



CUSTOMER CARE & PRODUCT SUPPORT OF YOUR BAXI BOILER

In the event of a boiler or system failure resulting in no heating or hot water, please check the following:

1. If no heating or hot water, boiler display is lit, which will indicate power to the boiler. If still no power to boiler please check the boiler switch is on. If it is on there may be a need to change the fuse – **3amp only**
2. If radiators are not getting warm or are cold, the system may be satisfied or not on. Turn up the room stat and radiator valves and check the time clock settings and adjust if necessary.
3. If the radiators stay cold, this shows that there is air in the heating system and the radiators will require bleeding.

Any error codes being displayed are either two or three digits, preceded by the letter 'E'. For example, code E133 will be displayed as E133 on some boilers but on others may appear as E1 33.

Common faults

ERROR CODE	POSSIBLE CAUSE
E20	Central Heating NTC Fault
E28	Flue NTC Fault
E53	Flue Terminal Obstructed
E110	Safety Thermostat Operated
E117/8/9	Water Pressure Switch Not Operated
E125	Circulation Fault (Primary Circuit)
E128	Unknown
E130	Flue NTC Operated
E133	Interruption of gas Supply or Flame Failure
E160	Fan or Fan Wiring Fault

E20, E28, E125, E128 & E160 all indicate faulty components. You should make a note of the displayed error code and contact the manufacturer.

E53 Indicates poor combustion. You should check the flue terminal is not obstructed outside your property by leaves and the like.

E110 or E130 both indicate that overheating of the primary water or flue system has occurred. Turn the selector switch to the reset position and hold for at least 5 seconds. (This switch is normally located underneath the boiler and tucked away inside so it isn't easy to reach, you may need a thin object like a pen to push the switch in). If the boiler does not relight or the error code is displayed regularly a contractor will need to be sent out.

E118/9 is displayed when the primary water pressure is less than 0.5 bar. Repressurising the system can be done using the filling loop which is a silver flexible hose with two valves at each end that can be opened and closed to allow the water pressure to be topped up. After repressurising the system to over 1.5 bar the boiler should start to work. If E117 is showing the pressure is too high and you will need to ensure the filling loop is closed and bleed the radiators when the heating is off to reduce the pressure.

E133 indicates the gas supply has been interrupted, ignition has failed or the flame has not been detected. Ensure that the gas supply has not been turned off, and turn the selector switch to the reset position and hold for at least 5 seconds. (This is normally tucked away underneath the boiler and you may need a pen or something similar to press it). If the boiler still doesn't relight then a contractor will need to be sent out.

For assistance in identifying and rectifying the above faults please visit <http://www.baxi.co.uk/information-and-advice.htm> If any other fault codes appear you will need an engineer to visit your property to rectify the fault.

The above link provides 'how to' videos for basic boiler care including repressurising and resetting your boiler which may negate the need for an engineer to attend your property. If problems still persist then please call your regional Bloor Homes office or if calling outside normal office hours call the Bloor Homes Out of Hours Emergency Helpline – **0330 050 0136**