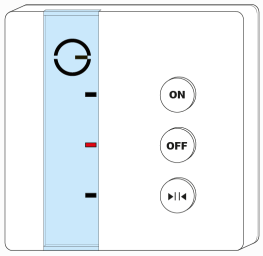
Checking that the boiler controller is working

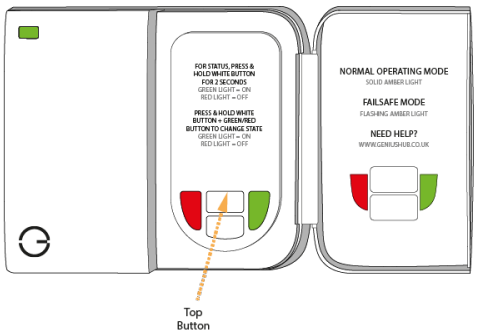
Confirming the boiler controller is working

The instructions below are for a Dual Channel Receiver, however your boiler may also be controlled by a Single Channel Receiver (image below).



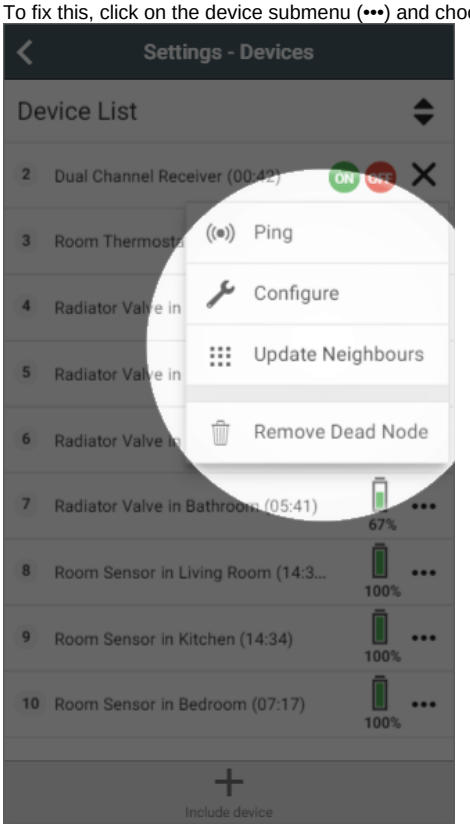
The notes will explain where this differs for testing.

- Open the door on the Dual Channel Receiver and read from the labels on the inside of the door, which **white** button control the heating (it is normally the upper button).
- Press and hold the relevant **white** button. The light should turn **green** to confirm that the Dual Channel Receiver is calling for heat. If you have a Single Channel Receiver Receiver, a **green** light should appear on the front.
    - The fact that the boiler controller shows a **green** light, shows that it is communicating and responding correctly.



    - If the light turns **red** and you <u>have not</u> configured the Dual Channel Receiver during this testing:

        - To fix this, click on the device submenu (•••) and choose 'Configure'.



        - Confirm that you want to proceed by pressing 'Configure'.
        - Now click on the device submenu (•••) and choose 'Ping' and confirm this.
        - The time since last communication should return to near 00:00.
        - Press the **white** button and the light should now turn **green**. If you have a Single Channel Receiver, the **green** light should appear now
    - If the light turns **red** and you have configured the Dual Channel Receiver during this testing:
        - See this article for re-adding the Dual Channel Receiver to your system.
        - See this article for re-adding the Single Channel Receiver to your system.
- If the light on the Dual Channel Receiver turns **green** when you press the heating button, the zone valve should open and the boiler fire.
- To check the zone valve is working, go to where the zone valves are located, this is normally next to the boiler. A zone valve is a silver metal box attached to a large brass valve in the pipework from the boiler, which has wires going to it. This shuts opens and closes the flow of water around your system based on when there is a call for heat.
    - On the side of the zone valve should be a lever.
    - When you try to move the lever, if it is:
    - Difficult to move, then there is a problem with the zone valve or the wiring between the Dual Channel Receiver and zone valve. You should get a qualified plumber to look at and fix this.
    - Easy to move, then there is not a problem with the motor on the zone valve, but there is a problem wiring between zone valve and boiler, or a problem with the boiler. You should get a qualified plumber to look at and fix this. Alternatively, see this article for some common problems with the boiler which may be the cause of the problem.
- If you have a Single Channel Receiver, you may have a combination boiler without zone valves.
    - In this case, when the light is green, the boiler should fire.
    - If the boiler does not fire, the boiler may need to be checked that it has power, suitable water pressure and no error codes on the front of the boiler. You should get a qualified plumber to look at and fix this. Alternatively, see this article for some common problems with the boiler which may be the cause of the problem.