

# THE GRANT BOILER HANDBOOK



Operating guide for householders



**EFFICIENT HEATING SOLUTIONS**

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## SERVICE LOG

DATE	CO <sub>2</sub> %	NET FGT (°C)	NOZZLE	PUMP PRESSURE (BAR)	EXPANSION VESSEL CHARGE CHECKED*	SERVICED BY:

\*Sealed System only





## INTRODUCTION

Thank you for choosing a Grant high efficiency oil fired boiler. This appliance has been designed to provide you with years of trouble free operation. However it is important to ensure that regular servicing is carried out. Please take time to read the following useful information and retain this booklet to record all future servicing.

## OUR WARRANTY

The boiler is automatically covered against manufacturing defects for 12 months from the date of purchase. A further 12 months cover will be applied upon receipt by Grant UK of the completed guarantee. To register your boiler visit:

**[www.grantuk.com/boilerregistration.aspx](http://www.grantuk.com/boilerregistration.aspx)**

The steel heat exchanger is covered for five years against manufacturing defects. For the warranty to apply, the boiler must be installed, commissioned and operated in accordance with the installation instructions provided.

\*Terms and conditions apply. See Boiler Guarantee Section in Homeowner Zone of website. Boiler must be serviced after first 12 months.



## WHAT IS COMMISSIONING?

Following installation, the boiler must be commissioned by a 'competent person', such as an OFTEC Registered Engineer, to validate the warranty. The boiler will be set to its optimum efficiency using specialist flue gas analysis equipment. Your Installer should organise the commissioning. However, if required, Grant UK can provide details of Commissioning Engineers in your area.

## WHAT THE INSTALLER SHOULD LEAVE WITH YOU

**A completed OFTEC CD10 installation completion report.**

**A completed OFTEC CD11 form or a commissioning report.**

**The user, installation and servicing instructions.**

Also, your Installer should have advised you how to operate the boiler and, where a sealed system is fitted, how to check and top up the heating system.

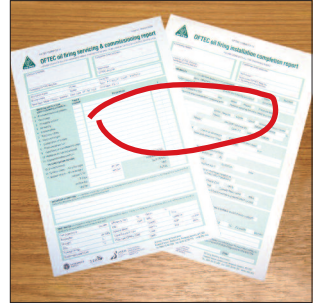
## WHAT TO DO NOW

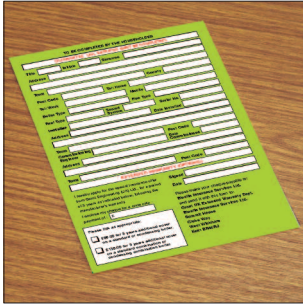
Visit [www.grantuk.com](http://www.grantuk.com) and follow the links to the 'Householder Zone', where you can register your Grant oil-fired boiler for an additional free 12 months warranty (24 months from date of purchase). You will find the information that you need (Serial Number, Model etc.) on the boiler data label on the inside of the boiler casing. See back page of this handbook.

## WHAT HAPPENS NEXT?

Upon completion of your online Guarantee, Grant UK will register your boiler for two years.

If you take out the extended warranty cover (the card will be enclosed in the Householder User Pack, within the boiler) the insurer's agent Bluefin Insurance Services Ltd (underwritten by Norwich Union) will send you an extended warranty certificate.





## EXTENDED WARRANTY

The boiler warranty can be increased to five years. Simply complete the Extended Warranty card enclosed in the 'Householder User Pack' and return in the envelope provided, enclosing a cheque for the required amount. After the five year period the boiler warranty can be extended on an annual basis. For details please contact Grant UK.



## WHEN SHOULD THE BOILER BE SERVICED?

The boiler should be serviced at least every 12 months. This is also a condition of the second year manufacturer's warranty.

The nozzle and braided oil hose should be replaced annually and on sealed systems, the expansion vessel air charge must be checked. Details for this are given on the front of the expansion vessel.



## HOW TO OPERATE YOUR GRANT BOILER

Full operating instructions may be found in the Installation and Servicing Manual supplied with the boiler. Ensure that your Installer has left the Instruction Manual for your attention and has demonstrated how to operate the controls.

## ON/OFF SWITCH

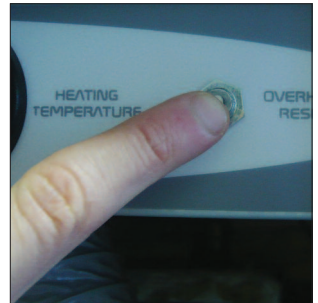
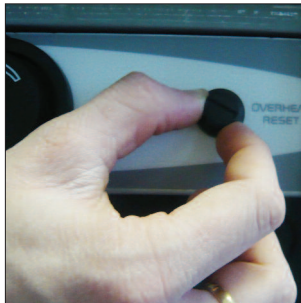
Turns the boiler on or off as required. Some boilers are fitted with a 'Boiler On' indicator light – check in the User Instructions section of the Installation and Servicing Manual supplied with your boiler.

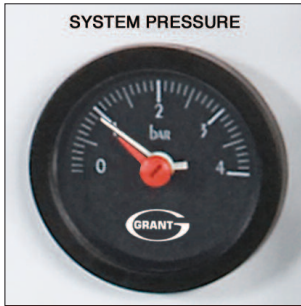
## CONTROL THERMOSTAT

Controls the temperature of the water leaving the boiler.

## OVERHEAT THERMOSTAT

Automatically cuts the burner out if the boiler overheats. Can be manually reset once the boiler has cooled down. Unscrew the plastic cap and press the reset button (see below). If the boiler overheats regularly there may be a fault and you should contact your Installer.

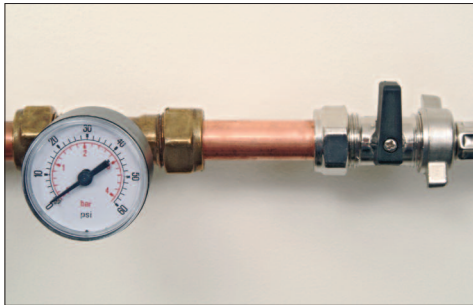




## **PRESSURE GAUGE (SEALED SYSTEM BOILERS ONLY)**

Ensure that the pointer on the gauge is reading between 0.5 and 1.0 bar when the system is cold. The red indicator can be set to mark this position. The pressure will rise when the system heats up.

Excessive pressure on the gauge may indicate that the expansion vessel requires recharging with air. Contact your Installer or Service Engineer who will check the air charge in the expansion vessel.



Your Service Engineer must check the air charge on every service – as detailed in the information given on the



Filling Loop fitted in boiler.

front of the expansion vessel – and record the pressure on the service log at the front of this handbook.

## **FILLING LOOP (SEALED SYSTEMS ONLY)**

Your Installer should show you how to top up the system using the filling loop, either located in the boiler or on the system pipework. Topping up will be necessary for example when a radiator has been removed for decorating or air is bled from a radiator. Frequent topping up may indicate that there is a leak on the heating system or one of its components. Contact your Installer or Service Engineer to rectify the problem. Frequent topping up without tracing or rectifying the cause may result in internal damage to the boiler and its components, which would not be covered under the manufacturer's warranty.

## EXPANSION VESSEL (SEALED SYSTEMS ONLY)

The expansion vessel (red vessel usually attached to boiler) must be checked annually to ensure that there is a 1.0 bar air charge in the vessel. Failure to do this will invalidate the boiler warranty. Refer to the procedure given on the front of the vessel.

**Note: The pressure shown on the system pressure gauge is not the air charge pressure in the vessel.**



## FILLING OR TOPPING-UP A SEALED SYSTEM

- Check boiler and circulating pump are switched off.
- Check any automatic air vents on the system are open.
- Connect flexible filling loop\* between the two filling valves.
- Open filling valve on mains water end of filling loop (valve is open when operating lever is in line with valve).
- Open filling valve on heating system end of filling loop to allow water to flow into system (valve is open when operating lever is in line with valve).
- When pressure gauge shows required system pressure (see 'Pressure Gauge' section – page 5) close filling valve on heating system.
- Vent each radiator to remove any air – starting with the lowest one on the system, ie downstairs.



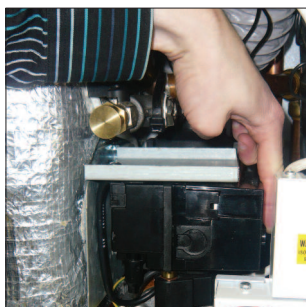
\*If you cannot locate the filling loop, please contact your installer.







- Locate the circulating pump(s). If you have a System model the pump will be inside the boiler casing. Depending on the type, a Combi may have one or two pumps inside the boiler.
- For other models the pump will be located on the heating system pipework.
- Vent the pump(s) – unscrew the plug from the centre of the pump and remove. Using a suitable screwdriver rotate the shaft of the pump about one turn. When water starts to trickle out, replace the plug.
- Check the system pressure on the gauge. If necessary, re-open the filling valve on the system until the gauge shows the required pressure. Take care not to overfill!
- Close both filling valves and disconnect the filling loop at one end only. Take care as the filling loop may contain water!



Pressing reset button on Wall Hung boiler

## **BURNER RESET BUTTON**

If the burner fails to operate, check to see if the reset button (Lock-out button on the burner) is illuminated. Internal Wall Hung models have a lock-out lamp on the control panel. If illuminated press the rest button on the burner control box. The reset button should not be pressed more than twice, should a burner lock-out occur. If the burner cannot be reset, first check that you have oil in the tank and also that your fire valve has not tripped. Please refer to Page 9. If the problem still exists then contact your installer or Service Engineer for assistance.



## **‘PLUMING’ FROM THE FLUE TERMINAL**

Modern oil-fired boilers – particularly condensing boilers – operate at extremely high efficiencies with lower flue gas temperatures. This results in a plume of water vapour being visible at the flue terminal when the burner is operating. This plumbing is condensation – rather like your breath on a cold day. This is a perfectly normal condition with high efficiency and condensing boilers. It indicates that the boiler is working efficiently.



## **AFTER SALES SERVICE**

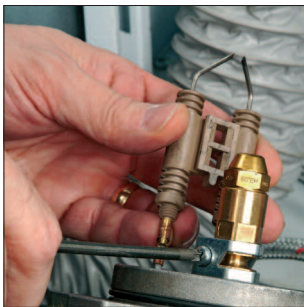
If your boiler breaks down during the 24-month warranty period, in the first instance you should contact your installer to identify the cause of the problem and if necessary your Installer will contact us. If you are unable to contact your Installer please telephone the Grant UK Service Department for assistance. Authorisation to carry out warranty repairs must be obtained from Grant UK before any work is carried out. Costs incurred by unauthorised work will not be covered by Grant UK.



## **THINGS TO CHECK BEFORE CALLING GRANT UK OR YOUR ENGINEER.**

- Check On/Off switch on boiler is set to “On” (see page 4).
- Check that heating controls (your room thermostat, programmer, etc) are actually “set” for the boiler to operate.





- Check power supply to boiler and controls is on (usually supplied from a fused isolator) and fuse fitted is ok. Note: A 5 amp fuse should be fitted.
- Check if Overheat Thermostat has operated – reset as necessary (See page 4).
- Check that you have fuel in the tank. Some sight gauges have a button that must be pulled out, or pressed in, to obtain an up to date reading.
- Check that the remote acting fire valve has not tripped.
- Locate the fire valve (it should be in the oil line, just before it enters the building) and reset it, following the operating instructions supplied with the valve. Most types commonly in use have a reset button which must be pressed in to allow fuel through.
- If you run out of fuel, the oil line will require purging of air before the burner will fire. Contact your Installer or Service Engineer to do this for you.
- Sealed systems – check that the system pressure is correct (See Page 7). If necessary, top up the system (See Page 8).

**IF YOU NEED TO CONTACT GRANT UK, PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE:**



- Boiler model
- Boiler serial number - see data label (on inside left hand side panel, or on outer casing on blue Boiler House models)
- Date of purchase
- The correct name and address for the installation
- Details of the fault and what you have checked
- The installers name, address and telephone number

For your future reference please make a note of the following:

Boiler Model:
Serial Number:
Date of Purchase:

**GRANT UK SERVICE HOTLINE:**

**01380 736920**

SERIAL NO		L55-25-04-09-71-F20-V30-CO2-P05		
MODEL		VORTEX PRO UTILITY 26-36		
DATE -FINAL INSPECTION		25-02-2009		
OUTPUT kW	OUTPUT Btu/h	NOZZLE SIZE	PUMP PRESSURE	COMMISSIONED BY
26.0	88,700	0.75/80° EH	8.0	
31.5	107,500	0.85/80° EH	9.0	
36.0	123,000	1.00/80° EH	9.1	
* = FACTORY SETTING				
FUEL TYPE			KEROSENE	
MAXIMUM OPERATING PRESSURE			2.5 BAR	
PERMISSIBLE OPERATING TEMPERATURE			55° - 75°C	
		Grant Engineering (UK)Ltd. Hopton House, Hopton Industrial Estate, Devizes		
EFFICIENT HEATING SOLUTIONS		Wiltshire SN10 2EU Tel; 0870 777553		
		European Electromagnetic Compatibility Directive 89/336/EEC European Electrical Equipment Safety Regulations Directive 72/23/EEC European Boiler (Efficiency) Regulations Directive 92/42/EEC		
This boiler should be commissioned by a qualified person prior to use. Failure to do so may invalidate warranty.				



**EFFICIENT HEATING SOLUTIONS**

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