

navien Condensing System Boiler

Installation & Operation Manual



- These appliances are for use with natural gas or LPG. (An LPG conversion kit is included with the boiler.)
- Type : B23-B33-B53-C13-C33-C43-C53-C63-C83

Gas	Model	GC Number
Natural Gas	NCB-20LHWE	41-709-01
	NCB-23LHWE	41-709-02
	NCB-28LHWE	41-709-03
	NCB-33LHWE	41-709-04
LPG	NCB-20LHWE	41-709-05
	NCB-23LHWE	41-709-06
	NCB-28LHWE	41-709-07
	NCB-33LHWE	41-709-08

Keep this manual near this boiler for future reference whenever maintenance or service is required.

WARNING

If the information in these instructions is not followed exactly, a fire or explosion may result, causing property damage or personal injury.

-Do not store or use petrol or other flammable vapours and liquids in the vicinity of this or any other appliance.

-WHAT TO DO IF YOU SMELL GAS

- Do not try to light any appliances.
- Do not touch any electrical switch; do not use any phone in your building.
- Immediately call the National Gas Emergency Helpline on (Freephone) 0800 111999 or your gas supplier from a neighbour's phone. Follow the instructions received.

-Installation and service must be performed by a Gas Safe registered installer, service agency or the gas supplier.

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1. Safety Information

The following safety symbols are used in this manual. Read and follow all safety instructions in this manual precisely to avoid unsafe operating conditions, fire, explosion, property damage or personal injury.

DANGER

Indicates an imminently hazardous situation which, if not avoided, could result in severe injury or death.

WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in injury or death.

CAUTION

Indicates a potentially hazardous situation which, if not avoided, could result in property damage.

DANGER



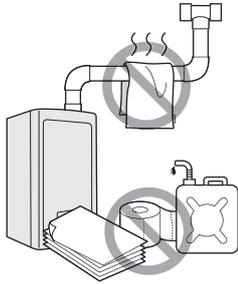
If you smell gas:

- Do not try to light any appliances.
- Do not touch any electrical switches or use landline phones.
- From a neighbour's phone, call your gas provider and follow their instructions.
- If you cannot reach your gas provider, call the fire department.
- Do not return to your home until authorised by your gas supplier or the fire department.

Do not use or store flammable products, such as petrol, solvents, or adhesives in the same room or area as the boiler.

- The boiler has a main burner flame that can turn on at any time and can ignite flammable vapours. Vapours from flammable liquids can explode and catch fire, causing severe burns.
- Vapours cannot be seen and are heavier than air. They can travel long distances along the ground and can be carried from other rooms to the boiler's main burner flame by air current.
- Keep all flammable products far away from the boiler and store them in approved containers. Keep the containers closed tightly and out of the reach of children and pets.

WARNING



- **Do not store or use petrol or other flammable liquids near this boiler.**
Doing so may result in fire or explosion.
- **Do not place combustibles, such as newspapers or laundry, near the boiler or flue system.**
Doing so may result in a fire.
- **Do not place or use hair sprays, spray paints, or any other compressed gases near the boiler or flue system, including the flue termination.**
Doing so may result in fire or explosion.
- **Do not operate the boiler with the front cover opened.**
Doing so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage or personal injury.
- **Do not operate this boiler without proper flue system.**
Doing so may result in fire or carbon monoxide (CO) poisoning, which may result in property damage or personal injury.
- **Do not touch the power cord or internal components of the boiler with wet hands.**
Doing so may result in electric shock.

WARNING

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

⚠ CAUTION

- **Do not turn on the boiler unless the water and gas supplies are fully opened.**
Doing so may damage the boiler.
- **Do not turn on the water if the cold water supply shut-off valve is closed.**
Doing so may damage the boiler.
- **Do not use this boiler for anything other than its intended purpose, as described in this manual.**
- **Do not remove the front cover unless the power to the boiler is turned off or disconnected.**
Failure to do so may result in electric shock.
- **When servicing the controls, label all wires prior to disconnecting them.**
Failure to do so may result in wiring errors, which can lead to improper or dangerous operation. Verify proper operation after servicing.
- **Do not use unapproved replacement or accessory parts.**
Doing so may result in improper or dangerous operation and will void the manufacturer's warranty.
- **Do not place anything in or around the flue terminals, such as a clothes line, that could obstruct the air flow in or out of the boiler.**
- **This boiler has been approved for use the UK and Ireland only.**
Using the boiler in any other country will void the manufacturer's warranty.

⚠ DANGER



To prevent burns:

- Use the lowest operating temperature setting necessary to provide comfortably hot water.
- If your household has children or elderly or disabled residents, consider using a lower temperature setting.
- Read all the instructions in this manual carefully before changing the temperature setting.
- Feel the water before using it on children, the elderly, or the disabled.

⚠ DANGER

This boiler's water temperature is set to 49°C at the factory for your safety and comfort. Increasing the temperature increases the risk of accidental scalding. Water temperatures at or above 52°C can cause instant scalding or severe burns. Before you decide to change the temperature setting, read the following charts carefully.

Water Temperature	Time in which a young child can suffer a full thickness (3rd degree) burn
70°C	Less than 1 second
60°C	1 second
55°C	10 seconds
49°C	10 minutes
37°C	Very low scald risk

General Installation Guidelines

Navien ensures that this product contains no harmful substances and that no harmful materials have been used in its manufacture.

Current legislation must be taken into account on installing this appliance, and it must be installed in a place with suitable ventilation.

The boiler must be installed by an installer authorised by the Ministry of Industry and it must be started up by an Official Technical Assistance Service authorised by Navien.

The requirements included in the following regulations must be observed on installing the boiler:

- The Gas Installation Regulation.
- The Technical Building Code.
- The Regulation for Heating Installations in Building.
- The Low Voltage Regulation.

Installing the system piping

- The boiler is equipped with an internal relief valve. All systems must be capable of sustaining pressure of up to 3 bar.
- If the system pressure exceeds 2.65 bar at the maximum heating temperature, an additional expansion vessel must be installed on the central heating return.
- The air vent is required in the system during filling.

CAUTION

The boiler is equipped with an internal bypass valve. The internal bypass valve is not intended to replace an external bypass valve. An external automatic bypass valve is required if a zone valve has been connected to the system.

Gas Conversion

The boiler is configured for natural gas. If LPG conversion is required, use the conversion kit supplied with the boiler.

The Codes of good practice and regulations refer to the latest versions of the same.

The installation must also comply with the following European Standards:

Standard	Description
UNE-EN 13831:2008	Closed expansion vessels with diaphragm.
UNE-EN 1856	Metal chimneys
UNE-EN 13384	Chimneys
UNE-EN 13779	Ventilation
UNE-EN ISO 16484	Building control systems.
UNE-EN 14336	Heating systems in buildings.
UNE-EN 15502-1	Gas-fired heating boilers Part 1: General Requirements and tests
UNE-EN 15502-2-1	Gas-fired heating boilers Part 2-1: Specific standard for type C appliances and type B2, B3 and B5 appliances of a nominal heat input not exceeding 1000 kW
UNE-EN 13203:2007	Domestic Hot Water
UNE-EN 303-7:2008	Heating boilers.

EC Conformity Declaration



Navien, hereby declares that the boiler models:

NCB-20LHWE, NCB-23LHWE, NCB-28LHWE, NCB-33LHWE

to which this declaration refers, conform to and comply with the essential requirements of the following applicable European Standards and Directives.

Gas appliances: Directive 2009/142/EC Standards EN 437 and EN 15502

Boiler Efficiency: Directives 92/42/EEC and 93/68/EEC
Regulation (EN) No. 813/2013
Standards EN 15502

Low voltage: Directives 73/23/EEC and 93/68/EEC Standard EN 60335-1, EN 60335-2-30, EN 60335-2-51, EN 50165

Electro-magnetic Compatibility: Directive 2004/108/EC
Standards EN 55014

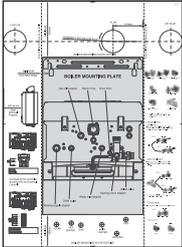
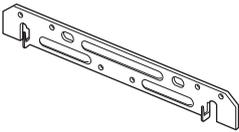
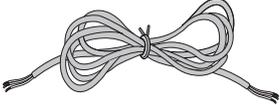
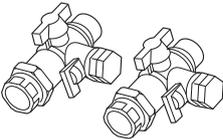
Pressure Vessels: Directive 97/23/EEC

Navien, manufactures its products using a Quality Assurance system in compliance with Standard EN-ISO 9001:2000.

2. About the Boiler

2.1 Items Included

When you open the box, you will find the following items with the boiler. Check the box for each of the following items before installing the boiler. If it seems like there is a problem, do not use the boiler. Contact your supplier. Keep the included items out of the reach of children, as they can be dangerous. When you no longer wish to use the boiler, disable any parts that could be potentially hazardous.

			
<p>Installation & Operation Manual, User's Information Manual</p>	<p>Boiler mounting plate</p>	<p>Boiler registration / Installers Club Card</p>	<p>ErP Label</p>
			
<p>Wall mounting bracket</p>	<p>Tapping screws & anchors</p>	<p>Propane gas changing kit</p>	<p>Electric cord</p>
			
<p>Pre-plumbing Kit</p>			

2.2 Accessories

The following optional accessories are available for the boiler:

	
<p>Outdoor Temperature Sensor</p>	<p>Smart Room Controller</p>

2.3 Technical Data

The following table lists the general specifications for the boiler.

Specifications	Unit	NCB-20LHWE	NCB-23LHWE	NCB-28LHWE	NCB-33LHWE
Heat input range	kW	20.0/4.2	24.0/4.2	29.0/5.1	34.0/4.0
Heat output range @ 80/60°C	kW	19.5/3.9	23.4/3.9	28.3/4.9	33.2/3.8
Condensing heat output range @ 50/30°C	kW	21.4/4.5	25.6/4.5	31.1/5.4	36.3/4.3
Full load efficiency at Max./Min. output @ 80/60°C	%	97.5/96.4	97.5/96.4	97.6/96.4	97.6/95.8
Full load efficiency at Max./Min. output @ 50/30°C (Condensing)	%	106.9/107.8	106.6/107.8	107.3/106.9	106.9/106.9
Partial load (30%) efficiency with 47°C return temp.	%	101.9	103.1	102.0	103.1
Partial load (30%) efficiency with 30°C return temp.	%	108.6	108.9	108.5	108.8
Heat loss through the case with burner switched on	%	0.1	0.1	0.1	0.1
Heat loss through the chimney with burner switched on	%	1.6	1.8	1.5	1.9
Seasonal efficiency rate (SEDBUK 2009)	-	89.0	89.1	89.0	89.1
NOx Classification	-	Class 5			
Category	-	II2H3P			
Type	-	Heating and instantaneous hot water production			
Heat output adjustment	-	Adjustable over entire Max./Min. output range			
Type of heating installation	-	Close circuit			
Max. heating operation pressure	bar	2.5			
Max. heating temperature	°C	90			
Adjustable heating temperature range	°C	40-90			
Expansion vessel volume	l	6.0			
Expansion vessel pre-charged pressure	bar	1.0			
Electrical power supply	-	230 V/50 Hz			
Nominal current	A	0.6	0.6	0.62	0.62
Max. power consumption	W	130			
Appliance protection rating	-	IP X5D			
Boiler mounting system type	-	Wall-mounted			
Flue exhaust/Air intake system types	-	B23-B33-B53-C13-C33-C43-C53-C63-C83			
Flue exhaust/Air intake system diameters	mm	Coaxial Ø60/100 and Ø80/125–Dual duct Ø80/80			
Max. gas pipe pressure drop	Pa	167	167	294	294
Max. horizontal coaxial length Ø60/100	m	20			
Max. vertical coaxial length Ø60/100	m	21			
Equivalent elbow length @ 90° Ø60/100	m	1.3			
Equivalent elbow length @ 45° Ø60/100	m	1.0			
Max. horizontal coaxial length Ø80/125	m	68			

Specifications		Unit	NCB-20LHWE	NCB-23LHWE	NCB-28LHWE	NCB-33LHWE
Max. vertical coaxial length Ø80/125		m	70			
Equivalent elbow length @ 90° Ø80/125		m	2.2			
Equivalent elbow length @ 45° Ø80/125		m	1.0			
Equivalent length of adapter Ø60/100 => Ø80/125		m	0.5			
Max. dual duct length Ø80/80		m	110			
Equivalent elbow length @ 90° Ø80		m	2.2			
Equivalent elbow length @ 45° Ø80		m	1.4			
Hydraulic connection diameter	Central Heating	mm	22			
	DHW	mm	15			
	Gas supply	mm	22			
Dimensions (Width x Depth x Height)		mm	440 x 358 x 695		440 x 408 x 695	
Total boiler weight (lift weight)		Kg	36	36	40	40

The following table lists the product information requirements (EU regulation No 811/2013 and No 813/2013)

KD Navien	Symbol	Unit	NCB-20LHWE	NCB-23LHWE	NCB-28LHWE	NCB-33LHWE
Condensing boiler			YES	YES	YES	YES
Low-temperature (***) boiler			NO	NO	NO	NO
B1 boiler			NO	NO	NO	NO
Cogeneration space heater			NO	NO	NO	NO
Combination heater			NO	NO	NO	NO
Rated heat output	P_{rated}	kW	20	23	28	33
Seasonal space heating energy efficiency	η_s	%	92	93	93	93
Useful heat output						
At rated heat output and high-temperature regime (*)	P_4	kW	19.5	23.4	28.3	33.2
At 30 % of rated heat output and low-temperature regime (**)	P_1	kW	6.5	7.8	9.4	11.1
Useful efficiency						
At rated heat output and high-temperature regime (*)	η_4	%	87.8	87.9	87.9	87.8
At 30 % of rated heat output and low-temperature regime (**)	η_1	%	97.8	98.1	97.7	98.0
Auxiliary electricity consumption						
At full load	el_{max}	kW	0.036	0.045	0.048	0.045
At part load	el_{min}	kW	0.014	0.015	0.016	0.016
In standby mode	P_{SB}	kW	0.003	0.003	0.003	0.003
Other items						
Standby heat loss	P_{stby}	kW	0.080	0.080	0.084	0.084
Ignition burner power consumption	P_{ign}	kW	-	-	-	-
Annual energy consumption	Q_{HE}	GJ	37	43	52	57
Sound power level, indoors	L_{WA}	dB	50	52	54	52
Emissions of nitrogen oxides	NO_x	mg/kWh	36	38	30	37
Contact details	Navien LTD, 3000 Hillswood Drive, Hillswood Business Park, Chertsey, Surrey, KT16 0RS, UK					

(*) High-temperature regime means 60 °C return temperature at heater inlet and 80 °C feed temperature at heater outlet.

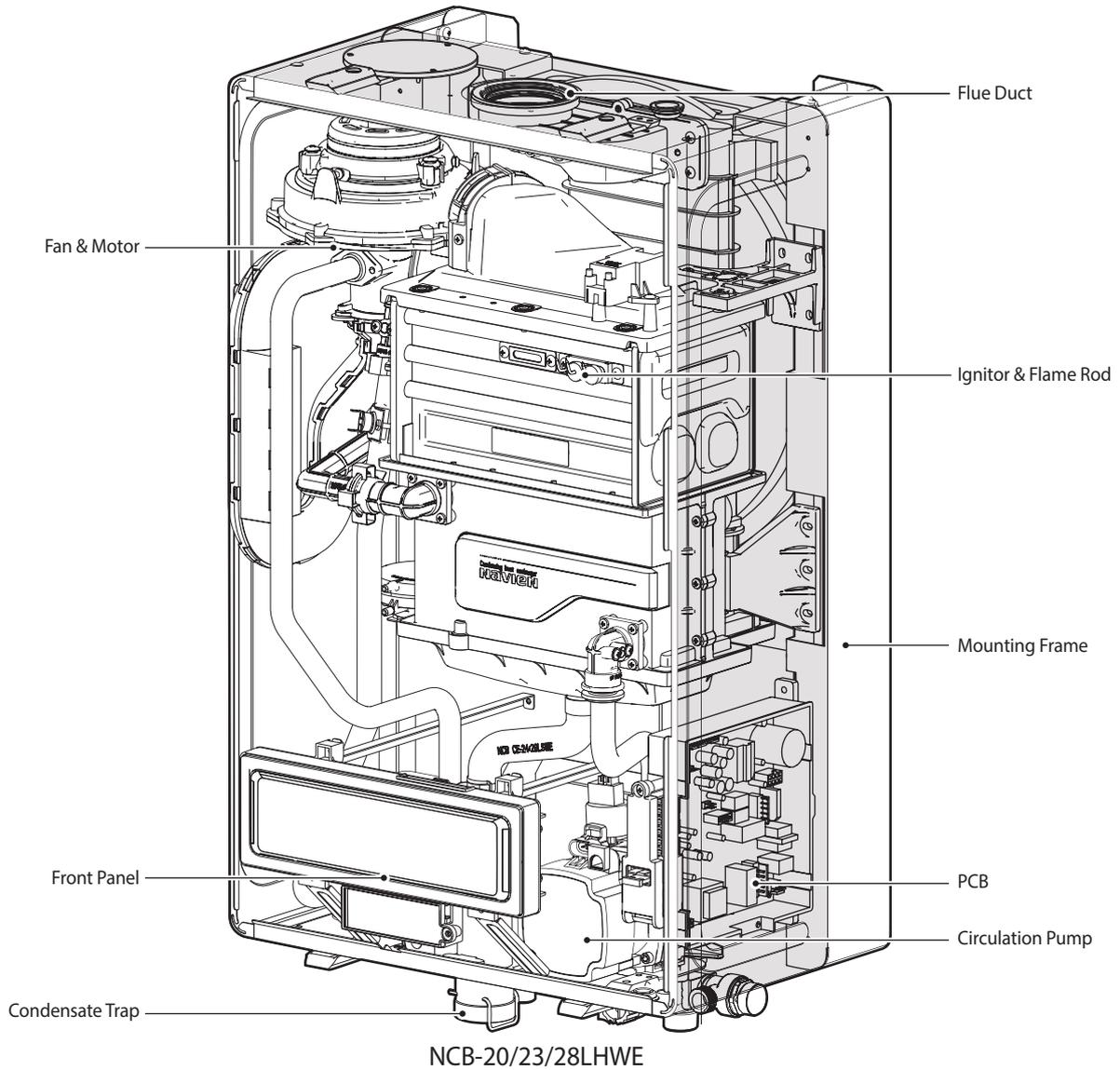
(**) Low temperature means for condensing boilers 30 °C, for low-temperature boilers 37 °C and for other heaters 50 °C return temperature (at heater inlet).

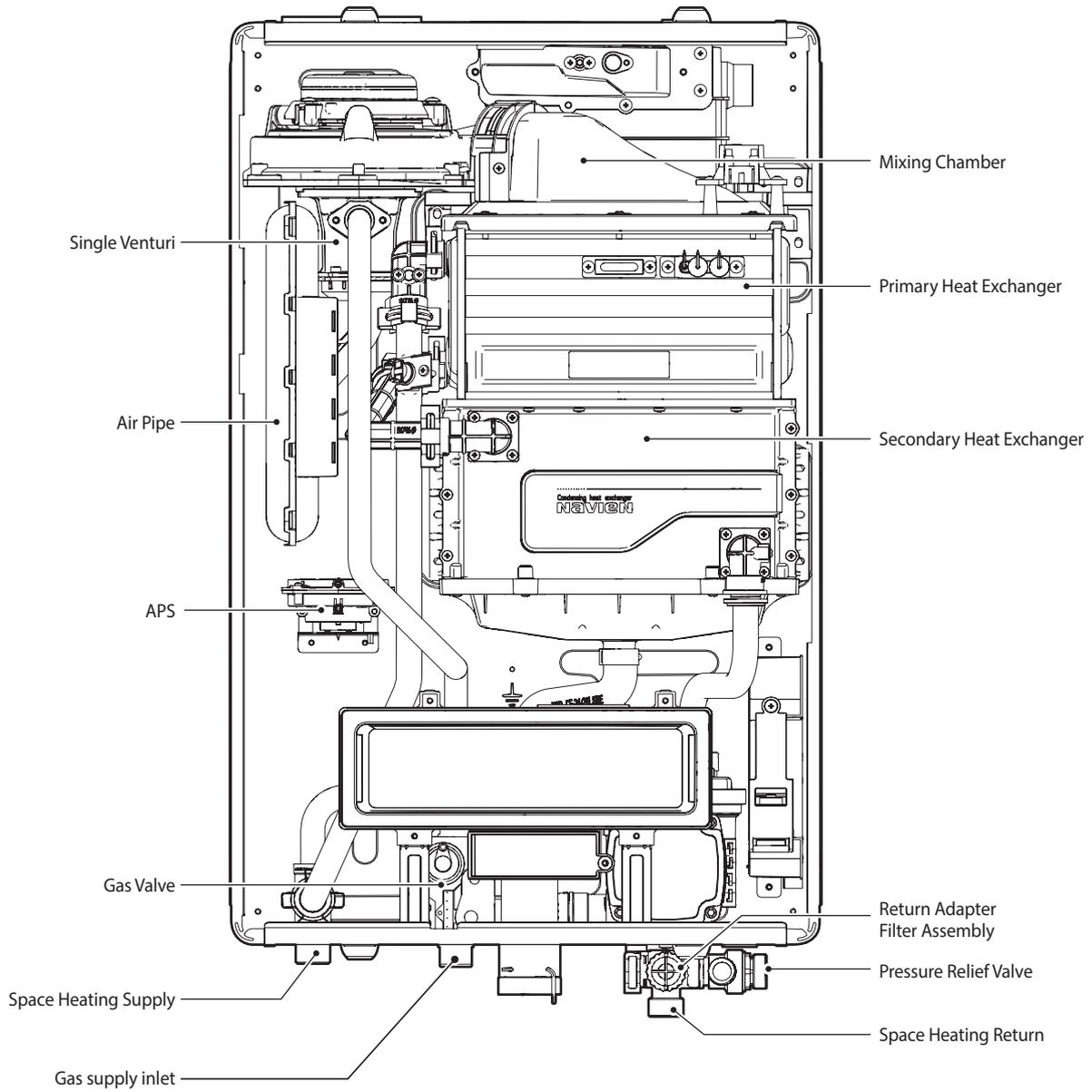
Specific precautions

Read the user's information and installation manual before the application is assembled, installed or maintained.

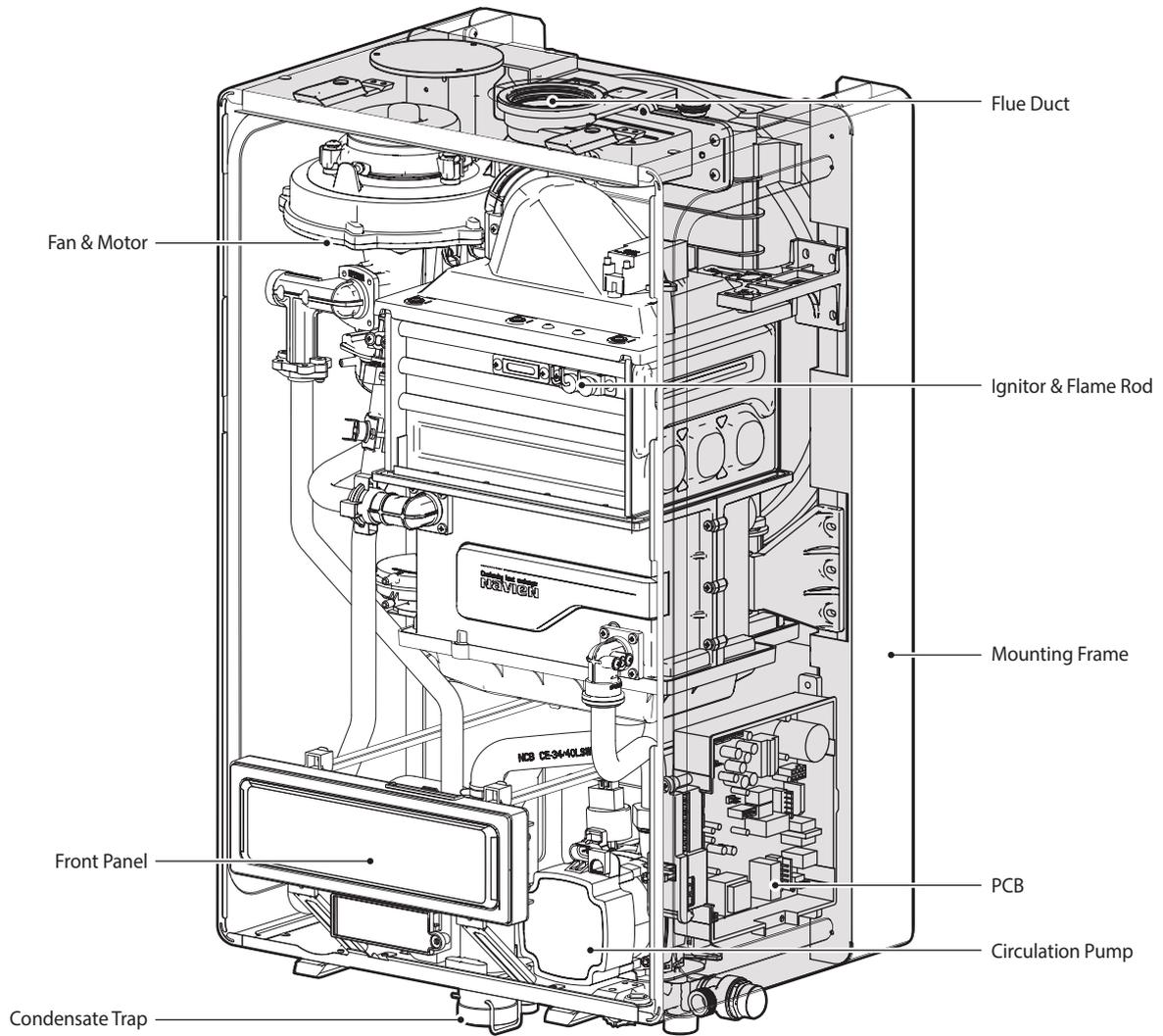
2.4 Components

The following diagram shows the key components of the boiler. Component assembly diagrams and particular parts lists are included in the Appendices.

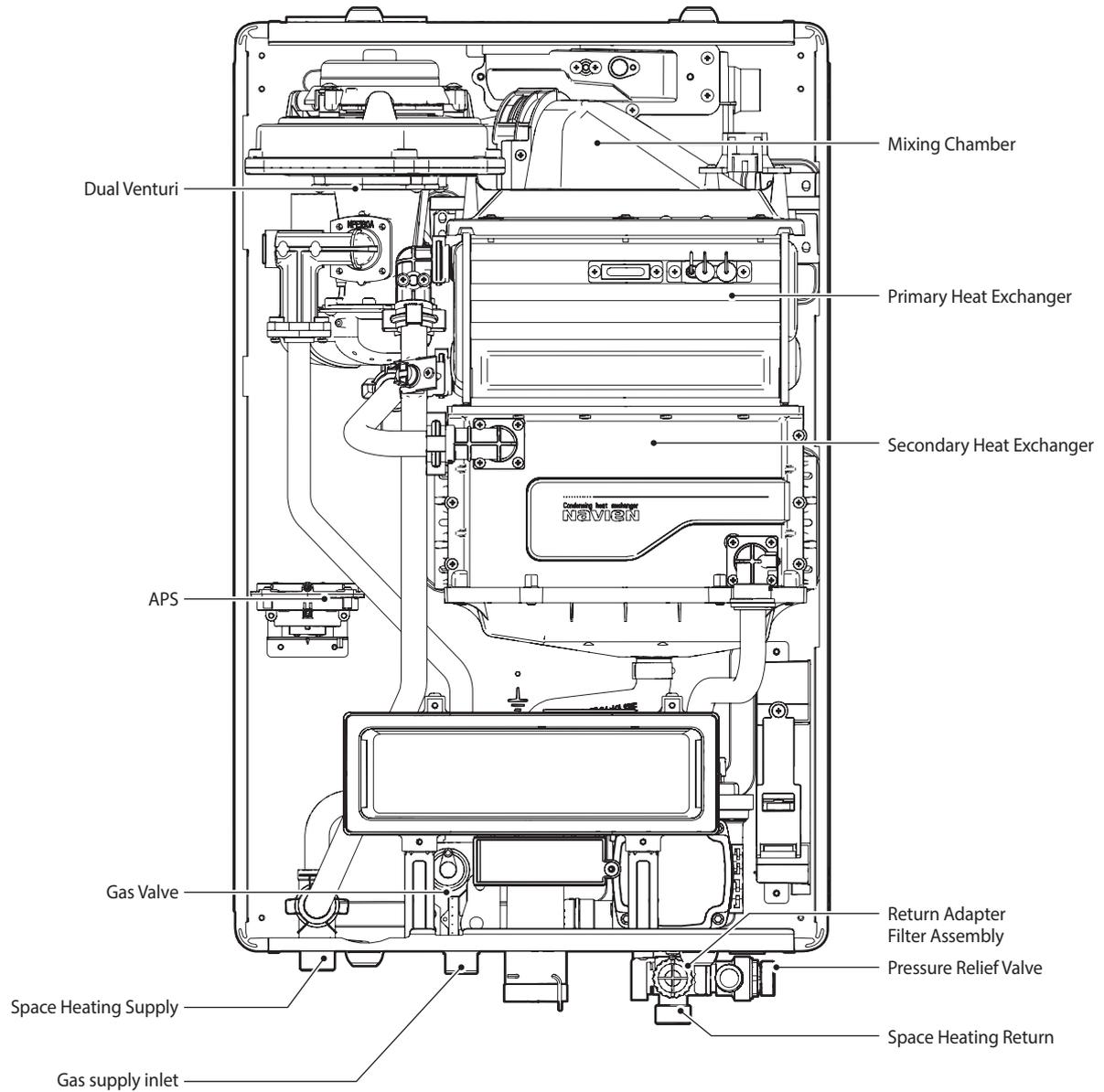




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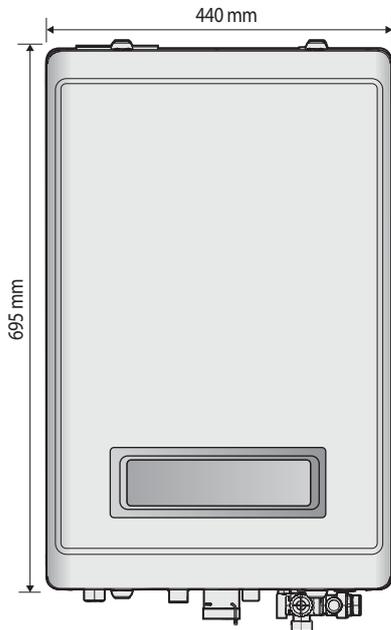
NCB-33LHWE



NCB-33LHWE

2.5 Dimensions

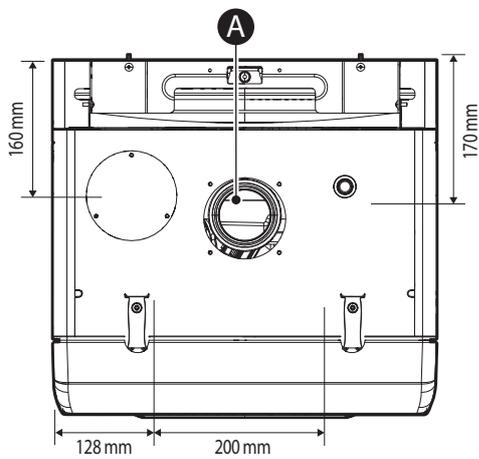
The following diagrams show the dimensions of the boiler and the table lists the supply connections.



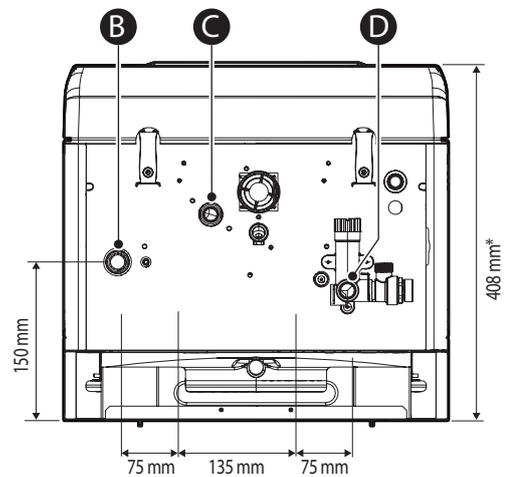
Supply Connections

	Description	Diameter
A	Flue exhaust/Air intake	Ø60/100, Ø80/125
B	Space heating supply	22 mm
C	Gas supply inlet	22 mm
D	Space heating return	22 mm

Overhead View



Bottom View



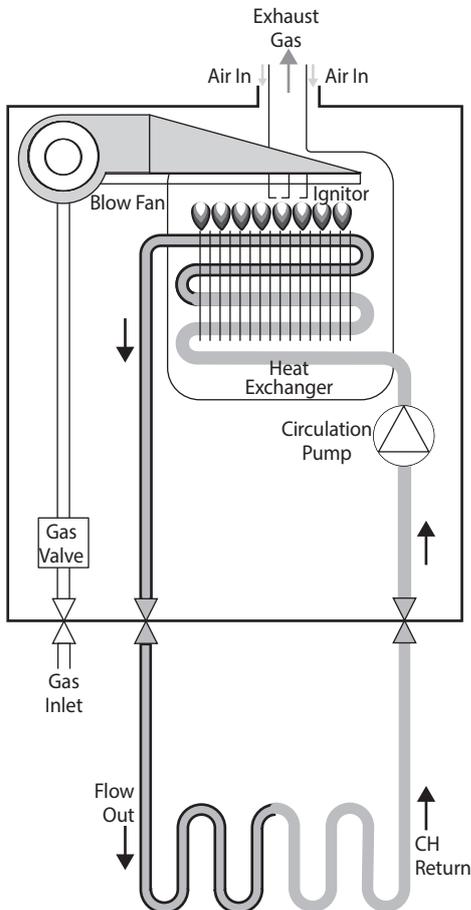
*NCB-20LHWE/23LHWE: 358 mm
NCB-28LHWE/33LHWE: 408 mm

2.6 Operating Modes

2.6.1 Operating in Space Heating Mode

To operate the Space heating mode, press the Space heating button on the front panel and select a heating temperature setpoint higher than current heating temperature.

1. When the boiler detects a request for heating production (from the installation's room thermostat, for example), the 3-way valve goes to heating position and the circulating pump starts up.
2. If the boiler water temperature is lower than the desired temperature setpoint, the boiler ignites and heats up the heating installation until the selected boiler temperature is reached. The boiler's electronic control modulates the burner output to adapt to the installation's heat requirements at all times and so that the installation's water temperature remains constant. This prevents the installation from overheating and reduces heat loss as much as possible.
3. When there is no further heating demand (e.g. when the desired ambient temperature selected on the room thermostat is reached), the burner is extinguished (if it was ignited) and the circulation pump continues to run during the post-circulation time (minimum 3 minutes), to protect the boiler from overheating due to thermal inertia in the installation.

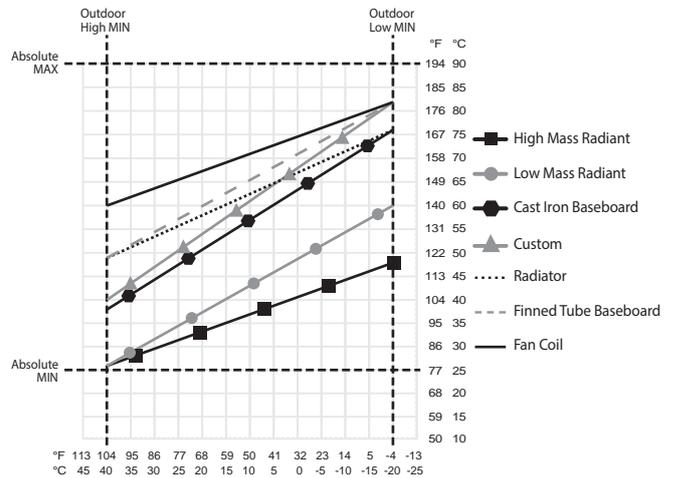


2.6.2 Operating According to Outdoor Temperature Conditions

The Outdoor Reset Control feature may be used to enhance energy efficiency while maintaining optimal heating performance. With the Outdoor Reset Control, the space heating temperature setting automatically changes according to the outdoor temperature and the current space heating system application (system load).

You can configure the Outdoor Reset Control settings on the front panel by entering the Special Parameter Setting mode. Refer to "11.5 Setting the Parameters" on page 48.

Note The Outdoor Reset Control feature requires installation of an outdoor temperature sensor, and it only works when the boiler is running in the normal operation mode. It does not work when the boiler is running in either the Minimum (MIN) or Maximum (MAX) mode, or when the boiler's front panel displays a fault.



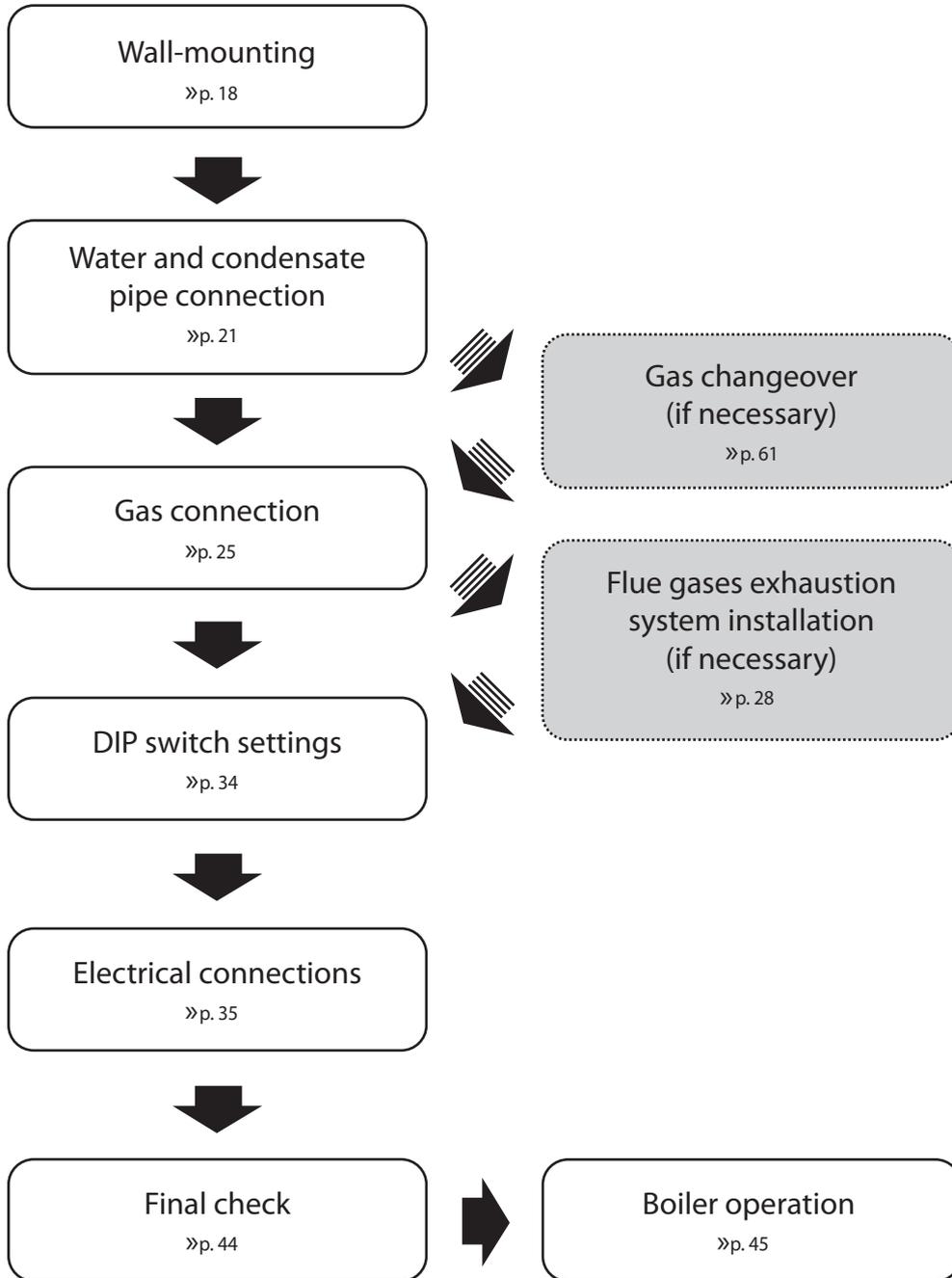
Space Heating Temperature Setting for the Outdoor Reset Control Feature

The following tables list the default space heating temperature range by system heat load and the applicable outdoor temperature ranges.

Note To connect the outdoor temperature sensor to the boiler, carefully follow the connection instructions provided in the "13.5 Outdoor Temperature Sensor (Optional)" on page 72.

2.7 Installation Procedure

The flow diagram below provides a step-by-step description of the recommended procedure for clear, easy installation of the NCB LHWE boiler in its final location. A detailed description is given of the procedure in the sequenced sections below:



3. Installing the Boiler

3.1 Choosing an Installation Location

When choosing an installation location, you must ensure that the location provides adequate clearance for the boiler, adequate flueing and drainage options, and sufficient access to gas, water, and electrical supplies.

Carefully consider the following factors when choosing an installation location:

Compliance Requirements

This boiler must be installed by qualified personnel in compliance with the applicable Laws and Regulations. In general, these Laws and Regulations are the Basic Gas Installation Standards, the Heating, Air Conditioning and Domestic Water Installation Regulation and all other local regulations.

Access to Utilities

- Water—the installation location should be near where the domestic water supply enters the building.
- Gas—the installation location should be near where the gas supply enters the building.
- Electricity—the installation location should be near where the electrical supply enters the building.

Humidity and Contact with Water

When installing the boiler, avoid places with excessive humidity. The boiler has electric gas ignition components. Water spray or droppings can get inside the boiler and damage the ignition system. The boiler must be installed in a way to ensure that the gas ignition system components are protected from water (dripping, spraying, rain, etc.) during operation and service.

If the boiler is installed in a very humid room (a shower room or bathroom, for example), the Low Voltage regulation and the Technical Building Code must be observed for correct installation.

Proximity to Fixtures and Appliances

Install the boiler near fixtures that deliver or use hot water, such as bathroom, kitchen, and laundry room faucets. Select a location that minimises the water piping required between major fixtures. If the distances are long or if the user requires “instant” hot water, installation of a recirculation line which circulates domestic hot water back to the boiler from the furthest fixture is recommended. Insulate as much of the hot water supply and recirculation lines as possible. For more information about the water supply, refer to “4.2 Installing a System Application” on page 22.

Adequate Drainage

The boiler produces a significant amount of condensate during operation. This condensate must be removed from the boiler, and suitably treated if national legislation so requires. The boiler should be located near a suitable drain and where damage from a possible leak will be minimal. Installing the boiler in a location without a drain will void the warranty and Navien will not be responsible for water damage that occur as a result. For more information about condensate drainage, refer to “4.3 Connecting the Condensate Drain Line” on page 22.

The boiler must be located in an area where leakage of the unit or connections will not result in damage to the area adjacent to the appliance or to lower floors of the structure. When such locations cannot be found, installation of an adequately drained drain pan under the boiler is highly recommended. When installing the drain pan, ensure that the installation does not restrict combustion air flow.

Adequate Flue and Ventilation

The boiler must be installed in a sufficiently ventilated area with openings directly to the outside of the building (as required by the Gas Installations Regulation). The boiler must be located so that the grilles of the premises are not obstructed and normal boiler maintenance is possible even if installed between items of furniture.

Select a location that requires minimal flue. Consider flue restrictions caused by windows, doors, air intakes, gas meters, foliage, and other buildings. For more information about flue system, refer to “6. Flue System” on page 28.

To ensure adequate flue and ventilation, follow these guidelines:

- Maintain proper clearances from any openings in the building.
- Install the boiler with a minimum clearance of 300 mm above an exterior grade or as required by local codes.
- Do not enclose the flue termination.
- Install the exhaust flue in an area that is free from any obstructions, where the exhaust will not accumulate.
- Do not install the boiler where moisture from the exhaust may discolor or damage walls.
- Do not install the boiler in bathrooms, bedrooms, or any other occupied rooms that are normally kept closed or not adequately ventilated.

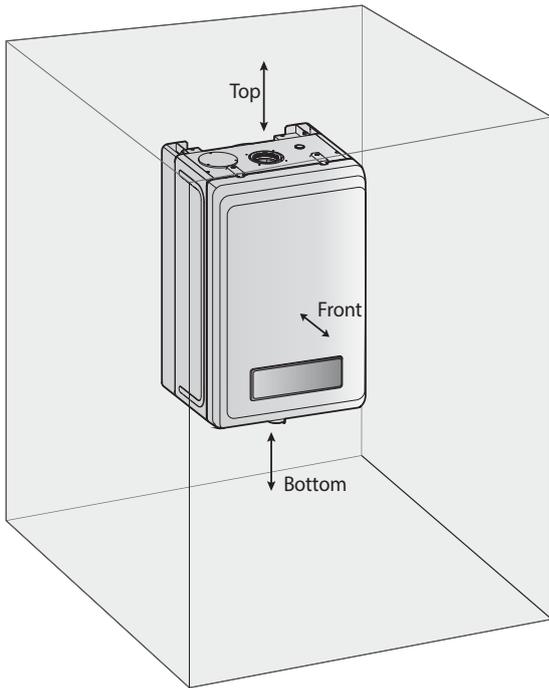
The requirements and recommendations stipulated in the Regulation for Heating Installations in Buildings (RITE) and any other applicable legislation in this field must be observed.

Adequate installation clearances

CAUTION

Do not install the boiler on carpeting.

Install the boiler in an area that allows for service and maintenance access to utility connections, piping, filters, and traps. Based on the installation location, ensure that the following clearances are maintained:



Clearance from:	Indoor Installation
Top	250 mm minimum
Front	600 mm minimum
Bottom	200 mm minimum

Clean, debris and chemical-free combustion air

- Do not install the boiler in areas where dust and debris may accumulate or where hair sprays, spray detergents, chlorine, or similar chemicals are used.
- Do not install the boiler in areas where petrol or other flammables are used or stored.
- Ensure that combustible materials are stored away from the boiler and that hanging laundry or similar items do not obstruct access to the boiler or its flue system.

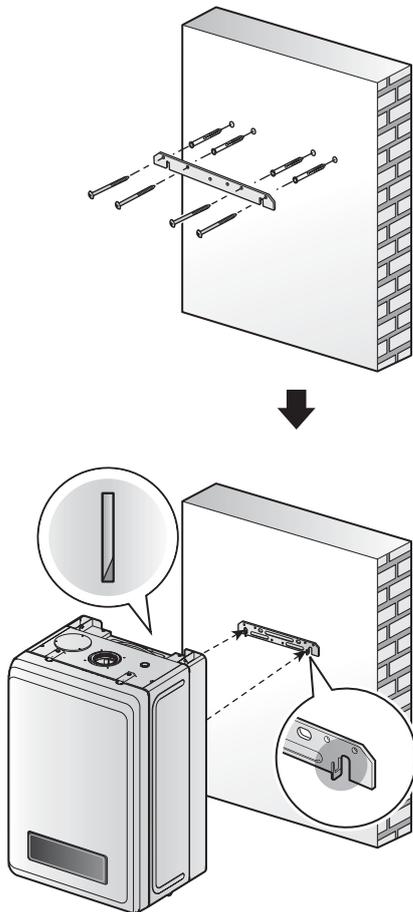
3.2 Mounting the Boiler to the Wall

Navien NCB LHWE boilers come with an upper mounting bracket that is pre-drilled at 400 mm on center for easy installation on standard wall studs. If the strength of the wall is insufficient or if the framing is non-standard or uneven, reinforce the area before installing the boiler. Avoid installation on common walls as the unit will make some operational noises while it is running.

To mount the boiler to the wall:

1. Affix the bracket securely to the wall and ensure that it is level and that it can support the weight of the boiler.
2. Align the grooves on the back of the boiler with the tongues on the mounting bracket and hang the boiler on the bracket.

When mounted with the mounting bracket, the boiler will have a 16 mm clearance from the back of the wall.



WARNING

- The boiler is heavy. Always lift the unit with assistance. Be careful not to drop the boiler while lifting or handling it to avoid bodily injury or damage to the unit.
- Do not rest the boiler on the bottom end after removing it from the shipping carton. Doing so may result in excessive pressure on protruding pipes and result in product damage. If you must put the boiler down, lay it on its back or put it inside the protective shipping base.

DANGER

- The boiler must be mounted on a suitable wall that can support its weight and prevent explosion or fire.
- Do not install the boiler near paper or other flammable objects.
- Do not install the boiler near domestic waste.

4. Installing the System Piping

The installation must be made by sufficiently qualified technicians, authorised to do so. For correct installation, all the requirements and recommendations described in the Regulation for Heating Installations in Buildings (RITE) must be complied with, together with all other national and/or local regulations applicable at the time of installation. However, the following recommendations must be complied with:

- Before connecting the boiler hydraulically, the inside of the pipes must be thoroughly cleaned, removing all sediment of any type which could cause oxidation or damage to the heat exchanger.
- It is recommended to fit shut-off valves to the heating installation output and return pipes, to avoid having to drain the installation when maintenance work is carried out on the boiler.
- Bleed the air from the boiler and heating installation. Ensure there is no air in the heating circuit.
- The NCB LHWE boiler is a condensing boiler, and it is therefore essential for the condensate outlet to lead to a drain, in compliance with all applicable national and/or local regulations to this respect.
- The boiler drain must not be located above a window, entry door or other public point of access. Bear in mind that boiling water or steam could come out when draining.
- Draining must be done in a downward direction and towards the walls.

WARNING

- Tighten the boiler water connections, taking care not to damage them. Do not force the tube connections excessively, as this could damage the connections and cause leaks.
- Any dirt in the tubes could reduce boiler efficiency and cause it to malfunction.
- Any pipes exposed to the elements or which could freeze in winter must be insulated with suitable insulating material.

CAUTION

Failure to follow the instructions provided in this section will void the warranty and may result in property damage, fire or serious injury.

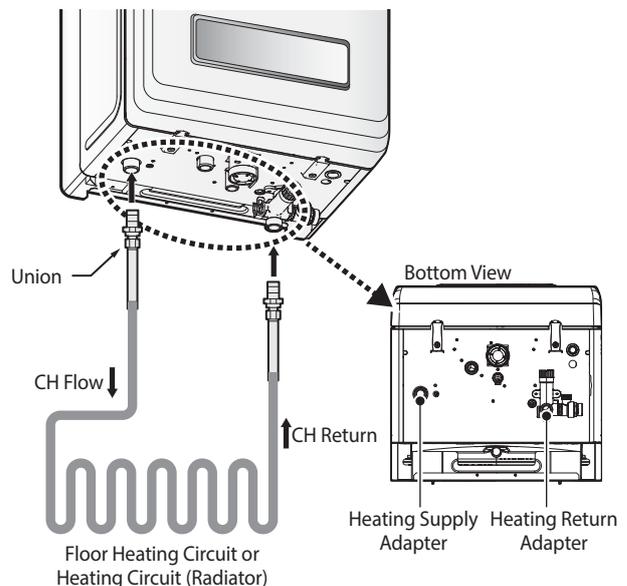
4.1 Installing a Space Heating System

The primary and secondary heat exchangers of the Navien NCB LHWE boiler are designed to attain the highest level of heat transfer in a compact design. To accomplish this, the heating water flows through a series of tubes (secondary heat exchanger) and finned tubes (primary heat exchanger), designed to maximise the heat transfer area. To maintain the efficient and reliable operation of the heat exchangers, and to avoid heat exchanger failure, it is critical to ensure the rules and guidelines in this section are followed.

CAUTION

- The installation must be made by sufficiently qualified technicians, authorised to do so.
- For correct installation, all the requirements and recommendations described in the Regulation for Heating Installations in Buildings (RITE) must be complied with, together with all other national and/or local regulations applicable at the time of installation.

Refer to the following illustration for a typical heating piping example for the boiler.



When connecting the space heating system, follow these guidelines:

- Tighten the connection valves with care to avoid damage.
- Test the boiler for proper space heating flow and inspect for leaks.

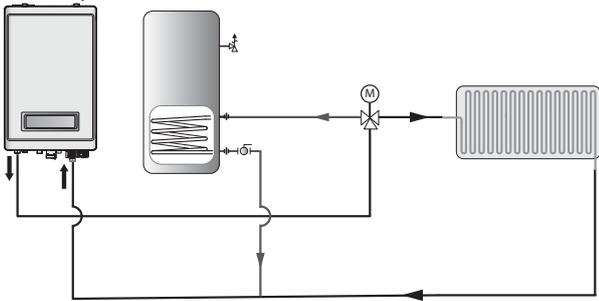
4.2 Installing a System Application

Refer to the following examples to properly implement a system for space heating, DHW supply, or both. These examples are provided to suggest basic guidelines when you installing the boiler system. However, the actual installation may vary depending on the circumstances, local building codes or regulations.

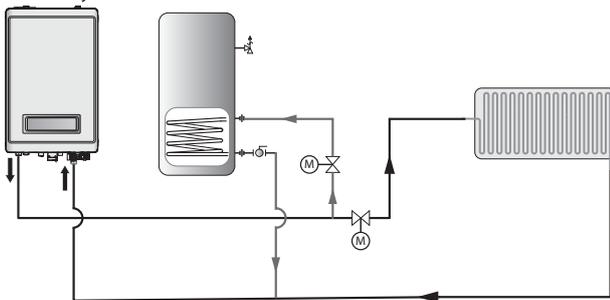
! CAUTION

- The installation must be made by sufficiently qualified technicians, authorised to do so.
- For correct installation, all the requirements and recommendations described in the Regulation for Heating Installations in Buildings (RITE) must be complied with, together with all other national and/or local regulations applicable at the time of installation.

Y Plan Layout



S Plan Layout



Note Refer to the “7. Setting the DIP Switches” and “11.5 Setting the Parameters” to control the boiler using the external CH Controller and DHW Tank.

When installing the system, follow these guidelines:

- Use only pipes, fittings, valves, and other components (such as solder), that are approved for use in potable water systems.
- Tighten the connection valves with care to avoid damage.
- The external hydraulic bypass valve is required.
- An additional expansion vessel must be installed to the system in the central heating return.

4.3 Connecting the Condensate Drain Line

The Navien NCB LHWE boiler creates condensation when it operates. This condensation has an acidic pH of 3-5. Follow all local codes and regulations when disposing of condensate from the boiler. We recommend draining the condensate into a laundry tub, as the alkali in laundry detergent will neutralise the acid in the condensate. However, other suitable waste drain locations may be used according to the local legislation.

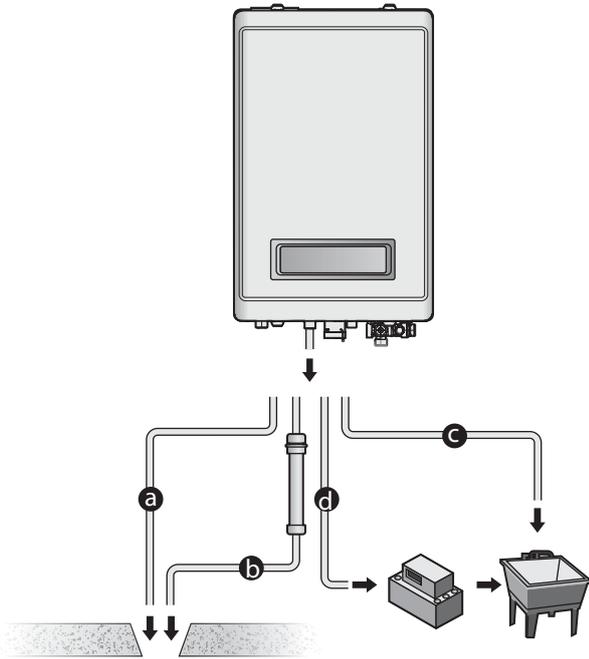
! CAUTION

- Do not cap or plug the integrated condensate line. If prevented from draining, condensate can damage the boiler.
- The condensate line must have a negative slope to drain properly.

The requirements recommended for the condensate drain line installation are as follows:

- For correct condensate drain line installation, the tube must have a minimum diameter of $\varnothing 22$ mm.
- The tube must be made of a material that can withstand corrosion, e.g. PVC, PVC-U, ABS, PVC-C or PP. It must not be made of metal.
- For safety reasons, the end of the tube must be as close as possible to the draining point.
- When the condensate drainage is connected to a general drain network inside the building, the effects of overpressure that could occur inside it must be taken into account, installing suitable pressure release and ventilation elements.
- The length of the tubes outside the building must be as short as possible. They must also be installed with as much tilt as possible. The tubes must be insulated if they are exposed to extremely cold weather or blizzards. If the tubes are not insulated, they must have a diameter of at least $\varnothing 32$ mm.
- The drain tube must have a minimum tilt of 2.5° downstream of the boiler.
- For tubes with $\varnothing 22$ mm, the maximum permitted length is 3 metres.
- If the appliance is installed in a non-heated premises, the tube system must be treated as if it was an outdoor installation.
- To prevent the risk of tripping, the outdoor tubes must be fixed to the walls.

Before connecting the condensate drain, choose one of the following disposal options:



- a. From the boiler directly into an external drain.
- b. From the boiler, through a neutralizing agent, and then into an external drain.

Note If you choose this option, the neutralizing agent must be replaced periodically. Depletion of the neutralising agent will vary, based on the usage rate of the boiler. During the first year of operation, the neutralizer should be checked every few months for depletion and replaced as needed.

- c. From the boiler into a laundry tub.

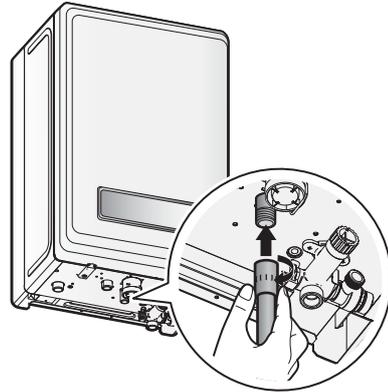
Note The bottom of the boiler must be higher than the top of the laundry tub to use this option. The condensate line must have a negative slope to drain properly.

- d. From the boiler into a condensate pump, and then into a laundry tub.

Note A pump can be used when there is a long distance between the boiler and the laundry tub or when the bottom of the boiler is lower than the top of the laundry tub.

To connect the condensate drain:

1. Connect a drain line to the 13 mm fitting at the bottom of the boiler.
Use only corrosion-resistant material for the drain line, such as PVC or CPVC. Do not reduce the size of this fitting or the drain line to less than 13 mm.



2. Place the free end of the drain line into an appropriate drain.
3. If you are using a condensate pump, ensure that the pump allows for up to 3.78 LPH of drainage for each boiler in the system.
4. If you are not using a condensate pump, ensure that the drain line is pitched downward at a minimum slope of 6 mm per 30 cm.

Note Water must be poured into the exhaust connection to fill the condensate trap.

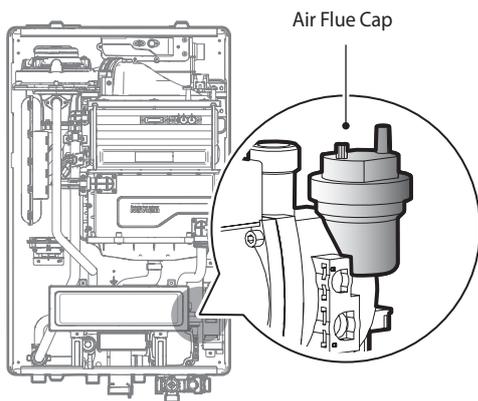
4.4 Pressure Relief Valve

The requirements recommended for the pressure relief valve are as follows:

- The pressure relief valve is calibrated to be activated at a maximum pressure of 3 bar, and all the pipes and connections must therefore be able to withstand pressures of up to 3 bar.
- Connect the pressure relief valve drain to a tube with a diameter of at least Ø15 mm. It must tilt in a downstream direction throughout its entire length, and the water must run off to a suitable drain. It must be positioned so as not to cause damage to cabling, electrical equipment or persons.
- The drain must not be located above a window, entry door or any other public access point. Bear in mind that boiling water or steam could come out when draining.

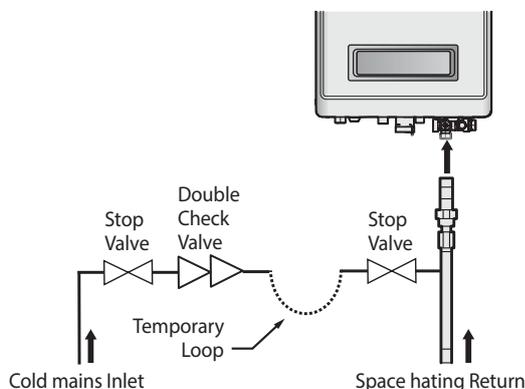
4.5 Filling the system

Before filling the boiler pipes, pull up the air flue cap to allow the pipes to fill properly. Press the cap back in when the pipes are full.



Note Ensure that the flue cap is fitted before testing or operating the system.

Refer to the following illustration for system fill.



- Note**
- The system must be filled with approved equipment and comply with all regulations for system fill.
 - To perform an air purge after initially filling the boiler pipes, the pump will run for 5 minutes and 20 seconds. The boiler will operate normally after performing an air purge.

4.6 Testing the Water System

WARNING

Ensure that the boiler is full of water before firing the burner. Operating the unit without filling it will damage the boiler. Such damage is not covered by the warranty, and may result in property damage or severe personal injury.

Perform a fill test after installing the boiler's water system to make sure that the system has been installed properly. Follow the instructions below to perform a fill test on the water system.

1. Close the manual air flues and the boiler drain valve.
2. Fill the boiler. The correct pressure will vary with each application.
3. If the pressure is lower than the minimum pressure set (1 bar by default), error code E02 will appear on the display.
4. Fill the boiler with more water until the error message disappears.
5. At initial fill and during boiler start-up and testing, check the system thoroughly for leaks. Repair any leaks before proceeding further.

WARNING

Eliminate all system leaks. The continual introduction of fresh makeup water will reduce boiler life. Minerals can build up in the heat exchanger, reducing heat transfer, overheating the heat exchanger and causing heat exchanger failure.

CAUTION

Before operating the boiler for the first time, ensure that the boiler system is filled with water. Purge the air inside the system to avoid damage to the boiler.

5. Connecting the Gas Supply

WARNING

- If a gas type other than the one specified on the boiler reference plate is used, it could cause a fire or even an explosion.
- It is important to ensure that the gas supply is suitable for the type and capacity of the boiler.
- Thoroughly check the seal and draining of the entire installation, as a gas leak could cause serious damage.

DANGER

- Gas leaks can cause explosions resulting in serious personal and material damage.
- Keep all doors and windows open while you are bleeding the gas pipes and put out any cigarettes, flames or other possible source of ignition.

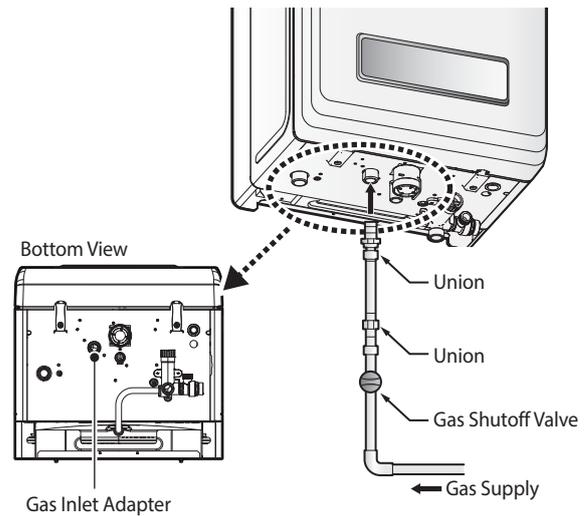
For the installation of any type of gas, the installer must be authorised by the Ministry of Industry and strictly follow the applicable Gas Regulations. The gas installation must comply with the Gas Installation Regulation.

However, the following recommendations must be complied with, at the least:

- Before installing the gas pipes, check the type of gas is compatible with the boiler.
- Check that the gas meter in the home can measure the rate of gas supply required.
- The gas pipe diameter is not determined by the boiler connection. It should be calculated in accordance with its length and consequently its pressure drop.
- The pipes must be directly connected to the main gas supply pipe, not connected in parallel to other gas appliances.
- Check there are no leaks from the installation.
- The gas supply company is solely responsible for connecting the gas meter to the gas installation.

To connect the gas supply:

1. Connect the gas supply pipe to the connection located on the underside of the appliance.
2. After completing the gas installation, check there are no leaks and bleed the air from all the pipes, following the procedures described in the applicable standards to this respect.



5.1 Gas Pipe Material

WARNING

The boiler must be left running for 10 minutes before checking the gas pressure, to obtain thermal equilibrium.

The gas installation pipes must be made of suitable materials and comply with the applicable legislation to this respect.

The gas connection must be made using a rigid pipe, inserting a shut-off valve between the boiler and the pressure regulator.

All the pipes must be suitably fixed in place.

5.2 Propane Gas Installations (LPG)

DANGER

- Thoroughly check the seal and the drainage of the entire installation, as a gas leak could cause serious damage.
- If a propane-fired boiler is installed in an interior room or compartment underground, one side of the building must be open to the exterior.
- If a gas tank is used, it must be installed in a cool, shaded place away from direct sunlight. It must also be thoroughly secured to prevent it from tipping over, which could cause an explosion.

If the boiler is used with propane, a gas regulator suitable for this type of gas must be installed. The connection and installation must be made in accordance with the applicable regulations and standards at the time of installation.

Note The output pressure of the pressure regulator must be in accordance with Standard EN 437.

5.3 Measuring the Inlet Gas Pressure

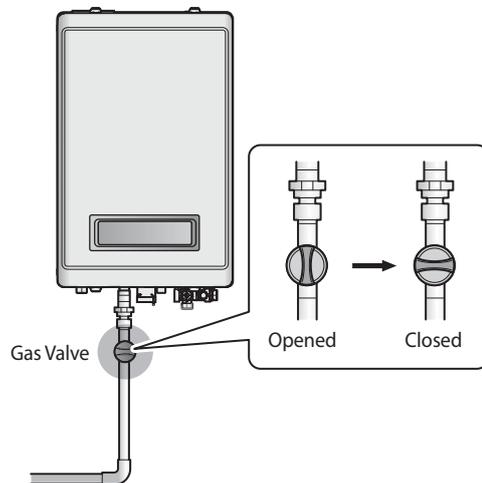
WARNING

The boiler cannot function properly without sufficient inlet gas pressure. Measuring the inlet gas pressure should be performed by a licensed professional only.

The inlet gas pressure must be maintained between 17 mbar and 25 mbar for natural gas and between 25 mbar and 35 mbar for liquefied propane.

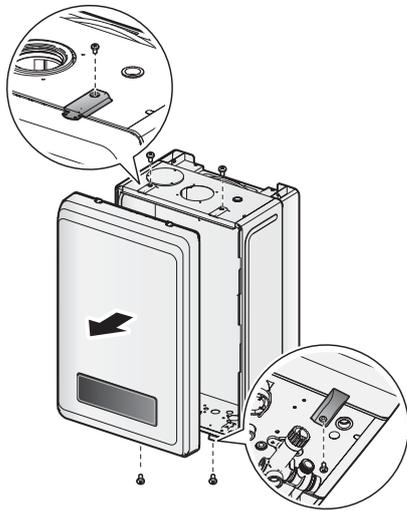
To measure the inlet gas pressure:

1. Shut off the manual gas valve on the gas supply line.



2. Open a hot water faucet. The boiler should turn on and the gas in the gas supply line will be purged.

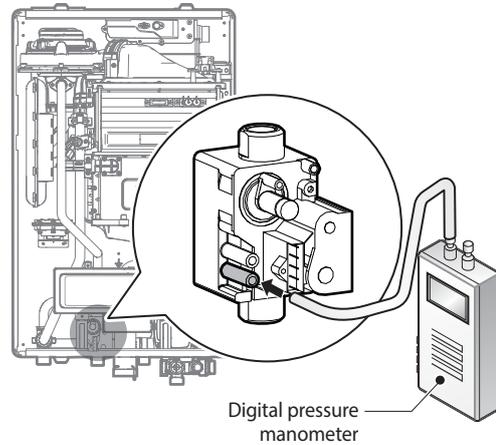
3. Leave the faucet on until the boiler shuts down due to a lack of gas supply, and then turn off the hot water faucet.
4. Remove the front cover by loosening the 4 Phillips head screws securing it to the case.



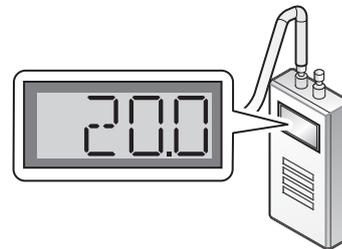
! CAUTION

Ensure that no cables are in the way before folding down the PCB assembly. If the assembly is stuck, do not force it. Doing so may damage the cables and result in serious malfunctions. Check again to ensure that no cables or any other parts are in the way before you proceed.

5. Loosen the screws indicated in the figure below and connect a manometer to the pressure port. Reset the manometer to zero before use.



6. Re-open the manual gas valve and check for leaks.
7. Open multiple fixtures that have high flow rates, such as bathtub and shower faucets, to ramp the boiler up to its maximum firing rate.
8. When the boiler reaches its maximum firing rate, check the inlet gas pressure reading on the manometer. The gas pressure must fall within the ranges specified on page 8.



6. Flue System

WARNING

Improper flue of the boiler can result in excessive levels of carbon monoxide, which can lead to severe personal injury. Flue should be performed only by a licensed professional.

No specific ventilation is required in the room the boiler is installed in. If it is installed in a cupboard or compartment, no specific ventilation is required, providing the aforementioned dimensions are observed. The requirements and recommendations stipulated in the Regulation for Heating Installations in Buildings (RITE) and any other applicable legislation in this field must be observed.

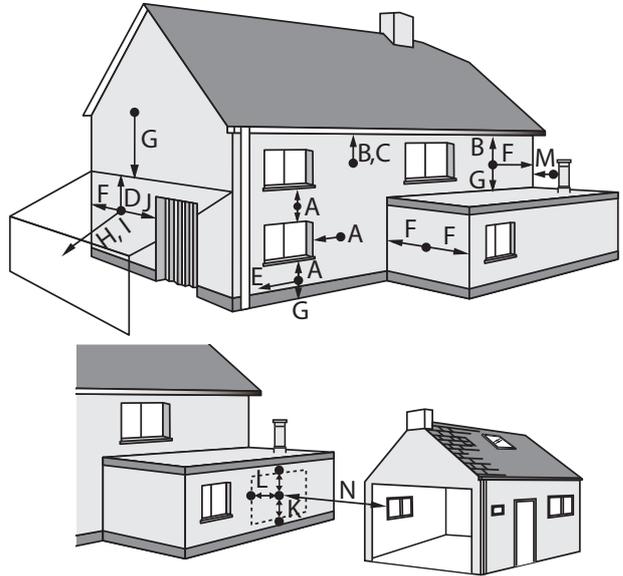
6.1 Flue Terminal Positions

CAUTION

- The terminal must be fitted with suitable protection if it is less than 2 m from a balcony, on a flat roof or surface that could be accessed by people.
- The wall that the gas removal and air intake ducts are fixed to must not be made of combustible or flammable materials. The wall that the end of the duct passes through must lead to the outside of the home. There must be no hazardous materials or obstructions near the duct.
- If the outlet passes through a wall made of combustible material the end terminal must be covered with at least 20 mm of incombustible material and must maintain a distance of at least 50 mm from any flammable material.
- The parts connecting the flue outlet must be correctly joined using sealing gaskets. Ensure that there are no leaks from any part of the removal circuit.
- Switch off the boiler and wait for the pipes to cool down before cleaning the gas removal and air intake ducts.
- The gas removal and air intake ducts must be protected from snow accumulation.

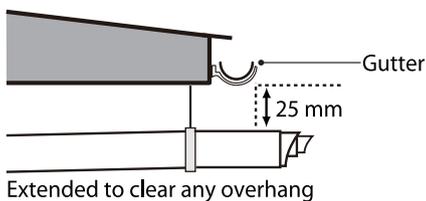
The installation of the flue exhaust and combustion air intake system must be calculated and made by sufficiently qualified and authorised staff. On designing and mounting the installation, all national and local regulations, standards and stipulations applicable at the time of installation must be taken into account.

The minimum distances between the flue exhaust terminal and the building elements must comply with those shown in the following table:



Terminal Position		Minimum Distance (mm)
A	From openings (e.g. doors, windows, ventilation grilles)	300
B	Under a cornice	200
C	Under a gutter or drainpipes	75
D	Under a balcony or car port roof	200
E	From vertical drainpipes	150
F	From internal and external corners of the building	300
G	From the ground, roof and balconies	300
H	When no other outlet is installed	600
I	From the wall with the pipe to the front wall	1200
J	From openings (e.g. doors, windows) under the roof	1200
K	Vertically from a flue	1500
L	Horizontally from a flue	300
M	Vertical flue clearance (Non combustible building material)	500
N	From a front surface with openings	2000

- Note**
- For vertical ducts, the outlet must be at least 60 cm from any opening.
 - The dimensions (B, C, D, and E) may be reduced to 25 mm, as long as the flue terminal is extended to clear any overhangs.



6.2 Selecting a Flue System

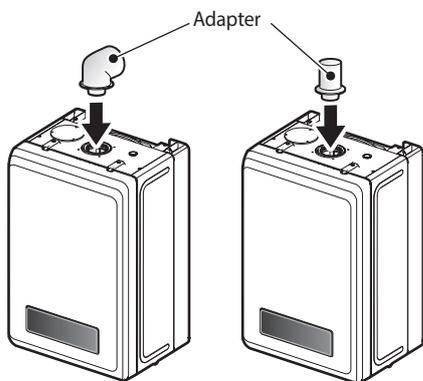
! WARNING

- The gas removal ducts must not be in contact with or near flammable materials and they must not pass through any structures or walls of buildings made of such materials.
- If you replace the boiler, the old gas removal system must be replaced by a new one.
- The standard flue must be installed level. If flue extensions are needed, they must have a 3 degree fall back to the appliance.

The fume extraction connection depends on the type of system chosen (coaxial removal system or dual duct removal system). Carefully follow the instructions given below:

Coaxial System

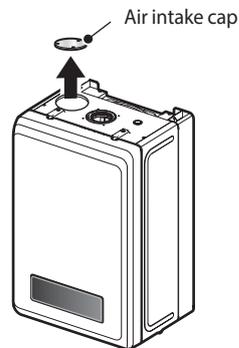
For coaxial system, fit the components as shown in the figure:



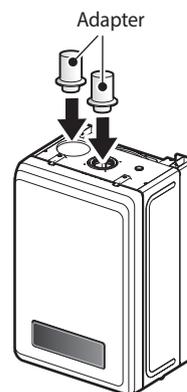
Dual Duct System

For dual duct system, fit the components as shown in the figure:

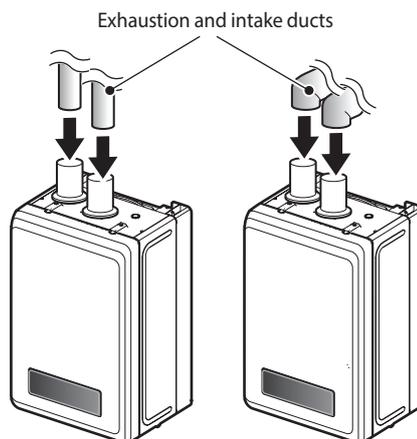
1. Remove the air intake cap.



2. Connect the corresponding adapters to the boiler (the gas removal and air intake adapters).



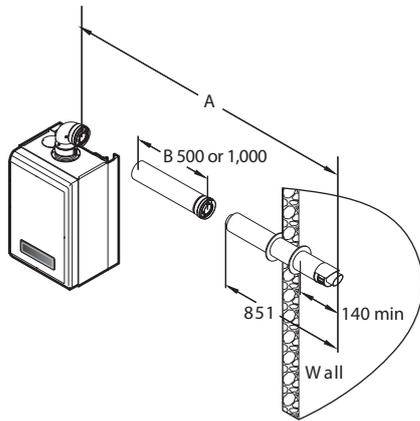
3. Connect the gas removal and intake ducts.



6.3 Coaxial Systems

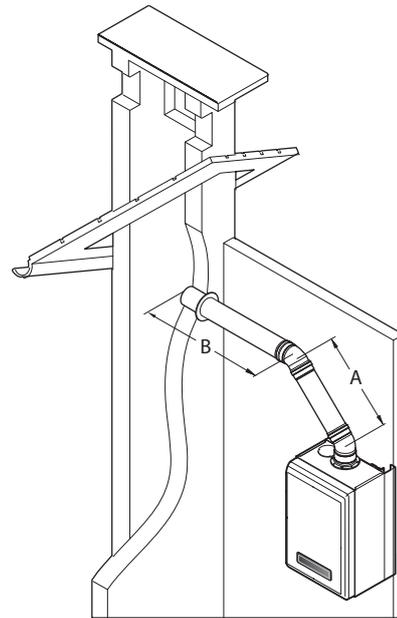
6.3.1 Horizontal Coaxial Removal (Type C₁₃)

Standard Removal System



Ø60/100 => Max. length: A=20 m

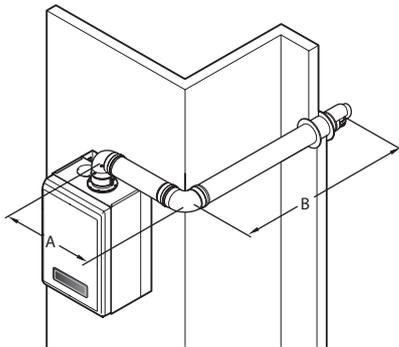
Ø80/125 => Max. length: A=68 m



Ø60/100 => Max. length: A+B-(1 x 45°elbow) = 20-1 = 19 m

Ø80/125 => Max. length: A+B-(1 x 45°elbow) = 68-1 = 67 m

Extended Removal System



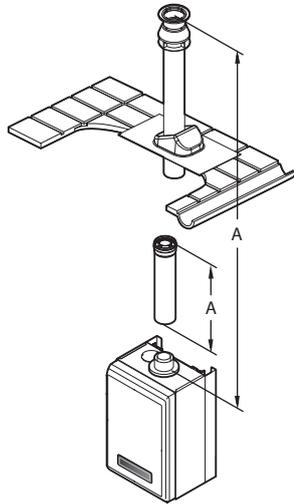
Ø60/100 => Max. length: A+B-(1 x 90°elbow) = 20-1.3 = 18.7 m

Ø80/125 => Max. length: A+B-(1 x 90°elbow) = 68-2.2 = 65.8 m

Pipe Diameter (mm)	Maximum Length (m)	Elbow	Equivalent Length (m)
Ø60/100	20	45°	1.0
		90°	1.3
Ø80/125	68	45°	1.0
		90°	2.2

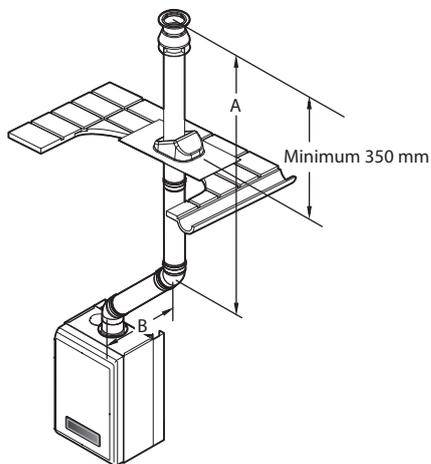
6.3.2 Vertical Coaxial Removal (Type C₃₃)

Standard Removal System



Ø60/100 => Max. length: A=21 m
 Ø80/125 => Max. length: A=70 m

Extended Removal System



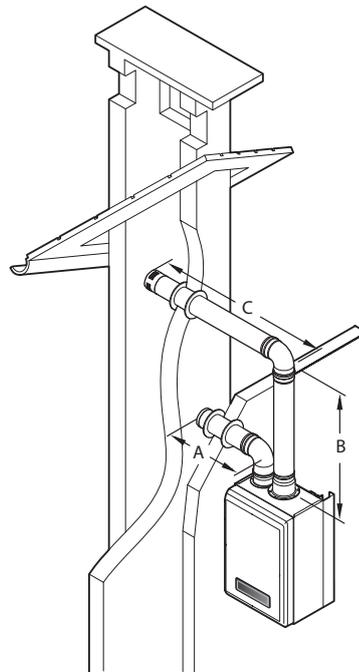
Ø60/100 => Max. length: A+B-(1 x 45°elbow) = 21-1 = 20 m
 Ø80/125 => Max. length: A+B-(1 x 45°elbow) = 70-1 = 69 m

Pipe Diameter (mm)	Maximum Length (m)	Elbow	Equivalent Length (m)
Ø60/100	21	45°	1.0
Ø80/125	70		

6.4 Dual Duct Systems

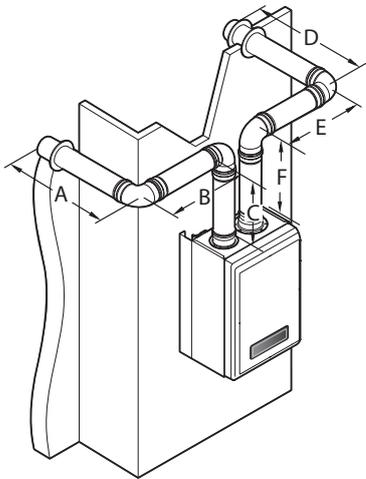
6.4.1 Horizontal Dual Duct Removal (Type C₅₃)

Standard Removal System



Ø80/80 => Max. length: A+B+C-(1 x 90°elbow) = 110-2.2 = 107.8 m

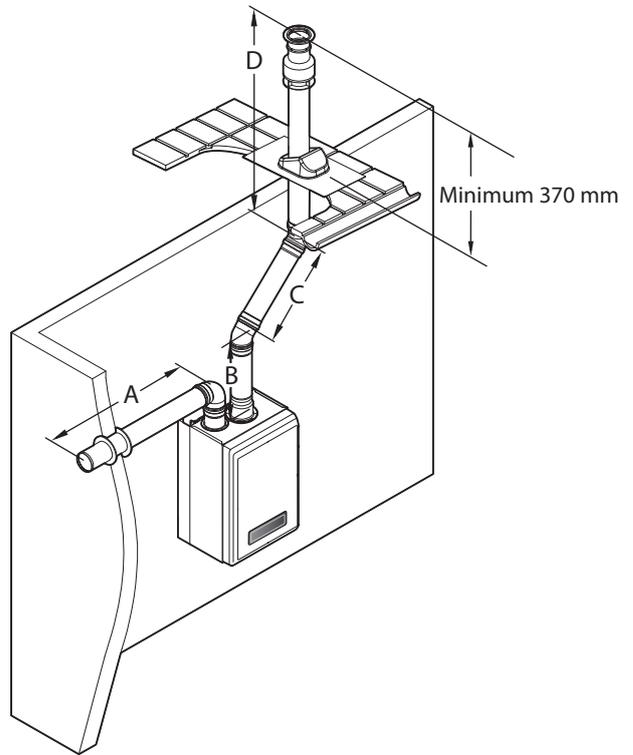
Extended Removal System



Ø80/80 => Max. length: $A+B+C+D+E+F-(4 \times 90^\circ \text{elbow}) = 110-(4 \times 2.2) = 101.2 \text{ m}$

Pipe Diameter (mm)	Maximum Length (m)	Elbow	Equivalent Length (m)
Ø80/80	110	90°	2.2

6.4.2 Vertical Dual Duct Removal (Type C₈₃)



Ø80/80 => Max. length: $A+B+C+D-(2 \times 45^\circ \text{elbow}) = 110-(2 \times 1.4) = 107.2 \text{ m}$

Pipe Diameter (mm)	Maximum Length (m)	Elbow	Equivalent Length (m)
Ø80/80	110	45°	1.4

6.5 Measuring Flue Length

The gas removal and air intake systems may be oriented in any direction (north, south, east or west). Some special components such as elbows are used to help reach certain positions. Each removal terminal kit includes an adapter for connection to the boiler and a removal terminal.

The total length of the tubes must not exceed the maximum value defined. If the removal installation includes elbows while calculating the total length you must take into account that each elbow has a resistance equal to a specific linear Leq equivalent length (see table).

There are two different types of terminals (horizontal and vertical), for both the coaxial removal system and the dual duct removal system.

Carefully study the diagrams representing the different types of removal and select the one that best suits the conditions of your installation. To choose the removal accessories required for each installation, see the list of accessories on the Navien price list.

Maximum Total Length

Type	Pipe Diameter (mm)	Orientation	Maximum Length (m)
Coaxial	Ø60/100	Horizontal	20
		Vertical	21
	Ø80/125	Horizontal	68
		Vertical	70
Dual Duct	Ø80/80	Horizontal	110
		Vertical	

Equivalent Length of Elbows and Adapters

Type	Pipe Diameter (mm)	Elbow	Equivalent Length (m)
Coaxial	Adapter Ø60/100 -> Ø80/125	-	0.5
		Ø60/100	45°
	90°		1.3
	Ø80/125	45°	1.0
		90°	2.2
	Dual Duct	Ø80/80	45°
90°			2.2

6.6 Terminating the Flue

Before installing the boiler, determine what type of flue termination is appropriate for the installation location and situation. The subsections that follow describe some typical flue configurations.

CAUTION

Minimum Clearance to Metering devices and Relief equipment. Maintain a minimum horizontal clearance of 1.22 m from electric meters, gas meters, regulators, and relief equipment. Do not install the boiler above or below electric meters, gas meters, regulators, or relief equipment unless a 1.22 m horizontal clearance is maintained.

7. Setting the DIP Switches

CAUTION

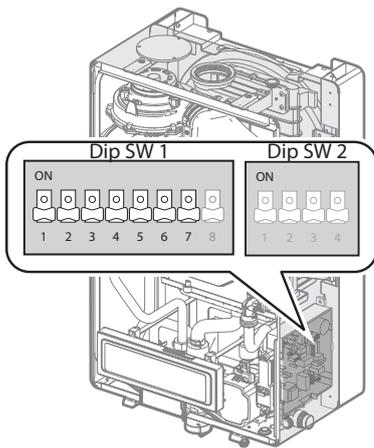
Do not remove the front cover unless the power to the boiler is turned off or disconnected. Failure to do so may result in electric shock.

The boiler has 2 sets of DIP switches on the main circuit board (PCB) and 1 set of DIP switches on the front panel. DIP switches are used to control the functionality of the boiler. Set the DIP switches appropriately, based on the installation environment.

7.1 PCB DIP Switches

Dip Switch 1 (Set of 8)

The DIP SW 1 on the circuit board configures operation status, boiler model/capacity, burner type, and country.



Switch	Function	Setting		
1 & 2	Operation Status	Normal Operation	1-OFF, 2-OFF	
		20/23/28 LHWE	MIN	1-OFF, 2-ON
		33LHWE	1-stage MIN	1-ON, 2-ON
		20/23/28 LHWE	Heating MAX	
	33LHWE	Heating 2-stage MAX		
3 & 4	Capacity	20LHWE	3-OFF, 4-OFF	
		23LHWE	3-ON, 4-OFF	
		28LHWE	3-OFF, 4-ON	
		33LHWE	3-ON, 4-ON	
5	Burner Type	Bekaert	5-OFF	
6 & 7	Country	Europe	6-OFF, 7-OFF	
8	Boiler Type	Combi	8-OFF	
		System	8-ON	

Dip Switch 2 (Set of 4)

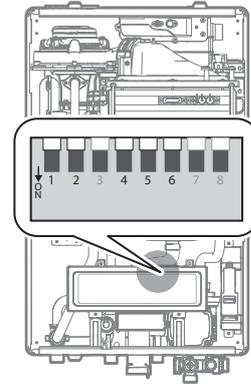
The DIP SW 2 on the circuit board configures the external DHW tank.

Switch	Function	Setting	
1	DHW Tank	Used	1-ON
		Unused	1-OFF

7.2 Front Panel DIP Switches

Dip Switch (Set of 8)

The DIP SW on the front panel configures the fuel selection, source of the heat demand, and temperature control standard.



Switch	Function	Setting	
1 & 2	Fuel Selection	G20 (LNG)	1-OFF, 2-OFF
		G25, G27(LNG)	1-OFF, 2-ON
		G30 (LPG)	1-ON, 2-OFF
		G31 (LPG)	1-ON, 2-ON
4 & 5	Heat Demand	Panel	4-OFF, 5-OFF
		OpenTherm Remote Control	4-ON, 5-OFF
		Room Stat	4-OFF, 5-ON
		230 VAC Room Stat (System boiler only)	4-ON, 5-ON
6	Temperature Control Standard	Supply Water	6-OFF
		Return Water	6-ON

8. Connecting Electrical Supplies

WARNING

Improperly connecting the electrical supplies can result in electrical shock and electrocution. Follow all applicable electrical codes of the local authority having jurisdiction. Connecting the electrical components should be performed only by a licensed professional.

DANGER

- You must ensure that the boiler is disconnected from the electrical supply before carrying out any servicing inside the boiler and, particularly, on the electric terminal strips.
- If the electrical supply is connected electrical contact could occur, causing serious damage due to electrocution.

CAUTION

Label all wires before disconnecting them when you work on the controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

The boiler electrical connections must be made by sufficiently qualified staff in strict compliance with the sections below and with any electrical safety regulations applicable at the time of installation.

Note The NCB LHWE boiler has an electrical protection degree of IPX5D. The electrical connection must be made via a bipolar switch located on the same premises as the boiler. The switch must have a minimum pole separation of 3 mm.

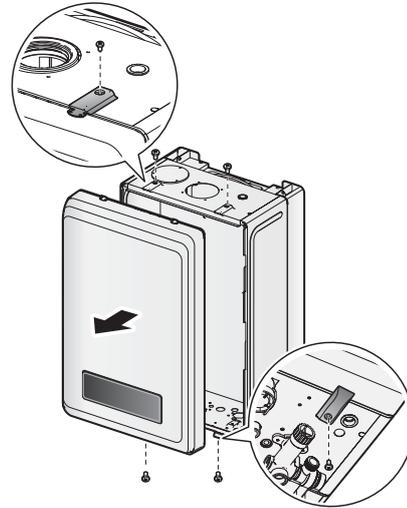
8.1 Accessing the Terminal Blocks

The terminal blocks 1 and 2 of the NCB LHWE boiler are located inside the boiler. The terminal block 1 is located to the right of the panel and the terminal block 2 is located below the front panel.

To access the terminal blocks 1 and 2, follow the steps below carefully:

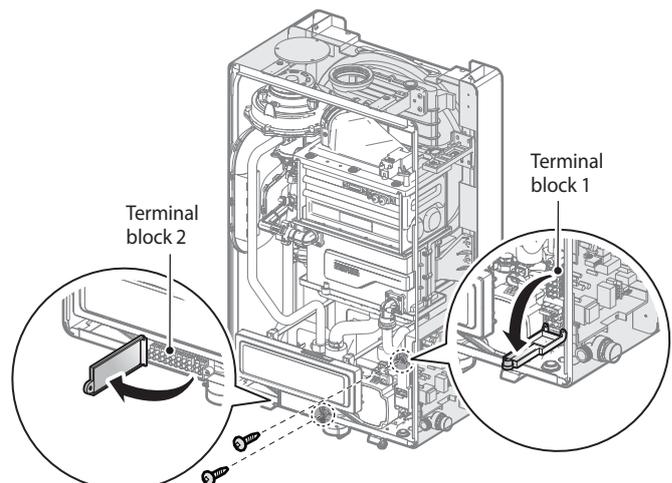
1. Turn off the power supply to the boiler.

2. Remove the boiler's front cover by loosening the four screws securing it to the case.



- Note**
- Before connecting the cables to the corresponding connector terminals, it is essential to thread them through the cable glands located on the underside of the boiler.
 - While threading the cables and making the connections, take special care that no pieces of cable fall onto the electrical connections or electronic cards.
 - Make sure you have tightened the cables sufficiently. It is essential for the boiler to be grounded.

3. Refer to the following illustration and remove the fix screws to access the terminal blocks.



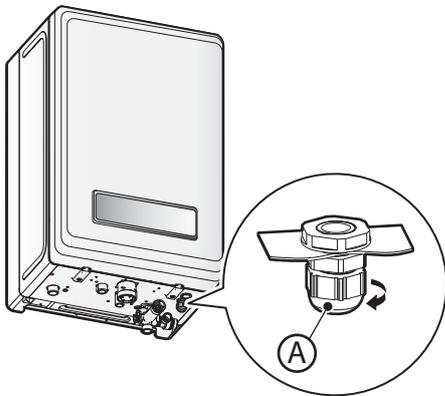
8.2 Connecting the Power Supply Cables

To correctly establish the boiler's electrical connection, follow the indications given in the figure and the indications on the identification label for the terminal strip connections.

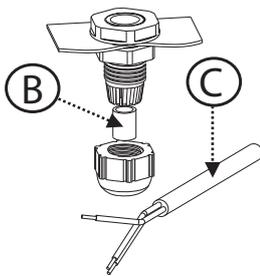
DANGER

Disconnect the main electrical supply before beginning any work and make sure all the necessary safety precautions are taken into account.

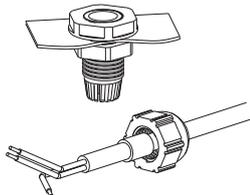
1. Remove the cap "A" from the cable gland on the underside of the boiler.



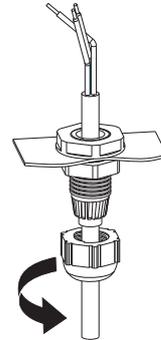
2. Remove the black silicon seal "B" from the cable gland and thread it onto cable "C".



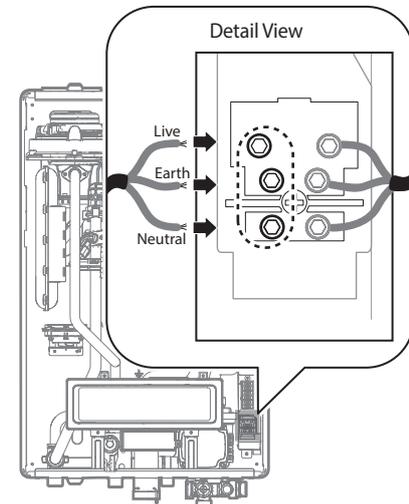
3. Insert cable "C" into the lid "A" together with the seal "B".



4. Insert all these elements in the cable gland and press on the lid "A" until the cable is sufficiently fixed in place and the unit is sealed.



Note The boiler must be connected to the supply terminals, which are clearly indicated on the left side of the PCB, via the cable supplied with the boiler for this purpose.



8.3 Setting the DIP Switches and Parameters for the Terminal blocks 1 and 2

The DIP SW on the front panel that configures source of the heat demand is listed in the following table.

Switch	Function	Setting	
4 & 5	Heat Demand	Panel	4-OFF, 5-OFF
		OpenTherm Remote Control	4-ON, 5-OFF
		Room Thermostat	4-OFF, 5-ON
		230 VAC Room Stat	4-ON, 5-ON

The DIP SW 2 on the circuit board that configures the external DHW tank is listed in the following table.

Switch	Function	Setting	
1	DHW Tank	Used	1-ON
		Unused	1-OFF

The parameters for the DHW Control mode are listed in the following table.

Display	Description
	Cylinder Temp Sensor
	Cylinder Stat

Note For more information, Refer to the “7. Setting the DIP Switches” and “11.5 Setting the Parameters” to control the boiler using the external CH Controller and DHW Tank.

8.4 Terminal block 1 Connection

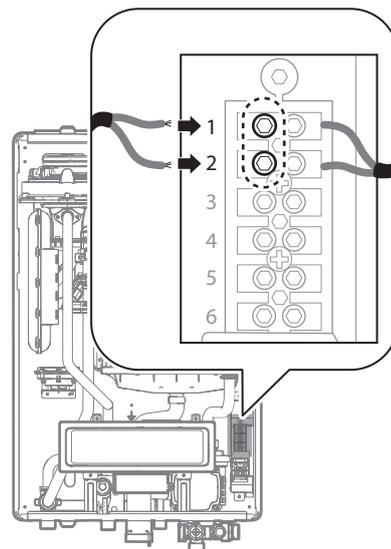
The terminal block 1 is located to the right of the panel. Power supply, room thermostat, OpenTherm, and the outdoor temperature sensor may be connected to the terminals of the terminal block 1.

CAUTION

The terminal block 1 provides low-voltage connections only. Do not connect external devices that require 230 VAC power source.

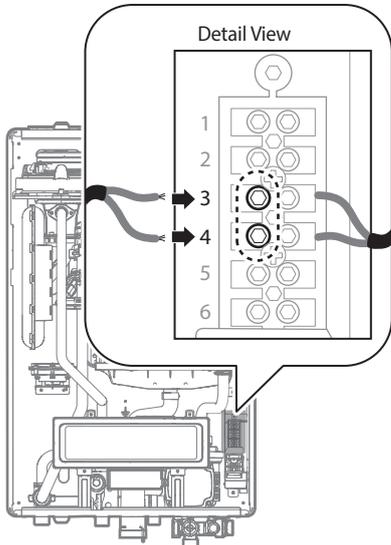
8.4.1 Connecting the Room Stat or OpenTherm

The boiler is designed to be connected to a Room Stat or OpenTherm. The Room Stat or OpenTherm cables are to be connected to the terminals 1 and 2 of the terminal block 1.



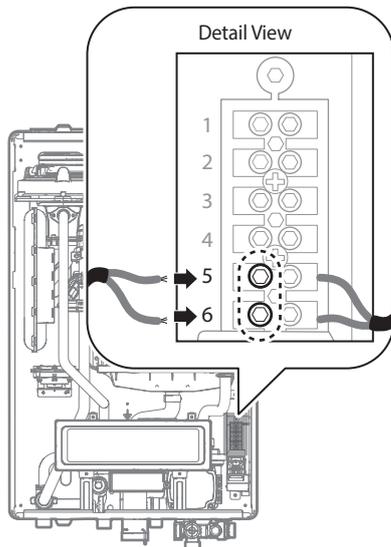
8.4.2 Connecting the Cylinder Stat

The boiler is designed to be connected to a Cylinder Stat. The thermostat cables are to be connected to the terminals 3 and 4 of the terminal block 1.



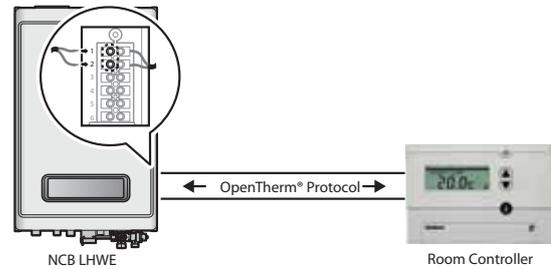
8.4.3 Connecting the Outdoor Temperature Sensor

The boiler is designed to be able to function with an outdoor temperature sensor. The sensor cables are to be connected to the terminals 5 and 6 of the terminal block 1.



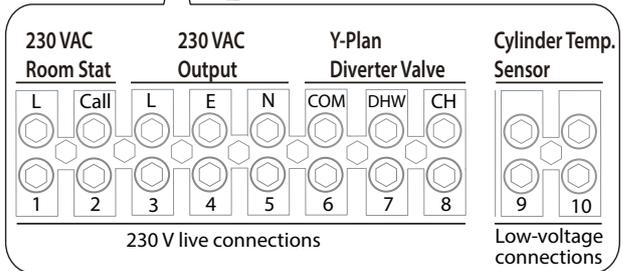
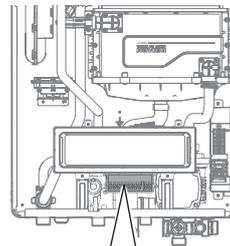
8.4.4 OpenTherm® Protocol

OpenTherm® is an industry standard modulating control available from several control manufacturers and the NCB LHWE boiler has an OpenTherm® interface. This enables our modulating range of OpenTherm® room controls to be connected without any further modifications.



8.5 Terminal block 2 Connection

The terminal block 2 is located below the front panel. External devices powered by 230 VAC, such as a room stat and diverter valve, may be connected to the terminals 1-8, and the terminals 9 and 10 provide a low-voltage connection for a cylinder temperature sensor. Refer to the following illustration for details of the terminal block 2.



⚠ CAUTION

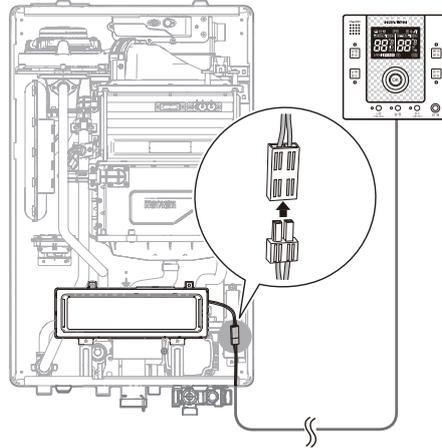
- 230 VAC live voltage runs at terminals 1-8. Before connecting devices to the terminal, ensure that the rated voltage of the devices match the terminal specifications.
- Terminals 9 and 10 provide a low-voltage connection for a cylinder temperature sensor.

9. Wiring Examples for Different Applications

9.1 Connecting the Navien Smart Room Controller (Optional)

Instead of using your boiler with a generic room thermostat, you can connect the Navien Smart Room Controller (NR-35D) to the boiler and benefit from various additional features and more efficient control of the heating system using a mobile device.

As the Navien NCB series boiler has a dedicated connector for the Navien Smart Room Controller on the back of the front panel, terminal connection at the terminal block is not required. Simply connect the Navien Smart Room Controller cable to the 2-pin connector.

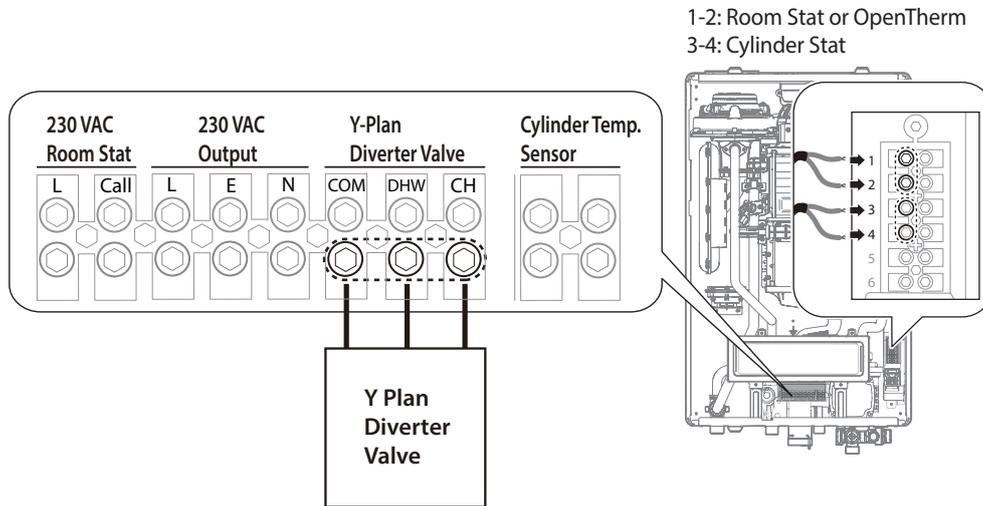


Note

- You need to install an app on your mobile device to control the boiler from your mobile device.
- Refer to the instruction manual that is provided with the Navien Smart Room Controller about the additional features available with the controller.

9.2 Y Plan Applications

9.2.1 Y Plan with Volt Free Room Stat, Cylinder Stat, and Diverter Valve



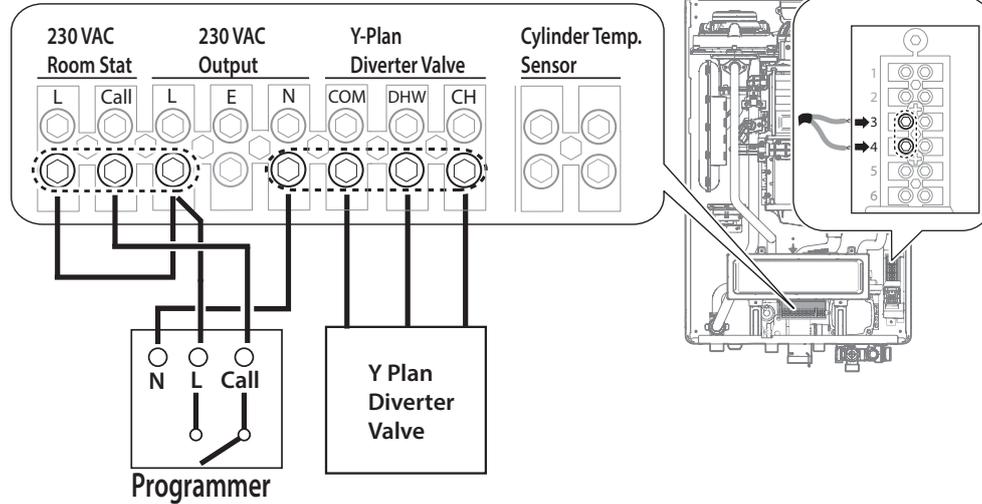
Note Use diverter valves rated at 230 VAC.

! CAUTION

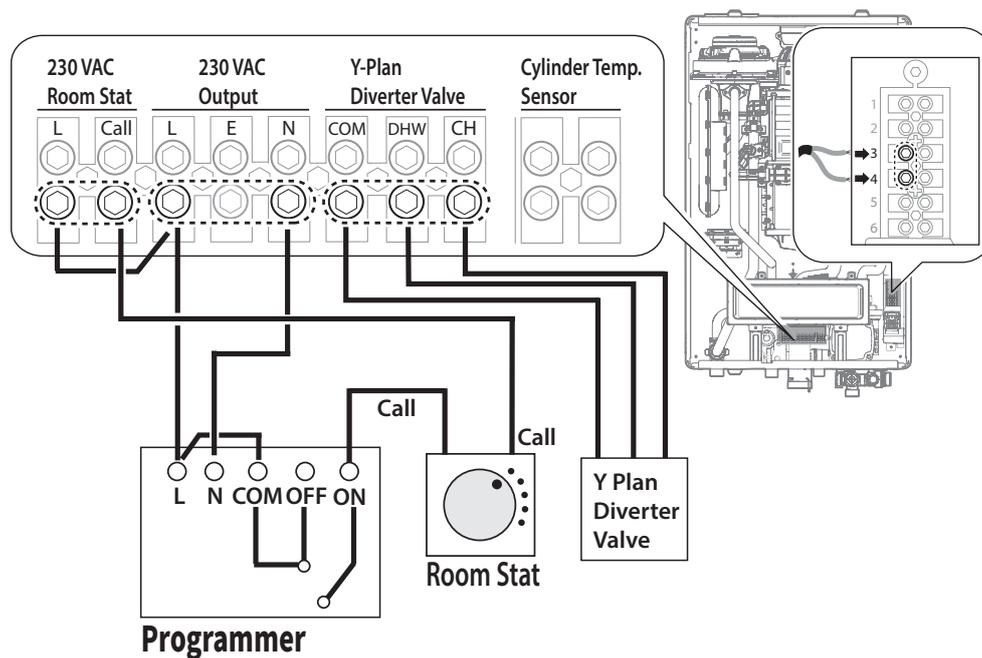
Before connecting devices to the terminals of the terminal blocks 1 and 2, refer to 8. Connecting Electrical Supplies and ensure that the rated voltages of the devices match the terminal blocks 1 and 2 specifications.

9.2.2 Y Plan with 230 V Single Channel Device, Cylinder Stat, and Diverter Valve

Example of a Y plan without a room stat.



Example of a Y plan using a room stat.

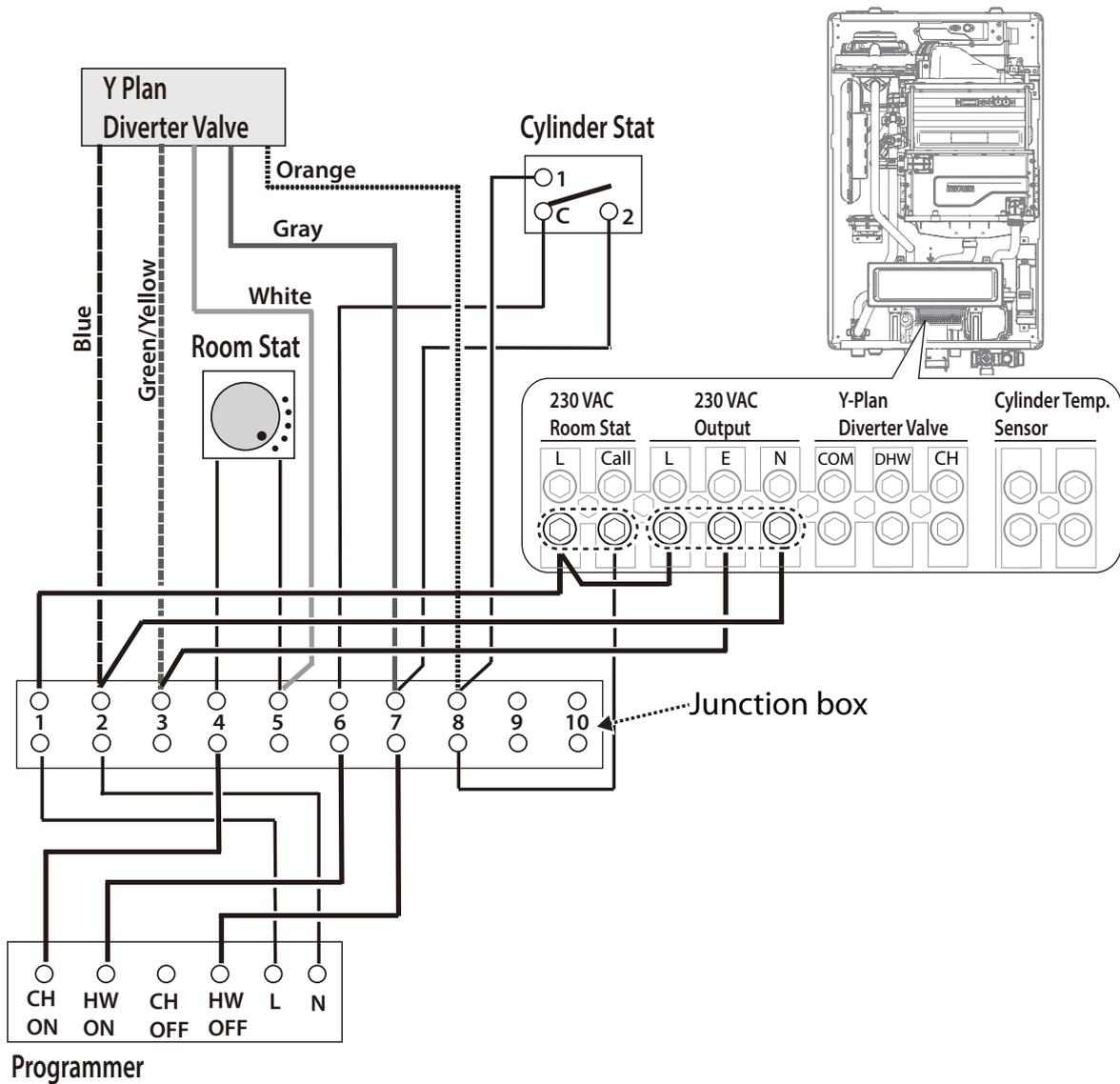


Note Use diverter valves rated at 230 VAC.

! CAUTION

Before connecting devices to the terminals of the terminal blocks 1 and 2, refer to 8. Connecting Electrical Supplies and ensure that the rated voltages of the devices match the terminal blocks 1 and 2 specifications.

9.2.3 Y Plan with 230 V Two Channel Device



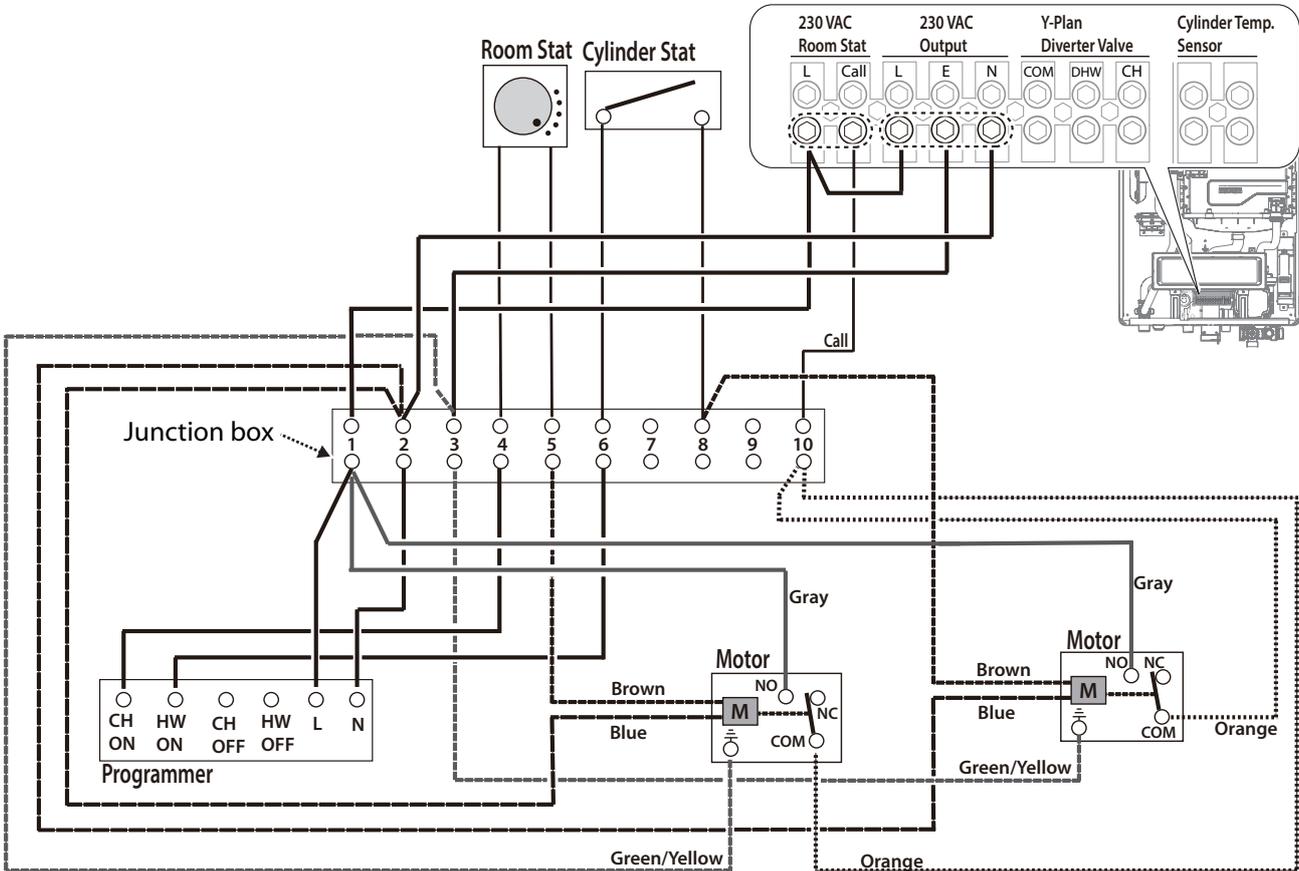
Note Use a junction box to make wiring connections. A junction box is not included in the product.

CAUTION

Before connecting devices to the terminals of the terminal blocks 1 and 2, refer to 8. Connecting Electrical Supplies and ensure that the rated voltages of the devices match the terminal blocks 1 and 2 specifications.

9.3 S Plan Applications

9.3.1 S Plan with 230 V Two Channel Device



Note Use a junction box to make wiring connections. The junction box is not included in the product.

! CAUTION

Before connecting devices to the terminals of the terminal blocks 1 and 2, refer to 8. Connecting Electrical Supplies and ensure that the rated voltages of the devices match the terminal blocks 1 and 2 specifications.

10. Installation Check list

After installing the boiler, review the following checklist. Complete the boiler start-up process by carrying out the checks listed in the table below.

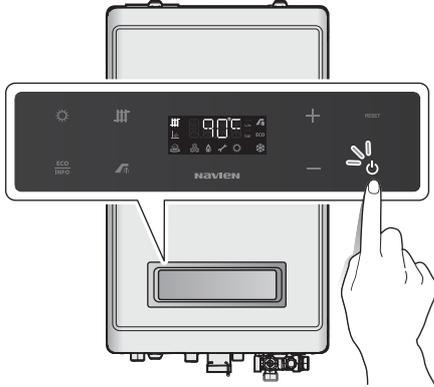
If you have additional questions or need assistance with installation, contact an official Technical Assistance Service (TAS), or refer to the technical support section of Navien's website (www.navien.co.uk).

Check	Value measured	Notes
Check that the boiler is filled with water and check for any leaks in the heating installation.		
Check the gas type. If the reference label is changed on gas type changeover, check the gas inlet pressure.		
Check that the gas circuit is hermetically sealed.		
Check that the control panel is working correctly. <ul style="list-style-type: none">• Check that it functions normally when the boiler is switched on.• Check that the heating system water pressure is correct.• Check that the heating temperature indicated is correct.• Check that the DHW temperature indicated is correct.• Check that the reset operation is performed correctly.• Check that the parameters on the technical menu are correctly adjusted.		
Measure the CO ₂ values.		
Check that the boiler works correctly with the outdoor temperature sensor, if it has a sensor connected.		
Check that the anti-frost function is working correctly.		
Check that the condensate drain pump is working, if the boiler has one.		

11. Operating the Boiler

11.1 Turning the Boiler On or Off

To turn the boiler on or off, press the Power button.



When the power is on, the water temperature of the space heating supply will appear on the front panel display.

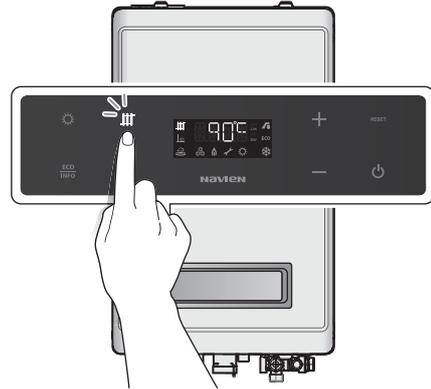
Note When displaying the water temperature of the space heating supply, the space heating icon turns on.

11.2 Adjusting the Temperature

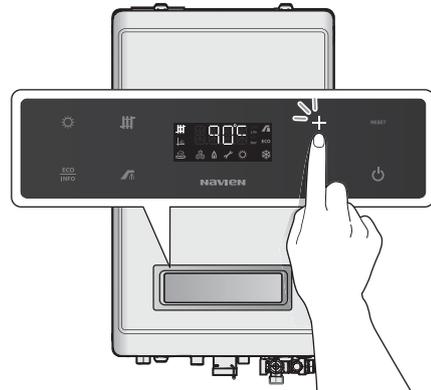
11.2.1 Adjusting the Space Heating Temperature

To adjust the heating temperature:

1. Press the Space heating button. The space heating temperature will flash.



2. Press the + (Up) or - (Down) buttons until the desired temperature appears on the display.



You can adjust the temperature while the display is flashing. If no buttons are pressed for 5 seconds or if the INFO button is pressed, the current temperature setting will be stored automatically.

- Note**
- Take note of the original heating temperature in case you want to restore it to the default.
 - The default space heating temperature range is 40°C to 90°C.
 - The boiler will retain your settings during a power outage.

11.2.2 Adjusting the DHW Temperature

WARNING

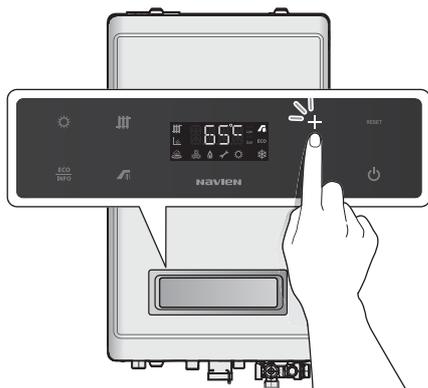
- Before adjusting the water temperature, read "To prevent burns:" on page 5 carefully. Water above 52°C can cause instant scalding or severe burns.
- This function is available when using the DHW storage cylinder.

To adjust the water temperature:

1. Make sure that all hot water faucets are closed, and ensure that the internal circulator and any external circulating pumps are off.
2. Press the DHW button. The DHW temperature will flash.



3. Press + (Up) or – (Down) buttons until the desired temperature appears on the display.



You can adjust the temperature while the display is flashing. If no buttons are pressed for 5 seconds or if the INFO button is pressed, the current temperature setting will be stored automatically.

- Note**
- Take note of the original heating temperature in case you want to restore it to the default.
 - The default DHW temperature range is 30°C to 65°C.
 - The boiler will retain your settings during a power outage.

11.3 Viewing Basic Information

To view information about the boiler, press the INFO button for 2 seconds.



Press the + (Up) or – (Down) buttons to switch between the information types.

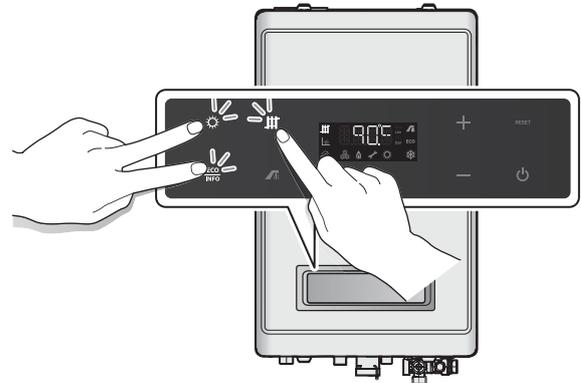
Display	Description
	Space heating supply water temperature (°C)
	Space heating return water temperature (°C)
	External DHW tank temperature (°C) (with cylinder temp. sensor)

Display	Description
	External DHW tank temperature not in use (with cylinder stat)
	Cold water inlet temperature not in use
	Not in use (with cylinder temp. sensor)
	DHW operation mode (with cylinder stat)
	
	Outdoor air temperature (°C) (with optional Outdoor Temperature Sensor only)
	Outdoor reset curve -: Not in use. 1: Finned tube baseboard 2: FAN coil 3: Cast iron baseboard 4: Low mass radiant 5: High mass radiant 6: Radiator 7: Custom (set by installer)
	Boost interval time (set by installer)
	Space heating water pressure in Bar

To exit information mode, press the Reset button.

11.4 Setting the Operation Mode

- Using the Front Panel, press and hold the ECO, Summer/ Winter and Space heating button at the same time for over 5 seconds until "1.TST" is displayed.



- Press the + (Up) or – (Down) buttons until "2.OPR" is displayed.
- Press the INFO Button once to access the Operation mode menu.
- Press the + (Up) or – (Down) buttons to switch between the Operation mode types.
- To exit the Operation Mode setting and return the boiler to normal operation, press the Reset button.

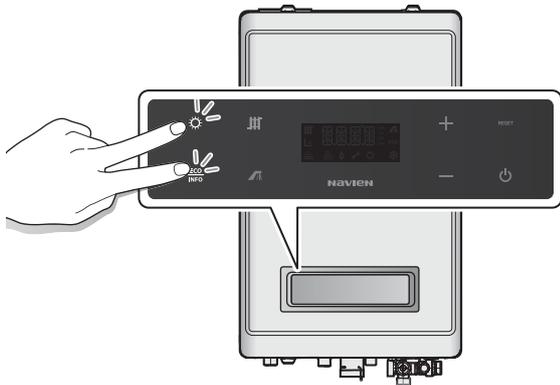
11.5 Setting the Parameters

You can modify parameter settings for boiler operations, such as the space heating and DHW temperature ranges, in different operating conditions. Follow the instructions below to enter the Special Parameter mode and change parameter settings.

CAUTION

Parameters must be set by a qualified professional with an extensive understanding of the boiler system. Setting parameters improperly may lead to property damage or injury.

1. Press the Power button and turn off the boiler.
2. Press and hold the ECO and Summer/Winter button at the same time for 5 seconds to enter the Special Parameter mode.



3. You will be asked to enter a password ("PASS" is displayed). The factory default password is "1234".
4. Press the INFO button and enter your 4-digit password. Use the + (Up) or - (Down) buttons to increase or decrease numbers and the Summer/Winter button to move between digits.
5. When you are finished, press the INFO button.
6. Press the + (Up) or - (Down) buttons to move to a parameter setting, and then press the INFO button to enter the Parameter Edit mode.
7. Press the + (Up) or - (Down) buttons to change the parameter value.
8. When you are finished, press the INFO button to save the settings.
9. To exit the Special Parameter mode, press the Reset button.

- Note**
- If you enter an incorrect password 10 times or make no inputs for 5 minutes, the boiler will return to the Normal mode.
 - To return to the previous mode, press the Reset button.
 - The Factory default password is "1234".
 - If you make no inputs for 10 seconds in the Parameter Edit mode, the current parameter value will be saved automatically.
 - Press and hold the Reset button in Parameter Edit mode for 5 seconds to reset individual parameters to their default values.
 - When you reset one of the following parameters, the corresponding parameter will be reset automatically:
 - Supply absolute MIN or MAX
 - Return absolute MIN or MAX
 - Lowest Outdoor Temperature or Highest Outdoor Temperature

Configuring the Outdoor Reset Control Mode

Display	Description
	Outdoor Reset enabled
	Outdoor Reset disabled

This mode is used to configure the Outdoor Reset Control mode. This mode is disabled by default.

CAUTION

An outdoor sensor error may occur if the Outdoor Reset Control mode is enabled without the outdoor sensor installed

- Note**
- In the Outdoor Reset Control mode, the boiler's water temperature is regulated according to the outdoor temperature. The Outdoor Reset Control operation ensures that the system provides optimal space heating. It helps limit the cost for space heating by preventing unnecessary fuel consumption and minimises air pollution.

Setting the Heat Load for the Outdoor Reset Control Mode

Display	Description
	Outdoor Reset heat load types 1: Finned tube baseboard 2: FAN coil 3: Cast iron baseboard 4: Low mass radiant 5: High mass radiant 6: Radiator 7: Custom
	Outdoor Reset heat load not selected

This mode is used to configure the heat load type to be used with the Outdoor Reset Control mode.

A preset or user-defined temperature range is selected automatically based on the heat load type selected.

Types of Heat Load

Heat Load	Supply Set-point Range	Return Set-point Range	Remarks
1. Finned Tube Baseboard	48.5–82°C	38–63.5°C	Default
2. Fan Coil	60–82°C	46.5–63.5°C	
3. Cast Iron Baseboard	37.5–76.5°C	30–59°C	
4. Low Mass Radiant	26.5–60°C	21–46.5°C	
5. High Mass Radiant	26.5–48.5°C	21–38°C	
6. Radiators	48.5–76.5°C	38–59°C	
7. Custom	Supply Control: Absolute MIN/ MAX set point	Return Control: Absolute MIN/ MAX set point	User-defined

Heat loads 1-6 show the preset temperature ranges based on the load type selected, while heat load 7 provides a custom temperature range. When the custom temperature range is in use, the boiler operates based on the user-defined “Absolute Min” and “Absolute Max” temperature settings.

Setting the Lowest Outdoor Temperature

Display	Description
	Lowest outdoor temperature (°C)
	Lowest outdoor temperature not in use

This mode is used to configure the lowest outdoor temperature. The boiler will operate at the high end of the supply or return set-point range at this outdoor temperature.

Outdoor Low Temperature Setting Range

Range	Remarks
-20°C – [Outdoor Max Temperature set point - 5°C]	Default: - 10°C

Setting the Highest Outdoor Temperature

Display	Description
	Highest outdoor temperature (°C)
	Highest outdoor temperature not in use

This mode is used to configure the highest outdoor temperature. The boiler will operate at the low end of the supply or return set-point range at this outdoor temperature.

Outdoor High Temperature Setting Range

Range	Remarks
[Outdoor Min Temperature set point + 5°C] – 40°C	Default: 21°C

Setting the Boost Interval Time

Display	Description
	Boost interval time (min)

The boost interval time may be set to prevent interruption in space heating while using the Outdoor Reset Control mode, due to changes in heat load conditions. With the boost interval time enabled, the boiler increases the space heating supply temperature by 5°C and the return temperature by 3°C after a set time elapses.

Boost Interval Time and Temperature Setting

Setting	Range	Remarks
Boost Interval Time	OFF (0), 1–120 min	Default: OFF (0)
Boost Temperature	Space Heating Supply (Fixed Value): 5°C	
	Space Heating Return (Fixed Value): 3°C	

Setting the Max Heat Capacity for Space Heating

Display	Description
	Space heating max heat capacity (%)

This menu is used to configure the desired space heating capacity. When the boiler operates in the Normal mode, the max space heating capacity is limited to the set value (%).

Space Heating Max Heat Capacity Setting Range

Range	Remarks
[Space Heating Min Heat Capacity set point + 20%] – 100%	Default: 100%

Setting the Min Heat Capacity for Space Heating

Display	Description
	Space heating min heat capacity (%)

This menu is used to configure the desired space heating capacity. When the boiler operates in the Normal mode, the min space heating capacity is limited to the set value (%).

Space Heating Min Heat Capacity Setting Range

Range	Remarks
Space Heating Min Heat Capacity – [Space Heating Max Heat Capacity set point - 20%]	Default: Space heating min heat capacity (%)

Setting the Pump Freeze Protection Temperature

Display	Description
	Pump freeze protection temperature (°C)

This menu is used to configure the circulation pump freeze protection temperature.

When the space heating supply temperature stays below the set value for longer than 10 seconds, the boiler runs the circulation pump to prevent freeze damage (the pump runs for 10 minutes, then stops for 1 minute).

- Default: 10°C
- Range: 6–10°C

Setting the Anti-fast Cycling Time

Display	Description
	Anti-fast cycling time (min)

The anti-fast cycling time is the duration that the boiler stops its space heating operation when the space heating supply or return temperatures reach the set values for boiler operation stop temperatures. The boiler will not resume space heating until the duration elapses, even when the space heating supply or return temperatures return to within the set ranges.

- Default: 3 minutes
- Range: 0–20 minutes

Setting the Pump Overrun Time

Display	Description
	Pump overrun time (min)

The pump overrun time is the duration the circulation pump continues to run between the space heating supply or return temperature reaching the set point and the burner turning off. If the space heating supply or return temperature remains outside of the boiler operation temperature range for a set period, the pump stops for 10 mins, runs again for 5 mins, and then repeats the cycle.

- Default: 40 minutes
- Range: 3–40 minutes

Setting the DHW Max Heat Capacity

Display	Description
	DHW max heat capacity (%)

This menu is used to configure the desired DHW capacity. When the boiler operates in the Normal mode, the max DHW capacity is limited to the set value (%).

DHW Max Heat Capacity Setting Range

Range	Remarks
[DHW Min Heat Capacity set point + 20%] – 100%	Default: 100%

Setting the DHW Min Heat Capacity

Display	Description
	DHW min heat capacity (%)

This menu is used to configure the desired DHW capacity. When the boiler operates in the Normal mode, the min DHW capacity is limited to the set value (%).

DHW Min Heat Capacity Setting Range

Range	Remarks
DHW Min Heat Capacity – [DHW Max Heat Capacity set point - 20%]	Default: DHW Min Heat Capacity (%)

Setting the DHW Wait Time

Display	Description
	DHW wait time (min)

The DHW wait time is the duration that the boiler maintains the DHW supply mode after a DHW demand. With the DHW wait time enabled, a faster DHW supply may be available when there is a subsequent DHW demand. The boiler switches the 3-way valve to space heating mode when the set time elapses.

- Default: 5 minutes
- Range: 0–20 minutes

Note When a call for space heating occurs simultaneously with a DHW demand, the 3-way valve will immediately switch to space heating mode at the end of the DHW demand.

Setting the Burner-Off Temperature

Display	Description
	Burner-off temperature (°C)

During space heating, the boiler turns off the burner when the space heating supply temperature meets or exceeds the burner-off temperature.

Burner-Off Temperature Range

Range	Remarks
0–30°C	Default: 2°C

Setting the Burner-On Temperature

Display	Description
	Burner-on temperature (°C)

During space heating, the boiler turns on the burner when the space heating supply temperature is below the burner-on temperature.

Burner-On Temperature Range

Range	Remarks
1–30°C	Default: 3°C

Setting the Supply Absolute MAX Temperature

Display	Description
	Supply absolute MAX set point (°C)

This menu can be used to change the maximum supply temperature range in Supply Control mode. When Custom mode is configured in Outdoor Reset Control mode, changes to the supply temperature are based on the supply absolute MAX temperature range.

Supply Absolute MAX Temperature Range

Range	Remarks
[MIN set point + 20°C] – 90°C	Default: 90°C

Setting the Supply Absolute MIN Temperature

Display	Description
	Supply absolute Min set point (°C)

This menu can be used to change the minimum supply temperature range in Supply Control mode. When Custom mode is configured in Outdoor Reset Control mode, changes to the supply temperature are based on the supply absolute MIN temperature range.

Supply Absolute MIN Temperature Range

Range	Remarks
25°C – [MAX set point - 20°C]	Default: 40°C

Setting the Return Absolute MAX Temperature

Display	Description
	Return absolute MAX set point (°C)

This menu can be used to change the maximum return temperature range in Return Control mode. When Custom mode is configured in Outdoor Reset Control mode, changes to the return temperature are based on the return absolute MAX temperature range.

Return Absolute MAX Temperature Range

Range	Remarks
[MIN set point + 10°C] – 70°C	Default: 65°C

Setting the Return Absolute MIN Temperature

Display	Description
	Return absolute MIN set point (°C)

This menu can be used to change the minimum return temperature range in Return Control mode. When Custom mode is configured in Outdoor Reset Control mode, changes to the return temperature are based on the return absolute MIN temperature range.

Return Absolute MIN Temperature Range

Range	Remarks
20°C – [MAX set point - 10°C]	Default: 30°C

Low Burning Time

Display	Description
	Low burning time during initial heating.

This menu may be used to set the low burning time during initial heating.

- Default: 1 min
- Range: 0–20 min

Burning Acceleration Time

Display	Description
	Burning acceleration time to CH Max during initial heating.

This menu may be used to set the burning acceleration time.

- Default: 3 min
- Range: 0–20 min

Setting the LCD Back Light

This menu may be used to set the status of LCD back light.

- Default: ON

Display	Description
	LCD back light maintains minimum brightness.
	LCD back light is off when no button is pressed.

Setting the Maintenance Time

Display	Description
	Maintenance time

This menu may be used to set the maintenance time.

- Default: 0
- Range: 0–999 days

Setting the DHW Heat Demand

Display	Description
	DHW heat demand (with cylinder temp. sensor)
	DHW heat demand (with cylinder stat)
	DHW tank not in use

This menu may be used to select the control method for the domestic hot water temperature when using an external tank. You can select either cylinder temp. sensor or cylinder stat.

DHW Heat Demand Setting

Setting	Remark
DHW Heat Demand	Default: Cylinder temp. sensor

Setting the DHW Priority Time

Display	Description
	DHW priority time (min)
	DHW tank not in use

This menu may be used to set the operation priority time for the domestic hot water mode. This is the operation priority time when the demand for space heating and domestic hot water occur at the same time. If the domestic hot water demand is continuously maintained, the mode will return to space heating after the set time.

DHW Priority Time Range

Range	Remark
0–180 min	Default: 30 min

Setting the Anti-Legionella Function

Display	Description
	Anti-legionella function
	
	DHW tank not in use

This menu can be used to prevent the propagation of germs by heating the external domestic hot water tank once a week. You can set the device to use or not use this feature.

Anti-Legionella Function Setting

Setting	Remark
Anti-Legionella Function	Default: OFF

Resetting All Parameters

Display	Description
	Do not reset parameters (No)
	Reset all parameters (Yes)

This menu may be used to reset all the parameters to their factory default settings.

To reset all parameters:

1. Press the + (Up) or – (Down) buttons to change the display to [YES].
2. Press the INFO button.
3. When [No] appears on the display again, all parameters have been reset.

Setting a New Password

Display	Description
	Change password

This menu may be used to set a new password to access the parameter setting menu.

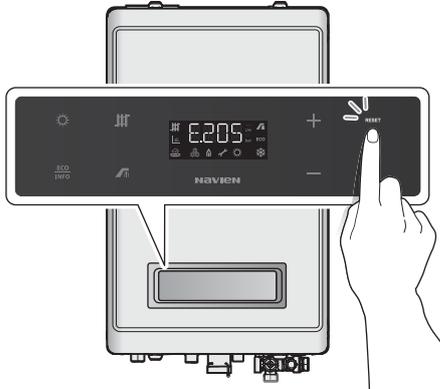
To set a new password:

1. Move to [*.PSC] and press the INFO button. The current password is displayed, with the first digit flashing.
2. Press the + (Up) or – (Down) buttons to change numbers.
3. Press the Summer/Winter button to change places.
4. When you are done setting the password, press the INFO button to save it. The new password is displayed on the front panel for 3 seconds, before the boiler returns to the parameter setting mode.

Note If you do not press the INFO button in 10 seconds after setting a new password, the new password is automatically saved and [*.PSC] is displayed on the front panel.

11.6 Resetting the Boiler

If an error message appears, reset the boiler to resolve the problem. To reset the boiler, press the Reset button.



If resetting the boiler does not solve the problem, refer to the Troubleshooting section of this manual or contact Technical Assistance Service.

12. Maintaining the Boiler

12.1 Cleaning the Boiler

! CAUTION

Make sure the boiler is turned off and the power supply is disconnected before cleaning the boiler. The boiler may remain hot for several minutes after it is turned off. To prevent burns, wait until the boiler has cooled down before cleaning.

To clean the boiler, wipe the outside with a damp cloth. Use a non-acidic, non-abrasive cleaner to remove any surface stains. The front panel is moisture resistant, but it is not waterproof. Keep it as dry as possible.

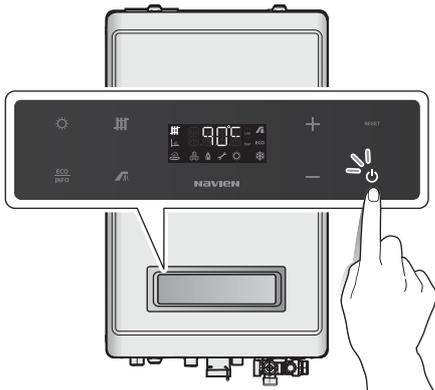
12.2 Draining the Boiler

You will need to drain either both the space heating side and domestic hot water (DHW) side, or one side only before performing maintenance tasks, such as cleaning the adapter filter, or to prevent the boiler from freezing when it will not be used for an extended period.

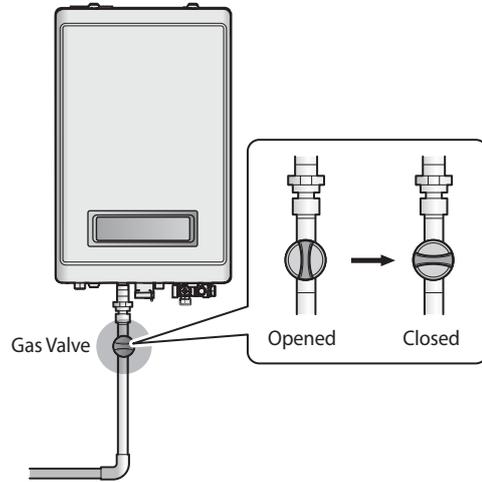
Refer to the "2.5 Dimensions" on page 15 for details about part locations.

To drain the boiler:

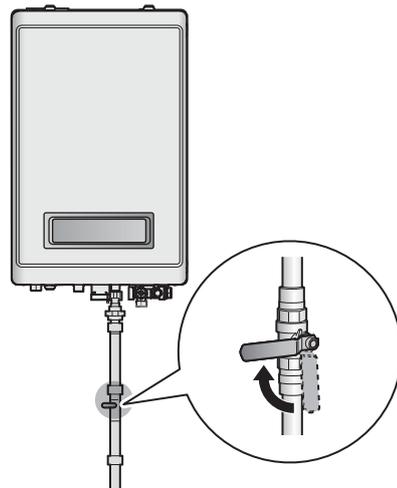
1. Place a bucket under the boiler, to collect the residual water inside the boiler.
2. Press the Power button on the front panel to turn off the boiler.



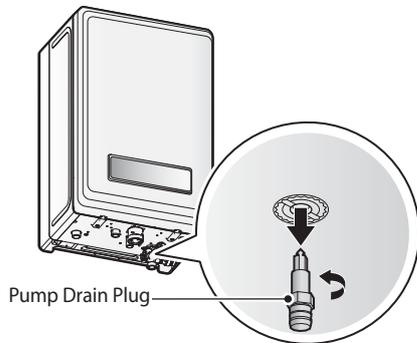
3. Disconnect the power supply from the boiler.
4. Close the gas valve.



5. Close the water supply valve on the inlet to the boiler. If there is no valve, turn off the water supply at the water main.



- Close off any heating zones that do not require draining and open a purge valve to drain the space heating side. Open all domestic hot water taps completely to drain the water heating side. The water that remains in the plumbing lines will drain out.

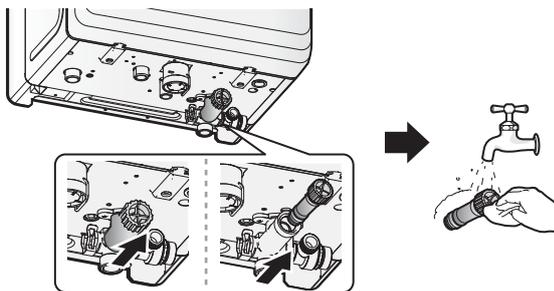


- Open the pump drain plug.
- Allow the residual water to drain from the boiler.
- When the water is completely drained, reinsert the return adapter filter and close the pump drain plug.
- To refill the boiler follow the steps of "Draining the Boiler" in reverse.

12.3 Cleaning the Return Adapter Filter

To clean the filter:

- Drain the boiler. Refer to "12.2 Draining the Boiler" on page 56.
- Remove the filter and rinse it with clean running water (cold). If necessary, scrub it clean with a brush.



- Reinsert and tighten the filter.
- Fill the boiler and check for proper operation.

12.4 Protecting the Boiler from Freezing

CAUTION

Damage due to freezing is not covered by the Navien limited warranty.

The boiler is designed for indoor installation only.

If the boiler is connected to a circuit that could freeze, the circuit pipes must be suitably insulated. All pipes installed outdoors must be insulated according to applicable legislation.

The boiler electronic control includes a freeze protection function that prevents the boiler from freezing in very cold weather. It remains on standby and takes priority over all other boiler functions while the boiler is connected to the electrical mains and gas supply, i.e. it remains enabled even when the boiler is in standby position.

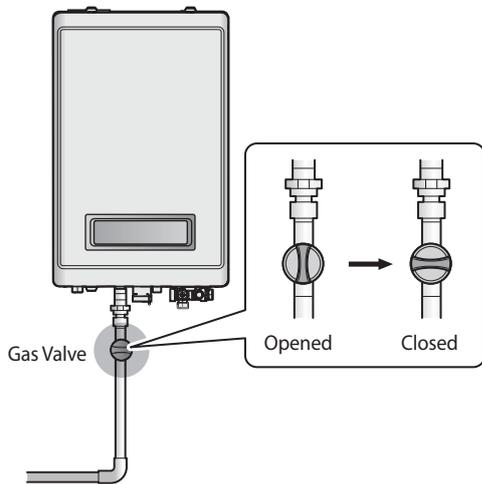
To ensure that the boiler does not freeze, follow these guidelines:

- Do not unplug the power supply cord**, except for routine maintenance. The boiler has a freeze protection function that requires electricity. The freeze protection function will operate regardless of whether or not the power is turned on or off, as long as the electric supply is still connected.
- Do not close the gas valve**, except for routine maintenance, as this will limit additional freeze protection.
- If the boiler will not be used for an extended period, drain the boiler.**

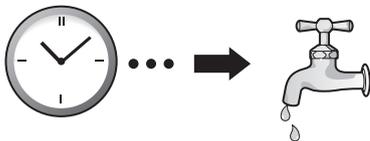
If the power or gas supplies must be disconnected for an extended period, drain the boiler. Freezing damage may occur if there is water remained in the boiler in cold weather.

If hot water will not flow and you suspect that the boiler is frozen, follow these steps:

1. Press the Power button on the front panel to turn off the boiler.
2. Close the gas valve.



3. Open the hot water tap that is closest to the boiler.
4. Use a hair dryer or a portable electric heater to heat up both the primary and secondary heat exchangers.
5. Check every few minutes to see if water is running at the open tap.



6. When the water starts flowing again, check the boiler and piping for leaks. If you detect any leaks or the boiler is not operating properly, contact an authorised technician or licensed professional.

Note This boiler requires very little maintenance, however a qualified technician should inspect the boiler at the beginning of every heating season and/or when there is a problem.

12.5 Maintenance Schedules

Owner maintenance	
Daily	<ul style="list-style-type: none"> • Check boiler area • Check pressure / temperature gauge
Monthly	<ul style="list-style-type: none"> • Check flue piping • Check condensate drain
Periodically	<ul style="list-style-type: none"> • Check flue termination screens
Every 6 months	<ul style="list-style-type: none"> • Check boiler piping (gas and water) for leaks
Non-heating season	<ul style="list-style-type: none"> • Shut boiler down (unless boiler used for domestic hot water)

Service technician (See the following instructions)	
Annual Start-up	<p>General:</p> <ul style="list-style-type: none"> • Address reported problems • Inspect interior; clean and vacuum if necessary • Clean condensate trap and fill with fresh water • Check for leaks (water, gas, flue, condensate) • Verify flue and air lines are in good condition and sealed tight • Check system piping • Check control settings • Check ignition and flame rod (clean and reposition) • Check wiring and connections • Flame inspection (stable, uniform) • Flame signal
	<p>If combustion or performance indicate need:</p> <ul style="list-style-type: none"> • Clean heat exchanger • Remove and clean return adapter filter



WARNING

- Follow the service and maintenance procedures given throughout this manual and in component literature shipped with the boiler. Failure to perform the service and maintenance could result in damage to the boiler or system.
- Failure to follow the directions in this manual and component literature could result in severe personal injury or substantial property damage.
- The boiler should be inspected annually only by a qualified service technician. In addition, the maintenance and care of the boiler must be performed to assure maximum boiler efficiency and reliability. Failure to service and maintain the boiler and system could result in equipment failure.
- Electrical shock hazard – Turn off power to the boiler before any service operation on the boiler except as noted otherwise in this instruction manual. Failure to turn off electrical power could result in electrical shock, causing severe personal injury.

Addressing the Reported Problems

Inspect any problems reported by the owner and correct before proceeding.

Inspecting the Installation Area

1. Verify that boiler area is free of any combustible materials, petrol and other flammable vapours and liquids.
2. Verify that air intake area is free of any of the contaminants listed in Installation & Operation Manual. If any of these are present in the boiler intake air vicinity, they must be removed. If they cannot be removed, reinstall the air and flue lines per the Installation & Operation Manual.

Inspecting the Boiler Interior

1. Remove the front cover and inspect the interior of the boiler.
2. Vacuum any sediment from inside the boiler and components. Remove any obstructions.

Cleaning the Condensate Trap

1. Inspect the condensate drain line, condensate fittings, and condensate trap.
2. Remove any sediment from the trap.
3. Fill with fresh water until the water begins to pour out of the drain.

Checking all Piping for Leaks

Eliminate all system or boiler leaks. Continual fresh makeup water will reduce boiler life. Minerals can build up in sections, reducing heat transfer, overheating heat exchanger, and causing heat exchanger failure. Leaking water may also cause severe property damage.

1. Inspect all water and gas piping and verify to be leak free.
2. Look for signs of leaking lines and correct any problems found.

Checking the Flue System and Air Piping

1. Visually inspect the entire gas flue system for blockage, deterioration or leakage. Repair any joints that show signs of leakage. Verify that air inlet pipe is connected and properly sealed (if installed).
2. Verify that boiler flue discharge and air intake are clean and free of obstructions.



WARNING

Failure to inspect for the above conditions and have them repaired can result in severe personal injury.

Checking the Water System

1. Verify all system components are correctly installed and operational.
2. Check the cold fill pressure for the system. Verify it is correct (must be a minimum of 0.8 bar).
3. Watch the system pressure as the boiler heats up (during testing) to ensure pressure does not rise too high.

Note

- If the system contains glycol, test for proper concentration as recommended by manufacturer.
- Excessive pressure rise indicates expansion tank sizing or performance problem.

4. Inspect automatic air flues and air separators. Remove air flue caps and briefly press push valve to flush flue.
5. Replace caps. Make sure flues do not leak. Replace any leaking flues.

Inspecting the Ignition and Flame Detector Electrodes

1. Remove the ignition and flame detector electrodes from the boiler heat exchanger.
2. Remove any deposits accumulated on the ignition/flame detector electrode. If the electrodes cannot be cleaned satisfactorily, replace with new ones.
3. Replace ignition/flame detector electrode, making sure gasket is in good condition and correctly positioned.

Checking the Ignition Ground Wiring

1. Check that the ground wire is in good condition and securely attached to the boiler casing.
2. Check ground continuity of wiring using continuity meter.
3. Replace ground wires if ground continuity is not satisfactory.

Checking all Boiler Wiring

Inspect all boiler wiring, making sure wires are in good condition and securely attached.

Checking the Control Settings

Check settings of external limit controls (if any) and adjust if necessary.

Performing Start-up and Checks

1. Start boiler and make sure that the boiler is operating properly.
2. Verify cold fill pressure is correct and that operating pressure does not go too high.

Check the Burner Flame

1. Inspect flame through observation window.
2. If the flame is unsatisfactory at either high fire or low fire, check for obstructions in the flue.

Review with the Owner

1. Review the User's Information Manual with the owner.
2. Emphasize the need to perform the maintenance schedule.
3. Remind the owner of the need to call a licensed contractor should the boiler or system exhibit any unusual behaviour.
4. Remind the owner to follow the proper shutdown procedure and to schedule an annual start-up at the beginning of the next heating season.

13. Appendices

13.1 Gas Conversion

This boiler is configured for Natural Gas at the factory. If conversion to Propane Gas is required, use the conversion kit supplied with the boiler.

WARNING

This conversion kit must be installed by a qualified service agency* in accordance with all applicable codes and requirements of the authority having jurisdiction. The information in these instructions must be followed to minimise the risk of fire or explosion or to prevent property damage or personal injury. The qualified service agency is responsible for the proper installation of this kit. The installation is not proper and complete until the operation of the converted appliance is checked as specified in the manufacturer's instructions supplied with the kit.

* A qualified service agency is any individual, firm, corporation or company which either in person or through a representative is engaged in and is responsible for the connection, utilization, repair or servicing of gas utilization equipment or accessories; who is experienced in such work, familiar with all precautions required, and has complied with all of the requirements of the authority having jurisdiction.

Tools Required:

- Phillips Screwdriver
- Flathead Screwdriver
- $\frac{5}{32}$ in or 4 mm Allen Wrench
- Combustion Analyser or Dual Port Manometer
- Gas Leak Detector

Included Items:

- Gas Orifice (refer to below table)

Model	G20	G31
NCB-20LHWE	Ø5.7	Ø4.5
NCB-23LHWE	Ø5.7	Ø4.5
NCB-28LHWE	Ø5.9	Ø4.55
NCB-33LHWE	Ø4.7/Ø6.05	Ø3.8/Ø4.7

Table 1. Orifice Size

- Gas Pressure and Conversion Kit Number Labels

Procedure:

1. Turn off both gas and water supply to the boiler.
2. Using a Phillips screwdriver, remove four screws (two at the bottom and two at the top) of the front cover assembly to gain access to the internal components. See Figure 1 for illustration of the front cover on the unit.

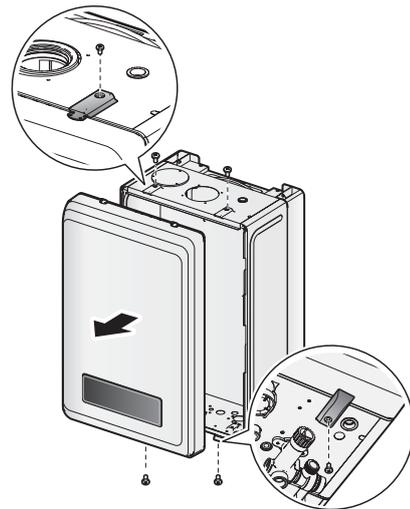
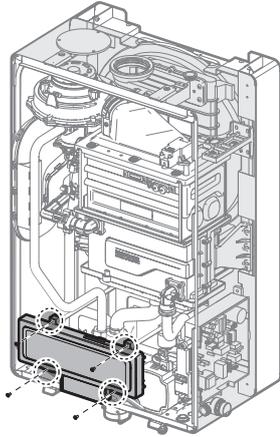


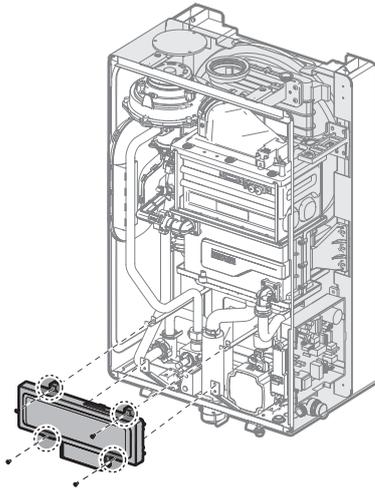
Figure 1. NCB LHWE Series Front cover

3. Remove the front cover and place it in a safe location to prevent accidental damage.
4. Label all the wires on the PCB.
5. Disconnect all the wires.

6. Loosen the four screws indicated in the figure.



7. Remove the PCB assembly.



8. With the internal components exposed, locate the gas inlet pipe and the gas valve in the middle of the unit, as shown in Figure 2-1 and Figure 2-2.

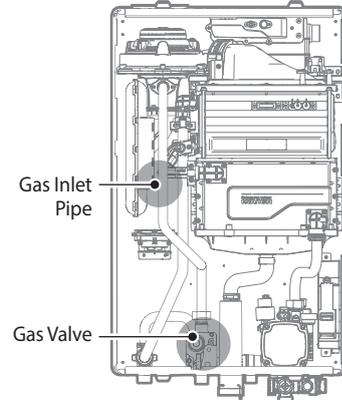


Figure 2-1. 20/23/28LHWE Internal Components

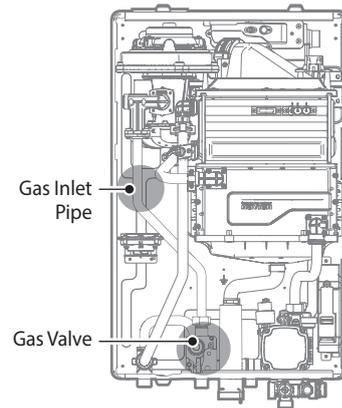


Figure 2-2. NCB-33LHWE Internal Components

9. Loosen the hex nut at location A - the connection above the gas valve where it connects to the pipe. See Figure 3-1 and Figure 3-2 for reference. Once the hex nut is loose, carefully separate the pipe from the gas valve.
10. Once the gas inlet pipe is detached from the gas valve, find location B - the connection above the gas valve where it is attached to the fan motor assembly. Carefully remove the two screws (four screws for NCB-33LHWE) by hand using a Phillips screwdriver and pull the gas inlet pipe away from the fan assembly to access the gas orifice.

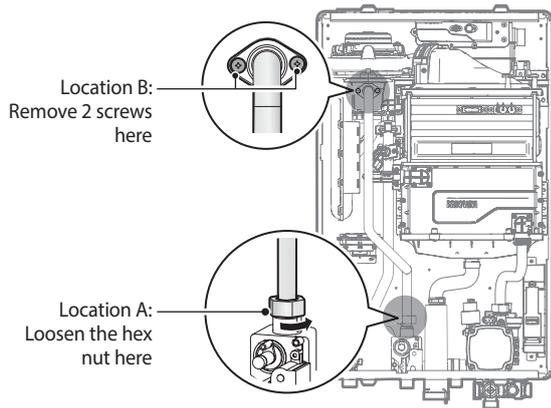


Figure 3-1. Detaching Gas Inlet Pipe from Gas Valve and Fan Motor Assembly (NCB-20/23/28LHWE)

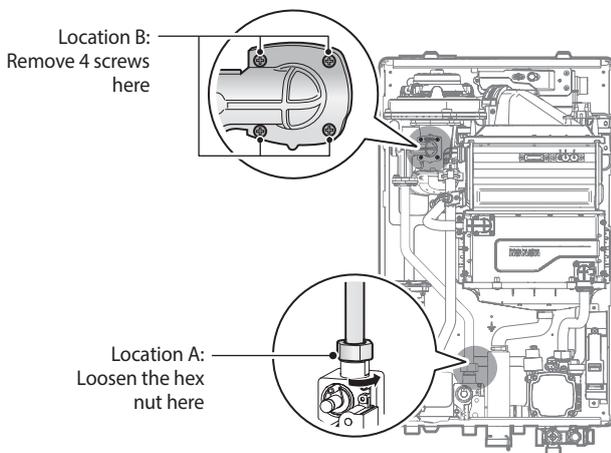


Figure 3-2. Detaching Gas Inlet Pipe from Gas Valve and Fan Motor Assembly (NCB-33LHWE)

Once the Gas Orifice is exposed, remove the two screws that hold the part in place. Remove the Gas Orifice from its housing and prepare the new Gas Orifice for the LP conversion for installation.

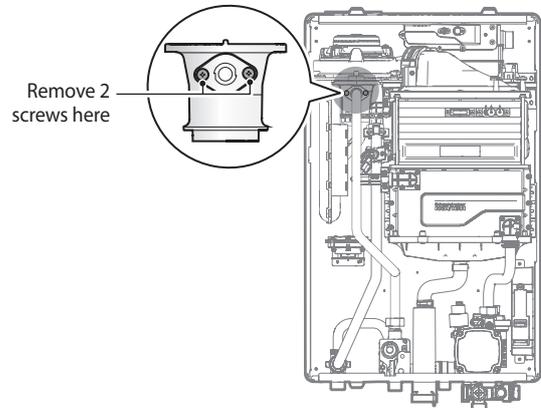


Figure 4-1. Access to Gas Orifice in Fan Assembly (NCB-20/23/28LHWE)

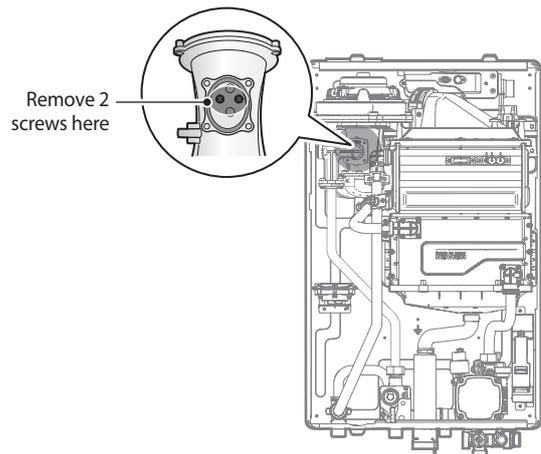


Figure 4-2. Access to Gas Orifice in Fan Assembly (NCB-33LHWE)

WARNING

- Do not adjust or attempt to measure gas valve outlet pressure. The gas valve is factory-set for the correct outlet pressure. This setting is suitable for natural gas and propane, requiring no field adjustment.
- Attempting to alter or measure the gas valve outlet pressure could result in damage to the valve, causing potential severe personal injury or substantial property damage. The Navien NCB LHWE boilers are shipped ready to fire natural gas only.

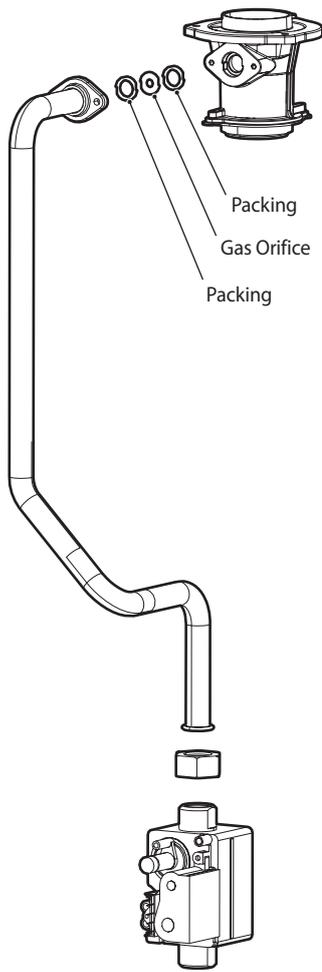


Figure 5-1. Exploded View of Gas Pipe Assembly (NCB-20/23/28LHWE)

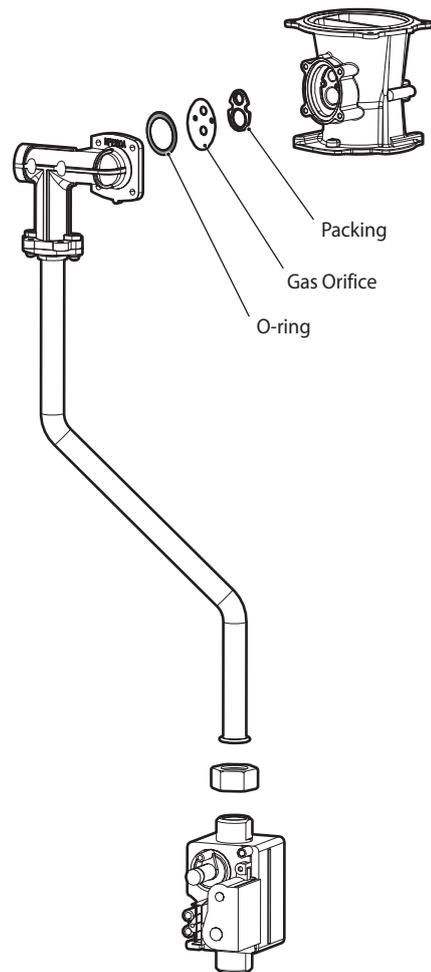


Figure 5-2. Exploded View of Gas Pipe Assembly (NCB-33LHWE)

! DANGER

See Figure 5-2. Inspect the O-ring between the venturi and gas valve inlet adapter whenever they are disassembled. The O-ring must be in good condition and must be installed. Failure to comply will cause a gas leak, resulting in severe personal injury.

Replace the old Orifice piece with the new part for use with LP gas. Ensure that the Orifice is properly seated inside the port before proceeding to the next step.

11. Replace the gas inlet pipe to its original position and use all screws to secure all connections.

Note Do not overtighten as this may damage or crack the components.

12. Check the labels carefully and then connect all the wires.

13. Set the front panel DIP Switch to change the gas type.

WARNING

Ensure that you have turned off the power to the boiler before accessing the DIP switches.

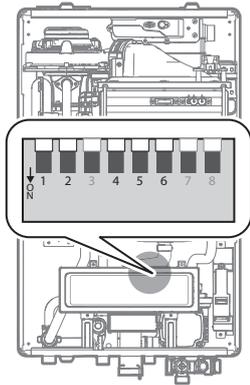


Figure 6. Set the DIP switches

Switch	Function	Setting	
1 & 2	Fuel Selection	G20 (LNG)	1-OFF, 2-OFF
		G25, G27 (LNG)	1-OFF, 2-ON
		G30 (LPG)	1-ON, 2-OFF
		G31 (LPG)	1-ON, 2-ON

Table 1. The DIP Switch Setting by Fuel Selection

DANGER

- When conversion is required, be sure to set the front panel DIP switches according to the supply gas type.
- Failure to properly set the DIP switches could cause carbon monoxide poisoning, resulting in severe personal injury.

14. Turn on the gas and water supply to the boiler.

15. Measure and adjust the gas/air ratio.

- Loosen the screw, rotate the plate and remove the gasket to access the emissions monitoring port as shown in Figure 7.
- Insert the analyser into the port (Figure 7).

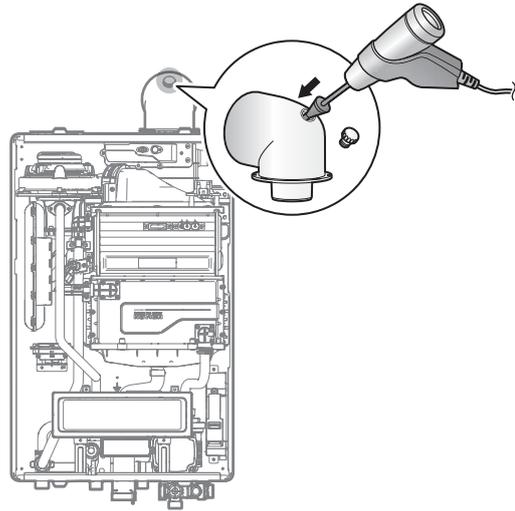


Figure 7. Insert the Analyser

Model	Gas Type	Max	Min
		%CO ₂	%CO ₂
NCB-20LHWE	G20	9.27%	8.78%
	G31	10.40%	10.00%
NCB-23LHWE	G20	9.20%	8.65%
	G31	10.42%	10.00%
NCB-28LHWE	G20	9.10%	8.50%
	G31	10.30%	9.90%
NCB-33LHWE	G20	9.20%	8.70%
	G31	10.50%	10.40%

Table 2. CO₂ Value

(CO₂ values for high fire must be within 0.5% and CO₂ values for low fire must be within 0.3% of the values listed.)

- c. Fully open several hot water fixtures and set the boiler to operate at 1-stage MIN mode.

Note For operation mode selection, refer to “11.4 Setting the Operation Mode” on page 47.

Measure the CO₂ value at low fire.

If the CO₂ value is not within 0.5% of the value listed in Table 2, the gas valve set screw will need to be adjusted. If adjustment is necessary, locate the set screw as shown in Figure 8. Using a ⁵/₃₂ in or 4 mm Allen wrench, turn the set screw no more than ¹/₄ turn clockwise to raise or counterclockwise to lower the CO₂ value.

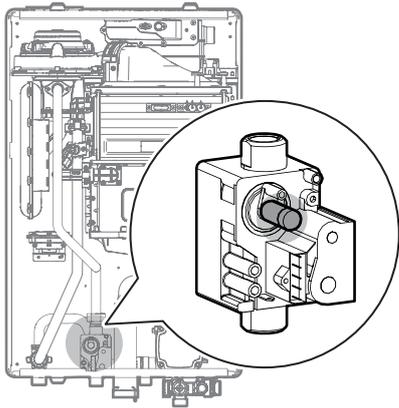


Figure 8. Set Screw Location

Note The set screw is located behind the screw-on cover. This must be removed first.

- d. Fully open several hot water fixtures and set the boiler to operate at C.MAX (20/23/28LHWE) or C.MAX2(33LHWE) mode (refer to “11.4 Setting the Operation Mode” on page 47). Measure the CO₂ value at high fire. If the CO₂ values do not match Table 2 at high fire, do not adjust the gas valve. Check for the proper Gas Orifice.

! DANGER

Improper gas valve settings can cause severe personal injury or substantial property damage.

Model	Gas type			G20	G31	
				[20 mbar]	[37 mbar]	
	Load	Output	Consumption	Gas flow	Gas flow	
	Kcal/h	kW	kW	m ³ /h	m ³ /h	
NCB-20LHWE	Max.	16,770	19.5	20.0	2.142	0.804
	Min.	3,354	3.9	4.2	0.450	0.169
NCB-23LHWE	Max.	20,124	23.4	24.0	2.570	0.964
	Min.	3,354	3.9	4.2	0.450	0.169
NCB-28LHWE	Max.	24,317	28.3	29.0	3.106	1.165
	Min.	4,214	4.9	5.1	0.546	0.205
NCB-33LHWE	Max.	28,509	33.2	34.0	3.641	1.366
	Min.	3,268	3.8	4.0	0.428	0.161

13.2 Cleaning the Heat Exchanger



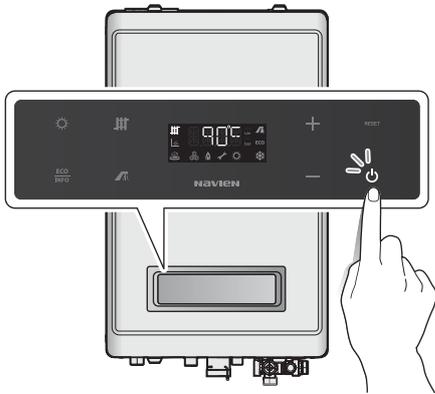
WARNING

Before cleaning the heat exchanger, make sure the boiler is off.

To properly maintain the boiler, you should clean the heat exchanger annually.

To clean the heat exchanger:

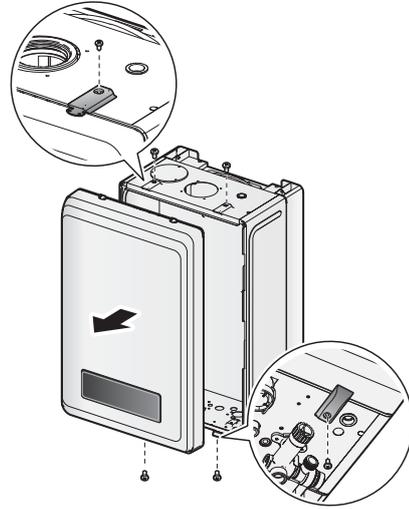
1. Press the Power button on the front panel to turn off the boiler.



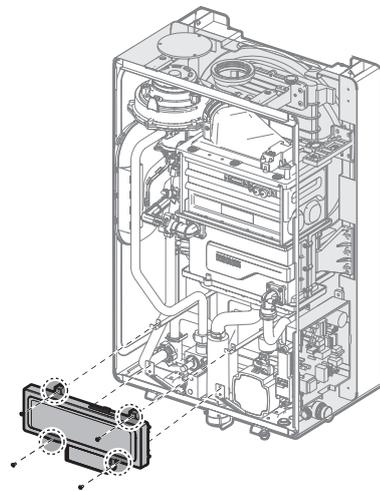
2. Disconnect the power supply to the boiler.
3. Turn off both gas and water supply to the boiler.

Note Wait at least 30 minutes for the heat exchanger to cool down.

4. Using a Phillips screwdriver, remove four screws (two at the bottom and two at the top) of the front cover assembly to gain access to the internal components.

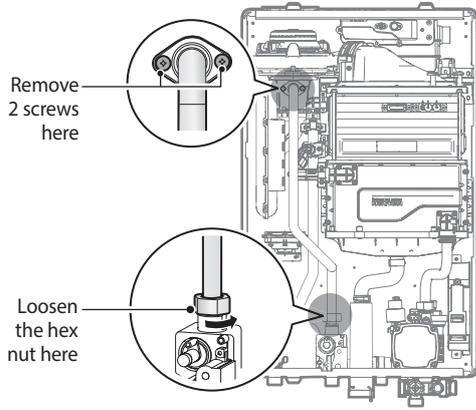


5. Once the front cover is removed, place it in a safe location to prevent accidental damage.
6. Loosen the four screws holding the front panel and remove the front panel.

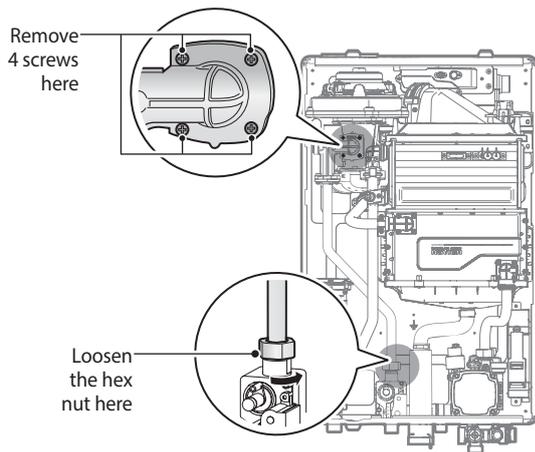


Note When removing the front panel, label all wires and make sure all wires are disconnected.

- Use a Phillips screwdriver to remove the two screws (four screws for NCB-33LHWE) where gas inlet pipe is attached to the fan motor assembly. Loosen the hex nut located above the gas valve and remove the gas pipe.

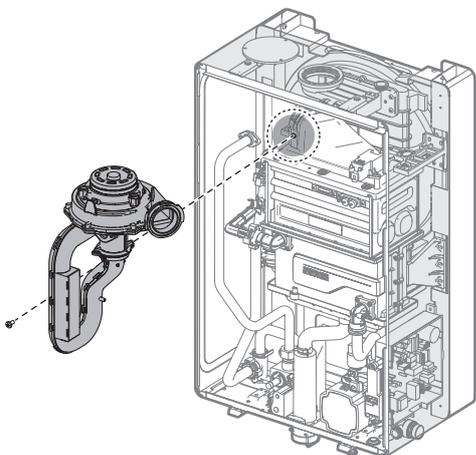


NCB-20/23/28/33LHWE

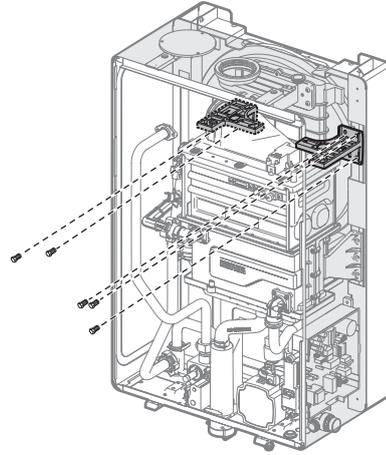


NCB-33LHWE

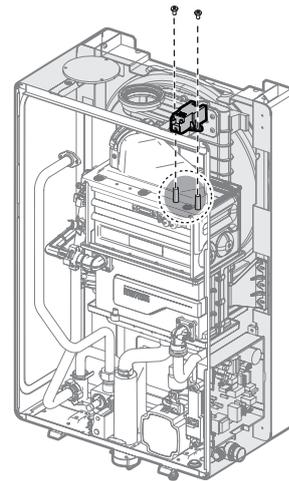
- Remove the screw connecting the fan motor assembly and the mixing chamber, and then remove the fan motor assembly.



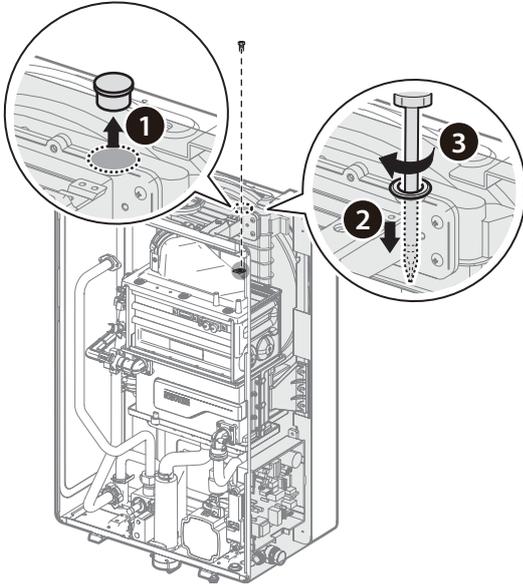
- Remove the five bolts securing the chamber brackets.



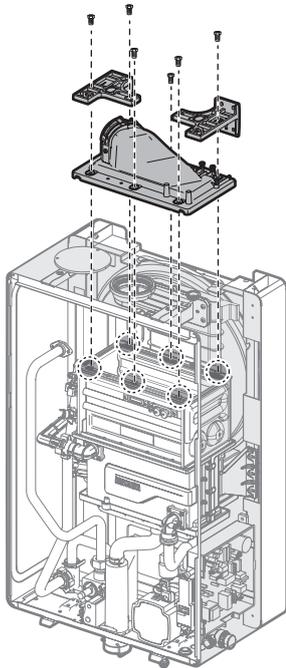
- Remove the two screws connecting the ignition transformer to the heat exchanger and then remove the ignition transformer.



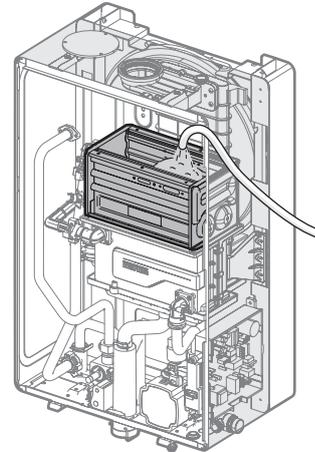
11. Remove the rubber packing at the top of the cover and put a Phillips screwdriver into the hole, and then loosen the middle bolt located at the back of the burner.



12. Remove the five bolts connecting the mixing chamber and the heat exchanger, and then remove the mixing chamber, burner and the chamber bracket.



13. Use the brush to dislodge the debris and pour water down the channels to flush out the debris.



Note

- It is important to keep electric parts of the boiler safe from water.
- Navien recommends to use a hose.
- If the water pressure of the hose is too high, water may splash to other electric parts of the boiler. Keep the water pressure of the hose as low as it can.
- If the boiler is installed in high area and you cannot see the inside of the heat exchanger, use a solid support and be careful not to fall.

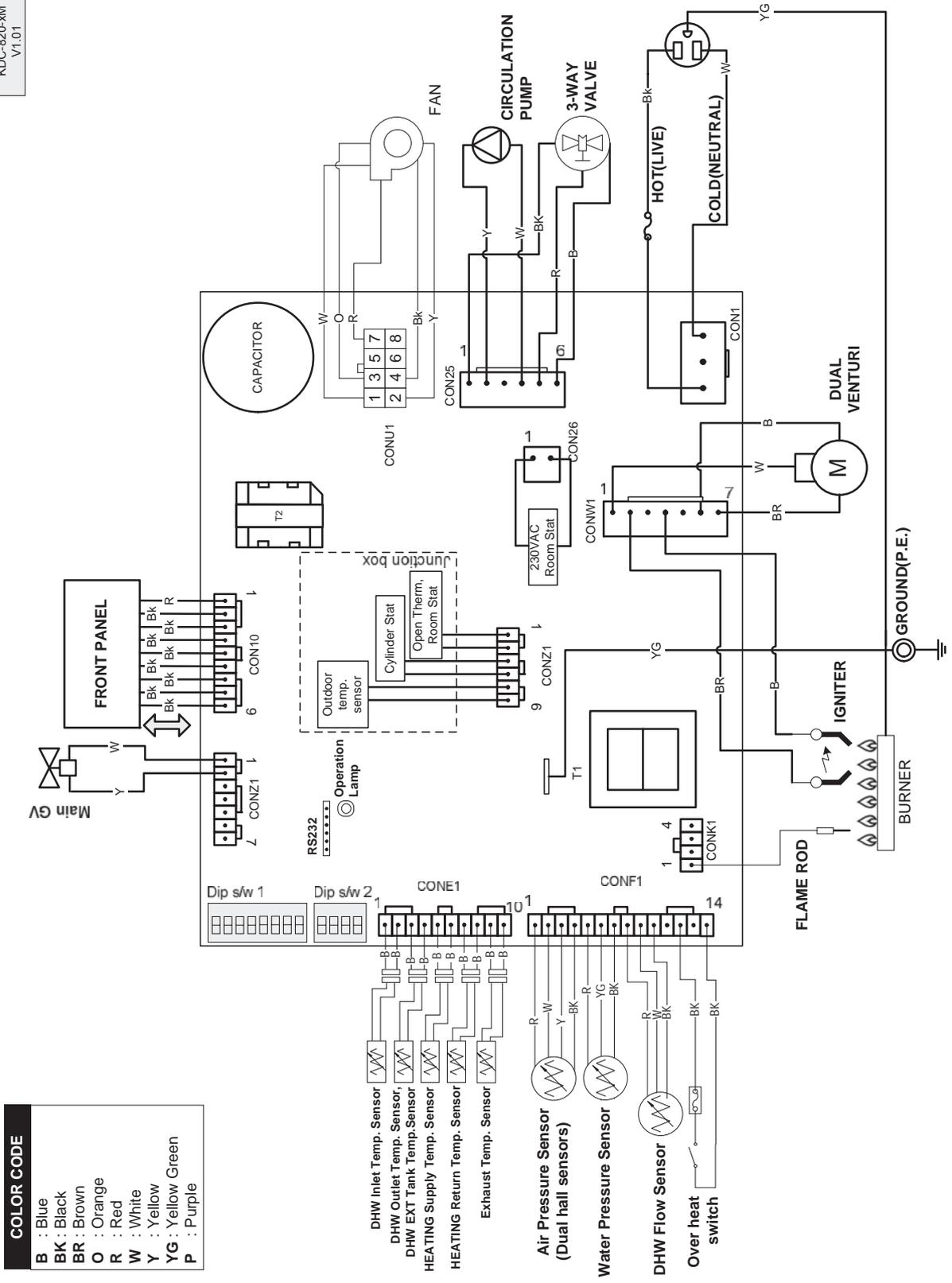
14. As cleaning the heat exchanger is finished, reassemble the parts.

Note

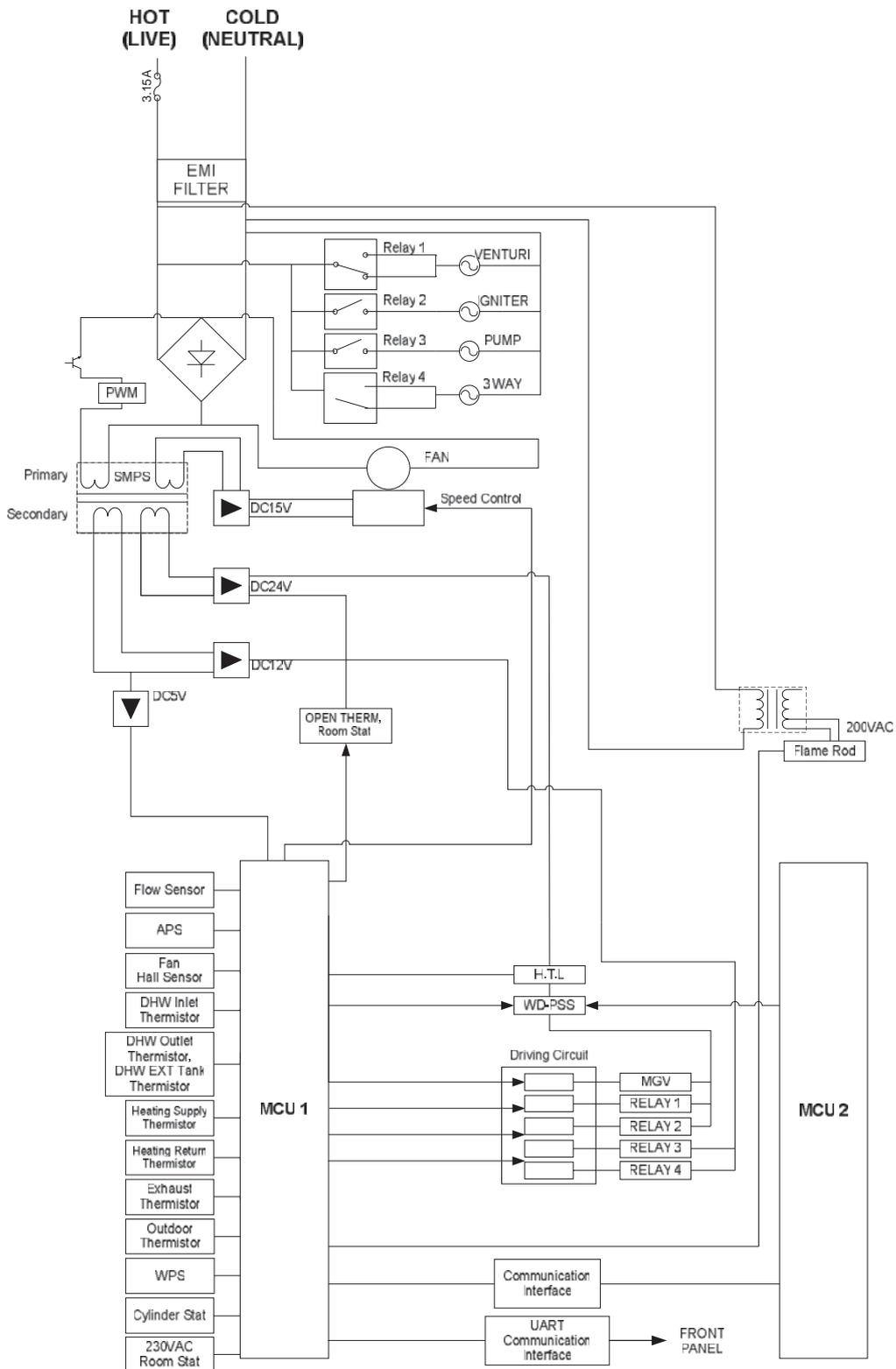
- This boiler requires very little maintenance, however a qualified technician should inspect the boiler at the beginning of every heating season and/or when there is a problem.

13.3 Wiring Diagram

KDC-820-XM
V1.01



13.4 Ladder Diagram



13.5 Outdoor Temperature Sensor (Optional)

Outdoor Temperature Sensor Installation

1. Pull out the sensor body from the cap.
2. Attach the body to the wall using the screws/anchors provided with the device.
3. Run the wires into the device body through the grommet opening.
4. Connect the wires to the terminal block.
5. Attach the cap to the body.



Navien Outdoor Temperature Sensor

Outdoor Temperature Sensor Installation Guidelines

- Avoid areas with temperature fluctuations by direct sunlight, and where the temperature may not be representative of true outdoor temperature.
- Best location to install the temperature sensor is on a North or Northeast side of a structure under eaves where the sensor is shielded from direct sunlight.
- Avoid placing sensor in close proximity of heat sources that may affect correct temperature sensing. (fans, exhausts, flues, lights)
- Avoid installing the sensor in areas where the sensor is subjected to excessive moisture.
- Use 18 gauge wiring (thermostat wiring) with no splices. (except at the unit harness connection with yellow leader wire.)
- Caution should be taken to avoid potential electromagnetic interference (EMI) by routing separately from potential sources such as line voltage wiring. When necessary, shielded cable may be used.
- Make sure wiring connections are secure before closing the cap.
- The sensor is a water resistant device.
- Any damage to the device may require the replacement of the entire component.

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:					
To be completed by the customer on receipt of a Building Regulations Compliance Certificate*									
Building Regulations Notification Number (if applicable):									
CONTROLS (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					
ALL SYSTEMS									
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	
CENTRAL HEATING MODE measure and record:									
Gas rate	m ³ /hr		OR		ft ³ /hr				
Burner operating pressure (if applicable)	mbar		OR Gas inlet pressure		mbar				
Central heating flow temperature							°C		
Central heating return temperature							°C		
COMBINATION BOILERS ONLY									
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?									
DOMESTIC HOT WATER MODE Measure and Record:									
Gas rate	m ³ /hr		OR		ft ³ /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		
CONDENSING BOILERS ONLY									
The condensate drain has been installed in accordance with the manufacturer's instructions and/or BS5546/BS6798							Yes		
ALL INSTALLATIONS									
Record the following:	At max. rate:		CO	ppm	AND	CO/CO ₂	Ratio		
	At min. rate: (where possible)		CO	ppm	AND	CO/CO ₂	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.



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.

SERVICE 01					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 02					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 03					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 04					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 05					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 06					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 07					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 08					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 09					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

SERVICE 10					Date:
Engineer name:					
Company name:					
Telephone No:					
Gas safe register No:					
Record:	At max. rate:	CO	ppm	AND	CO ₂ %
	At min. rate: (Where Possible)	CO	ppm	AND	CO ₂ %
Comments:					
Signature					

*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.



Memo

navien Condensing System Boiler

Installation & Operation Manual

Getting Service

If your boiler requires service, you have several options for getting service:

- Contact an official Technical Assistance Service (TAS) at 0844 332 2323 or go to the website (www.navien.co.uk).
For warranty service, always contact an official Technical Assistance Service (TAS) first.
- Contact the technician or professional who installed your boiler.
- Contact a Gas Safe Registered engineer.

When contacting an official Technical Assistance Service (TAS), please have the following information available:

- Model number
- Serial number
- Date purchased
- Installation location and type
- Error code, if any appears on the front panel display

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