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# Xtramax HE

High Efficiency Condensing Boilers

## Instructions for Use

To be left with the user



Glow-worm, Nottingham Road, Belper, Derbyshire. DE56 1JT

## WARNING

### GAS LEAK OR FAULT

Turn off the gas emergency control valve immediately. Eliminate all sources of ignition, i.e. smoking, blowlamps, hot air guns etc. Do not operate electrical lights or switches either on or off. Open all doors and windows, ventilate the area.

### SHEETMETAL PARTS

This boiler contains metal parts (components) and care should be taken when handling and cleaning, with particular regard to edges.

### SEALED COMPONENTS

Under no circumstances must the User interfere with or adjust sealed parts.

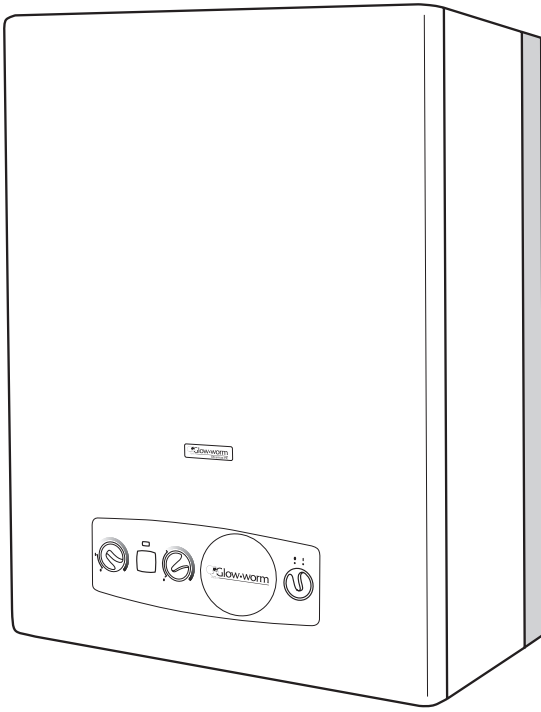
**Customer service call: 01773 828100**

**Technical helpline: 01773 828300**

**General and Sales enquiries Tel: 01773 824639 Fax: 01773 820569**



# Xtramax HE



## CONTENTS

Important Information	page 5
Boiler Design	page 6
Boiler Safety Devices	page 7
Maintenance	page 8
Boiler Operation	page 9
User Controls - Display	page 10

The instructions are an integral part of the boiler and must, to comply with the current issue of the Gas Safety (Installation and Use) Regulations, be handed to the user on completion of the installation.

Please read these instructions and follow them carefully for the safe and economical use of your boiler.

## Important Information

### Gas Safety (Installation and Use) Regulations

In your own interests and that of safety, it is the Law that ALL gas appliances are installed by a **competent person** in accordance with the current issue of the regulations.

### Control of Substances Hazardous to Health

Under Section 6 of The Health and Safety at Work Act 1974, we are required to provide information on substances hazardous to health.

The adhesives and sealants used in this appliance are cured and give no known hazard in this state.

### Electrical Connection

The boiler **MUST** be earthed.

The boiler **MUST** be connected to a permanent 230V ac, 50Hz supply.

Connection of the whole electrical system of the boiler, including any heating controls, to the electrical supply must be through one common isolator and must be fused 3 Amp maximum.

The colours of three core flexible cable are, blue - neutral, brown - live, green and yellow - earth.

### IMPORTANT NOTE

ALL electrical connections to the boiler must be permanently fixed to a wall or a sturdy support feature.

### Gas Category

This boiler is for use on G20 natural gas, but may be adjusted for use on G31 propane.

### Testing and Certification

This boiler certificated to the current issue of EN 483 for performance and safety.

It is important that no alteration is made to the boiler unless approved, in writing, by Glow-worm.

Any alteration not approved by Glow-worm, could invalidate the certification, boiler warranty and may also infringe the current issue of the statutory requirements.

### CE Mark

This boiler meets the requirements of Statutory Instrument, No. 3083 The Boiler (Efficiency) Regulations, and therefore is deemed to meet the requirements of Directive 92/42/EEC on the efficiency requirements for new hot water boilers fired with liquid or gaseous fuels.

Type test for purposes of Regulation 5 certified by: Notified body 0087.

Product/production certified by: Notified body 0086.

The CE mark on this appliance shows compliance with:

1. Directive 90/396/EEC on the approximation of the laws of the Member States relating to appliances burning gaseous fuels.
2. Directive 73/23/EEC on the harmonisation of the Laws of the Member States relating to electrical equipment designed for use within certain voltage limits.
3. Directive 89/336/EEC on the approximation of the Laws of the Member States relating to electromagnetic compatibility.

# Boiler Design

## Description

**Xtramax HE Model:** The boiler is designed to provide central heating and instantaneous hot water.

Once the controls are set the boiler operates automatically.

## Compartment or Cupboard Installations

Ventilation is not required for compartment or cupboard installations.

Do not use the compartment or cupboard for storage.

The minimum clearances to fixtures are shown in diagram 1.

## Plumbing from flue terminal

Like all condensing boilers it will produce a plume of condensation from the flue terminal in cool weather. This is due to the high efficiency and hence low flue gas temperature of the boiler. It is normal and not a fault indication.

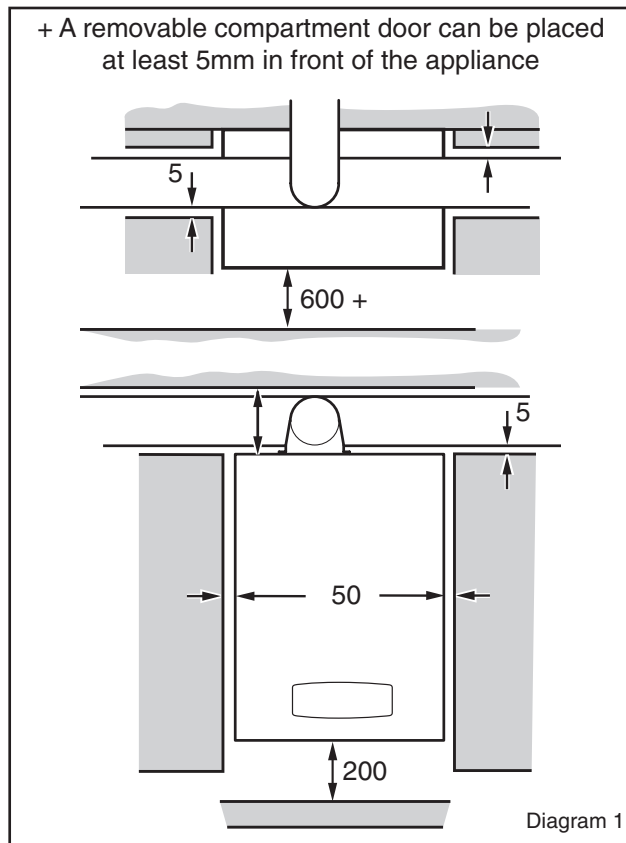
## Electrical Supply Failure Reset Switch

The boiler will not work without an electrical supply.

Normal operation of the boiler should resume when the electrical supply is restored.

Reset any external controls, to resume normal operation of the central heating.

If the boiler does not resume normal operation turn the mains reset switch off and on. If the boiler does not resume normal operation after this the overheat stat may have operated.



## Boiler Safety Devices

### Overheat Reset

The boiler software is designed to recognise the potential for an overheat lockout and will shutdown before this happens. To restart the boiler. Turn the mains reset switch **0**, wait for five seconds, turn mains reset switch to **I**, the boiler is reset, see diagram 2.



If, however the boiler fails to resume normal operation and all services and demands are calling for duty then call your Installation/Service company.

### Overheat Lockout

In the event of the boiler overheating the safety device will shutdown the boiler. If this happens, call your Installation/Service company.

### Frost Protection

The boiler has a built in frost protection programme as long as the electricity and gas are left switched on. This device operates the burner and system pump when the temperature in the heating circuit falls below 4°C.

When the temperature inside the boiler rises to 7°C the burner will switch off and only the system pump will run, at 10°C the pump will switch off as frost protection will no longer be required.

**NOTE:** Any other exposed areas of the system should be protected by a separate frost thermostat.

### Condensate Drain Blockage

As a safety feature the boiler will stop working if the condensate drain becomes blocked. During freezing conditions this may be due to the forming of ice in the condensate drain external to the house. Release an ice blockage by the use of warm cloths on the pipe. The boiler should then restart. Contact your installation/service company if the fault persists.

### Safety Discharge Valve

A safety discharge valve and discharge pipe is fitted to the boiler. This valve **MUST** not be touched. If there is any discharge from the pipe, switch off the boiler electrical supply, then call your Installation/Service company.

## Maintenance

### Servicing

To ensure the continued efficient and safe operation of the boiler it is recommended that it is checked and serviced at regular intervals. The frequency of servicing will depend upon the site conditions and usage, but in general, once a year should be enough.

If this boiler is installed in a rented property in the UK there is a duty of care imposed on the owner of the property by the current issue of the Gas Safety (Installation and Use) Regulations, Section 35.

Servicing/maintenance should be carried out by a **competent person** in accordance with the rules in force in the countries of destination.

To obtain service, please call your installer or Glow-worm's own service organisation using the telephone number on the inside front cover of this booklet.

### Cleaning

The boiler casing can be cleaned using a mild liquid detergent with a damp cloth, then a dry cloth to polish.

Do not use any form of abrasive or solvent cleaner as you may damage the paintwork.

### Frost Protection

If the mains electricity and gas services are to be turned off for any long periods during severe weather, it is recommended that the whole system, including the boiler, should be drained to avoid the risk of freezing.

### Spare Parts

**REMEMBER:** When replacing a part on this boiler, use only spare parts that you can be assured conform to the safety and performance specification that we require. Do not use reconditioned or copy parts that have not been clearly authorised by Glow-worm.

If replacement parts are required contact Glow-worm's own service organisation using the telephone number on the inside front cover of this booklet.

Please quote the name of the boiler, this information will be on the name badge on the front case.

If in doubt seek advice from the local gas company or Glow-worm's own service organisation using the telephone number on the inside front cover of this booklet.

# Boiler Operation

1. Check that all isolating valves are open, see diagram 5 and water flows from the hot water taps.
2. If you are in any doubt about the boiler being filled with water contact your installer or Glow-worm's own service organisation using the telephone number on the inside front cover of this booklet.  
**Do not operate the boiler without water.**
3. Check that the electrical supply to the boiler is ON and set any remote controls as required.
4. With the User controls in their "OFF" (0) positions, turn the Mains Reset Switch to the ON (1) position, the running lamp will initially illuminate (green) then go off, the system pressure will be displayed and should read on the digital display, at least 0.7bar (recommended 1.0bar), if less, pressurise as described in the Digital/Display System Pressurisation section.

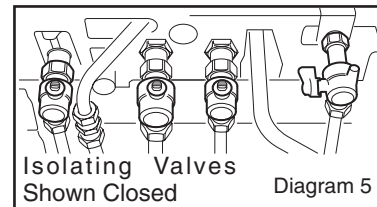
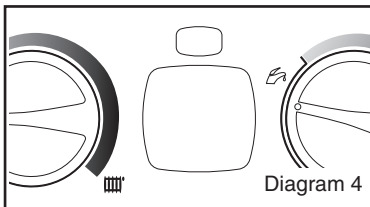
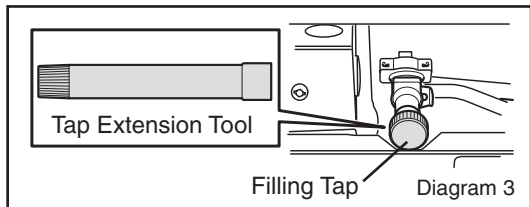
## Digital Display/System Pressurisation

The digital display, see diagram 4, normally shows the operating temperature of the unit when there is a central heating demand and gives a pressure reading when there is no demand or when the appliance is in the domestic hot water mode.

If the digital display shows pressure less than 0.7bar, re-pressurise the system to 1bar by gently opening the built in filling tap underneath the boiler, see diagram 3. A tap extension tool is provided to facilitate this. Ensure the tap is closed. If the system repeatedly loses pressure, YOU MUST CONTACT YOUR INSTALLER OR GLOW-WORM'S OWN SERVICE ORGANISATION USING THE TELEPHONE NUMBER ON THE INSIDE FRONT COVER OF THIS BOOKLET.

If there is a fault, then a fault symbol displays and the control light on the control panel flashes red.


**WARNING:** Never try to service or repair the appliance by yourself and only start the appliance once a skilled professional has repaired the fault.



## User Controls - Display

### CENTRAL HEATING CONTROL

1. Turn the central heating water temperature control "ON", the lighting sequence will begin, the running lamp will illuminate (green) to indicate the boiler has lit, the system temperature will now be displayed instead of system pressure.

The temperature of the central heating water can be adjusted by turning the central heating water temperature control to desired setting between 1 'Min' and  'Max'. Maximum setting is approximately 82°C.

Set the control to '0' to switch off heating.

If the boiler fails to light, reset the controls, see paragraph below, **TO RESET**

If a fault occurs the running lamp will flash red and a fault code will appear on the digital display.

### DOMESTIC HOT WATER CONTROL

2. Position **0** - hot water OFF. Turn hot water temperature control to maximum.

### TO RESET

3. Turn the Mains Reset Switch to **0**, wait for 5 seconds, turn Mains Reset Switch to **1**, the boiler is reset.

If the fault persists contact your installer/service provider using the telephone number on the inside front cover of this booklet.

### TO TURN THE BOILER OFF

4. Turn the Mains Reset Switch to the OFF (**0**) position.  
Turn the gas supply OFF at the gas service cock if the boiler is to be out of use for some time.

# User Controls - Display

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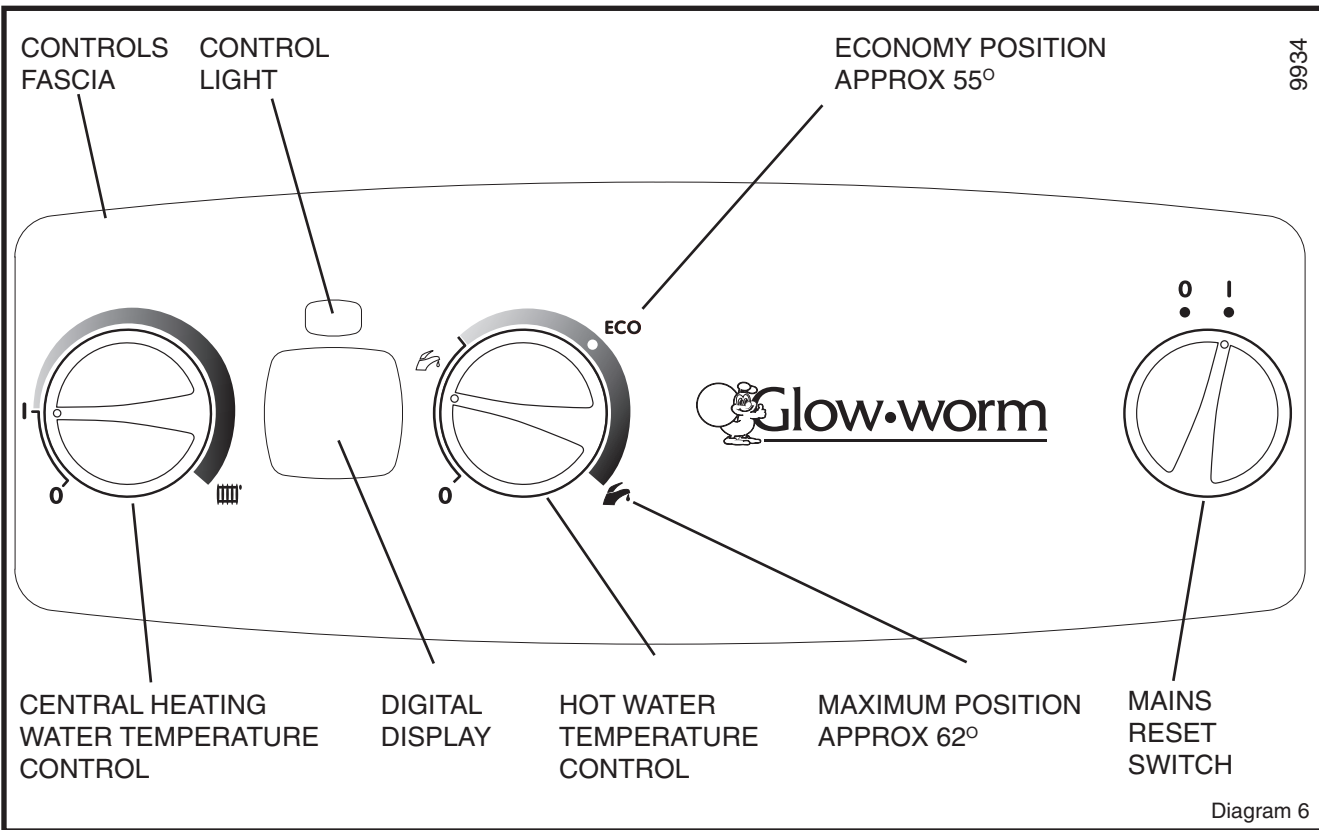


Diagram 6

*Because of our constant endeavour for improvement, details may vary slightly from those shown in these instructions.*