

# Reno



## High Efficiency Heat Only Boiler

Model: HE25H

GC No: 41-416-03

Installation, Maintenance and Service Instructions

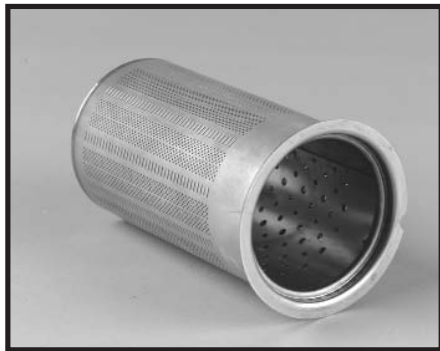
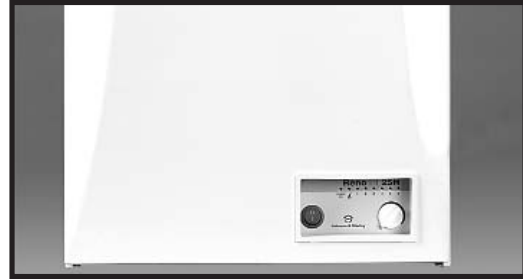


Tel: 01604 762 881

[www.johnsonandstarley.co.uk](http://www.johnsonandstarley.co.uk)

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### BENCHMARK LOG BOOK

In order to comply with Building Regulations Part L (Part J in Scotland) the boiler MUST be fitted in accordance with the manufacturer's instructions. In order to demonstrate that that the installation of this appliance complies with current Building Regulations, you should complete and sign the Benchmark log book.



***The code of practice for the installation,  
commissioning & servicing of gas fires and wall heaters***

Johnson & Starley Ltd, Rhosili Road, Brackmills, Northampton, NN4 7LZ  
 Tel: 01604 762881    Fax: 01604 767408    Sales Fax: 01604 764879  
 Johnson & Starley reserves the right to change specification without prior notice.

## 1. IMPORTANT INFORMATION

**IT IS A STATUTORY REQUIREMENT THAT ALL GAS APPLIANCES ARE INSTALLED BY COMPETENT PERSONS, (i.e. CORGI REGISTERED INSTALLERS) IN ACCORDANCE WITH THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS (CURRENT EDITION). FAILURE TO COMPLY WITH THESE REGULATIONS MAY LEAD TO PROSECUTION.**

This appliance has been Tested and Certified in order to meet the necessary European Directives and comply with the latest Building Regulations, including the efficiency requirements of the SEDBUK scheme.

Efficiency of Hot Water Boilers Directive 92/42/EEC

Gas Appliance Directive 90/396/EEC

Low Voltage Directive 93/68/EEC

Electromagnetic Compatibility Directive 92/31/EEC

No modifications to this appliance should be done unless they are fully approved by the manufacturer.

The installation of this appliance must be carried out by a competent person and must be in accordance with the current rules in force at the time of installation, in the country of destination.

The manufacturers instructions supplied must not be taken as overriding any statutory requirements.

The weight of this appliance exceeds that recommended for a one-man lift. It will therefore be necessary to gain assistance at times during the installation procedure.

**GAS LEAKS. DO NOT OPERATE ANY ELECTRICAL SWITCHES, OR USE A NAKED FLAME. TURN OFF THE GAS SUPPLY. VENTILATE THE AREA BY OPENING DOORS AND WINDOWS. CALL OUT YOUR LOCAL GAS SUPPLIER.**

## 2. APPLIANCE DESCRIPTION

The appliance is a high efficiency boiler that is designed to provide the user with both central heating and domestic hot water. Its design is such that it is room sealed, taking combustion air from outside and expelling the products of combustion to the outside again. The heat exchanger is constructed of stainless steel, which is corrosion free.

Its fluing options ensure that the appliance can be installed in many locations within a building.

The appliance is controlled by fully featured microprocessor based electronics that monitor each of the operational procedures. An LED display indicates the operational state of the appliance which starts with the full sequence automatic ignition and continues with monitoring the demand requirements.

Should any fault occur the appliance will be shutdown to a safe condition with the fault code being displayed on the LED panel.

### 2.1 Appliance Safety Devices

#### Frost Protection

The microprocessor based controls within the appliance monitor the water temperature in order to protect from freezing. To ensure that this function is active the main switch on the appliance should be left on and the gas supply also left on.

This does not protect remote areas of the heating system, which should be protected by other means (e.g. an independent frost thermostat that is linked back to the appliance).

#### Overheating Safety

There are a number of overheat safety devices on the appliance. Should any of these operate (see the fault codes table in section 6.1) you should call a service engineer or the installer

#### Electrical Supply Failure

In the event of electrical voltage supply failure, the appliance will stop operating but remain in a safe condition. When the electrical supply is resumed, the appliance will start from its safe off condition and continue to operate in the normal manner under the control of the system components. Should the appliance fail to resume, switch the appliance off and then on again to allow the control to be reset. Normal operation should then continue.

## 2.2 Technical Data

Maximum Lift Weight Total Weight (installed)	42.5 Kg
Gas Connection	15 mm copper
Heating flow and return	22 mm copper
Condensate Drain	3/4 inch plastic overflow pipe
Electrical supply	230V
Electrical rating	95W
IP classification	IP 20
External fuse rating	3 A
Heating system minimum head	1 metre

**Table 2-1  
General Data**

		Nat Gas G20		LPG G31	
		Maximum	Minimum	Maximum	Minimum
<b>Offset (Pascal)</b>		-3.0 (Minus three)			
<b>Burner CO2 (%)</b>	<b>Case off</b>	9.3 (+0.5)	8.4 (ref only)	10.2 (+0.5)	9.4 (ref only)
	<b>Case on</b>	9.5 (+0.5)	8.6 (ref only)	10.4 (+0.5)	9.6 (ref only)

**Table 2-2  
Performance Data**

			Nat Gas G20		LPG G31	
			Maximum	Minimum	Maximum	Minimum
<b>CH Input Qm</b>	<b>Net</b>	kW	25.5	7.14	25.5	7.29
	<b>Gross</b>	kW	28.3	7.92	28.3	7.92
<b>Gas Consumption</b>		m <sup>3</sup> /h	2.6	0.74	1.06	0.30
<b>CH Output P</b>	<b>Non Condensing</b>	kW	25.0	7.0	25.0	7.0
	<b>Condensing</b>	kW	27.85	7.76	27.85	7.76
<b>SEASONAL EFFICIENCY (SEDBUK)</b>			'A'			
<b>NOX CLASSIFICATION</b>			Class 5			

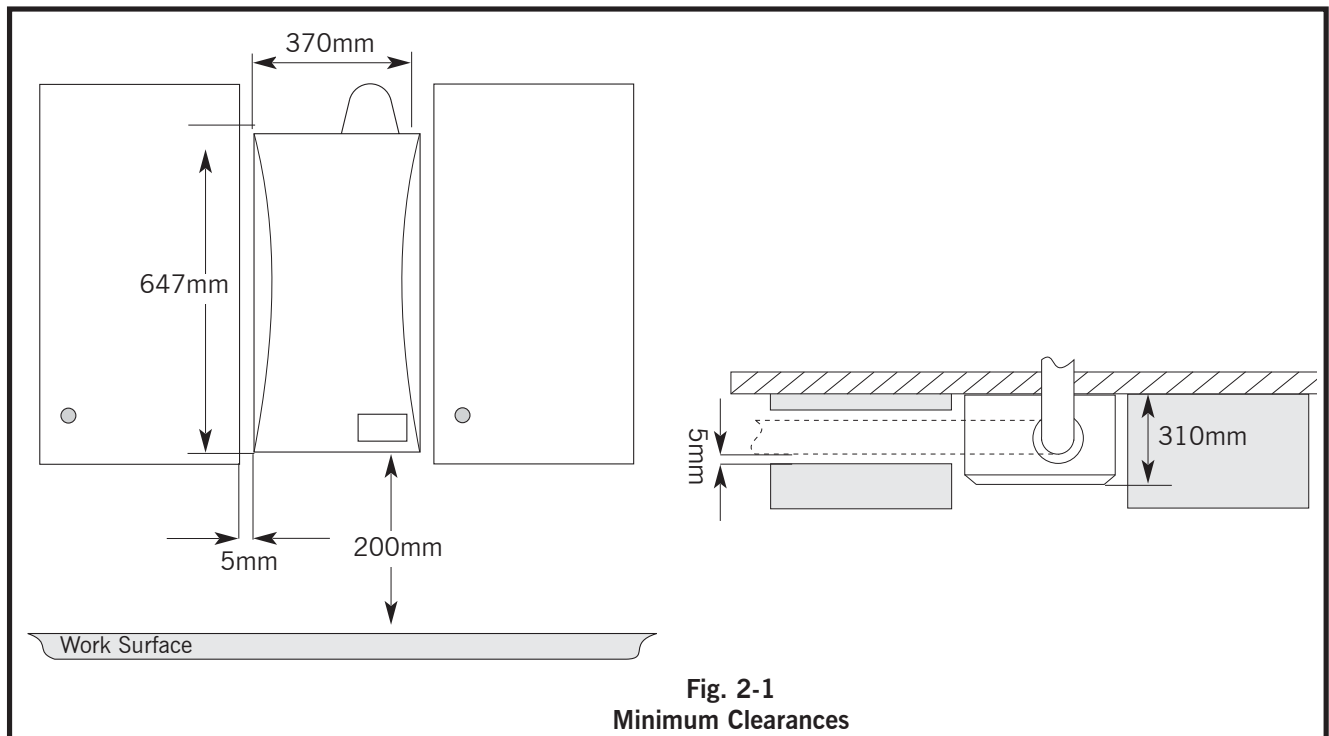
**Table 2-3  
Performance Data (Central Heating)**

**Please Note:**

Natural Gas (G20) consumption is calculated using gross CV of 38.7 MJ/m<sup>3</sup> or 34.9 MJ/m<sup>3</sup> net.

LPG (G31) consumption is calculated using gross CV of 95.6 MJ/m<sup>3</sup> or 88.0 MJ/m<sup>3</sup> net.

## 2.3 Dimensions and Clearances:



It is recommended that where the appliance is located in a kitchen, or next to other combustible materials, a gap of 5mm be left on either side and where the flue run is through a void in kitchen units, similarly a minimum gap of 5mm should be left. For the purpose of servicing, it is also recommended that the appliance be located with a minimum gap of 200mm above any surface.

## 2.4 General Information

### Appliance Classification

The appliance is certified as a type C13 C33 C53. As such it can only be installed with the flue components specified within this document. The flue types are:

- Horizontal and vertical balanced flue using concentric ducts.
- Air entry and flue exit in zones of different pressure using twin (separate) flue and air ducts.

### Gas Categories:

The appliance is certified as a CAT II 2H 3P appliance. This allows conversion between Natural gas (G20) and LPG (G31). Their supply pressures are 20 mbar and 37 mbar respectively.

For natural gas to LPG conversion, kit number NG30 (complete with instructions) is available.

For LPG to natural gas conversion, kit number LPG30 (complete with instructions) is available.

### Statutory Requirements:

The appliance must be installed in accordance with the current editions of:

- Building Standards (Scotland)(Consolidation) Regulations.
- Building Regulations
- Gas Safety (Installation and Use) Regulations (as amended)
- BS 7671 Institute of Electrical Engineers (I.E.E) Wiring Regulations
- BS 6891 Installation of Low Pressure Gas Pipework of up to 28 mm (R1) in domestic premises (2nd family gases).
- BS 5440 Pt.1 (Flues for Gas Appliances)
- BS 5440 Pt.2 (Air Supply for Gas Appliances)
- Model and Local Authority Byelaws
- BS 5546 Installation of Domestic Hot Water Supplies.

### Gas Supply:

The gas installation must be completed in accordance with the relevant standards (BS 6891).

The supply must be capable of providing a steady inlet working pressure to the appliance of 20 mbar at a rate of 2.7 m<sup>3</sup>/h (Calculated with a Gas CV of 38.7MJ/m<sup>3</sup>)

The installation must be tested for gas soundness using suitable methods. The pipework should also be purged of air in accordance with the above standard.

**Additional Control Options:**

Should an outside temperature compensation system be required, Opentherm kits are available direct from Johnson & Starley. (Part No.1000-0019720)

**2.5 Appliance Location:**

The appliance is not suitable for external installation unless it is protected from the elements by a suitable enclosure. The enclosure must provide the required clearances for installation, servicing and maintenance as well as the correct level of ventilation. The selected position should allow for a suitable flue system to be installed.

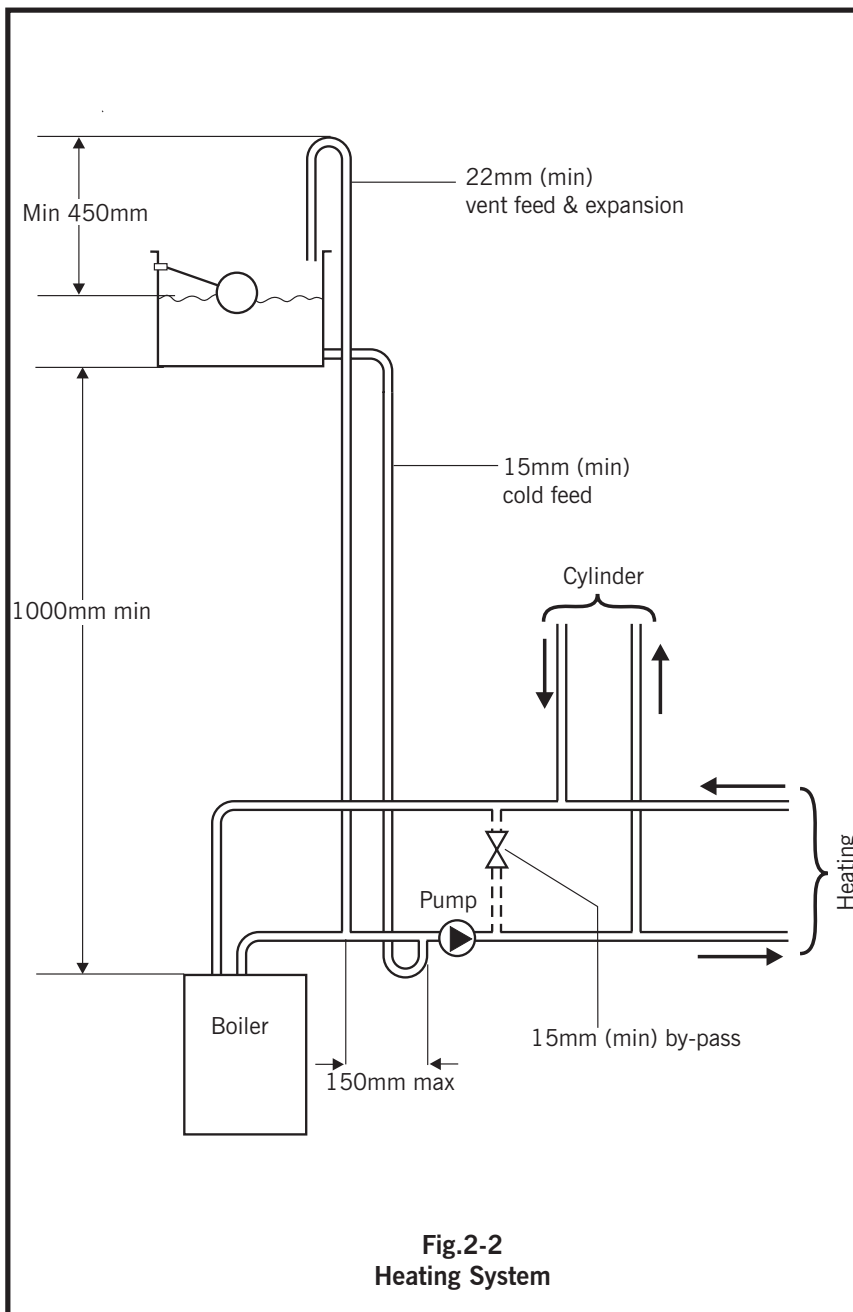
When installed in a timber frame building guidance should be taken from the British Gas publication IGE/UP-7 (Guide for Gas Installations in Timber Frame Housing).

BS 6798 gives details of the essential features for a compartment or cupboard where a gas appliance is to be installed. An existing cupboard may require modification.

If the appliance is installed in a room containing a bath or shower it is important to locate the electrical switch in a position where it cannot be touched by anyone using the bath or shower. The current IEE Wiring Regulations (BS 7671) for England and the electrical provision of the Building Regulations for Scotland gives details.

Room ventilation for the appliance is not necessary as the appliance draws its combustion air from outside of the

building and cupboard or compartment ventilation is not necessary providing that the minimum clearances are maintained. However, reference should be made to BS5440 Pt.2



**2.6 Heating System Requirements:**

A typical system is shown at fig. 2.2 which incorporates radiators, an automatic by-pass valve and a drain facility that must be provided at the lowest point in the system to allow complete drain down. The installation should be designed to operate with a flow temperature of up to 90 deg. C.

**Pump**

The pump should be fitted on the flow side of the boiler and have isolating valves each side to allow removal without draining the system. A variable duty pump should be set to give a temperature difference of no greater than 20° C between flow and return with the thermostat set at maximum (around 80°C) and a flow rate as shown in table 2.4. Reference should also be made to 2.4 for the pressure loss of the boiler and consideration MUST be given to the fact that high resistance microbore systems may require a higher duty pump.

**Pipework Sizing:** In order to keep the noise of the system to a minimum, the velocity of water should be kept below 1.5 m/s and it should be noted that the appliance is designed to operate with a temperature differential of 20°C between flow and return. The maximum flow rate is 0.3 kg/s which through a 22mm pipe gives a velocity of 1.00 m/s. Therefore, the recommended minimum pipe size for the main carcass is 22mm.

**Sealed Water Systems:** The installation must comply with the appropriate requirements of the current issue of BS4814, BS5449, BS6759, BS6798 and BS7074 part 1 and 2. See table 2-5 below.

**Water Treatment:** It is important that the system is cleansed and flushed thoroughly before the appliance is left to operate (as recommended in BS 7593) in order to maintain an efficiently operating heating system. Once the system has been flushed, an inhibitor that is suitable for stainless steel heat exchangers should be added. Appropriate inhibitors are available from both Sentinel and Fernox.

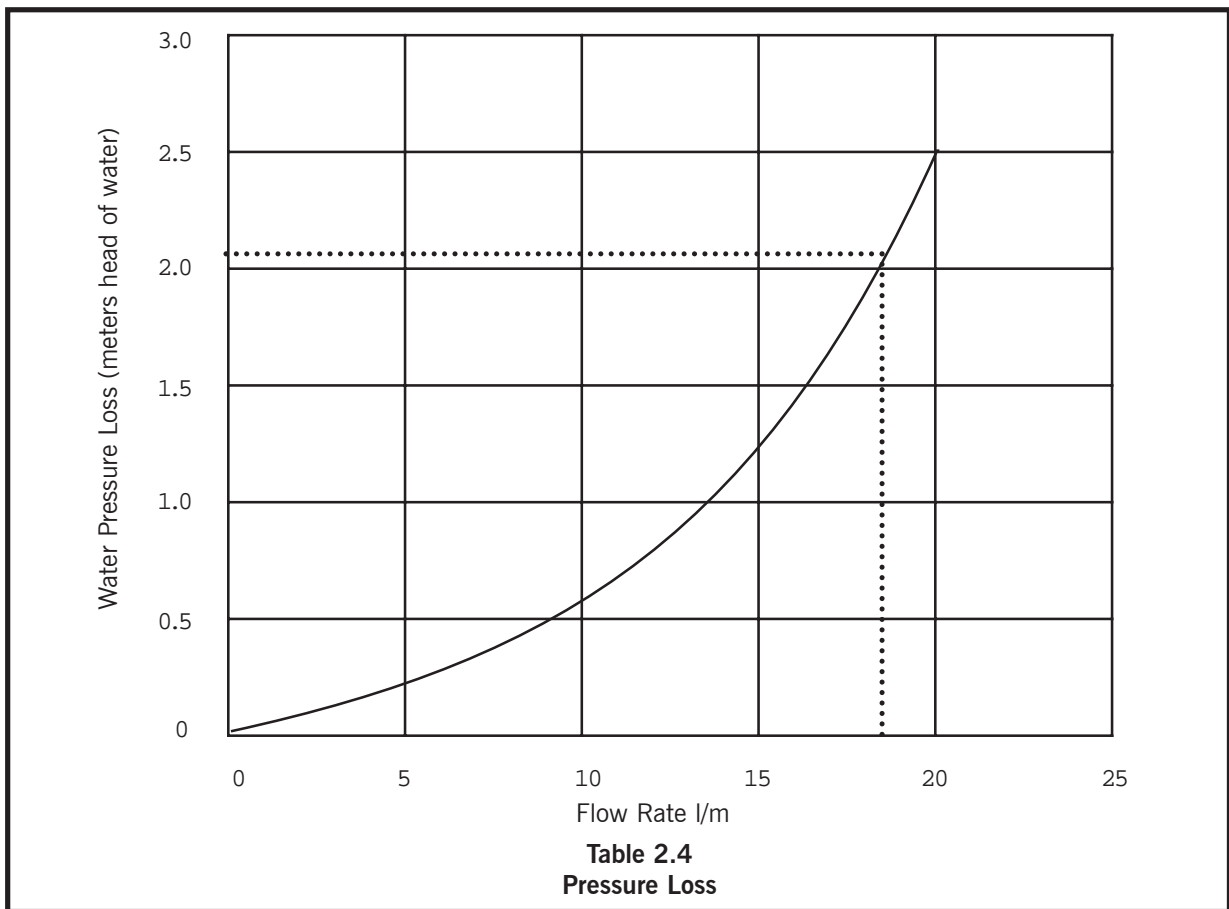
**Note: Failure to carry out the above procedure will invalidate the guarantee!**

**Controls:** As a minimum it is recommended that a 2 channel timer and room thermostat is installed to control the appliance. Thermostatic radiator valves may be fitted to the system but must not be fitted in the room where the room thermostat is fitted. There must be at least one radiator installed with lock shield valves that should not be closed. Further guidance can be obtained from the Domestic Heating and Hot Water Guide to the building regulations and GPG 302

**NOTE: a differential pressure bypass valve MUST be installed to maintain a minimum flow rate of 18 L/min (20° differential at maximum heat input).**

**2.7 Domestic Hot Water System Requirements:**

Domestic hot water circuits and their components must be in accordance with the relevant standards and water supply regulations. Further guidance and recommendations can be found in the building regulations G17 to 24 and R17 to 24.



Safety valve setting (bar)	3.0		
Vessel charge and initial system pressure (bar)	0.5	1.0	1.5
Total water content of system (litres)	Vessel Volume		
25	2.1	2.7	3.9
50	4.2	5.4	7.8
75	6.3	8.2	11.7
100	8.3	10.9	15.6
125	10.4	13.6	19.5
150	12.5	16.3	23.4

**Table 2.5**

### 3. FITTING

#### 3.1 Unpacking the Appliance:

The appliance is supplied packaged in a single carton which contains the wall fixing plate, template, boiler and controls.

**Caution: this appliance exceeds the recommended weight for a one-man lift as detailed in the Manual Handling Operations, 1992 Regulations.**

With the carton on its back, cut the tape securing the top of the carton and open so that the contents can be removed. Remove and unpack the Installation Instructions, the boiler can then be lifted from the carton.

#### 3.2 Preparing the Wall:

Ensuring the wall is flat, unpack the wall template from its protective sleeve and place it on the wall giving consideration to: the flue position; water/gas connection positions and clearances. Use the plumb line on the template to ensure it is square! Mark the positions on the wall of the flue and the fixing points. Using a 105 mm core drill make the hole through the wall in the correct place. Installations that are made from within the building only will require a 125 mm diameter hole in order to fit the flue system. Using a 7mm bit, drill a total of 5 fixing holes and insert the rawplugs. Remove the template.

#### 3.3 Wall Fixing Plate:

Place the wall fixing plate on the wall, ensuring it is level and secure it with the screws provided. It is advisable to fit additional isolation valves at the top of the appliances to allow complete removal of the appliance. Once the heating system and the domestic water connections are complete the system can be filled, checked for soundness and flushed. See COMMISSIONING section.

#### 3.4 Fitting the Appliance:

It is important to note that this appliance exceeds the recommended weight for a one-man lift as detailed in the Manual Handling Operations, 1992 Regulations. Remove the finger guard from the bottom of the boiler (secured with 2 fixing screws), lift the appliance onto the wall fixing plate and locate the unit on the two lugs on the top of the fixing plate. The boiler then drops into place and is secured with a single fixing screw at the bottom of the boiler. (see fig.3-1(b)) The finger guard can now be re-fitted to the bottom of the appliance.

#### Contents of Carton

- |                      |                                    |
|----------------------|------------------------------------|
| ● Wall Fixing Plate  | ● Installation & User Instructions |
| ● Paper Template     | ● Benchmark Book                   |
| ● Rawplug/Screw Pack | ● Guarantee Card                   |
| ● Boiler Assembly    |                                    |

Table.3-1

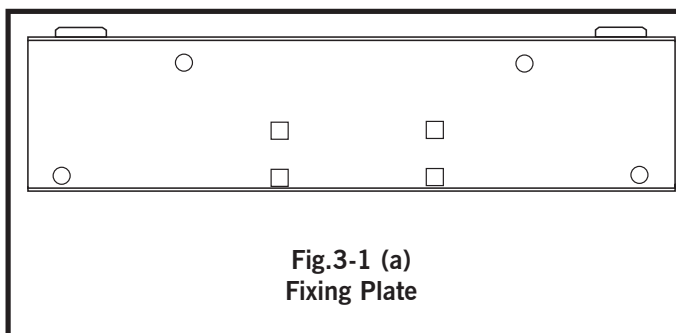


Fig.3-1 (a)  
Fixing Plate

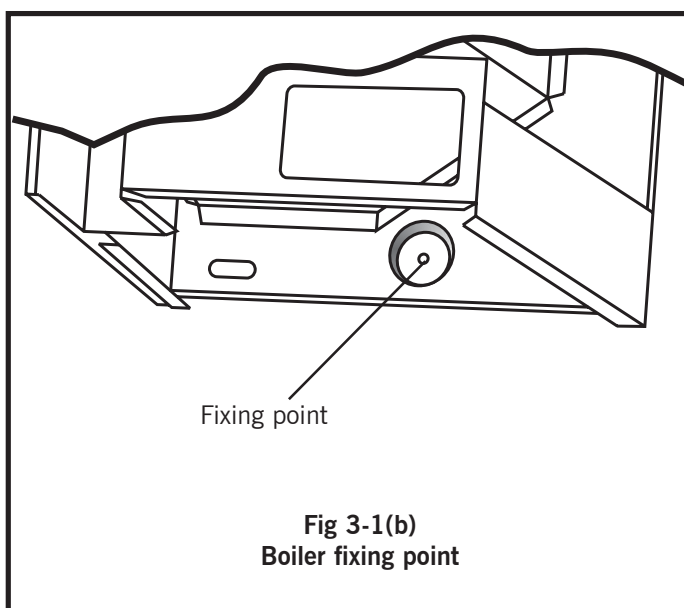


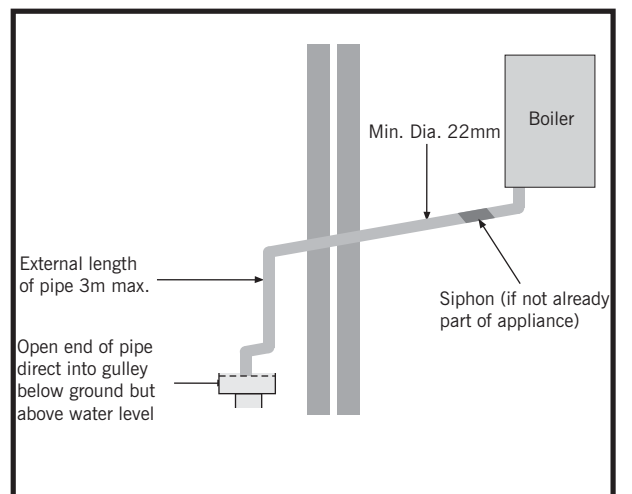
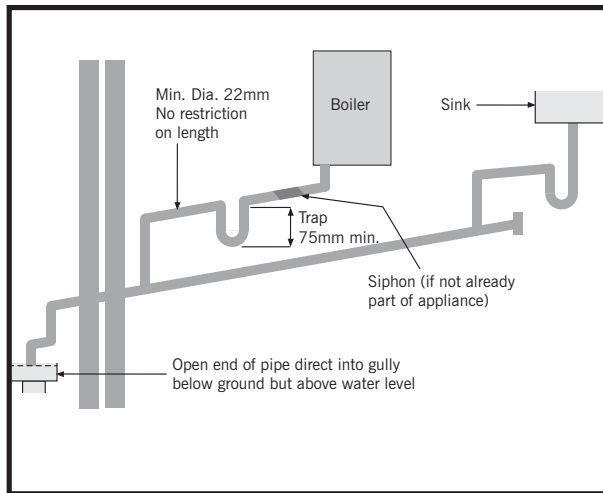
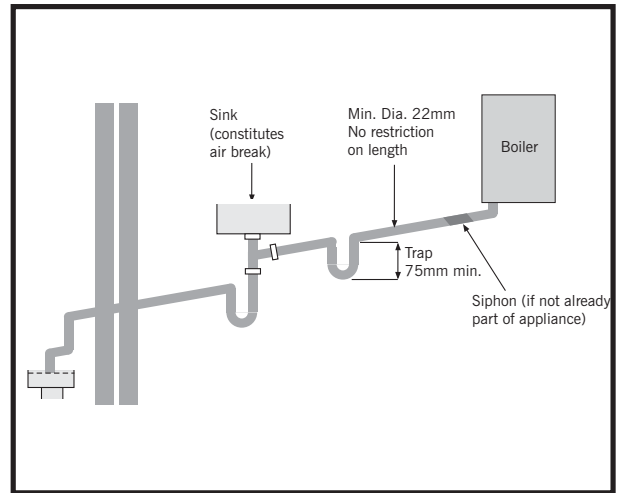
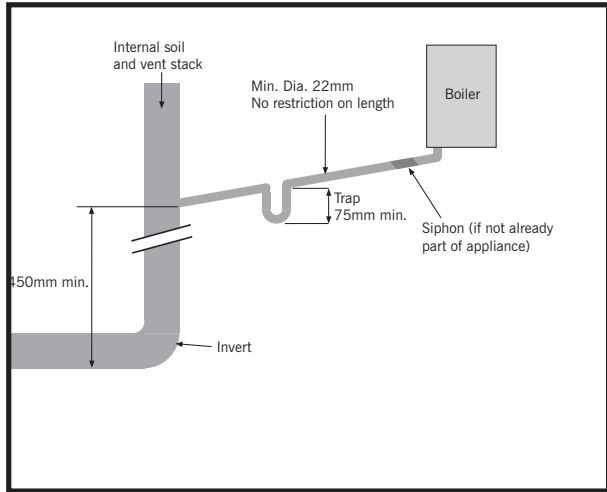
Fig 3-1(b)  
Boiler fixing point



### 3.5 Condensate Drain:

The condensate drain utilises plastic 3/4 inch push fit or adhesive overflow pipes and fittings. It should be piped to drain, preferably within the building, maintaining a 2.5° fall away from the appliance. If the drain is routed to outside it should be to a drain or soak away. Protection from freezing in cold weather conditions is also advisable.

#### Typical Condensate Drain Arrangements:



### 3.6 Preparing & Installing The Flue Components (100/60 Concentric):

With the appliance fitted to the wall and the gas and water connections complete.

#### Horizontal Flues:

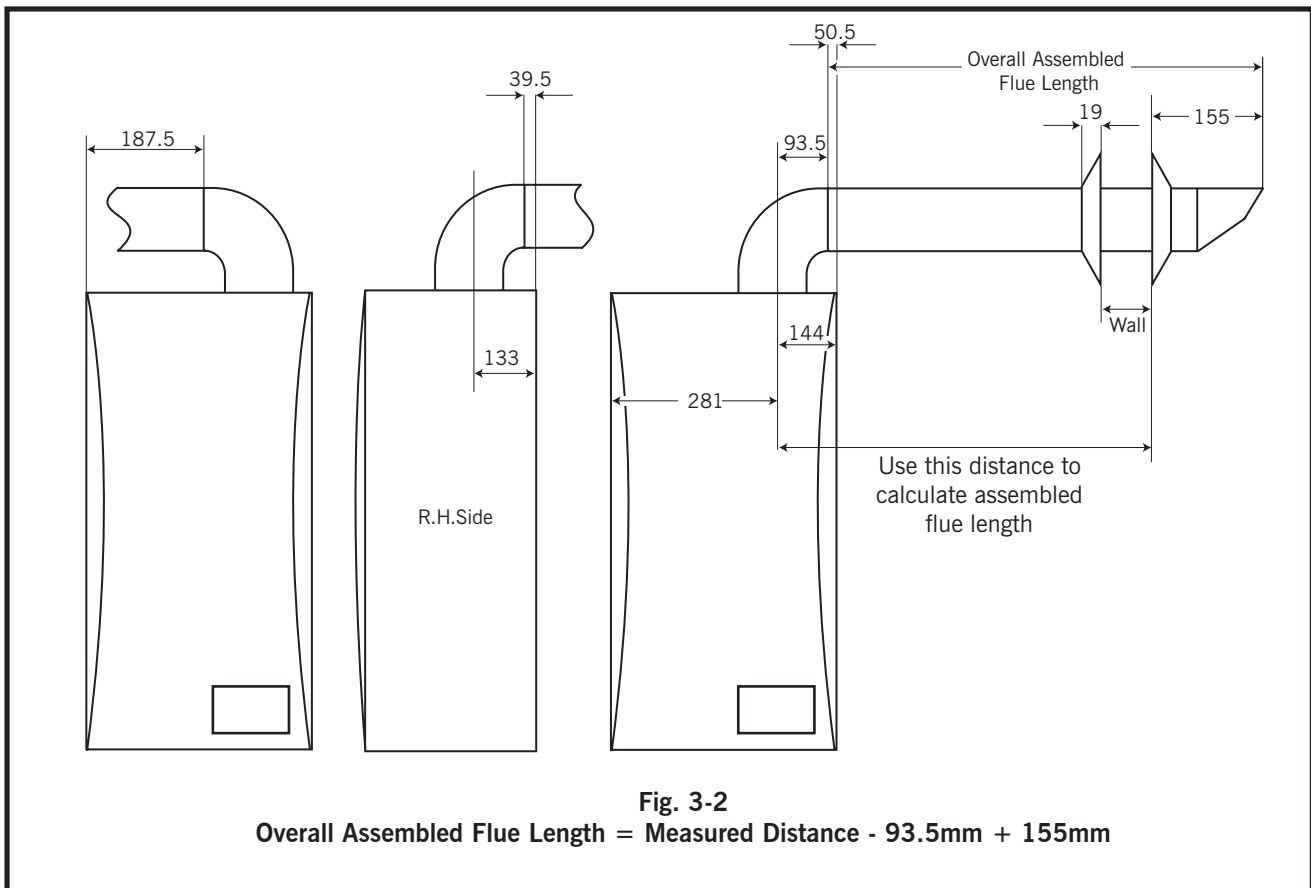
Fit the turret to the appliance with the outlet in the correct direction. Measure the distance between the turret centre line and the outside wall face where the terminal is to be fitted. Using fig. 3.2 assemble and if necessary cut the flue to the correct length and ensure any seals are made correctly. If fitting from outside the building assemble the outer wall-sealing disc onto the flue to its correct position. Insert the flue from outside. Fit the inner wall-sealing disc. Using the clamp arrangement join the flue to the turret, ensuring all the seals are made correctly. The terminal must be installed with the flue outlet at the top. Brackets are provided for extended flues to locate and fix the flue in position should they be necessary.

#### Vertical Flues.

Flat roof: Measure the distance between the appliance top and the outer surface of the flat roof.

Pitched roof: Measure the distance between the appliance top and the outer surface of the pitched roof at a point that is central to the flue. Where necessary cut the flue to the correct length, ensuring that seals are made correctly.

It is advisable to assemble the roof flashing onto the vertical terminal and inset this from outside the building. Continue to assemble the remaining flue components and connect to the appliance using the vertical adaptor. Finally make a good seal between the roof and the flashing piece. Brackets are provided to locate and fix the flue in position should they be necessary.



### 3.7 Flue Terminal Location:

Both the horizontal and vertical terminals must be positioned on the outside of the building and the free passage of air must be available at all times. It is not recommended to position the terminal close to projections especially under a balcony or near to a drainpipe.

Ensure that combustion products cannot enter the building where the heater is installed or near to any other building where doors or windows may be open.

Recommended terminal positions for both horizontal and vertical flues are shown at 3-3 & 3-4 and flue components and installation options are detailed on page 15.

For the installation of a vertical flue either a flat or pitched roof with an angle of between 25° and 50° should be used.

The British Gas publication "Guide for Gas Installations in Timber Framed Housing DM2", or your local gas region, MUST be consulted when installing the appliance into a timber-framed building.

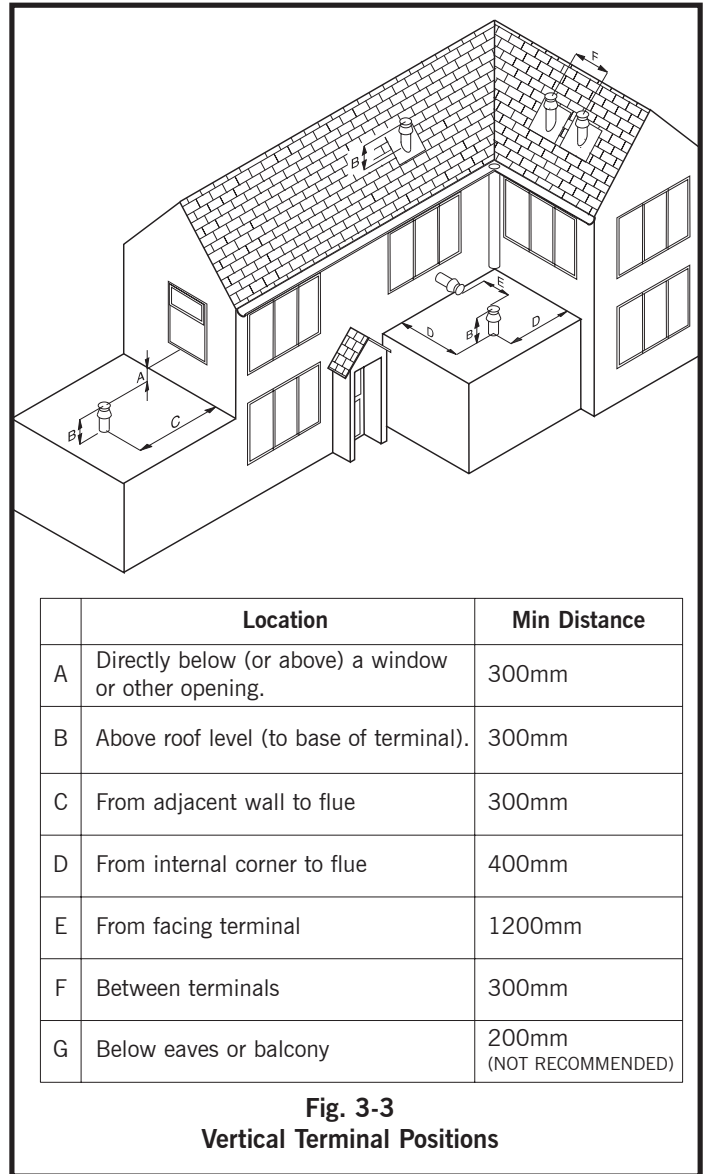
Where the lowest part of the flue terminal is located less than 2 metres above the ground, a balcony or above a flat roof across which there is access, the terminal MUST be fitted with a guard (part No:1000-0019710) which is available from Johnson & Starley. The distance between the guard and the nearest part of the terminal must not be less than 50 mm.

### 3.8 Flue Components & Fitting Options (100/60 Concentric Flue System):

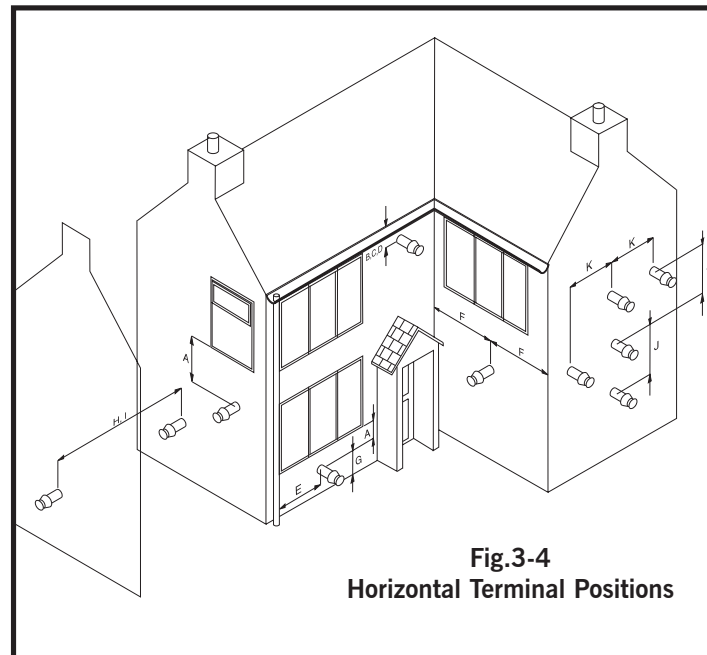
The appliance is supplied with a standard flue kit that includes a horizontal flue, complete with terminal, turret and fitting kit. Details of optional flue components are also listed along with their resistance in Pascals in order that flue length calculations can be made.

Horizontal and vertical concentric flues (60/100 diameter) with balanced terminals and vertical and horizontal flues (twin 80 diameter) with the flue and air inlet terminals terminating at least 500 mm apart may be installed on this appliance.

**Note:** If a twin duct system is to be used (type C5) then the air inlet and flue outlet must not be on the opposite sides of the building



**Fig. 3-3**  
**Vertical Terminal Positions**



**Fig.3-4**  
**Horizontal Terminal Positions**

If an extended horizontal flue is being used (any flue length longer than the standard kit) it must have a continuous fall back towards the appliance of 2.5°. This ensures that condensate runs back into the appliance from the flue system. Reference should be made to table 3-4 for relevant part numbers.

The maximum length of flue permissible is calculated using the component pressure drop and examples are given on page 15 and include the maximum lengths at 95% of input.

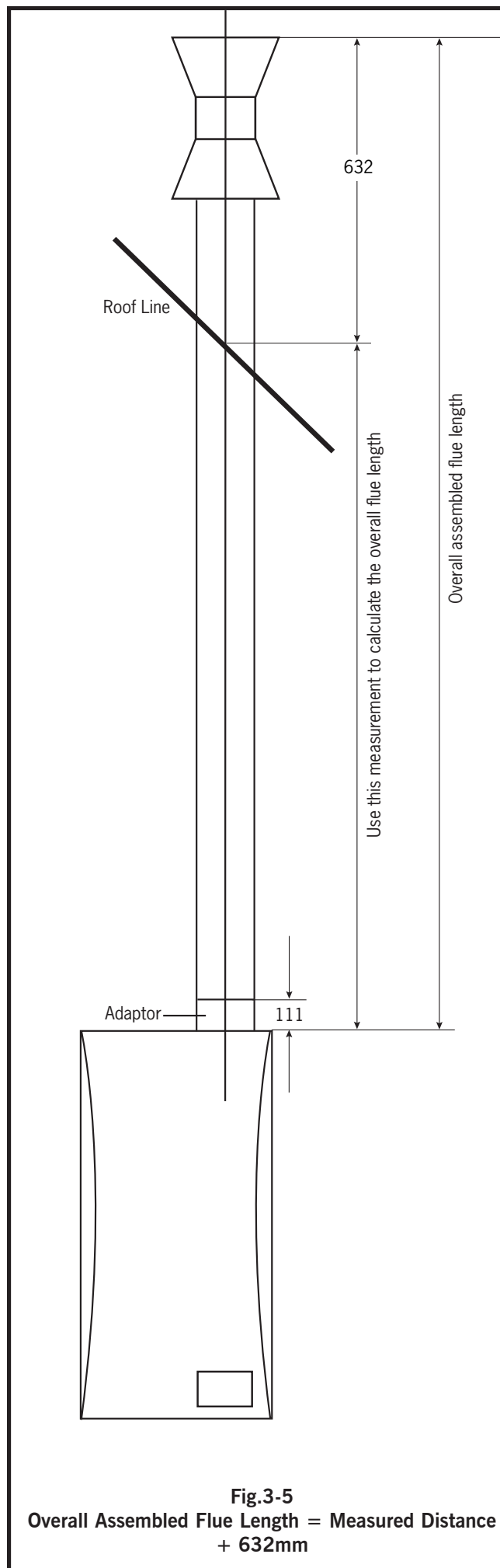
The minimum 60/100 concentric horizontal flue length measured from the centre line of the turret to the outside of the wall is 247mm.

The minimum vertical flue length is 1.14 m measured from the top of the appliance case to the top of the terminal.

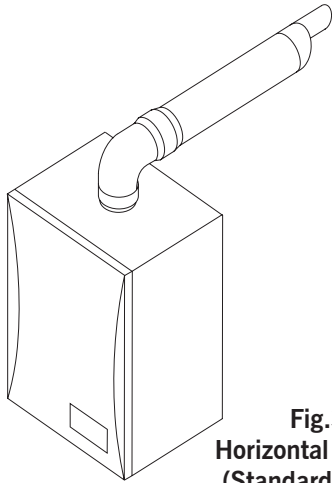
The minimum combined 80 twin flue length is 600mm.

Longer flues may be fitted, however the input of the appliance will be reduced accordingly.

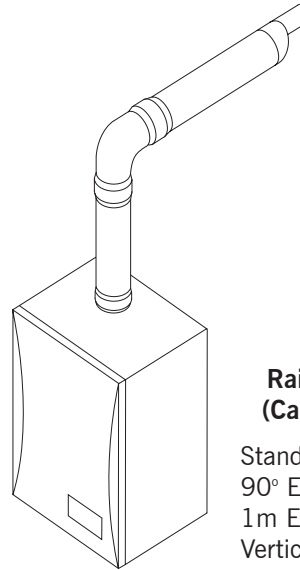
Elbows may be fitted within the flue system with a corresponding reduction in overall flue length based on the component pressure drop. Reference should be made to tables 3-2 to 3-4.



**Typical Concentric Flue Configurations**

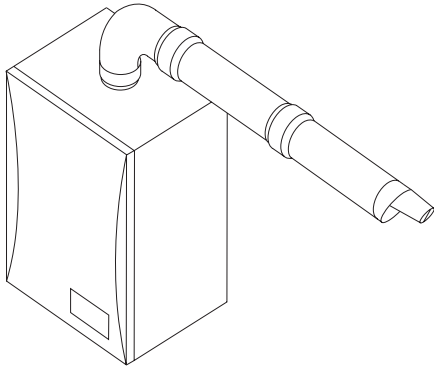


**Fig.3-6  
Horizontal Rear Flue  
(Standard Flue Kit)**



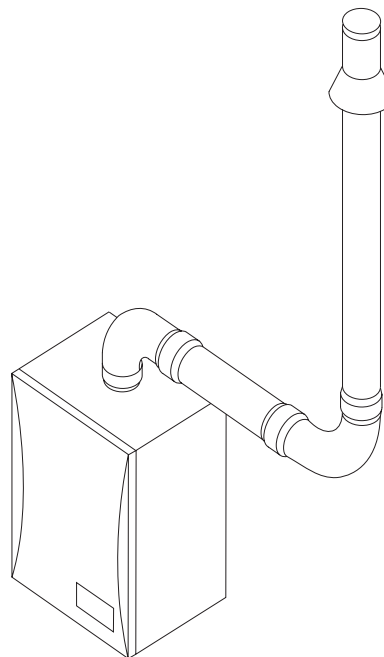
**Fig.3-7  
Raised Horizontal Flue  
(Can also be LH or RH)**

Standard Flue Kit  
90° Elbow  
1m Extension  
Vertical Appliance Adaptor



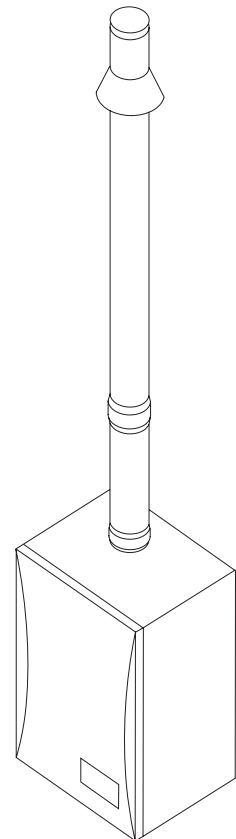
**Fig.3-8  
Horizontal Side Flue  
(Can be left or right)**

Standard Flue Kit  
500 mm Extension



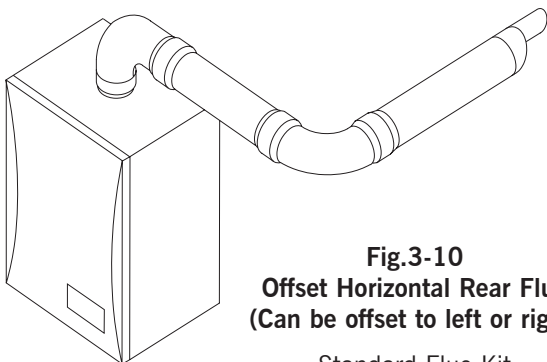
**Fig.3-9  
Offset Vertical Flue  
(may be offset to the rear, left or right)**

Standard Flue Kit  
500 mm Extension  
90° Elbow  
Vertical Appliance Adaptor  
Vertical Terminal



**Fig.3-11  
Vertical Flue**

1m Extension  
500 mm Extension  
Vertical Appliance Adaptor  
Vertical Terminal

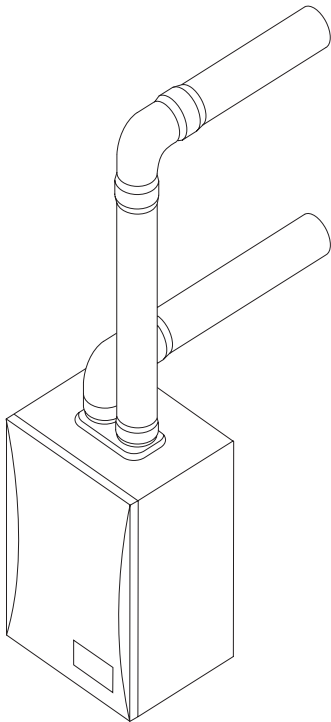


**Fig.3-10  
Offset Horizontal Rear Flue  
(Can be offset to left or right)**

Standard Flue Kit  
90° Elbow  
1m Extension

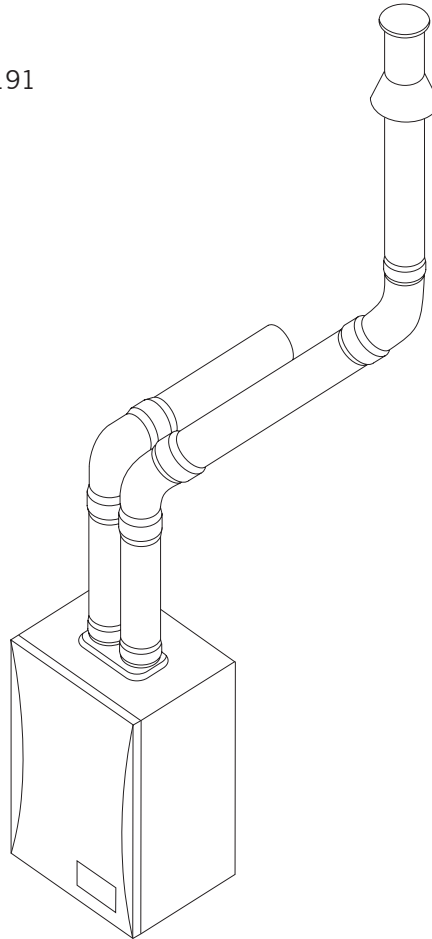
## Typical Twin Flue Configurations

Full details of twin flue components can be found in publication ZZ1191



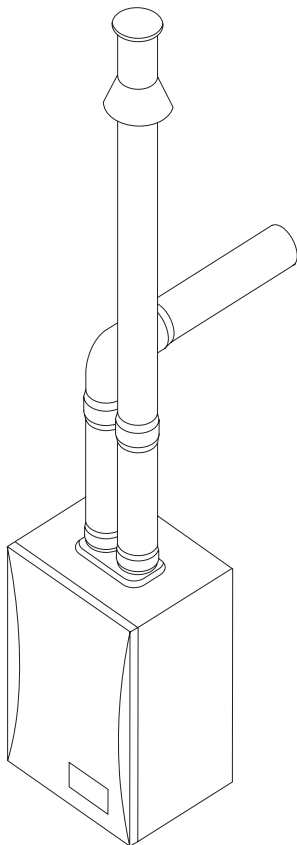
**Fig.3-12**  
**Horizontal Air & Flue Ducts**

May be LH RH or as shown. Standard 90° elbow



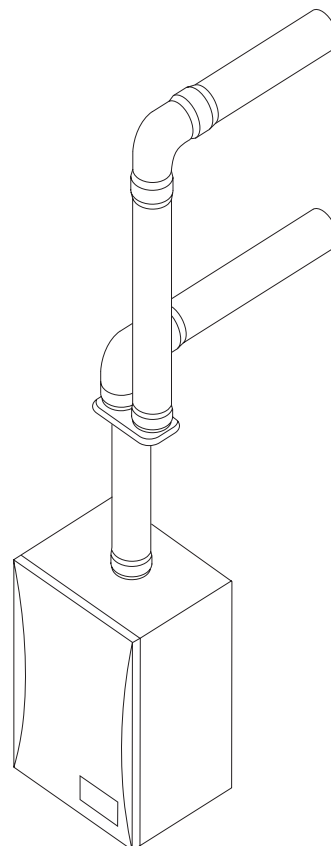
**Fig.3-14**  
**Raised Horizontal Air & Vertical Flue Outlet (offset)**

Standard 90° and 45° elbows and standard vertical terminal  
standard 90° elbow

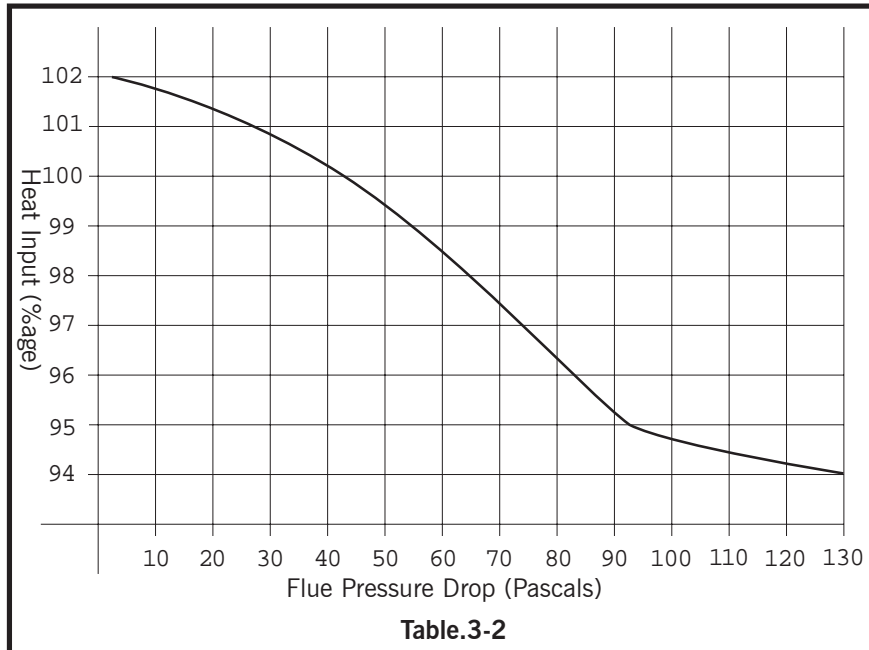


**Fig.3-13**  
**Horizontal Air Duct & Vertical Flue Ducts**

Standard 90° elbow and standard vertical terminal.



**Fig.3-15**  
**Concentric to twin conversion**



**Table.3-2**

<b>60/100 Concentric flue systems</b>			
Pa	Direction	Overall Assembled Flue Length mm	Heat input %
42	Horizontal	450	100
45	Horizontal	800	99
90	Horizontal	9800	95
5	Vertical	1140	101.5
42	Vertical	8540	100
90	Vertical	17740	95

**Output in relation to flue resistance.**

**Table.3-3**

<b>60/100 Flue Components</b>				
Description	Parts included	Application	Pt No	Pascal
Std flue kit (horizontal terminal)	1 x Boiler connection elbow.	Horizontal	1000-0018920	45
	1 x Appliance seal.			
	1 x 60/80 adaptor.			
	1 x 800 mm horizontal terminal.			
	1 x 100 mm diameter clamp.			
	2 x EPDM wall cover plate.			
1000 mm straight extension	1 x 1000 mm straight extension.	Horizontal Vertical	1000-0018940	5
	1 x 100 mm diameter clamp.			
	2 x screws.			
500 mm straight extension	1 x 500 mm straight extension.	Horizontal Vertical	1000-0018950	2.5
	1 x 100 mm diameter clamp.			
	2 x screws.			
250 mm straight extension	1 x 250 mm straight extension.	Horizontal Vertical	1000-0018960	1.25
	1 x 100 mm diameter clamp.			
	2 x screws.			
Vertical terminal 1140 mm	1 x vertical terminal assembly.	Vertical	1000-0018930	5
	1 x support bracket			
Vertical Appliance Adaptor	1 x Adaptor	Vertical	1000-0018990	0
90° elbow	1 x Elbow	Horizontal Vertical	1000-0018980	10
45° elbow	1 x Elbow	Horizontal Vertical	1000-0018970	5
Flat Roof Weather Collar	1 x Aluminium circular flat roof seal	Vertical	1000-0014900	N/A
Pitched Roof Weather Collar	1 x Plastic & lead pitched roof seal	Vertical	1000-0014890	N/A
Fixing Bracket (5 Pack)	5 x clamps for 100 mm tube	Horizontal Vertical		N/A

**Table.3-4**

### 3.9 Electrical Connections:

External wiring must be correctly earthed, polarised and in accordance with BS 7671 (current edition).

All system components must be an approved type and all electrical components should have been tested and meet the requirements of BEAB or equivalent. All the electrical connections to the heating system must be through a common double pole isolation switched spur that has a 3 mm separation on each pole and has a 3A rated fuse. It should be used for the heating system only and no other household components. A fused three pin plug and shuttered outlet may also be used provided they both comply with BS 1363.

Important. This appliance must be earthed and it must be wired in accordance with these instructions. In addition, it must have a permanent electrical supply that is not interrupted by a timing device or thermostat.

Fit the electrical supply cable as shown using the connection plug provided. The cable must be at least 0.75 mm<sup>2</sup>, PVC insulated to BS 6500 table 16.

If a frost 'stat is required to protect remote parts of the heating system, this should be fitted as shown.

**All cables entering/leaving the appliance MUST be restrained by use of the cable clamps.**

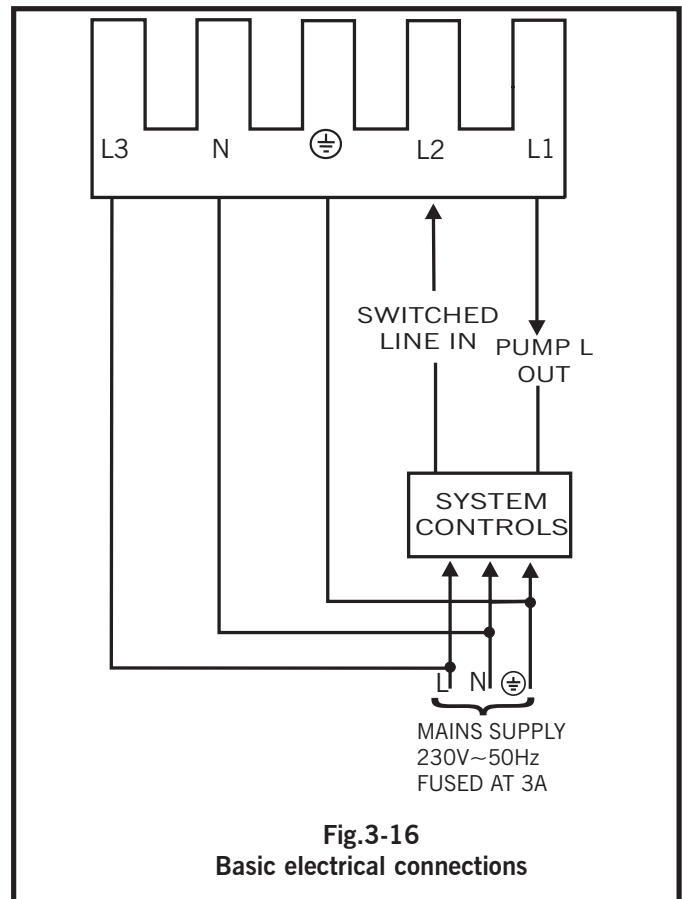
An external controller can be fitted, in which case reference should be made to the appropriate diagram.

**Optional System Controls:** Controls are available for outside temperature compensation and room temperature sensing. These should be used to improve the heating system control. They must be connected to the correct terminals as described in their own instructions. A room thermostat **MUST NOT** be used with these controls.

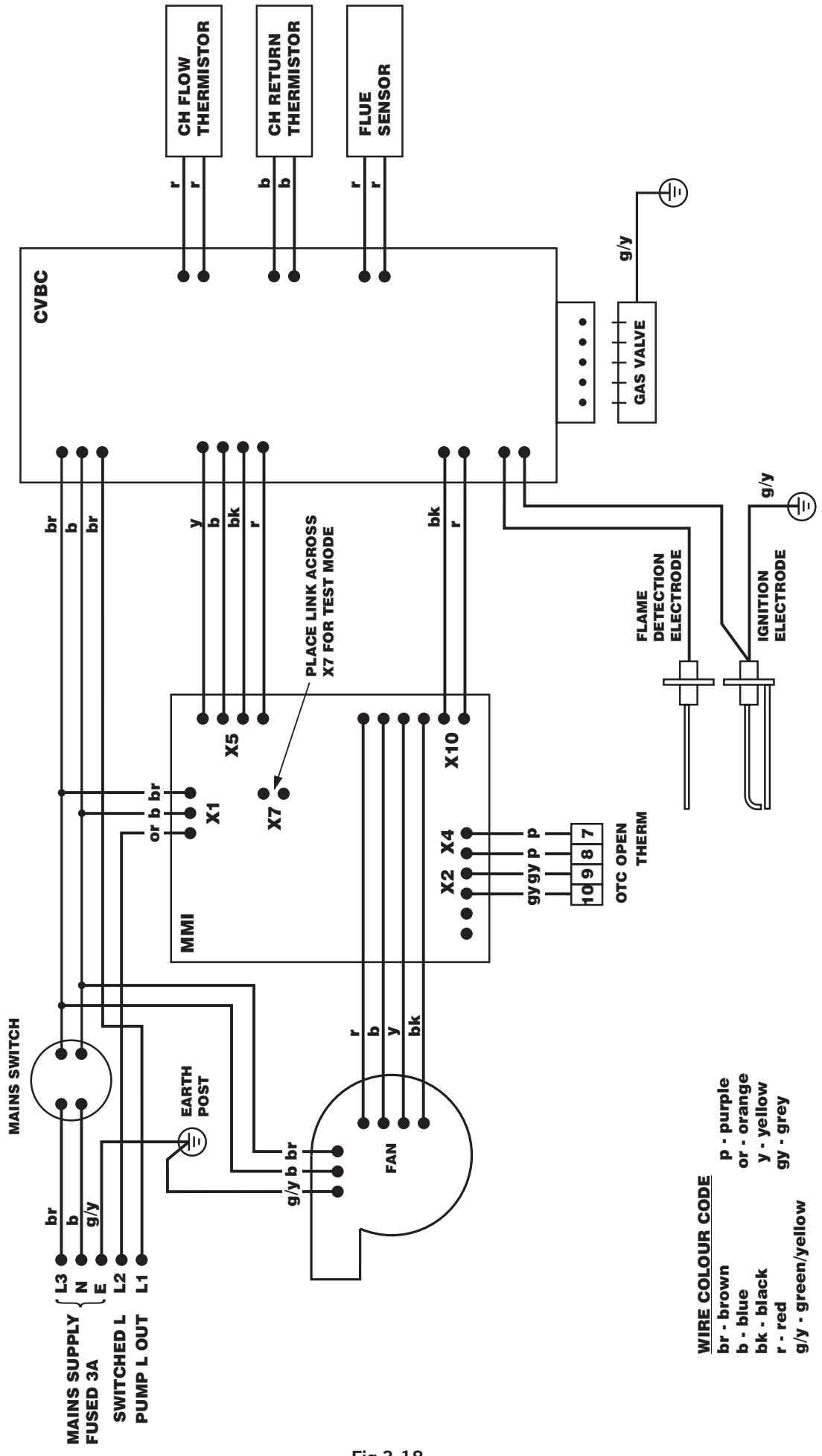
### 3.12 Electrical Testing:

Carry out electrical checks:

- Earth continuity and short circuit of cables
- Polarity of the mains supply
- Insulation resistance to earth







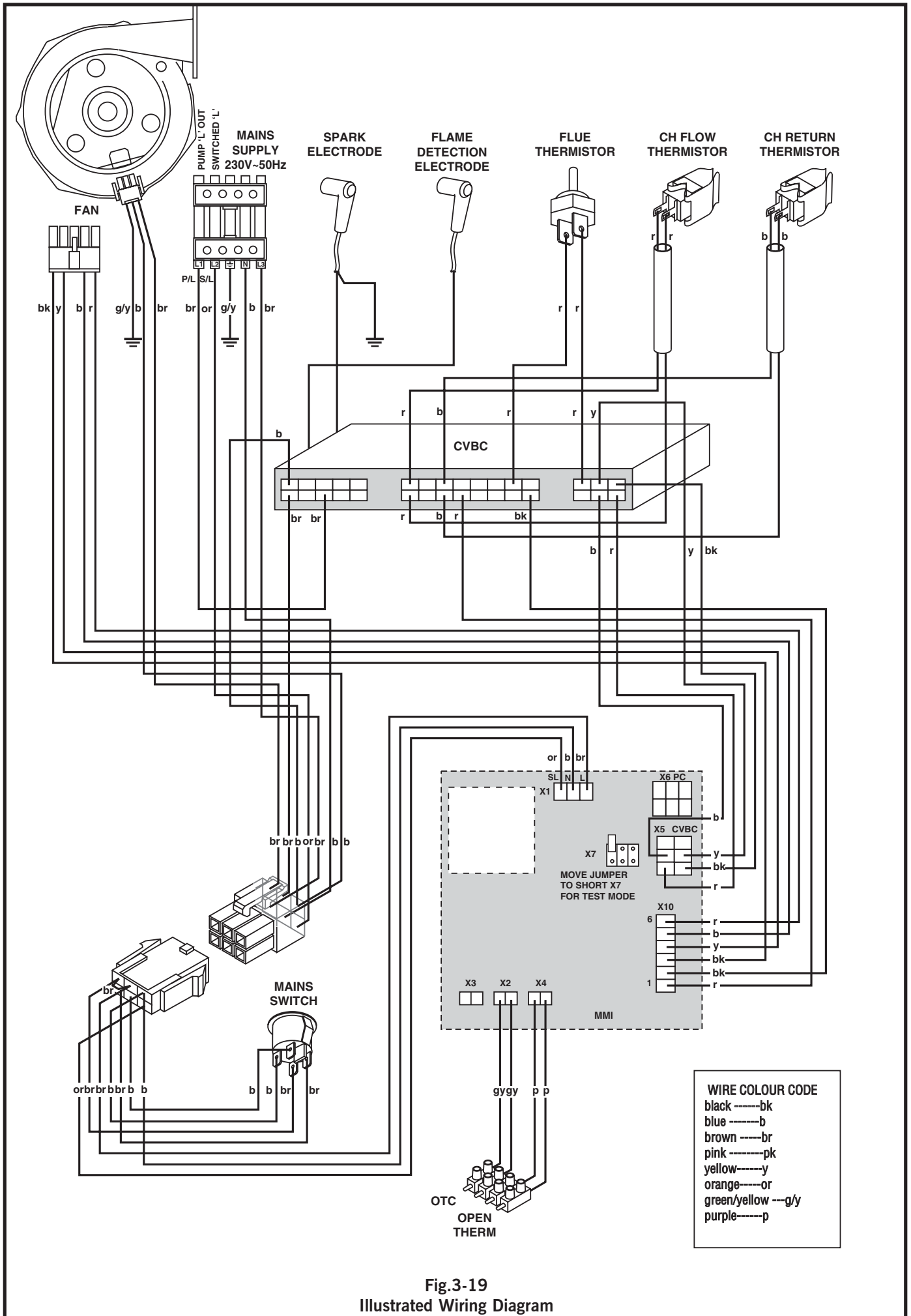


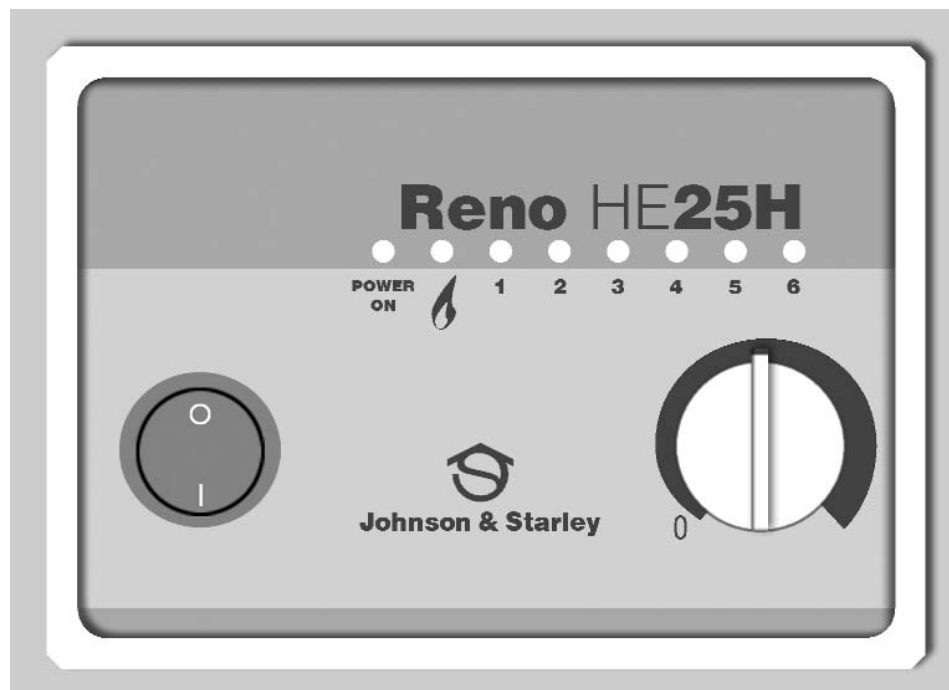
Fig.3-19  
Illustrated Wiring Diagram

## 4 COMMISSIONING AND HANDOVER

### 4.1 Commissioning the Appliance:

With all the pipe connections made, ensure that the system is filled, vented and having tested for gas soundness, purge air from the gas supply and turn on the gas service cock.

Switch on the electricity supply to the appliance, turn ON the ON/OFF switch on the boiler control panel and turn the temperature control to minimum.



The LED display will become active, whilst the microprocessor control completes a number of checks and sets the appliance to a standby position.

Check that any external controls are calling for heat, and turn the temperature control fully clockwise. The fan will start and the ignition sequence will take place. The display will indicate the burner is on.

If ignition does not take place during the first ignition attempt, there will be a further 2 attempts. If the burner has still not lit, a fault code will be displayed and this may be due to air being present in the gas supply. Turning the temperature control to minimum and then back to maximum will initiate a second sequence of ignition attempts.

When the boiler lights, allow the appliance to operate at low temperature and vent all the air from the boiler and system.

Turn OFF the appliance by turning the temperature control to the minimum position.

When the above checks have been completed, a combustion performance test (as detailed in the SERVICING section) can be carried out if required.

After the combustion test, set the temperature control so that the boiler gives a flow temperature of between 60°C and 80°C.

## 4.2 Handing over:

After completion of the commissioning procedure, the installer should hand the appliance over to the occupier of the house by the following procedure:

- Hand the User Instructions (ZZ1190) to the occupier and explain their responsibilities in respect of current legislation and regulations, both national and local.
- Explain and demonstrate how to light and shut down the appliance.
- In order to gain the best possible fuel economy in relation to the heating and hot water requirements of the household, carefully explain the operation of the appliance and the use/adjustment of all the system controls.
- Advise on the precautions required to prevent damage to the appliance; the system and the building in the event of the appliance being shut down in very cold weather.
- Explain how, in the event of a fault, the appliance will display a fault code, emphasising that if a fault is indicated they should note the fault code, turn off the appliance and contact a “competent person” which in normal circumstances would be a CORGI registered engineer.
- Explain and demonstrate the function/operation of time/temperature controls and thermostatic radiator valves, emphasising the economic use of the appliance.
- If a programmer has been fitted, hand the user instructions that were supplied with the programmer to the occupier.
- Emphasise the importance of a regular service and that servicing of the appliance MUST only be carried out by a “competent person” which in normal circumstances would be a CORGI registered engineer.
- As the installer you may wish to offer a service contract yourself, or alternatively you may wish to explain to the occupier that they can take advantage of an extended warranty scheme offered by Johnson & Starley Ltd.

**Reminder: following the commissioning and handover of the appliance, complete the Benchmark Log Book and leave it with the occupier.**

## 5. SERVICING SCHEDULE

To ensure that the appliance gives continued operation that is both safe and efficient, it is necessary to carry out regular service checks and whilst the period between servicing will depend on the installation condition and the demands placed upon the appliance, it is recommended that the appliance be serviced annually.

**NOTE: it is a statutory requirement that ALL work be carried out by a “competent person” which in normal circumstances would be a CORGI registered engineer.**

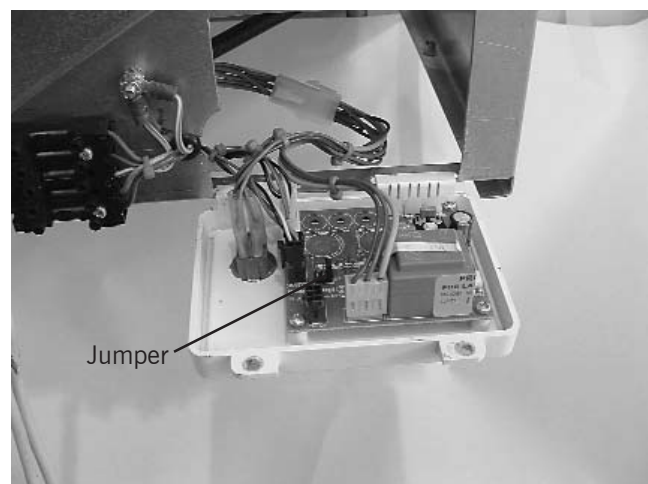
### 5.1 Servicing Sequence:

- Light the boiler and carry out a pre-service check, noting any operational faults.
- Check the gas consumption.
- Put the appliance in test mode and connect a suitable gas analyser to the sampling point on the top of the boiler or into the flue terminal if access is possible (optional test).  
For correct boiler operation, the CO/CO<sub>2</sub> content of the flue gas should not be greater than 0.004 ratio.  
Check that the gas input is at least 90% of the nominal.
- Clean the main burner.
- Clean the heat exchanger.
- Check the condition of the combustion chamber insulation. Any cracked or damaged pieces should be replaced.
- Wherever possible, remove and clean the condensate 'S' trap (refer to section 6.12) and check the drain for blockage.
- Check that the flue terminal is unobstructed and that the flue system is sealed correctly.

### Test Mode

To put the appliance in test mode, remove the fixing screw and drop down the electronics panel so that access can be gained to the PCB. The supplied jumper (parked) should be used to jump the two pins marked X7

To take the boiler out of test mode, remove the jumper and put it back into its parked position.



Note. In order to carry out either servicing or replacement of components the boiler front panel and sealing panel must be removed. (Refer to section 6.2)

**WARNING.** Always turn OFF the gas supply at the gas service cock and switch OFF and disconnect the electricity supply to the appliance before servicing.

- After completing the servicing or exchange of components always test for gas soundness and carry out functional checks as described above.
- When work is complete, the sealing panel MUST be correctly refitted, ensuring that a good seal is made.

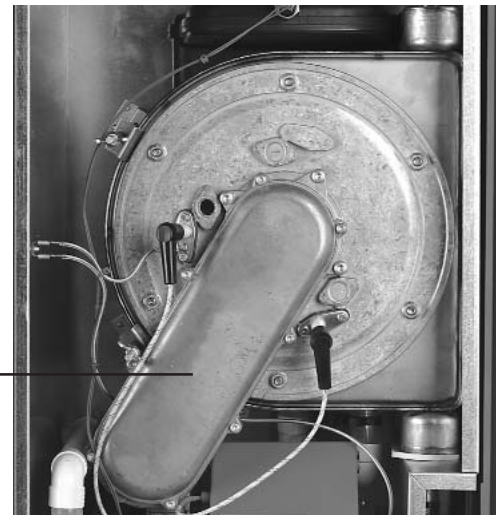
**WARNING: Do not operate the boiler if the sealing panel is not fitted!**

- If, for any reason, the condensate 'S' trap has been removed ensure the trap is refilled with water before reassembling.
- Complete the service section in the Benchmark log book.

### 5.2 Gas/Air Duct and Internal Volume of the Burner

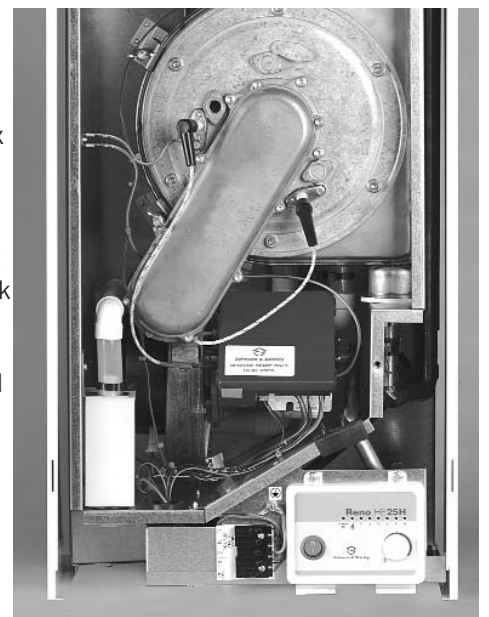
Remove the cover from the gas / air manifold (8 screws) and inspect the inside of the duct and burner for debris. Clean with a soft brush if necessary. Inspect the 'O' ring seal. Re-assemble the cover ensuring the seal is fitted correctly.

Gas/Air Duct



### 5.3 Combustion Assembly Complete

Referring to sections 6.7 and 6.11 remove both the condensate siphon and the CVBC). Disconnect the gas pipe at the top of the isolation valve, which will already have been turned off and unscrew the six retaining nuts from the studs that hold the assembly to the heat exchanger, supporting the assembly as the last one (bottom) is removed. Slowly withdraw the complete assembly, including the gas inlet pipe and the case seal. As the assembly is withdrawn, disconnect the two electrical connections from the fan. Inspect and clean the spark ignition and flame sensing electrode, removing any debris and oxidation and check the spark gap and position of the spark electrode and the position of the flame-sensing electrode. Refer to the illustration and adjust if necessary. Inspect the two seals and the ceramic pad on the inside of the mounting plate and clean or replace as necessary.



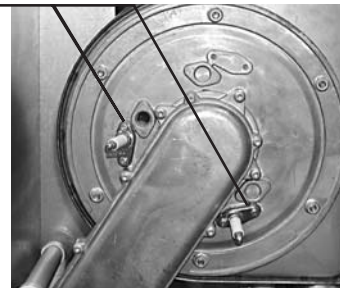
#### 5.4 Combustion Chamber/Heat Exchanger

Inspect the inside of the combustion chamber for debris. If necessary, brush clean the inside of the tubes with a soft brush. Do not brush the insulation at the rear, if this part is damaged it will require replacement.



#### 5.5 Ignition and Detection Electrodes

Remove the plug cap from the top and the earth wire from the base of the spark electrode. Unscrew the two screws that retain the electrode in the cover plate and remove the assembly. Inspect and clean the electrode, removing any debris and oxidation. If necessary use an abrasive paper or cloth. Inspect the gasket and replace if necessary during re-assembly. Repeat the sequence for the flame detection electrode with the exception of the earth lead.



#### 5.6 Condensate Siphon

The condensate siphon has a removable cap that allows the removal of debris that may be caught within it. Place a bowl under the cap to catch the condensate that is expelled and remove the cap. Any debris inside will be expelled at this point. Replace the cap ensuring a good seal is made. Discard the condensate and debris.

**Note: The condensate is a weak acid with a ph value of between 4 and 6.**



## 6. FAULT FINDING AND REPAIR

### CAUTION:

Before commencing any mechanical servicing the appliance should be isolated from the electrical supply and the gas service cock on the appliance closed. All parts that are removed during a service operation should be replaced in reverse order, ensuring correct seals are made and wires are connected correctly. During the service remove any debris from within the appliance. When gas-carrying components are serviced the appliance must be tested for gas soundness after re-assembly. On completion of a service carry out a full functional test of all appliance components and ensure system controls are operating correctly.

Remove the upper front case that is retained by a screw in the top of the appliance.

Remove the sealed door by removing the two screws and lifting the door clear.

Should a fault occur the boiler will shut down and an error code will be displayed through a pattern of LED lights on the control panel.

## 6.1 Fault Codes

Fault Code	Fault	Action
● ○ ○ ○ ○ ○	Ignition lockout	Check all external controls if fitted. Check settings of the time clock. Check settings of boiler controls
● ● ○ ○ ○ ○	High limit error	Vent boiler. Check pump.
● ○ ● ○ ○ ○	No tacho from fan	Check that fan runs. Check wiring between control board and fan.
● ● ● ○ ○ ○	High flue temperature	Check pump operation.
○ ○ ○ ● ○ ○	Flame circuit error	Check flame detection lead between sensing probe and ignition control board.
● ○ ○ ● ○ ○	Valve drive circuit error	Replace ignition control board or gas valve.
○ ● ○ ● ○ ○	Internal control board error	Replace main control assembly.
● ○ ● ○ ● ○		
○ ● ● ○ ● ○		
● ○ ○ ● ● ○		
○ ● ○ ● ● ○	Flame signal lost 5 times in 4 minutes.	Check flame detection lead between sensor and ignition control board. Check gas supply: does pressure fall when boiler fires?
○ ● ● ● ● ○	CH flow sensor short	Check wiring & connections for shorting to earth. Check sensor resistance.
● ● ● ● ● ○	CH flow sensor open	Check wiring & connections. Check sensor continuity.
○ ● ○ ○ ○ ●	Low mains voltage (<180V)	Check incoming mains supply and wiring to appliance.
● ● ○ ○ ○ ●	Mains frequency error	Boiler power supply should be checked by a qualified electrician.
● ● ● ○ ○ ●	OT sensor error	Check wiring to sensor. Check the electrical resistance of the sensor.
● ● ○ ● ○ ●	CH return sensor short	Check wiring and connections for shorting to earth. Check sensor resistance.
○ ○ ● ● ○ ●	CH return sensor open	Check wiring and connections. Check sensor continuity.
● ○ ● ● ○ ●	Flue sensor short	Check wiring to sensor. Check the electrical resistance of the sensor.
○ ● ● ● ○ ●	Flue sensor open	Check wiring and connections. Check sensor continuity.
● ● ● ● ● ●	Communication MMI CVBC lost	Check wiring and connections.

## Replacement of Parts

### 6.2 Initial Disassembly

Remove the upper front case that is retained by a screw in the top of the appliance.

Remove the sealed door by removing the two screws and easing it to the left to disengage it from the LH side of internal casing.

If access is required to the back of the control module, remove the fixing screw that holds the control module in place, rotate downward and unplug the wires so that it can be lifted out of the hinge slots in the metal work.

Front case retaining screw



Control module fixing screw

### 6.3 Control Panel (complete)

Because of the complexity and delicate nature of the control PCB, it is supplied as a complete kit with the plastic moulding and facia.

Remove the control panel as described at section 6.2. and fit the new assembly in reverse order.



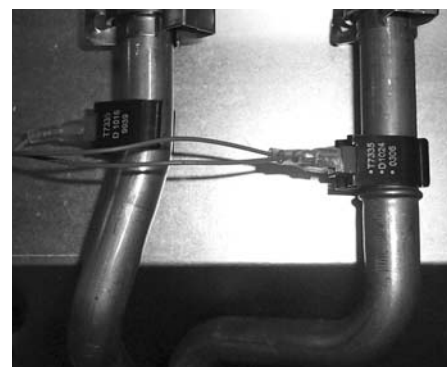
### 6.4 Electrical Switch

Follow the steps in section 6.2 in order to gain access to the rear of the control module, unplug the wires from the switch and remove the switch. Replace with a new component in reverse order.



### 6.5 Primary Water Temperature Sensors (2 off)

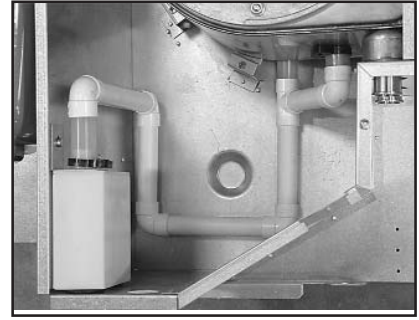
Unplug the two wires from the temperature sensor to be replaced and unclip the sensor from the pipe. Replace with a new component in reverse order, ensuring it is fitted in the same position.





### 6.6 Condensate Drain

The pipe work to the siphon can be replaced once the combustion assembly and siphon have been removed. It is a push fit onto the heat exchanger and the plastic flue outlet. Replace with a new component in reverse order.

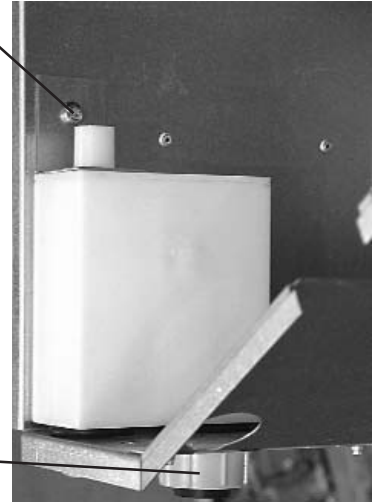


### 6.7 Condensate Siphon

Pull the condense pipe off the top of the siphon and remove the fixing screw retaining the support bracket. Unscrew the knurled ring underneath the siphon to free it from the sub assembly. Replace with a new component in reverse order.

Fixing screw

Knurled ring

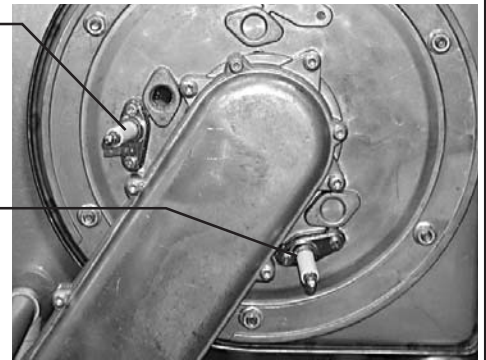


### 6.8 Ignition Electrode

Remove the plug cap and the earth wire from the electrode. Remove the two retaining screws and withdraw the electrode. Replace with a new unit, ensuring that the gasket is replaced with a new one, or that the existing gasket reused if it is in good condition.

### 6.9 Flame Detection Electrode

Remove the plug cap from the electrode. Remove the two retaining screws and withdraw the electrode. Replace with a new unit, ensuring the gasket is replaced with a new one, or the existing gasket reused if it is in good condition.



### 6.10 Burner

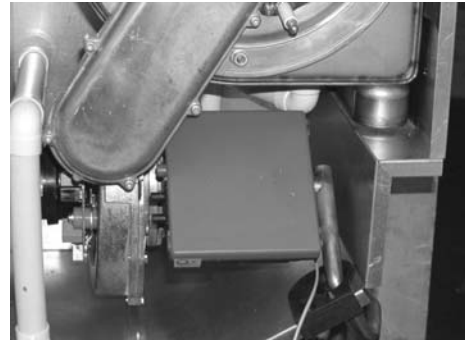
Unscrew the gas joint at the top of the gas cock. Unscrew the fan and gas/air manifold assembly (3 screws) from the heat exchanger. Unplug the multi pin plug connections from the top of the control and the fan. Remove the assembly.

Remove the assembly to allow the burner to be withdrawn from the heat exchanger assembly. Replace with a new component in reverse order. Ensure the rotational position of the burner is correct. Replace with a new component in reverse order ensuring that the grommet sealing the casing is correctly positioned.



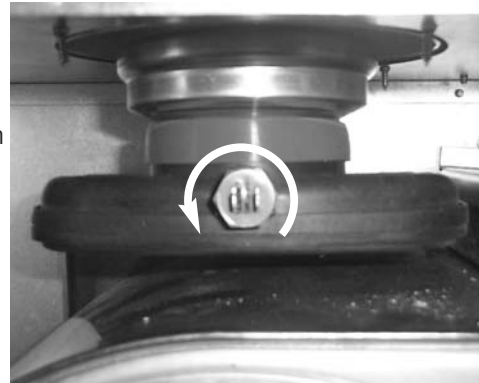
### 6.11 Main Ignition/Control PCB (CVBC Grey/Red Housing on Gas Valve)

Unplug the multi pin plug connections from the top of the control and remove the spark detection wires. Unscrew the single retaining screw and slide the housing off the gas valve electrical connections. Replace with a new component in reverse order.



### 6.12 Flue Temperature Sensor

Carefully pull the two terminal connectors from the sensor and unscrew the sensor from the plastic flue hood. Replace with a new component in reverse order.



### 6.13 Fan

Unscrew the gas joint at the top of the gas cock and remove the CVBC (red box) from the gas valve. Unscrew the fan and gas/air manifold assembly (3 screws) from the heat exchanger. Unplug the multi pin plug connections from the top of the control and the fan. Remove the assembly. Replace with a new component in reverse order.

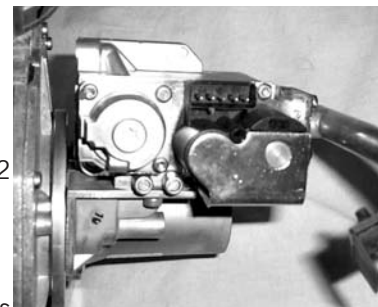


### 6.14 Gas Valve & Venturi Assembly

**NOTE: the gas valve is factory preset and a replacement valve must only be supplied by Johnson & Starley Ltd.**

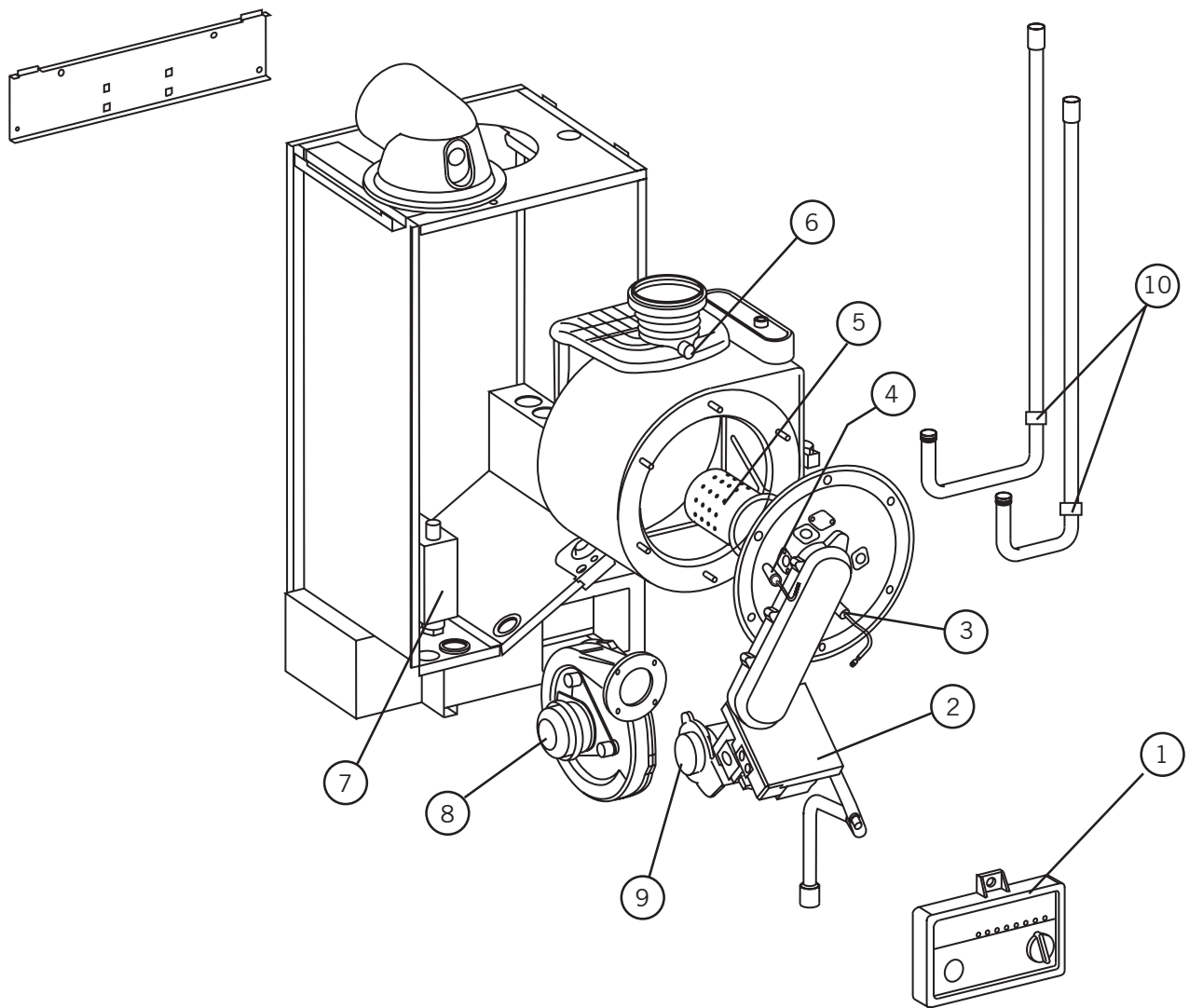
Remove the complete fan assembly as shown at paragraph 6.13 and remove the 4 fixing screws holding the gas feed flange on the gas valve. Remove the 2 fixing screws securing the venturi (and gas valve) to the fan and remove the assembly from the fan carefully removing the gasket.

Replace with a new component in reverse order, ensuring that all seals are in good condition and correctly positioned. Check the gas rate and combustion as described in section 5 Servicing Instructions.



## 7 SHORT SPARE PARTS LIST

Item	Part No	GC No	Description
1	R250-0500005	H23-625	Control Panel (complete)
2	1000-0522575	H23-621	Main Ignition/Control PCB (CVBC)
3	1000-0709665	H23-619	Detection Electrode, Gasket & Screws (2)
4	1000-0709655	H23-618	Ignition Electrode, gasket & screws (2)
5	1000-0709675	H23-620	Burner and Small Seal
6	1000-0522645	H23-622	Flue Temp. Sensor
7	1000-0019115	H23-617	Condensate Siphon, 'O' Rings (2) & Locknut
8	1000-0522635	H23-623	Fan, Gaskets (2) & Fixing Screws
9	1000-0709635	H23-624	Gas Valve & Venturi Assy (inc fan gasket, pipe gasket & screws (4))
10	1000-0522595	H23-613	Water Temperature Sensors





Johnson & Starley

Tel: 01604 762 881

[www.johnsonandstarley.co.uk](http://www.johnsonandstarley.co.uk)