

Help - my heating is not working! A Quick Fix Guide in case there is something you can do without an engineer

This Quick Fix Guide has been written to save you time waiting for us to send out our gas fitter. By following the steps below, you may well fix your boiler for yourself!

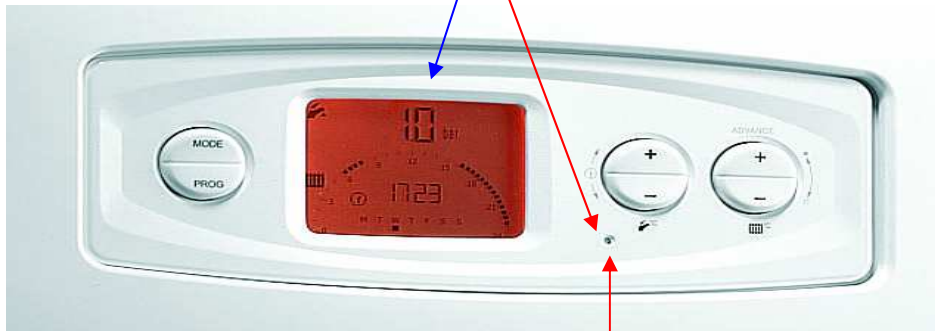
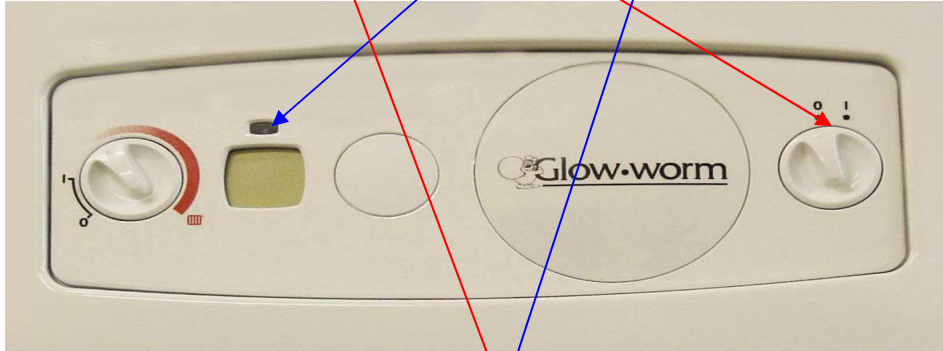
But if you would like help going through this Quick Fix Guide, our Customer Services Advisers are trained to help you. The Soha phone numbers are at the end of this document.

Of course, if you can't fix the problem yourself and Customer Services Advisers can't help, they will be pleased to arrange for an engineer to call.

Check the following

- 1.** If you have a card meter, is gas available at the meter? If you need to recharge your card, go to step 6.
- 2.** Do you have electricity elsewhere in the house? Might there have been a power cut or has your pre-pay meter run out?

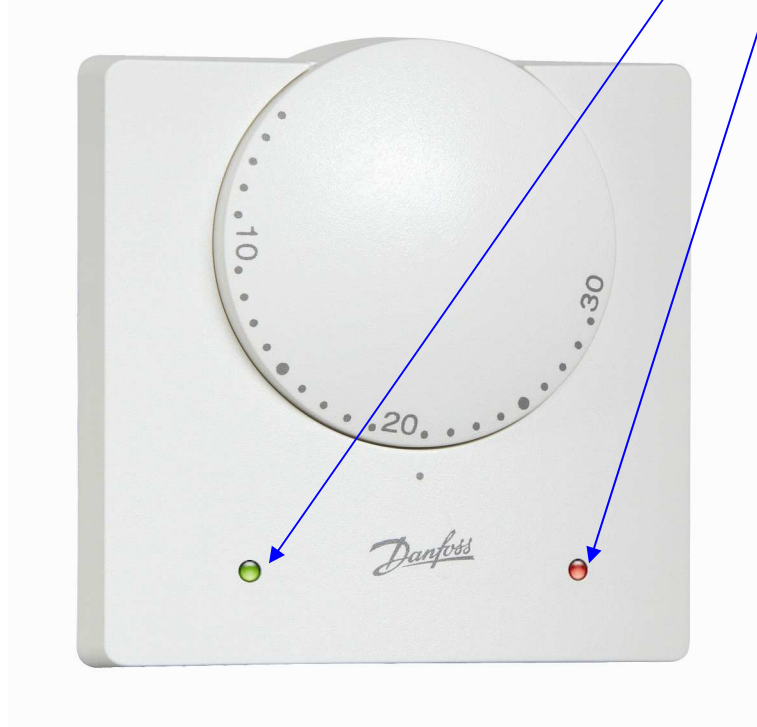
3. Now go to the boiler. Is the boiler display flashing “F”? If so turn it off and on again to reset it. **Your boiler front panel could look like either of these diagrams below:**



Press this button to reset

4. Now go to your room thermostat. Turn the dial clockwise. Are both lights on? This means the signal has been sent to the boiler to start up.

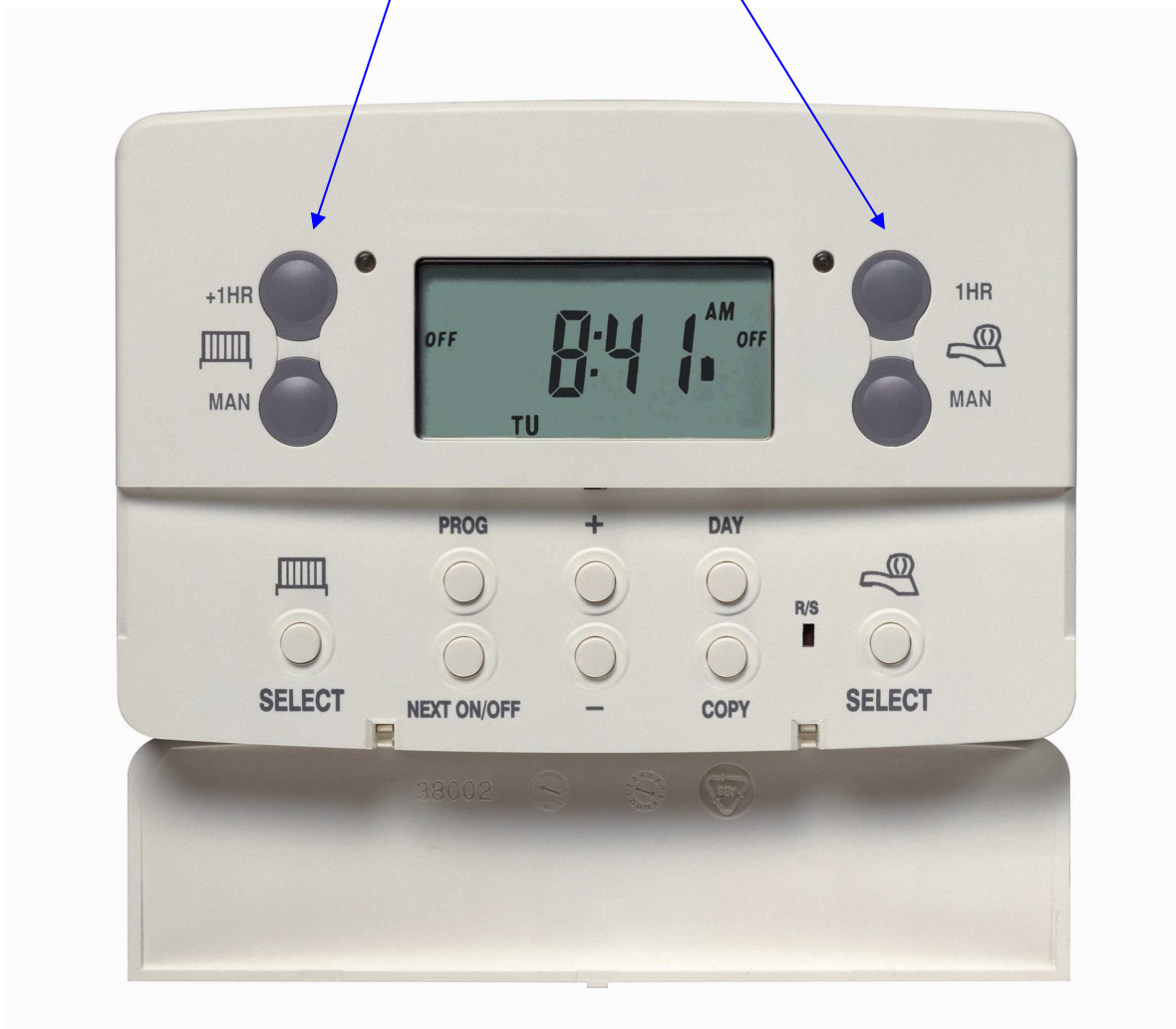
If your room thermostat is the type that does not have lights, turning the dial to high will also send the signal to the boiler to start up



Whatever your room thermostat looks like, turning the dial clockwise to high will always send the signal to the boiler to start up.

If stages 1 – 4 above are not successful and the boiler does not fire up

5. Push each of the two buttons shown once. (It doesn't matter if you press both together, or one after the other.) This will override all time settings which will allow you to see if your boiler is working correctly or not. If the lights next to these buttons do not come on, there is a problem with the programmer and you should ring Soha.



6. If you have run out of gas on your card meter and then re-charge your card, you may need to reset your boiler. Try re-setting your boiler up to 4 times. If the boiler does not light after this, we may need to call out our heating contractor to find the fault.

7. In the meantime, if you need hot water, try switching on the immersion heater until the gas contractor can call.

Your immersion heater is on the top of your cylinder, and connected to a switch on the airing cupboard wall. (You may have to feel around for the immersion heater cable and follow it to the black, brown, silver or white cap which leads from it to a switch to the wall.)

If you turn on this switch, you will have hot water until the gas fitter arrives to look at the boiler.

If you need to call us

Telephone numbers

Soha Housing Customer Services Advisers **01235 515 900** or **freephone 0800 014 15 45 (free from a landline).**

Customer Services is open every weekday from **8.30am to 5pm** and Saturdays 9.30 – 12.30am. We also have extended phone hours on Wednesdays when Customer Services work from **8am to 6.30pm.**