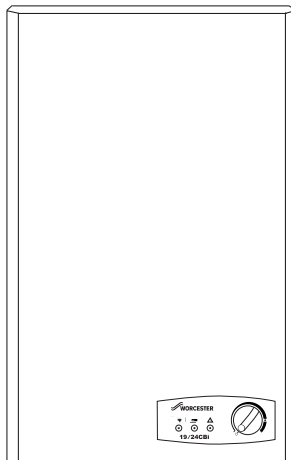




Bosch Group



**9/14, 14/19 & 19/24CBi**



***Worcester Bosch supports the  
Benchmark code of practice***

**G. C. NUMBERS**

<b>APPLIANCE</b>	<b>NATURAL GAS</b>	<b>LPG</b>
<b>9/14CBi</b>	<b>41 311 50</b>	<b>41 311 51</b>
<b>14/19CBi</b>	<b>41 311 52</b>	<b>41 311 53</b>
<b>19/24CBi</b>	<b>41 311 54</b>	<b>41 311 55</b>

# **USER INSTRUCTIONS & CUSTOMER CARE GUIDE**

**IMPORTANT:** THIS APPLIANCE IS FOR USE WITH NATURAL GAS AND LPG  
THESE INSTRUCTIONS APPLY IN THE UK ONLY.  
THESE INSTRUCTIONS ARE TO BE LEFT WITH THE USER OR AT THE GAS METER

# EXCELLENCE COMES AS STANDARD

Thank you for purchasing a Worcester gas-fired boiler.

Worcester boilers are made by Worcester Heat Systems and the strictest quality control standards are demanded throughout every stage of production.

Indeed, Worcester Heat Systems have led the field in innovative appliance design and performance for more than 30 years.



The result is that your new Worcester boiler appliance offers you the very best of everything - quality, efficiency, economical running costs, proven reliability and value for money.

What's more, you also have the assurance of our no-nonsense 1 year parts and labour guarantee.

And it's backed up by Worcester Care Call - a

complete maintenance scheme to keep your boiler operating at peak condition and efficiency.

No wonder that more and more people are agreeing that when it is gas, it has to be a Worcester boiler.

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# GENERAL INFORMATION

## GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1998

It is the law that all gas appliances must be installed by a competent person in accordance with the above regulations. Failure to install appliances correctly could lead to prosecution. It is in your interest and that of safety to ensure compliance with the law. The manufacturers notes must not be taken, in any way, as over-riding statutory obligations.


**WARNING:** This appliance must be earthed and protected by a 5 amp fuse.

**ELECTRICITY SUPPLY:** 230V ~ 50Hz

**IMPORTANT:** To get the best from your Worcester boiler please read these instructions carefully.

In the event of a fault the appliance should not be used until the fault has been corrected by a competent person.

## BENCHMARK

 The Benchmark initiative is the new code of practice to encourage the correct installation, commissioning and servicing of domestic central heating boilers and system equipment.

The 'log-book' is a vital document that must be completed by the installer at the time of installation and handed to the householder. It confirms that the boiler has been installed and commissioned according to the manufacturers instructions.

Without the completion of the log-book, manufacturers may refuse to respond to a call-out from a householder, who will be advised that he or she must call back the installer, who has not fulfilled his obligations to record the information required by the initiative.

It is important that:

The services and the system are properly flushed as specified.

The user is clearly instructed on the correct operation of the appliance.

The benefits of regular servicing are explained – to maintain the efficiency and extend the life of the appliance.

## GENERAL DESCRIPTION

The Worcester boilers provide a heat output of between 9-14kW (9/14Cbi), 14-19kW (14/19Cbi) & 19-24kW (19/24 Cbi) and contain a temperature control and all the appropriate safety controls. They are suitable for fully pumped open vent or sealed systems.

They can be connected to a domestic hot water supply system through an external S or Y plan system.

## **Central Heating**

When a demand is made for heating by the system controls (i.e. a programmer or room thermostat). A pump will energise circulating primary water around the heating system and the burner, after a few seconds, will light. The heat output from the appliance in this mode has been factory set to give maximum output or as reset by your installer. The appliance will operate as necessary to maintain the temperature of the radiators at the level set by the adjustment of the boiler Temperature Control Knob. (See Fig. 1.)

If the system no longer requires output to maintain the desired room temperature, the burner will extinguish. The pump and fan will continue to run for a short period to dissipate the residual heat from the appliance and then switch off.

The appliance will supply heat to the central heating system as required.

## **Hot Water**

A hot water cylinder will be maintained full of hot water under the control of a cylinder thermostat.



# GENERAL NOTES

**Your installer will advise you of any actions you should take to ensure that the satisfactory and efficient operation of the heating and hot water systems connected to the boiler are maintained.**

## CENTRAL HEATING SYSTEM

During the first few hours of operation of the central heating system, check that all radiators are being heated at an even rate. Should the upper area of a radiator be at a lower temperature than the base of the radiator, it should be vented by releasing air through the venting screw at the top of each radiator. Make sure your installer shows you how to carry out the operation. On a sealed system repeated venting will reduce the quantity of water in the system and this must be replenished for safe and satisfactory operation of the appliance. Should water leaks be found in the system or excessive venting be required from any radiator, a service engineer should be contacted and the system corrected.

## CLEARANCES

### Compartment With Ventilation

Your installer will have provided adequate space around the appliance for safety and servicing. This space must not be restricted by the addition of cupboard shelves etc. closer to the appliance. The following minimum clearances are required.

	9/14CBi	14/19CBi	19/24CBi
Left-hand side	5	5	5
Right-hand side	5	5	5
In Front	600	600	600
Above (Rear Only Flue)	30	30	30
Above (Flue Turret)	180	180	180
Below	200	200	200

### Compartment With No Ventilation

Your installer will have provided adequate space around the appliance for safety and servicing. This space must not be restricted by the addition of cupboard shelves etc. closer to the appliance. Flammable objects **must not** be stored in this type of compartment. The following minimum clearances are required.

	9/14CBi	14/19CBi	19/24CBi
Left-hand side	105	105	105
Right-hand side	105	105	105
In Front*	340	340	340
Above (Rear Only Flue)	30	30	30
Above (Flue Turret)	180	180	180
Below	200	200	200

\* The clearance at the front is to be a removable panel e.g. a door. A clearance of 600mm should be allowed with the door open.

## **ROOM THERMOSTAT**

A room thermostat may be fitted for control of the central heating temperature. It will be located in one room of the home. The method of setting a room thermostat varies with the type and manufacture. Refer to the instructions supplied with the room thermostat.

## **PROGRAMMER/CLOCK**

A programmer or clock may have been fitted to the system: the method of setting varies with the type and manufacturer.

Refer to the instructions supplied with the control.

## **THERMOSTATIC RADIATOR VALVES**

If thermostatic radiator valves are to be fitted to the system then they must conform to the requirements of BS2767:10. It is advisable to leave one valve permanently set at maximum to prevent the boiler short cycling.

## **VENTILATION OF ROOM SEALED FANNED FLUE (RSF) APPLIANCES**

These appliances do not require air flow for combustion from the room in which they are installed. Any cooling ventilation openings in a wall or door must not be obstructed. Do not allow the flue terminal fitted on the outside wall to become obstructed or damaged.

**NOTE:** Do not place anything on top of the appliance. If the appliance is fitted in a compartment do not use the compartment for storage purposes unless it conforms to the requirements of BS 6798:1987: Section 6. It is essential that the airing space is separated from the boiler space by a perforated non-combustible partition as described in BS 6798:1987.

If the clearances are less than shown for an unvented compartment then the compartment must be ventilated in accordance with BS5440.

## **FLUE TERMINAL**

Do not allow the flue terminal fitted on the outside wall to become obstructed or damaged.

## **CIRCULATING PUMP**

The heating system will be filled with a circulating pump which may be fitted with a speed adjuster. If so it will be set by the installer to suit the heating load. Do not alter the setting.

## FROST PRECAUTIONS

If the appliance is not to be used for a long period of time and there is a likelihood of freezing, then the appliance should be drained. The Worcester Heat Systems Technical Helpline will advise you on suitable frost precautions. The boiler has an in-built frost thermostat which will protect the appliance should the temperature of the boiler drop below approximately 10°C.

## SERVICE

*(benchmark)* Annual servicing is important in order to ensure continuing high efficiency and long life for your appliance. In the event of any difficulty in making suitable servicing arrangements, Worcester Heat Systems Limited or other competent persons will discuss regular servicing arrangements and offer a comprehensive maintenance contract.

## WARNING

If a gas leak exists, or is suspected, turn off the gas supply to the appliance at the service cock on the meter and consult your local service engineer.

Do not touch any electrical switches to turn them either on or off. Open all windows and doors. Do not smoke. Extinguish all naked lights.

## CLEANING

Do not use abrasive cleaners on the outer casing. Use a damp cloth and a little detergent.



# OPERATION OF CONTROLS

## **BOILER HEATING TEMPERATURE CONTROL**

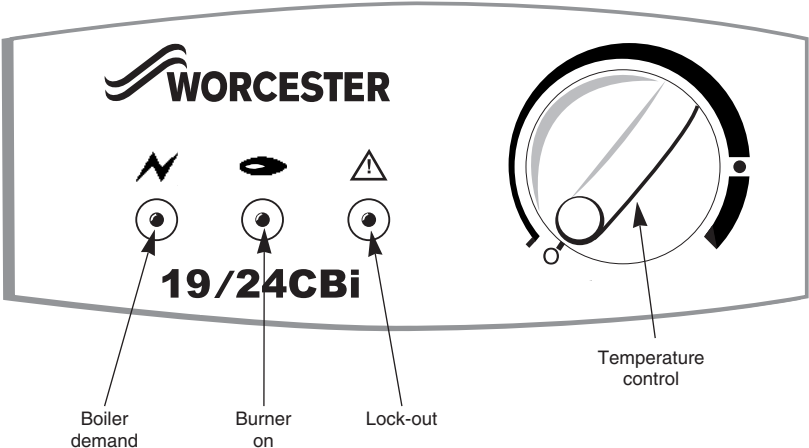
The position of this control will determine the temperature of the water delivered from the appliance between the start of the dial as indicated thus '↗' and the fully on position i.e. when the control is turned fully clockwise. When the knob is turned fully anti-clockwise to the 'O' position the appliance is off.

## **BOILER RESET BUTTON**

If the lockout light is on or flashing, turn the temperature control fully anticlockwise to the 'O' position and back on again. If the appliance still fails to operate then contact Worcester Heat Systems or your installer.



Fig. 1. Controls.





# TO LIGHT AND STOP THE APPLIANCE

## INDICATOR LIGHTS

<b>Boiler demand :</b>	<b>System is calling for heat</b>
<b>Burner ON :</b>	<b>Burner is firing</b>
<b>Lock-out :</b>	<b>There is a fault condition</b>
	<b>Steady light - Overheat</b>
	<b>Flashing light - Flame failure</b>

## TO LIGHT THE APPLIANCE

Check that the water valves to the central heating circuit are open.  
Check that the needle on the pressure gauge is not below the required pressure - sealed system only.

Switch on the mains electricity. Set the room thermostat, if fitted, to maximum. Turn the boiler temperature control fully clockwise to the maximum position. The burner will light. Set the boiler temperature control and the room thermostat/cylinder thermostat, if fitted, to the desired temperature.

## TO STOP THE APPLIANCE

### For Short Periods

Turn the boiler temperature control fully anti-clockwise to the 'O' position.

### For Long Periods

Turn the boiler temperature control switch to the 'O' position. Switch off the mains electricity.

Any programmer will require resetting if mains supply has been disconnected.

## ELECTRICITY SUPPLY FAILURE

If the electricity supply fails the appliance will not operate. Once the supply is restored the appliance will return to normal operation.

Check that the settings of any programmer or time control have been maintained.

## **APPLIANCE LOCKOUT**

The appliance can be reset by turning the boiler temperature control fully anti-clockwise and back. Check that the gas supply has not been interrupted.

If this condition continues to occur, then call a service engineer.



# APPLIANCE FAILS TO OPERATE

More than 30% of all calls made to Worcester Heat Systems to report appliance faults or breakdowns prove to be false alarms, as there is often a simple explanation for the apparent malfunction.

So, to help you save time and money – not to mention frustration and inconvenience – please refer to the General Information, Notes and Lighting Instructions ensuring all controls are set correctly.

If, after following the instructions the appliance still fails to operate correctly call the Worcester Heat Systems Service Centre. Arrangements will be made for an engineer to call as soon as possible.

**NOTE:** No sealed components should be adjusted. Failure to comply with this will invalidate any warranty and will be hazardous to the user.

## CALL-OUT CHARGES

All of our field service engineers are factory trained.

If you request a visit from an engineer and your appliance has been installed within the last 12 months, no charge will be made for parts and/or labour, providing:

- The appliance was commissioned correctly on installation.
- An appliance fault is found and the appliance has been installed within the past 12 months.

A call-out charge will be made where:

- The appliance has been installed for over 12 months, or
- Our Field Service Engineer finds no fault with the appliance (see note), or
- The cause of breakdown is with other parts of your plumbing/heating system, or with equipment not supplied by Worcester.

**NOTE:** Invoices for attendance and/or repair work carried out on your appliance by any third party will not be accepted.

# MAINTAINING YOUR APPLIANCE

Your new Worcester boiler represents a long-term investment in a reliable, high quality product.

In order to realise its maximum working life, and to ensure it continues to operate at peak efficiency and performance, it is essential that your boiler receives regular, competent servicing and annual maintenance checks beyond the initial 12 month guarantee period.



Regular service contracts can be arranged with your installer – however if you have difficulty making a satisfactory arrangement simply contact Worcester Heat Systems on **08457 256206** for help.

If you would like to know more about Worcester's extended warranty options please tick the appropriate box on your warranty registration card.



### **CONTACT NUMBERS:**

UK Call Centre	Tel.	08457 256 206
UK Call Centre	Fax.	01905 757536
Scotland only	Fax.	01506 441 687

### **OPERATING HOURS:**

Mon - Fri	8.00am to 6.00pm
Sat	8.30am to 1.00pm

Please contact our UK Call Centre number where our friendly operators will book your call with one of our team of nationwide engineers.

### **NOTE:**

Sunday and Bank Holiday cover is not available



# **YOUR WORCESTER BOILER GUARANTEE**

This appliance is guaranteed against faulty materials or workmanship for a period of twelve calendar months from the date of installation subject to the following conditions and exceptions.

1. That during the currency of this guarantee any components of the unit which are proved to be faulty or defective in manufacture will be exchanged or repaired free of material charges and free of labour charges by Worcester Heat Systems Limited.
2. That the householder may be asked to prove the date of installation, that the appliance was correctly commissioned and, where appropriate, the first 12 month service has been carried out to the satisfaction of Worcester Heat Systems Limited when requested.
3. That any product or part thereof returned for servicing under the guarantee must be accompanied by a claim stating the Model, Serial Number, Date of Installation.
4. That Worcester Heat Systems Limited will not accept responsibility for damage caused by faulty installation, neglect, misuse or accidental damage, the non-observance of the instructions contained in the installation and Operating Instructions Leaflets.
5. That the appliance has been used only for normal domestic purposes for which it was designed.
6. That this guarantee applies only to equipment purchased and used in mainland Great Britain.

This guarantee is given in addition to all your normal statutory rights.



# GUARANTEE REGISTRATION

You should complete and return the postpaid Guarantee Registration Card within 14 days of purchase.

The card will register you as the owner of your new Worcester boiler and, while this will not affect your statutory rights in any way, it will assist us to maintain an effective and efficient customer service by establishing a reference and permanent record for your boiler.

**IMPORTANT:** SERIAL NUMBER. Copy the number off the Guarantee Card.

## FOR YOUR OWN RECORD

MODEL

SERIAL NUMBER

(See identity label inside appliance casing)

TYPE/SIZE

DATE OF INSTALLATION



# WORCESTER

**Bosch Group**

**EXCELLENCE COMES AS STANDARD**

**Worcester Heat Systems Limited. Cotswold Way, Warndon, Worcester WR4 9SW.**

**Telephone: (01905) 754624 Fax: (01905) 754619.**

**Technical Helpline 08705 266241.**

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