

So your heating isn't working!

How most heating systems work

Generally you have 2 basic parts to a heating system, whether it be Ducted Air, Hydronic Radiator or Hydronic floor heating.

1. Thermostat (this is in the house & turns the boiler/heater on/off)
2. Boiler/Heater (this heats up the air/radiator/floor)

Thermostat relay contacts

Relay closes when heat is required (when under setpoint) & supplies "on" signal for boiler to start up. Once thermostat has reached it's set temp the relay then opens turning the boiler off.




(You can hear the relay 'click' on & off when this happens)



What happens if heating does not come on

1. Read operating instructions. For thermostat – make sure it is programmed correctly.
2. Check to see that the heater/boiler is turned on.
3. Change the batteries(with good quality one's) in thermostat.





What happens if heating still does not come on.

Is there a display on the thermostat? – If no – thermostat faulty.

If yes- put thermostat in manual  and increase set temperature to 25°- 29°C (above room temperature). The heating on symbol  or  should come on the screen. If it does and heating comes on, the boiler, heater and thermostat are O.K – re program the thermostat.

If the heating 'on' symbol  or  comes on the screen but the heating does not then there is a fault with either the thermostat or with the boiler/heater. A heating serviceman will need to be called to fix your heating.

What if the heating will not turn off

If the heating 'on' symbol  or  is still on the screen, reduce your operating temperatures. If the heating symbols  or  are not on either the batteries need to be changed or the thermostat relay is faulty (will not turn off) or the boiler/heater is faulty. A heating service man will need to be called.