users guide

classic

Your Ideal users guide

See reverse for **classic** installation & servicing instructions

HE9, HE12, HE15, HE18

When replacing any part on this appliance 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 Ideal Boilers.

Ideal BOILERS
The High Efficiency Pioneers

classic HE	**HE9**	**G.C. Appliance No. 41-415-58**
(Natural Gas Only)	**HE12**	**G.C. Appliance No. 41-415-59**
Destination Countries: GB, IE	**HE15**	**G.C. Appliance No. 41-421-45**
	HE18	**G.C. Appliance No. 41-421-46**

INTRODUCTION

The **classic HE** is a wall mounted, room sealed, high efficiency condensing boiler featuring full sequence automatic spark ignition and fan assisted combustion.

Due to the very high efficiency, condensate is produced from the flue gases and this is drained to a suitable disposal point through the plastic waste pipe at the right lower rear of the boiler. A condensate 'plume' will also often be visible at the flue terminal.

SAFETY

Current Gas Safety (Installation & Use) Regulations or rules in force.

In your own interest, and that of safety, it is the law that this boiler must be installed by a CORGI registered installer. In IE the installation must be carried out by a competent person and installed in accordance with the current edition of I.S. 813 “domestic Gas Installations”, the current Building Regulations and reference should be made to the current ETCI rules for electrical installation.

It is essential that the instructions in this booklet are strictly followed, for safe and economical operation of the boiler.

ELECTRICITY SUPPLY

This appliance must be efficiently earthed.

Supply: 230 V ~ 50 Hz. The fusing should be 3A.

Connection must be made in a way that allows complete isolation of the electrical supply such as a double pole switch having a 3mm (1/8") contact separation in both poles, or a plug and socket, serving only the boiler and system controls. The means of isolation must be accessible to the user after installation.

IMPORTANT NOTES

- *This appliance must not be operated without the casing correctly fitted and forming an adequate seal.*
- *If the boiler is installed in a compartment then the compartment MUST NOT be used for storage purposes.*
- *The ventilation provided for the boiler during installation MUST NOT be blocked, and a check should be made periodically that the ventilation areas are free from any obstruction.*
- *If it is known or suspected that a fault exists on the boiler then it MUST NOT be used until the fault has been corrected by a CORGI registered installer or in IE a competent person.*
- Under NO circumstances should any of the sealed components on this appliance be used incorrectly or tampered with.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

MINIMUM CLEARANCES

A clearance of 450mm (17 3/4") MUST be available at the front of the boiler for servicing.

The minimum clearances given below MUST be complied with in order to maintain the safe running of the boiler .

Above the boiler	100 mm	(4")
At each side of the boiler	5 mm	(1/4")
Underneath the boiler	100 mm	(4")
In front of the boiler	5 mm	(1/4")

TO LIGHT THE BOILER. REFER TO FRAME 1

If a programmer is fitted, refer to separate instructions for the programmer before continuing.

1. CHECK THAT THE ELECTRICITY SUPPLY TO THE BOILER IS OFF.
2. Open the controls access door by hinging downwards.
3. Ensure that the gas inlet cock (D) is OPEN.
4. Press the overheat reset button (E), located as shown in Frame 1.
5. Ensure that the mains on/off switch (C) is in the OFF position.
6. Switch ON the electricity supply to the boiler. Check that all external controls, e.g. room thermostat etc., are ON.
7. Turn the boiler thermostat knob (B) to position 6 and the mains on/off switch (C) to ON. After about 15 seconds the boiler will light automatically - this can be viewed through the sight glass (A).
   Set the boiler thermostat to the desired position.
8. Close the controls access door.

In **winter conditions**, i.e. central heating and domestic hot water, the thermostat should be set at position 5 or 6.

For **summer conditions**, i.e. domestic hot water only, the thermostat should be set at position 3.

These settings, however, are offered for general guidance only and other settings may be found preferable, dependent upon the type of system installed or as recommended by the installer.

CAUTION. To avoid the possibility of injury during the installation, servicing or cleaning of this appliance care should be taken when handling edges of sheet steel components

CONTROL OF WATER TEMPERATURE

1. Adjust the boiler thermostat (B) to give the required temperature of central heating.
2. The boiler thermostat automatically switches the main burner OFF and ON to maintain the selected temperature.

Approximate flow temperatures for the boiler thermostat settings are:

Knob Setting	Flow Temperature	
	°C	°F
1	54	130
2	60	140
3	66	150
4	71	160
5	77	170
6	82	180

TO SHUT DOWN THE BOILER

1. **For short periods**

   Turn the boiler on/off switch (C) to OFF.
   When heating is again required, restore the switch to ON.

2. **For longer periods**

   Turn the boiler ON/OFF switch (C) to OFF.
   Switch the electricity supply to OFF.

TO RELIGHT THE BOILER

Repeat the procedure 1 - 8, detailed in 'To light the boiler'.

FROST PROTECTION

If no frost protection is provided and frost is likely during a short absence from home, leave the heating controls at a reduced temperature setting.

For longer periods, the entire system should be drained - including the domestic water supply. If the system includes a frost thermostat then, during cold weather, the boiler should be turned OFF at the time switch(es) ONLY. The mains supply should be left switched ON, with the boiler thermostat left in the normal running position.

BOILER OVERHEAT THERMOSTAT

The boiler is fitted with a safety 'cutout' thermostat. This will shut down the boiler in the event of overheating. Should this occur allow the boiler to cool, press the reset button (E) then relight as detailed in steps 1-8 in 'To light the boiler'.

If the cutout condition still persists turn off the boiler and consult a CORGI registered installer or in IE a competent person.

CONDENSATE DRAIN

The condensate drain (F) must not be modified or blocked.

Blockage of the condensate drain, caused by debris or freezing, can cause automatic shutdown of the boiler.

If freezing is suspected and the pipe run is accessible an attempt may be made to free the obstruction by pouring hot water over the exposed pipe and clearing any blockage from the end of the pipe. If this fails to remedy the problem the assistance of a CORGI registered installer or in Ireland a competent person should be sought.

ESCAPE OF GAS

Should a gas leak be suspected, contact your local gas supplier without delay.

Do NOT search for gas leaks with a naked flame.

CLEANING

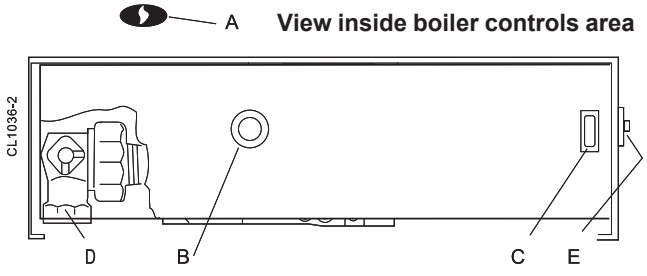
For normal cleaning simply dust with a dry cloth.
To remove stubborn marks and stains, wipe with a damp cloth and finish off with a dry cloth.

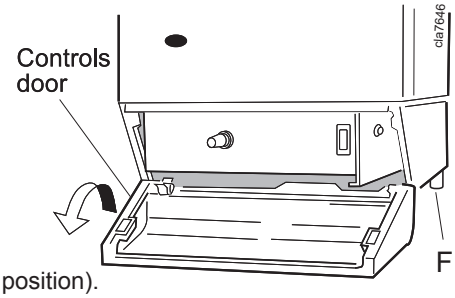
Do NOT use abrasive cleaning materials.

MAINTENANCE

The appliance should be serviced at least once a year by a CORGI registered installer or in IE a competent person.

1 BOILER CONTROLS





LEGEND
A Sightglass.
B Thermostat knob.
C Mains on/off switch.
D Gas service cock (shown in the OPEN position).
E Overheat thermostat reset button.
F Condensate Drain

All CORGI registered installers carry a CORGI ID card, and have a registration number. Both should be recorded in the Benchmark Commissioning Checklist. You can check your installer by calling CORGI direct on 01256 372300.

Ideal Stelrad Group is a member of the Benchmark initiative and fully supports the aims of the programme. Benchmark has been introduced to improve the standards of installation and commissioning of central heating systems in the UK and to encourage the regular servicing of all central heating systems to ensure safety and efficiency.

THE BENCHMARK SERVICE INTERVAL RECORD MUST BE COMPLETED AFTER EACH SERVICE

POINTS FOR THE BOILER USER

Note. *In line with our current warranty policy we would ask that you check through the following guide to identify any problems external to the boiler prior to requesting a service engineers visit. Should the problem be found to be other than with the appliance we reserve the right to levy a charge for the visit, or for any pre-arranged visit where access is not gained by the engineer.*

TROUBLESHOOTING - TYPICAL NON PRODUCT FAULTS

Problem	Solution
Boiler is not working for central heating or hot water.	• Check on/off switch (C) is in the 'on' position. • Press overheat thermostat (E) - the boiler should then relight – If the fault recurs turn off the boiler and contact the installer. • Check condensate pipe is not blocked or frozen. If blocked, clear blockage - if not possible to check, contact your installer.
Boiler goes through the ignition sequence but will not fire for central heating or hot water.	• Check gas supply (try at another gas appliance e.g. cooker / fire) – If no gas supply then not a boiler fault – contact your gas supplier.
Boiler is operating satisfactorily for domestic hot water but will not operate for central heating.	• If an external programmer is fitted check that the central heating channel is at an 'on' period • Check that the room thermostat is set at the required temperature. Test the room thermostat by turning this fully up – if this does not respond contact your installer.
Boiler is operating satisfactorily for central heating but will not operate for domestic hot water.	• If an external programmer is fitted check that the domestic hot water channel is at an 'on' period. • Check that the domestic hot water cylinder thermostat is set at the required temperature. Test the cylinder thermostat by turning this fully up – if this does not respond contact your installer.
Boiler will not fire the pilot light is lit but the igniter continues to spark and the main burner does not ignite.	• This is a symptom of crossed polarity i.e. the live and neutral supply to the boiler are crossed over. This is not a boiler fault contact your installer to correct the wiring.
Boiler cycling on and off the fan and burner come on for short periods but the pump can be heard.	• There is an air lock in the boiler or system pipework and the interrupter thermostat is shutting down the boiler. Vent air from the radiators and ensure all thermostatic radiator valves are in the open position. If unable to free the air lock contact your installer.

Ideal Stelrad Group pursues a policy of continuing improvement in the design and performance of its products. The right is therefore reserved to vary specification without notice.

Ideal Boilers, P.O. Box 103, National Ave, Kingston Upon Hull, HU5 4JN. Tel. 01482 492251 Fax. 01482 448858. Registration No. London 322 137.