

Grant Boiler handbook

Operating guide for householders



Service log • Warranty details • Commissioning • What the installer should leave with you
What to do now • Servicing • How to operate your boiler • After sales service



Introduction

Thank you for choosing a Grant high efficiency oil-fired boiler.

This appliance has been designed to provide you with years of trouble free operation. However it is important to ensure that regular servicing is carried out. Please take time to read the following useful information and retain this booklet to record all future servicing.

Our warranty

The boiler is automatically covered against manufacturing defects for 12 months from the date of purchase*. A further 12 months cover will be applied upon receipt by Grant UK of the completed guarantee within 30 days of installation.

To register your boiler visit:
www.grantuk.com

The steel heat exchanger is covered for five years against manufacturing defects. For the warranty to apply, the boiler must be installed, commissioned and operated in accordance with the installation instructions provided.

*Terms & Conditions apply. See Boiler Guarantee Section in 'Homeowners Zone' of website. Boiler must be serviced after first 12 months.

What is commissioning?

Following installation, the boiler must be commissioned by a 'competent person', such as an OFTEC Registered Engineer, to validate the warranty. The boiler will be set to its optimum efficiency using specialist flue gas analysis equipment. Your installer should organise the commissioning. However, if required, Grant UK can provide details of Commissioning Engineers in your area.



After installation

What the installer should leave with you

- A completed OFTEC CD10 installation completion report
- A completed OFTEC CD11 form or a commissioning report
- The user, installation and servicing instructions

Also, your installer should have advised you how to operate the boiler and, where a sealed system is fitted, how to check and top up the heating system.



What to do now

Visit www.grantuk.com and click the 'register your products' link. Fully complete and submit this form within 30 days for an additional free 12 months warranty (24 months from date of purchase). You will find the information that you need (serial number, model etc.) on the boiler data label on the inside of the boiler casing. See inside back page of this handbook.



What happens next?

Upon completion of your online Guarantee, Grant UK will register your boiler for two years. There is also an option to take out extended warranty cover (the application is available on the Grant website).

A green and white registration form for Grant UK. The form is titled 'GRANT UK GUARANTEE' and 'YOUR YEAR EXTENDED WARRANTY'. It has various fields for personal and boiler information, including Name, Address, Phone Number, Email, and Boiler Details. There are also checkboxes for 'I agree to the terms and conditions' and 'I agree to the extended warranty cover'. The form is set against a green background.



Extended warranty

The boiler warranty can be increased to five years. Simply complete the Extended Warranty application (accessible on the Grant website). After the five year period the boiler warranty can be extended on an annual basis. For details please contact Grant UK.

When should the boiler be serviced?

The boiler should be serviced at least every 12 months. This is also a condition of the second year manufacturer's warranty. The nozzle and braided oil hose should be replaced annually and on sealed systems, the expansion vessel air charge must be checked. Details for this are given on the front of the expansion vessel.

How to operate your Grant boiler



Full operating instructions may be found in the Installation and Servicing Manual supplied with the boiler. Ensure that your installer has left the Installation Manual for your attention and has demonstrated how to operate the controls.

On/Off switch

Turns the boiler on or off as required. Some boilers are fitted with a 'boiler on' indicator light – check in the User Instructions section of the Installation and Servicing Manual supplied with your boiler.



Control thermostat

Controls the temperature of the water leaving the boiler.



Overheat thermostat

Automatically cuts the burner out if the boiler overheats. Can be manually reset once the boiler has cooled down. Unscrew the plastic cap and press the reset button (see right). If the boiler overheats regularly there may be a fault and you should contact your installer.



How to maintain your Grant boiler

Pressure gauge (sealed system boilers only)

Ensure that the pointer on the gauge is reading between 0.5 and 1.0 bar when the system is cold. The red indicator can be set to mark this position. The pressure will rise when the system heats up. Excessive pressure on the gauge may indicate that the expansion vessel requires recharging with air. Contact your installer or service engineer who will check the air charge in the expansion vessel.

Your service engineer must check the air charge on every service – as detailed in the information given on the front of the expansion vessel – and record the pressure on the service log at the front of this handbook.



Filling loop (sealed systems only)

Your installer should show you how to top up the system using the filling loop, either located in the boiler or on the system pipework. Topping up will be necessary for example when a radiator has been removed for decorating or air is bled from a radiator. Frequent topping up may indicate that there is a leak in the heating system or in one of its components. Contact your installer or service engineer to rectify the problem. Frequent topping up without tracing or rectifying the cause may result in internal damage to the boiler and its components, which would not be covered under the manufacturer's warranty.



Filling loop fitted in boiler

How to maintain your Grant boiler

Filling or topping up a sealed system

- Check boiler and circulating pump are switched off and any automatic air vents on the system are open
- Connect flexible filling loop* between the two filling valves
- Open filling valve on mains water end of filling loop (valve is open when operating lever is in line with valve)
- Open filling valve on heating system end of filling loop to allow water to flow into system (valve is open when operating lever is in line with valve)
- When pressure gauge shows required system pressure (see 'Pressure Gauge' section – page 7) close filling valve on heating system
- Vent each radiator to remove any air – starting with the lowest one on the system, i.e downstairs
- Locate the circulating pump(s). If you have a System model the pump will be inside the boiler casing. Depending on the type, a Combi may have one or two pumps inside the boiler. For other models the pump will be located on the heating system pipework
- Vent the pump(s) – unscrew the plug from the centre of the pump and remove. Using a suitable screwdriver rotate the shaft of the pump about one turn. When water starts to trickle out, replace the plug
- Check the system pressure on the gauge. If necessary, re-open the filling valve on the system until the gauge shows the required pressure. Take care not to over fill!
- Close both filling valves and disconnect the filling loop at one end only. Take care as the filling loop may contain water!

Expansion vessel (sealed systems only)

The expansion vessel (red vessel usually attached to boiler) must be checked annually to ensure that there is a 1.0 bar air charge in the vessel. Failure to do this will invalidate the boiler warranty. Refer to the procedure given on the front of the vessel.

Note: The pressure shown on the system pressure gauge is not the air charge pressure in the vessel.



*If you cannot locate the filling loop, please contact your installer.

Burner reset button

If the burner fails to operate, check to see if the reset button (lock-out button on the burner) is illuminated. Internal wall hung models have a lock-out lamp on the control panel. If illuminated press the rest button on the burner control box. The reset button should not be pressed more than twice, should a burner lock-out occur. If the burner cannot be reset, first check that you have oil in the tank and also that your fire valve has not tripped. Please refer to page 11. If the problem still exists then contact your installer or service engineer for assistance.



Reset button on floor standing boiler



Reset button on wall hung boiler

'Pluming' from the flue terminal

Modern oil-fired boilers – particularly condensing boilers – operate at extremely high efficiencies with lower flue gas temperatures. This results in a plume of water vapour being visible at the flue terminal when the burner is operating. This pluming is condensation – rather like your breath on a cold day. This is a perfectly normal condition with high efficiency and condensing boilers. It indicates that the boiler is working efficiently.



Aftersales service

If your boiler breaks down during the 24-month warranty period, in the first instance you should contact your installer to identify the cause of the problem and if necessary your installer will contact us.

If you are unable to contact your installer please telephone the Grant UK Service Department for assistance. Authorisation to carry out warranty repairs must be obtained from Grant UK before any work is carried out. Costs incurred by unauthorised work will not be covered by Grant UK.



Things to check before calling Grant UK or your engineer

- Check On/Off switch on boiler is set to “On” (see page 6)
- Check that heating controls (your room thermostat, programmer, etc) are actually “set” for the boiler to operate
- Check power supply to boiler and controls is on (usually supplied from a fused isolator) and fuse fitted is OK. Note: A 5 amp fuse should be fitted
- Check if overheat thermostat has operated – reset as necessary (See page 6)
- Check that you have fuel in the tank. Some sight gauges have a button that must be pulled out, or pressed in, to obtain an up to date reading
- Check that the remote acting fire valve has not tripped



Wireless twin-channel programmable thermostat



Wall-mounted twin-channel programmer

- Locate the fire valve (it should be in the oil line, just before it enters the building) and reset it, following the operating instructions supplied with the valve. Most types commonly in use have a reset button which must be pressed in order to allow fuel through
- If you run out of fuel, the oil line will require purging of air before the burner will fire. Contact your installer or service engineer to do this for you
- Sealed systems – check that the system pressure is correct (See page 7). If necessary, top up the system (See page 8)



Remote acting fire valve

If you need to contact Grant UK, please have the following information available:

- Boiler model
- Boiler serial number - see data label (on inside left hand side panel, or on outer casing on Blue boiler house models)
- Date of purchase or installation
- The correct name and address for the installation
- Details of the fault and what you have checked
- The installers name, address and telephone number

SERIAL NO: L55-25-04-09-71-F20-V30-C02-P05					
MODEL: VORTEX PRO UTILITY 25-36					
DATE FROM PRODUCTION: 25-02-2008					
OUTPUT kW	OUTPUT (Start)	NOZZLE SIZE	PUMP PRESSURE	COMMISSIONED BY	
36.0	48.0	0.50MP EH	8.0		
31.5	42.0	0.50MP EH	8.0		
36.0	42.0	1.00MP EH	8.1		
FUEL TYPE: HEAVY OIL					
MAXIMUM OPERATING PRESSURE: 2.5 BAR					
PERMISSIBLE OPERATING TEMPERATURE: 90° - 70°C					
		Grant Engineering (UK) Ltd. Preston Road, Chorley, Lancashire, UK. GRANT UK			
		Telephone: 01257 333333 Fax: 01257 333333 Email: sales@grantuk.com Website: www.grantuk.com			
<small>This product should be commissioned for a specified purpose only for use. It should be used in accordance with the instructions.</small>					

For your future reference please make a note of the following:

Boiler model:

Serial number:

Date of purchase:

Grant UK service hotline:

01380 736920



Grant Engineering (UK) Ltd
Hopton House, Hopton Industrial Estate,
Devizes, Wiltshire, SN10 2EU

T: 01380 736920 F: 01380 736991
E: sales@grantuk.com W: www.grantuk.com

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All products manufactured under I.S. EN ISO 9001 and ISO 14001.

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