

Servicing Requirements (heating appliances)



The heating appliances at the heart of your system, requires regular maintenance.

For all appliances servicing within 12 month periods is a requirement under warranty

The following requirements apply. Service requirements in red should be carried out by a competent contractor .

If your system was installed, by a Network IQ, Accredited installer the extended System warranty requires you to use a Network IQ accredited or Heat IQ approved service contractor for the servicing.

Any Items shown in black form part of the service but can be carried out by the end user

Gas Boilers

Gas boilers should be serviced by a competent gas engineer annually; this should be a visual inspection within the boilers inner heat exchanger casing. Particular attention should be made to ensure there are no leaks, particularly around the automatic air vents typically found on the pump housing and at the head of the internal heat exchanger. **Importantly** the engineer must also run a combustion analysis check using a calibrated Analyser. *The flue should be inspected and any external obstruction to the terminal, removed. The condensate trap should be removed and cleaned. system inhibitor level should be checked and topped up if required. System pressure should be set to 1 to 1.5 Bar*

Flue Gas analysis readings should be recorded on or with the servicing invoice

Approximate servicing time 1Hr

Diesel boilers

The burner should be removed, inspected and the blast tube cleaned. (the nozzle must be replaced with a new item of the correct size and suitable for diesel, we carry these in stock) The main flue baffle plates within the blast chamber should be removed, cleaned and re fitted. The spring like baffles in the upper condensing chamber and chamber tubes must also be thoroughly cleaned. *The condensate trap should be removed and cleaned. Importantly* The burner should be calibrated using a smoke test gun, an oil pressure gauge, and calibrated flue gas analyser. The oil tank and or burner Diesel filters should be cleaned. And the fire valve operation checked.

Flue Gas analysis readings should be recorded on or with the servicing invoice

Approximate servicing time 2 Hrs

Air to Water Heat Pumps

The evaporator should be cleaned of all debris using a soft brush or air line. Casings as appropriate removed and the compressor and heat exchanger/s inspected for leaks. In harsh climates silicone spay should be applied to the copper brazed connections and any other vulnerable areas within the case. Any inlet filters on the system side should be cleaned out. The system should be tested and inhibitor topped up as required and system pressure set between 1 and 1.5 Bar. The outer case should be sprayed with silicone lubricant spray and polished over all of the cabinet. The HP should be run and the heating differential input to output noted at 5 mins from start noted and left with the machine for future comparison Approximate service time 1 Hr – 1.5 in harsh environment cases

Note relating to all heating appliances

In all cases: NTC temperature sensors – Thermistors – and flow switch sensors are considered infrequent service items covered for only one year and parts only in the appliance warranties though we do not recommend service replacement at each service