

Grant Vortex

Boiler House Floor Standing Condensing Oil Boiler Range

User Handbook



Model shown: VTXBH3646



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IMPORTANT NOTE FOR USERS

This user handbook is intended to assist the user in the operation of the Grant Vortex oil boiler.

A separate manual is available to guide installers on the installation, commissioning and servicing of the Grant Vortex oil boiler.

SPECIAL TEXT FORMATS

The following special text formats are used in this user handbook for the purposes listed below:

! WARNING !

Warning of possible human injury as a consequence of not following the instructions in the warning.

! CAUTION !

Caution concerning likely damage to equipment or tools as a consequence of not following the instructions in the caution.

! NOTE !

Used for emphasis or information not directly concerned with the surrounding text but of importance to the reader.

PRODUCT CODES COVERED

This user handbook covers the following product codes: VTXBH1521, VTXBH2126, VTXBH2635, VTXBH3646, VTXBH4658 and VTXBH5870.

SERVICING

The boiler should be serviced at least every twelve months and the details entered in the Service Log in this User Handbook.

FUEL TYPE

All Grant Vortex boilers are suitable for use with Class C2 Kerosene. If your boiler uses Bio-Kerosene (B30K), refer to the installation and servicing instructions.



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This manual is accurate at the date of printing but will be superseded and should be disregarded if specifications and/or appearances are changed in the interests of continued product improvement. However, no responsibility of any kind for any injury, death, loss, damage or delay however caused resulting from the use of this manual can be accepted by Grant Engineering (UK) Limited, the author or others involved in its publication.

All goods sold are subject to our official Conditions of Sale, a copy of which may be obtained on application.

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CONTENTS

1	INTRODUCTION	4	4	FAULT FINDING	10
	What the installer should leave you with	4		If your boiler fails to start	10
	What to do now	4			
	Our guarantee	4	5	AFTER SALES SERVICE	11
	When should the boiler be serviced	4		Grant UK Customer Support	11
	Boiler data plate	4	6	YOUR GUARANTEE	12
	User safety	4	7	SERVICE LOG	14
2	USING YOUR BOILER	5			
	Boiler operation	5			
	The boiler controls and how to use them	5			
	The heating controls and how to use them	5			
	Turning the boiler ON/OFF	6			
	Fuel for your boiler	7			
	Electricity supply	7			
3	CARE OF YOUR BOILER	7			
	Checking system pressure	7			
	(sealed system only)				
	Expansion vessel	8			
	(sealed system only)				
	Ventilation	8			
	Flue terminal and condensate disposal	8			
	Servicing	9			
	Cleaning your boiler	9			
	Frost protection	9			

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

1 INTRODUCTION

Thank you for choosing a Grant Vortex 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 user handbook to record all future servicing.

What the installer should leave you with

- A completed OFTEC CD10 (installation completion report)
- A completed OFTEC CD11 (service and commissioning report)
- The installation and servicing instructions
- This user handbook

The installer should have advised you how to operate the boiler and controls and where a sealed system is fitted, how to check and top up the heating system (if applicable).

Commissioning?

Following installation, your boiler should be commissioned by a 'competent person', such as an OFTEC Registered Engineer, to validate the guarantee.

The boiler will be set to its optimum efficiency using specialist flue gas analysis equipment.

Your installer should arrange for this to be carried out. If required, Grant UK can provide details of commissioning engineers in your area.

What to do now

Your installer may have registered the product on your behalf and provided you with the relevant documentation. Should this not be the case, you can register your guarantee online at:

www.grantuk.com/support/product-registration
Alternatively, please call 01380 736920 and ask for Customer Services..

Upon completion of the product registration, 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 UK website).

We recommend that you complete the required information on the back cover of this user handbook for future reference.

Our guarantee

The boiler is automatically covered against manufacturing defects for twelve months from the date of purchase*.

A further twelve months cover will be applied upon receipt by Grant UK of the completed guarantee within thirty 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 guarantee to apply, the boiler must be installed, commissioned and operated in accordance with the installation and servicing instructions provided.

* Terms & Conditions apply. Refer to Section 6.

When should the boiler be serviced?

A service must be completed every 12 months from the date of installation to maintain your guarantee. This is also a condition of the second year manufacturer's guarantee.

The nozzle and braided oil hose should be replaced annually and on sealed systems, the expansion vessel air charge must be checked.

Please make sure that your engineer has recorded the service information in the Service Log at the rear of this user handbook. You will be asked for your service history on any in-guarantee repair visit.

Boiler data plate

The data label can be found on the top casing panel of the boiler.

You should record the relevant information on the rear cover of this user handbook for future reference.

User safety

! WARNING !

Interference with the boiler (or any sealed component) is strictly forbidden other than where information is given in these instructions.

Incorrect use of the boiler can result in danger to the user and will invalidate the guarantee.

2 USING YOUR BOILER

Boiler operation

Your boiler is fully automatic once switched on, providing you with central heating and also heating your domestic hot water (if you have a hot water cylinder fitted as part of the system). For more information, refer to 'The heating controls and how to use them'.

The boiler controls and how to use them

Your boiler is fitted with a dual thermostat control. This is located on the top of the boiler.

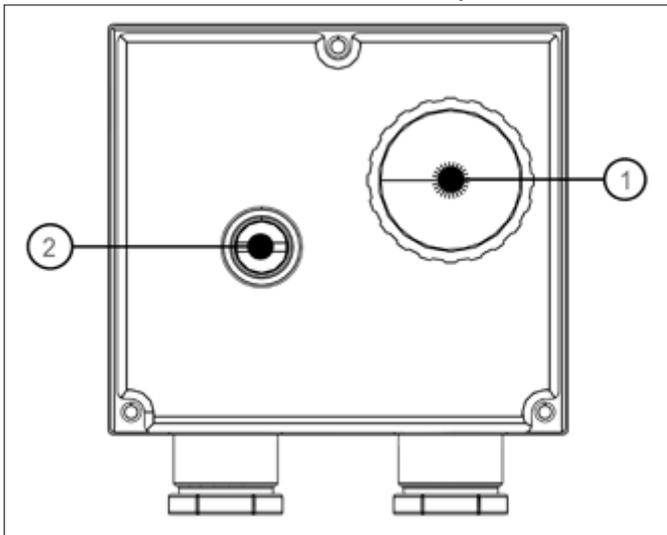


Figure 2-1: Dual thermostat

This dual thermostat incorporates two separate temperature controls:

The boiler thermostat ①

This controls the temperature of the water flowing from your boiler to the heating system. This should have been set by your installer to the required temperature and should not be adjusted.

The overheat thermostat ②

This is a safety device which will automatically switch off your boiler should it overheat for any reason.

The burner reset button ③

If there is a problem with the burner fitted to your boiler, a built-in safety system switches the burner OFF and the red lockout reset button on the burner will be lit.

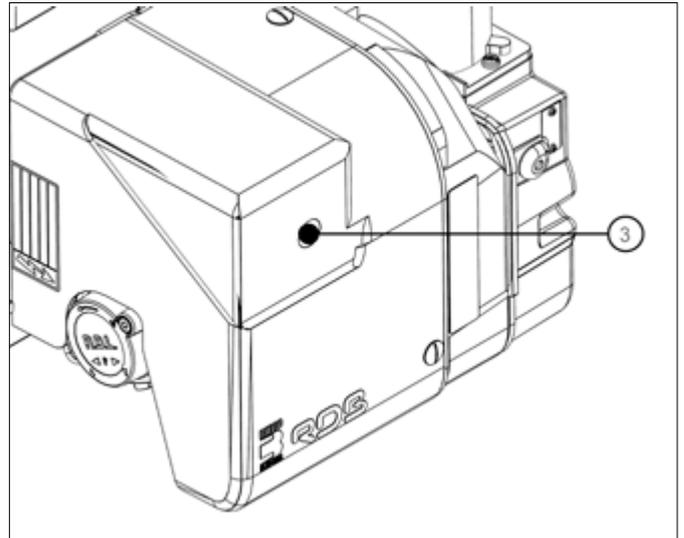


Figure 2-2: Burner reset button

Usually such problems are short lived and simply pressing the lockout reset button after waiting a short while will restore normal burner and boiler operation.

The heating controls and how to use them

Your Grant Vortex Boiler House boiler will usually be controlled by a domestic heating control system.

The information below is only a general description of the heating and hot water system controls that you may have.

The operation and setting of these system controls should have been explained to you by your installer.

For full details of the correct setting and operation, always refer to the manufacturer's user instructions provided with each of these controls.

This control system will typically consist of the following controls:

A heating timer or programmer

This device allows you to set the ON and OFF times for your heating and (if it is a programmer) the ON and OFF times for your hot water heating also. Refer to the manufacturer's user instructions for guidance.

A room thermostat

This allows you to set the required air temperature. When the air temperature is below this setting, the thermostat will 'call' for the boiler to operate to provide heating.

The room thermostat is usually located in a downstairs area such as the hallway or living room. You may have more than one room thermostat if your heating system is 'zoned'. Refer to the manufacturer's user instructions for guidance.

! NOTE !

For your boiler to operate to provide you with heating, the programmer (or timer) must be in an 'ON' period for heating AND the room thermostat must be 'calling' for heat.

A cylinder thermostat

This controls the temperature of the water in your hot water cylinder (if fitted), as long as your cylinder is being heated by the boiler.

When the water temperature in the cylinder is below the thermostat set temperature, it will 'call' for the boiler to operate to heat your hot water.

! NOTE !

For your boiler to operate to heat your hot water cylinder, the programmer (or timer) must be in an 'ON' period for hot water AND the cylinder thermostat must be 'calling' for heat.

Thermostat radiator valves (TRVs)

Your heating system may also include Thermostatic Radiator Valves (or TRVs). If you have them, these will be fitted on some or all of your heating system radiators.

A TRV is a self-regulating valve, i.e. not connected to the other heating system controls such as the programmer and room thermostat, designed to regulate the temperature in the room in which it is situated.

It senses the air temperature around it and controls the water flow to the radiator on which it is fitted to regulate its heat output to the room.

The head of the TRV can be rotated to set it to give the required room temperature. Once correctly set, it should ideally be left in that position and not used as an on/off control for the radiator.

As the correct operation of the TRV is based on it sensing the room air temperature, take care not to cover the TRV head, e.g. with curtains.

You should refer to the manufacturer's operating instructions for further details on both the setting and use of TRVs.

Turning the boiler ON/OFF

Switching ON

Start the boiler as follows:

1. First, check that the electricity supply to the boiler is OFF.
2. Make sure that there is sufficient fuel, of the correct type, in the oil storage tank.
3. Check that all valves in the fuel supply pipe are open.
4. Next, check that the programmer (if fitted) is set to the required settings for both heating and hot water. This should have been done by your installer but refer to the manufacturer's user instructions if you wish to check or change the settings.
5. Check that the room thermostat is set to the required temperature.
6. Switch on the electricity supply to the boiler.
7. The boiler will start as soon as the electricity supply is switched ON.

Switching OFF

If you just want to switch your boiler OFF for a short period:

- Switch OFF the electricity supply to the boiler.

To re-start your boiler, follow the instructions given in the section above (switching on).

Fuel for your boiler

Your Grant Vortex Boiler House boiler can only be operated on Kerosene (Class C2 to BS 2869).

Always quote this type of fuel when ordering from your supplier.

If your boiler operates on Bio-Kerosene, your installer should have informed you of this and explained how to order this from your supplier.

! NOTE !

Please do not wait for the fuel to run out before you order more!

If you do, sludge in the bottom of the tank may be drawn in to the oil supply pipe and cause a blockage.

Don't forget to switch your boiler OFF when your tank is being filled and leave the fuel to settle for an hour after filling before re-starting the boiler.

Electricity supply

The boiler requires a ~230 1ph 50Hz supply. It must be protected by a 5A fuse.

! WARNING !

The electricity connections to the boiler must be earthed.

3 CARE OF YOUR BOILER

Checking system pressure (sealed system only)

If your boiler is operating on a sealed heating system, your installer will have pressurised the system and should have told you (or set it on the pressure gauge) the system pressure when cold (this is normally between 0.5 and 1.0 bar, which will increase slightly when hot).

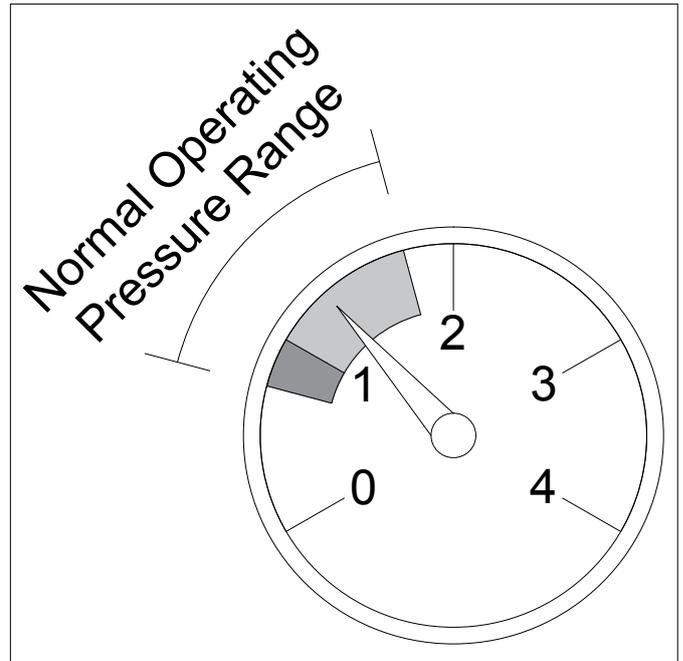


Figure 3-1: Pressure gauge

You should frequently check that the system pressure is correct. If the pressure (when cold) is below the set pressure mentioned above, you can re-pressurise the system. If this is frequently required, ask your installer or service engineer to check the heating system for leaks and to check the expansion vessel air charge.

Automatic air vent

The boiler or system will be fitted with an automatic air vent to remove air from the system. Any air trapped in the radiators should be removed by venting the radiators using the vent screw at the top of each radiator. Only vent a radiator if the top is cool and the bottom is hot. Excessive venting will reduce the system pressure, so only vent when necessary and check the system pressure as mentioned above.

Re-pressurise the system if necessary.

Safety valve

The sealed system is fitted with a safety valve to release excess pressure from the system. If water or steam is emitted from the end of the safety valve discharge pipe, switch off the boiler and contact your installer or service engineer.

To fill or top up your sealed system

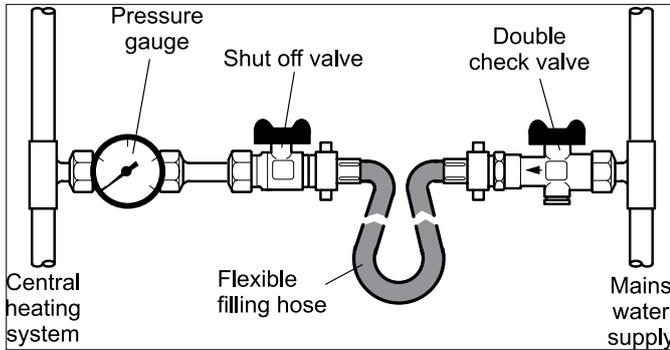


Figure 3-2: Sealed system filling loop arrangement

Firstly, check the boiler and circulating pump are switched off and any automatic air vents on the system are open.

Next, Connect flexible filling loop* between the two filling valves.

Then, open the filling valve on mains water end of filling loop (the valve is open when operating lever is in line with valve).

Also, open the 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 (refer to the 'checking system pressure' section on page 7), close filling valve on heating system.

Now, Vent each radiator to remove any air – starting with the lowest one on the system, i.e downstairs.

Locate the circulating pump(s) and 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.

Now, 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!

Finally, close both filling valves and disconnect the filling loop at one end only. Take care as the filling loop may contain water!

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

! NOTE !

If the system has been drained down or requires frequent topping up, then the level of inhibitor will need to be checked by your installer.

Expansion vessel (sealed system 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 guarantee.

! NOTE !

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

Ventilation

Always ensure the boiler has adequate ventilation. Any ventilation provided by the installer must not be obstructed. You should periodically check that they are clear.

Do not attempt to 'box in' or build a compartment around it before consulting your installer. If the boiler is installed in a compartment, then that compartment must not be used for storage purposes.

For safety reasons, do not place any combustible material around or on the boiler or flue pipe.

Flue terminal and condensate disposal

Flue terminal

If your boiler flue system has a terminal on the outside wall, make sure that the terminal is not damaged or obstructed in any way.

A wire mesh guard is required if the terminal is less than 2 metres above ground level. If one is required, contact your installer.

You should periodically check for and remove any obstructions, e.g. cut back any bushes that may have grown over the terminal. Do not stack anything against or in front of the terminal.

In severe conditions, check that the terminal does not become blocked by snow.

‘Plumbing’ from the flue terminal

Whilst operating, it is quite normal for the boiler to produce a white plume of condensation vapour from the flue terminal. This is due to the high efficiency of the boiler and may be particularly evident with low outdoor temperatures.

Condensate disposal

During the operation of the boiler, condensate is produced from the flue gases and this is drained to a suitable disposal point through the plastic waste pipe on the left hand side of the boiler.

The condensate drain must not be modified or blocked.

Blockage of the condensate drain, caused by debris or freezing can cause automatic shut-down of the boiler. If you suspect freezing and the pipe run is accessible, you can try to free the obstruction by pouring hot water over the exposed pipe and clearing any blockage from the end of the pipe. If this fails to remedy the problem, you should contact your service engineer.

Servicing

The boiler should be serviced at least every 12 months.

Regular boiler servicing (ideally before the start of the heating season) ensures your boiler is working safely, efficiently and reliably. This is also a condition of the second year manufacturer’s guarantee.

The nozzle and braided oil hose should be replaced annually.

- Have the boiler serviced regularly by a competent, OFTEC registered (or Grant UK approved) engineer.
- Have any repair work carried out by a competent, OFTEC registered (or Grant UK approved) engineer.
- Always use Grant UK approved spares to help maintain the efficiency, safety and reliability of the appliance.

When should the boiler be serviced?

A service must be completed every 12 months from the date of installation to maintain your guarantee. This is also a condition of the second year manufacturer’s guarantee.

The nozzle and braided oil hose should be replaced annually and on sealed systems, the expansion vessel air charge must be checked.

Please make sure that your engineer has recorded the service information in the Service Log at the rear of this user handbook. You will be asked for your service history on any in-guarantee repair visit.

Cleaning your boiler

Lightly wipe over the case with a damp cloth and a little detergent then dried completely. Do not use abrasive pads or cleaners.

Take care not to touch any hot surfaces.

Frost protection

Your installer may have fitted a frost thermostat. If not and you are likely to be away for a short time, leave the boiler on with the boiler thermostat set at a low setting.

If the boiler is not going to be used for longer periods, the boiler and system should be drained.

Contact your service engineer for draining and filling the system.

4 FAULT FINDING

If your boiler fails to start

Things to check before calling Grant UK or your service engineer

In line with our current guarantee policy, we would ask that you check through the following information to identify any problems external to the boiler prior to requesting a service engineers visit.

Should the problem be found to be other than with the appliance, we reserve the right to levy a charge for the visit or for any pre-arranged visit where access is not gained by the engineer.

Problem	Solution
There is no power to the boiler	<ul style="list-style-type: none"> Is the electrical supply to the boiler switched ON? Has the fuse in the electrical supply to the boiler blown? If so, fit a replacement 5A fuse only. Has the overheat thermostat tripped and switched the boiler OFF? Refer to 'The overheat thermostat' section on page 5.
There has been a power cut	<ul style="list-style-type: none"> If the electricity supply fails, the boiler will not operate. It should relight automatically when the supply is restored. <p>If a programmer is fitted, it will retain the time settings for up to 24 hours and will not have to be reset to the correct time of day when the supply is restored (the display will remain for up to 1 hour, but will re-appear when the supply is restored).</p>
There is no heating or hot water	<ul style="list-style-type: none"> Is the programmer (if fitted) working and in an ON period for heating or hot water? If not, set the programmer to ON. Refer to the manufacturer's user instructions for the programmer for guidance if necessary. Are the room thermostat and cylinder thermostat set to the required settings and 'calling' for heat? Sealed systems – check that the system pressure is correct (refer to Section 3). If necessary, top up the system (refer to page 8). Your boiler is fitted with a safety overheat thermostat which will automatically switch off the boiler in the case of a control malfunction causing overheating. <p>If your boiler goes off and you try to light it but nothing happens and the 'Lock-out' reset button on the burner is not lit, the overheat thermostat has probably operated. The boiler will not light until the thermostat is reset.</p> <p>To reset, unscrew the small plastic cap marked reset (refer to Figure 2-1), press the button then replace the cap.</p> <p>If this condition continually repeats, contact your installer or service engineer.</p>
The burner is not operating	<ul style="list-style-type: none"> Is the red lockout button on the burner lit? If there is a problem with the burner fitted to your boiler, a built-in safety system switches the burner OFF and the red lockout reset button on the burner will be lit. Refer to Figure 2-2 for the position of the lockout reset button. <p>Usually such problems are short lived and simply pressing the lockout reset button after waiting a short while will restore normal burner and boiler operation.</p> <ul style="list-style-type: none"> If it is, press the button to re-start the burner. If the burner fails to light and the red lockout is lit again, is there sufficient fuel in the oil storage tank and are all the valves in the oil supply pipe open? Has the fire valve in the oil supply pipe tripped shutting off the flow of oil? <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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.
You have run out of heating oil	<ul style="list-style-type: none"> If you run out of fuel, the oil line will require purging of air after you tank has been filled. Contact your installer or service engineer to do this for you.

If your boiler still fails to start after carrying out these checks, then there is a fault.

Switch off the electricity supply to the boiler and contact your installer or service engineer.

5 AFTER SALES SERVICE

If your boiler breaks down during the guarantee 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 guarantee 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.

Grant UK Customer Support: 01380 736920

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

- The correct name and address for the installation.
- Details of the fault and what you have checked.
- The information on the rear cover of this user handbook.

6 YOUR GUARANTEE

You are now the proud owner of a Grant Vortex condensing boiler from Grant Engineering (UK) Limited which has been designed to give years of reliable, trouble free operation.

Grant Engineering (UK) Limited guarantees the manufacture of the boiler including all electrical and mechanical components for a period of **twelve months from the date of installation**⁴, provided that the boiler has been installed in full accordance with the installation and servicing instructions issued.

This will be extended to a total period of **two years** if the boiler is registered with Grant Engineering (UK) Limited within **thirty days of installation** and it is serviced at twelve month intervals³. See main Terms and Conditions below.

If the boiler is installed as part of a VortexAir (hybrid) installation, the guarantee for the boiler will start from its original date of installation and NOT from the date of installation of the heat pump (if installed on different dates).

Registering the product with Grant Engineering (UK) Limited

Please register your Grant Vortex condensing boiler with Grant Engineering UK Limited **within thirty days of installation**. To do so visit:

www.grantuk.com/support/product-registration

You can register your boiler for a further **twelve months** guarantee (giving **two years** from the date of installation⁴). This does not affect your statutory rights¹.

If a fault or defect occurs within the manufacturer's guarantee period

If your boiler should fail within the guarantee period, you must contact Grant Engineering (UK) Limited who will arrange for the repair under the terms of the guarantee, providing that the boiler has been correctly installed, commissioned and serviced (if the appliance has been installed for more than twelve months) by a competent person and the fault is not due to tampering, running out of oil, oil contamination, debris, system water contamination, misuse, trapped air or the failure of any external components not supplied by Grant Engineering (UK) Limited, e.g. fire valve, motorised valve, etc.

This two year guarantee only applies if the boiler is registered with Grant Engineering (UK) Limited within thirty days of installation⁴ and is serviced after twelve months³.

In the first instance

Contact your installer or commissioning engineer to ensure that the fault does not lie with the system components or any incorrect setting of the system controls that falls outside of the manufacturer's guarantee otherwise a service charge could result. Grant Engineering (UK) Limited will not be liable for any charges arising from this process.

If a fault covered by the manufacturer's guarantee is found

Ask your installer to contact Grant Engineering (UK) Limited Service Department on +44 (0)1380 736920 who will arrange for a competent service engineer to rectify the fault.

Remember - before you contact Grant Engineering (UK) Limited

- Ensure the boiler has been installed, commissioned and serviced by a competent person in accordance with the installation and servicing instructions.
- Ensure there is oil to supply the burner.
- Ensure the problem is not being caused by the heating system or its controls. Consult the boiler handbook for guidance.

Free of charge repairs

During the **two year** guarantee period no charge for parts or labour will be made provided that the boiler has been installed and commissioned correctly in accordance with the manufacturer's installation and servicing instructions, it was registered with Grant Engineering (UK) Limited within thirty days of installation⁴ and, for boilers over twelve months old, details of annual service is available³.

The following documents must be made available to Grant Engineering (UK) Limited on request:

- Proof of purchase
- CD10 Installation Completion Form (or equivalent document)
- CD11 Commissioning Report Form (or equivalent document)
- Service documents (CD11 or equivalent document)

Chargeable repairs

A charge may be made (if necessary following testing of parts) if the breakdown is due to any fault(s) caused by the plumbing or heating system, e.g. contamination of parts due to system contamination, sludge, scale, debris or trapped air. Refer to 'Extent of manufacturer's guarantee'.

Extent of manufacturer's guarantee

The manufacturer's guarantee does NOT cover the following:

- If the boiler has been installed for over **two years**.
- If the boiler has not been installed, commissioned, or serviced by a competent person in accordance with the installation and servicing instructions.
- Instances where the serial number has been removed or made illegible.
- Fault(s) due to accidental damage, tampering, unauthorised adjustment, neglect, misuse or operating the boiler contrary to the manufacturer's installation and servicing instructions.
- Damage due to external causes such as bad weather conditions (flood, storms, lightning, frost, snow, or ice), fire, explosion, accident or theft.
- Fault(s) due to incorrectly sized expansion vessel(s), incorrect vessel charge pressure or inadequate expansion on the system.
- Fault(s) caused by external electrics and external components not supplied by Grant Engineering (UK) Limited.
- Problems caused by lack of oil or faults with the oil storage and supply system.
- Fault(s) due to contamination of the oil storage and supply system, e.g. water or debris.
- Bleeding or removing oil storage tank contamination or blockages from oil lines.
- Problems due to the flue system being incorrectly fitted or not installed to meet installation requirements.
- Boiler servicing, de-scaling or flushing.
- Cleaning out condensate traps/discharge pipes or thawing out frozen condensate pipework.
- Checking and replenishing system pressure.
- Oil supply pipelines, electrical cables and plugs, external controls not supplied by Grant Engineering (UK) Limited.
- Heating system components, such as radiators, pipes, fittings, pumps and valves not supplied by Grant Engineering (UK) Limited.
- Instances where the oil boiler has been un-installed and re-installed in another location.
- Use of spare parts not authorised by Grant Engineering (UK) Limited.
- Consumable items including, but not limited to, oil nozzles, oil hoses, gaskets and seals.

IMPORTANT

The nozzle and braided oil hose supplied with the boiler are only covered for the period up to the time of the first service (twelve months). Both **must** be changed on the first service and on every annual service thereafter.

IMPORTANT

A suitable oil filter with a minimum 15µ filtration **must** be installed in the oil supply line.

Do not wait until the fuel supply runs out before you re-order. Sludge in the bottom of the tank may be drawn into the fuel lines. It is recommended that the boiler is switched off when the new oil supply is delivered and that the fuel is allowed to settle for an hour before restarting the boiler.

Terms of manufacturer's guarantee

- The Company shall mean Grant Engineering (UK) Limited.
- The boiler must be installed by a competent person and in full accordance with the relevant Codes of Practice, Regulations and Legislation in force at the time of installation.
- The boiler is guaranteed for **two years** from the date of installation⁴, providing that every twelve months the annual service has been completed³ and the boiler registered with the Company within thirty days of installation. Any work undertaken must be authorised by the Company and carried out by a competent service engineer.
- This guarantee will be invalid if the boiler does not have an annual (every twelve month) service and will then be limited to twelve months from the date of installation⁴.
- The shell (heat exchanger) of the oil boiler is covered by a **five year parts only** guarantee from the date of installation⁴. This is subject to the following:
 - The boiler is operated correctly, in accordance with the Installation and servicing instructions.
 - Grant Engineering (UK) Limited **strongly recommends** that a Grant Mag-One in-line magnetic filter/s (or equivalent⁵) is fitted in the heating system pipework. This should be installed and regularly serviced in accordance with the filter manufacturer's instructions. We reserve the right to ask for proof of installation – failure to provide this may result in the guarantee becoming invalid.
 - Proof is provided that the system has been flushed or chemically cleaned where appropriate (refer to BS 7593) and that the required quantity of a suitable corrosion inhibitor added.
 - Proof of annual servicing (including the checking of any expansion vessels and pressure relief valves) must be provided if and when requested by the Company.
- This guarantee does not cover breakdowns caused by incorrect installation, neglect, misuse, accident or failure to operate the boiler in accordance with the manufacturer's installation and servicing instructions.
- The boiler is registered with the Company within thirty days of installation. Failure to do so does not affect your statutory rights¹.
- The balance of the guarantee is transferable providing the installation is serviced prior to the dwelling's new owners taking up residence. Grant Engineering (UK) Limited must be informed of the new owner's details.
- The Company will endeavour to provide prompt service in the unlikely event of a problem occurring, but cannot be held responsible for any consequences of delay however caused.
- This guarantee applies to Grant Engineering (UK) Limited boilers purchased and installed on the UK mainland, Isle of Wight, Channel Islands and Scottish Isles only². Provision of in-guarantee cover elsewhere in the UK is subject to agreement with the Company.
- All claims under this guarantee must be made to the Company prior to any work being undertaken. Invoices for call out/repair work by any third party will not be accepted unless previously authorised by the Company.
- Proof of purchase and date of installation, commissioning and service documents must be provided on request.
- If a replacement boiler is supplied under the guarantee (due to a manufacturing fault) the product guarantee continues

from the installation date of the original boiler and **not** from the installation date of the replacement⁴.

- The oil boiler must be connected to a mains water supply (installations utilising a private water supply are not covered by this guarantee).
- Breakdown/failure due to lime scale will not be covered by this guarantee.
- The replacement of a boiler under this guarantee does not include any consequential costs, such as the removal or replacement of worktops, kitchen units, etc.
- The boiler (excluding external modules) must not be sited in a location where it may be subjected to frost.

Hard water advice (for Combi boilers only)

If you live in a hard water area, protection against scaling must be given to the domestic hot water heat exchanger of your combination boiler.

You should fit an appropriate scale inhibitor or water softener as any breakdown caused by water scaling is not covered by the manufacturer's guarantee. Ask your installer for advice.

Foot notes

1. Your statutory rights entitle you to a one year guarantee period only.
2. The UK mainland consists of England, Scotland and Wales only. Please note that for the purposes of this definition, Northern Ireland, Isle of Man and Scilly Isles are **not** considered part of the UK mainland.
3. We recommend that your oil boiler is serviced every twelve months (even when the guarantee has expired) to prolong the lifespan and ensure it is operating safely and efficiently.
4. The guarantee period will commence from the date of installation, unless the installation date is more than six months from the date of purchase, in which case the guarantee period will commence six months from the date of purchase.
5. As measured by gauss. The MagOne magnetic filter has a gauss measurement of 12,000.

Version 1.2 – February 2017

7 SERVICE LOG

Service 1	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 5	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 2	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 6	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 3	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 7	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 4	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 8	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 9	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 13	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 10	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 14	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 11	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 15	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 12	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Service 16	Date
	Engineer
	Company name
	Telephone number
	OFTEC Technician number
	Comments
	Signature

Boiler model		
Serial number		
Flue type	Balanced: <input type="checkbox"/>	Conventional: <input type="checkbox"/>
Sealed system	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Date of installation		
Installer		
Installer contact number		
Date of commissioning		
Commissioning engineer		
Commissioning engineer contact number		
Notes		



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