

ocasa

NO HOT WATER AND/OR HEATING

**WHAT TO DO IF YOUR
CENTRAL HEATING OR HOT
WATER STOPS WORKING.**

1. CHECK YOUR OTHER GAS APPLIANCES AND ELECTRICAL SOCKETS

You might be in the midst of a power cut, in which case nothing will be working. So if your gas hob and power sockets seem OK, move on to the next check.

3. IF YOU'RE A PREPAY CUSTOMER, CHECK THAT YOU'RE NOT OUT OF CREDIT

We know this sounds obvious, but it does happen!

2. CHECK YOUR ISOLATOR AND TRIP SWITCHES

The electricity supply to your boiler might have been interrupted. So if any of the switches in your fuse box are 'off', switch them on again and give your heating another try.

4. CHECK YOUR BOILER PRESSURE

Make sure the pressure gauge on your boiler control panel reads roughly 1 to 1.5 bar. If it doesn't, carefully use your water valve to adjust the pressure as needed. If you're not sure how to do it, our handy guide can help.

Bear in mind that you may have to reset your boiler once you've re-pressurised the system. So if you're in any doubt about how to do so check your user manual.

5. MAKE SURE YOUR THERMOSTAT IS SET HIGH ENOUGH

The Energy Saving Trust recommends that your heating should be set to between 18°C and 21°C. So if yours is lower, increase the temperature on the thermostat to see if that triggers the boiler. If this doesn't work, try putting your heating on full for a little while.

7. MAKE SURE YOUR TEMPERATURE CONTROLLER IS TURNED UP

Your boiler will have two dials on the control panel. One for water temperature and one for your central heating. Make sure the heating temperature dial is turned all the way up and try your heating again.

6. CHECK THAT YOUR TIMER SETTINGS ARE CORRECT

If you've had a recent power outage – or even if you've brushed against the control panel – your timer settings might have been accidentally changed. Double check this and adjust them if you need to. Then set the heating to come on in 15 minutes' time, to make sure it's registering properly.

8. CHECK THAT YOUR PILOT LIGHT HASN'T BLOWN OUT

If your boiler has a permanent pilot light, you'll need to check your manufacturer's instructions on how to relight it. And if you can't get it to light again, have an engineer take a look. Any persistent pilot light issues should always be checked by a Gas Safe professional.

9. TRY RESETTING YOUR BOILER

Your boiler's reset button should be located somewhere on the front panel. Check your boiler manual for instructions on how to reset your specific system and see if this gets things going again.

10. SWITCH THE BOILER OFF AND ON AGAIN

You should find the power switch close to the boiler or in an airing cupboard. Switch it off for a few seconds and then turn it back on again to see if this kickstarts your heating.

WHAT TO DO NEXT

And if you've tried everything and you still have no heating or hot water, please contact a qualified engineer for further assistance.

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