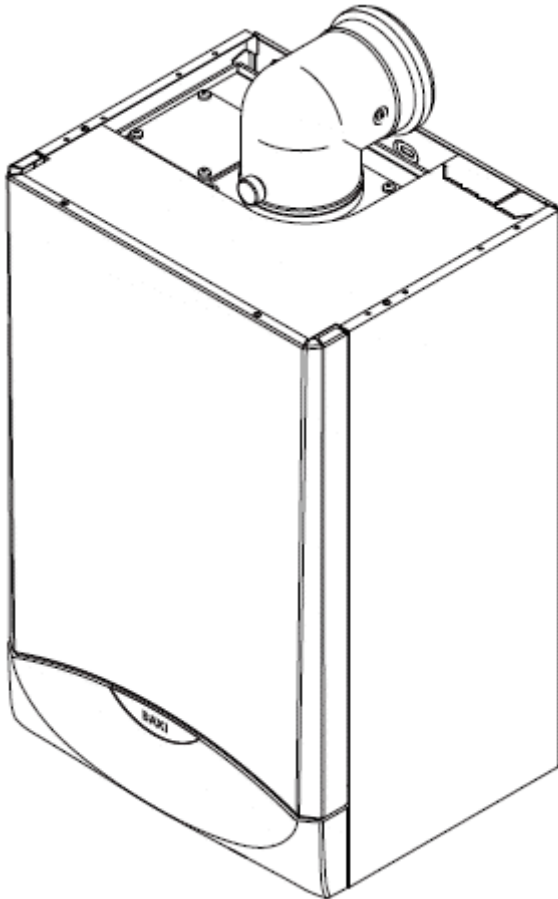


BAXI

Baxi Platinum 15 HE

Baxi Platinum 24 HE

User's Operating Instructions



**Wall Mounted Powered Flue Condensing Boilers
Gas Fired Central Heating Units**

Please keep these instructions safe.
Should you move house, please hand them over to the next occupier.

page 1

Natural Gas

Baxi Platinum 15 HE
G.C.No 41 077 90

Baxi Platinum 24 HE
G.C.No 41 077 91

Baxi is one of the leading manufacturers of domestic heating products in the UK.

Our first priority is to give a high quality service to our customers. Quality is designed into every Baxi product - products which fulfill the demands and needs of customers, offering choice, efficiency and reliability.

To keep ahead of changing trends, we have made a commitment to develop new ideas using the latest technology - with the aim of continuing to make the products that customers want to buy.

Everyone who works at Baxi has a commitment to quality because we know that satisfied customers mean continued success.

We hope you get a satisfactory service from Baxi. If not, please let us know.

5 Years Free Warranty - register today

To receive your 5 years free warranty please complete the form supplied with the boiler or simply call **heateam**, the service division of Baxi Potterton on **08700 60 30 60**.

Warranty

heateam the service division of Baxi Potterton provide a 5 year free warranty for your peace of mind. Once your boiler is registered with us and in the unlikely event your boiler develops a fault and your installer is unable to assist, **heateam** will provide a free service to you provided the boiler is **under 5 years old**. Otherwise **heateam** will offer a competitive fixed price repair rate including parts, labour and VAT. To arrange an engineer visit either in warranty or out, please call **heateam** on **08700 60 30 60**. It would help if you had your boiler serial number when you call, the serial number is shown on the back cover of this guide.

Annual Service

To ensure you receive the maximum efficiency from your boiler we recommend your boiler has an annual service so you and your family can continue to enjoy heating and hot water comfort. To arrange an annual service from one of our Baxi Potterton heating experts, please call **heateam** on **08700 60 30 60** to arrange a visit convenient to you.

Benchmark Commissioning Check List

Please ensure that your installer hands you the boiler Installation & Service Instructions with the "Benchmark" Commissioning Checklist sections completed. The details in the Checklist will be required in the event of any warranty work. Keep the instructions in a safe place and ensure that the Service Interval Record at the back is completed at each service visit.




Baxi is a BS-EN ISO 9001 Accredited Company

page 2

1.0 Operating the Boiler

1.1 Operating the Boiler

1. Hinge down the lower door panel ([Fig. 1](#)).
2. Turn on the main gas and electricity supplies to the appliance.
3. Set the boiler thermostat control knob to the required setting ([Fig. 2](#) & [Fig. 3](#)). (The optimum boiler setting depends upon type of system, external controls and your requirements. Your installer will be able to advise you on this matter.)
4. The fan will start to run and after a short period the ignition spark will commence. Sparking will continue until the flame is established then stop automatically. Check that both the Mains ON light (**ON**) and Boiler ON light () are on ([Fig. 2](#)).

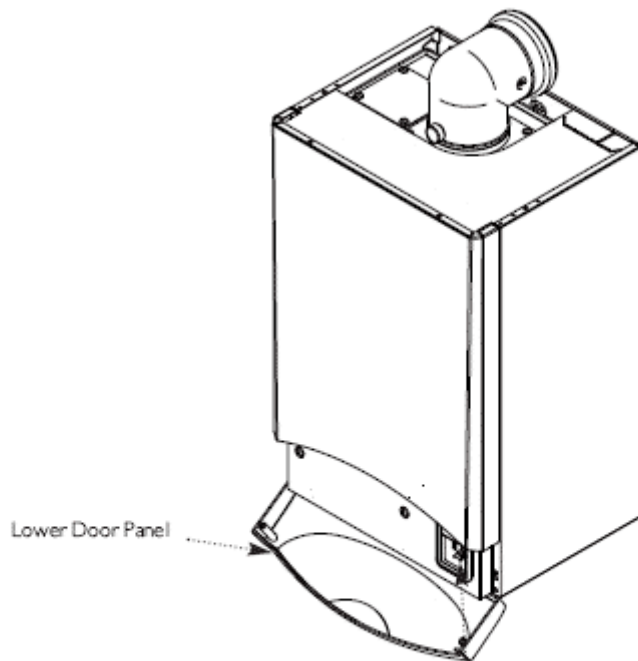


Fig. 1

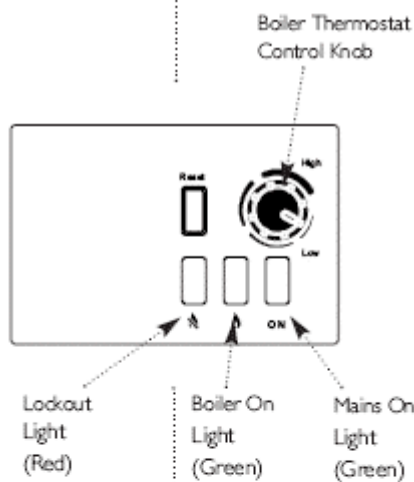


Fig. 2

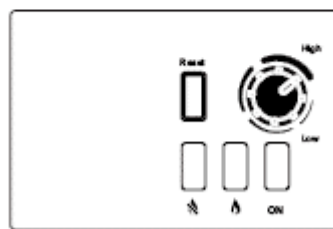


Fig. 3

HIGH Position

1.2 To shut down the Boiler

1. Isolate the electricity supply to the appliance at the Fused Spur.
2. Turn off the gas supply at either the appliance gas cock or the meter.

1.3 Frost Protection

1. The boiler does not have integral frost protection. It is recommended that the installer fits a suitable protection device to the system controls if required. For frost protection the boiler must not be switched off at the isolation switch on the wall.


1.4 In Operation

1. The Baxi Platinum 15 and 24 HE are high efficiency “condensing boilers”. In common with other condensing boilers their exceptional efficiency means the flue gases are cooled to such an extent that steam is often visible at the outside flue terminal. The amount produced depends on system design, product use and outside air temperature but it is not harmful to the individual or the working of the appliance in any way.

page 3

2.0 Safety Devices

2.1 Operation of Safety Devices

1. Your Boiler is fitted with safety devices which shut down the appliance if:
 - a) the system overheats.
 - b) the condensate drain is blocked.
 - c) there is no gas to the boiler.
2. The lockout indicator light () will be either flashing or permanently illuminated and the boiler will need resetting ([Fig. 6](#)).

NOTE: In the case of persistent operation of the devices, turn off the boiler and consult your service engineer as an appliance or system fault is indicated.

2.2 Resetting

1. Check that the gas supply to the appliance has not been inadvertently turned off.
2. Check the condensate drain outlet has not been blocked.

WARNING: The condensate outlet must not be blocked or modified.

3. Allow the boiler to cool if hot.
4. Hinge down the lower door panel ([Fig. 5](#)).
5. Press the Reset Button ([Fig. 7](#)).

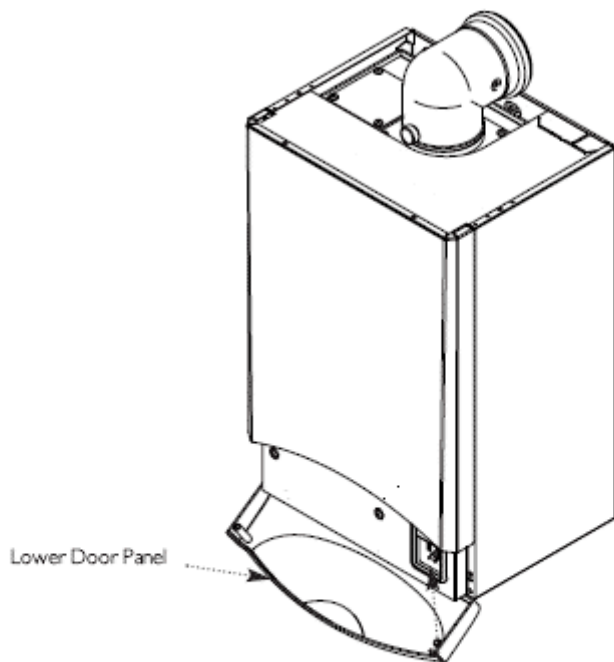


Fig. 5

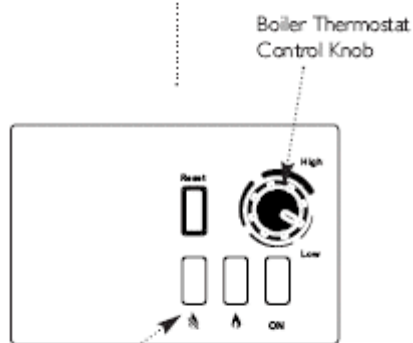


Fig. 6

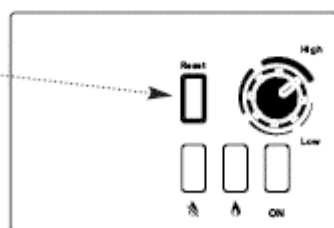


Fig. 7

HIGH Position

3.0 Clearances

3.1 For your Safety

1. This appliance must have been installed in accordance with the manufacturer's instructions and the regulations in force.
2. Any modification that may interfere with the normal operation of the appliance without express written permission from the manufacturer or his agent could invalidate the appliance warranty. In GB this could also infringe the Gas Safety (Installation and Use) Regulations.

GB - Heating Industry definition meaning England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Isles

3. Your boiler must not be operated without the casing correctly fitted.
4. Do not interfere with any sealed components on this boiler.
5. Take note of any warning labels on your boiler.
6. Your boiler should have the following minimum clearances for Safety and Maintenance ([Fig. 8](#) & [Fig. 9](#)):-

60mm Top	- 200mm
Bottom	- 60mm
Left Side	- 5mm
Right Side	- 5mm
Front	- 5mm (In Operation) - 500mm (For Servicing)

7. If your boiler is installed in a compartment, do not use it for storage purposes. Do not obstruct any purpose provided ventilation openings.
8. Flammable materials must not be stored in close proximity to your boiler.
9. Avoid skin contact when your boiler is in operation, as some surfaces may get hot e.g. pipework.
10. Ensure that the flue terminal, outside the house, does not become damaged or obstructed, particularly by foliage.
11. It is important that the condensate drain system is not blocked, modified or damaged in any way as this would affect the operation of your boiler. Your installer should have insulated any exposed pipework.

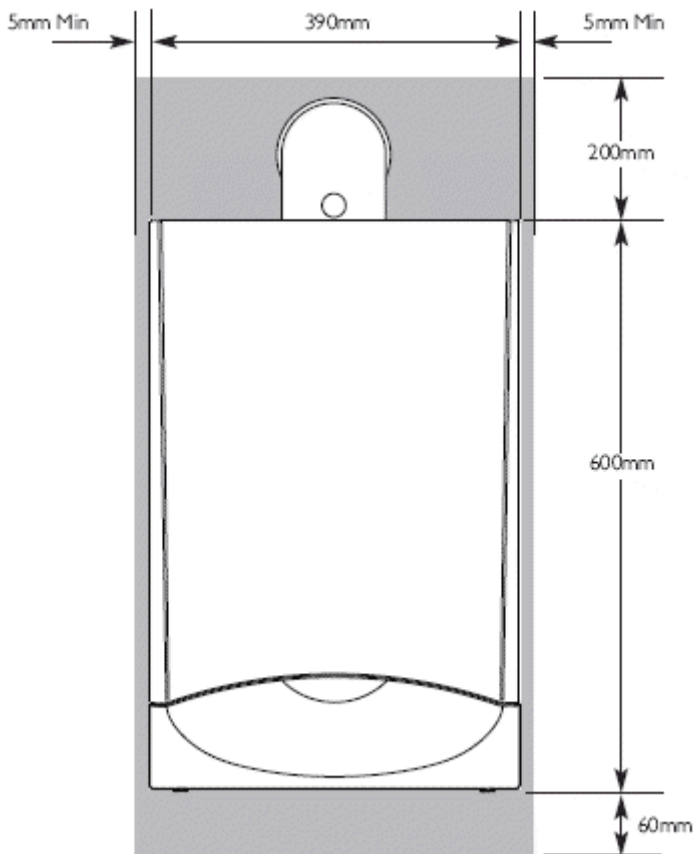


Fig. 8

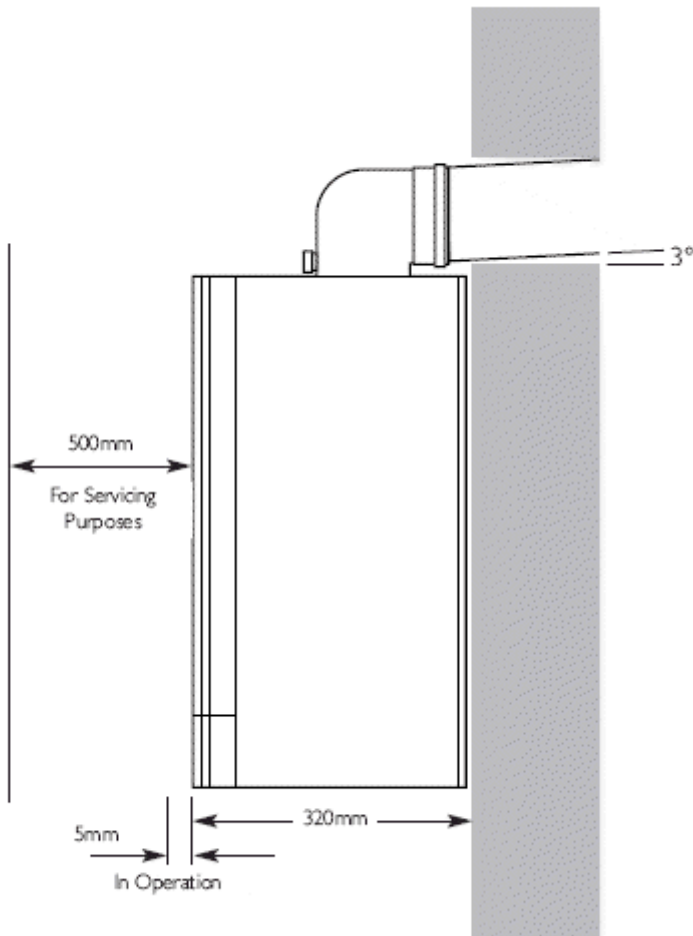


Fig. 9

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4.0 Care of the Boiler

4.1 Servicing and Repair of your Appliance

1. **heateam** can service and repair your boiler if your installer is not able to.
2. Our Baxi Potterton trained heating experts will quickly get your heating and hot water working again. If your boiler is out of its free 3 year period, **heateam** can provide a competitive fixed price repair rate including parts, labour and VAT.
3. To find out more call **heateam** on **08700 60 30 60**, open Monday to Friday 8am - 6pm, weekends and bank holidays 8.30am - 2pm, closed on Christmas and New Years Day. An appointment convenient for you can be arranged. It would help if you had your boiler serial number when you call, the serial number is shown on the back cover of this guide.

4.2 Cleaning the Outercase

The painted panels should be wiped with a damp cloth and then dried completely. **DO NOT USE ABRASIVE CLEANING AGENTS.**

4.3 Spare Parts

Repairs should be carried out by a CORGI Registered Installer or other Registered Person

1. Any repairs to the boiler will usually be the responsibility of the Installer during the guarantee period after which spare parts may be obtained
2. through approved Baxi stockists if required.
3. Quote the appliance name, model number (found on the reverse of the lower door panel) and where possible the part number when ordering spares. A short parts list is included in the Installation and Servicing Instructions.

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5.0 Fault Finding/Emergency

5.1 Check List

In the unlikely event you have a problem with your boiler please check the following.

1. Is the electricity supply to your boiler switched on?
If so the Green 'On' light will be lit.
2. Is the Red flame failure light lit?
Yes - Reset as described on [Page 4](#).
No - Continue below
3. Is the gas supply turned on?
4. Is the mains water supply turned on?
5. Is the system pressure correct?
6. Is the programmer or timer switch set to On? Refer to the instruction booklet supplied with these items for correct setting and operation.
7. Are the temperature controls on the boiler turned on and set high enough?
8. Are all system controls such as room and cylinder thermostats set high enough?
9. Are the thermostatic radiator valves set high enough?

Contact your Installer

If you have followed the steps in this simple checklist but your boiler still does not fire contact your installer. Any repairs to the boiler will usually be the responsibility of the Installer during the warranty period.

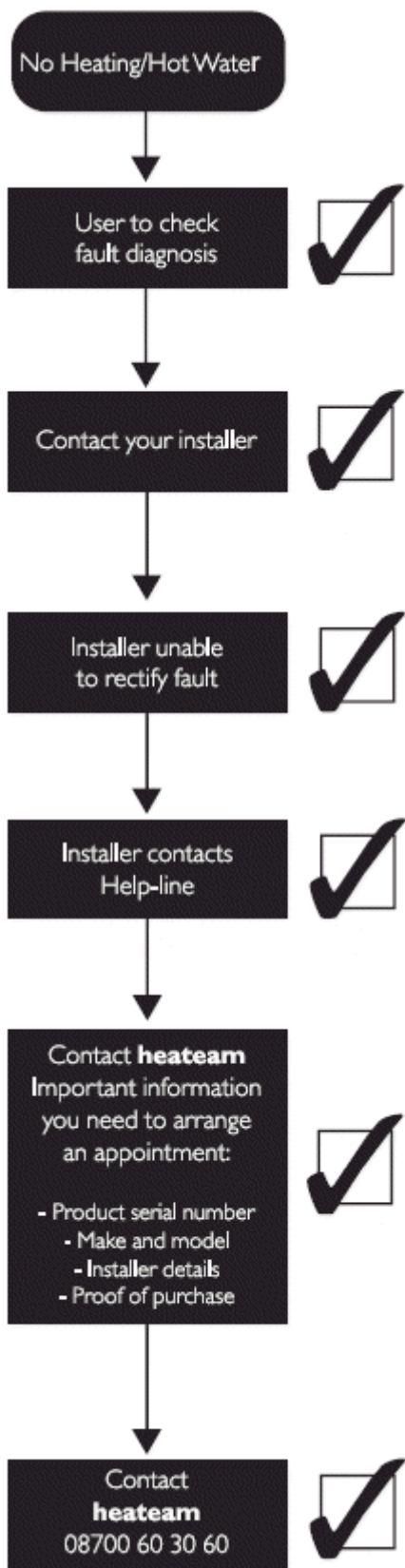
Installer Help-line

Should your installer need assistance he/she can contact our trade support help-line for diagnostic and remedy advice.

5.2 IN AN EMERGENCY

If a water or gas leak occurs or is suspected, the boiler can be isolated at the inlet valves as follows;

1. Turn off the electrical supply.
2. The isolating valves are positioned under the boiler and can be closed using either a flat headed screwdriver or a 7mm open ended spanner across the flats.
3. Turn the gas tap clockwise to the stop position to isolate the gas supply at the boiler.
4. To isolate the water system, close the four valves fully by turning clockwise.
5. Call a Competent Person as soon as possible.



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heateam

heateam is the national customer service division of Baxi Potterton providing a free warranty service within 5 years of installation of your boiler. If your installer is unable to rectify your boiler fault, by contacting one of our friendly advisors we can arrange an engineer if required.

When calling **heateam** it would be helpful if you could have the following information to hand:

1. Boiler serial number.
2. Boiler make and model number.

- 3. Your installer name and address details.
- 4. Proof of purchase (if you do not have the boiler serial number).

heateam will verify the boiler age via the serial number and offer a free warranty service within 5 years of installation of the boiler. If you are unable to provide this information or the boiler has been installed for over 5 years, **heateam** will charge a competitive rate for the repair. The engineer when visiting will verify if the boiler is under the free 5 years warranty service, in this case **heateam** will provide a full refund.

If you have contacted your installer and they are unable to assist you at this time, please contact **heateam**.

heateam is open Monday to Friday 8am - 6pm, weekends and bank holidays 8.30am - 2pm, closed on Christmas and New Years Day.

Telephone **08700 60 30 60***

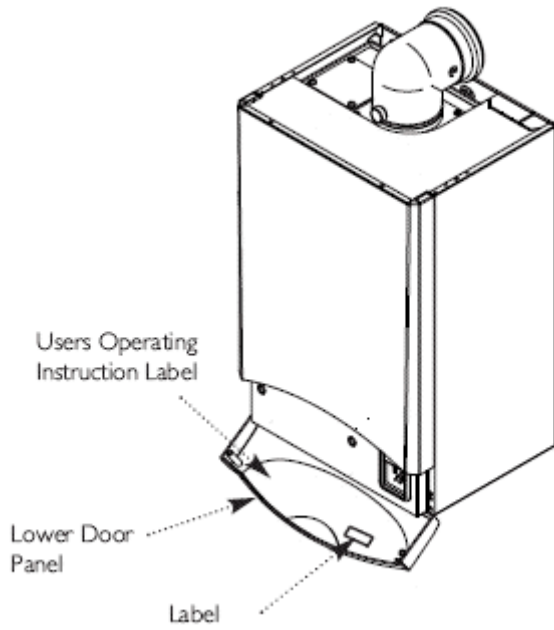
* To aid in continuous improvement and staff training, calls to this line may be monitored or recorded.

Please complete the boxes below

Serial Number

Date of Installation

Installer Details (name, address and contact number(s))



BAXI POTTERTON
A Trading Division of Baxi Heating UK Ltd

Brownedge Road
Bamber Bridge
Preston
Lancashire
PR5 6UP

After Sales Service 08700 60 30 60
Technical Enquiries 08706 049 049

Website: www.baxi.co.uk

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