

# Reno

## COMBI SERIES

*High Efficiency  
Combination  
Boilers*



### USERS INSTRUCTIONS

**Natural Gas G20:**

Reno HE30C - GC No: 47-416-01

Reno HE37C - GC No: 47-416-02

**Propane G31 Variants:**

Reno HE30CP - GC No: 47-416-04

Reno HE37CP - GC No: 47-416-03



The Johnson & Starley Reno range has an energy rating A on a scale of A to G. For more information see [www.boilers.org.uk](http://www.boilers.org.uk) This is a certification mark.

RELIABILITY YOU CAN TRUST

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## COMBI SERIES

*High Efficiency Combination Boilers*



### THE BENCHMARK SCHEME

Johnson & Starley Ltd is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

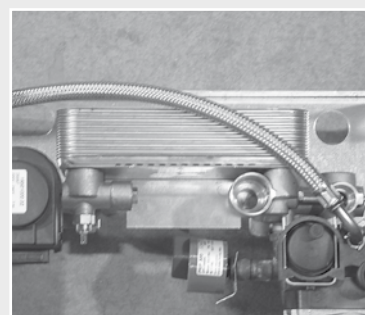
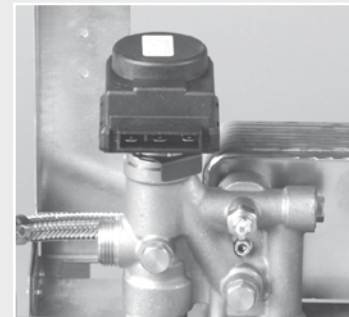
Benchmark is managed and promoted by the Heating and Hotwater Industry Council. For more information visit [www.centralheating.co.uk](http://www.centralheating.co.uk)

Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).

All installations must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist.

This product should be serviced regularly to optimise its safety, efficiency and performance. The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service.

The Benchmark Checklist will be required in the event of any warranty.



## CONTENTS

Benchmark Scheme	2
1. General Information	4
2. Symbols on the User Panel	4
3. Control Panel	5
4. Initial Lighting	5
5. Operation of Central Heating	6
6. Operation of Domestic Hot Water	6
7. Pre-Heat Button	6
8. Reset Button	6
9. Flame loss	6
10. Boiler Over Heating	6
11. Water System Pressure	7
12. Condensing Drain	7
13. Servicing & Maintenance	7
14. Escape of Gas	7
15. Cleaning the appliance	7
16. Error Codes	7
17. Analogue Time Control	8
18. Digital Programmer (if fitted)	8
19. LCD Display	8
20. Programmes	8
21. Selecting AM - PM or 24 Hour Clock	9
22. Setting the Time	9
23. Day Key Selection	9
24. Manual GMT/BST Time Change Over	10
25. Programming 24 Hour or 7 Day Schedule	10
26. Event Review	10
27. Manual Override	10
28. Continuous Operation	11
29. Changing an Event	11
30. Troubleshooting	11

## 1. GENERAL INFORMATION

Part of the installation and commissioning of this appliance is related to instructions for use by the heating engineer to the user where specific requirements may occur, see note below.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

## 2. SYMBOLS ON THE USER PANEL

Temperature of central heating flow.



Pre-Heat selected.



Pump is running.



Fan is running.



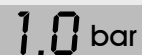
Anti-Cycle feature is in operation.



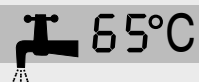
Outside temperature, when an OTC sensor is connected.



Pressure in heating circuit



Temperature of the domestic hot water.



Summer mode



Ignitor is sparking



Flame modulation.



Opentherm boiler management system is connected.



Error code.



### 3. CONTROL PANEL

The flip door at the bottom of the boiler is held in the closed position. To gain access to the control panel, take hold of the side of the panel at the corners and pull towards you, allowing the door to drop into the open position.

To close the flip door, lift up the panel and push shut until it clicks into place.

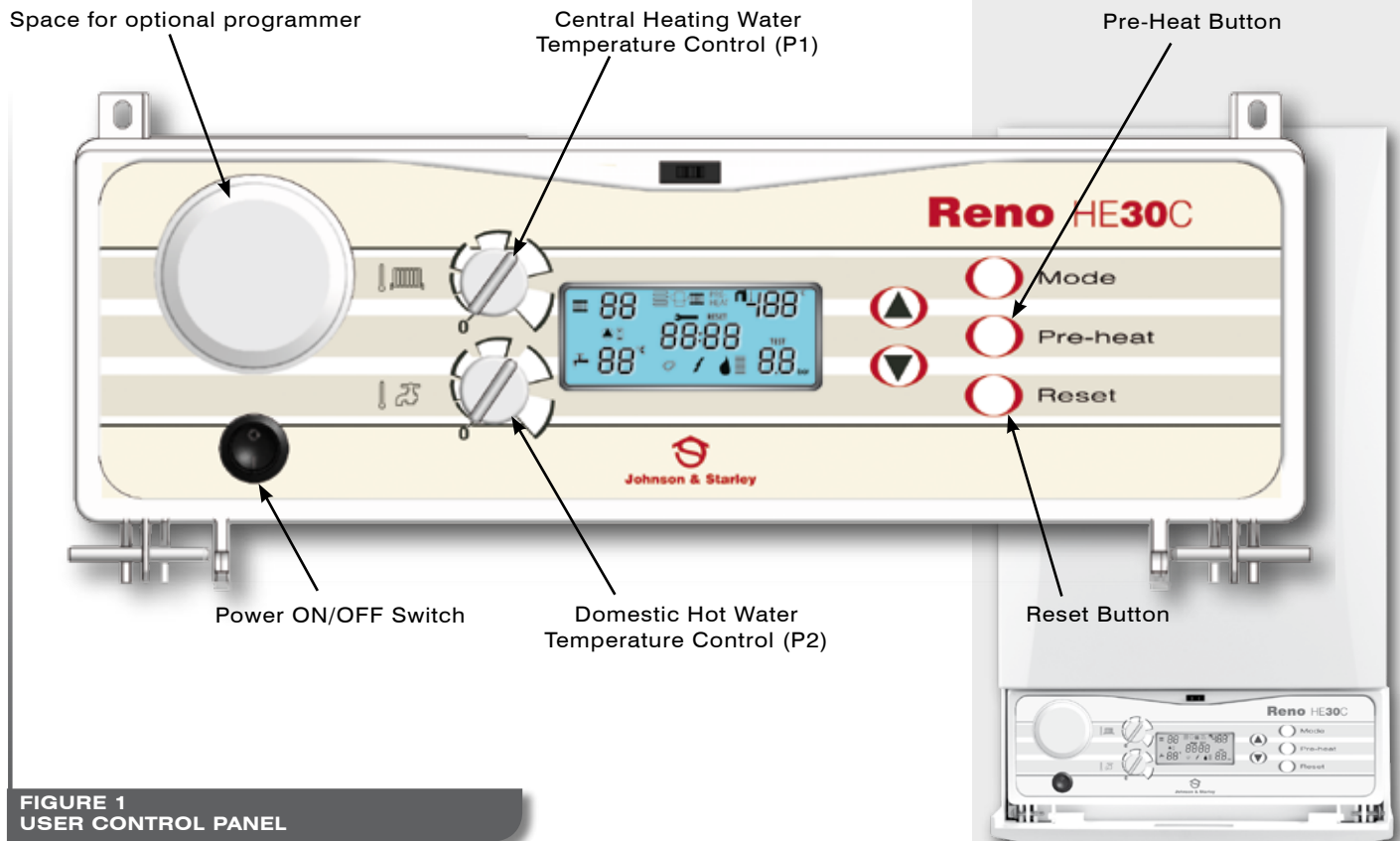


FIGURE 1  
USER CONTROL PANEL

### 4. INITIAL LIGHTING

If turning on the boiler for the first time carry out the following steps:

- ◆ Check that the electrical supply to the boiler is ON at the external isolator.
- ◆ Ensure all hot taps are closed.
- ◆ Set any remote controls as required.
- ◆ Turn the CH and DHW controls to the minimum setting. Switch on the appliance at the on/off switch on the control panel. The boiler will then be in the STANDBY mode.
- ◆ Check the heating system pressure displayed in the RH lower corner of the display. This should read at least 1.0 bar. A sealed pressurised system must be filled by a competent person.

Only operate the boiler when you are sure that the system has been filled and pressurised. If you are in any doubt about the boiler being filled with water contact your installer.

1.0 bar

## 5. OPERATION OF CENTRAL HEATING

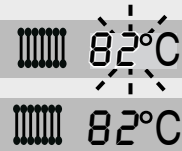
In order to turn on the central heating and adjust the temperature, turn the control knob P1 to the desired setting between off and max 82°C.

When the control knob is turned the central heating water temperature will flash and indicate the new temperature setting.

After a delay of 5 seconds the display will revert to a steady display of actual central heating water temperature. This will disappear if there is no central heating demand.

During a central heating demand the radiator symbol and the central heating water temperature will be illuminated on the display.

If central heating is not required for any extended period turn the control knob P1 fully anti-clockwise to the off position. In this position the "heating off" symbol will be displayed, the domestic hot water and frost protection will still be active. This is also the "summer mode".



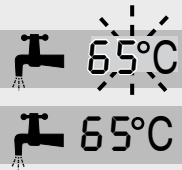
## 6. OPERATION OF DOMESTIC HOT WATER

The domestic hot water temperature is adjustable between 30°C and 65°C by the control knob P2.

When the control knob is turned the DHW water temperature will flash and indicate the new temperature setting.

After a delay of 5 seconds the display will revert to a steady display of actual DHW temperature. This will disappear if there is no DHW demand.

During a DHW demand, the tap symbol and the DHW temperature will be illuminated on the display.



## 7. PRE-HEAT BUTTON

With the pre-heat button selected the boiler is maintained in a hot condition to enable a fast response to any DHW demand. When selected, PRE-HEAT will be illuminated on the display.

If required this can be selected for all year round use, but will be of maximum benefit in the summer months, or when there is little or no demand for central heating, in which case the boiler would become cold without the pre-heat button selected.

The pre-heat function has a built-in intelligent function that will turn itself off if there is no DHW demand for a 24 hour period. If previously selected, once DHW water has been drawn off, the function will automatically re-enable.

PRE-  
HEAT

## 8. RESET BUTTON

Should a fault occur this button can be pressed to reset the controls and initiate a new start up sequence.

## 9. FLAME LOSS

Should the flame signal be lost 5 times in any 4 minute period then the boiler will lockout and an error code will be displayed in the centre of the display. Pressing the reset will enable the boiler to relight.

If the fault recurs, turn off the boiler and consult a GAS SAFE registered installer.

RESET  
ER:26

## 10. BOILER OVERHEATING

In the event of the boiler overheating the boiler will lockout and an error code will be displayed in the centre of the display. Pressing the reset will enable the boiler to relight.

If the fault recurs, turn off the boiler and consult a GAS SAFE registered installer.

RESET  
ER:03

## 11. WATER SYSTEM PRESSURE

The water system pressure is shown in the bottom right hand of the display.

If the pressure drops below 1.0 bar it will begin to flash indicating the system needs to be topped up by a competent person.

If the pressure continues to drop and reaches 0.6 bar, an error code will appear in the centre of the display and all heat demands will be blocked. This may indicate a leak and the system should be checked before being re-pressurised.



1.0 bar



0.9 bar



RESET  
ER:37

## 12. CONDENSATE DRAIN

The condensate drain must not be modified or blocked.

Blockage of the condensate drain caused by debris or freezing, can cause the boiler to lockout.

If freezing is suspected and the pipe run is accessible, then an attempt to free the obstruction by pouring hot water on to the pipe may be made. If this fails to remedy the problem, the assistance of a GAS SAFE registered installer should be sought.

## 13. SERVICE & MAINTENANCE

It is recommended that a full maintenance check be carried out annually on the appliance. It is also recommended to take out a further service agreement on the expiry of the guarantee period.

You can obtain further information on this from your gas supplier.

The appliance should be checked /serviced by a GAS SAFE registered installer.

If you require service on your appliance please contact your local installer or gas supplier.

On completion of the service the installer should fill in the service section at the rear of the BENCHMARK log book. All installers registered with GAS SAFE carry an identification card. This card will have an ID number which should be recorded in your logbook.

If you have any queries regarding your installer you can contact GAS SAFE by telephone on 0800 408 5500.

## 14. ESCAPE OF GAS

Should a gas leak be suspected contact your gas supplier without delay.

Do not search for leak with a naked flame.

## 15. CLEANING THE APPLIANCE

The appliance casing should only be cleaned with a damp cloth then dried.

Do not use abrasive or solvent cleaners.

## 16. ERROR CODES

For any other error codes that you may encounter on your boiler, please refer to your Installation & Maintenance Instructions or contact your local GAS SAFE registered installer.



RESET  
ER:??



## 17. ANALOGUE TIME CONTROL (if fitted)

### SETTING THE TIME

Rotate the dial clockwise, by hand, until the indicator arrow is pointing to the current time.

*Note: The time is set in 24 hour format.*

### SETTING THE CENTRAL HEATING ON AND OFF TIMES

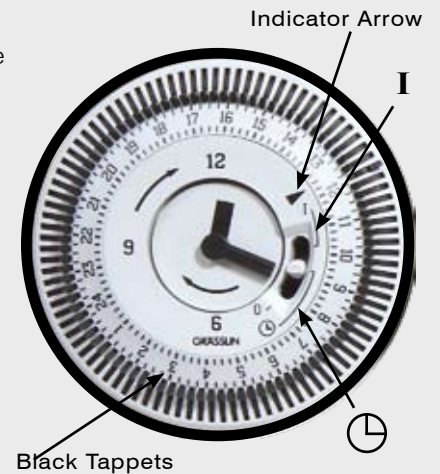
Select the on times by pushing the black tappets to the outside.

Select the off times by pushing the black tappets to the inside

### OVERRIDING THE CLOCK


The clock has a manual on/off switch which operates as follows

I	Heating on continuously
	Heating on timed
0	Heating off



## 18. DIGITAL PROGRAMMER (if fitted)

### BUTTON DESCRIPTION





	Time/Automatic Run mode selection
<b>Prog</b>	Programme selection
<b>Res</b>	Reset clears all settings
	ON/OFF selection in Programme mode
	Manual override selector in run mode
<b>+/-1h</b>	Summer/Winter time settings
<b>h</b>	Set the hour
<b>m</b>	Set the minute
<b>Day</b>	Set the days

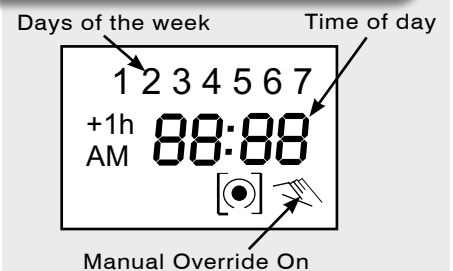


## 19. LCD DISPLAY

The LCD display incorporates a number of different elements to display various data and information

Run Mode:

Off		Continuous Off	
On		Continuous On	



## 20. PROGRAMMES

The Digital Programmer will accept up to 20 events. Each event consists of:

- ◆ An ON or OFF command
- ◆ Time of day (hour and minutes)
- ◆ Single day or multiple days

An event is required for each ON and OFF.

**NOTE: MULTIPLE ON OR OFF EVENTS MAY BE PROGRAMMED, SEE EXAMPLE. BEFORE PROCEEDING WITH SETTING THE TIME AND PROGRAMMING THE UNIT, PRESS THE RESET KEY TO CLEAR ALL DATA FROM THE MEMORY.**



## 21. SELECTING AM - PM OR 24 HOUR CLOCK

After pressing reset the display may show AM, numbered days will be flashing on and off.

If the display does not show AM. It is in 24 hour mode, press and hold the h key and press the +/-1h key once. AM will appear in the display

If display is in AM/PM mode and 24 hour time mode is desired, press and hold the h key, press the +/- key once


## 22. SETTING THE TIME

If the h and m keys are held down longer than 2 seconds, the numbers will advance rapidly.

Press and hold the  key during the following:

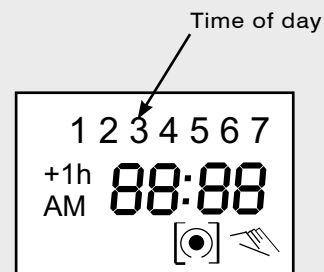
(If British summer time is in effect, press +/- 1h first)

Press h to advance the current hour (While holding down the  key)

Press m to advance to the current minute (While holding down the  key)

Press DAY repeatedly to advance to current day (While holding down the

 key)



## 23. DAY KEY SELECTION

PRESS ANY KEY	DISPLAY SHOWS	DAYS
0 times	1 2 3 4 5 6 7	Every Day
1 times	1 2 3 4 5 6	Mon - Sat
2 times	1 2 3 4 5	Mon - Fri
3 times	6 7	Sat & Sun
4 times	1	Monday
5 times	2	Tuesday
6 times	3	Wednesday
7 times	4	Thursday
8 times	5	Friday
9 times	6	Saturday
10 times	7	Sunday

**NOTE:** If the days are flashing, it indicates the day of the week was not set when setting the time. The timer cannot be programmed unless the day of the week is entered.

## 24. MANUAL GMT/BST TIME CHANGE OVER

Each year, in the spring press +/- 1 hour to advance the time an hour. In the Autumn press +/- 1 hour to set back an hour

## 25. PROGRAMMING 24 HOUR OR 7 DAY SCHEDULE

It may be helpful to write out the programme schedules before beginning.

### **EXAMPLE:-**

Event 1: On at 7.00am Monday through to Saturday

Event 2: Off at 5.00pm Monday through to Friday

Event 3: Off at 7.00pm Saturday

### **Three events need to be entered**

#### **EVENT 1**

**(ON AT 7:00am MONDAY THROUGH SATURDAY)**

Press  key once. ON symbol  appears

Press h key to 07am



Press m key once to 00

Press Day key once 123456 is displayed

Press Programme key to enter

#### **EVENT 2**

**(OFF AT 5.00pm MONDAY THROUGH TO FRIDAY)**

Press  key twice. Off symbol  appears

Press h key to 05pm

Press m key once to 00

Press Day key twice 12345 is displayed

Press Programme key to enter

#### **EVENT 3**

**(OFF AT 7.00pm SATURDAY)**


Press  key twice. ON symbol  appears

Press h key to 07pm

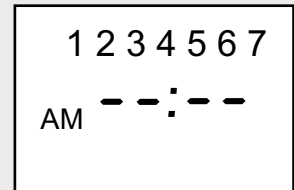
Press m key once to 00

Press Day key 9 times 6 is displayed

Press Programme key to enter

Press  key to enter run mode

IF 24 HOUR TIME CONTROL (SAME SCHEDULE EVERY DAY OF THE WEEK) IS DESIRED IGNORE Day KEY.





## 26. EVENT REVIEW



To review the programs at any time, press Programme key. Events will appear in the order they were entered with repeated presses of the Programme key. After all events have been reviewed the display will go blank in order to allow you to enter another event. Another press of the Programme key will display the number of free events spaces.

## 27. MANUAL OVERRIDE

While in the run mode, pressing the  key will reverse the current mode i.e on to off or off to on.

## 28. CONTINUOUS OPERATION

While in the run mode, press the  key twice to turn the output to permanently on. The  symbol appears in the display.

To revert back to timed operation press the  until the  symbol appears in the display.


## 29. CHANGING AN EVENT

Select the event to be changed with the Programme key. A new set of days may be selected with Day key just as in initial programming.


Hours and minutes can be changed with the h and m keys

Press the Programme key to store the new programme.



## 30. TROUBLESHOOTING

**Problem:** Days are flashing and pressing any key does nothing BUT  key turns output ON and OFF.

**Solution:** Time of Day and DAY of Week have not been set. This may occur if the power has been off to boiler for longer than 3 days.

**Problem:** Time of day was set while holding the  key down but the days are still flashing.

**Solution:** Current day of the week has not been set.

**Problem:** It is 10am and an ON event for 8am was entered but the output symbol is not ON. Display shows the  and the  symbols.

**Solution:** After programming the timer does not look back and will not take place until the event recurs at 8am tomorrow. In order to turn the boiler ON use the manual override.

**Johnson & Starley** are the leading UK & European manufacturers of a complete range of **Domestic Warm Air Heaters**.

All the heaters suit both **Replacement** and **Upgrade** needs and are compliant with the new (2006) amendments to Part L of the Building Regulations.

## HOME COMFORT SOLUTIONS

### Company Details

Website Address	<a href="http://www.johnsonandstarley.co.uk">www.johnsonandstarley.co.uk</a>
Email	<a href="mailto:sales@johnsonandstarley.co.uk">sales@johnsonandstarley.co.uk</a> <a href="mailto:marketing@johnsonandstarley.co.uk">marketing@johnsonandstarley.co.uk</a>
Telephone Number	<b>01604 762881 (Main switchboard)</b>
Fax Number	<b>01604 767408</b>

### Spares

Telephone	<b>01604 707012</b>
Fax	<b>01604 762884</b>

### Sales

Telephone	<b>01604 707012</b>
Fax	<b>01604 764879</b>

### Service

Telephone	<b>01604 707011</b>
Fax	<b>01604 707017</b>

### Warm Air Upgrade Enquiry Service

Telephone	<b>01604 707026</b>
Fax	<b>01604 707017</b>

## COMMERCIAL & INDUSTRIAL H&V SOLUTIONS



### Company Details

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