

My boiler isn't working

What do I do now?

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Check your condensate pipe

During the colder months and darker nights, your boiler's condensate pipe may freeze; this can lead to a blockage causing the boiler to shut down.

If you have a frozen condensate pipe you may notice a bubbling or gurgling sound.

You can also check by reading the error codes or warning lights on your boiler's display.

There will be an explanation on what these should read in your manual.

If the condensate pipe is frozen then it will need to be thawed. This should happen naturally during the day when the weather is warmer.

Check your gas supply regularly

If you have a pre-payment gas meter insert your gas card fully and reset the meter so that the display shows yes.

If when you turn this on there is still no gas then you may need to press the reset button on your meter again. If this still does not work then you will need to call your gas supplier.

Find out more

[See how an external gas meter works](#)

[See how an internal gas meter works](#)

[See how a smart meter ECV works](#)

Check the Pressure

Check the pressure gauge on the front of the boiler.

This should be around 1 bar when the boiler is cold; if the pressure is lower than this then many boilers won't restart for safety reasons.

You can use the filling loop to top up the system with more water to correct the problem of low pressure.

This can be done by yourself if you know how to do it or you may feel more comfortable having an engineer do this for you.

Find out more

[See how to repressurise a boiler](#)

Check your radiators

It could be that you are experiencing a problem with your radiator and not the boiler at all.

Try adjusting your radiator valves to see if you can get them to heat up.

If you aren't seeing a change in temperature after adjusting the radiator valves and the radiator isn't getting warm you could have a problem with the valve. This can sometimes simply be that it has become stuck and a gentle tap on the side of the valve will often release the pin inside.

Another common problem is air trapped in the radiators.

Check your radiators regularly for cold patches and, if there are any; bleed them if you have a radiator key.

Remember if you do this and your boiler has a gauge on the front telling you how much pressure is in the system you will most likely have to re-pressurise it if it falls below 0.5bar.

Find out more

[See how a thermostatic radiator valve works](#)

Check the settings and controls regularly

Check all of the settings and controls on your boiler.

If you have a timer, check that it is set correctly and that it comes on at the right time.

If not, you may have a problem with the timer or power source.

You should also try increasing the temperature setting on the thermostat, as the boiler will only come on when the thermostat temperature is higher than the room where it is located.

Also take into account the age of your thermostat, as they can lose their accuracy over time and may not switch on or off exactly at the temperature you would like it to.

Find out more

[See how a digital room thermostat works](#)

[See how a digital thermostat works](#)

Try reset button

There are a number of safety devices within a boiler that can sometimes trip, meaning that your boiler will need to be reset.

On most boilers, this can be done by pressing the reset button, which is normally on the front of the boiler. You should not have to remove an access panel to locate the reset button.

If you are unsure of where your reset button is, check in your manufacturer's manual or online.

Find out more

[See how to reset a boiler](#)

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