

# User Guide and Important Warranty Information

# Gold FSB 30 HE

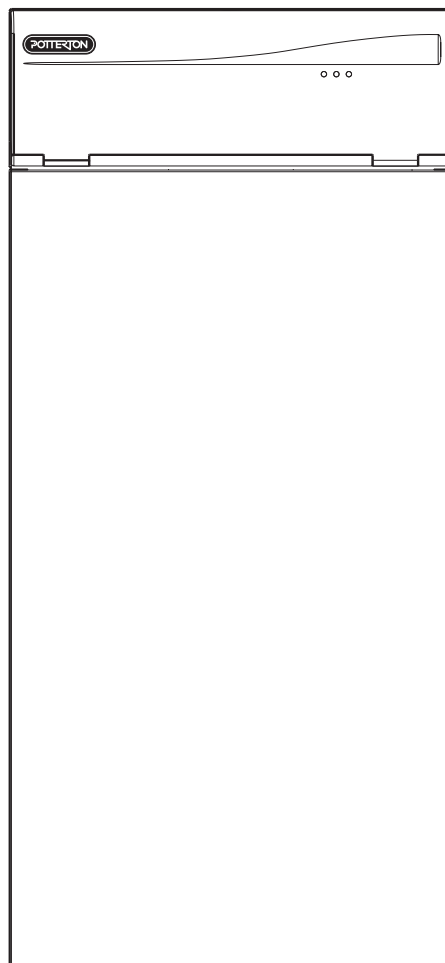
Floor Standing  
Condensing Boiler

**2 Year Guarantee**

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# POTTERTON

Please keep these instructions in a safe place.  
If you move house, please hand them over to the next occupier

## Natural Gas

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Potterton Gold FSB 30 HE  
G.C.N° 41 592 32

### The Benchmark Scheme

Baxi Heating UK Ltd is a licensed member of the Benchmark Scheme which aims to improve the standards of installation and commissioning of domestic heating and hot water systems in the UK and to encourage regular servicing to optimise safety, efficiency and performance.

Benchmark is managed and promoted by the Heating and Hotwater Industry Council. For more information visit [www.centralheating.co.uk](http://www.centralheating.co.uk)

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The Company Secretary, Baxi Heating UK Limited,  
Brooks House, Coventry Road, Warwick. CV34 4LL

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ISO 9001  
FM 00866

# 1.0 Operating the Boiler

## 1.1 Operating the Boiler

1. Hinge down the facia cover (Fig. 1).
2. Turn on the main gas and electricity supplies to the boiler. The Mains On light (Ⓞ) will illuminate green (Figs. 1 & 2).
3. Set the central heating control knob to the required setting (Fig. 1). (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. When the system control(s) call for heat 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 (Ⓞ) and Boiler ON light (🔥) are illuminated green (Figs. 1 & 2).
5. The boiler can be switched off by turning all external controls or the optional integral timer Heating and Hot Water settings to OFF.

## 1.2 To shut down the Boiler

1. Turn off the electricity supply to the boiler at the system isolation switch and turn off all external controls.
2. Your installer should have demonstrated how to shut down the boiler - if not he will be able to advise you.

## 1.3 Frost Protection

1. The boiler has integral frost protection. It is recommended that the installer fits a suitable device to also protect the system if required. **The boiler must be turned ON at the system isolation switch for frost protection.**

## 1.4 In Operation

1. The Gold FSB 30 HE is a high efficiency "condensing boiler". In common with other condensing boilers its exceptional efficiency means the flue gases are cooled to such an extent that a plume of water vapour 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 boiler in any way.
2. The boiler incorporates a condensate pump which may operate at any time, for up to 30 seconds, even when the boiler is not running.

## 1.5 In the Event of a Gas Leak

1. If a gas leak occurs or is suspected, turn off the gas supply at the meter control.
2. Do not operate electric light or power switches, either off or on and ventilate the property.
3. Contact your gas supplier.

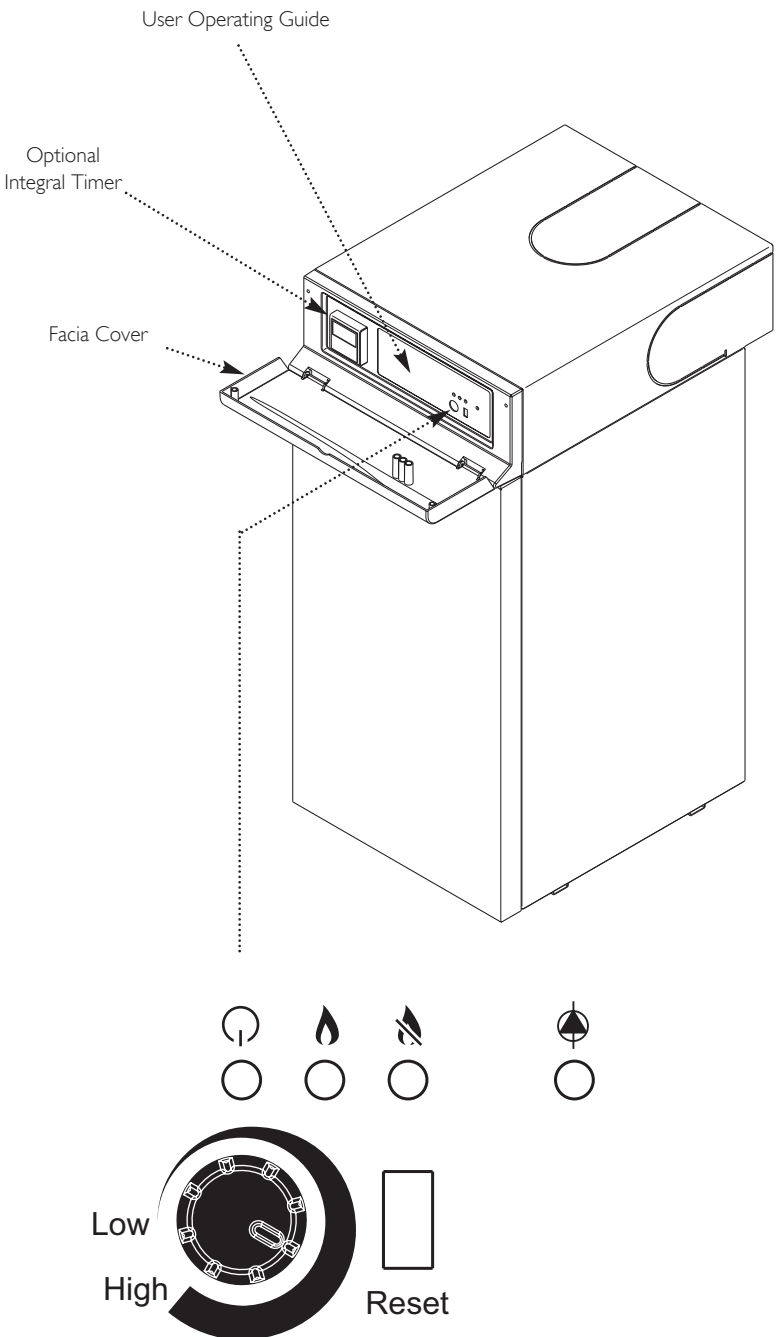


Fig. 1

	<b>Central Heating Control Knob</b> (No OFF Position)	Turn the Central Heating Control Knob clockwise to increase or anticlockwise to decrease the boiler flow temperature.
	<b>Reset Button</b>	The Reset Button should extinguish the Flame Failure Light and restore normal operation.
	<b>Mains On</b> (Green Light)	This indicates that there is electricity to the Boiler.
	<b>Boiler On</b> (Green Light)	This indicates that the Burner has fired up and is heating your system.
	<b>Flame Failure</b> (Red Light)	If Flame Failure Light is ON. Press the Reset Button. If Flame Failure occurs persistently consult your Installer or Service Engineer.
	<b>Condensate Pump</b> (Green Light)	This indicates that the Condensate Pump is running. The pump <b>ONLY</b> runs when the condensate reservoir is full.


Fig. 2 Key to Controls

## 2.0 Safety Devices

### 2.1 Operation of Safety Devices

1. Your Gold FSB 30 HE is fitted with safety devices which shut down the appliance if:

- the system or boiler overheats.
- the condensate drain is blocked.
- there is no gas to the boiler.

2. The Flame Failure light (  ) will be either flashing or permanently illuminated and the boiler will need resetting (Fig. 3).

**NOTE:** In the case of persistent Flame Failure, shut down the boiler (see Section 1.2) and consult your Installer as an appliance or system fault is indicated.

### 2.2 Resetting

- Allow the boiler to cool if hot.
- Hinge down the fascia cover.
- Press the Reset Button (Fig. 3).
- If the boiler will not reset see the LED Fault Indication Label on the inside of the fascia cover.
- Further fault finding is described in Section 5.1 'Check List.'

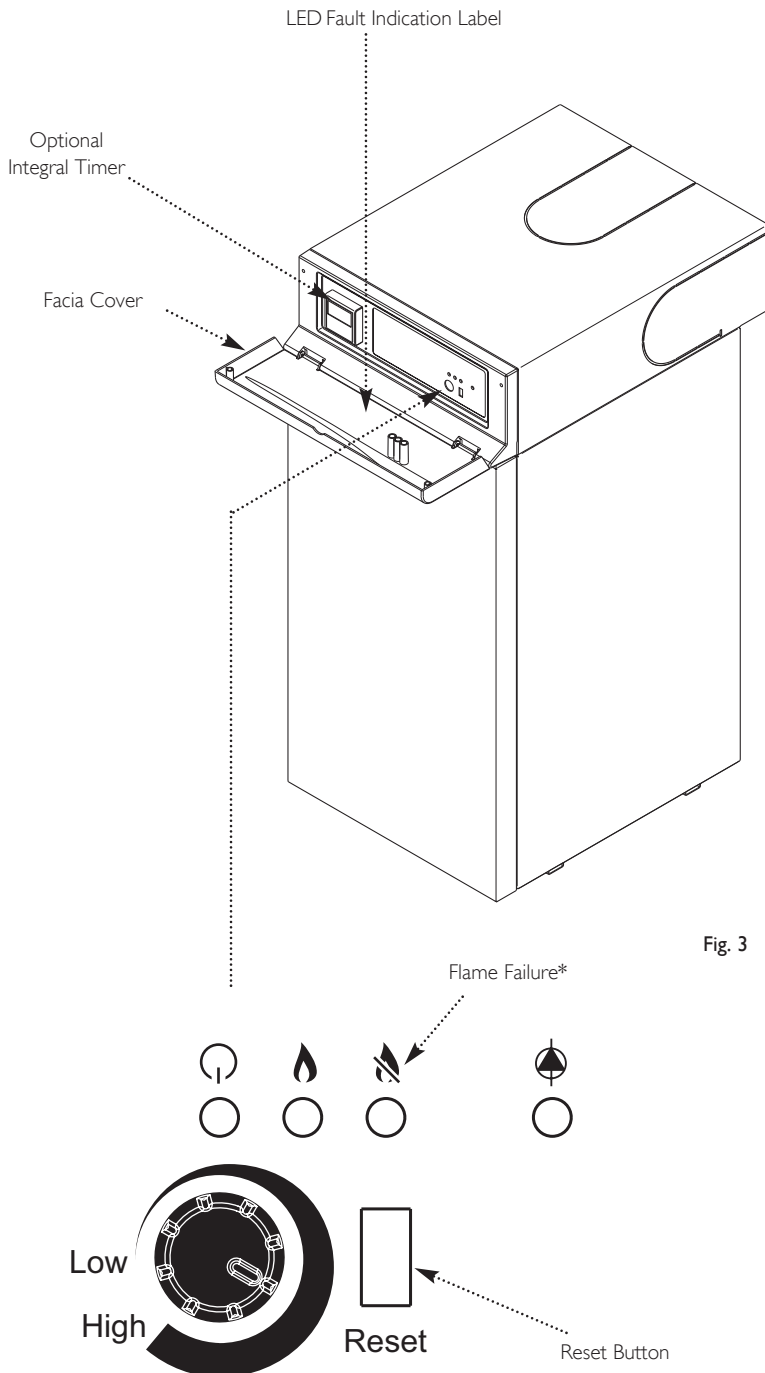


Fig. 3

**\*Flame Failure - Red Light**  
If the Flame Failure Light is ON press the Reset Button. If Flame Failure occurs persistently consult your Installer

## 3.0 Installation & General Operation

### 3.1 Installation & General Operation

**Installation of the boiler should only be carried out by a Gas Safe Registered Installer or other Competent Person**

1. Any modification that may interfere with the normal operation of the boiler without express written permission from the manufacturer or his agent could invalidate the boiler warranty. In GB this could also infringe the Gas Safety (Installation and Use) Regulations.

2. Do not interfere with any sealed components on this boiler, or operate it without the casing panels correctly fitted.

3. Take note of any warning labels on your boiler.

4. Your boiler should have the following minimum clearances for Safety and Maintenance (Figs. 4 & 5):-

Top	- 15mm
Sides	- 5mm
Front	- 5mm (In Operation)
	- 500mm (For Servicing)

\* It is recommended that any worktop is removable for servicing access.

5. If your boiler is installed in a compartment, do not use it for storage purposes.

6. Flammable materials must not be stored in close proximity to your boiler.

7. Avoid skin contact when your boiler is in operation, as some surfaces may get hot e.g. pipework.

8. Ensure that the flue terminal, outside the house, does not become damaged or obstructed, particularly by foliage.

9. 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 part of the condensate drain that is fitted externally.

10. A condensate disposal pipe runs from your boiler carrying fluid to a drain. This pipe is plastic and should not be subjected to sources of heat and must also be protected against potential damage.

### 3.2 Cleaning the Outer Case

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

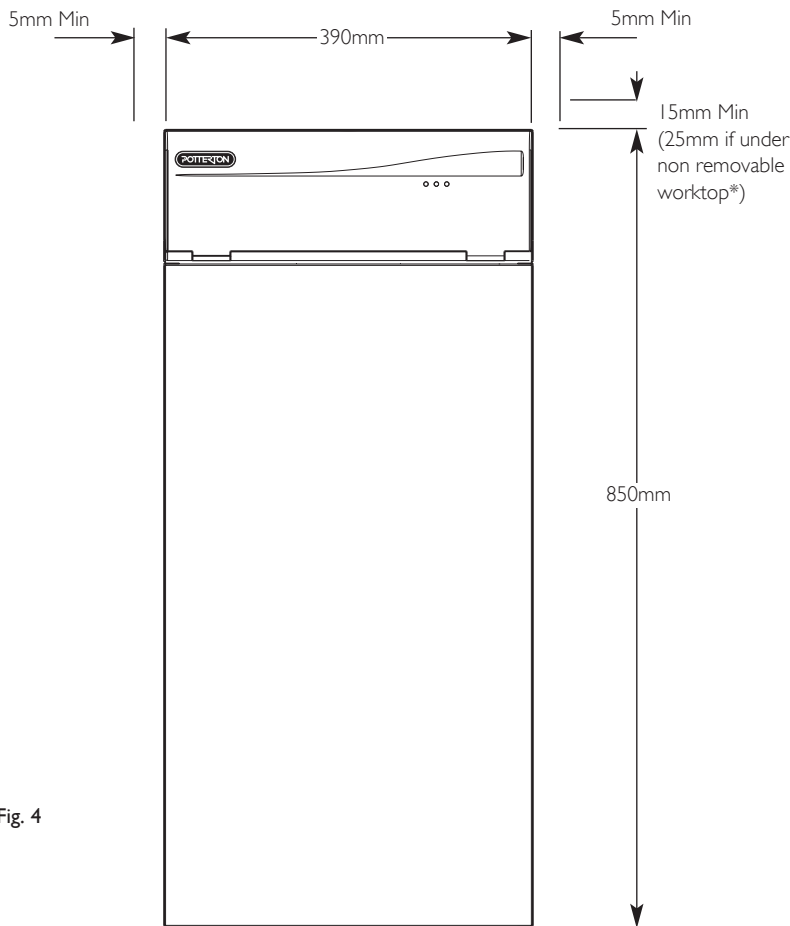


Fig. 4

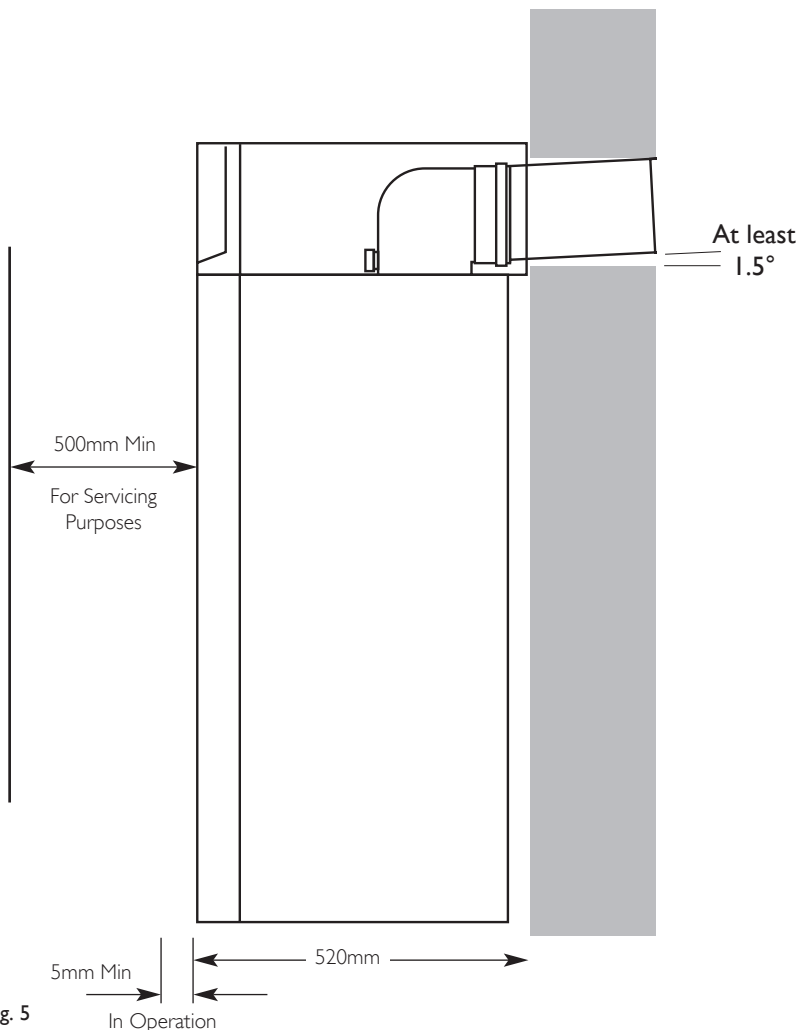


Fig. 5

## 4.0 Legislation

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### 4.1 Installation, Commissioning, Service & Repair

1. This appliance must be installed in accordance with the manufacturer's instructions and the regulations in force. Read the instructions fully before installing or using the appliance.
2. In GB, this must be carried out by a competent person as stated in the Gas Safety (Installation & Use) Regulations.
3. **Definition of competence:** A person who works for a Gas Safe registered company and holding current certificates in the relevant ACS modules, is deemed competent.
4. In IE (Eire), this must be carried out by a competent person as stated in I.S. 813 "Domestic Gas Installations".

**Lifting** - This product should be lifted and handled by two people. Stooping should be avoided and protective equipment worn where necessary. Carrying & lifting equipment should be used as required, e.g. when installing in a loft space.

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All Gas Safe registered engineers carry an ID card with their licence number and a photograph. You can check your engineer is registered by telephoning 0800 408 5500 or online at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

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The boiler meets the requirements of Statutory Instrument "The Boiler (Efficiency) Regulations 1993 No 3083" and is deemed to meet the requirements of Directive 92/42/EEC on the energy efficiency requirements for new hot water boilers fired with liquid or gaseous fuels:-

Type test for purpose of Regulation 5 certified by:  
Notified Body 0087.

Product/Production certified by:  
Notified Body 0086.  
Ref: 86-BL-647

For GB/IE only.

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### 4.2 Benchmark Commissioning Checklist

1. Please ensure that the installer has fully completed the Benchmark Checklist on the inside back pages of the installation instructions supplied with the product and that you have signed it to say that you have received a full and clear explanation of its operation. The installer is legally required to complete a commissioning checklist as a means of complying with the appropriate Building Regulations (England and Wales).
  2. All installations must be notified to Local Area Building Control either directly or through a Competent Persons Scheme. A Building Regulations Compliance Certificate will then be issued to the customer who should, on receipt, write the Notification Number on the Benchmark Checklist.
  3. This product should be serviced regularly to optimise its safety, efficiency and performance. The service engineer should complete the relevant Service Record on the Benchmark Checklist after each service.
  4. The Benchmark Checklist may be required in the event of any warranty work and as supporting documentation relating to home improvements in the optional documents section of the Home Information Pack.
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# Warning !

### If you smell gas

Do not operate light switches  
Do not operate any electrical equipment  
Do not use a telephone in the hazardous area  
Extinguish any naked flame and do not smoke  
Open windows and doors in the hazardous area  
Turn off the gas supply at the meter  
Warn any other occupants and vacate the premises  
Telephone the National Gas Emergency Service on:-  
0800 111 999

### Faulty boiler

If it is known or suspected that a fault exists on the boiler, it must not be used until the fault has been corrected by a competent person.

### 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 'Mains On' (Ⓠ) light will be lit.
2. Is the Red flame failure light (🔥) lit?  
Yes - Reset as described in section 2.2.  
No - Continue below
3. Is the gas supply turned on?
4. Is the programmer or timer switch set to On? Refer to the instruction booklet supplied with these items for correct setting and operation.
5. Is the temperature control on the boiler set high enough?
6. Are all system controls such as room and cylinder thermostats set high enough?
7. 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 operate 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.

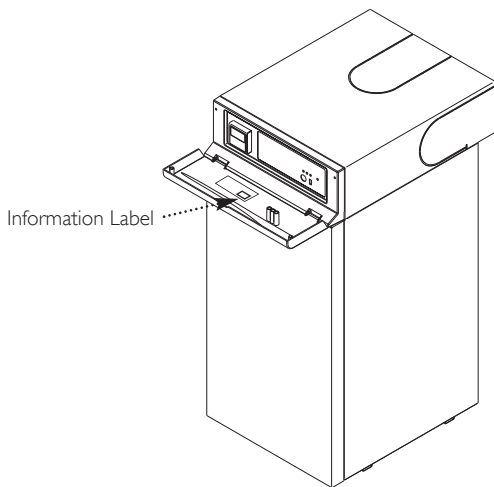
Please complete the boxes below

Serial Number

Date of Installation

D	D	M	M	Y	Y

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



All descriptions and illustrations provided in this leaflet have been carefully prepared but we reserve the right to make changes and improvements in our products which may affect the accuracy of the information contained in this leaflet. All goods are sold subject to our standard Conditions of Sale which are available on request.

## POTTERTON

A Trading Division of Baxi Heating UK Ltd (3879156)  
Brooks House, Coventry Road, Warwick. CV34 4LL  
After Sales Service 0844 871 1560 Technical Enquiries 0844 871 1555  
Website [www.potterton.co.uk](http://www.potterton.co.uk)  
e&oe

PART OF BDR THERMEA

## 6.0 Warranty & Service

### Standard Warranty Terms & Conditions

To activate your second year free warranty you must register your boiler with **heateam** the service division of Baxi Heating UK Ltd either by completing and returning the registration card or calling our telephone registration line on **0800 731 1644**.

It is also a requirement of the warranty that the boiler has an annual service (every 12 months) in accordance with the installation and servicing instructions, performed by a Gas Safe registered engineer.

If you would like **heateam** to carry this out please call on **0844 871 1560**.

### Our promise to you

If you experience a fault with your new boiler, we aim to provide a safe and high quality repair service supported by our dedicated national network of highly skilled engineers. If your installer can't resolve the problem for you, we will do everything we can to get an engineer out to you as quickly as possible. Nothing in this warranty will affect your statutory consumer rights.

### What you need to do if you experience a problem with your heating system or the operation of the boiler

You should always contact your installer first, because the cause of the fault may not be related to the boiler. If your installer confirms that the fault is with the boiler and he/she can't repair it, our friendly customer service team is on hand to help. Simply call our service division **heateam** on **0844 871 1560** to book an engineer visit or for any general advice that you may need. Our contact centre is open Monday to Friday 8am - 6pm, weekends and Bank Holidays 8.30am - 2pm, excluding Christmas Day and New Years Day.

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

- 1 Boiler serial number (see opposite).
- 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).

### What this warranty covers

Free of charge repair or replacement of components found to be of faulty manufacture.

Free of charge replacement of the complete unit provided always that the failure is related to a manufacturing fault that cannot be repaired or is uneconomic to repair.

### What this warranty does not cover

Repairs to boilers which haven't been installed and commissioned properly, and as set out in the installation instructions (this includes the need to flush the system effectively and add a suitable corrosion inhibitor).

Any damage caused by hard water scale deposits and/or aggressive water resulting from corrosion.

Any other defects or failures, either in the connected heating system or outside of the boiler itself.

Faults caused by inadequate supply of electricity, gas or water to the property.

Installations within commercial settings for which this boiler was not designed.

Reimbursement of any third party repair or replacement costs that we haven't been told about or agreed with you in advance.

Compensation for consequential losses (e.g. loss of earnings, business losses, stress and inconvenience) arising from a production breakdown, including repair delays caused by factors outside our reasonable control.

After Sales Service **0844 871 1560**