

FAULT	POSSIBLE CAUSE	SOLUTION
No water flow from taps	1. Mains supply off 2. Strainer blocked	1. Check and open stopcock 2. Turn off water supply. Remove strainer and clean (see servicing procedure page 10 installation manual)
Water from hot taps is cold	1. Immersion heaters not switched on 2. Immersion heater thermal cut-out has operated 3. Programmer set to central heating or not switched on 4. Boiler not working 5. Cylinder thermal cut-out has operated (indirect units only) 6. Motorised valve not operating correctly	1. Check and switch on. 2. Check and reset button (see thermostat diagram page 8 and safety cut-out on page 5 of installation manual). 3. Check and set to hot water. 4. Check boiler operation. If fault consult installer or boiler manufacturer. 5. As at No. 2. 6. Check wiring and/or plumbing connections to motorised valve (see pages 6-9 of installation manual).
Intermittent water discharge	1. Reduced expansion vessel charge	1. Follow instruction manual page 10. "Intermittent or slow water discharge".
Continuous water discharge	1. Thermal control failure (Note: water will be hot). 2. Cold water inlet Pressure Reducing Valve not working. 3. Temperature and pressure relief valve faulty. 4. Expansion relief valve not working properly.	1. Switch off power to immersion heater(s) and boiler supply to the unit. When discharge has stopped, check thermal controls, replace if faulty. Contact a competence person. 2. Check pressure from valve, if greater than 3 bar replace (see page 10 of installation manual). 3. Drain 10 litres from cylinder and replace valve 4. Check and replace if faulty (see page 6 of installation manual).
Important – note: Disconnect electrical supply before removing any equipment covers		