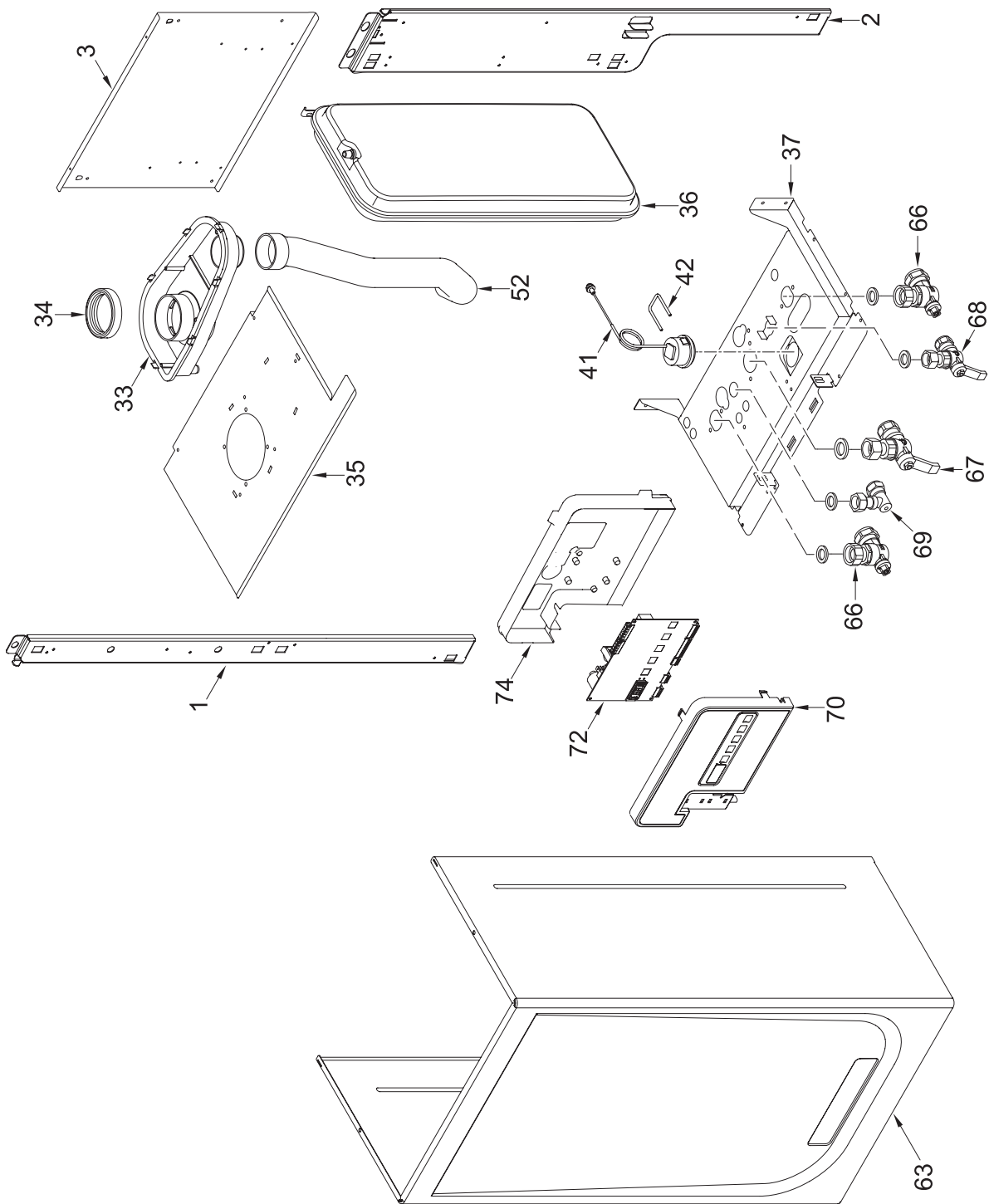
- Isolate boiler
- Remove cover
- Remove 2 condense pipes from condense trap
- Remove locking nut holding trap to bracket
- Refit in reverse order

#### 6.21 FLUE HOOD

- Isolate boiler
- Remove cover
- Remove air inlet duct
- Remove flue
- Remove condense pipe left hand side of duct
- Remove 2 screws rear of flue duct
- Remove 2 screws top of boiler case
- Lift out flue duct
- Refit in reverse order
- Checking seals

## 7 EXPLODED VIEWS





Position	Code	Description	
1	6318350	Left hand side frame part	
2	6318300	Right hand side frame part	
3	6267161	Main exchanger rear brachet	
4	6010833	Main exchanger supporting bracket	
5	6112330	Bush thermostatic	
6	6146728	Limit stat auto reset 80øC	
7	6226624	Spring air vent knob	
8	6278912	Main exchanger body	
9	6277130	Probe NTC D.4X40	
10	6010829	Main exchanger fixing bracket	
11	6269008	Main exchanger door insulation	
12	6278853	Main exchanger door	
13	6248861	Combustion chamber O-ring	
14	6248860	Glass fibre sealing cord	
15	6278359	Premix burner	
16	6174823	Gasket for burner flange	
17	6278813	Air-gas hose lower side	
18	6274370	Air/gas mixer assembly	
19	6226470	ORing 52,07 x 2,62	
20	6322300	Round nozzle ø 2,80	MET
20A	6322302	Round nozzle ø 2,20	LPG
21	6322350	Hexagonal nozzle ø 3,80	MET
21A	6322352	Hexagonal nozzle ø 2,90	LPG
22	6267119	Nozzle locking bracket	
23	6226403	O-ring 2031	
24	6278812	Air-gas hose upper side	
25	6226465	O-ring diam. 183,83x2,62	
26	6174809	Gasket for ignition electrode	
27	6221644	Ignition electrode	
28	6221645	Ionisation electrode	
29	6174816	Gasket for fan flange	
30	6034305	Elbow flange	
31	6028703	Gasket for duct flange	
32	6261412	Fan	
33	6278703	Smoke chamber	
34	6248855	P.C.inlet/oulet smokes gasket	
35	6010876	Upper protection shield	
36	5183726	Rectang.expansion vessel 8 l.	
37	6318035	Frame assembly lower side	
41	6146112	Pressure gauge	
42	6226628	Hydrometer Fixing spring	
43	6130707	Expansion vessel connecting pipe	
45	6293006	Trap fixing bracket	
46	6277205	Water trap	
47	6034155	Condensate drainage pipe	
48	2051122	Clamp diam. 22,1	
49	1010215	Rubber pipe dia. 15x2,5	
50	2051120	Clamp diam. 17,3	
51	6034165	Condensate drainage rubber pipe	
52	6001158	Air intake pipe 40	
53	2051200	Hose clamp diam. 50-70	
54	6243823	Gas valve type	
55	6277441	Pipe connecting gas valve-mixer	
56	6227456	Flowing pipe to C.H.system	
57	6231360	Temperature sensor	
58	6146729	100°C safety sta	

Position	Code	Description
60	6227538	Return pipe from C.H. system
61	6226601	Spring for heat exchanger connection
62	6280590	Three way fitting + cap kit
63	6317831	Casing
66	6177505	Ball cock 3/4" x 22
67	6177530	Gas cock 3/4" F x 15
68	6177506	Ball cock 1/2" x 15
69	6142330	Quarter bend 1/2" x 15
70	6304781	Control panel
72	6301485	Main PCB
74	6305050	Control panel cover
80	6265651	Plate-type heat exchanger
81	6281411	Water rate adjuster 15 l/min
82	6087329	Motor for Honeywell diverting valve
83	6037509	Water pressure switch
84	6226639	Spring clip
85	6149318	Flow water switch 1/2"M - 1/2"M
86	6119358	Raccord
87	6120559	Nipple 3/4"
88	6226642	Spring clip
89	6226640	Spring clip
90	6119357	Brass cap
91	6226641	Spring clip
92	6040215	Pressure relief valve 3 bar
93	6226472	ORing 17.86x2.62
94	6272331	Circulating pump
95	6013182	Automatic air vent
96	6227134	D.H.W. inlet pipe
97	2030255	Gasket diam. 12,5x18,5x3
98	6226444	O-Ring diam. 13,64 x 2,62
99	6227036	D.H.W. outlet pipe
100	6265821	Three-way assembly
101	6265822	Brass junction
102	6231357	D.H.W. temperature sensor
	6281534	Gaskets kit
	6319695	O-ring kit
	5199622	Complete control panel
	5202101	Hydraulic group
	5185149	Conversion kit to LPG
	6281576	Water pressure switch + spring
	6323861	6 pole cable connector
	6316253	9 pole Stocko connector
	6323856	14 pole cable connector
	6319158	4 pole cable connector
	6323860	5 pole cable connector
	6245374	Circulating pump connector
	6285003	Ionisation lead L=1000
Products reference: 8111872		





### **INDUSTRY GUIDANCE FOR INSTALLERS ON CONDENSATE**

#### **DRAINAGE PIPE INSTALLATION**

This guidance is endorsed by HHIC members.

#### **1. BACKGROUND**

During recent winters the UK has experienced prolonged spells of extremely cold weather - down to minus 20°C and below in many areas. This resulted in a significant increase in the number of calls to boiler manufacturers and heating engineers from householders with condensing (high efficiency) boilers where the condensate drainage pipe had frozen and become blocked with ice, causing the boiler to shut down. In the vast majority of cases such problems occur where the condensate drainage pipe is located externally to the building for some part of its length.

British Standards, Building Regulations etc. currently allow condensate drainage pipes to be run either internally or externally, or a combination of these. These documents give guidance on how to install the pipes in order to reduce the possibility of freezing. However this guidance may not be sufficient to prevent freezing in extreme conditions - with widespread and prolonged very low temperatures.

In view of the possibility that UK weather patterns will show more “extremes” in future due to the effects of global climate change, the following guidance updates previous recommendations on condensate drainage pipe installation. All other technical requirements for condensate drain installation given in British Standard BS 6798:2009, or in boiler manufacturers’ installation instructions should still be followed.

#### **2. REVISED GUIDANCE ON CONDENSATE DRAINAGE PIPE INSTALLATION**

Where a new or replacement boiler is being installed, access to an internal “gravity discharge” termination should be one of the main factors considered when determining potential boiler locations, so that the condensate drainage pipe can be terminated as recommended below. On an existing installation, the guidance below should also be followed if work is carried out to “upgrade” the condensate drainage system to reduce the risk of freezing in extreme conditions.

Internal condensate drainage pipework must be a minimum of 19mm ID (typically 22mm OD) plastic pipe and this should “fall” at least 45 mm per metre away from the boiler, taking the shortest practicable route to the termination point.

In order to minimise the risk of freezing during prolonged very cold spells, one of the following methods of terminating condensate drainage pipe should be adopted -



## **2.1 INTERNAL TERMINATION:**

Wherever possible, the condensate drainage pipe should be terminated at a suitable internal foul water discharge point such as (a) an internal soil and vent stack or (b) an internal kitchen or bathroom waste pipe, washing machine waste pipe etc. A suitable permanent connection to the foul waste pipe should be used. Figures 1, 2(a), 2(b) show appropriate connection methods.

The possibility of waste pipes freezing downstream of the connection point should be considered when determining a suitable connection point - e.g. a slightly longer pipe run to an internal soil stack may be preferable to a shorter run connecting into a kitchen waste pipe discharging directly through the wall to an external drain.

Where “gravity discharge” to an internal termination is not physically possible (e.g. the discharge point is above the appliance location, or access is obstructed by a doorway), or where very long internal pipe runs would be required to reach a suitable discharge point, the following measures may be adopted -

## **2.2 USE OF A CONDENSATE PUMP (TO AN INTERNAL TERMINATION):**

Condensate can be removed using a proprietary condensate pump, of a specification recommended by the boiler or pump manufacturer.

The pump outlet should discharge to a suitable internal foul water discharge point, such as (a) an internal soil and vent stack or (b) an internal kitchen or bathroom waste pipe, washing machine waste pipe etc. Figure 3 shows a typical connection method.

A suitable permanent connection to the foul waste pipe should be used and the manufacturer’s detailed installation instructions for the pump should be followed.

## **2.3 EXTERNAL TERMINATION:**

The use of an externally-run condensate drainage pipe, terminating at a suitable foul water discharge point or purpose-designed soakaway, may be also be considered; however if this termination method is chosen then the following measures should be adopted -

The pipe should be run internally as far as possible before going externally and the pipe diameter should be increased to a minimum of 30mm ID (typically 32mm OD) before it passes through the wall.

The external run should be kept as short as possible, taking the most direct and “most vertical” route possible to the discharge point, with no horizontal sections in which condensate might collect.

The external pipe should be insulated using suitable waterproof and weatherproof insulation (“Class O” pipe insulation is suitable for this purpose) .

The use of fittings, elbows etc should be kept to a minimum and any internal “burrs” on cut pipework should be removed so that the internal pipe section is as smooth as possible.

The customer/householder should be advised that even with the above measures this type of installation could freeze, and that if this were to occur then boiler shutdown could result, requiring remedial action - possibly involving a chargeable engineer call-out.

Where there are likely to be extremes of temperature or wind-chill, the use of a proprietary trace-heating system for external condensate drainage pipework, incorporating an external frost thermostat, should therefore be considered. If such a system is used then the installation instructions of the trace heating manufacturer and any specific recommendations regarding pipe diameter, insulation, etc. should be followed. All other relevant guidance on condensate drainage pipe installation should also be followed.

*Other cold weather protection methods approved or endorsed by boiler manufacturers and/or service organisations may be adopted if these are considered suitable by the parties involved.*

If an external soil/vent stack is used as the external termination then the connection method shown in Figure 4 should be used, together with the measures on insulation etc. as described above and shown in the diagram.

When a rain water downpipe is used as the termination (**NB** only permissible if this downpipe passes to a combined foul and rainwater drainage system) an air break must be installed between the condensate drainage pipe and the downpipe to avoid reverse flow of rainwater into the boiler should the downpipe itself become flooded or frozen. Figure 5 shows a suitable connection method.

Where the condensate drainage pipe is terminated over an open foul drain or gully, the pipe should terminate below the grating level, but above water level, in order to minimise “wind chill” at the open end. Pipe drainage will be improved if the end is cut at 45° as opposed to a straight cut. The use of a drain cover (such as those used to prevent blockage by leaves) may offer further protection from wind chill. Figure 6 shows a suitable connection method.

Where the condensate drain pipe terminates in a purpose-designed soakaway (see BS 6798:2009 or boiler installation manual for soakaway design requirements) any above-ground section of condensate drainage pipe should be run and insulated as described above. Figure 7 shows a suitable connection method.

### **3. UNHEATED INTERNAL AREAS:**

Internal condensate drainage pipes run in unheated areas such as lofts, basements and garages should be treated as external pipe.

## **NOTES**

*The Benchmark Commissioning Checklist (located at the back of the boiler installation manual) should be completed as required to record details of the condensate drainage pipe installation.*

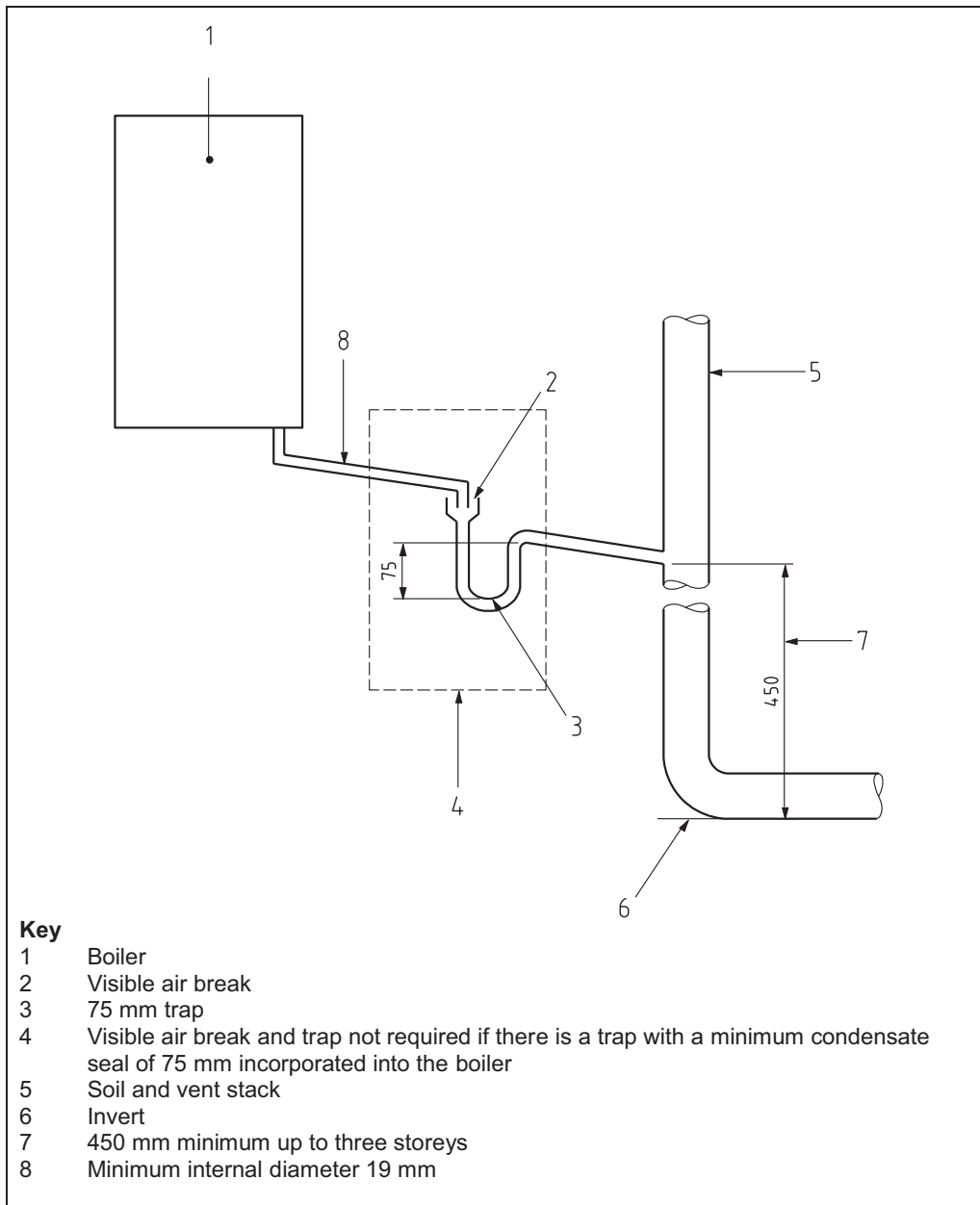
*Where an external condensate drainage pipe is installed, the customer should be made aware of the risks and consequences of its freezing and offered the option to fit trace heating (or other measures approved by the boiler manufacturer or service organisation).*

*Separate guidance has been published for householders on remedial actions which can be taken if a condensate drainage pipe freezes. This may result in requests for alteration to condensate drainage pipework, in which case the guidance above should be followed.*

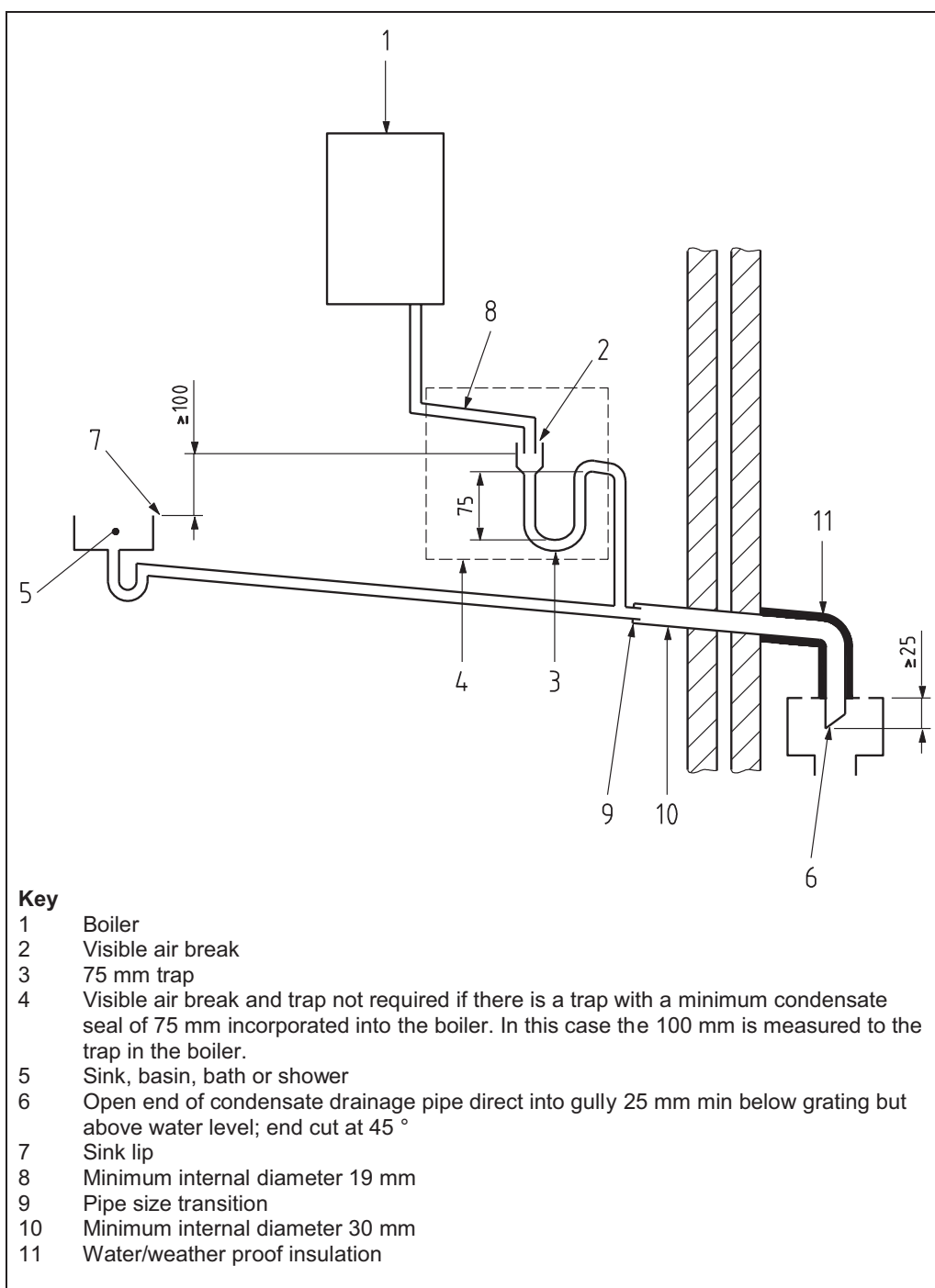
*In some instances (e.g. where an elderly person's heating needs to be reinstated as an emergency measure) condensate drainage pipes may have been cut in order to bypass any blockage and allow re-ignition of the boiler, with condensate being collected in a suitable container as a temporary solution.*

*While not unsafe, this is not recommended practice and if such action has been taken then the condensate drainage pipe must be reinstated as soon as possible, using the above guidance to reduce risk of freezing in future.*

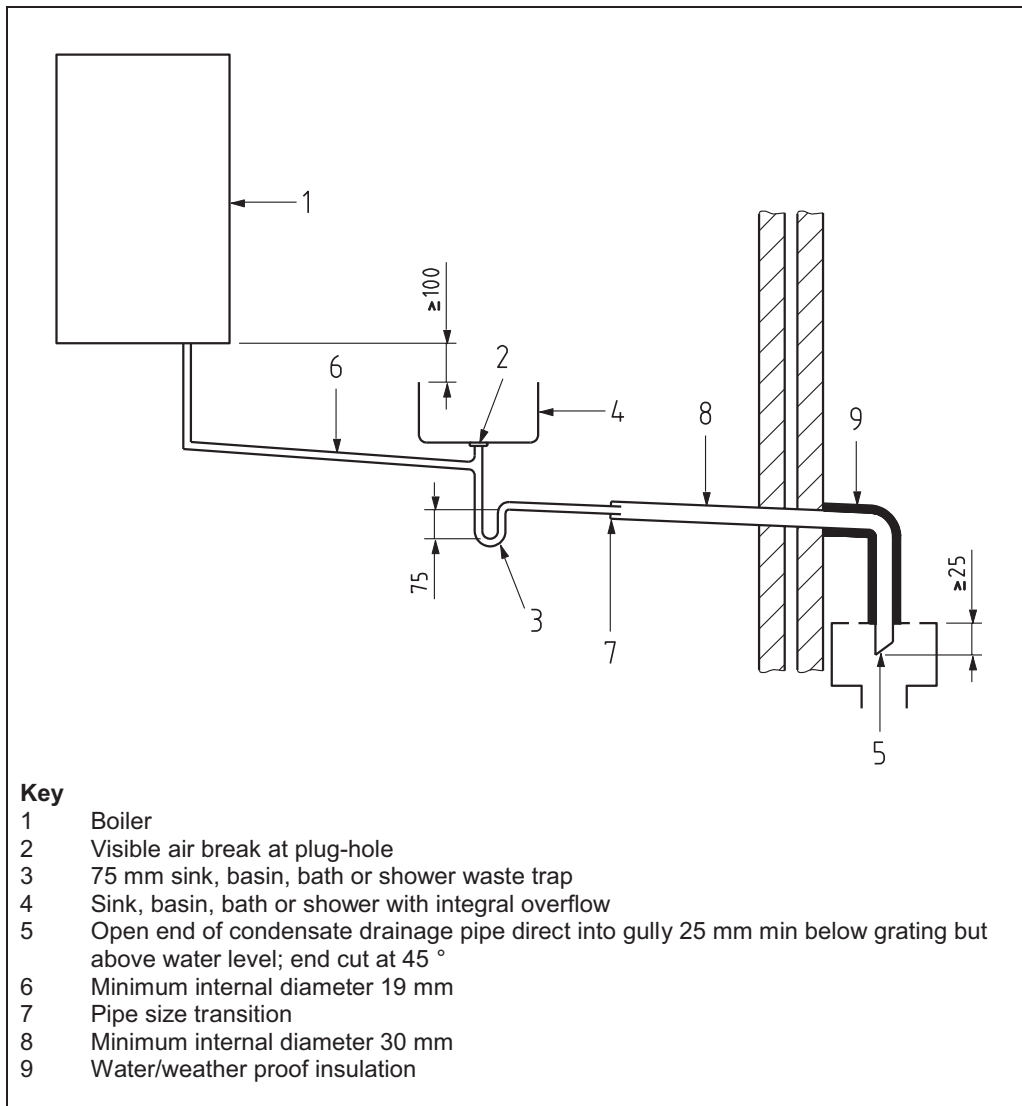
**Figure 1 – Connection of condensate drainage pipe to internal soil and vent stack**



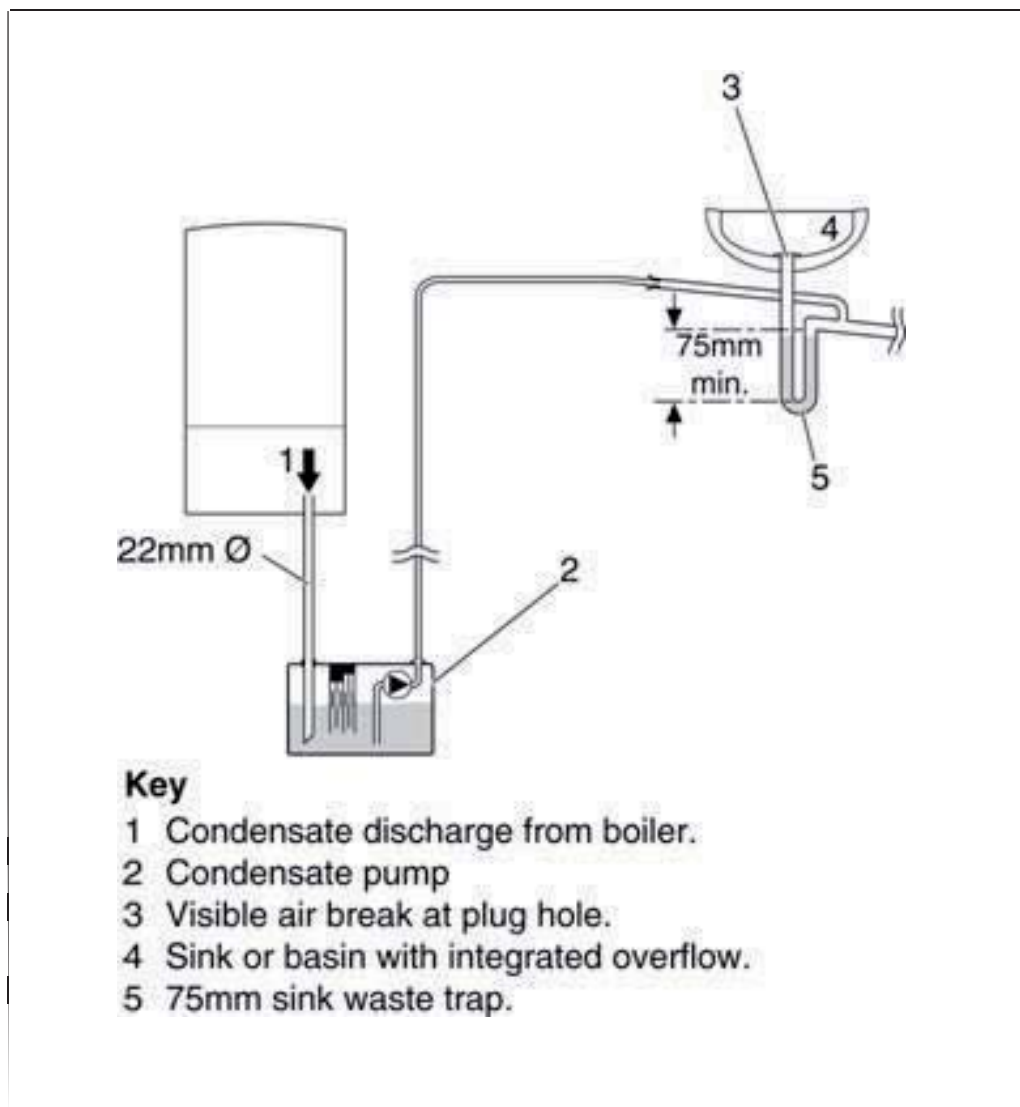
**Figure 2(a) – Connection of a condensate drainage pipe downstream of a sink, basin, bath or shower waste trap**



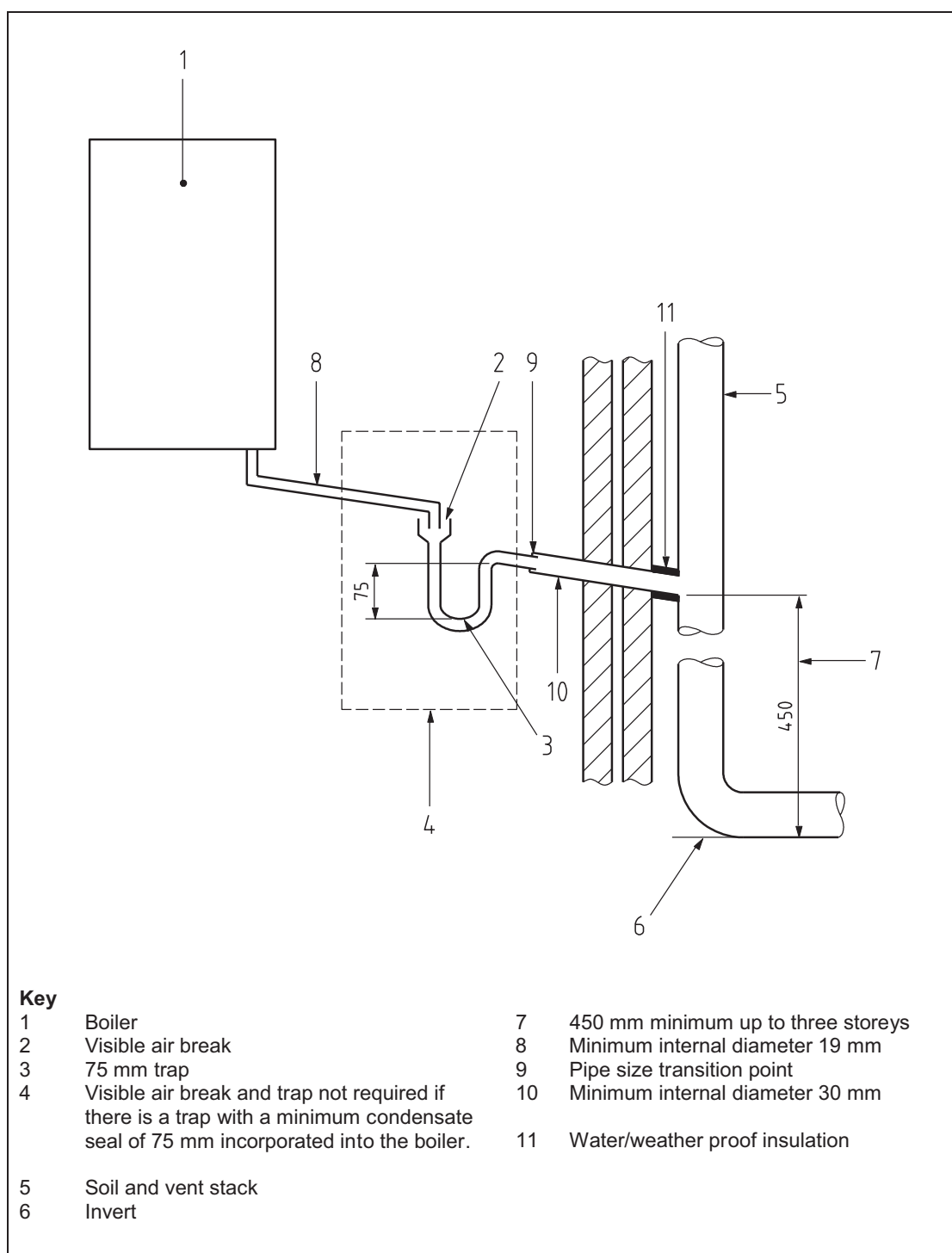
**Figure 2(b) – Connection of a condensate drainage pipe upstream of a sink, basin, bath or shower waste trap**



**Figure 3 – Connection of a condensate pump - typical method (NB manufacturer's detailed instructions should be followed).**

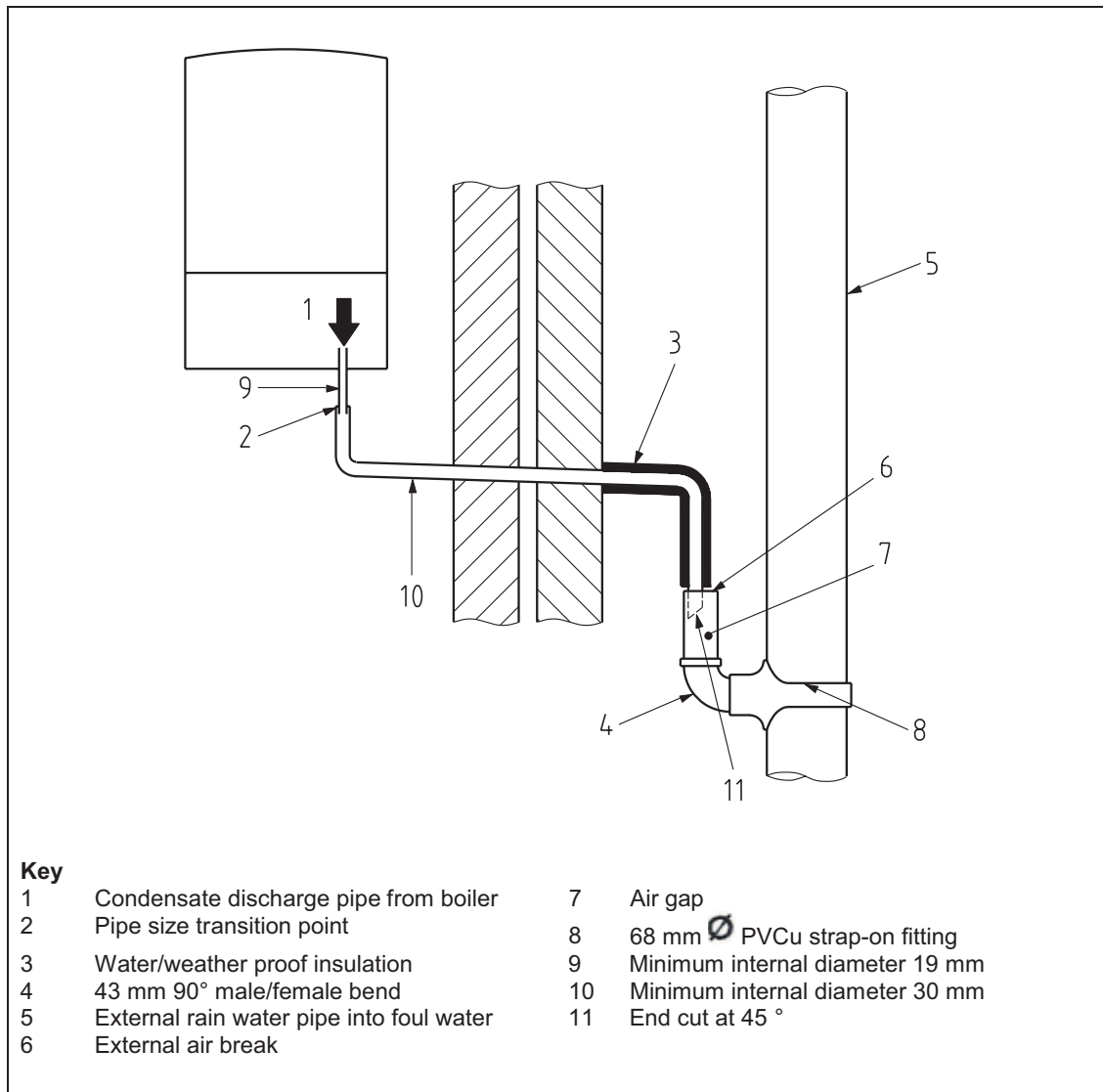


**Figure 4 – Connection of condensate drainage pipe to external soil and vent stack**

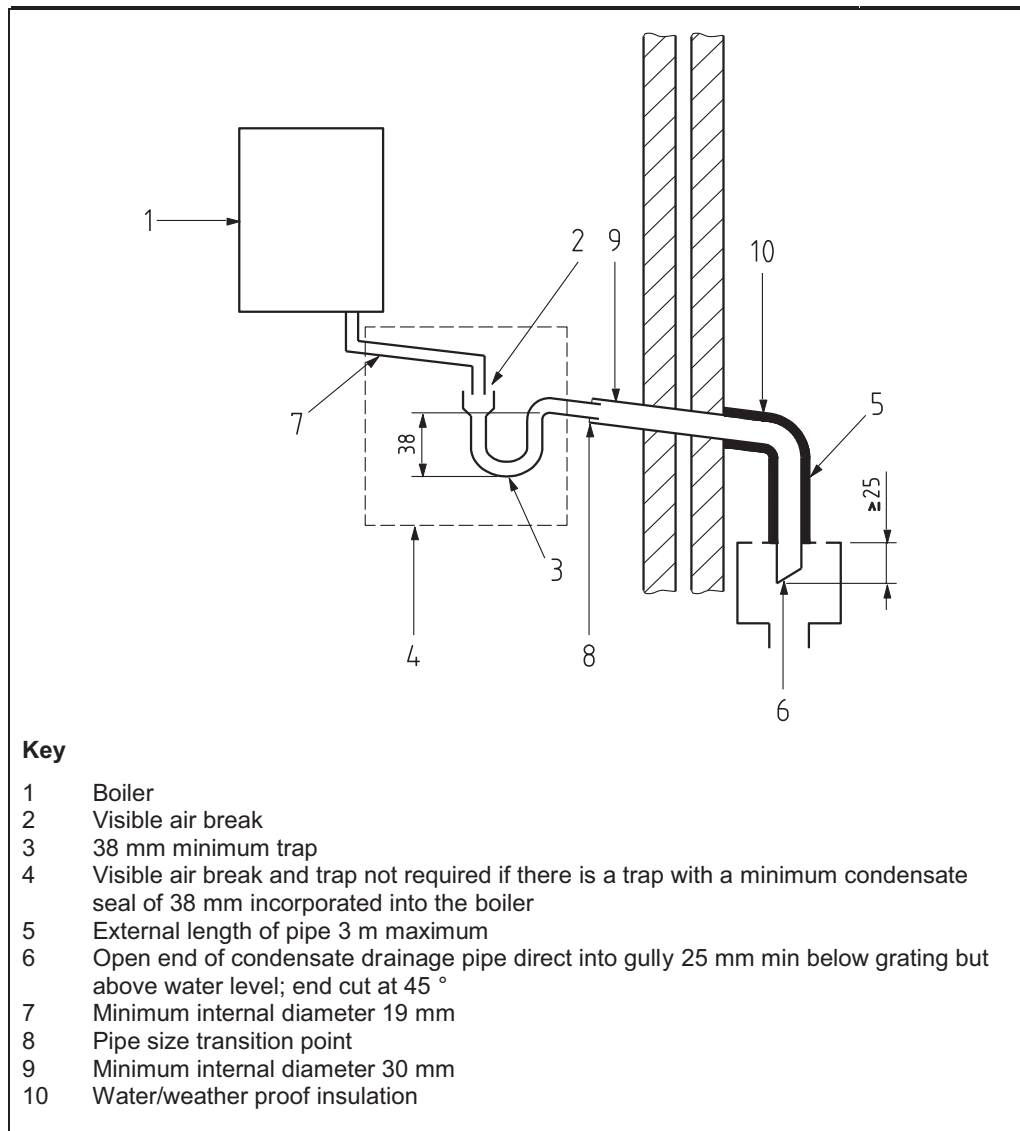




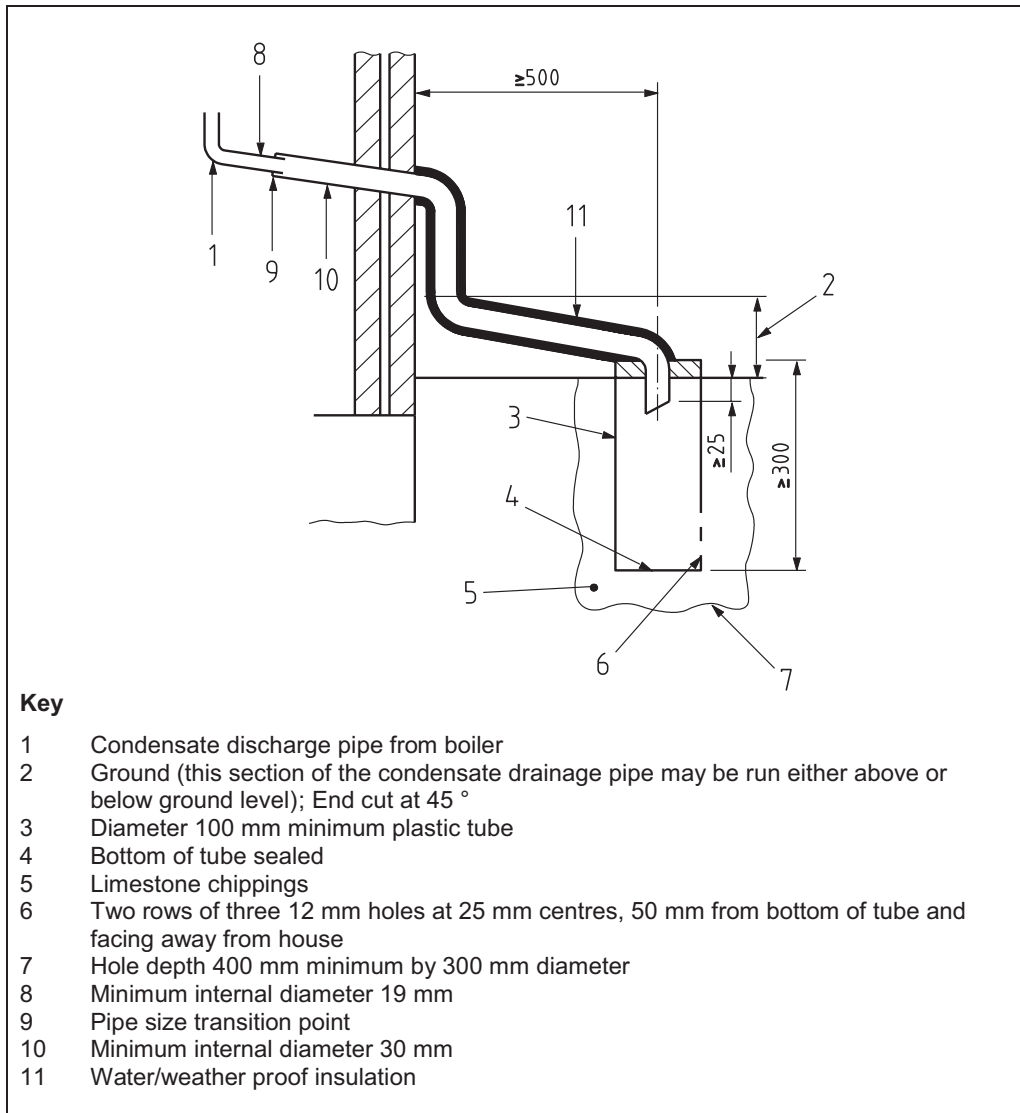
**Figure 5 – External termination to rainwater downpipe (NB only combined foul/rainwater drain)**



**Figure 6 – External drain, gully or rainwater hopper**

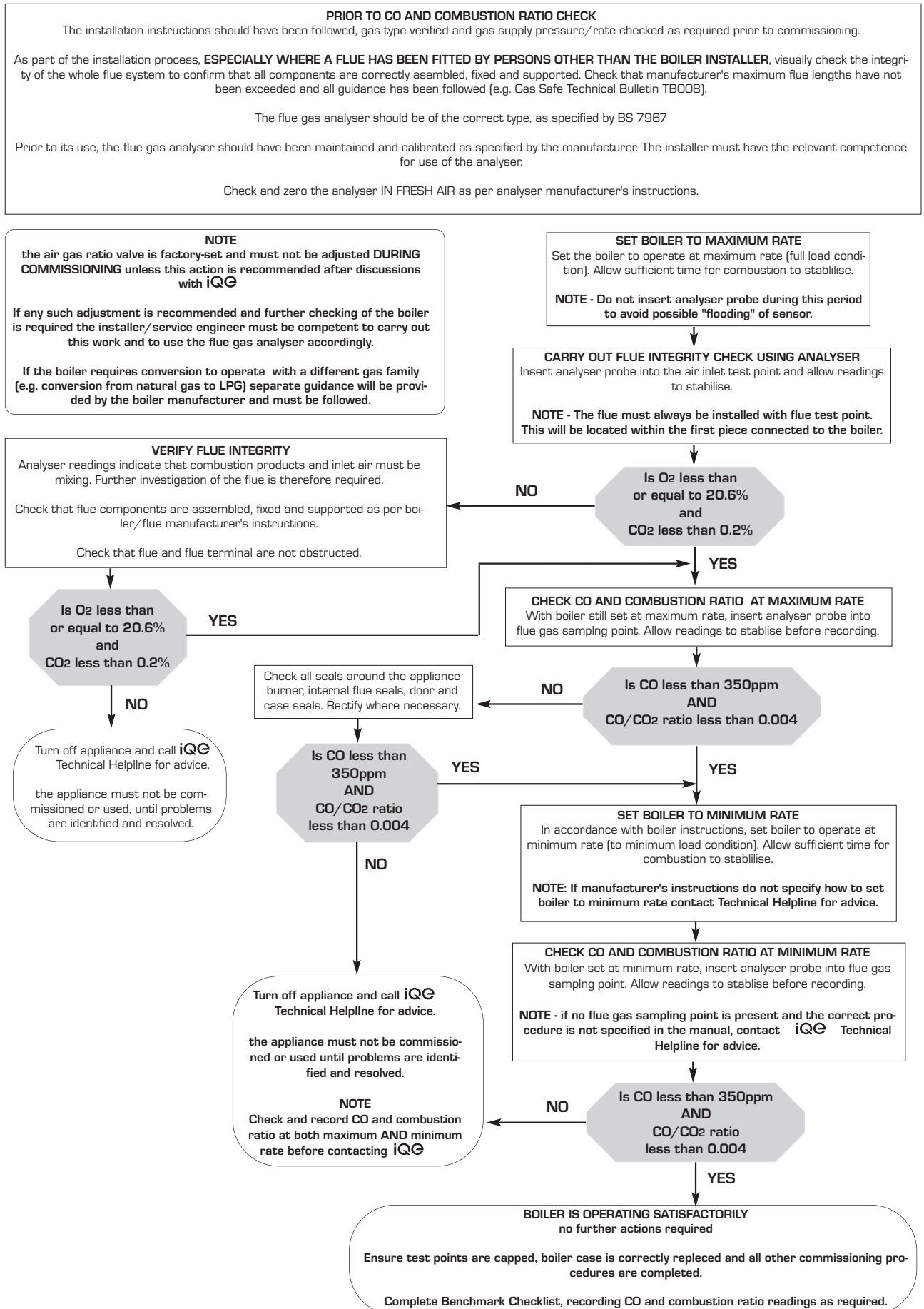


**Figure 7 – Example of a purpose-made soakaway**



## 9 APPENDIX 2

### FLOWCHART FOR CO AND COMBUSTION RATIO CHECK ON COMMISSIONING A CONDENSING BOILER



## NOTES

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## NOTES

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Clever Energy

[iqe.co.uk](http://iqe.co.uk)

Trade House

BA22 8RT

Phone: 0800 0152252