OIL BOILER
HANDOVER GUIDE



Boiler Model: .....

Serial Number: .....

Date of Purchase: .....

Installer's Details

Name: .....

Address: .....

Telephone Number: .....

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 Guarantee

A Grant boiler is automatically covered against manufacturing defects for 12 months from the date of installation.* This can be increased to two years of cover if the product is registered with Grant UK within thirty days of installation and serviced at twelve month intervals. To register your boiler, please visit: www.grantuk.com

The standard two year guarantee on Grant's oil boilers can be increased if the product is installed and registered by one of Grant UK's G1 Installers. G1 extended guarantee guarantees are only activated when the G1 Installer registers the appliance via the G1 Portal or Click App.

When a Grant boiler is not installed by a G1 Installer, homeowners can still increase their warranty by purchasing one of the three-year extended warranty options which are available for oil boilers registered within thirty days of installation.

*Terms & Conditions apply

Register your product here

Extended Guarantees

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 for you

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

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



When should the boiler be serviced?

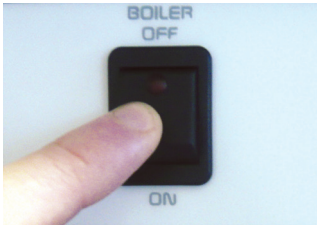
The boiler should be serviced at least every 12 months. This is also a condition of the manufacturer's warranty. The nozzle and braided oil hose should be replaced annually and on sealed systems, the system pressure and expansion vessel air charge must be checked. Details for this are given in the installation and servicing instructions supplied with your boiler.

How to operate your Grant Boiler

Full operating instructions may be found in the user instructions supplied with the boiler. Ensure that your installer has left the Installation and servicing instructions 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 supplied with your boiler.



Control Thermostat

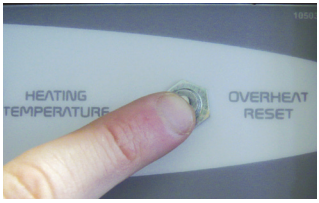
Controls the temperature of the water leaving the boiler. Your installer will have set this for the most ef ficient operation of your boiler/system. It should not be adjusted but left at this setting.



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 (all sealed systems)

Ensure that the pointer on the gauge is reading between 0.5 and 1.0 bar when the system is cold. The red indicator (if fitted) 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 system pressure and air charge on every service – as detailed in the information given in the installtion and servicing instructions supplied with your boiler – 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. The filling connection should be located either in the boiler or on the system pipework. Refer to the user instructions for further details. 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 guarantee.







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 6) close filling valve on heating system
- Vent each radiator to remove any air – starting with the lowest one on the system, i.e downstairs
- 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/grey 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.



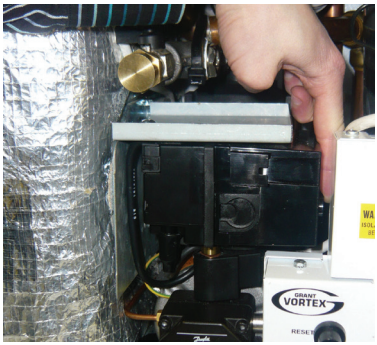
Note: The pressure shown on the system gauge is not the air charge pressure in the vessel.

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 reset 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. If the problem still exists then contact your installer or service engineer for assistance.



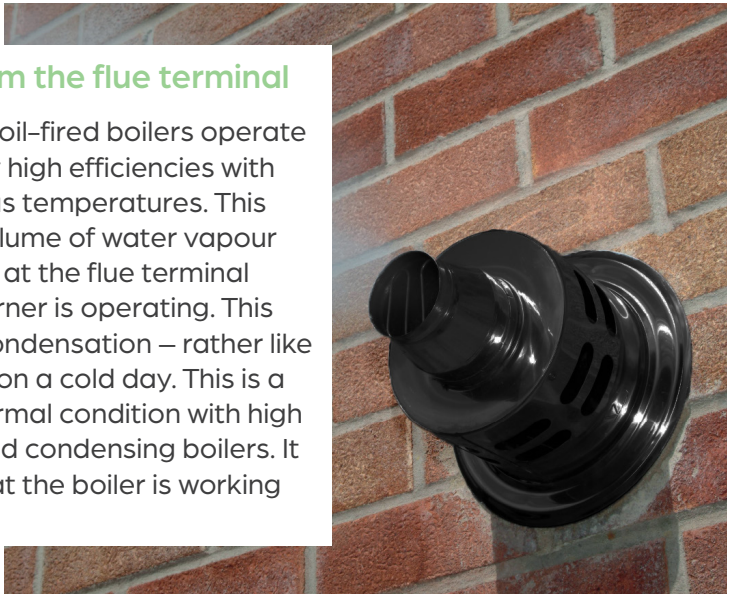
Reset button on floor standing boiler



Reset button on wall hung boiler

'Pluming' from the flue terminal

Condensing oil-fired 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

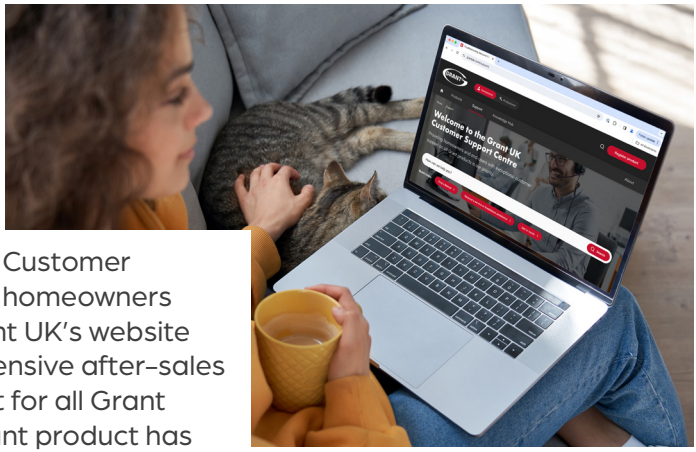
If your boiler breaks down during the first 24-month of the warranty period, in the first instance you should contact your installer to identify the cause of the problem and if necessary your installer will contact us.

If you are unable to contact your installer, please telephone the Grant UK Service Department for assistance. Authorisation to carry out guarantee repairs must be obtained from Grant UK before any repairs or 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 the On/Off switch on the boiler is set to "On" (see page 5)
- 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 5)
- 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
- Locate the fire valve (it should be on the oil line, just before it enters the building) and check that it has not tripped. If it has then reset it, following the operating instructions supplied with the valve. Most types commonly in use have a reset button which must be firmly 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 6). If necessary, top up the system (See page 7)

Customer Support Centre



A dedicated online Customer Support Centre for homeowners is available on Grant UK's website which provides extensive after-sales advice and support for all Grant products. Each Grant product has its own hub featuring an easy-to-navigate menu to help homeowners find the tailored support they need.

Visit the Customer Support Centre to get your questions answered, 24/7

General Advice & Videos

Access useful advice about your heating systems with tips about controls and the wider elements within the system.

Trouble Shooting

View fault-finding support to provide help and guidance when your heating system is not working correctly.

FAQs

Read an extensive selection of post-installation frequently asked questions to support your understanding of a Grant heating system.

Manuals and Technical Information

Download current manuals and product literature including user guides, installation instructions and handover guides.

Knowledge Hub

Follow the quick-link to visit Grant UK's online Knowledge Hub and learn all about sustainable and renewable home heating.

Knowledge Hub

The Knowledge Hub is an online resource which is home to articles, blogs and much more to help homeowners research renewable heating solutions for their homes. Split into zones, the Knowledge Hub aims to help households make the right choice when it comes to heating their properties more sustainably.

- Tips & Advice
- Education Area
- Case Studies
- The Grant House
- Virtual House
- Your Questions, Answered
- Glossary



Visit our Knowledge Hub

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

- Boiler model
- Boiler serial number – see data label (on inside left hand side panel or on inside right hand side panel in Combi boilers and on outer casing on Red 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

Grant UK service:

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