

## **Are you having a problem with your boiler in this cold weather?**

Before you call the Customer Contact Team, please use this simple guide to identify if your condensate pipe leading to the external wall has frozen by answering these quick questions.

- Is your boiler a Greenstar or 26 CDi?
- Is the outside temperature below freezing?
- Is your boiler making a gurgling noise?
- Is the boiler displaying anyone of these faults?
  - an EA fault:
  - a D5 code or
  - a flashing blue or red light?

If you have answered **YES TO ALL** of these follow the instructions below **STEP 1 to 4**.

If you have answered **NO TO ALL OR PART** of the questions go to **STEP 4**.

**Step 1** - Check to see if the condensate pipe is frozen (the condensate pipe is a plastic pipe running from the bottom of the boiler to the outside wall of your property).

**Step 2** - If the pipe is frozen, from the outside of your property try to thaw the pipe out by running hot water over the pipe, dislodging any ice that may have formed. PLEASE NOTE: - **DO NOT ATTEMPT THIS IF THE PIPE IS OUTSIDE YOUR NORMAL REACH OR HEIGHT OR IF IT IS UNSAFE IN ANYWAY FOR YOU TO DO THIS.**

**Step 3** - Following the manufactures instructions, press the re-set button and wait for the boiler to fire up.

**Step 4** - Should the boiler still not light contact the customer contact team on 0845 258 5550