

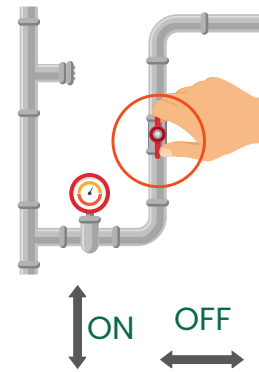
Tenant Guide: Boiler Issues

If your boiler is not working please check the below items before reporting the repair as this may resolve the issue

Things To Check:

CHECK YOUR GAS METER

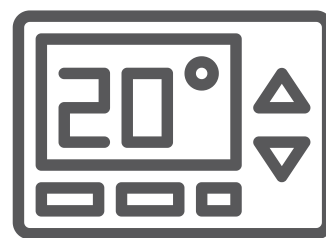
- **Has your meter got credit?** If not, please add credit.
- **Is the gas valve on?** If not, please turn it to the On position.
- **Is there a fault showing on the meter?** If there is a fault you will need to call the supplier as this is not something your agent /landlord can fix.



CHECK YOUR BOILER

- **Is your boiler on?** If no, please turn the switch on.
- **Is the heating/ hot water switch/dial on?** If not, turn the dial to the correct position and turn the heating dial to maximum.
- **Is the thermostat above 25C?** If not, turn this up.
- **Are there any fault codes on your boiler?** If there is, an engineer will most likely be needed.
- **Is the heating/hot water on on the programmer?** Please switch this on if not.
- **Is the pressure gauge in green (between 1-2)?** If under 1, top up the pressure

Programmer



Pressure Gauge

