

OSO FAULT FINDING GUIDE

FAULT	POSSIBLE CAUSE	REMEDY
No water flow from hot taps	<ol style="list-style-type: none"> 1. Mains supply off. 2. Strainer blocked. 3. Cold water inlet Pressure Reducing Valve incorrectly fitted. 	<ol style="list-style-type: none"> 1. Check and open stopcock 2. Turn off water supply. Remove strainer and clean. (See Pressure Reducing Valve page 6 Installation Manual) 3. Check and refit as required, (see item 3 page 5 of installation manual).
Water from hot taps is cold.	<ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> 1. Check and switch on. 2. Check and reset button. (See thermostat diagram page 9 and safety cut-out on page 4 of installation manual). 3. Check and set to hot water. 4. Check boiler operation. If fault suspected consult installer or boiler manufacturer. 5. As at No. 2. 6. Check wiring and / or plumbing connections to motorised valve. (See pages 8 or 10 of the installation manual).
Intermittent water discharge.	<ol style="list-style-type: none"> 1. Reduced internal expansion. 2. Thermal control failure. (Note Water will be hot). 	<ol style="list-style-type: none"> 1. Repressurize expansion vessel. Follow cold water discharge instructions on page 4. 2. 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 competent person.
Continuous water discharge.	<ol style="list-style-type: none"> 1. Cold water inlet Pressure Reducing Valve not working. 2. Temperature and pressure relief valve faulty. 3. Expansion relief valve not working correctly. 	<ol style="list-style-type: none"> 1. Check pressure from valve if greater than 2.1 bar replace. (See page 6 of installation manual). 2. As No. 2 of above. 3. Check and replace if faulty. (See page 6 of installation manual).

NOTE: Disconnect electrical supply before removing any electrical equipment covers