

# Monza

## Instructions for Use

To be left with the user

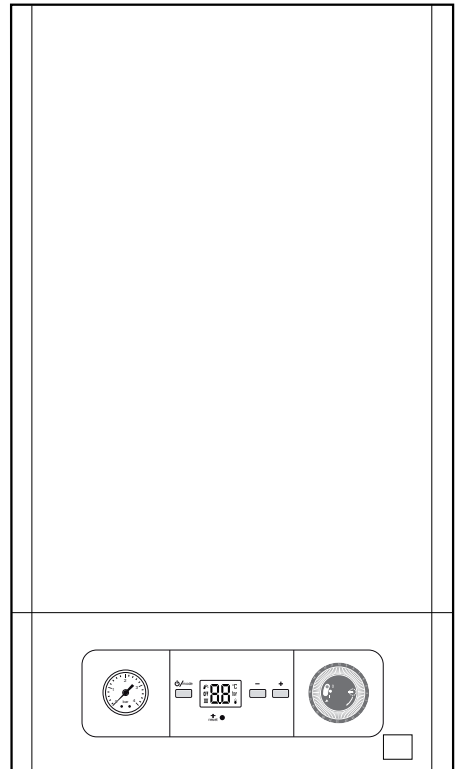
### 24

G.C. No. 47-157-21

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G.C. No. 47-157-22

**High Efficiency Condensing  
Combination Boilers**





## READ CAREFULLY BEFORE USING

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## READ CAREFULLY BEFORE USING

### 1 Read me

These instructions are an integral part of the boiler and must, to comply with the current issue of the Gas Safety (Installation and Use) Regulations, be left with the user.

Please ensure that the installer has fully completed the Benchmark Checklist in the centre 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 the Local Area Building Control. This should be done by your installer, which will result in the issue of a Building Regulations Compliance Certificate being issued. The Notification Number of this certificate should be written into the Benchmark log book.

- Please read these instructions and follow them carefully for the safe and economical use of your boiler.



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*Do not forget for your safety and piece of mind, to read the chapters "Safety" and "Guarantee" where you will find important information for your safety.*

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### Guarantee Pack

The pack contains the letter of introduction, the guarantee and the extended guarantee, all of which we recommend you to read. From time to time other promotional literature may be added.

- Complete and return your guarantee registration as soon as possible. Should you require further piece of mind also apply for your extended guarantee.

If your guarantee registration card is missing you can obtain a copy or record your registration by telephoning the Heatline Customer Service number 0844 736 9042.

### Servicing

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 may be required in the event of any warranty work and as supporting documentation relating to home improvements in the optional documents section of the Home Information Pack.

To ensure the continued efficient and safe operation of the boiler it is recommended that it is checked and serviced at regular intervals. The frequency of servicing will depend upon the site conditions and usage, but in general, once a year should be sufficient.



- To obtain service, please call your installer or Heatline's own service organisation.

## Benchmark

Heatline 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)

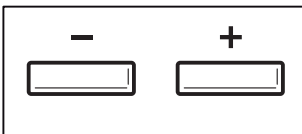


### Power supply to the appliance



**ON / OFF**

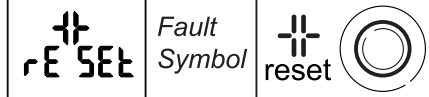
### Temperature adjustment



**Temperature controls**



*Flashing symbol indicates operation*



*If fault indicated, press the reset button no more than 3 times using a blunt instrument.  
If fault persists, ☎️ contact your installer or service provider.*

This Quick reference guide assumes that the appliance have been installed and commissioned by a competent person. If the central heating (C.H.) pressure falls below 0.5bar the display will flash the current pressure and the boiler will not operate, refer to fault finding section.

We designed this Quick reference guide so that you can start using your appliance right away.

## 2 Introducing your appliance

### Appliance description

The Monza range of boilers are designed for use as part of a sealed water central heating system with fully pumped circulation. The pump, expansion vessel and associated safety devices are all fitted within the boiler.

Domestic hot water is delivered directly from the boiler without the need for storage.

Contact your Installer or Heatline sales for further information.

The Monza boiler is an appliance that uses condensing technology therefore consuming less gas and reducing your household CO<sub>2</sub> emissions.

This appliance is a room-sealed type equipped with a flue system for air supply and the removal of combustion products. This flue system offers the possibility to install the appliance in any room without the need for additional ventilation.

Installation and commissioning of the appliance should only be carried out by a competent person. They are responsible for the installation and the commissioning in accordance with the current rules in force.

You should also consult a competent person for maintenance, repair or conversion to LPG.

### Accessories

The Monza is compatible with most high (230V) and low (24V) thermostats. The function of the connections is switching only and therefore no voltage should be applied to the terminals.

## 3 Product documentation

### Document storage

- Make sure that this manual is stored close to your appliance for future reference. Should you move home ensure that this manual is left with the appliance.
- Read these instructions and follow them carefully for the safe and efficient use of your appliance.

No responsibility or liability can be accepted for damage caused by failure to follow the instructions in this manual.

## Explanation of symbols



**DANGER: Risk of injury.**



**ATTENTION: Risk of damage to the appliance or to its surroundings.**



**IMPORTANT INFORMATION**

## 4 Safety

### 4.1 What to do if you smell gas?

- isolate your gas supply at the gas emergency control valve.
- Eliminate all sources of ignition, i.e. smoking, blowlamps, hot air guns etc.
- do not operate electrical lights or switches, either on or off. Open all doors and windows, ventilate the area.
- immediately open windows and doors in order to ventilate the property.
- do not search for gas leaks with a naked flame.
- call the gas suppliers emergency phone number.
- alert other building occupants.

### 4.2 Safety recommendations

You must comply with the following recommendations and safety instructions:

- Never perform any maintenance or repair of the appliance yourself. Only competent persons are allowed to work on the appliance.
- Never tamper with safety devices.
- Do not attempt to modify the appliance or its immediate surroundings as this may affect the safe use of the appliance.
- Under no circumstances must the user interfere with or adjust sealed parts.
- Do not allow children to operate the appliance.
- Do not obstruct the flue system, should trees or shrubs grow near the flue outlet regularly check that they do not obstruct the terminal, trim them as required.

Certain home improvements may adversely affect the operation of your appliance – you should consult your installer for advice before carrying out any work.

- Do not expose the appliance to high humidity.
- Do not use or store explosive or inflammable materials (e.g. petrol, aerosols, solvents, chlorine based detergents, paint, glue etc.) in the same cupboard as the appliance. Under certain conditions, these substances can prove to be corrosive.
- Do not touch the hot surfaces of the appliance, such as outlet duct, hydraulic connections, even after the

appliance has shut down as these surfaces may still be hot and any contact with them may cause injury.

- The hot water delivered by the appliance may initially be very hot, particularly if the heating is operating. Operating temperature can be adjusted and should be set to suit the household noting that the very young and old have much more sensitive skin or are less able to react quickly if the water is too hot. In such cases lower distribution temperatures should be used or the system protected by a tempering valve.

This appliance contains metal parts (components) and care should be taken when handling and cleaning, with particular regard to edges.

- In the case of any leakage from the boiler, switch off the electrical supply to the boiler and close the isolation valves beneath the boiler.
- Do not store or place articles on the appliance.

### 4.3 Safety regulations

Servicing/maintenance should be carried out by a **competent person** approved at the time by the Health and Safety Executive, in accordance with the rules in force in the Countries of installation.

If this boiler is installed in a rented property in the UK there is a duty of care imposed on the owner of the property by the current issue of the Gas Safety (Installation and Use) Regulations, Section 35.

### Gas Safety (Installation and Use) Regulations

In your own interest and that of safety, it is the Law that ALL gas appliances have been installed by a competent person approved at the time by the Health and Safety Executive, in accordance with the current issue of these regulations.

### Gas Category

This boiler is for use only on G20 natural gas but can be converted for use on G31 propane.

### Electrical Connection

The boiler **MUST** be earthed.

The boiler **MUST** be permanently connected to a fused (3 amp) spur supplying 230V ac at 50Hz.

Connection of the whole electrical system of the boiler, including any heating controls, to the electrical supply must be through one common isolator.

The colours of three core flexible cable are, blue - neutral, brown - live, green and yellow - earth.

### Testing and Certification

This boiler is certificated to the current issue of EN 483 for performance and safety.

It is important that no alteration is made to the boiler unless approved, in writing, by Heatline.



Any alteration not approved by Heatline, could invalidate the certification, boiler warranty and may also infringe the current issue of the statutory requirements.

### **CE Mark**

This boiler meets the requirements of Statutory Instrument, No.3083 of the Boiler (Efficiency Regulations, and therefore is deemed to meet the requirements of Directive 92/42/EEC on the efficiency requirements for new hot water boilers fire with liquid or gaseous fuels.

Type test for purposes of Regulation 5 certified by: Notified body IMQ 52BP2727 CE Directives 2009/142/EEC. 52BP2728DR CE Directives 92/42/EEC.

Product/production certified by: Notified body IMQ 52BP2727 CE Directives 2009/142/EEC. 52BP2728DR CE Directives 92/42/EEC.

The CE mark on this appliance shows compliance with:

- Directive 2009/142 EEC on the approximation of the laws of the Member States relating to appliances burning gaseous fuels.
- Directive 2006/95/EEC on the harmonisation of the Laws of the Member States relating to electrical equipment designed for use within certain voltage limits.
- Directive 2004/108/EEC on the approximation of the Laws of the Member States relating to electromagnetic compatibility.

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**CE** *The CE mark shows that this appliance has been designed according to the safety techniques and rules in force. The compliance of this appliance with the relevant standards has been certified.*

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## **5 Guarantee / Responsibility**

### **Detailed guarantee**

Thank you for installing a new Heatline appliance in your home.

Heatline appliances are manufactured to the very highest standard so we are pleased to offer our customers a Comprehensive Guarantee.

This product is guaranteed for 12 months from the date of installation or 18 months from the date of manufacture, whichever is the shorter, for parts and labour.

The second year of the parts guarantee, should this have been purchased, starts from the beginning of the 13th month onwards after installation or manufacture, is conditional upon the boiler having been serviced by a competent person approved at the time by the Health and Safety Executive, in accordance with the manufacturer's recommendations. We strongly recommend regular servicing of your gas appliance, but where the condition is not met, any chargeable spare parts or components issued within the applicable guarantee period still benefit from a 12 month warranty from the date of issue by the manufacturer.



### **Appliance use / manufacturer responsibility**

Servicing/maintenance should be carried out by a competent person approved at the time by the Health and Safety Executive, in accordance with the rules in force in the Countries of installation.

The guarantee is applicable on the condition that:

- The appliance is installed by a competent person in accordance with installation instructions.
- The appliance is used for normal domestic purposes and in accordance with the manufacturer's operating and maintenance instructions.
- The appliance is serviced, maintained and converted, where applicable, by a competent person.
- The repair or replacement of parts during the guarantee period does not have the effect of extending the guarantee period of the appliance.

The manufacturer has no responsibility whatsoever for any damage resulting from:

- Any defects or damage resulting from incorrect or poor installation, inadequate servicing, or maladjustment of the gas or water used.
- Any defects in the system to which the appliance is connected.

- Any defects caused by inadequate frost protection.
- Any deterioration or maladjustment following changes in the nature or pressure of the gas or the water used, or a change to, or the wrong application of, the characteristics of the electrical supply voltage.
- For further details, refer to your Terms and Conditions.



***This appliance is intended to be installed only within the designated Countries displayed on the data plate.***

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- It is the responsibility of parents, guardians and carers, that the persons under their care should not tamper with this appliance.

## **6 Recycling**

This appliance, its components and its packaging are recyclable and should be disposed of, when necessary in accordance with current regulations.

## Appliance



*This symbol indicates that this appliance must not be disposed of with household waste, that it should be selectively collected for energy recovery, reuse or recycling.*

- Take the appliance to an appropriate collection point.

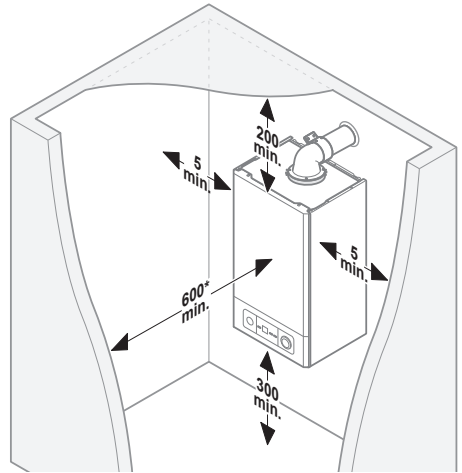


*By complying with this directive, you will contribute to the preservation of natural resources and the protection of human health.*

## Packaging

- The competent person who installed this appliance is responsible for recycling the waste in the appropriate manner according to the regulations in force.

## 7 Clearances



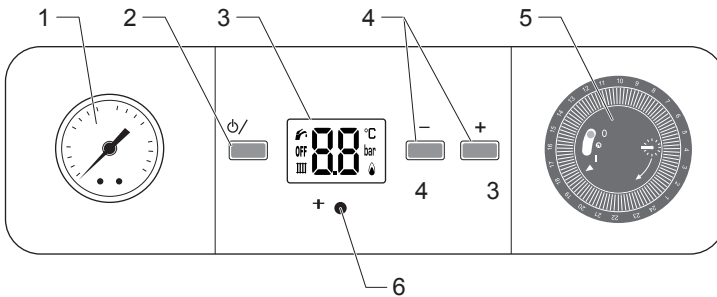
### NOTE:

- \* A removable compartment door can be placed a minimum 5 mm in front of appliance. A clearance of 600 mm is required from a fixed surface.

## HOW TO OPERATE YOUR APPLIANCE

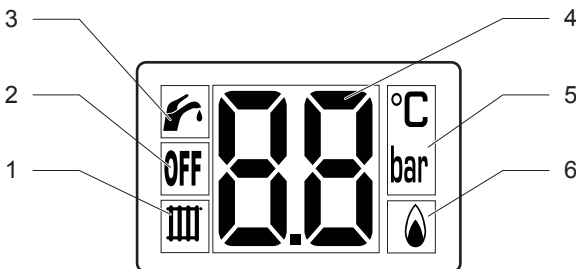
### 8 Overview

#### Display



#### Key

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>1 System pressure gauge</li> <li>2 ON/OFF and Mode selection button</li> <li>3 Display</li> </ul> | <ul style="list-style-type: none"> <li>4 Temperature adjustment</li> <li>5 Analogue clock</li> <li>6 Reset button (When required) (Do not use a sharp object to depress this button)</li> </ul> |
|--|---|



#### Key

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>1 Heating</li> <li>2 OFF</li> <li>3 Domestic hot water</li> <li>4 DHW/CH water temperature/CH pressure</li> </ul> | <ul style="list-style-type: none"> <li>5 Symbol indicates temperature or pressure</li> <li>6 Symbol indicates burner ON</li> </ul> |
|--|--|

## Switching On

Check that all isolating valves and the gas service cock below the appliance are open and that water flows from the hot water taps, close the taps.



**Do not operate the boiler without water.**

- Make sure that:
  - The appliance has electrical power
  - The gas service cock is open
  - The mains water supply is turned on
  - Check that the clock/external controls are calling for heat




*If you are in any doubt about the boiler being filled with water contact your installer or Heatline's own service organisation using the telephone number shown.*

- Press the ON / OFF button (2) 

The control-panel display switches on after a short initial test cycle that may last a few seconds.

## Turning off

Press the ON / OFF button (2)  until the display screen goes blank.







*If you intend to leave your property empty for a prolonged period, please refer to the Appliance Safety Devices section.*

## User Controls

### Selection of operating mode(s)

To change the operating mode:


- Select the function mode by pressing  .


Pictogram	mode
	Heating + domestic hot water
	Heating only
	Domestic hot water only



**IMPORTANT:** *When neither of the 2 pictograms are displayed and there is electrical power to the appliance, the boiler is in frost-protection mode.*

Adjusting the domestic hot water temperature:

- When function  is displayed, adjust the temperature using  $\oplus$  or  $\ominus$  to set the temperature required.

	Temperature of the water °C
Minimum	38
Maximum	60


## TIMER

### Setting the time

Rotate the outside of the clock face (2) clockwise to indicate the current time (4) at the white arrow (5).

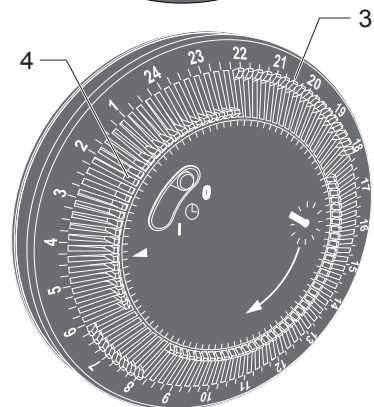
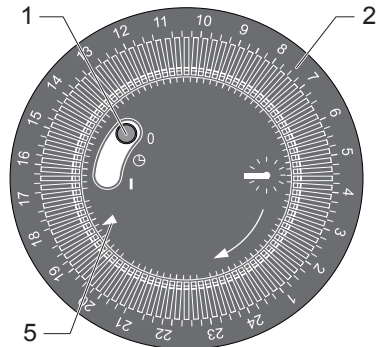
### Setting the programme “ON and OFF” times.

Refer to diagram.

- Select the ON times by pushing the black tappets to the outside (3).
- Select the OFF times by pushing the black tappets to the inside (4).
- Position the selector switch (1) to the timed position .
- The heating will now operate your chosen programme.

### Operate the boiler using the timer.

- Set switch (1) to the central (timed) position.
- Move the selector switch (1) to the I position and the heating will operate continuously.
- Move the selector switch (1) to the 0 position to switch the heating OFF, noting that the DHW will still operate.



## ANY ASSISTANCE?






### 9 Fault Finding

This section covers the faults that can be rectified by the User in order to restore the boiler operation. Should other fault codes be displayed please contact the Service department, your service engineer or your installer.



*Like all condensing boilers it will produce a plume of condensation from the flue terminal in cool weather. This is due to the high efficiency and hence low flue gas temperature of the boiler. It is normal and not a fault indication.*

- If after carrying out this basic advice and your appliance still does not work, leave it turned off and contact your Service Agent or Heatline Service Department.

Fault code	Possible causes	Solution
The appliance stops working	Electrical circuit interrupted	Check there has not been a power cut or a fuse has tripped. Should the power have been lost but the boiler left switched on it will automatically commence operation when the power has been restored.
	Fault	Press on the "reset" button. see chapter "Quick reference guide". If the fault persists and the symbol  appears, contact your Installation/Service engineer or Heatline Service.
	Lack of water in the installation (< 0.5 bars)	Your system is short of water and requires topping up via your filling loop as your installer demonstrated. Should this fault persist contact your installer or service agent. This is not necessarily a fault of the boiler and should be investigated before contacting Heatline Service.
	Excess water in the installation	Your system is over-pressurised, ensure the two valves on your filling loop are fully closed before venting a little water from your radiator vent. Vent until the pressure drops to 1.0bar. Should this fault persist contact your installer or service agent. This is not necessarily a fault of the boiler and should be investigated before contacting Heatline Service.
	Fault	Contact your Installation/Service engineer or Heatline Service.

## 10 Appliance safety devices

### 10.1 Boiler Shutdown

The boiler software is designed to recognise the potential for an overheat lockout and will shutdown before this happens.

- To restart the boiler, press the reset button with a blunt object, see chapter "Quick reference guide".

If the boiler fails to resume normal operation and all external controls are calling for heat, then call your Installation/ Servicing engineer or Heatline service.

### 10.2 Protecting against frost

#### Appliance Protection

In case of the risk of frost:

- Make sure that the electrical and gas supply to the appliance is turned on.
- The frost protection device will operate the pump when the temperature of the boiler water falls below 8°C. A timer is used so that the temperature can be checked periodically. After 10 minutes the pump will be stopped if the temperature is higher than 10°C or has already reached 35°C. The burner will activate if the boiler temperature does not reach 10°C after 30 minutes or at any time if the temperature drops to 5°C. The burner will switch off when the temperature reaches 35°C.

If the boiler is in "Domestic Hot Water" mode only, the frost-protection system is still active.

### System Protection

The boiler alone cannot ensure that the installation is protected against frost.

**NOTE:** Any exposed pipe work should be lagged and an external frost thermostat fitted, noting that condensate drainage pipes are particularly vulnerable to frost.

In case of prolonged absence, where the power to the dwelling is switched off and low temperatures are expected then it is recommended that the entire system is drained. Consult your installer or service engineer if required.



**CAUTION: Your domestic water circuit (hot and cold) is not protected by the boiler.**

### 10.3 Condensate Drain Blockage

As a safety feature the boiler will stop working if the condensate drain becomes blocked. During freezing conditions this may be due to the forming of ice in the condensate drain external to the house.

- Release the ice blockage by applying hot cloths to the pipe in the vicinity of the blockage. Once the blockage is removed the appliance will again operate after depressing the re-set button with a blunt object.

- Contact your Installation/Service company or Heatline service if the fault persists.

## 10.4 Safety Discharge Valve

The safety discharge valve and discharge pipe is fitted to the boiler.

- If there is any discharge from the pipe, switch off the boiler's electrical supply, then call your Installation/Service company or Heatline service.

## 11 Appliance maintenance and servicing

### 11.1 Cleaning



***Before cleaning turn the appliance off.***

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The appliance casing can be cleaned using a mild liquid detergent with a damp cloth, then a dry cloth to polish.



***Do not use any form of abrasive or solvent cleaner as you may damage the paintwork.***

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### 11.2 Regular servicing

Regular servicing of the appliance is important to the prolonged, safe and efficient use of your appliance.



***Incorrect or inadequate servicing can severely affect the safety of the appliance and can lead to injury.***

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We recommend that your appliance is serviced annually.

- Only a competent person should service or repair this appliance.

The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service. The Benchmark Checklist may be required in the event of any warranty work and as supporting documentation relating to home improvements in the optional documents section of the Home Information Pack.

To obtain service, please call your installer or Heatline's own service organisation.

### 11.3 Spare Parts

In order to guarantee the safe and prolonged life of the product, insist that only the manufacturer's genuine spare parts are used.

- Do not use reconditioned or copy parts that have not been clearly authorised by Heatline.
- If replacement parts are required contact Heatline's own service organisation for advice using the telephone number below.

Tel: 0844 736 9042



or for approved stockist, visit [www.heatline.co.uk](http://www.heatline.co.uk).

- Please quote the name and model number of the appliance as shown on the boiler badge and the Serial number, (S.N. adhered to the outer case) or registered in your Benchmark log book.

The name and model badge is on the front case.

- If in doubt seek advice from the local gas engineer or Heatline's own service organisation using the telephone number below.

Tel: 0844 736 9042

#### 11.4 Sealed Water Systems

The draining, refilling and pressurising **MUST** be carried out by a **competent person** approved at the time by the Health and Safety Executive and in accordance with the current issue of the Gas Safety (Installation and Use) Regulations.

- Contact Heatline's own service organisation using the telephone number below.

Tel: 0844 736 9042

#### 12 Tips for saving energy

Your installer will be able to give energy saving advice about your system and its controls.

For energy saving advice you can contact the Energy Savings Trust for advice or visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk) who offer simple effective advice about saving energy.

Regular servicing of your boiler will help maintain its efficiency - servicing once a year is recommended.

Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10 percent. Set your heating on the time controller to ensure it only operates when required.

#### 13 Contact your after-sales organisation

##### *Customer service call*

Tel: 0844 736 9042

##### *Technical helpline (Chargeable)*

Tel: 0906 802 0253







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*Because of our constant endeavour for improvement, details may vary slightly from those shown in these instructions.*