

# Welcome to Baxi

Thank you for choosing a Baxi boiler. Your installer will have shown you how to use your new boiler, so keep this short guide handy as a reminder.

## About Baxi

Baxi is proud to have been manufacturing in the UK since 1866. We are passionate about delivering reliable products and responsive services for our customers.

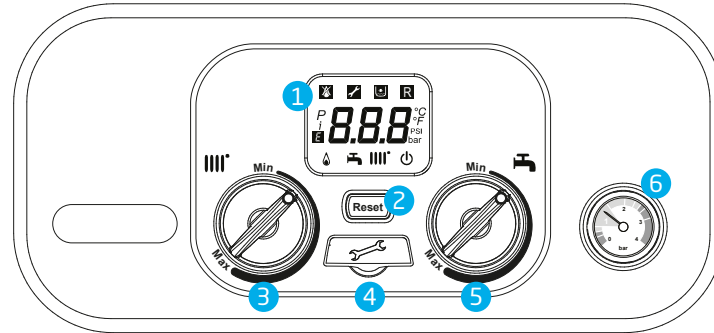
## Our sustainability pledge

Future generations will judge us by our actions. Our pledge is to be carbon neutral in all our operations, and to lead the phase-out of carbon intensive heating by ensuring every product we make will work with low carbon energy.



Read more about our sustainability targets and values

# Operating your new boiler



- 1 Display
- 2 Reset button (press and hold for 5 seconds)
- 3 Central heating temperature control
- 4 Service diagnostic port (for engineer use only)
- 5 Hot water temperature control (Combi only)
- 6 System water pressure gauge

- OFF (frost protection still enabled)
- Errors that prevent the burner from starting
- Error – not resettable by user
- Water pressure too low
- R Indicates a resettable error
- E Generic error
- Burner lit
- Hot water request
- Heating mode
- Units for temperature
- PSI bar Units for pressure

# Energy and money saving tips



Set your room thermostat between 18 and 21 degrees. Try turning it down by just one degree – you may still be warm enough and you will save energy and money.



Only heat the rooms you are using. Turn thermostatic radiator valves right down in rooms you don't use.



If you have a hot water storage cylinder, turn the temperature down to 60°C/140°F. To prevent the growth of harmful bacteria it should not be lower than this temperature.



Make sure the cylinder is well insulated. A well-fitted tank jacket will keep your water hotter for longer and save you money.



Covering radiators with clothes or putting furniture in front means your boiler has to work harder for your room to get to the set temperature – costing you money and wasting energy.



Thermal curtains, closed curtains at dusk, will help to stop heat escaping through the windows.



Fitting a magnetic filter will attract magnetic debris before it enters your boiler, helping to avoid expensive maintenance and repairs, and making your heating system more energy efficient.

# Your warranty

## IMPORTANT! Please read the following information

Your boiler comes with a parts and labour warranty.

## To benefit from the full warranty for this product, you must:

- Ensure the warranty is **registered within 30 days of installation**. Please check to see if your installer has registered it on your behalf. If not please follow the instructions in this guide.
- Ensure your installer has completed the **Benchmark checklist**. We recommend this is done digitally using the Benchmark app. Find out more in this guide.
- Ensure your boiler and filter are serviced annually, within 60 days of the anniversary of the installation, by a Gas Safe engineer in accordance with the procedure in the installation and maintenance manual.
- Ensure your installer has cleaned any sludge out of the system, fitted a magnetic filter and treated the system water before fitting your new boiler. **Your warranty does not cover a failure of the boiler caused by sludge.**
- Keep the installation and maintenance manual safe for when your installer or engineer visits, as this includes the service record.
- If you have a Baxi Platinum Compact boiler installed, the Adey filter that is supplied with it must be also be fitted and registered to qualify for a 10-year warranty. If the correct filter is not fitted, or if it is removed within 10 years, the warranty will revert to 2 years only.

It is your responsibility as the appliance owner to ensure that the requirements of the warranty terms and conditions are carried out to ensure your warranty remains valid.



For full terms and conditions please visit:  
[baxi.co.uk/important-information/terms-and-conditions](https://baxi.co.uk/important-information/terms-and-conditions)  
[baxi.co.uk/faqs#warrantyinformation](https://baxi.co.uk/faqs#warrantyinformation)

# Your warranty

## How to register your warranty

- Ask your installer if they will register the warranty for you.
- If they would prefer that you register the warranty yourself, either
  - Register your warranty on the Baxi website at [warranty.baxi.co.uk](https://warranty.baxi.co.uk), or
  - Call free on **0800 597 8576** to activate your warranty.



**If your boiler warranty is not registered or the terms and conditions are not met, your warranty will revert to the standard two-year warranty.**

## What is not covered by your boiler warranty

Your warranty covers your appliance for any manufacturing defects. Your warranty does not cover the system the boiler is fitted to, eg. pipework and radiators.

## Benchmark

When the engineer has finished installing your product, they **must** complete the Benchmark commissioning checklist. We recommend they use the digital Benchmark app as this provides a record which cannot be lost. You can also use the app to see the history of your installation and servicing [baxi.co.uk/faqs/what-is-benchmark](https://baxi.co.uk/faqs/what-is-benchmark)



If this isn't possible, they must fill out the Benchmark checklist at the back of the Baxi boiler installation and service manual.

Benchmark provides you with evidence that:

- The installer is competent, qualified and committed to providing high quality service.
- The installer works to the Benchmark Code of Practice.
- The product has been installed correctly.
- The installer has given you a demonstration of the product and how it works.
- You have signed to say that the installer has given you a demonstration and the handover is complete.

Whether your installer uses the Benchmark app or fills in the paper copy, we may ask to see it if you need to call us out under warranty.

# Why having your boiler serviced is important

## Annual Service

It is important that an annual service is conducted in line with the instructions in the boiler installation and service manual.

## Four good reasons to get your Baxi boiler serviced



**1 Warranty**  
Failure to have your boiler serviced every year will invalidate your warranty



**3 Efficiency**  
An annual service helps your boiler to work more efficiently and keep your heating bills down



**2 Safety**  
Your Gas Safe registered installer will check it is working safely, for your peace of mind



**4 Reliability**  
Reduces the risk of breakdowns and increases reliability





# Contact us

To arrange your boiler service please contact your installer:

Installer: add your contact details here

0344 871 1525

Opening hours

Monday - Friday, 8am - 6pm

Weekends and Bank Holidays, 8.30am - 2pm

We are open 365 days a year.

Please note calls may be monitored or recorded.

baxi.co.uk

info@baxi.co.uk

Baxi, Brooks House,  
Coventry Road, Warwick CV34 4LL



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# Getting the most from your boiler

## Keep it clean!

Whether you are replacing your boiler or having a complete new central heating system, your heating engineer must clean and treat your system with chemicals and fit a magnetic filter. At each annual service they will check the water in the system, to make sure there is no build-up of sludge and debris.

## Protect your central heating system

- Power flushing** – a power flush is a cleaning process that removes sludge, rust and debris from the pipes and radiators in your heating system so it can't block the narrow tubes inside your new boiler.
- Inhibitor** – once the heating system has been cleaned, it should be treated with an inhibitor to protect it and prevent further corrosion.
- Magnetic filter** – will collect magnetic debris in the system water, before it enters the boiler.
- Limescale prevention** – in hard water areas, a scale prevention device on the mains water will ensure limescale does not build up and block the heat exchanger in the boiler.

## What is sludge?

Corrosion occurs naturally when metal and water meet. If left untreated in your heating system, corrosion can form into black iron-oxide sludge ('Magnetite') and other debris. This can build up in your heating system causing:

- Damage to the boiler and boiler pump.
- Damage to radiators that could cause leaks.
- Damage to radiator valves.
- Blocked pipework in the boiler or central heating system.




## Why you need a magnetic filter

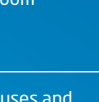
A magnetic filter will attract the magnetic debris in the system water before it enters your boiler, helping to protect it from sludge.

**Note: Your boiler warranty does not cover damage to the boiler caused by sludge.**




# Quick help

Problem	Possible cause	Help and advice
 <b>No hot water</b>	Non-functioning boiler	<b>Check</b> power supply, fuses and switches
	Low water pressure	<b>Check</b> home electricity supply
 <b>Cold radiators</b>	Low heating control temperature	<b>Check</b> and try turning your room thermostat/thermostatic radiator valve to a more comfortable temperature
	Check heating mode is activated	<b>Check</b> and turning an/activate your thermostat's heating mode
 <b>Non-functioning boiler</b>	Check radiator valves are open	<b>Check</b> your radiator valves in the rooms you want warmer are open
	There is no heating	<b>Check</b> your thermostatic controls are set to deliver heating
	The temperature on your heating control may be set too low	<b>Check</b> and turn up the temperature on your room thermostat
	No power supply	<b>Check</b> power supply, fuses and switches
	Boiler error code alert	Refer to 'troubleshooting' section in your boiler user guide or installation. Make a note of any error codes so you can tell your installer
	Possible frozen condensate pipe	<b>Quick fix</b> Thaw your condensate pipe <b>Learn how</b> scan and watch



# Troubleshooting

From time to time, your boiler may display an error code and require attention. There are several error codes that you can solve yourself, without needing to wait or pay for an engineer to visit.

If a small spanner appears , please contact your Gas Safe registered engineer or Baxi Customer Support on **0330 678 0917**. Make a note of any error codes you have seen on the boiler, which can help them to identify the fault.

## Hints and tips that may get your boiler working without an engineer visit

- Check there is power to boiler (is the boiler display on?)
- Check fuses and switches are 'ON'.
- If you have a prepayment meter, is there enough credit?
- Check that Domestic Hot Water and/or Central Heating knobs in the front of the boiler are set to the correct temperature.
- Are your timer and room thermostats set correctly?
- If radiator(s) are cold, check any radiator valves are turned on.
- Noisy pipes? Remove air from the heating system by bleeding the radiators.
- Boiler running even though the heating is turned off? In cold weather, your boiler has 'frost protection' so it may run for a short time even with the heating turned off, to protect the boiler.

## Error codes that you can put right yourself

### E118 - Boiler needs repressurising

All boilers need repressurising occasionally. It's a simple job you can do yourself. Watch our helpful video here: [baxi.co.uk/faqs/how-do-i-top-up-the-water-pressure](https://www.baxi.co.uk/faqs/how-do-i-top-up-the-water-pressure)



### E133 - Frozen condensate pipe

Sometimes when it's very cold, the white plastic condensate pipe outside freezes, and your boiler will shut down to protect itself. It's an easy problem to solve. Watch our video here: [baxi.co.uk/faqs/how-to-thaw-a-frozen-boiler-condensate-pipe](https://www.baxi.co.uk/faqs/how-to-thaw-a-frozen-boiler-condensate-pipe)



# Troubleshooting

## Resetting your boiler

To reset your boiler, press and hold the reset button for five seconds. Find out how on the Baxi website:

[baxi.co.uk/faqs/how-to-reset-a-baxi-boiler](https://www.baxi.co.uk/faqs/how-to-reset-a-baxi-boiler)

A full list of all the error codes can be found in the installation and servicing instructions that your installer should have left with you.



## What to do if you need to contact us while your boiler is still under warranty

If you've checked all the points above and your boiler is still not working, please make a note of any error codes that appear on the screen. You will also need your boiler's serial number, which can be found on a small tab under the front of the boiler.



Then either call Baxi on **0330 678 0917** or book a repair online at [baxi.co.uk/booking](https://www.baxi.co.uk/booking)

# If you smell gas

Call the National Gas Emergency free on **0800 111 999**

If you think you have a gas leak you need to act quickly.

- ☒ Open doors and windows
- ☒ Turn off gas at meter (unless the meter is in a cellar or basement)
- ☐ Don't use electric switches or naked flames
- ☒ Contact a Gas Safe registered engineer to check and fix the appliance as soon as you can



# Quick start guide to your boiler

