

# **Tenant Guide: Boiler Issues**

If your boiler is not working please check the below items before reporting the repair as this may resolve the issue

## **Things To Check:**

## **CHECK YOUR GAS METER**

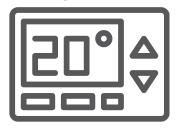
- Has your meter got credit? If not, please add credit.
- *Is the gas valve on?* If not, please turn it to the On position.
- Is there a fault showing on the meter? If there is a fault you will need to call the supplier as this is not something your agent /landlord can fix.



### **CHECK YOUR BOILER**

- Is your boiler on? If no, please turn the switch on.
- Is the heating/ hot water switch/dial on? If not, turn the dial to the correct position and turn the heating dial to maximum.
- Is the thermostat above 25C? If not, turn this up.
- Are there any fault codes on your **boiler?** If there is, an engineer will most likely be needed.
- Is the heating/hot water on on the programmer? Please switch this on if not.
- Is the pressure gauge in green ( between 1-2)? If under 1, top up the pressure

#### Programmer



#### Pressure Gauge

