

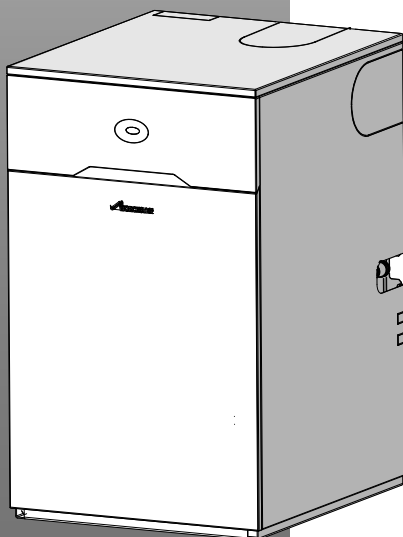
# USER INSTRUCTIONS & CUSTOMER CARE GUIDE

FLOOR STANDING OIL FIRED CONDENSING BOILER  
CONVENTIONAL FLUE & ROOM SEALED FLUE

## GREENSTAR HEATSLAVE II

### 12/18, 18/25 & 25/32

FOR SEALED CENTRAL HEATING SYSTEMS WITH MAINS FED DOMESTIC  
HOT WATER



THE BOILER IS FOR USE WITH  
KEROSENE (28 SECOND OIL) ONLY

UK

  
**WORCESTER**  
Bosch Group

## CONTACT INFORMATION

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### WORCESTER, BOSCH:

TECHNICAL: 0844 892 3366  
SERVICE: 0844 892 3000  
SERVICE (EIRE) 01494 0099  
LITERATURE: 0844 892 9800  
SALES: 01905 752640  
WEBSITE: worcester-bosch.co.uk

**NOTE: NO BOILER FAULT IS FOUND ON  
OVER 30% OF ALL SERVICE CALL OUTS.**

Please read the fault section of the manual before contacting our service team.

## USER INSTRUCTIONS & CUSTOMER CARE GUIDE

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**PLEASE READ THESE  
INSTRUCTIONS CAREFULLY BEFORE  
OPERATING YOUR BOILER**

THESE INSTRUCTIONS ARE APPLICABLE TO THE WORCESTER, BOSCH GROUP BOILER MODEL(S) STATED ON THE FRONT COVER OF THIS MANUAL ONLY AND MUST NOT BE USED WITH ANY OTHER MAKE OR MODEL OF BOILER.

THE INSTRUCTIONS APPLY IN MAINLAND UK ONLY AND SHOULD BE FOLLOWED EXCEPT FOR ANY STATUTORY OBLIGATION.

IF YOU ARE IN ANY DOUBT CONTACT THE WORCESTER, BOSCH GROUP TECHNICAL SUPPORT.

THIS BOILER MUST BE INSTALLED BY A OFTEC REGISTERED, COMPETENT PERSON. FAILURE TO INSTALL CORRECTLY COULD LEAD TO PROSECUTION.

**PLEASE LEAVE THIS GUIDE, THE  
INSTALLATION INSTRUCTIONS AND  
THE COMPLETED CHECKLIST WITH  
THE USER.**

**NOTE: A CHECKLIST AND SERVICE  
INTERVAL RECORD CAN BE FOUND  
AT THE REAR OF THE INSTALLATION,  
COMMISSIONING AND SERVICE  
INSTRUCTIONS.**

### ABBREVIATIONS:

SEDBUK Seasonal Efficiency for Domestic Boilers in the United Kingdom.

OFTEC Oil Firing Technical Association for the Petroleum Industry.

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## Dedicated to heating comfort

Thank you for purchasing a Greenstar oil fired condensing boiler from Worcester, Bosch Group. The company prides itself on manufacturing boilers to the strictest quality control standards throughout every stage of production.

Worcester, Bosch Group has led the field in innovative boiler design and performance for more than 50 years. This heritage means all products are of exceptional quality and proven reliability.

The condensing range in particular, is extremely energy efficient, converting more of the fuel consumed into heat offering you economical running costs and value for money. It sits in SEBUK band A, at the top of the energy rated boilers available.

There is also the assurance of our no-nonsense parts and labour guarantee - backed up by an optional servicing and maintenance contract to keep your boiler operating at peak condition and efficiency.

To find out more about Worcester, Bosch Group, log onto [www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk).

## SAFETY PRECAUTIONS

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### OIL FUMES OR LEAKS FROM THE BOILER:

- ✓ Extinguish any naked flames.
- ✓ Open windows and doors.
- ✓ Switch off the boiler electricity supply.
- ✓ Isolate the fuel supply to the boiler.
- ✓ Contact installer/service engineer.

### IMPORTANT:

This boiler must only be operated by a responsible adult who has been instructed in, understands and is aware of the boiler's operating conditions and effects.

### HEALTH & SAFETY:

The appliance contains no asbestos and no substances have been used in the construction process that contravene the COSHH Regulations (Control of Substances Hazardous to Health Regulations 1988). Where applicable, the CE mark indicates compliance with relative EU Directives.

### COMBUSTIBLE AND CORROSIVE MATERIALS:

**Do not** store or use any combustible materials (paper, thinners, paints etc.) inside or within the vicinity of the boiler.

The combustion air must be kept clear of chemically aggressive substances which can corrode the boiler and invalidate any warranty.

### FITTING & MODIFICATIONS:

Fitting the boiler and any controls to the boiler may only be carried out by a competent engineer in accordance with the relevant Installation Regulations.

Flue systems must not be modified in any way other than as described in the fitting instructions.

Any misuse or unauthorised modifications to the boiler, flue or associated components and systems could invalidate the warranty. The manufacturer accepts no liability arising from any such actions, excluding statutory rights.

This boiler is suitable for use with kerosene only, no other fuel may be used.

### DO NOT OPERATE THE APPLIANCE WHEN:

The appliance, flue or system is incorrectly fitted, faulty or damaged.

The flue terminal outlet is obstructed or damaged.

There are fumes, fuel leaks or fuel smells from the fuel supply, appliance or internal flue system.

The system is empty, frozen or unpressurised (sealed systems).

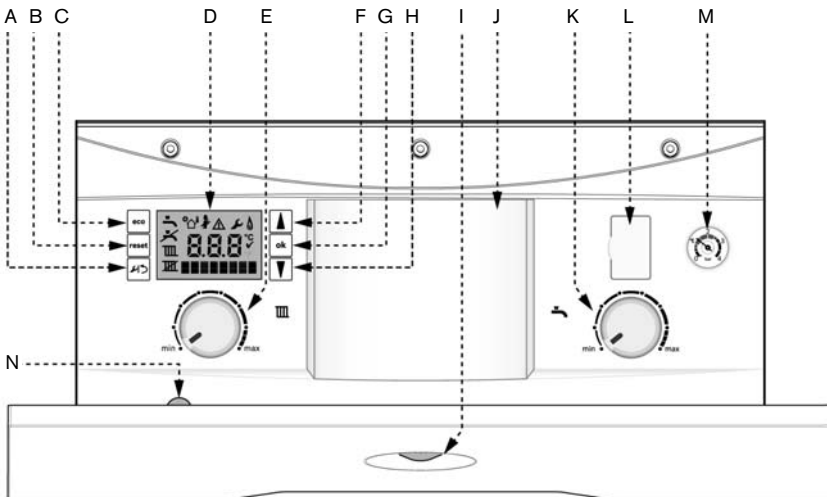
The condensate pipe is blocked or restricted.

The appliance clearances are inadequate.

The air supply is restricted or vents damaged.

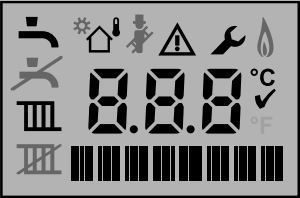









## CONTROLS

- A Spanner/return button
- B Reset button
- C ECO button
- D Boiler LCD display
- E Central heating temperature control
- F Scroll up button
- G OK - Select/confirmation button
- H Scroll down button
- I Demand/fault indicator (blue)
- J Position for optional programmer
- K Hot water temperature control
- L Diagnostic port (service engineer)
- M System pressure gauge
- N Burner service mode button (service engineer)



## CONTROLS

### DISPLAY SYMBOLS:

SCREEN DISPLAY	DESCRIPTION	EXPLANATION
	All possible screen symbols (including greyed out symbols)	All possible screen symbols are displayed briefly during start up. The greyed out symbols are not required for the operation of this appliance.
	Numerical display	Displays a temperature setting or boiler status code.
	Text display	Displays ECO or Alert code
	Hot water	Displays during a hot water demand and when the heat store is reheating.
	Central heating	Displays during central heating demand.
	Alert	Displays during a fault condition with diagnostic and status code.
	Service mode	Displays when in the service menus.
	Centigrade indication	Displays next to temperature reading.
	Confirmation	Confirms a manual change.
	Weather Compensation	Displays only if Weather Compensation sensor is fitted and is active.

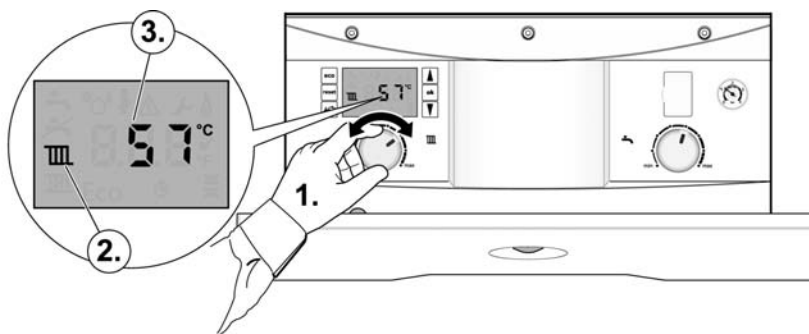
## OPERATING THE BOILER

### SWITCHING THE BOILER ON/OFF:

- ▶ To switch on the boiler; turn on the water, oil and electricity supply to the boiler.
- ▶ Check the programmer/timer is correct and is set to ON.
- ▶ Set the room thermostat to the desired setting.
- ▶ Open and set thermostatic radiator valves as required.
- ▶ Turn the boiler water temperature control to the required setting.
- ▶ To switch off the boiler; turn the programmer/timer to OFF for heating and hot water.

### SETTING CENTRAL HEATING TEMPERATURE:

1. Turn the central heating temperature control knob to the desired flow temperature between 50 and 82°C, this will be indicated on the digital display. This is not the room temperature but the flow temperature through the radiators.
2. The radiator symbol will be displayed to confirm that a central heating setting is being changed.
3. The value is displayed during this process, press  to exit or after five seconds of inactivity the boiler display will return to the default screen.



### CONTROLLING CENTRAL HEATING:

- ▶ Set the programmer/timer to the correct time with the required ON/OFF periods.
- ▶ Turn the room thermostat to the temperature required.
- ▶ Set thermostatic radiator valves to the required temperature for each room.

### TURNING THE CENTRAL HEATING OFF DURING THE SUMMER:

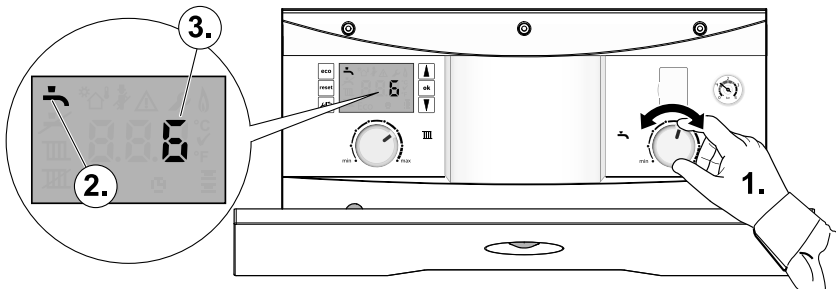
- ▶ Turn your programmer/timer to the off position.
- ▶ Please refer to the programmer/timer manufacturer's instructions.

## OPERATING THE BOILER

### SETTING THE HOT WATER TEMPERATURE:

The hot water temperature control knob sets the temperature of the heat store. A high setting will give a higher hot water temperature and greater quantities of hot water.

1. Turn the hot water temperature control knob to the desired level between 1 and 8, this will be shown on the digital display.
2. The tap symbol will be displayed to confirm that the hot water setting is being changed.
3. The value is displayed during this process, press **ok** to exit or after five seconds of inactivity the boiler display will return to the default screen.



### DOMESTIC HOT WATER (DHW):

The GREENSTAR HEATSLAVE II is microprocessor controlled and at low DHW flow rates (washing hands etc), the burner will not fire up when the tap is opened as the heat store will meet the demand, but at high flow rates (filling a bath for example) the burner will fire up to boost the heat store and meet the demand.

If DHW is OFF on the programmer, the appliance will still supply DHW using heat stored in the tank, but it will not reheat the tank, therefore the amount of water available is limited but is adequate for washing up, filling basins etc.

We recommend that DHW is timed off overnight and when the home is unoccupied to save energy. The timer should be set for at least half an hour before normal hot water demands are expected to reheat the heat store.

When reheating the heat store the controls will scavenge heat from the boiler for the tank, this means that the pump will run (and the blue light will be on) for some time after the burner has turned off whilst heat scavenging takes place.

**WARNING:** care should be taken when washing your hands as in some circumstances the combination of low water flow rate and high setting of the hot water control thermostat can result in very hot water at the tap at the start of the demand.



## OPERATING THE BOILER

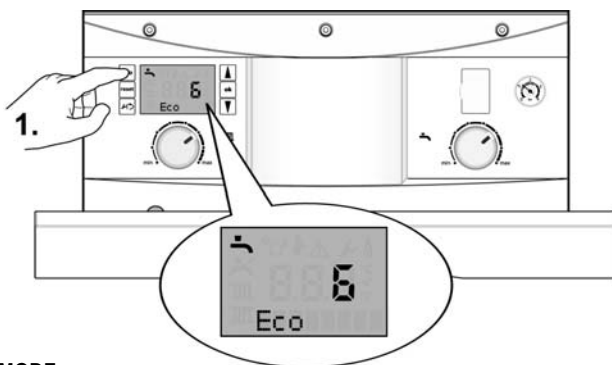
### DOMESTIC HOT WATER ECO MODE:

Eco mode is an energy saving feature which alters the cycling function of the burner for heating the heat store tank. In normal operation the burner will fire more frequently between demands in order to maintain a stored temperature close to the hot water set point you have entered. In Eco mode, the burner fires less frequently between demands meaning that the heat store temperature is maintained at a lower average level, but the tank set point remains the same.

By selecting Eco mode you will be using less energy as the tank is allowed to cool a little more before reheating to the set point.

### SELECTING ECO MODE:

1. Press and hold **eco** for at least four seconds to enter the energy saving Eco mode, when Eco mode is active, "Eco" will be displayed.



### EXIT ECO MODE:

- ▶ To exit ECO mode, press and hold **eco** for at least four seconds, 'Eco' will disappear.

### FROST PROTECTION:

- ▶ The boiler has built in frost protection to protect the boiler, the boiler must have power for this to operate.
- ▶ If you are leaving the property unoccupied during cold weather, please leave your programmer on constant and your room thermostat set to 15°C.
- ▶ If the temperature within the boiler falls below 8°C the pump will run to circulate water and prevent the system freezing.
- ▶ If the temperature within the boiler falls below 4.5°C the boiler will fire immediately, bringing the boiler temperature up to 12°C to avoid the possibility of the system freezing.
- ▶ This process will be repeated until such time that the boiler temperature does not drop below 4.5°C.


**If there is no hot water or heating, check page 8 and 10 for fault condition guidance.**

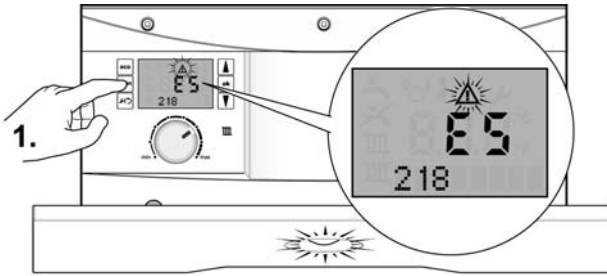
## OPERATING THE BOILER

### BOILER ALERT STATE:

Should a fault develop with this boiler (or the system), the boiler will enter into a Locking or Blocking condition. In the event of a Lockout condition, the blue operation/fault light and the alert triangle symbol will flash, an alpha numeric **fault code** and a 3 digit **cause code** will be displayed.

### BOILER RESET:

1. Press the  button on the fascia to clear the fault.
  - ▶ 'Reset' and the spanner symbol are briefly displayed.
  - ▶ If the reset was successful the boiler will return to normal operation.
  - ▶ If the reset was not successful then the alert code will be displayed again, and the blue operation/fault light will continue to flash.



Should the boiler enter into a Blocking condition, the boiler will stop operating and no fault code will be displayed. In most cases the condition will clear automatically when the associated fault clears e.g. waiting for an area to cool. In some cases a Blocking error has a defined time duration prior to changing to a Locking condition.

If the fault remains and cannot be cleared by pressing the reset button, contact Worcester, Bosch Group for assistance on 0844 892 3000.

## OPERATING THE BOILER

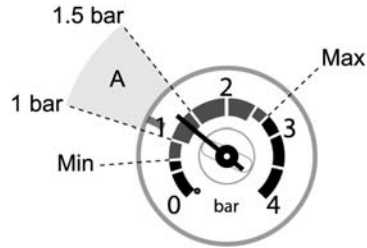
### SYSTEM PRESSURE:

This boiler is fitted to a sealed heating system which is pre-pressurised. Your installer will advise you of the minimum and maximum pressure indicated on the pressure gauge.

- ▶ Check regularly that the pressure is maintained.

Optimum system pressure when your boiler is cold (area A) and the pump is off. The indicated pressure will change as the pump switches on, for more accurate readings check pressure when the pump is not running.

- ▶ Contact your installer or maintenance engineer if a permanent significant decrease or increase in pressure is indicated on the pressure gauge.



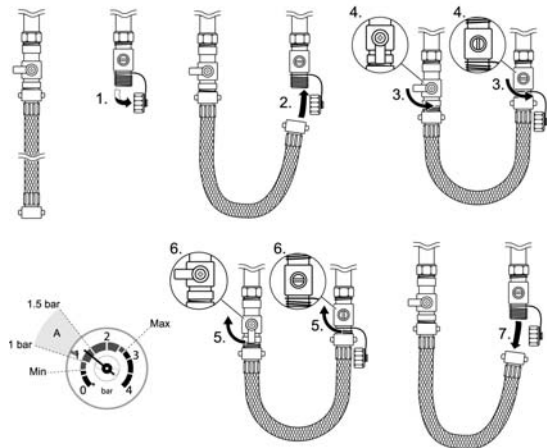
USING YOUR  
BOILER

### FILLING LOOP:

If the sealed system pressure within your system drops to below 0.5 bar (shown on the pressure gauge) you will need to increase the pressure to ensure your boiler continues to run without problems. *Your installer should have informed you where to find the filling system and instructed you in its use.*

Once the external filling loop has been located, follow the instructions for re-pressurising the system.

1. Unscrew blanking cap.
2. Attach the hose to the valves, screw on hand-tight.
3. Turn the handle/screwdriver slot through 90° to open valves.
4. The handle/screwdriver slot will be in line with the valves.
5. When the pressure reaches between the 1 and 1.5 bar marks (zone A), turn the handle/screwdriver slot back, through 90°, to close the valve.
6. The handle/screwdriver slot will be at 90° to the valves.
7. Remove the hose and replace the blanking caps.



## FAULT FINDING

Problem	Cause	Remedy
Desired room temperature is not reached	Thermostatic radiator valve(s) set too low	Increase thermostatic radiator valve setting(s)
	Room thermostat set too low	Increase room thermostat setting
	Temperature control for CH flow on boiler set too low	Increase CH flow temperature control setting
	Air trapped in heating system	Bleed radiators and recharge heating system if system pressure is low
Desired room temperature exceeded by large amount	Radiators are too hot	Turn down thermostatic radiator valves / room stat
Temperature rises instead of falling	Clock is incorrectly set	Check setting
No display or display unit does not respond	Momentary power failure	Switch off boiler at master switch, wait a few seconds then switch on again
Hot water temperature too low	Hot water temperature set too low	Check setting
	Hot water not in timed period on the programmer	Check programmer settings

## MAINTAINING YOUR BOILER

Your new boiler represents a long term investment in a reliable, high quality product.

In order to realise its maximum working life and to ensure it continues to operate at peak efficiency and performance, it is essential that servicing and maintenance checks are performed at least once a year by an OFTEC engineer or other suitably qualified person.

If you would like to know more about servicing options from Worcester, Bosch Group, please visit [worcester-bosch.co.uk](http://worcester-bosch.co.uk). Please tick the appropriate box on your warranty registration card for further details of the Worcester, Bosch Group Service Contract .

When your boiler requires servicing please contact a Worcester, Bosch Group contact centre (see inside front cover for details).

In addition to the service contract we are pleased to offer a one-off annual service or breakdown call out for your boiler.

### **Maintenance tips:**

Regularly check the oil level in the tank. Running the tank empty or low can lead to damage to the burner.

Do not obstruct the flue outlet or the air inlet.

### **USE IN HARD WATER AREAS:**

In exceptionally hard water areas a device to prevent scale formation may be fitted. Installation of a scale inhibitor assembly should be in accordance with the requirements of the local water company. An isolating valve should be fitted to allow for servicing.

### SERVICING:

You must have the boiler regularly serviced by a competent, qualified OFTEC registered engineer using approved spares, to help maintain the economy, safety and reliability of the boiler.

The boiler should be serviced once each year after installation unless the installation conditions and usage demand more frequent services.

### IMPORTANT:-

Ensure that the service engineer completes the Service Record in the checklist after each service.

The completed checklist will be required in the event of any warranty work and may be required by the local Building Control Inspector.

### NOTE:

The checklist and service interval record can be found at the rear of the Installation, Commissioning and Servicing Instructions.

## VENTILATION INFORMATION

### **BOILER LOCATION:**

\*\*The boiler can be installed under a worktop as long as:

- ▶ The worktop above the boiler is easily removable for maintenance.
- ▶ There is at least 10mm clearance above the boiler.
- ▶ The front of the boiler is not enclosed.

### **VENTILATION:**

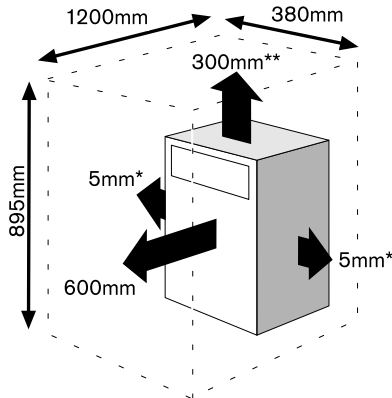
Air vents must be functional at all times and the air supply must not be restricted or contaminated.

The boiler clearances must meet the minimum shown below for servicing and venting purposes.

\* If this clearance is less than 75mm the flue 'knock-out' panel sections must be removed to improve air circulation and cooling.

Do not place clothes or objects to hinder the air circulation required by the boiler.

## **SERVICE CLEARANCES**



## VENTILATION INFORMATION

Conventional flue boilers require an adequate supply of fresh air which must be delivered to the boiler for combustion purposes through a permanent inlet, such as an air brick, into the area where the boiler is situated.

If a cupboard or compartment which is to be used for storage or airing is built around the boiler after installation there must be a non-combustible partition around the boiler. Refer to the installation manual for minimum vent sizes.



## GENERAL NOTES

To get the best from your boiler, please read these instructions carefully.

### **CENTRAL HEATING SYSTEMS**

During the first few hours of operation of the central heating system, check that all radiators are being heated at an even rate. If the top of a radiator is at a lower temperature than the bottom then it should be vented by releasing air through the venting screw at the top of the radiator. Ask your installer to show you how this is done. Repeated venting will reduce the quantity of water in the system and this must be replenished for safe and satisfactory operation of the boiler.

When excessive venting or water leaks are found in the system you must contact a service engineer to inspect the installation and rectify any fault.

Only use additives compatible with the boiler and system. Use of incompatible additives can cause damage and will invalidate the boiler guarantee.

### **CONDENSATE DRAIN**

This is a condensing boiler and the terminal will, at times give out a plume of water vapour. This is quite normal.

The boiler also produces quantities of condensate which is discharged regularly via a pipe to drain. This pipe must not be blocked or altered in any way.

### **CLEARANCES - SERVICE**

Your installer will have provided adequate space around the boiler for safety and servicing access. Do not restrict this space with the addition of cupboards, shelves etc. next to the boiler.

### **ROOM THERMOSTAT**

A room temperature controller must be fitted to control the central heating. Refer to instructions supplied with the thermostat for information on siting and setting.

### **THERMOSTATIC RADIATOR VALVES**

It is recommended that this type of valve is fitted to all but one of the radiators (or at least those in the sleeping accommodation). The remaining radiator, which must be where the room thermostat is located, should be un-controlled and must be left open.

### **OIL SUPPLY**

This appliance is for use with 28sec kerosene only. Running the oil tank empty or low may result in damage to the burner.

### **Room thermostats:**

Reducing the setting of the room thermostat by 1°C can reduce fuel consumption by up to 10%.

### **New control systems:**

Upgrade your heating control system with the latest equipment available. The minimum level of control for a heating system is a programmer, interlocking room thermostat and thermostatic radiator valves.

### **Radiators:**

More often than not radiators will be sited underneath a window, so the warm air from the radiator heats the colder incoming air from the window.

The performance of the radiator will be affected if the curtains are allowed to drape over the radiator or shelves are fitted above it.

The positioning of furniture and tables in front of the radiator should also be avoided.

It is advisable to manually adjust all radiator valves every 2-3 months to prevent them from sticking. It is also important that the plastic tops of all valves are always in position and not cracked or damaged to help prevent accidents. Care should be taken when vacuum cleaning carpets to avoid damage to valves and pipework.

The heating system and the outputs of the radiators have been carefully selected by your installer. The temperature obtainable in any given room is dependent on all radiators being operated at the same time. If you decide to turn off radiators in unused rooms, spare bedrooms etc., you may experience slightly lower room temperatures in rooms adjacent to unheated rooms.

### **Heating economically:**

The boiler is designed to provide a high level of comfort while keeping oil consumption and the resulting environmental effect as low as possible.

The central heating control on the boiler should be set as low as possible while still maintaining a comfortable room temperature.

The temperature of each room can be set individually using the thermostatic radiator valves (except the primary room with the room thermostat).

### **Roof insulation:**

Around 30% of the heat loss from a property is through the roof. Replace any old insulation with new insulation, preferably to a minimum thickness of 200mm.

### **Window frames:**

Single glazed windows, particularly those with steel frames, can lose a great deal of heat.

Consideration should be given to replacement with PVCu or wooden framed double glazed units.

### **Curtains:**

Lined curtains, or heavier full length curtains can provide excellent insulation. However, always ensure that the curtains do not drape over radiators.

### **Draughts:**

Try to ensure that draughts around doors, windows, letterboxes and keyholes etc., are reduced by using a suitable draught excluder.

**Warning: Do not block or seal any air vents that are installed to ensure the central heating boiler (or other appliance) operate safely.**

## FAULT OR BREAKDOWN

This boiler is supported in mainland UK by Worcester, Bosch Group, part of Bosch Thermotechnology Ltd.

Specialist trained, Worcester, Bosch Group Service Engineers are available to attend in the unlikely event that a breakdown occurs on this boiler.

### No charge will be made for parts and/or labour providing:

- ▶ A boiler fault is found and the boiler has been installed within the guarantee period. Reasonable evidence of this must be supplied on request.

### A call-out charge will be made where:

- ▶ The boiler has been installed for longer than the guarantee period. OR
- ▶ Our Field Service Engineer finds no fault with the boiler (see Note). OR
- ▶ Evidence cannot be provided that the first year service inspection has been carried out. (i.e. an entry in the service interval record found at the rear of the boiler installation and servicing manual). OR
- ▶ The cause of breakdown is misuse or with other parts of your plumbing/heating system, or with equipment not supplied by Bosch Thermotechnology Ltd.

### NOTE: NO BOILER FAULT IS FOUND ON OVER 30% OF ALL SERVICE CALL OUTS.

Please read this guide carefully to gain a good understanding of the operation of your boiler. In the case of a suspected fault, refer to the fault finding section of this guide.

### If in doubt contact our Technical Support

In the event of an boiler fault or breakdown please contact our Service Department. Your service administrator will arrange for an Engineer to call with the minimum of delay. Under normal circumstances this will be from 1 to 3 working days (excluding weekends) for priority breakdown situations (no hot water and/or heating).

Invoices for attendance and repair work carried out on this boiler by any third party will not be accepted.

### BOILER DATA LABEL

The data label can be found on the inside of the right hand side panel.

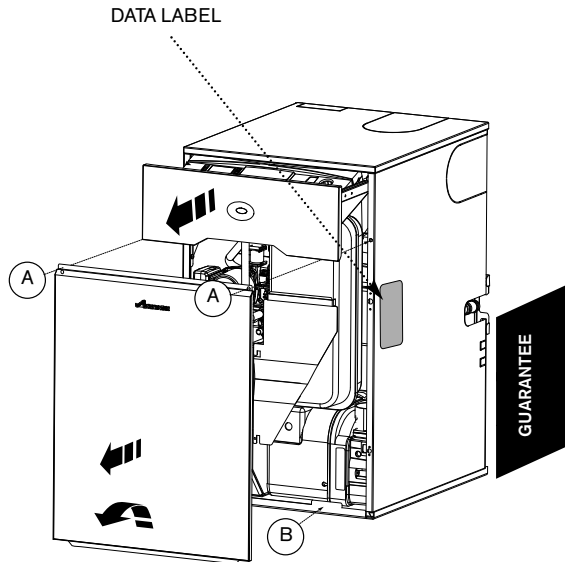
To access first remove the front panel:

- ▶ Pull control panel drawer forwards.
- ▶ Undo screws (A) securing the front panel to the boiler.
- ▶ Lift panel off bottom ledge (B) and remove from appliance.

To replace front panel:

- ▶ Rest panel on bottom ledge (B).
- ▶ Replace the screws (A) securing the front panel to the boiler.
- ▶ Push control panel drawer back into place.

(You can record this information on the inside back cover of this manual.)



## GUARANTEE REGISTRATION

You should complete and return the postpaid Guarantee Registration Card within 30 days of installation.

Returning your card will register you as the owner of your new boiler and will assist us in maintaining an effective and efficient customer service by establishing a reference and permanent record for your boiler.

This does not affect your statutory rights.

*For your own record:*

Model \_\_\_\_\_

Serial No. \_\_\_\_\_

(See identity label inside boiler casing)

Type / size \_\_\_\_\_

Date of installation \_\_\_\_\_

Installer details \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## YOUR GUARANTEE

This boiler is guaranteed against faulty materials or workmanship for a period of 24 calendar months (60 months for the primary heat exchanger) from the date of installation subject to the following conditions:

- ▶ That during the period of this guarantee any components of the unit which are proved to be faulty or defective in manufacture will be exchanged or repaired free of material charges and free of labour charges if repaired directly by Bosch Thermotechnology Ltd. **Please be aware that invoices for attendance and repair of this boiler by third parties will not be accepted for payment by Bosch Thermotechnology Ltd.**
- ▶ That the householder may be asked to prove, when requested, the date of installation, that the boiler was correctly commissioned and, where appropriate, that the 12 month service inspection has been carried out to the satisfaction of Bosch Thermotechnology Ltd, when requested. The guarantee card must then be returned within 30 days of installation.
- ▶ That any product or part thereof returned for servicing under the guarantee must be accompanied by a claim stating the Model, Serial Number and Date of Installation.
- ▶ That Bosch Thermotechnology Ltd will not accept responsibility for damage caused by faulty installation, neglect, misuse or accidental damage and non-observance of the instructions contained in the Installation and Users Instructions leaflets.
- ▶ That the boiler has been used only for normal domestic purposes, for which it was designed.
- ▶ This guarantee applies only to equipment purchased and installed in mainland UK.

This guarantee is given in addition to all your normal statutory rights.

*Worcester, Bosch Group is a brand name of Bosch Thermotechnology Ltd.*

## NOTES

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NOTES

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# NOTES

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**If the boiler fails to give complete satisfaction, please check the following before calling for a service engineer:-**

**General checks**

1. Oil level in the tank
2. Power to the boiler
3. All control settings

**NOTE: NO BOILER FAULT IS FOUND ON OVER 30% OF ALL SERVICE CALL OUTS.**

Please read the fault section of the manual before contacting our service team.

**Dedicated to heating comfort**

Worcester, Bosch Group

Cotswold Way, Warndon, Worcester WR4 9SW.

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