




Simple checks before you call a professional – keep your home warm and safe.

⚠ Always consult a qualified Gas Safe engineer for any complex or gas-related issues.

Common Boiler Faults and How to Fix Them

 Fault Symptom	 Possible Cause	 Troubleshooting Tip
No Heat/Hot Water	Low water pressure	Check the pressure gauge on the boiler. If it's below 1 bar, repressurize the system according to your boiler's manual.
No Heat/Hot Water	Thermostat setting	Ensure the thermostat is set to the desired temperature and is not in an 'off' or 'frost protection' mode.
No Heat/Hot Water	Pilot light (if applicable)	If your boiler has a pilot light, check if it's lit. If not, follow your boiler's manual to re-ignite it.
No Heat/Hot Water	Frozen condensate pipe	If outdoor temperatures are low, the condensate pipe might be frozen. Locate the pipe (usually a white or grey plastic pipe exiting the boiler) and gently thaw it with warm water.
No Heat/Hot Water	Power supply	Check if the boiler is plugged in and the fuse or circuit breaker for the boiler hasn't tripped.
Leaking Boiler	Loose pipe fittings	Visually inspect all pipe connections for signs of water. Tighten any loose fittings.
Leaking Boiler	Pressure relief valve	If the pressure relief valve is discharging, the system pressure might be too high. Check the pressure gauge and consider bleeding radiators.
Leaking Boiler	Internal component failure	This often requires professional diagnosis and repair.
Strange Noises	Air in the system	Bleed your radiators to remove trapped air.
Strange Noises	Limescale build-up	Limescale can cause banging noises (kettling). A power flush or chemical treatment by a professional may be needed.
Strange Noises	Pump issues	The boiler pump might be failing or clogged. This requires professional attention.
Boiler Keeps Switching Off	Low water pressure	As above, check and repressurize.
Boiler Keeps Switching Off	Overheating	This can be caused by various issues, including blockages, pump failure, or faulty thermostat. Professional diagnosis is recommended.
Boiler Keeps Switching Off	Flue blockage	Ensure the flue is not obstructed. Clear any visible debris.
No Display/Power	No electricity supply	Check the boiler's power switch, fuse, and circuit breaker.
No Display/Power	Internal fuse	Some boilers have an internal fuse that may have blown. This requires professional replacement.

Stay Safe

- Turn off the power to your boiler before any checks.
- Never remove boiler covers unless you're qualified.
- Smell gas? Open windows, evacuate, and call emergency services.
- Schedule annual servicing with a Gas Safe engineer.

When to Call a Professional

- You're unsure of the fault.
- Water is leaking from the boiler.
- The display shows a fault code you don't understand.
- You've followed all steps and the issue remains.