

**Quick start guide
to your new boiler**

BAXI

Welcome to Baxi

Thank you for choosing a Baxi boiler. Your installer will have shown you how to use your new boiler, so keep this short guide handy as a reminder.

About Baxi

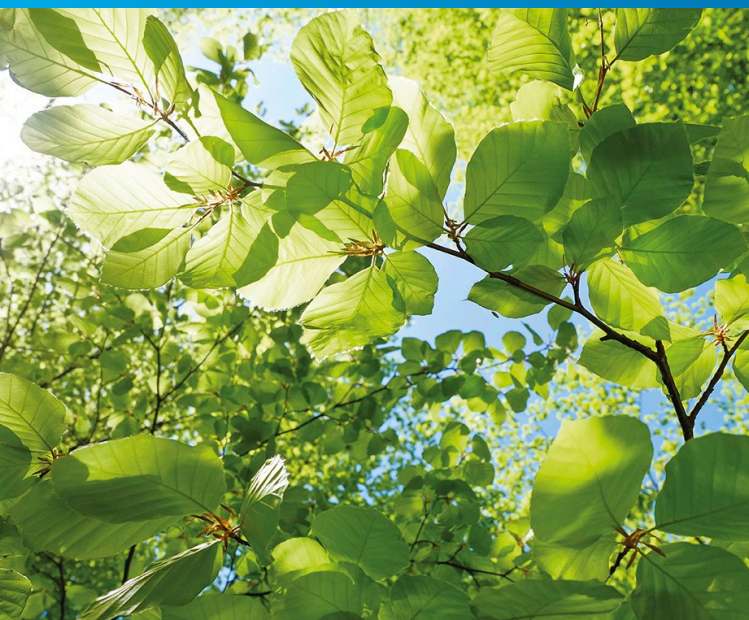
Baxi is proud to have been manufacturing in the UK since 1866. We are passionate about delivering reliable products and responsive services for our customers.

Our sustainability pledge

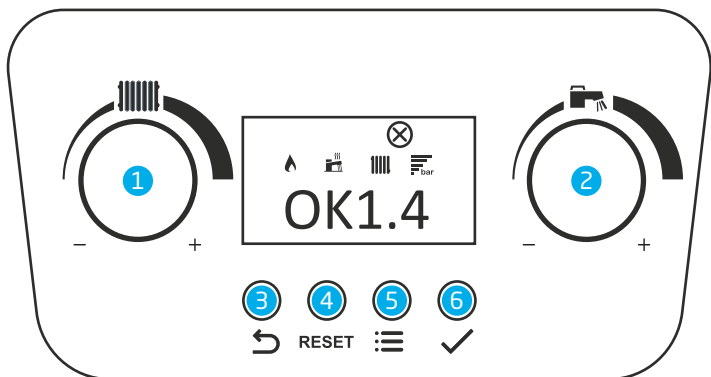
Future generations will judge us by our actions. Our pledge is to be carbon neutral in all our operations by 2030, and to lead the phase-out of carbon intensive heating by ensuring every product we make from 2025 will work with low carbon energy.



**Read more about
our sustainability
targets and values**



Operating your new boiler



1 Central heating temperature dial

2 Hot water temperature dial

3 Back (previous menu)

4 Manual reset

5 Menu

6 Confirms selection



The burner is on



Display of the system water pressure



Hot water is on



Central heating is on



Error menu: errors can be read out

Energy and money saving tips



Set your room thermostat between 18 and 21 degrees. Try turning it down by just one degree – you may still be warm enough and you will save energy and money.



Only heat the rooms you are using. Turn thermostatic radiator valves right down in rooms you don't use.



If you have a hot water storage cylinder, turn the temperature down to 60°C/140°F. To prevent the growth of harmful bacteria it should not be lower than this temperature.



Make sure the cylinder is well insulated. A well-fitted tank jacket will keep your water hotter for longer and save you money.



Covering radiators with clothes or putting furniture in front means your boiler has to work harder for your room to get to the set temperature – costing you money and wasting energy.



Thermal curtains, closed curtains at dusk, will help to stop heat escaping through the windows.



Fitting a magnetic filter will attract magnetic debris before it enters your boiler, helping to avoid expensive maintenance and repairs, and making your heating system more energy efficient.

Your warranty

IMPORTANT! Please read the following information

Your boiler comes with a free of charge parts and labour warranty of up to 10 years, depending on the model.

To benefit from the full warranty for this product, you must:

- Ensure the warranty is **registered within 30 days of installation**. Please check to see if your installer has registered it on your behalf. If not please follow the instructions in this guide.
- Ensure your installer has completed the **Benchmark checklist**. We recommend this is done digitally using the Benchmark app. Find out more in this guide.
- Ensure your boiler and filter are serviced annually, within 60 days of the anniversary of the installation, by a Gas Safe engineer in accordance with the procedure in the installation and maintenance manual.
- Ensure your installer has cleaned any sludge out of the system, fitted a magnetic filter and treated the system water before fitting your new boiler. **Your warranty does not cover a failure of the boiler caused by sludge.**
- Keep the installation and maintenance manual safe for when your installer or engineer visits, as this includes the service record.
- If you have a Baxi 800 boiler installed, the Adey filter that is supplied with it must be also be fitted and registered to qualify for a 10-year warranty. If the correct filter is not fitted, or if it is removed within 10 years, the warranty will revert to two years only.

It is your responsibility as the appliance owner to ensure that the requirements of the warranty terms and conditions are carried out to ensure your warranty remains valid.

For full terms and conditions please visit: [Baxi.co.uk](https://www.baxi.co.uk)



For more information on warranty, visit our FAQs

Your warranty

How to register your warranty

- 1 Ask your installer if they will register the warranty for you.
- 2 If they would prefer that you register the warranty yourself, either
 - a. Register your warranty on the Baxi website, or
 - b. Call free on **0800 597 8576** to activate your warranty.



If your boiler warranty is not registered or the terms and conditions are not met, your warranty will revert to the standard two-year warranty.

What is not covered by your boiler warranty

Your warranty covers your appliance for any manufacturing defects. Your warranty does not cover the system the boiler is fitted to, eg. pipework and radiators.

Benchmark

When the engineer has finished installing your product, they **must** complete the Benchmark commissioning checklist. We recommend they use the digital Benchmark app as this provides a record which cannot be lost. You can also use the app to see the history of your installation and servicing.



If this isn't possible, they must fill out the Benchmark checklist at the back of the Baxi boiler installation and service manual.

Benchmark provides you with evidence that:

- The installer is competent, qualified and committed to providing high quality service.
- The installer works to the Benchmark Code of Practice.
- The product has been installed correctly.
- The installer has given you a demonstration of the product and how it works.
- You have signed to say that the installer has given you a demonstration and the handover is complete.

Whether your installer uses the Benchmark app or fills in the paper copy, we may ask to see it if you need to call us out under warranty.

Why having your boiler serviced is important

Annual Service

It is important that an annual service is conducted in line with the instructions within the boiler installation and service manual.

Four good reasons to get your Baxi boiler serviced



1 Warranty

Failure to have your boiler serviced every year will invalidate your warranty



3 Efficiency

An annual service helps your boiler to work more efficiently and keep your heating bills down



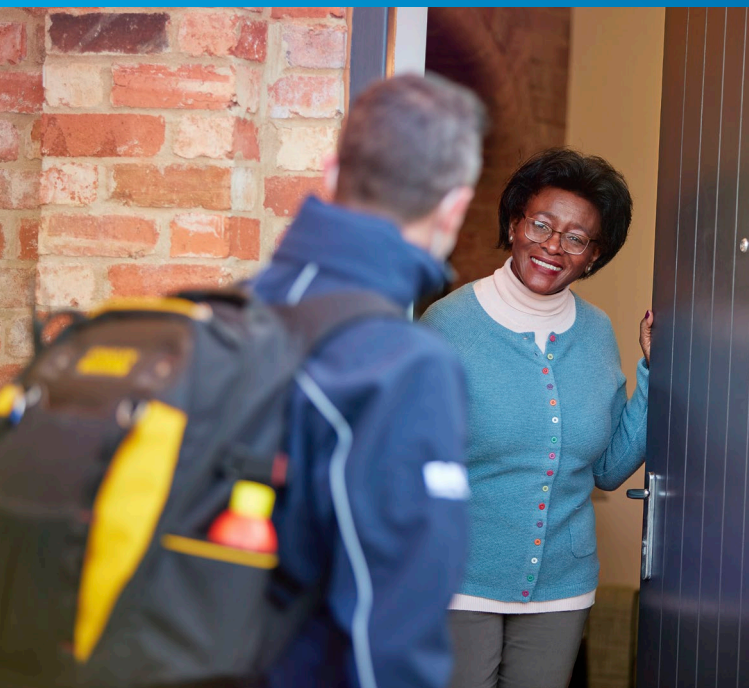
2 Safety

Your Gas Safe registered installer will check it is working safely, for your peace of mind



4 Reliability

Reduces the risk of breakdowns and increases reliability



Getting the most from your boiler

Keep it clean!

Whether you are replacing your boiler or having a complete new central heating system, your heating engineer must clean and treat your system with chemicals and fit a magnetic filter. At each annual service they will check the water in the system, to make sure there is no build-up of sludge and debris.

Protect your central heating system

- ✓ **Power flushing** – a power flush is a cleaning process that removes sludge, rust and debris from the pipes and radiators in your heating system so it can't block the narrow tubes inside your new boiler.
- ✓ **Inhibitor** – once the heating system has been cleaned, it should be treated with an inhibitor to protect it and prevent further corrosion.
- ✓ **Magnetic filter** – will collect magnetic debris in the system water, before it enters the boiler.
- ✓ **Limescale prevention** – in hard water areas, a scale prevention device on the mains water will ensure limescale does not build up and block the heat exchanger in the boiler.

What is sludge?

Corrosion occurs naturally when metal and water meet. If left untreated in your heating system, corrosion can form into black iron-oxide sludge ('Magnetite') and other debris. This can build up in your heating system causing:

- Damage to the boiler and boiler pump.
- Damage to radiators that could cause leaks.
- Damage to radiator valves.
- Blocked pipework in the boiler or central heating system.

Why you need a magnetic filter

A magnetic filter will attract the magnetic debris in the system water before it enters your boiler, helping to protect it from sludge.

Note: Your boiler warranty does not cover damage to the boiler caused by sludge.




Quick help

Problem	Possible Causes	Advice
You have no domestic hot water	The Boiler is not working	Check your fuses and switches
	Your water pressure may be too low	Check your electricity supply You may need to repressurise your system Watch a video: https://www.baxi.co.uk/faqs/how-to-repressurise-your-boiler-if-you-have-a-digital-pressure-gauge
Your radiators are cold	The heating control temperature is too low	Turn your room thermostat or thermostatic radiator valve to a more comfortable temperature
	Check your heating mode is activated	Turn on/activate your thermostat's heating mode
	Your radiator valves may be closed	Check and open the radiator valves in the rooms you want to be warmer
	Your boiler may not be working	Check power supply, fuses and switches
Your boiler is not working	There is no heating	Check your thermostatic controls are set to deliver heating.
	The temperature on your heating control may be set too low	Turn up the temperature on your room thermostat
	There may be no power supply	Check power supply, fuses and switches
	Your boiler is indicating an error code	Refer to 'troubleshooting' section in your boiler user guide or installation manual. Make a note of any error codes so you can tell your installer
	In cold weather your condensate pipe may be frozen	Thaw your condensate pipe: https://www.baxi.co.uk/faqs/how-to-thaw-a-frozen-boiler-condensate-pipe

Disclaimer: Our quick guide and self help videos may contain advice, opinions, instructions and statements from "Baxi and/or other content and information providers. This content is intended to be used for information purposes only and whilst we will endeavour to keep the information up to date it is not intended to serve as a substitute for relevant professional advice. We strongly urge you to consult a competent professional in the appropriate field before using any of the content and ensure you follow the instructions provided with your product. You use the video and content at your own risk. To the maximum extent permitted by law, Baxi makes no representations or warranties of any kind, express or implied, as to the information or content included in the video. Under no circumstances will Baxi be responsible or liable for any loss or damage incurred as a result of any information, content or materials, or any errors or omissions, in its videos. Baxi does not accept liability for any claim, loss, demands or damages of any kind whatsoever (whether such claims, loss, demands or damages were foreseeable, known or otherwise) arising out of or in connection with the use of the information, content or materials included in this video, including without limitation, indirect or consequential loss or damage, and whether or not advised of the possibility of such claim, loss demand or damages and whether arising in tort (including negligence), contract or otherwise: <https://www.baxi.co.uk/important-information/video-disclaimer>

Troubleshooting

From time to time, your boiler may display an error code and require attention. There are several error codes that you can solve yourself, without needing to wait or pay for an engineer to visit.

If a small spanner appears , please contact your Gas Safe registered engineer or Baxi Customer Support on **0330 678 0917**. Make a note of any error codes you have seen on the boiler, which can help them to identify the fault.

Hints and tips that may get your boiler working without an engineer visit

- Check there is power to boiler (is the boiler display on?)
- Check fuses and switches are 'ON'.
- If you have a prepayment meter, is there enough credit?
- Check that Domestic Hot Water and/or Central Heating knobs in the front of the boiler are set to the correct temperature.
- Are your timer and room thermostats set correctly?
- If radiators are cold, are all the radiator and thermostatic valves 'Open'?
- Noisy pipes? Remove air from the heating system by bleeding the radiators.
- Boiler running even though the heating is turned off? In cold weather, your boiler has 'frost protection' so it may run for a short time even with the heating turned off, to protect the boiler.

Error codes that you can put right yourself

A.02.06 or H.02.07

Boiler needs repressurising

All boilers need repressurising occasionally. It's a simple job you can do yourself. Watch our helpful video here:



E.04.10

Frozen condensate pipe

Sometimes when it's very cold, the white plastic condensate pipe outside freezes, and your boiler will shut down to protect itself. It's an easy problem to solve. Watch our video.



Troubleshooting

Resetting your boiler

If you ever need to reset your boiler, find out how on the Baxi website:

<https://www.baxi.co.uk/faqs/how-to-reset-a-baxi-boiler>

A full list of all the error codes can be found in the installation and servicing instructions that your installer should have left with you.

What to do if you need to contact us while your boiler is still under warranty

If you've checked all the points above and your boiler is still not working, please make a note of any error codes that appear on the screen. You will also need your boiler's serial number, which can be found on a small tab under the front of the boiler.





Then either call Baxi on **0330 678 0917** or book a repair online.



If you smell gas

Call the National Gas Emergency free on **0800 111 999**

If you think you have a gas leak you need to act quickly.

-  **Open doors and windows**
-  **Turn off gas at meter (unless the meter is in a cellar or basement)**
-  **Don't use electric switches or naked flames**
-  **Contact a Gas Safe registered engineer to check and fix the appliance as soon as you can**

Contact us

**To arrange your boiler service
please contact your installer:**

Installer: add your contact details here



0344 871 1525

Opening hours

Monday - Friday, 8am - 6pm

Weekends and Bank Holidays, 8.30am - 2pm

We are open 365 days a year.

Please note calls may be monitored or recorded.



baxi.co.uk



info@baxi.co.uk



Baxi, Brooks House, Coventry Road,
Warwick CV34 4LL

BAXI

This brochure is printed on paper sourced from well managed forests and other controlled sources. This brochure is printed using vegetable based inks. Please recycle this brochure when you have finished with it.

Baxi policy is one of continual improvement and development. The right to change specification and appearance without prior notice is reserved. The reproduction of colours is as accurate as photographic and printing processes allow. The consumer's statutory rights are not affected. E&OE

