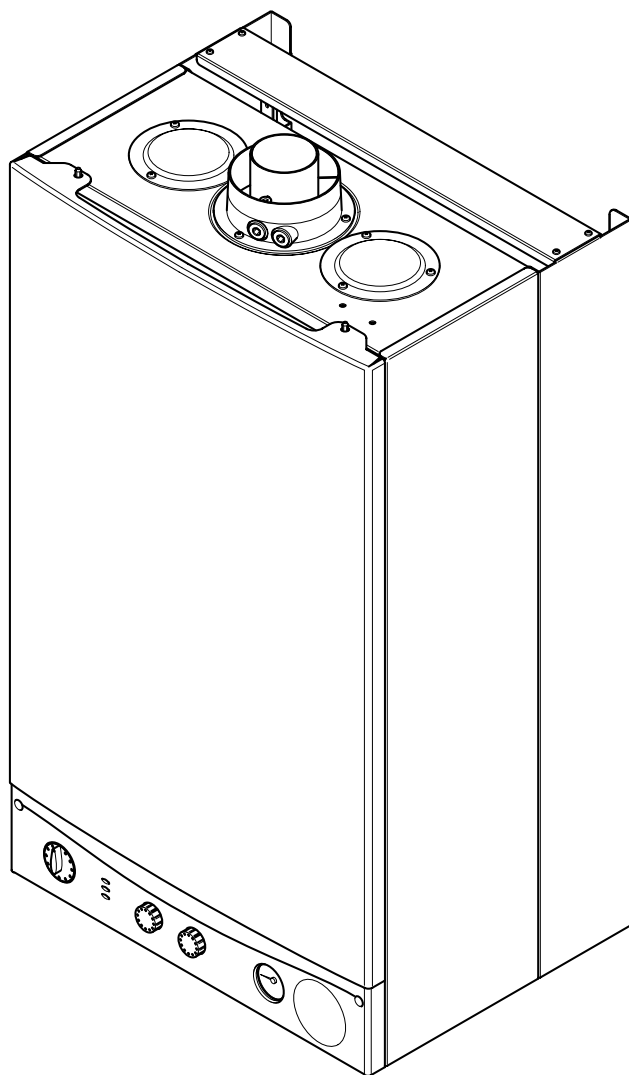


User's Guide and Important Warranty Information

Combi 24



This is a Wall Mounted Combination Boiler Gas Fired Central Heating Unit.

The boiler meets the requirements of Statutory Instrument "The Boiler (Efficiency) Regulations 1993 N° 3083" and is deemed to meet the requirements of Directive 92/42/EEC on the energy efficiency requirements for new hot water boilers fired with liquid or gaseous fuels:-

Type test for purpose of Regulation 5 certified by:
Notified Body 0051.

Product/Production certified by:
Notified Body 0086.

For use in GB/IE only.

**Please read this
document and keep it safe.**

**It will help you out should
your boiler need attention.**

Natural Gas

Main Combi 24
G.C.N° 47 474 01

12 Months Free Warranty - register today

To receive your 12 months free warranty please complete the form supplied with the boiler or simply call **heateam**, the service division of Baxi Potterton on **08706 000 653** or visit our web site on **www.keepingbritainwarm.co.uk** and register your boiler.

Dear User

Thank you for choosing a Main Combination boiler. The following instructions are simple basic steps that you can take to ensure years of trouble free heating and hot water for your home.

Points to note

This is a gas fired, room sealed, powered flue combination boiler, providing central heating for your home and mains fed domestic hot water to taps and shower. It is fully automatic and does not have a pilot light.

Priority is given to the hot water mode - when a hot water tap is turned on the supply of heat to the central heating circuit is interrupted.

Warranty

heateam the service division of Baxi Potterton provide a 12 month free warranty for your peace of mind. Once your boiler is registered with us and in the unlikely event your boiler develops a fault and your installer is unable to assist, **heateam** will provide a free service to you provided the boiler is **under 15 months old**. Otherwise **heateam** will offer a competitive fixed price repair rate including parts, labour and VAT. To arrange an engineer visit either in warranty or out, please call **heateam** on **08701 655 644**. It would help if you had your boiler serial number when you call, the serial number is shown on the back cover of this guide.

Annual Service

To ensure you receive the maximum efficiency from your boiler we recommend your boiler has an annual service so you and your family can continue to enjoy heating and hot water comfort. To arrange an annual service from one of our Baxi Potterton heating experts, please call **heateam** on **08701 655 644** to arrange a visit convenient to you.

Benchmark Commissioning Check List

Please ensure that your installer hands you the boiler Installation & Service Instructions with the "Benchmark" Commissioning Checklist sections completed. The details in the Checklist will be required in the event of any warranty work. Keep the instructions in a safe place and ensure that the Service Interval Record at the back is completed at each service visit.

Where fitted, user label for optional timer to be applied here.



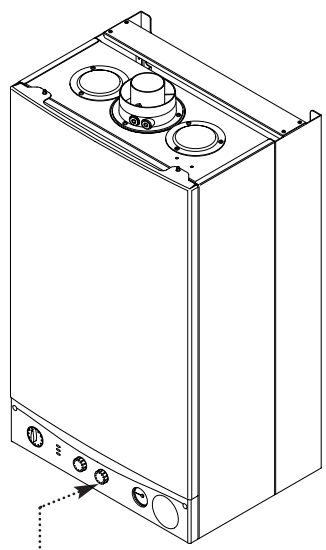
Operating the Boiler

The Central Heating and Hot Water you need will be available when the gas and electricity supplies to the boiler are turned on with the timer and other heating controls in your system set correctly.

*Other heating controls are items such as room thermostats, cylinder thermostats and thermostatic radiator valves. To give the most energy efficient performance these controls can switch your boiler on and off even when your timer is on. Instructions on how to use your programmer and other heating controls should have been supplied with the items. Baxi Potterton also produce a guide 'How to get the best out of your NEW Central Heating System'. Telephone our Literature Hotline on **08706 060 623** to request your free copy.*

1. Ensure that the electricity and gas supplies are turned on. Check that the central heating pressure is between 0.5 and 1.0 bar (Fig. 1).
2. Turn the On/Off/Reset selector switch either anti-clockwise from the off position (Fig. 3) to both central heating and domestic hot water or clockwise to domestic hot water only.
3. In either position the green "power" neon (Ⓚ) will illuminate (Fig. 2).
4. **Position (i)** In this position the central heating will operate according to demand or provide domestic hot water when a tap or shower is turned on (Fig. 4). Priority is given to domestic hot water.
5. **Position (ii)** In this position hot water will be provided when a tap or shower is turned on (Fig. 5).
6. The boiler will light automatically on demand.
7. The orange "burner" neon (🔥) will illuminate when the boiler is operating and the main burner is on (Fig. 2).

IMPORTANT: When the selector switch is in the '0' (Off) position the electrical supply to the boiler is isolated. The boiler will not operate and the integral timer (if fitted) will require resetting once the selector switch is set to either Position (i) or Position (ii).



1. On/Off/Reset Selector Switch
2. Burner On & Fault Indicator Neon
3. Power Neon
4. Flame Failure & Fault Indicator Neon
5. Central Heating Temperature Control
6. Hot Water Temperature Control
7. Central Heating System Pressure Gauge
8. Optional Integral Timer Position



Fig. 1

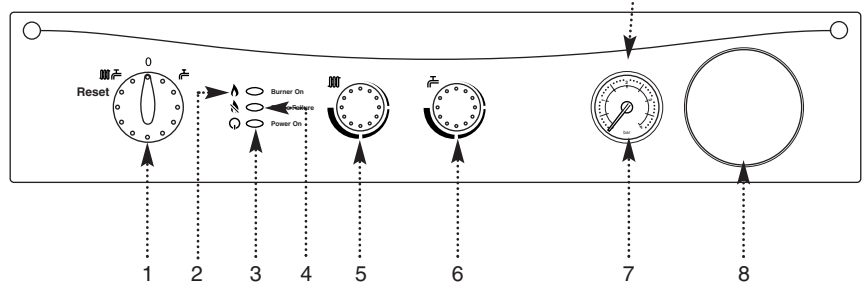


Fig. 2

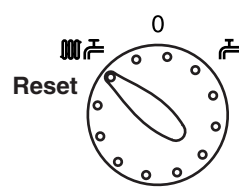


Fig. 4

Position (i)
(Central Heating or Hot Water)

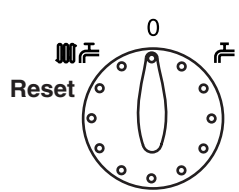


Fig. 3

OFF Position

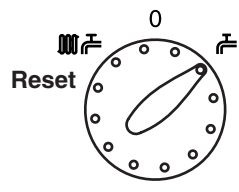
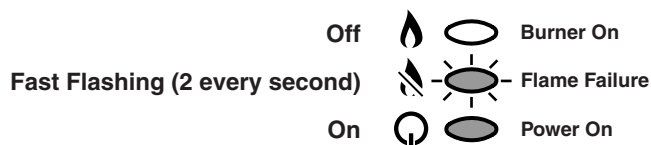


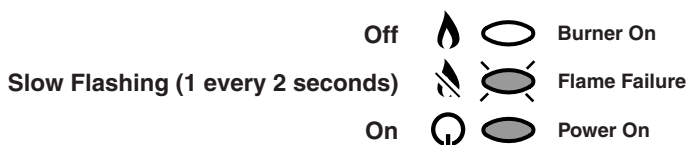
Fig. 5

Position (ii)
(Hot Water)

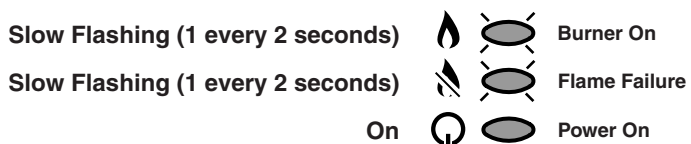
A



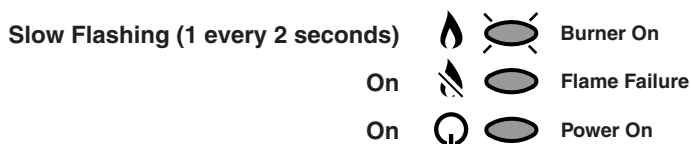
B



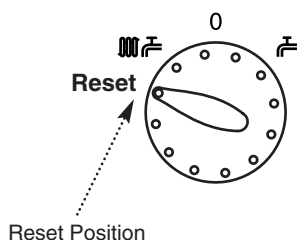
C



D



E



Fault Indication

1. Your Main Combi 24 HE has three neon indicators. The upper two function as boiler on and fault indicators.

2. Depending on the nature of the fault the upper two neons will illuminate, go off or flash.

3. There are five possible combinations, each indicating one or more fault conditions. These are described below.

A

The flue or flue terminal is blocked or obstructed in some way, or there is an internal fault.

If there is no external blockage of the flue that can be easily removed contact your Installer or Service Engineer.

B

The circulating pump is faulty or the system pressure has dropped. Check the system pressure (see page 7). If the pressure is in the normal range a pump fault is indicated. Contact your Installer or Service Engineer.

C

A fault on the boiler temperature sensor is indicated. Contact your Installer or Service Engineer.

D

The primary system or the boiler has overheated. Allow the boiler to cool. Turn the selector switch fully anti-clockwise against the spring pressure to the 'Reset' position and hold for at least 2 seconds.

If this occurs repeatedly contact your Installer or Service Engineer.

If the boiler does not relight after resetting it is possible that the flue has overheated. Contact your Installer or Service Engineer.

E

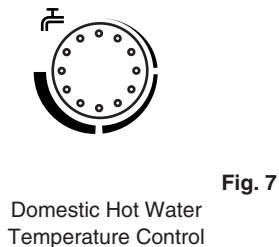
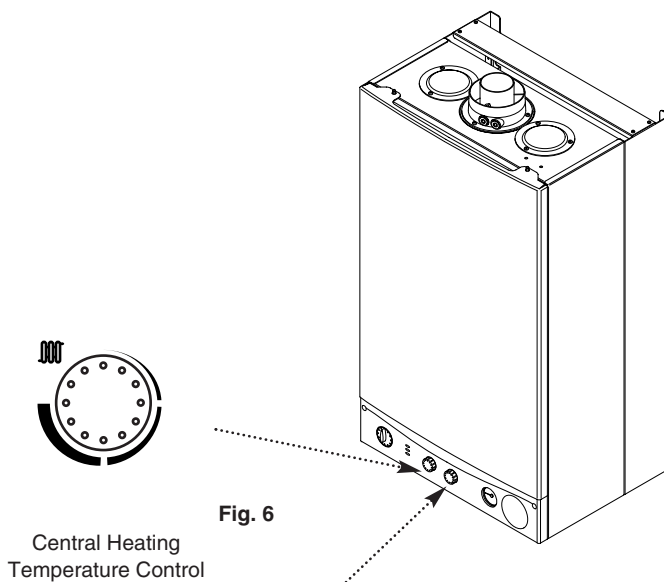
The burner has failed to light, or incomplete lighting of the burner has occurred. Turn the selector switch fully anti-clockwise against the spring pressure to the 'Reset' position and hold for at least 2 seconds.

If this occurs repeatedly contact your Installer or Service Engineer.

If the boiler does not relight after resetting blockage of the condensate drain or trap has occurred. Contact your Installer or Service Engineer.

Temperature Control

1. **Central Heating:** The central heating hot water flow temperature can be adjusted between 30° C ($\pm 5^\circ$ C) minimum and 85° C ($\pm 5^\circ$ C) maximum.
2. Turn the control knob clockwise to increase the temperature (Fig. 6).
3. In normal winter usage we recommend that the central heating temperature be set at maximum.
4. **Domestic Hot Water:** The temperature of the domestic hot water can be adjusted by turning the control knob clockwise to increase up to a maximum of 65° C (Fig. 7).
5. The temperature of the water is also dependent on the water flow rate and the temperature of the mains water coming into the house.
6. By slightly reducing the flow from the tap the temperature will increase up to the maximum if required.
7. The flow rate can be reduced down to as low as 2.5 litre/min. The boiler will still recognise the need to heat the water.



Pressure Gauge



Fig. 8 Normal Pressure (when cold)



Fig. 9 Normal Pressure (operating)

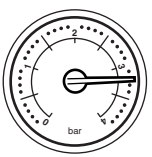
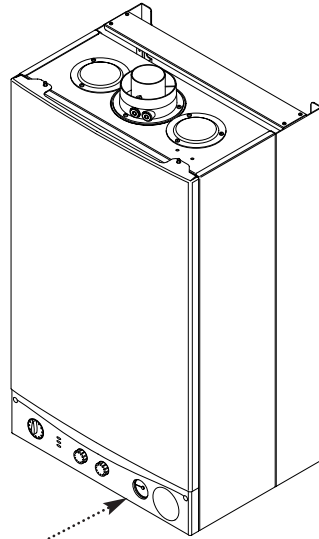


Fig. 10 Fault



Fig. 11 Below Minimum



ON/OFF/RESET Selector Switch

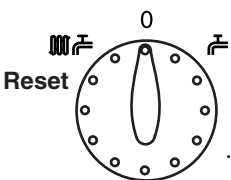
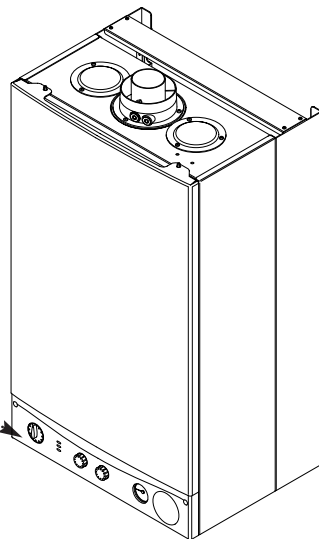


Fig. 12 OFF Position



Central Heating System Pressure

1. The water pressure in the central heating system is indicated by the pressure gauge.
2. With the system cold and the boiler not operating the pressure should be between 0.5 and 1.0 bar. During operation the pressure should not exceed 2.5 bar, and will normally be between 1.0 and 2.0 (Figs. 8 & 9).
3. A pressure of 3 or greater indicates a fault. The safety pressure relief valve will operate, at a pressure of 3 (Fig. 10). **It is important that your Installer or Service Engineer is contacted as soon as possible.**
4. The minimum pressure for correct operation is 0.5. If the pressure falls below 0.5, this may indicate a leak on the central heating system (Fig. 11).

To Shut Off the Boiler

1. **For short periods:** Turn the selector switch to the OFF position (Fig. 12).
2. **For long periods:** Turn off the selector switch (Fig. 12), electricity and gas supplies.

If your home is to be left unoccupied for long periods during cold weather the boiler and whole system should be drained unless equipped with frost protection.

3. Your installer will advise you about frost protection and draining the system.

IMPORTANT: When the selector switch is in the '0' (Off) position the electrical supply to the boiler is isolated. The boiler will not operate and the integral timer (if fitted) will require resetting once the selector switch is set to either Position (i) or Position (ii).

Servicing and Repair of your Boiler

heateam can service and repair your boiler if your installer is not able to.

Our Baxi Potterton trained heating experts will quickly get your heating and hot water working again. If your boiler is out of its free 12 month period, **heateam** can provide a competitive fixed price repair rate including parts, labour and VAT.

To find out more call **heateam** on **08701 655 644**, open Monday to Friday 8am - 6pm, weekend 8.30am - 2pm. An appointment convenient for you can be arranged. It would help if you had your boiler serial number when you call, the serial number is shown on the back cover of this guide.

Cleaning the Outer case

The painted panels should be wiped with a damp cloth and then dried completely.

GB - Heating Industry definition meaning England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Isles

For your Safety

This appliance must have been installed in accordance with the manufacturer's instructions and the regulations in force.

Any modification that may interfere with the normal operation of the appliance without express written permission from the manufacturer or his agent could invalidate the appliance warranty. In GB this could also infringe the Gas Safety (Installation and Use) Regulations.

Your boiler must not be operated without the casing correctly fitted and forming an adequate seal.

Do not interfere with any sealed components on this boiler.

Take note of any warning labels on your boiler.

Your boiler should have the following minimum clearances for Safety and Maintenance.

Top	- 200mm
Bottom	- 200mm
Both sides	- 5mm
Front	- 5mm (In Operation) - 450mm (For Servicing)

If your boiler is installed in a compartment, do not use it for storage purposes. Do not obstruct any purpose provided ventilation openings.

Flammable materials must not be stored in close proximity to your boiler.

Avoid skin contact when your boiler is in operation, as some surfaces may get hot i.e. sight glass, pipework

Ensure that the flue terminal, outside the house, does not become damaged or obstructed, particularly by foliage.

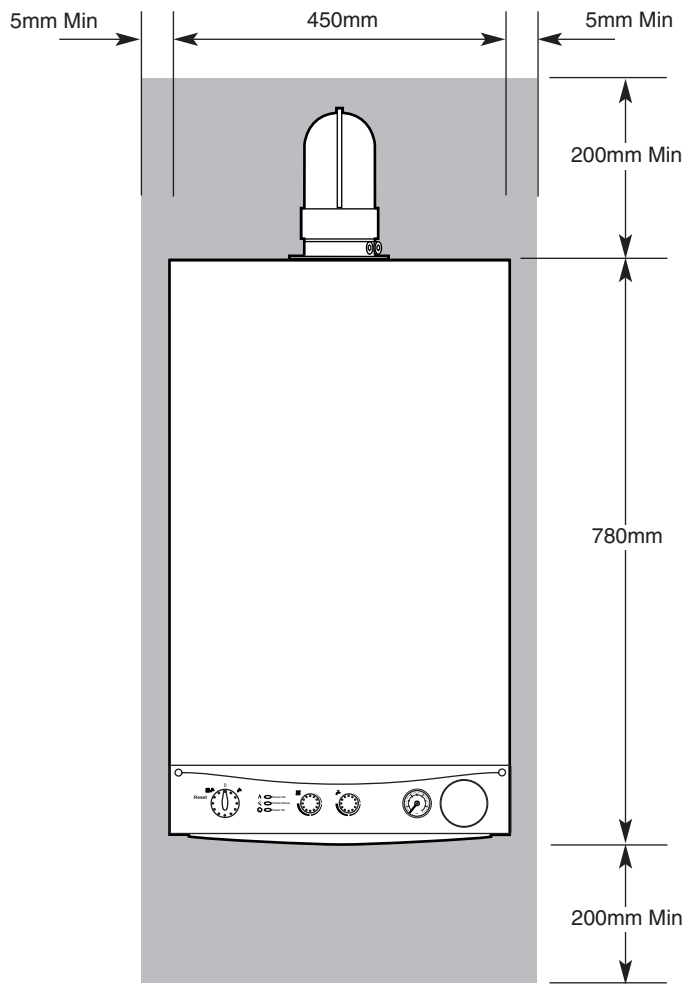


Fig. 13

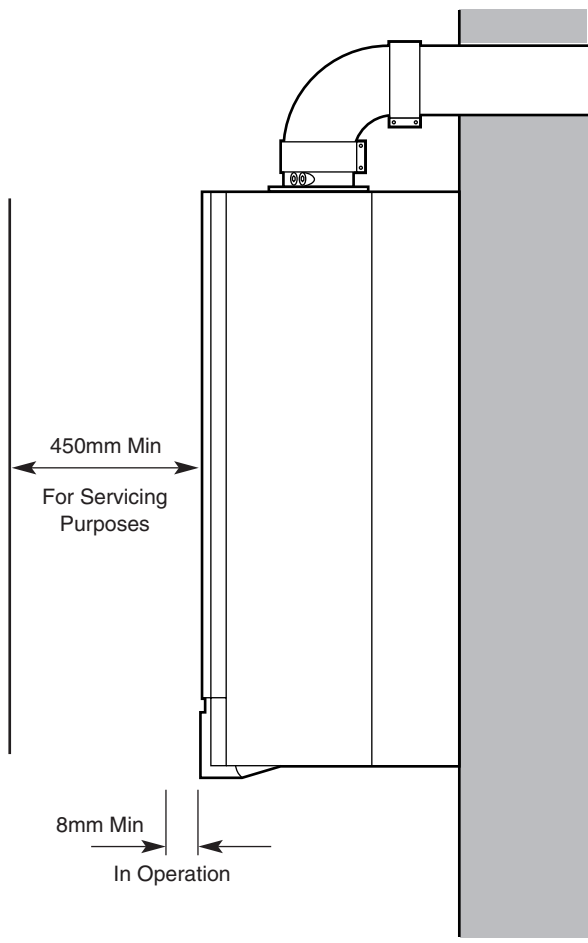
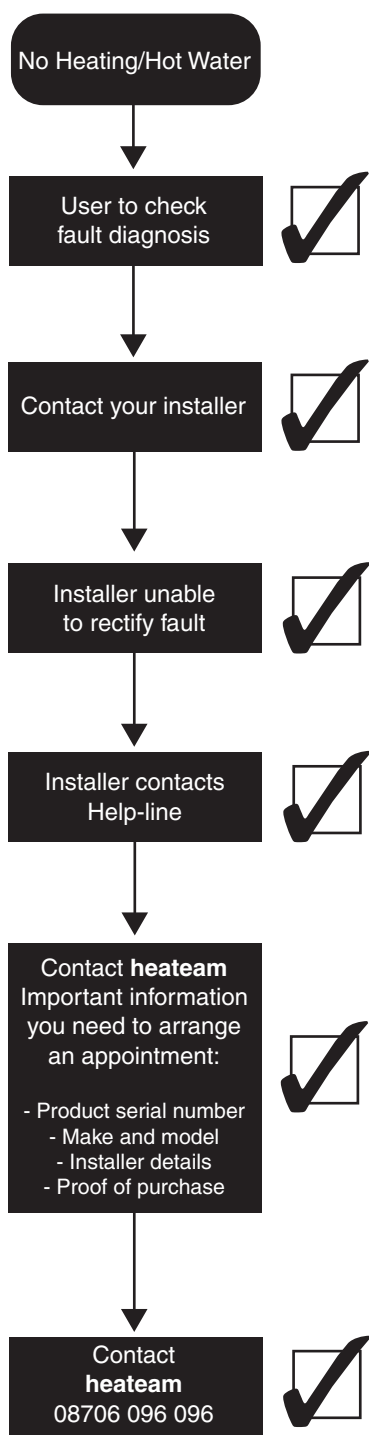


Fig. 14



In the unlikely event you have a problem with your boiler please check the following.

1. Is the electricity supply to your boiler switched on and the selector switch set to Central Heating and Hot Water?
If so the Green 'Power On' neon will be on.
2. Is a fault suggested by the neon indicators?
Yes - Identify as described on Page 4.
No - Continue below
3. Is the gas supply turned on?
4. Is the mains water supply turned on?
5. Is the system pressure correct?
6. Is the programmer or timer switch set to On?
Refer to the instruction booklet supplied with these items for correct setting and operation.
7. Are the temperature controls on the boiler turned on and set high enough?
8. Are all system controls such as room and cylinder thermostats set high enough?
9. Are the thermostatic radiator valves set high enough?

Contact your Installer

If you have followed the steps in this simple checklist but your boiler still does not fire contact your installer.

Any repairs to the boiler will usually be the responsibility of the Installer during the warranty period.

Installer Help-line

Should your installer need assistance he/she can contact our trade support help-line for diagnostic and remedy advice.

Warning !

If you smell gas

Turn off the gas supply at the meter and call your gas supplier immediately. It is possible to isolate the boiler and at the isolating valve (Fig. 15).

In GB, Transco operate a 24 hour emergency service and the telephone number will be listed in your telephone directory.

Faulty boiler

If it is known or suspected that a fault exists on the boiler, it must not be used until the fault has been corrected by a competent person.

In an Emergency

If a water or gas leak occurs or is suspected, the boiler can be isolated at the inlet valves as follows;

1. Turn off the electrical supply and turn the selector switch on the fascia box to the OFF position.
2. Using a suitable open ended spanner or screwdriver turn the square on the gas tap to the left to isolate the gas supply at the boiler (Fig. 15).
3. The isolating valves are positioned under the boiler and can be closed by turning their taps to the right towards the wall (Fig. 16).
4. Call your Installer or Service Engineer as soon as possible.

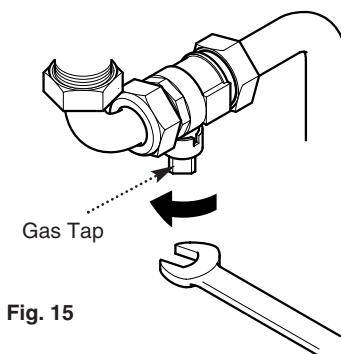


Fig. 15

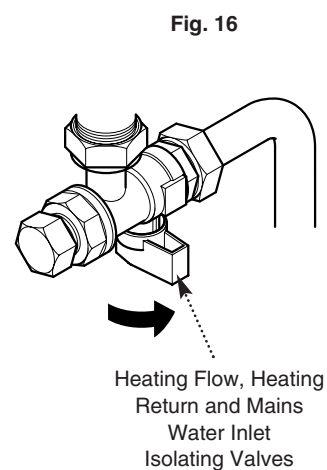


Fig. 16

heateam

heateam is the national customer service division of Baxi Potterton providing a free warranty service within 12 months of installation of your boiler. If your installer is unable to rectify your boiler fault, by contacting one of our friendly advisors we can arrange an engineer if required.

When calling **heateam** it would be helpful if you could have the following information to hand:

- 1 boiler serial number.
- 2 boiler make and model number.
- 3 Your installer name and address details.
- 4 Proof of purchase (if you do not have the boiler serial number).

heateam will verify the boiler age via the serial number and offer a free warranty service within 12 months of installation of the boiler. If you are unable to provide this information or the boiler has been installed for over 15 months, **heateam** will charge a competitive rate for the repair. The engineer when visiting will verify if the boiler is under the free 12 months warranty service, in this case **heateam** will provide a full refund.

If you have contacted your installer and they are unable to assist you at this time, please contact **heateam**.

heateam is open Monday to Friday 8am - 6pm, weekend 8.30am - 2pm.

Telephone **08701 655 644***

* To aid in continuous improvement and staff training, calls to this line may be monitored or recorded.

Please complete the boxes below

Serial Number

Date of Installation

Installer Details (name, address and contact number(s))



BAXI POTTERTON

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