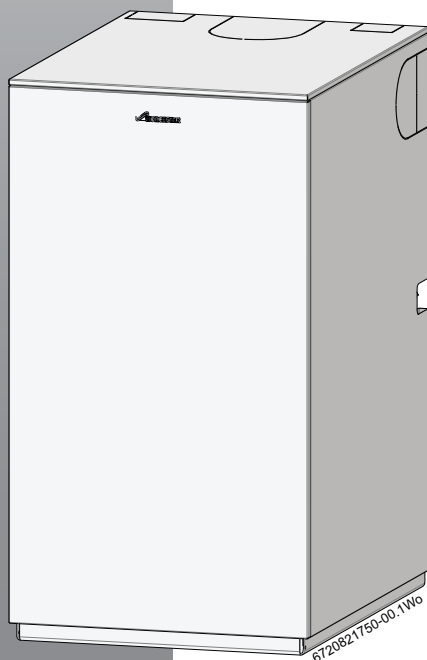


User Instructions

Floor standing oil fired condensing boiler conventional flue and room sealed flue

Greenstar Utility^{ErP+} 32/50 & 50/70

For fully pumped open vent and sealed central heating systems and domestic hot water cylinders.
For use with Kerosene (Class C2) only.



UK

Preface

Please read these instructions carefully

These instructions are applicable to the Worcester, Bosch Group appliance model stated on the front cover only.

These instructions apply in the UK only and must be followed except for any statutory obligation.

After installation please leave this User instruction Manual, Installation, Commissioning and Servicing Instructions and completed Benchmark Checklist with the user.

Dedicated to heating comfort

Thank you for purchasing a Greenstar oil-fired condensing appliance manufactured by Worcester, Bosch Group. The company prides itself on manufacturing appliances to the strictest quality control standards throughout every stage of production.

Worcester, Bosch group has led the field in innovative appliance design and performance for over 50 years. This heritage means all our products are of exceptional quality and proven reliability.

The Greenstar range, in particular, is extremely energy efficient, offering you economical running costs and value for money. It is among the top energy rated appliances available.

There is also the reassurance of our parts and labour guarantee - backed up by Worcester Total Cover, an optional complete maintenance scheme to keep your appliance operating at peak condition and efficiency.

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1 Key to symbols and safety instructions

1.1 Key to symbols


Warnings

	Safety instructions in this document are framed and identified by a warning triangle which is printed on a grey background.
--	---

The following keywords are defined and can be used in this document:

- **NOTICE** indicates a situation that could result in damage to property or equipment.
- **CAUTION** indicates a situation that could result in minor to medium injury.
- **WARNING** indicates a situation that could result in severe injury or death.
- **DANGER** indicates a situation that will result in severe injury or death.

Important information

	This symbol indicates important information where there is no risk to people or property.
--	---

Additional symbols

Symbol	Meaning
1.	a numbered step in an action sequence
▶	a step in an action sequence
→	a reference to a related part in the document or to other related documents
1	a reference number to identify or refer to a part or item
•	a list entry
–	a list entry (second level)

Table 1

Examples of additional symbols used

A numbered step in an action sequence

A sequence of numbered steps or actions carried out in a specific order to complete a task.

1. First action
 2. Second action
 3. Third action
- etc.

A step in an action sequence

A sequence of defined actions or steps carried out in order to complete a task.

- ▶ Action
- ▶ Next action
- ▶ etc.

A reference to a related part in the document or to other related documents.

To refer the reader to a specific figure/table/section within the manual.

→ e.g. figure 1.

A reference number to identify or refer to a part or item.

In a related figure, items or parts identified by a sequential number.

List entries, first and second levels

- A single component/item
- A component/list, made up of multiple parts/items.
 - Sub component or sublist of main component/list.
 - etc.

1.2 Safety instructions

These operating instructions are intended for the user of the heating system.

- ▶ Read any operating instructions (boiler, heating controls, etc.) carefully before operation and keep them.
- ▶ Observe the safety instructions and warnings.

Oil fumes or leaks from the appliance

If you smell oil fumes, observe the following rules.

- ▶ Extinguish any naked flames
- ▶ Isolate the electrical supply
- ▶ Isolate the fuel supply to the boiler
- ▶ Open windows and doors
- ▶ Rectify the fault

Health and safety

The appliance contains no asbestos and no substances have been used in the construction process that contravene the COSHH Regulations (Control of Substances Hazardous to Health Regulations 1998). Where applicable, the CE mark indicates compliance with relative EU Directives.

Combustion air/room air

The air in the installation room must be free of combustible or chemically aggressive substances.

- ▶ Do not use or store combustible or explosive materials (paper, propellants, thinners, paints, etc.) within the vicinity of the appliance.

Safety of electrical devices for domestic use and similar purposes:

The following requirements apply in accordance with EN 60335-1 in order to prevent hazards from occurring when using electrical appliances:

“This appliance can be used by children of 8 years and older, as well as by people with reduced physical, sensory or mental capabilities or lacking in experience and knowledge, if they are supervised and have been given instruction in the safe use of the appliance and understand the resulting dangers. Children shall not play with the appliance. Cleaning and user maintenance must not be performed by children without supervision.”

“If the power cable is damaged, it must be replaced by the manufacturer, its customer service department or a similarly qualified person, so that risks are avoided.”

Intended use

This appliance must only be used as a heat appliance in an open vented or sealed hot water heating system for domestic purposes.

Any misuse or unauthorised modifications to the appliance, flue or associated accessories and heating system will invalidate the guarantee.

- Do not modify the appliance or flue system in any way.
- Worcester, Bosch Group accepts no liability arising from any such actions. This does not affect your statutory rights.

2 General Information

2.1 Appliance identification and serial number

The data label can be found on the inside of the boiler on the condensate trap bracket, refer to the figure below.

To access data label

Remove the front panel:

- ▶ To remove the front panel pull panel squarely away from the front of the boiler.
- ▶ To replace, realign ball studs and push back into place.

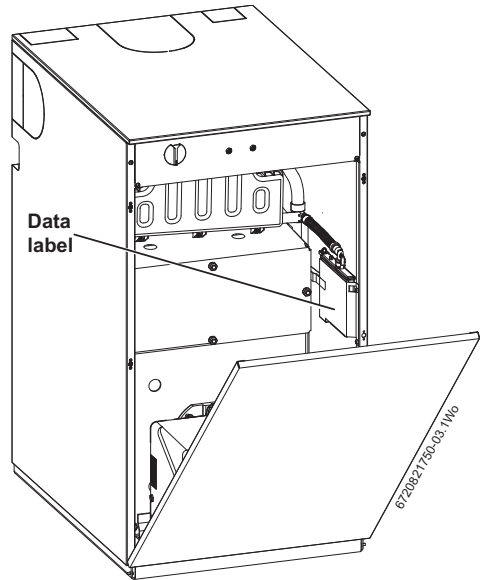


Fig. 1

For your own records

Please ensure that the Commissioning Checklist has been completed by your installer or service engineer.

Model:	
Serial number:	
Date of installation:	

Table 2 Appliance details

The appliance model and serial number can be found on the appliance data label.

2.2 Energy efficiency

Energy efficiency information is given in the Installation, Commissioning and Servicing Instructions supplied with the appliance.

2.3 Servicing



Ensure that the service engineer completes the Service Record after each service.

The Service Checklist can be found at the rear of the boiler's installation instructions. It will be required in the event of any guarantee work and may be required by the local Building Control Inspector.

- ▶ The appliance should be serviced annually by a competent, qualified person, such as a Worcester service engineer or other OFTEC registered engineer, unless the installation conditions and usage demand more frequent services.
- ▶ Ensure that the service engineer completes the Service Record, at the rear of the Installation, Commissioning and Servicing Instruction manual, after each service.
- ▶ Have any work carried out by a competent, qualified person, Worcester service engineer or other OFTEC registered engineer.
- ▶ Always use original spares, to help maintain the efficiency, safety and reliability of the appliance.

2.4 Maintaining your appliance

Your new appliance represents a long term investment in a reliable, high quality product.

Wipe the appliance casing with a soft clean cloth. Please do not use chemical cleaning products which may damage the paint finish.

In order to realise its maximum working life, and to ensure it continues to operate at peak efficiency and performance, it is essential that servicing and maintenance checks are performed at least once a year by an OFTEC engineer or other suitably qualified person.

If you would like to know more about servicing options from Worcester, Bosch Group, please visit worcester-bosch.co.uk.

Please tick the appropriate box on your warranty registration card for further details of the Worcester, Bosch Group Service Contract.

When your appliance requires servicing please contact a Worcester, Bosch Group contact centre (see rear cover, appointments).

In addition to the service contract we are pleased to offer a one-off annual service or breakdown call out for your appliance.

Maintenance tips

- Regularly check the oil level in the oil storage tank.
- Regularly check the water pressure.
- Do not obstruct the flue outlet or the air inlet.
- Use in hard water areas:
 - In exceptionally hard water areas a device to prevent scale formation may be fitted. Installation of a scale inhibitor assembly should be in accordance with the requirements of the local water company. An isolating valve should be fitted to allow for servicing.



Important note:

- ▶ If you have to add water regularly in your heating system, call a qualified professional.

2.5 User caution

- It is forbidden for any interference with the appliance other than those actions allowed in this document.



CAUTION: Incorrect use

- Any incorrect use can result in danger to the householder.

3 Using your boiler

3.1 Accessing the controls

Remove the front panel:

- To remove the front panel pull panel squarely away from the front of the boiler.
- To replace, realign ball studs and push back into place.

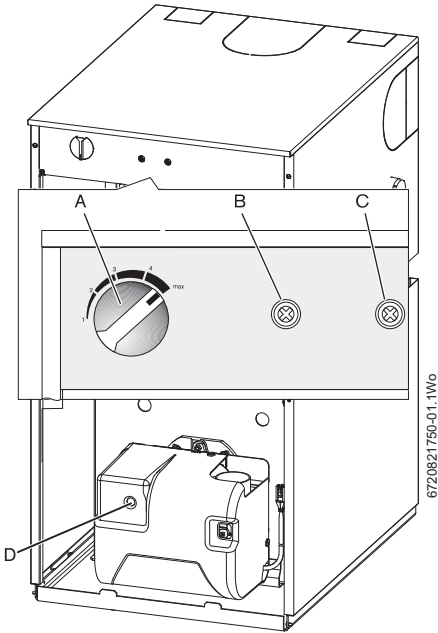


Fig. 2

- [A] Temperature control
- [B] Reset button - flue overheat thermostat
- [C] Reset button - boiler overheat thermostat
- [D] Burner reset

3.2 Operating the boiler

3.2.1 Switching the boiler on/off

- To switch on the boiler; turn on the oil and electricity supply to the boiler.
- Check the programmer/timer is correct and is set to ON.
- Set the room thermostat to the desired setting.
- Open and set thermostatic radiator valves as required.
- Turn the boiler water temperature control to the required setting.
- To switch off the boiler; turn the programmer/timer to OFF for heating and hot water.

If the boiler is left unused and exposed to freezing conditions; shut off all the mains supplies, isolate the boiler and drain the system and boiler.

3.2.2 Setting temperature

- Turn the control clockwise to increase the water temperature.
- Turn the control anti-clockwise to reduce the water temperature.

The minimum and maximum ranges of the temperature control positions are approximately 60 to 82°C.

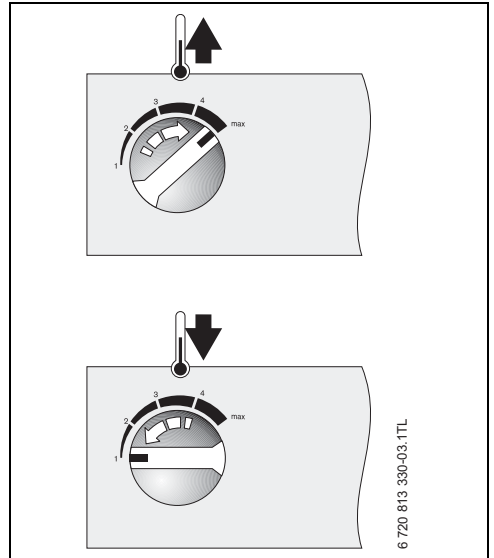


Fig. 3

3.2.3 Controlling central heating

- ▶ Set the programmer/timer to the correct time with the required ON/OFF periods.
- ▶ Turn the room thermostat to the temperature required.
- ▶ Set the thermostatic radiator valves to achieve the required temperature for each room.

3.2.4 Frost protection

- ▶ Frost thermostats can be wired into the boiler.
- ▶ Frost protection should be fitted to the system where the system is most exposed and at risk of freezing.

If there is no hot water or heating, check page 11 for fault condition guidance.

4 Prepare for operation

4.1 Open vented heating systems

This appliance can be fitted to an open vented heating system. Appliances that can be connected to open vented heating systems will have the pressure maintained automatically by the header tank feeding the system.

4.2 Sealed heating systems

This appliance can be fitted to a sealed heating system which is pressurised. Appliances that can be connected to sealed heating systems are pre-pressurised before operation, this pressure must be maintained for safe use of the appliance. Your installer will have fitted a pressure gauge and filling loop so that the system can be monitored and adjusted as necessary.

- ▶ Check regularly that the pressure is maintained.
- ▶ Re-charge the system if the pressure gauge reads less than 1 bar.
- ▶ If a permanent significant decrease or increase in pressure is indicated on the pressure gauge, contact your installer or maintenance engineer.

4.2.1 Checking the system pressure

Your installer will advise you of the optimum operating pressure.

- ▶ Check the system pressure from the pressure gauge.
 - **Static pressure** is when appliance is cold and has not fired for heating or hot water. This will generally be 1 - 1.5 bar.
 - **Operating pressure** is when the appliance is firing for a heating or hot water demand. This will generally be 1 - 2 bar.
- ▶ Top up the heating water, if the pressure is too low.

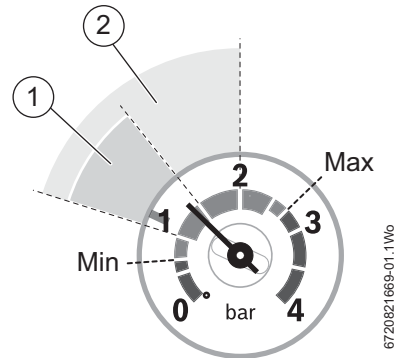


Fig. 4 Pressure gauge for checking the operating pressure

- [1] Static pressure range
- [2] Operating pressure range

4.2.2 Constantly re-pressuring the system pressure

Constantly having to re-pressuring the heating system should be investigated as the concentration of inhibitor protection in the system will be reduced; this can result in corrosion within the heating system reducing the efficiency and increasing contaminates.

- ▶ Check for leaks on heating system (pipe work and radiator valves).
- ▶ Contact your installer or maintenance engineer if a permanent significant decrease or increase in pressure is indicated on the pressure gauge.

4.3 Topping up the system pressure



If the pressure gauge reads more than 1.5 bar as a result of over filling, Bleed one radiator until the pressure gauge returns to between 1 and 1.5 bar.



NOTICE: System fill method

Your installer should have informed you where to find the filling system and instructed you in its use.

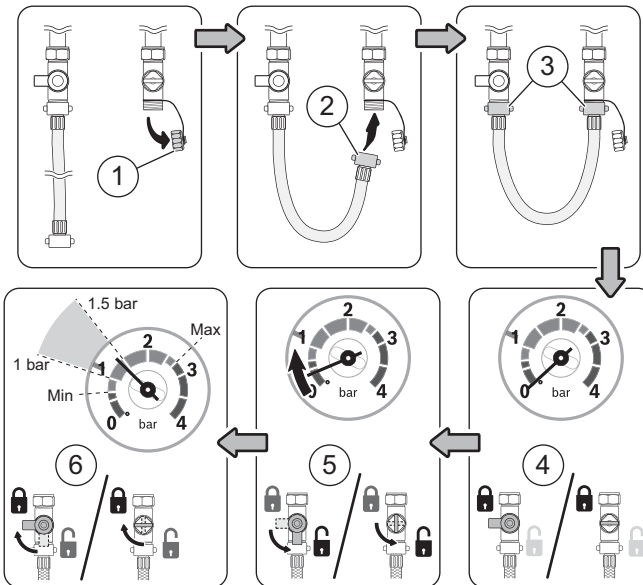
- ▶ To comply with the Water Authority regulations you must disconnect the external filling loop after re-pressurisation.

External filling loop

Once the external filling loop and pressure gauge has been located, follow the instructions for re-pressurising the system.

- ▶ Unscrew the blanking cap [1].
 - ▶ Attach the hose [2] to the valve.
 - Usually one end of the hose is already connected to one of the system fill isolation valves.
 - ▶ Ensure both ends [3] of the hose are screwed on hand tight.
 - ▶ Monitor the pressure gauge.
 - The system fill isolation valves [4] are in a closed position (the handle/screwdriver slot is across the valve).
 - ▶ Turn the handle/screwdriver slot through 90° to open valves and slowly fill the system.
 - The system fill isolation valves [5] are opened (the handle/screwdriver slot is in-line with the valve).
 - The needle on the pressure gauge will start to rise.
 - ▶ Set the pressure between 1 and 1.5 bar pressure.
 - ▶ Turn the handles/screwdriver slots back, through 90°, to close the valves.
 - The system fill isolation valves [6] are in a closed position (the handle/screwdriver slot is across the valve).
- If the pressure drops off, below 1 bar as a result of the air bleeding:

- ▶ Top up the system pressure. Once the pressure has settled between 1 and 1.5 bar.
- ▶ Remove the hose [2] and replace the blanking cap [1].




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5 General information

5.1 Clearances information

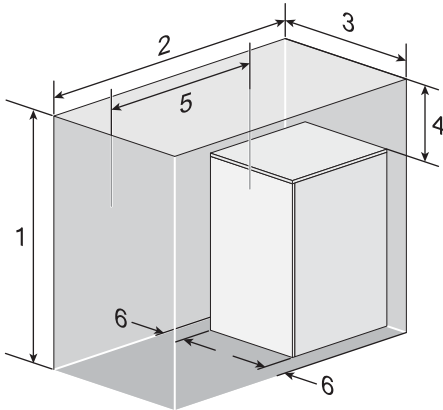
Your installer will have provided adequate space around the appliance for operation, safety and servicing/maintenance access.

- The following detail the necessary clearance around the appliance for service and maintenance.



CAUTION: Risk of damage to appliance or property!
The appliance will overheat if the clearance space around the appliance is restricted by objects.

- Do not restrict this space with the addition of cupboards, shelves etc. next to or around the appliance.
- Do not store any combustible materials on or next to the appliance, such as clothes, towels, paper or plastic bags.



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Fig. 5 Appliance clearances

Clearance	Dimensions (mm)
1 Overall height	1,398
2 Overall depth	1,395
3 Overall width	618
4 Above	300
5 Front	600
6 Side	10

Table 3 Appliance service clearances

5.2 Ventilation information

The air supply must not be restricted or contaminated.



Ventilation considerations

- Do not place objects to hinder the air circulation required by the appliance.
- The installation premises may require ventilation to be fitted according to its features or use.

Conventional flued boilers

Conventional flue boilers require an adequate supply of fresh air which must be delivered to the boiler for combustion purposes through a permanent inlet, such as an air brick, into the area where the boiler is situated.

If a cupboard or compartment which is to be used for storage or airing is built around the boiler after installation there must be a non-combustible partition around the boiler. Further information can be found in BS 5410 which also describes venting requirements.

Minimum area of air inlet for combustion:

- 248cm² for 32/50kW appliances
- 358cm² for 50/70kW appliances

Minimum air vent area (cm²) for boilers installed in a compartment

kW	Conventional flue			
	Internal ventilation ¹⁾		External ventilation ²⁾	
	High Level	Low Level	High Level	Low Level
32/50	550	825	275	550
50/70	770	1155	385	770

Table 4

- Internal air to and from a space/room inside the building.
- External air to and from directly outside the building.

kW	Room Sealed flue			
	Internal ventilation1)		External ventilation2)	
	High Level	Low Level	High Level	Low Level
32/50	550	550	275	275
50/70	770	770	385	385

Table 5

Venting compartments

- ▶ Ventilation must be provided for boilers fitted into compartments as described in BS 5410
- ▶ A minimum of two air vents must be fitted, one at low level and another at high level onto the same wall using the same air for circulation.
- ▶ Combustion air must not be taken from a room or internal space containing a bath or shower and must not communicate with a protected area such as a hall, stairway, landing, corridor, lobby, shaft etc.
- ▶ Air vents must allow access for clean free air and must be sited to comply with the flue terminal position requirements.
- ▶ Air duct runs must not exceed 3m.
- ▶ Low level air vents must be less than 450mm from the floor.
- ▶ A warning label must be attached to the vents with a statement to the effect:
"Do not block this vent. Do not use for storage".

5.3 General notes

To get the best from your appliance, please read these instructions carefully.

5.3.1 Central heating systems

During the first few hours of operation of the central heating system, check that all radiators are being heated at an even rate. If the top of a radiator is at a lower temperature than the bottom then it should be vented by releasing air through the venting screw at the top of the radiator. Ask your installer to show you how this is done. Repeated venting will reduce the quantity of water in the system and this must be replenished for safe and satisfactory operation of the boiler.

When excessive venting or water leaks are found in the system you must contact a service engineer to inspect the installation and rectify any fault.

Only use additives compatible with the boiler and system. Use of incompatible additives can cause damage and will invalidate the boiler guarantee.

5.3.2 Plumbing and condensate drain

This is a condensing appliance and the terminal will, at times give out a plume of water vapour. This is quite normal.

The appliance also produces quantities of condensate which is discharged regularly via a pipe to a disposal point. This pipe must not be blocked or altered in any way.

6 Malfunction or failure

If you believe there is a problem with your central heating or hot water supply, in the first instance it is advised to carry out the following basic checks before you contact your installer/maintenance engineer and report the error and appliance type.

- Is the electrical power switched on to the appliance?
- Is the programmer/timer set to ON or in an ON period (if installed)?
- Is the room thermostat (if fitted) set too high/low?
- Is the domestic hot water thermostat set too high/low?
- Is the cold water main turned on?
- Sealed heating system:
 - Is the static system pressure (when appliance is cold) between 1 - 1.5 bar?
- Is there sufficient oil in the oil storage tank?

Details of your installer should be available in the Commissioning Checklist or can be recorded in the following section.

Installer/maintenance engineer

Installer/maintenance engineer details	
Engineer name:	
Company name:	
Company address:	
Telephone:	
Email:	

Table 6

Worcester, Bosch Group

The appliance is supported in the UK and Eire by Worcester, Bosch Group.

Specialist service engineers are available to attend an appliance breakdown.



Invoices for attendance and repair work carried out on this appliance by any third party will not be accepted.

- No charge will be made for parts and/or labour providing:
 - The appliance fault is found and the appliance is within the guarantee period. Reasonable evidence of this must be supplied on request. i.e. a completed Commissioning and service record and has been regularly serviced.
- A call-out charge will be made where:
 - The appliance is outside the guarantee period or has not been serviced in accordance with the manufacturers instructions.
 - Our Field Service Engineer finds no fault with the appliance.
 - The cause of breakdown is misuse or with other parts of your plumbing/heating system, or with equipment not supplied by Worcester, Bosch Group.



No appliance fault is found on over 30% of all service calls.

- ▶ In the case of a suspected fault, refer to the basic checks earlier in this section.

In the event of a appliance fault or breakdown please contact Worcester, Bosch Group appointments team on 0330 123 9339. Your advisor will arrange for an engineer to call with the minimum of delay; under normal circumstances this will be from 1 - 3 working days (excluding weekends and bank holidays) for priority breakdown situations (no hot water and/or heating).

6.1 Fault finding

Problem	Cause	Remedy
Desired room temperature is not reached	Thermostatic radiator valve(s) set too low	▶ Increase thermostatic radiator valve setting(s).
	Temperature control for central heating flow on boiler set too low	▶ Increase central heating flow temperature control setting
	Low temperature setting on the room thermostat	▶ Increase settings on room thermostat
Radiators are too hot	Temperature control for central heating flow on appliance set too high	▶ Reduce central heating temperature by turning down the Central Heating control (item [A], figure 6) on appliance. Note: This could prevent your property reaching the desired temperature during cold weather periods.
Desired room temperature is too high	Thermostatic radiator valve(s) are set too high	▶ Turn down thermostatic radiator valves/room thermostat
	Room thermostat is set too high	▶ Reduce central heating temperature by turning down the Central Heating control on boiler
Heating stays on for too long	Clock is incorrectly set	▶ Check setting and adjust
Hot water temperature too low	Temperature set too low on cylinder thermostat control.	▶ Check setting and adjust
Hot water temperature too high	Temperature set too high on cylinder thermostat control.	▶ Check setting and adjust
System pressure low (appliance on a sealed system)	Leak within the heating system	▶ Check system for obvious leaks.

Table 7 Fault finding

6.2 Controls behind the front panel

Temperature control [A]

- ▶ Remove the front panel and check the thermostat control knob [A] is turned on.
 - To remove the front panel pull the panel squarely away from the front of the boiler.
 - To replace, realign ball studs and push back into place.

Reset buttons [B, C & D]

- ▶ Remove the front panel and locate the reset button.
 - To remove the front panel pull the panel squarely away from the front of the boiler.
 - To replace, realign ball studs and push back into place.

Always keep pressure to the edges of the panels to avoid accidental damage.

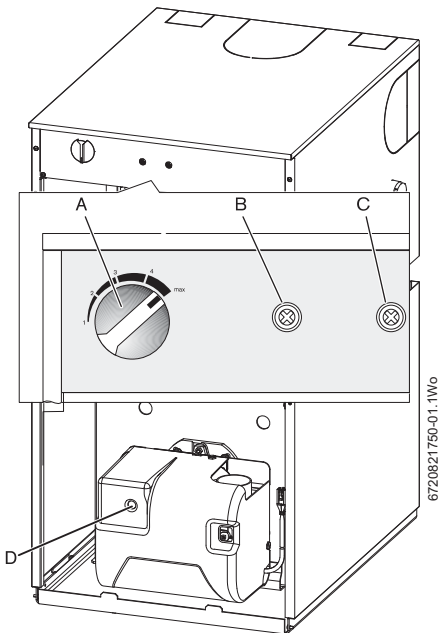


Fig. 6 Controls behind the front panel

- [A] Temperature control
- [B] Reset button - Flue overheat thermostat
- [C] Reset button - Appliance overheat thermostat
- [D] Reset button - Burner lockout

Appliance reset buttons

Automatic reset

- ▶ An excessive appliance operating temperature can activate a thermostat to switch off the appliance. This thermostat automatically resets when the appliance has cooled down sufficiently.

Do not attempt to repeatedly start the appliance using the manual reset buttons as persistent failure indicates a fault requiring the attention of a service engineer.

Flue overheat [B] (manual reset)

- ▶ Excessive combustion gas temperatures can activate a thermostat to switch off the appliance, indicated by button standing proud. Press and release to reset thermostat.

Appliance overheat [C] (manual reset)

- ▶ Should the appliance temperature rise beyond the automatic reset level, a high limit thermostat will switch the appliance off, indicated by button standing proud. When the appliance has cooled down, press and release to reset the thermostat.

Burner lockout [D] (manual reset)

- ▶ Flame failure, for any reason, will cause the burner to go safely to a lockout condition.
- ▶ Remove the appliance front panel and check the lockout button. If this is illuminated it indicates a "lockout" condition. To cancel lockout, wait 2 minutes, then press and release the button.

6.3 Persistent failure

If the appliance fails to operate after following the previous checks from the "Malfunction or failure" chapter 6, then a safety device in the appliance control system may have been activated to prevent the appliance from operating.

7 Energy saving

7.1 Tips on energy saving

Room thermostats

Reducing the setting of the room thermostat by 1°C can reduce fuel consumption by up to 10%.

New control systems

Upgrade your heating control system with the latest equipment available. The minimum level of control for a heating system is a programmer, interlocking room thermostat and thermostatic radiator valves.

Radiators

More often than not radiators will be sited underneath a window, so the warm air from the radiator heats the colder incoming air from the window.

The performance of the radiator will be affected if the curtains are allowed to drape over the radiator or shelves are fitted above it.

The positioning of furniture and tables in front of the radiator should also be avoided.

It is advisable to manually adjust all radiator valves every 2-3 months to prevent them from sticking. It is also important that the plastic tops of all valves are always in position and not cracked or damaged to help prevent accidents. Care should be taken when vacuum cleaning carpets to avoid damage to valves and pipework.

The heating system and the outputs of the radiators have been carefully selected by your installer. The temperature obtainable in any given room is dependent on all radiators being operated at the same time. If you decide to turn off radiators in unused rooms, spare bedrooms etc., you may experience slightly lower room temperatures in rooms adjacent to unheated rooms.

Heating economically

The appliance is designed to provide a high level of comfort while keeping oil consumption and the resulting environmental effect as low as possible.

The central heating control on the appliance should be set as low as possible while still maintaining a comfortable room temperature.

The temperature of each room can be set individually using the thermostatic radiator valves (except the primary room with the room thermostat).

Roof insulation

Around 30% of the heat loss from a property is through the roof. Replace any old insulation with new insulation, preferably to a minimum thickness of 200mm.

Window frames

Single glazed windows, particularly those with steel frames, can lose a great deal of heat.

Consideration should be given to replacement with PVCu or wooden framed double glazed units.

Curtains

Lined curtains, or heavier full length curtains can provide excellent insulation. However, always ensure that the curtains do not drape over radiators.

Draughts

Try to ensure that draughts around doors, windows, letter boxes and keyholes etc. are reduced by using a suitable draught excluder.

8 Environment/disposal

Environmental protection is a fundamental corporate strategy of the Bosch Group.

The quality of our products, their economy and environmental safety are all of equal importance to us and all environmental protection legislation and regulations are strictly observed. We use the best possible technology and materials for protecting the environment taking account of economic considerations.

Packaging

We participate in the recycling programmes of the countries in which our products are sold to ensure optimum recycling. All of our packaging materials are environmentally compatible and can be recycled.

9 Your guarantee

This appliance has a guarantee against faulty materials or workmanship from the date of installation subject to the following terms and conditions:

- During the period of this guarantee any components of the appliance that are proven to be faulty or defective in manufacture will be exchanged or repaired free of charge by Bosch Thermotechnology Ltd.
- The householder may be asked to prove the date of installation, that the appliance was correctly commissioned and, where appropriate, serviced to the satisfaction of Bosch Thermotechnology Ltd. These should be documented in the commissioning and service records in the Installation, Commissioning and Servicing Instructions.
- Bosch Thermotechnology Ltd will not accept responsibility for damage caused by faulty installation, neglect, misuse or accidental damage and non-observance of the instructions contained in the Installation and Users Instructions manuals.
- The appliance has been used only for the normal domestic purposes for which it was designed.
- This guarantee applies only to equipment purchased and installed in mainland UK.

This guarantee does not affect your statutory rights.

9.1 Guarantee registration

Your appliance carries a guarantee against faulty material or manufacture subject to Terms and Conditions.

Guarantee Registration can be completed:

- On-line:
 - You can register on our website:
www.worcester-bosch.co.uk/guarantee
- By phone:
 - You can register by ringing 0330 123 2552.
- By post:
 - Please send your completed form to:
Worcester, Bosch Group, Cotswold Way,
Warndon, Worcester, WR4 9SW.

To read full terms & Conditions please visit us on-line at www.worcester-bosch.co.uk/guarantee.

Your statutory rights are not affected by the manufacturer's guarantee.

General checks before calling a Service engineer

Check the:

1. Oil level in the tank?
2. Power to the boiler?
3. Control settings?



No boiler fault is found on over 30% of all service call outs.

Please read the fault section of the manual before contacting our service team.

WORCESTER, BOSCH GROUP:

TECHNICAL SUPPORT:	0330 123 3366
APPOINTMENTS:	0330 123 9339
SPARES:	0330 123 9779
LITERATURE:	0330 123 9119
TRAINING:	0330 123 0166
SALES:	0330 123 9669

Worcester, Bosch Group
Cotswold Way, Warndon, Worcester WR4 9SW.
Tel. 0330 123 9559
Worcester, Bosch Group is a brand name of
Bosch Thermotechnology Ltd.

worcester-bosch.co.uk

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WORCESTER
Bosch Group