



Free Help Guide – Help, Tips & Advice

January 2012:

BK Heating has just launched a new FREE Help Guide to assist customers and potential customers with solutions to common faults.

Help – Condensing Boilers:

If your boiler is a condensing boiler remember the water outlet of the boiler needs to be insulated against the frost if it goes outside the building and into a drain.

If this freezes it will stop the boiler working. To resolve a frozen condense pipe pour a quantity of fairly hot water over the pipe which will thaw the frozen water, the boiler should then start working again.

If it doesn't thaw immediately try a couple of times. If all else fails call us on 07730 930076.

Tips & Advice:

- Remember to ensure the water storage tanks in the loft are insulated.
- Ensure you know where your stop tap is and that it works.
- Any pipes which are exposed should be insulated.

Appointments - 01684 561 895

Emergencies - 07730 930 076

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