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# DANESMOOR WALL MOUNTED

WM 12/19

OIL-FIRED PRESSURE-JET BOILER

# USER INSTRUCTIONS & CUSTOMER CARE GUIDE

 **WORCESTER**  
Bosch Group

# EXCELLENCE COMES AS STANDARD

Thank you for purchasing a Danesmoor oil-fired central heating boiler.

Danesmoor oil boilers are made by Worcester and the strictest quality control standards ever demanded are applied throughout every stage of production.

Indeed, Worcester, part of the Bosch Group have led the field in innovative boiler design and performance for more than 40 years.

The result is that your new Danesmoor boiler offers you the very best of everything - quality, efficiency, economical running costs, proven reliability and value for money.

What's more, you also have the assurance of our no-nonsense 1 year parts and labour guarantee.



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# GENERAL INFORMATION

To ensure you get the very best from your new Worcester Danesmoor oil boiler, please read these notes and instructions carefully.

## **ELECTRICAL CONNECTION**

The electrical supply to this appliance must satisfy the latest edition IEE wiring regulations and any local regulations which apply.

The mains supply to the boiler should be fed via a circuit breaker including earth leakage protection.

The mains supply for your Danesmoor boiler is 230 volts AC-50Hz.

Your boiler must be earthed and protected by a 5-amp fuse to BS1362.

## **VENTILATION AND AIR SUPPLY**

Air for the boiler is supplied via the balanced flue terminal, and no other air supply is required, except for ventilation if the boiler is installed in a cupboard or compartment.

## **ROUTINE MAINTENANCE**

It is essential that your boiler is installed and serviced by a competent heating engineer, and Worcester will be pleased to arrange regular servicing and a comprehensive maintenance contract.

Alternatively, the Oil Firing Technical Association for the petroleum industry (OFTEC) will gladly advise you of engineers trained by and registered with OFTEC.

Servicing should be carried out at least once a year for boilers which burn 28-second kerosene.

The service engineer should have access to the property to check for system faults and reset / replace electrical safety devices.

**WARNING NOTE:** Your boiler is serviced and repaired externally. External equipment operated at 230 volts should not be serviced or repaired under adverse weather conditions.

## SERIAL NUMBER

Your boiler serial number and model number should always be quoted in any contact with Worcester. This will help identify spare parts and also avoid confusion and delays during any service call-out.

You will find the serial number on the front of the control facia as shown in fig.1, and access can be gained by removing the cabinet. Remove the cabinet by pulling the bottom forwards to release the ballstuds, lift the cabinet upwards and slide forwards to remove from the appliance.

## TECHNICAL INFORMATION

The Worcester Danesmoor Wall Mounted oil-fired pressure-jet boiler can provide both domestic hot water and full central heating, with outputs ranging from 12kW to 19kW (41,000 to 65,000 Btu/h). Domestic hot water must be supplied via a conventional indirect hot-water system, utilising an indirect double-feed cylinder.

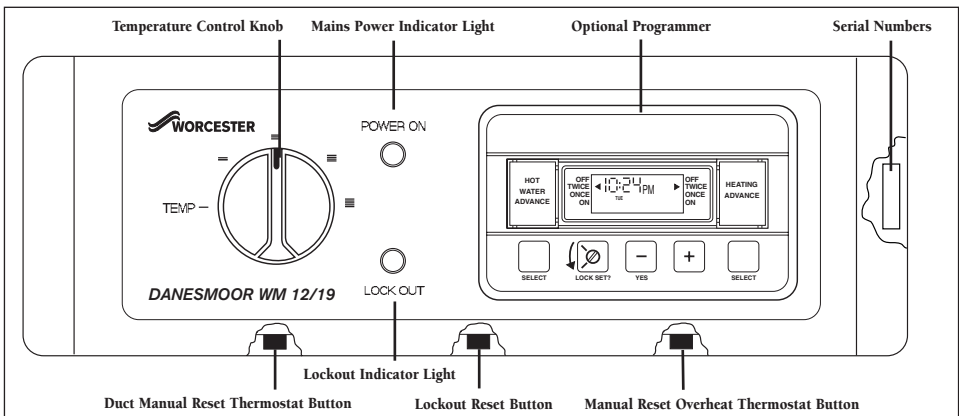
Your boiler is supplied pre-wired and may be fitted with a facia mounted programmer (sold separately).

# HOW TO START YOUR BOILER

(See Fig. 1.)

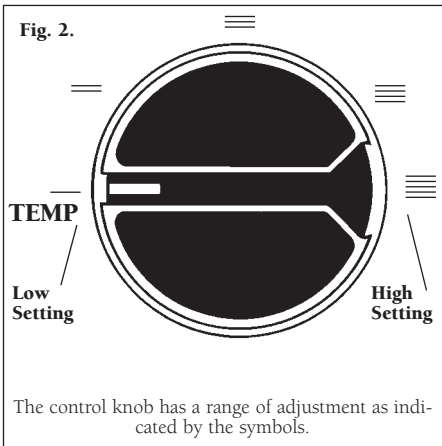
- Switch on the electrical mains supply to the boiler and the POWER ON lamp in the control facia will light up.
- Ensure that any external controls connected to the boiler, such as a room thermostat, are on a high setting.
- If a programmer is fitted, set it to the correct time of day and position the selectors to ON.

Fig. 1. Control Facia



- (d) Turn the thermostat control knob to the desired position (see Fig. 2: temperature control).
- (e) Your boiler will now commence a start sequence, in which a pre-ignition period of approximately 15 seconds is followed by a supply of atomised oil being introduced into the combustion chamber. Ignition then occurs, followed by a post-ignition period of approximately 7 seconds.
- (f) Your boiler is now in a steady run condition and will remain so until the water temperature reaches the temperature set on the control thermostat. At this point the burner will stop and the boiler will shut down. The sequence will continue until the boiler is programmed - either manually or by an automatic programmer - for a period of shutdown.

## TEMPERATURE CONTROL



The temperature control knob gives you control over the water temperature in your central heating radiators, and you can adjust it to any position within the indicated range (as shown in Fig. 2).

Higher settings obviously mean hotter radiators and rooms will reach the required temperature quicker. The ideal setting varies from property to property, and can only be established by trial and error and experience: a setting of medium to high should serve as a good initial guide.

## SAFETY THERMOSTAT HIGH LIMIT THERMOSTAT

Your boiler is fitted with a high limit cut out thermostat, designed to protect the central heating system in the event of the boiler running beyond a safe temperature level due to a control malfunction. This is indicated by excessive operating temperature and the mains power indicator lamp going off. The thermostat will reset itself when the boiler cools to a safe operating level.

## **MANUAL RESET OVERHEAT THERMOSTAT**

Sealed system installations require the use of an overheat thermostat which has to be reset by hand. Your boiler is fitted with this thermostat as standard and may be reset by pressing the button situated underneath the boiler shown in Fig.1.

## **DUCT MANUAL RESET THERMOSTAT**

The boiler is fitted with a duct manual reset thermostat to prevent the appliance operating if there is a fault in a seal or insulation. The thermostat may be reset by pressing the button shown in Fig.1.

If any of the thermostats persistently cuts out then your boiler requires attention and you should call either your installer or a service engineer.

## **FROST THERMOSTAT**

A frost thermostat is fitted as standard to protect the boiler in frost conditions. If there is a possibility the central heating /hot water system may be exposed to frost conditions, an additional frost thermostat should be fitted. The boiler should remain connected to the mains power supply to enable the boiler to operate in the event of a frost condition.



## **LOCKOUT**

A flame failure device is incorporated into the control system of your boiler. So, should the flame fail for any reason, or should ignition fail to initiate a satisfactory start, the boiler is automatically locked out for safety. This lockout condition is indicated by a signal lamp lighting up on the boiler fascia.

To cancel the burner lockout condition press the lockout reset button, situated underneath the boiler shown in Fig.1. Provided the system is still calling for heat, the burner will then operate and commence another start cycle.

Persistent lockout indicates a fault and an engineer should be called, so do not attempt to repeatedly restart the boiler.



## **FUEL**

Your Worcester Danesmoor pressure-jet boiler is set to burn 28-second kerosene fuel.

PLEASE NOTE: The Wall Mounted Danesmoor appliance must not be used with 35-second gas oil.



# OPERATING YOUR PROGRAMMER CONTROLS

Full instructions on how to install and operate the optional facia-mounted programmer are included with the programmer kit.

Your boiler is designed to operate on a fully pumped system only.

The programmer gives fully independent programmes for central heating (CH) and hot water (HW) when the switch on the rear of the unit is set to P and the boiler is installed with a fully-pumped system.

Ensure that your installer sets the switch to P on the back of the programmer.



# FAULTS & BREAKDOWNS

Many calls made to our Contact Centre reporting boiler faults or breakdowns prove to be false alarms, as there is often a simple explanation for the apparent malfunction.

So, to help you save time and money - not to mention frustration and inconvenience - a quick-reference fault finder is included on page 8.

If, after checking through the points suggested, there is still a fault you should call our Contact Centre. Arrangements will be made for an engineer to call as soon as possible.

## CALL-OUT CHARGES

All of Worcester's field service engineers are factory trained. If you request a visit from an engineer and your boiler has been installed within the last 24 months, no charge will be made for parts and/or labour providing:

- The appliance was commissioned correctly on installation and a completed Guarantee Registration Card returned to Worcester.
- An appliance fault is found and the appliance has been installed within the past 24 months, provided that the first annual service has been carried out on a boiler which is more than 12 months old. Reasonable evidence of this must be supplied on request.

A call-out charge will be made where:

- The appliance has been installed for over 24 months
- The appliance has been installed for more than 1 year but less than 2 years and has not had a first annual service by an approved company.

OR

- Our Field Service Engineer finds no fault with the appliance (see note).

OR

- The cause of breakdown is misuse or with other parts of your plumbing/heating system, or with equipment not supplied by Worcester.

NOTE: Invoices for attendance and/or repair work carried out on your Worcester Danesmoor boiler by any third party will not be accepted.



## FAULT FINDER

If your boiler is not operating, it is suggested that you go through the following simple checks before either calling your installer or Worcester.

SYMPTOM	POSSIBLE CAUSE	CHECK/REMEDY
Red 'Power On' Indicator is not illuminated.  If self resetting, allow time to reset.	There is no electricity supply to the boiler.  If self resetting, allow time to reset. If manual reset, press reset button. has operated.  There is no demand requiring the boiler to operate.	<ul style="list-style-type: none"> <li>• Power supply is switched on.</li> <li>• Check the fuse has not blown.</li> </ul> Boiler overheat thermostat <ul style="list-style-type: none"> <li>• If manual reset, press reset button. (See section "Safety Thermostat".)</li> <li>• Check the programmer is programmed for hot water and/or central heating and re-programme if necessary. (See programmer operating instructions.)</li> </ul>
'Power On' Indicator illuminated only	There is no demand requiring the boiler to operate.	<ul style="list-style-type: none"> <li>• Check boiler thermostat is set on medium to high.</li> <li>• Check the programmer is programmed for hot water and/or central heating and re-programme if necessary. (See programmer operating instructions.)</li> <li>• If the boiler is programmed for central heating, check the room thermostat is turned on.</li> </ul>
'Power On' & 'Lockout' indicators both illuminated.	The boiler has attempted to ignite, but has gone to lockout.	<ul style="list-style-type: none"> <li>• Depress the red lockout reset button on the underside of the appliance within the property. (See section "Lockout".)</li> <li>• Check the level in your oil tank</li> </ul>



# MAINTAINING YOUR BOILER'S EFFICIENCY & PERFORMANCE

Your new Worcester Danesmoor oil-fired boiler represents a long-term investment in a reliable, high quality product.

In order to realise its maximum working life, and to ensure it continues to operate at peak efficiency and performance, it is essential that your boiler receives regular, competent servicing and annual maintenance checks beyond the initial 24 month guarantee period.



Regular service contracts can be arranged with your installer - however if you have difficulty making a satisfactory arrangement simply call our Contact Centre on **08457 256206** for help.

If you would like to know more about Worcester's extended warranty options please tick the appropriate box on your Guarantee Registration Card.



**CONTACT NUMBERS:**

UK Contact Centre	Tel.	08457 256 206
UK Contact Centre	Fax.	01905 757536
Scotland only	Fax.	01506 441 687
Eire	Tel:	01 494 0099

**OPERATING HOURS:**

Mon - Fri	7.00am to 8.00pm
Sat	8.00am to 5.00pm
Sun	9.00am to 12.00pm

Please contact our UK Contact Centre number where our friendly operators will book your call with one of our team of nationwide engineers.

**NOTE:**

Please refer to our website for our bank holiday hours.

[www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)



# YOUR WORCESTER DANESMOOR GUARANTEE

This appliance is guaranteed from the date of installation subject to the following conditions & exceptions.

1. The appliance is guaranteed for a period of 24 calendar months subject to the return of the guarantee card within 30 days of installation and the first 12 months service and inspection having been carried out to the satisfaction of BBT Thermotechnology UK Ltd. Please note that this service is not covered under the terms & conditions of the warranty and would therefore incur a charge.
2. That during the period of this guarantee any components of the unit which are Proved to be faulty or defective in manufacture will be exchanged or repaired Free of material charges and free of labour charges if repaired directly by BBT Thermotechnology UK Ltd. Invoices for attendance and repair of this appliance by third parties will not be accepted for payment by BBT.
3. That the householder may be asked to prove the date of installation and that the appliance was correctly commissioned. This information must then be documented in the Benchmark Gas Boiler Commissioning Checklist.
4. That any product or part thereof returned for servicing under the guarantee must be accompanied by a claim stating the model, serial number and date of installation.
5. That BBT Thermotechnology UK Ltd will not accept responsibility for damage caused by faulty installation, neglect, misuse, accidental damage or the non-observance of the instructions contained in the Installation and Users instructions leaflets.
6. That the appliance has been used only for normal domestic purposes, for which it was designed.
7. That this guarantee applies only to equipment purchased and used in mainland Great Britain.

This guarantee is given in addition to all your normal statutory rights.

Worcester, Bosch Group is a trading name of BBT Thermotechnology UK Ltd.



# GUARANTEE REGISTRATION

You should complete and return the postpaid Guarantee Registration Card within 30 days of purchase.

The card will register you as the owner of your new Worcester Danesmoor boiler and, while this will not affect your statutory rights in any way, it will assist us to maintain an effective and efficient customer service by establishing a reference and permanent record for your boiler.

FOR YOUR OWN RECORD

MODEL

SERIAL NUMBER

(See identity label inside appliance casing)

TYPE/SIZE

DATE OF INSTALLATION

[www.worcester-bosch.co.uk](http://www.worcester-bosch.co.uk)



# WORCESTER

**Bosch Group**

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