



HEATING CHECK LIST - BEFORE CALLING OUT SERVICE ENGINEER

Problem Reported: No heat in radiators or hot water, boiler will not work.

Check list:

1. (Gas Boiler) Have they **gas credit** in the meter? Have they recently ran out of gas credit and topped up but the boiler still won't work. The gas boiler will need to be reset (you will locate the reset button on the gas boiler).
2. In some cases gas meters will have a trip lever on it and may also need to be reset. (reset control knob on meter).
3. (oil boiler) Have they enough heating oil in the tank? Have they recently ran out of oil and have purchased oil credit and topped up but the boiler still won't work. The gas boiler will need to be reset (you will locate the reset button on the gas boiler).
4. Is there a **room thermostat** in the hall or living room on the wall? Has it been turned up fully to make sure the stat is calling for heat.

Problem Reported: The time clock display for the heating system has gone blank and there are no lights on the gas boiler.

Check list:

1. Has one of the **trip switches** on the electrical mains fuse box in the hall tripped down. Push the trip switch back up and see if power has been restored to the heating system.
2. Have they checked that the fuse spur switch beside the boiler has not been turned off by mistake (looks like a light switch).
3. Has the power to the whole property gone off?

CLARIFY EXACTLY WHAT THE ISSUE IS BEFORE LOGGING A CALL

1. Is the hot water heating but radiators are not?
2. Is the radiators heating but no hot water?
3. If some radiators are not heating, clarify where they are located in the property?