Baxi training guide

Hands-on training, delivered by experts
Baxi has built a reputation as one of Europe’s most trusted boiler manufacturers by consistently setting and raising standards. We are always searching for new and better ways to service and support heating engineers. That’s why our training is very practical and hands-on. Every course in this guide is designed to help you improve your skills, so you can work confidently and efficiently.

To book your course call 0344 335 4207 or book online at baxi.co.uk/training
It’s in your hands

The greater your knowledge, the more you can offer to your customers. With over 150 years’ experience, Baxi is the perfect partner to help you develop your skills.

Practical, hands-on training

Around 80% of the content of our courses is hands-on, so you can spend plenty of time with our products.

Delivered by experts

Our trainers are accredited, former heating engineers with over 300 years combined experience, they have experience of the challenges you face day-in, day-out.

Local training centres across the UK

Wherever you are, you don’t have to travel far to improve your skills.

Tailored to your needs

Our courses are flexible to fit in with your requirements and your schedule.

CIPHE

Our flagship training centres in Warwick, Dartford, Warrington and Godmanchester have been awarded CIPHE Approved Training Centre (ATC) status, the first boiler manufacturer to receive this status.
Experience is a great teacher

With backgrounds in installation and engineering, our trainers have all been there, seen it and done it. Their CVs speak for themselves:

Graham Collins
Warwick Training Centre
- Apprentice with British Gas
- Worked for British Gas as an Engineer
- Responsibility for R&D and Quality Assurance
- Joined Baxi in 1997
- Baxi training officer since 2010

Dave Driver
Dartford Training Centre
- Apprentice gas service engineer / technician British Gas
- Engineer, mentor and trainer, Transco
- Senior engineer with a large independent contractor
- Joined Baxi as a service engineer in 2000
- Baxi training officer since 2013

James Hodgson
Dartford Training Centre
- Started as an apprentice plumber in 1984
- Installation and maintenance New Build
- Self employed gas, heating and plumbing engineer for 10 years
- Joined Baxi as a service engineer in 2008
- Baxi training officer since 2015

Richard Green
Warrington Training Centre
- Service engineer British Gas
- Service and maintenance engineer
- Self employed combi boiler service and repair specialist
- Senior engineer, Cannon
- Joined Baxi’s technical support team in 1998
- Baxi training officer since 2002

Roy Fugler
Warrington Training Centre
- Apprentice with British Gas
- Self-employed heating engineer
- Joined Potterton as a service engineer in 1999
- Baxi training officer since 2005
With backgrounds in installation and engineering, our trainers have all been there, seen it and done it. Their CVs speak for themselves:

Steve Owen  
**National Training Manager**
- Responsible for domestic, internal and external training, and building partnerships with training centres and colleges
- Apprentice with British Gas
- Self-employed heating engineer
- Joined Baxi as a service engineer in 1990
- Moved to the training department function in 2002
- National training manager since 2006

Debbie Abrahams, Claire Whittington and Jane Evans  
*Baxi Training Administrators*

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Rob Evans  
**Warrington Training Centre**
- Apprentice with British Steel
- Specialised in communication and digital applications within the Armed Forces
- Re-trained as a domestic gas engineer in 2007
- Joined Baxi as a service engineer in 2011
- Moved to training department function in 2015

Ian Trott  
**Godmanchester Training Centre**
- Apprentice with British Gas
- Service engineer and installer
- Joined Baxi as a service engineer in 2003
- Became supervisor in 2009, moved to training department function in 2015

Lance Rowley  
**Godmanchester Training Centre**
- Apprentice with British Gas
- Self-employed gas, heating and plumbing engineer for 9 years
- Joined Baxi as a service engineer in 2003
- Became senior engineer in 2008, moved to training department function in 2016

Rob Pearson  
**Warwick Training Centre**
- Apprentice with British Gas
- Service and Maintenance Engineer with a large independent contractor
- Joined Baxi’s Technical Support team in 2016
- Baxi Customer Support Engineer
- Baxi Training Officer since 2019

Scott Riley  
**Dartford Training Centre**
- Apprentice with Swale Heating 2006
- Plumbing, heating and renewable engineer
- 2014 boiler and renewable technician for large multinational company
- Baxi Heat Pump training officer since 2019
Local centres of excellence

Wherever you are, expert hands-on training is never far away.

Baxi training centres - CIPHE accredited

1. Dartford
   Unit 5 Newtons Court
   Crossways Business Park
   Dartford
   Kent
   DA2 6QL

2. Warrington
   43 Melford Court
   Hardwick Grange
   Woolston
   Warrington
   WA1 4RZ

3. Warwick
   Acorn House
   Coventry Road
   Warwick
   CV34 4RT

4. Godmanchester
   Unit 7
   Cardinal Park
   Cardinal Way
   Godmanchester
   Cambridgeshire
   PE29 2XG

Baxi satellite training centres

Northern Ireland
14. Newtownards
   South Eastern Regional College
   Victoria Avenue
   Newtownards
   Co Down
   BT23 7ED

Scotland
5. Glasgow
   Gas Certification Co Ltd
   Block S Unit 37
   Third Road
   Blantyre Industrial Estate
   Glasgow
   G72 OUP

North
8. Leeds
   Leeds College of Building
   Hunslet Campus
   Cudbear Street
   Leeds
   LS10 1EF

North East
6. Peterlee
   The Technical Academy
   1 Palmer Road
   South West Industrial Estate
   Peterlee
   Co. Durham
   SRB 2HU

17. Scunthorpe
   North Lindsey College
   Kingsway
   Scunthorpe
   DN17 1LA

18. Darlington
   Darlington College
   Central Park
   Haughton Rd
   Darlington
   DL1 1DR

North West
9. Preston
   Preston College
   Fulwood Campus
   St. Vincents Road
   Preston
   PR2 8UR

10. Nottingham
    Nottingham College
    Basford Hall
    664 Nuthall Road
    Nottingham
    NG8 6A

16. Birmingham
    Bmet College
    James Watt Campus
    Aldridge Road
    Great Barr
    B44 8NE

13. Newport
    Coleg Gwent
    City of Newport Campus
    Nash Road
    Newport
    NP19 4TS

South
12. Exeter
    Exeter College
    Falcon House
    Falcon Road
    Sowton Industrial Estate
    Exeter
    EX2 7LB

11. Eastleigh
    Eastleigh College
    Chestnut Avenue
    Eastleigh
    Hampshire
    SO50 5FS

South West
15. Ballymount
    Potterton Myson Ireland
    Unit F6
    Calmout Business Park
    Ballymount
    Dublin 12

Wales
19. Dwyer
   Dwyer College
   City of Newport Campus
   Nash Road
   Newport
   NP19 4TS

Ireland
HOW WE MAKE IT EASY
Local training centres means less travelling for you
Get hands-on with our free product training

You can choose from a range of free product training courses that offer practical training on our latest products, under the guidance of our expert trainers.

Our free courses give you no-nonsense training that puts more tools in your hands than textbooks, with insight from people who know what the job is like. Our courses reflect the work you do, giving you skills to use the very next day.

To help Baxi Approved Installers take their businesses to the next level, we offer dedicated BAI courses with our professional trainers, making your time with us a really worthwhile investment.

Every course takes into account your current situation

✔️ Before the course, we make sure you know exactly what to expect.

✔️ We understand your time is precious – so we won’t waste it. You’ll get regular breaks over a full day to make calls and attend to business.

Every course makes your training comfortable and convenient

✔️ To show new skills up close, we keep the group small. It’s relaxed, down-to-earth, but serious about giving you essential know-how.

✔️ Our accessible UK network of training centres means there’s always one within reach.

Every course reflects the job you do and the standards you work to

✔️ Our training centres are equipped for the job. We put you in realistic situations, giving you real challenges with real products.

✔️ You spend over 80% of the day with your hands on the product. Any theory is essential to support the course’s practical element.

Every course puts our experience firmly behind your future

✔️ Our trainers are qualified heating engineers, ready to share their knowledge and experience.

✔️ They know the products inside out, giving you inside knowledge you can use every day.

You’ll gain the skills, know-how and confidence to do a good job even better, and enjoy the personal satisfaction of achievement.
Three day fault-finding course

We are very proud that our ‘trilogy’ of generic fault-finding courses has been accredited by the Chartered Institute of Plumbing and Heating Engineering (CIPHE).

The three days cover ‘Multimeter training’, ‘How a combi works’ and ‘Boiler diagnostics’.

Day one

The multimeter training explains how to use this valuable tool to carry out safety checks and identify whether components are working properly.

Aims of the day:

A sound knowledge of:

- Using and understanding an electrical multi-meter
- Carrying out preliminary electrical safety checks
- Carrying out component electrical tests
- Identifying faults
- Safe electrical isolation in accordance with Gas Safe Tech Bulletin 118

Duration: 3 Days

Cost: £200

Note: each course is also available to book separately at £75 per day. Don’t forget, if you are one of our Baxi Approved Installers, you can claim 20% off selected specialist training courses. Simply explain that you are a Baxi Approved Installer and quote your Gas Safe number when you book!

Who should attend?

Heating engineers, installers and maintenance engineers who require a more detailed understanding of boiler diagnostics.

Required knowledge or understanding

Candidates are required to have knowledge of heating and hot water systems.

I have learned something fresh every day on every level; in fact, it’s been a real eye-opener - I have learned things I didn’t know I didn’t know!

Joseph Winter
Easy Gas and Plumbing Services
Day two

On the second day, delegates find out exactly how a combi works; knowing the sequence of events that lead to the boiler firing up makes it easier to work through and identify where an issue may lie when called to a breakdown.

Aims of the day:
Our experts will show you how to:
- Component recognition and layout
- The function and operation of principle components
- Service and repair best practises
- Operating sequence
- Combustion set up procedures

Day three

On the final day, delegates will put into practice everything they have learned in the previous two days. They will work on live boilers which have been set up by the trainers with faults for them to identify and put right.

Aims of the day:
You’ll learn how to:
- Diagnosing boiler problems
-Remedying the problem
- Following logical paths on a variety of boiler types
- The sequence of operation of different types of boilers
- Fault finding

I've been looking for a more ‘hands on’ course because I wanted to get more into servicing and maintenance, so fault finding is important. I found this course by searching online - it was recommended in forums.

Sukhi Sidhu
Gas Flow Services

To book your course online visit baxi.co.uk/training or call 0344 335 4207
System wiring and controls

This course is designed as an aid to those wishing to obtain a greater understanding of central heating control systems, specifically the installation practice and fault diagnosis for S and Y plan systems.

**Duration** 1 day

**Cost** £75

**What’s it about?**

Gaining a practical understanding of central heating control systems, specifically the installation practice and fault diagnosis for S and Y plan systems.

**What you’ll gain**

- In-depth knowledge of:
  - The principal function of heating system components
  - Manufacturers’ heating system wiring guides
  - Wiring applications – 2 / 3 port valve plans (S plan and Y plans)
  - Commissioning, including basic electrical safety checks
  - Diagnosing and rectifying system faults

**Who’s it for?**

Experienced heating engineers, installers, maintenance engineers and electricians who want a more detailed understanding of system wiring and controls.

**What you’ll already need to know**

You’ll need to have completed a multimeter training course and have a basic knowledge of heating and hot water systems.

Certificate in Energy Efficiency for Domestic Heating

Gain the practical skills required to install Regulation-compliant condensing boilers and low/zero-carbon technology.

**Duration** 1 day

**Cost** £125

**What’s it about?**

Gaining the skills needed to make the most of Government-funded initiatives such as the Green Deal, Renewable Heat Incentive, the Microgeneration Certification Scheme and the Feed-In-Tariff (F.I.T.).

**What you’ll gain**

A certificate that proves you are eligible for the above initiatives and a greater understand of:

- The need to adopt energy efficiency measures
- How to promote energy efficiency to consumers
- Practical solutions that are available to improve energy efficiency

**Who’s it for?**

Heating engineers and installers who want to gain a nationally recognised qualification and enhance their knowledge of energy efficiency technologies.

**What you’ll already need to know**

You’ll need a recognised qualification in a conventional fuel.
Powermax

Range Powermax and Powermax HE

**Duration** 1 day

**Cost** £75

**What’s it about?**
Gaining practical knowledge of the Range Powermax and Potterton Powermax HE gas boilers. The course covers: boiler components, operation sequence, flue requirements and fault finding.

**What you’ll gain**
A sound understanding of:
- The principles of the two types of appliance
- Installation requirements
- Commissioning procedures
- Operating sequences
- The function and operation of principal components

**Who’s it for?**
Experienced heating engineers, installers, maintenance engineers who require a greater knowledge and understanding of this product.

**What you’ll already need to know**
Knowledge of heating and hot water systems.

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Unvented hot water storage systems (G3)

**Duration** 1 day

**Cost** £175

**What’s it about?**
Gaining a full understanding of the installation, commissioning and servicing of unvented hot water systems. You’ll receive a Home Study Pack containing a course book and workbook to be completed, prior to a hands-on session. This is followed by a formal assessment.

**What you’ll gain**
Successful candidates receive:
- A certificate showing they are qualified to work with unvented hot water systems
- Heatrae Sadia vouchers to the same value as the cost of the course

**Who’s it for?**
Experienced heating engineers, installers and maintenance engineers who require a greater understanding of unvented hot water storage systems.

**What you’ll already need to know**
You’ll need an NVQ Level 2 or equivalent plumbing qualification, plus relevant experience.

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*The courses were easy to book, the trainers are excellent, and have given me knowledge and confidence that will help with my work.*

_Terry Kutereba_  
_T&L Plumbing_
Water regulation/bye-laws

Duration 1 day
Cost £150

What’s it about?
The course is for anyone requiring an understanding of water regulations/water bye-laws. In particular those wishing to become approved plumbers/contractors.

What you’ll gain
Certification of this course will go towards some of the entry requirements of meeting the criteria to join a competent person scheme.

Who’s it for?
Plumbers and heating engineers.

What you’ll already need to know
The candidate will need to have some knowledge of plumbing and the water industry.

Solar thermal domestic hot water

Duration 4 days
Cost £425

What’s it about?
Learning about the most common solar hot water systems installed in the UK and gaining an entry-level qualification for the Microgeneration Certification Scheme. The course provides an overview of associated legislation, risk assessments and working at height requirements.

What you’ll gain
Practical knowledge of:
- Fully filled sealed systems
- Drain back systems
- Flat plate collector systems
- Evacuated tube collector systems
- Direct flow evacuated tube collector systems

Who’s it for?
Experienced domestic heating installers or plumbers who want to diversify into solar heating.

What you’ll already need to know
You’ll need a G3 Unvented Hot Water Systems certificate, and a recognised qualification in a conventional fuel (Gas Safe, Oftec, Hetas) or NVQ Level 2 (or equivalent) plumbing qualification, Water Regulation, and Certificate in Energy Efficiency.
Baxi Ecogen micro-CHP

Understand the technology behind the UK’s first domestic micro-CHP system and gain a nationally recognised qualification.

Duration 1 days
Cost £150

What’s it about?
Hands-on training leading to a nationally recognised qualification that can be used to gain entry to the Microgeneration Certification Scheme (MCS).

What you’ll gain
Certified, practical knowledge of:
- How Baxi Ecogen works
- Application, installation and commissioning
- Customer handover (including providing details of the Feed-in Tariff)

Who’s it for?
Experienced domestic heating installers looking to enter the micro-CHP market.

What you’ll already need to know
You’ll need to be Gas Safe registered and hold ACS elements CCN1, CEN1/CENWAT and CPA1, Water Regulation, and Certificate in Energy Efficiency.
How we can help

Baxi Genuine Parts
• Approved parts for Baxi products
• Guaranteed quality, safety and reliability
• Nationwide network of approved stockists
• Lifetime support for Baxi products
• Range of heating essentials available

Call our knowledgeable and helpful team on 0344 871 1540 or visit baxi.co.uk/trade-area to identify parts and find your nearest stockist.

Baxi Customer Support
• Team of experts with products at hand to support installation, service and repair
• Available via phone or live chat
• 172 years combined technical experience
• Further technical support and how-to videos at baxi.co.uk

Call us on 0344 871 1525
Events
Visit Baxi Area Sales Managers at your local merchant for an opportunity to get your hands on the latest Baxi boilers and discuss developments in the heating industry.
For more information and to join us at a merchant local to you, visit baxievents.co.uk

Literature
You can order all the literature you need for you and your customers, including:
• Range guides
• Product brochures for consumers
• Installation instructions
• User guides
• Instructions for discontinued products
Call the Baxi literature hotline on 0344 871 1525 or contact your Baxi Area Sales Manager.
All our literature can be downloaded from our website baxi.co.uk

Thank you for a most enjoyable presentation and the hospitality shown to me and my colleagues yesterday. The day was very informative and much was gained that we can take forward in our business.
Andrew Green MCIOB
Associate Director Customer Service
Countryside Properties (UK) Ltd
Benefits include:

**Free Gas Safe notification**
Save £2.20 + VAT on every registration. We will also automatically register the warranty, saving you time and money.

**Priority call out**
As a member of Baxi Works, you’ll enjoy expert aftersales support and priority call out.

**Annual service reminder**
We will send a reminder to your customers on your behalf when their service is due.

**Great rewards**
Earn points for every appliance you register and exchange them for gifts, vouchers, workwear and more!

**Free advertising**
Get listed on ‘find an installer’ to receive homeowner leads in your local area.

Download the Baxi Toolbelt App
- Access to Baxi Works
- Barcode scanner
- Error codes for all current Baxi products
- Gas flow rate calculator
- Single drop gas pipe sizing calculator
- Multi drop gas pipe sizing calculator
- A built-in torch (if your phone has an LED flash)

Visit baxiworks.co.uk
Catch up on our weekly #TrainingTuesday videos.

To help bring the classroom to installers, wherever they are, we’ve made short videos on a range of topics from servicing, maintenance to installation and repairs to share on our social media channels.

Every Tuesday at 12 noon, one of our knowledgeable trainers will be sharing their top tips and advice, and at no more than a minute long, even the busiest installer can find time to watch.

For nuggets of wisdom to make working on your favourite boilers even easier, follow us on our social channels:

- @baxiboilers
- @baxiboilers
- @baxiuk

Don’t do social media? Check back at baxi.co.uk/trainingtuesday each Tuesday for a new video.

Of course, there’s no substitute for getting hands on and ‘learning by doing’, so if you like what you see and want to learn more, book on to one of our free product or specialist training days at our centres throughout the UK.
To book a training course please call
0344 335 4207
Monday - Friday 7.30am - 4.30pm

For all other enquiries please call
0344 871 1525

Monday - Friday, 8.00am - 6.00pm
Weekends and bank holidays, 8.30am - 2.00pm
We are open 365 days a year.
Please note calls may be monitored or recorded.

baxi.co.uk
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Coventry Road
Warwick CV34 4LL

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Baxi Training Brochure/Dec19