GAS BOILER SERVICING

Troubleshooting your gas heating.

Quite often, it is straightforward to get your gas heating back working efficiently to heat your home, without needing to call out an engineer. Please follow these simple and safe instructions before calling Radius.

1

GAS CREDIT

Does your gas and electric meters (located outside your property) have enough credit?
You must have 20+ units of gas credit and electric credit before we can send a gas engineer.

20+

2

POTENTIAL AIRLOCK

If you have topped your gas up and the problem remains, you may have an airlock. Gas meters have instructions written on them on how to open a gas valve following an airlock.
Insert gas cards. Press and hold B Button until click is heard and screen changes from reading "OFF" to "ON".

4

PRESSURE CHECK

Do you have both, heating and hot water?
 Is the thermostat turned up high / above 25 degrees?
Remember to check both your downstairs and upstairs thermostats to ensure they are both over 25 degrees.

3

POWER CHECK

Is power going to the gas boiler?
If not, is there an error "**ERR**" code displaying on the boiler? Is the switch turned on at the wall?
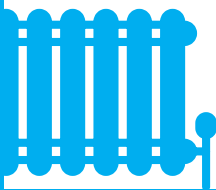
5

RADIATORS

Are all the radiators heating or just some? Are the thermostats turned up high on all radiators both upstairs and down?
If specific radiators are not working you will have to bleed the radiator.

6

STILL NO HEAT?

If you have followed the above troubleshooting list and continue to have no heat in your home, call Radius on **0330 123 0888** pressing **'1' for Repairs**.

IF YOU SMELL GAS, CALL THE GAS EMERGENCY NUMBER: 0800 002 001