

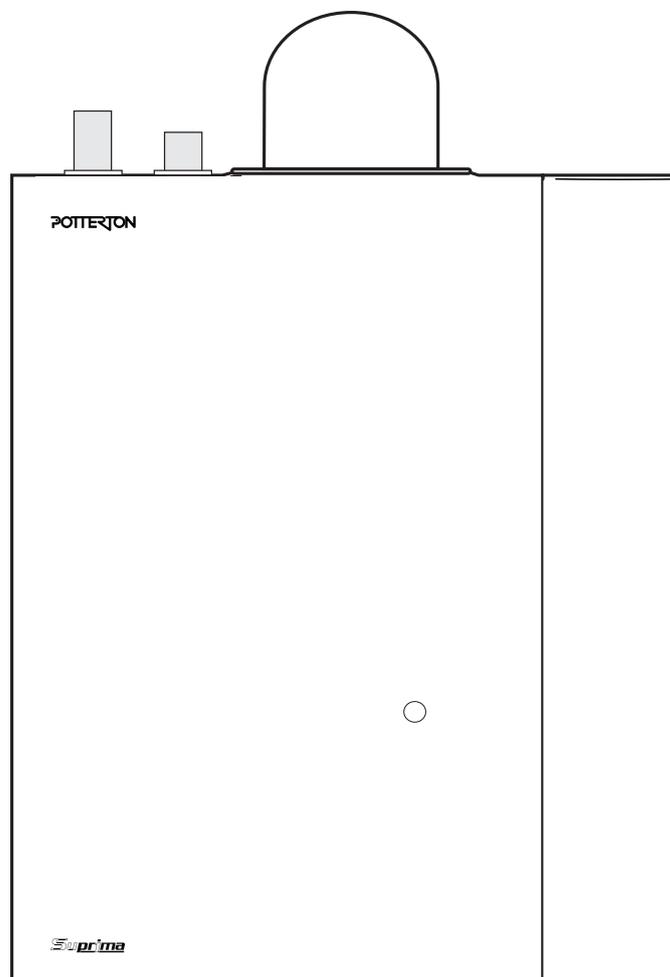


User Guide and Important Warranty Information

Suprema 30L - 100L

Wall Mounted Fan
Assisted Balanced Flue
Gas Boiler

These instructions are for use with boilers whose serial numbers end **C** (or higher) only.
Example: LVH04 36 08411 **CP**



Please read this
document and keep it safe.

It will help you out should
your boiler need attention.

Potterton Suprima L

Suprima 30L G.C. No. 41 590 42
Suprima 40L G.C. No. 41 590 43
Suprima 50L G.C. No. 41 590 44
Suprima 60L G.C. No. 41 590 45
Suprima 70L G.C. No. 41 590 46
Suprima 80L G.C. No. 41 590 47
Suprima 100L G.C. No. 41 590 48

Dear User

Thank you for choosing a Potterton central heating boiler. The following instructions are simple basic steps that you can take to ensure years of trouble free heating and hot water for your home.

Points to note

Your new boiler works automatically without a pilot light.

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 Heating UK Ltd 2007 All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, or stored in any retrieval system of any nature (including in any database), in each case whether electronic, mechanical, recording or otherwise, without the prior written permission of the copyright owner, except for permitted fair dealing under Copyrights, Designs and Patents Act 1988.

Applications for the copyright owner's permission to reproduce or make other use of any part of this publication should be made, giving details of the proposed use, to the following address:

The Company Secretary, Baxi Heating UK Ltd, The Wyvern Business Park, Stanier Way, Derby, DE21 6 BF.

Full acknowledgement of author and source must be given.

WARNING: Any person who does any unauthorised act in relation to a copyright work may be liable to criminal prosecution and civil claims for damages.

Baxi Heating UK Ltd. is a BS-EN ISO 9001
Accredited Company

Operating your boiler and system

The Central Heating and Hot Water you need will be available when the gas and electricity supplies to the boiler are turned on with the timer and other heating controls in your system set correctly.

Other heating controls are items such as room thermostats, cylinder thermostats and thermostatic radiator valves. To give the most energy efficient performance these controls can switch your boiler on and off even when your timer is on. Instructions on how to use your programmer and other heating controls should have been supplied with the items.

Pull the door panel open.

Confirm Status LED shows continuous Orange.

Turn the temperature control knob to adjust the radiator temperature between approximately 55°C and 82°C. *Hot water temperature is usually controlled by a thermostat on the hot water cylinder.*

When there is a call for heat the Status LED will flash Green and after several seconds the burner will light automatically. The Status LED will show continuous Green whilst water is being heated.

Resetting

If the Status LED is showing continuous or flashing Red the boiler will need resetting.

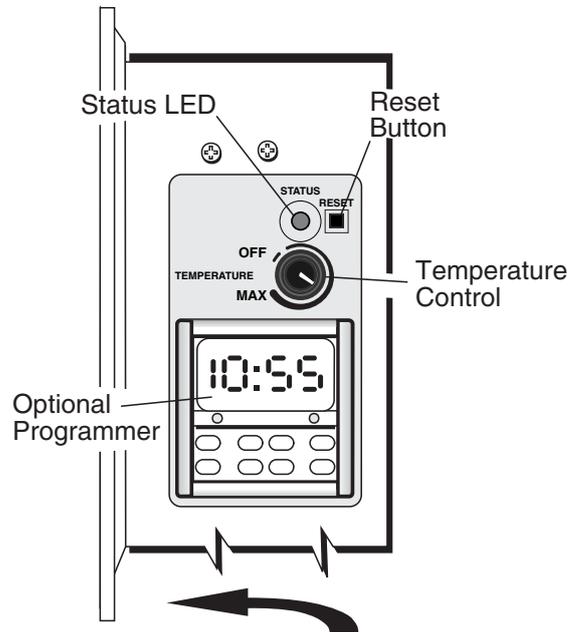
If the boiler fails to light or the boiler is running and the gas is turned off, the LED will start to flash red. Press the reset button for a minimum of 1 and a maximum of 10 seconds (*Do Not use excessive pressure*), the LED will stop flashing and the boiler will attempt to re-light.

Warning: If the LED is flashing Red rapidly the control is in remote diagnostic mode. The boiler will not operate in this mode and will need to be reset again. Press the reset button for 10 seconds, the LED will flash Orange once then return to normal operation.

If the boiler does not reset:-

- Check the fault indicators (opposite). If the boiler has Overheat or Circulation indicators lit, wait 15 minutes for the boiler to cool and reset again.
- Check that the gas and water supplies to the boiler have not been inadvertently turned off.

If the boiler still fails to reset or resets then returns to lockout, there is a fault that should be attended to by a **Competent Person**.



LED Indication

Status	LED
Mains Off	Off
Mains ON <i>No external call for heat</i>	Continuously Orange
External Call for Heat <i>Temperature Control set to Off</i>	Flashing Orange
Air Proving & Ignition	Flashing Orange/Green
Burner On	Continuously Green
Boiler Temperature Control Satisfied	Flashing Green
Lockout	Flashing Red or Continuously Red

Competent Person - A person who works for a CORGI registered company and holding current certificates in the relevant ACS modules is deemed competent.

CORGI - Council for Registered Gas Installers.

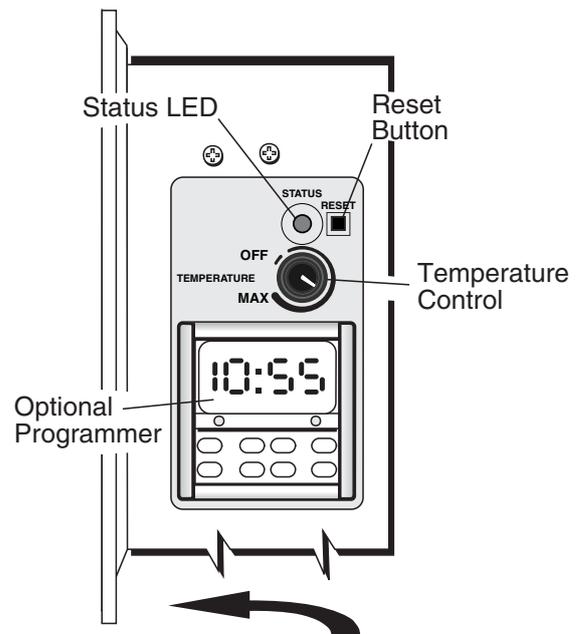
ACS - Accredited Certification Scheme Certificates of competence that are required before installer can become CORGI registered.

Operating your boiler and system

To Turn Off

If you need to turn the boiler off, turn either the temperature control knob to OFF or set the programmer/timer to Off (if fitted).

Do not switch off the main electrical supply to the boiler whilst the 'Burner On' light is on.



Boiler Protection

The protection systems shown below will always be working whilst the gas and electricity supplies to the boiler are on.

The boiler incorporates a built in pump protection feature which continually monitors the time since the pump last operated. The pump will run for around 2 minutes if it has not run in the last 24 hours. This may occur during the night when your heating controls are set to off.

The boiler is fitted with a safety thermostat to protect against overheating of the water. If this thermostat operates the boiler will lockout and the Status LED will flash Red once a second. The boiler will require resetting before it will re-light.

A frost thermostat may have been fitted to your system. Your installer will have advised you of this.

Looking after your boiler

Servicing and Repair of your Boiler

heateam can service and repair your boiler if your installer is not able to.

Our trained heating experts will quickly get your heating and hot water working again. If your boiler is out of its free 12 month period, **heateam** can provide a competitive fixed price repair rate including parts, labour and VAT.

To find out more call **heateam** on **08706 017 017**, open Monday to Friday 8am - 6pm, weekend 8.30am - 2pm. 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.

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 heating experts, please call **heateam** on **08706 017 017** to arrange a visit convenient to you.

Cleaning the Outer case

The painted panels should be wiped with a damp cloth and then dried completely.

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

This appliance must have been installed in accordance with the manufacturer's instructions and the regulations in force.

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.

Your boiler must not be operated without the casing correctly fitted and forming an adequate seal.

Do not interfere with any sealed components on this boiler.

Take note of any warning labels on your boiler.

Your boiler should have the following minimum clearances for Safety and Maintenance.

front	15mm (610mm for servicing access)
side	5 mm (each side)
below	50 mm
above	125 mm

If your boiler is installed in a compartment, do not use it for storage purposes. Do not obstruct any purpose provided ventilation openings.

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

Avoid skin contact when your boiler is in operation, as some surfaces may get hot i.e. sight glass, pipework

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

Got a problem ?

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 Status LED will show continuous or flashing Orange. If flashing, the temperature control knob is set at the OFF position
2. Is the Status LED showing continuous or flashing Red?

Yes - Reset as described on Page 3.

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 turned on and 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 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.

Warning !

If you smell gas

Turn off the gas supply at the meter and call your gas supplier immediately.

In GB, Transco operate a 24 hour emergency service and the telephone number will be listed in your telephone directory.

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.

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)
A Division of Baxi Group
Brooks House, Coventry Road, Warwick. CV34 4LL
After Sales Service 08706 017 017 Technical Enquiries 08706 049 049
Website www.potterton.co.uk
e&oe


A BAXI GROUP company

Warranty & Service

Standard Warranty Term & Conditions

12 Months Free Warranty - register today

To receive your 12 months free warranty please complete the form supplied with the boiler or simply call **heateam**, the service of Baxi Heating UK Ltd on **08706 000 653**.

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 fault may not be related to the boiler. If your installer confirms that the fault is within the boiler itself and he/she can't repair it, our friendly customer service team is on hand to help. Simply call our service division **heateam** on **08706 017 017** 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 faulty from 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.

The warranty runs for 12 months from the date your product is installed.

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.

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 Heating UK Ltd heating experts, please call to arrange a visit convenient to you.