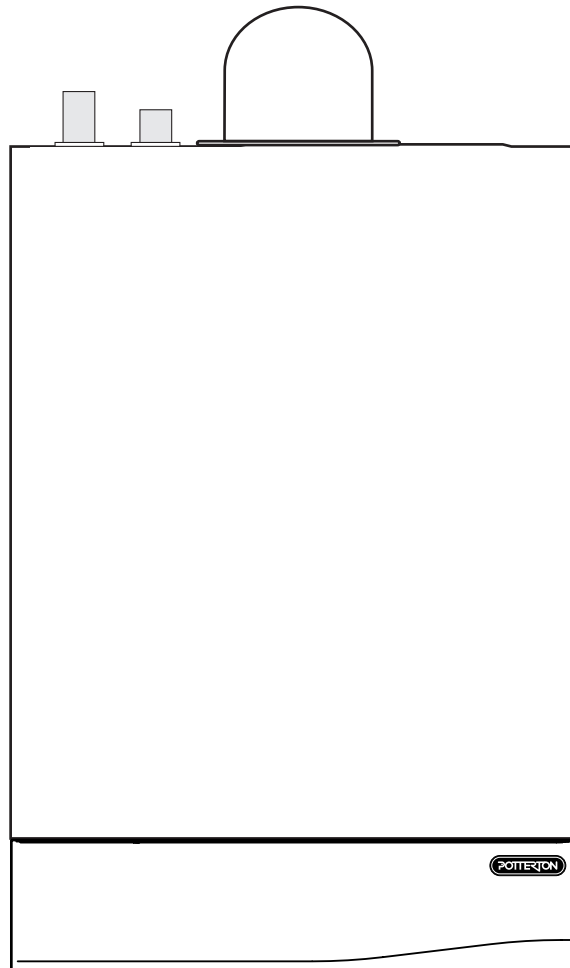




User Guide and Important Warranty Information

Suprima 30 - 80 HE

Condensing
Central Heating Boiler



**Please read this
document and keep it safe.**

**It will help you out should
your boiler need attention.**

Dear User

Thank you for choosing a Potterton central heating boiler. The following instructions are simple basic steps that you can take to ensure years of trouble free heating and hot water for your home.

Please complete the warranty registration document supplied with your boiler or register on-line at www.heateam.co.uk.

Heateam offer a full range of customer, installer and warranty services. Call +44 8706 000653 or visit on-line for further detail.

For future reference please complete the information on the back cover of this guide with your Potterton boiler details, installer details and installation date. We also recommend that you attach your boiler purchase receipt (if available) to this guide.

Benchmark Log Book

Please ensure that your installer hands your Benchmark logbook over to you with the Installation and Commissioning sections completed. The details in the Log Book will be required in the event of any warranty work. Keep the Log Book in a safe place and ensure that the relevant sections are completed at each service visit.

Baxi Heating UK Ltd. is a BS-EN ISO 9001 Accredited Company

► **Benchmark** - Potterton is a member of the Benchmark initiative and fully supports the aims of the programme. It 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 central heating systems to ensure safety and efficiency.

Heateam - The customer service division of Baxi Potterton that operates 363 days of the year.

Points to note

Your new boiler works automatically without a pilot light.

The energy efficiency of your new boiler means that water vapour condenses inside the boiler itself. This water is taken away from the boiler to a suitable drain

At times of low temperature a white plume can be seen at the boiler flue terminal on the outside of your house. This is water vapour due to your boiler condensing and is normal.

Warranty

Potterton provide a 12 month warranty on this boiler. The warranty operates from the date installation is completed for the customer who is the original user.

To maximise the benefit from our warranty we urge you to return the reply-paid warranty registration. Details of your installer should have been recorded in the Benchmark Logbook.

A fault with the boiler will be rectified free of charge providing your warranty is validated and that the defect is a result of faulty workmanship or material. This would not apply to a boiler subject to misuse or to system or ancillary controls.

During the period of the boiler warranty, Potterton will only be responsible for the cost of work done by them or on their instructions by their Agent. We cannot accept any liability for expenditure or work done by other parties without our knowledge and/or approval.

Visits outside the terms of the boiler warranty will be charged for both parts and labour at our normal rates for chargeable work. Details are available on request.

This does not in any way prejudice your rights at Common Law. Such rights between the customer and the installer or supplier from whom the unit was purchased remain intact.



This product has an energy rating (B) on a scale of A to G. For more information see www.boilers.org.uk. This is a certification mark.

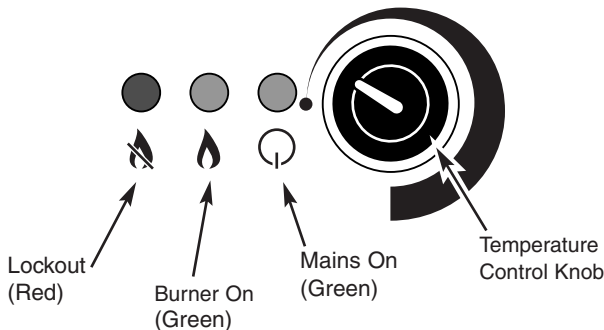
Operating your boiler and system

The Central Heating and Hot Water you need will be available when the gas and electricity supplies to the boiler are turned on with the timer and other heating controls in your system set correctly.

Other heating controls are items such as room thermostats, cylinder thermostats and thermostatic radiator valves. To give the most energy efficient performance these controls can switch your boiler on and off even when your timer is on. Instructions on how to use your programmer and other heating controls should have been supplied with the items. Potterton also produce a guide 'How to get the best out of your NEW Central Heating System'. Telephone our Literature Hotline on 08706 060 623 to request your free copy.

With the gas and electricity supplies to the boiler turned on and your programmer and other heating controls set correctly, you only need to set the temperature control knob to the desired level.

1. Pull the door panel down.
2. Confirm 'Mains On' light is on or flashing.
3. Turn the temperature control knob to adjust the radiator surface temperature and hot water tap temperature between approximately 63°C and 82°C.
4. When there is a call for heat the 'Burner On' light will flash and after several seconds the burner will light automatically. The 'Burner On' light will be on whilst water is being heated.



Resetting

If the 'Lockout' light is on or flashing the boiler will need resetting.

1. Turn the temperature control knob to (●) position.
2. Wait until the 'Lockout' light goes off.
3. Turn the temperature control knob to the required setting. The boiler should reset and return to normal operation.
4. If the boiler does not reset:-
 - Check the fault indicators (see label on door panel). If the boiler has Overheat or Circulation indicators lit, wait 15 minutes for the boiler to cool and reset again.
 - Check that the gas and water supplies to the boiler have not been inadvertently turned off.
5. If the boiler still fails to reset or resets then returns to lockout, there is a fault that should be attended to by a competent person.

To Turn Off

If you need to turn the boiler off, turn either the temperature control knob to (●) position or set the programmer/timer to Off (if fitted).

Do not switch off the main electrical supply to the boiler whilst the 'Burner On' light is on.

Boiler Protection

The protection systems shown below will always be working whilst the gas and electricity supplies to the boiler are on.

- To ensure the boiler is protected during very cold conditions a frost protection feature is built in to the boiler. If the boiler temperature falls below 4°C the boiler will fire until a temperature of 15°C is reached.
- The boiler incorporates a built in pump protection feature which continually monitors the time since the pump last operated. The pump will run for around 2 minutes if it has not run in the last 24 hours. This may occur during the night when your heating controls are set to off.
- The boiler is fitted with a safety thermostat to protect against overheating of the water. If this thermostat operates the boiler will lockout and the 'Lockout' (Red) light will flash once a second. The boiler will require resetting before it will re-light.
- A frost thermostat may have been fitted to your system. Your installer will have advised you of this.

► **Competent Person** - A person who works for a CORGI registered company and holding current certificates in the relevant ACS modules, or valid ACoP equivalents, is deemed competent.

In the Republic of Ireland this must be carried out by a competent person as stated in Irish Standard (I.S.) 813 "Domestic Gas Installations".

Looking after your boiler

Servicing and Repair of your Boiler

- For reasons of safety and economy your boiler should be serviced annually.

Only a competent person should service or repair your boiler.

CORGI

How to find a CORGI Registered Installer:

- Telephone CORGI on 0870 401 2300
- Visit www.corgi-gas-safety.com
- Look in Yellow Pages or Thomson Directory.

All Heateam Engineers are CORGI Registered.

Remember -

Always ask to see your installer's CORGI ID card.

Cleaning the Outer case

- The painted panels should be wiped with a damp cloth and then dried completely.

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CORGI - Council for Registered Gas Installers

ACS - Accredited Certification Scheme
Certificates of competence that are required before installer can become CORGI registered

ACoP - Approved Code of Practice
The previous method of showing compliance for CORGI registration

GB - Heating Industry definition meaning England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Isles

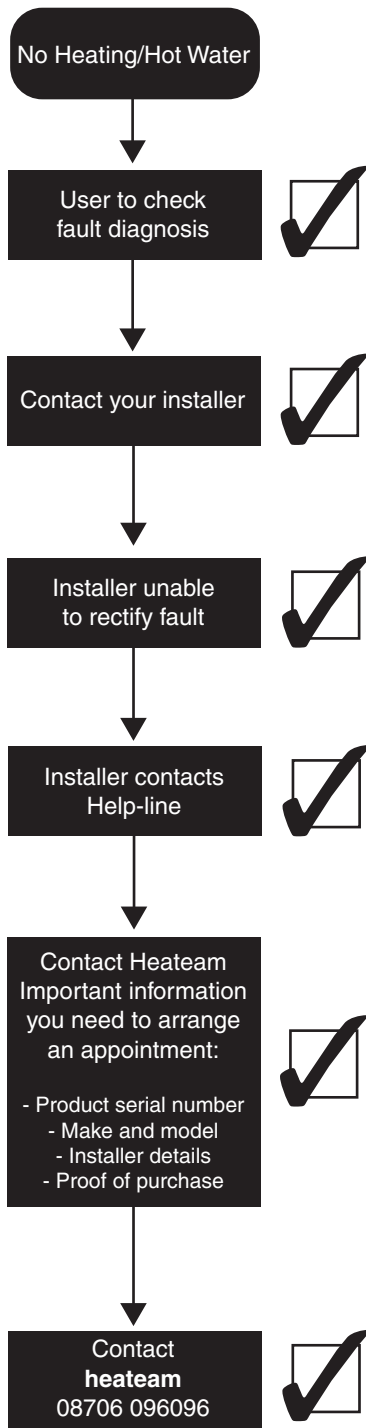
IE - Heating Industry definition meaning the Republic of Ireland

For your safety

- This appliance must be installed in accordance with the manufacturer's instructions and the regulations in force. Read the instructions fully before installing or using the boiler.
- Any modification that may interfere with the normal operation of the appliance without express written permission from the manufacturer or his agent could invalidate the appliance warranty. In GB this could also infringe the Gas Safety (Installation and Use) Regulations.
- Your boiler must not be operated without the casing correctly fitted and forming an adequate seal.
- Do not interfere with any sealed components on this boiler.
- Take note of any warning labels on your boiler.
- Your boiler should have the following minimum clearances for Safety and Maintenance.

front	15mm	(610mm for servicing access)
side	5 mm	(each side)
below	130 mm	
above	125 mm	

- If your boiler is installed in a compartment, do not use it for storage purposes. Do not obstruct any purpose provided ventilation openings.
- Flammable materials must not be stored in close proximity to your boiler.
- Avoid skin contact when your boiler is in operation, as some surfaces may get hot i.e. sight glass, pipework
- Ensure that the flue terminal, outside the house, does not become damaged or obstructed, particularly by foliage.
- Ensure that the condensate drain is not blocked, modified or damaged as any of these conditions could affect the operation of your boiler.



In the unlikely event you have a problem with your boiler please check the following.

1. Is the electricity supply to your boiler switched on?
 If so the 'Mains On' (Green) light will be on or flashing. If it is flashing this indicates that the boiler temperature control knob may have turned the boiler off.
2. Is the 'Lockout Light' on or flashing?
Yes - Reset as described on Page 3.
No - Continue below
3. Is the gas supply turned on?
4. Is the programmer or timer switch set to On? Refer to the instruction booklet supplied with these items for correct setting and operation.
5. Is the temperature control on the boiler turned on and set high enough?
6. Are all system controls such as room and cylinder thermostats set high enough?
7. Are the thermostatic radiator valves set high enough?

Contact your Installer

If you have followed the steps in this simple checklist but your boiler still does not fire contact your installer whose details appear in your Benchmark logbook.

Any repairs to the boiler will usually be the responsibility of the Installer during the warranty period.

Installer Help-line

Should your installer need assistance he/she can contact our trade support help-line for diagnostic and remedy advice.

Got a problem ?

Heateam

If there is a fault with your boiler under warranty that your installer is unable to rectify please contact heateam where one of our customer service advisors will be happy to make the necessary arrangements.

Please have the following details to hand when contacting Heateam:

- Your boiler serial number.
- Your boiler make and model number.
- Your installer details.
- Proof of purchase date.

If you are unable to quote a valid serial number at the time of booking, you will need to provide payment of our standard repair charge via credit/debit card in order to make an appointment for one of our engineers to attend.

Our engineer will validate your serial number or proof of purchase on site, and will determine whether any refund will be made. In the event that the engineer identifies that your boiler is not covered by our warranty, we will retain the repair charge.

A fault with your boiler will be rectified free of charge providing your warranty is validated and that the defect is a result of faulty workmanship or material. This would not apply to a boiler subject to misuse or to system or ancillary controls.

See Warranty on Page 2 for more information.

How to contact us

The heateam call centre is available 363 days per year 7 days a week - 8.00am to 6.00pm on weekdays and 8.30am to 2.00pm at weekends and Bank Holidays. **

Tel: 08706 096096***
Fax: 01926 410006
E-mail: service@heateam.co.uk

** Excluding Christmas day and New Year day.

*** To aid in continuous improvement and staff training, calls to this line may be monitored or recorded.

Warning !

If you smell gas

Turn off the gas supply at the meter and call your gas supplier immediately.

In GB, Transco operate a 24 hour emergency service and the telephone number will be listed in your telephone directory.

Faulty boiler

If it is known or suspected that a fault exists on the boiler, it must not be used until the fault has been corrected by a competent person.

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