

Look after your boiler so it can look after you



This guide covers the steps you can take to ensure that your Vokèra boiler continues to operate efficiently and safely.



No-one knows your boiler better than Vokèra



Rock solid support you can depend on

With more than 1.5 million Vokèra boilers bringing warmth and comfort to homes across the UK and Ireland, this guide provides the steps you can take to ensure that your Vokèra boiler continues to operate efficiently and safely.

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Customer Care

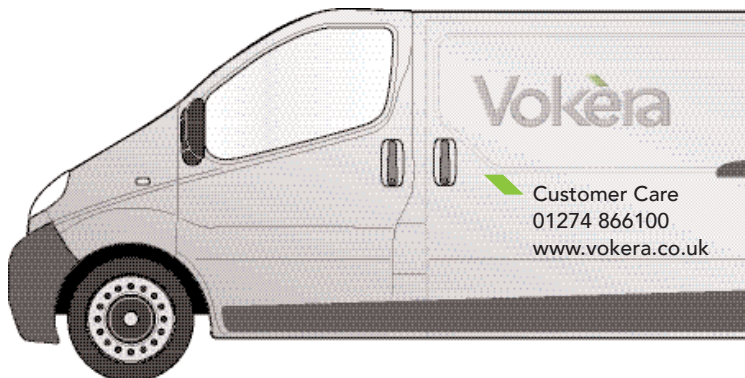
Your Vokèra boiler is manufactured to the highest standard, however, should your boiler require attention, our professional and fully trained customer care and engineering teams are on hand to help.

Ensuring a high level of customer care is very important to Vokèra. We are committed to our customer care procedures and policy, which can be found at the back of this guide. In order to achieve a high level of customer care, we also place great emphasis on our first visit fix rates, which are achieved by ensuring our engineers carry over 95% of all serviceable parts on their vans, so unlike other providers we can repair your boiler on the first visit in over 95% of cases.

Your boiler comes with a standard manufacturers warranty which you must register at the point of installation for it to become active. If your boiler is no longer covered by the manufacturers warranty Vokèra offer a range of Repair and Protect Plans that can provide the support you need.

You must have your Vokèra boiler serviced annually to validate your manufacturer warranty.

Our engineers carry over 95% of all serviceable parts on their vans



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Annual Service Plans

A Vokèra annual service plan ensures that your Vokèra boiler receives an annual service and safety check. An annual service makes sure that your appliance maintains its efficiency, is operating safely and validates any Vokèra warranty that you may have.

VOKERA ANNUAL SERVICE PLAN

A Vokèra Annual Service Plan* includes an experienced and professionally qualified engineer to service your boiler in accordance with the following schedule:

-
- Check boiler performance, flue and ventilation
- Visually check all components for water leaks
- Full inspection for damaged or worn components
- Visually inspect burner and heat exchanger for deposits, clean accordingly
- Visually check for satisfactory ignition, flame picture and stability
- Check flame failure device, check and adjust burner pressure
- Fully check operation of boiler and controls
- Check expansion vessel and reset pressure accordingly
- Carry out a flue gas combustion analysis

*Terms & conditions apply.

To book a Vokèra Annual Service please call our Customer Care team on: **01274 866100**
8.15am - 5pm Monday – Friday or Saturday 8am - 12pm



Fixed Price Repair and Repair Plans

Should your Vokèra boiler develop a fault or breakdown and it is no longer covered by the manufacturers warranty or a Protection Plan, we offer a range of Fixed Price Repair and Repair Plans that include parts and labour, helping to prevent unexpected repair bills.

VOKERA FIXED PRICE REPAIR

A one off Fixed Price Repair* includes:

- All costs related to the call out
- All labour costs related to the time spent attending repair
- Replacement of any part contained within the boiler in order to rectify the fault*
- Replacement of any Vokèra controls in order to rectify the fault

VOKERA FIXED PRICE REPAIR AND PROTECT EXTENDED WARRANTY PLAN

This Fixed Price Repair Plan* includes:

- All costs related to the call out
- All labour costs related to the time spent attending repair
- Replacement of any part contained within the boiler in order to rectify the fault*
- Replacement of any Vokèra controls in order to rectify the fault
- Monthly interest free direct debit payment option
- **PLUS** 1 year extended warranty, protecting your boiler for a further 12 months against breakdown

VOKERA FIXED PRICE REPAIR AND PROTECT EXTENDED WARRANTY AND SERVICE PLAN

This Fixed Price Repair Plan* includes:

- All costs related to the call out
- All labour costs related to the time spent attending repair
- Replacement of any part contained within the boiler in order to rectify the fault*
- Replacement of any Vokèra controls in order to rectify the fault
- Monthly interest free direct debit payment option
- 1 year extended warranty, protecting your boiler for a further 12 months against breakdown
- **PLUS** an annual service and safety check (see Page 3)

*Terms & conditions apply.

To book an appointment please call our Customer Care team on: **01274 866100**
8.15am - 5pm Monday – Friday or Saturday 8am - 12pm

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Protection Plans

Your boiler comes with a standard manufacturer warranty. After this initial warranty has expired you can continue to protect your boiler with a Vokèra Protection Plan. These Protection Plans can be arranged to become active on the expiration date of your manufacturers warranty, ensuring your boiler is consistently protected in the event of a boiler fault or breakdown.

*The Vokèra Protection Plans include an experienced and professionally qualified engineer to attend in the event of a boiler fault or breakdown. The Protection Plans act as an extended warranty and includes all parts and labour costs.**

THE VOKERA SILVER PROTECTION PLAN

The Silver Protection Plan* includes:

- All costs related to the call out and labour
- Replacement of any part contained within the boiler in order to rectify the fault
- Replacement of any Vokèra controls in order to rectify the fault
- Monthly interest free direct debit payment option
- With our engineers carrying in excess of 95% of serviceable parts, your boiler will be repaired on the first visit in over 95% of cases
- Sign up to the Vokèra Silver Protection Plan before your manufacturers warranty expires to receive the best rates. Your Protection Plan will not become active until the manufacturers warranty has expired.

THE VOKERA GOLD PROTECTION PLAN

The Gold Protection Plan* includes:

- All costs related to the call out and labour
- Replacement of any part contained within the boiler in order to rectify the fault
- Replacement of any Vokèra controls in order to rectify the fault
- Monthly interest free direct debit payment option
- With our engineers carrying in excess of 95% of serviceable parts, your boiler can be repaired on the first visit in over 95% of cases
- **PLUS** an annual service and safety check
- Sign up to the Vokèra Gold Protection Plan before your manufacturers warranty expires to relieve the best rates. Your Protection Plan will not become active until the manufacturers warranty has expired.

*Terms & conditions apply.

To sign up to a Vokèra Protection Plan please call our Customer Care team on: **01274 866100**
8.15am - 5pm Monday – Friday or Saturday 8am - 12pm

What to do if your boiler develops a fault

If you are experiencing a problem with your appliance, you can follow the simple initial checks below before logging a call with us, which may prevent an engineer needing to attend.

SIMPLE CHECKS YOU CAN MAKE BEFORE CALLING US

- Check that you have an electricity supply to your appliance and the power switch is on
- If you have a pre-pay gas/electric meter, check that there is sufficient credit left
- If possible check that your mains gas is turned on
- Check that your mains water supply is on
- Check any boiler controls/programmers/thermostats are on and, if they are battery operated, check that the batteries are not flat
- If your problem relates to only one hot water outlet, we advise that you contact your local plumber first to check the pipework
- If the weather has been very cold or it has been snowing please see the section on 'Common Winter Enquiries' for guidance on frozen condensate pipes on page 7.

If a Vokèra engineer or appointed agent attends your Vokèra boiler within the warranty period and the fault is found not to be due to a manufacturing fault, you may incur an inspection fee. We kindly ask you to carry out the checks above before requesting an appointment.

If you have checked all of the above and everything is in order, please have the following information to hand so that we can handle your request efficiently:

- Boiler Model Name
- Boiler Serial Number
- Month and year of installation



After your boiler installation and every annual service, it is important that you ensure your Gas Safe Registered Installer/Engineer completes the Benchmark Commissioning Checklist which can be found at the back of the installation manual. This ensures the appliance is installed in accordance with the instructions. Failure to show a completed Benchmark Commissioning Checklist invalidates the manufacturer's warranty. This does not affect the customer's statutory rights.

You must have your Vokèra boiler serviced annually to validate your manufacturer warranty.

To receive assistance please call our Customer Care team on: **01274 866100**

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Common Winter Enquiries



If the weather has been very cold or it has been snowing, you may have a frozen condensate pipe, please read the below guidance on the steps you can take.

During recent winters the UK has experienced prolonged spells of extremely cold weather - down to minus 20°C and below in some areas. This resulted in a significant increase in the number of calls to boiler manufacturers and heating engineers from householders with condensing (high efficiency) boilers where the condensate drainage pipe had frozen and become blocked with ice, causing the boiler to shut down. In the vast majority of cases such problems occur where the condensate drainage pipe is located externally to the building for some part of its length.

Please Note: This guidance for householders on what to do if a boiler condensate drainage pipe has frozen is only relevant if you feel competent to take the actions described. If you do not feel competent to follow this guidance then you should contact your local Gas Safe registered engineer, explain the situation and arrange for them to resolve the problem. They will also be able to advise on ways to reduce the likelihood of freezing in future. Registered gas engineers in your area can be found using the postcode search facility on the Gas Safe Register website at www.gassaferegister.co.uk

There are a number of measures, detailed below, which householders can take in order to thaw a frozen condensate drainage pipe, free the blockage and re-start the boiler themselves provided they feel competent to do so.

1. Confirm that a frozen condensate drain pipe is the cause of shutdown.

It is important to confirm that a frozen condensate drainage pipe is the likely cause of the problem before taking any of the remedial actions suggested below. The condensate drainage pipe is a plastic pipe (grey in colour) connected to the bottom of your boiler.

If the following circumstances apply then it is likely that a frozen condensate drainage pipe is the cause -

- Outside temperatures have been below freezing for some time
- The condensate drainage pipe runs through the wall and outside the property for part of its length, without any increased pipe diameter, any insulation on it, or other measures to prevent freezing. There may also be a problem if the pipe runs through an enclosed but unheated area, eg. a garage or loft.
- The boiler has previously been working satisfactorily.

Shutdown due to freezing and blockage of the condensate drainage pipe will usually be indicated by a "fault code" on the boiler's digital display, although this may not specifically indicate freezing as the fault. Indication may also be given by some other alarm such as a flashing light, or by a symptom such as "gurgling" noises coming from the boiler. Please refer to the boiler manual for guidance on fault codes/alarms and their meaning - or you can call us if you are unsure.

2. Locate the blockage.

It is likely that the pipe is frozen at the most exposed point external to the building or where there is some obstruction to flow. This could be at the open end of the pipe, at a bend or elbow, or where there is a dip in the pipe in which condensate can collect. The location of the blockage should be identified as closely as possible before taking further action.

3. Thaw the frozen pipe.

The pipe can be thawed by applying a hot water bottle, a microwaveable heating pack (the sort used for muscular aches and pains) or cloths soaked in warm water to the exterior of the pipe, close to the likely point of blockage. Warm water can also be poured onto the pipe from a watering can or similar container. *Do not use boiling water.*

Please Note: You should not attempt to thaw a condensate drain pipe if you cannot easily reach it from ground level. Be aware that any water used can quickly freeze if it falls onto pathways - causing a possible slip hazard.

4. Reset/re-start the boiler.

Once the blockage has been thawed and cleared, consult your boiler manual (if you do not have a copy you can download it from our website - www.vokera.co.uk) for guidance on any action needed to “reset” the fault code/alarm and re-start the boiler.

In most cases, once the condensate drain pipe is cleared and a reset has been carried out, the boiler will re-ignite using an automatic operating sequence.

If this reset/restart does not succeed you should call in a competent engineer to assess the situation and take further action if required. Registered gas engineers in your area can be found using the postcode search facility on the Gas Safe Register website at www.gassaferegister.co.uk

5. Temporary remedial actions:

If the pipe is successfully thawed and the boiler can be re-started then the following temporary remedial actions may help prevent re-freezing if the severe weather continues.

- (a) If the external pipe is not insulated as recommended, you should try to rectify this by attaching suitable water-proof and weather-proof insulation over the outside of the pipe to prevent re-freezing. “Class O” pipe insulation is suitable for external use and should be available from DIY outlets and plumbing/heating suppliers.
- (b) During the cold spell it may help to temporarily run the heating system with the boiler thermostat (as distinct from the room thermostat) set to maximum. Turn back to the normal setting used once the cold spell is over.
- (c) It may also help to temporarily set the central heating timer/programmer to “continuous” (24hr) mode, setting the room thermostat overnight to around 15°C. Again, return to the normal settings once the cold spell is over.

6. Longer term actions:

Contact your heating installer or service engineer who can take steps to permanently prevent re-occurrence. The Heating and Hotwater Industry Council has published updated industry guidance on condensate drainage pipe installation, which should be followed if this work is carried out.

www.centralheating.co.uk/checklists/frozen-condensate-pipes/frozen-condensate-guidance-installer

7. FAQs

What is condensate and what does the condensate drain do?

High efficiency (condensing) boilers remove more heat from the combustion gases, resulting in additional water vapour which is collected within the boiler as condensate, and taken to a suitable drain via the condensate drainage pipe.

Why has my condensate drain only frozen recently?

Recently the UK has suffered from unusually cold weather, over prolonged periods. Existing recommendations for condensate pipe installation, such as pipe insulation, were based on pre-existing UK weather conditions and may not be sufficient in the extreme conditions recently experienced across much of the UK.

A heating engineer cut the condensate pipe to get my boiler working and left the pipe discharging to a bucket as an "emergency measure". Is this acceptable?

It is recognised that in some instances (e.g. where an elderly person's heating needs to be reinstated as an emergency measure) frozen condensate drainage pipes may have been cut in order to bypass the blockage. This has been done to allow re-ignition of the boiler, with condensate being collected in a suitable container as a temporary solution.

While not unsafe, this is not recommended practice and if such action has been taken then the condensate drainage pipe must be reinstated as soon as possible, using the appropriate industry guidance (see above) to reduce risk of freezing in future.

Ensuring safety

Carbon Monoxide poisoning can be caused by gas appliances and flues that have not been installed or maintained correctly or that are poorly ventilated. Because carbon monoxide has no taste, smell or colour, it is strongly recommended by Gas Safe Register that you fit an audible carbon monoxide alarm in your home. As well as carrying boiler parts, Vokèra engineers also carry Carbon Monoxide alarms and other complimentary heating products.



Carbon Monoxide alarm

Should you wish to purchase one, please ask the attending engineer or the Vokèra customer care advisor over the phone at the point of booking an engineer visit.



Vokèra Customer Care Procedures and Policy

Delivering a high level of customer care is very important to Vokèra and so our trained customer care advisors ensure that your query is handled as efficiently as possible by following our Customer Care Procedures and Policy.

VOKERA CUSTOMER CARE PROCEDURES

- During your call you will be asked to provide some basic information regarding the serial number, model name and location of your appliance
- We always undertake basic checks with you, as sometimes we can resolve queries over the phone
- If we are unable to resolve your query over the phone we will arrange for an engineer to visit
- If your boiler is outside its warranty period an engineer visit is chargeable

If for any reason you are not satisfied that we have adhered to our customer care procedures, we request details in writing, please send to: Customer Relations, Vokèra Ltd, Stubs Beck Lane, Cleckheaton, Bradford, BD19 4TT or email: custrelations@vokera.co.uk

VOKERA CUSTOMER CARE POLICY

- To provide our customers with a friendly service
- To work effectively to resolve your query
- To keep you informed

Our customer care procedure and policy ensure a seamless service resulting in over 99% of our customers being extremely satisfied with the service they receive from our team.

During extreme conditions our team can sometimes experience three times the usual workload and we prioritise those customers that are most vulnerable with total heating and hot water loss.

If you would like further information on any of the Vokèra Service Plans discussed in this guide or require assistance with your boiler please contact our Customer Care team.

Call: **01274 866100** Email: service@vokera.co.uk

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