



Boiler problems can cause a significant headache, particularly during the winter months. From leaks to cold radiators, boilers can suffer from a wide range of issues if not serviced regularly. Fortunately, most of the most common issues are easy to identify and can easily be fixed by a Gas Safe registered engineer.

Below we have listed some of the most common boiler problems across all types of boilers.

Never attempt to replace any parts within a boiler or heating system yourself.

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boiler leaks

One of the most common boiler issues is a boiler leak. Leaks can be a nuisance because not only can they cause water damage to a home, but water can also cause electrical components in and around the boiler to malfunction.

Excessive Pressure

A leaking boiler can be due to a number of things:

Excessive boiler pressure

Corroded pipes

A faulty Component within the boiler

Leaks from seals



A leak should always be treated as a serious issue. If you find a leak you should call a qualified heating engineer as soon as possible to investigate.

Do not attempt to remove the boiler casing yourself to find the source of the leak.

Hot water but no heating

A common boiler issue people face is when a home has hot water but no central heating. This can happen because of several reasons.

Firstly, if you have a combi boiler, it might accidentally be set to only heat water but not the central heating. This can happen if the boiler is set to this mode during the summer months when radiators do not need to be heated but is forgotten about. It may also be that the boiler is set to turn on at an unexpected time. Check the boiler display to see if this is the case.



Sym- bol	Meaning	Explanation	Sym- bol	Meaning	Explanation
	Burner operating correctly	Burner on		Summer mode active	Heating mode is switched off
	Current burner modulation rate			Burner anti-cycling time is active	To avoid the need for frequent switching on and off (increases the product's working life).
	Heating mode active	<ul style="list-style-type: none"> Permanently on: Heating mode heat requirement Flashing: Burner on in heating mode 		Fault in the product	Fault in the product. Appears instead of the basic display.
	Maintenance required	Information on the maintenance message in the "Live Monitor"			

Another cause could be that the boiler is working fine but there is trapped air in the radiators stopping them from heating up. The solution there is to [bleed the radiators](#) to allow the trapped air to leave the system.



[Low boiler pressure](#)

Low boiler pressure can lead to cold radiators and a lack of hot water. Low boiler pressure can be identified on the boiler display panel, where either a digital or physical dial will show the level of pressure in the system. The most typical pressure level should be around 1.5 bars, with slight variance depending on the boiler manufacturer and model.

A boiler's pressure can drop due to two main reasons:



A [leak in the system](#) will result in not enough water being present in the system, consequently causing the pressure to drop.

[Bleeding radiator](#) can also reduce system pressure.

Low boiler pressure can be fixed by repressurising the boiler. This involves opening the boiler filling loop to allow water to re-enter the system. Please contact City Building breakdown boiler breakdown department to schedule a repair

Frozen condensate pipe

During cold weather the condensate pipe can freeze, which in turn can prevent your boiler from working leaving you without heating and hot water.



A frozen condensate pipe is an issue that many people face during the colder months. Every condensing boiler has a pipe that transports wastewater produced during the condensing process outside the property. If temperatures drop below freezing, the water in the condensate pipe can become frozen, forcing the system to shut down automatically as a precautionary measure.

The best way to fix a frozen condensate pipe is to pour warm water (**NOT BOILING WATER**) onto it to thaw it. This should allow wastewater to exit the pipe, meaning the boiler can turn back on.



Frozen condensate

External Condensate pipe

CORRECT	INCORRECT
	
<ul style="list-style-type: none">- Thick pipe diameter. Allows better flow for water waste when leaving condensate pipe.- High-quality fall. Gravity slope helps prevent freezing over winter.- Lagging Insulation. Provides warmth to pipe for protection during winter season.	<ul style="list-style-type: none">- Thin pipe diameter. Restricted space in pipe reduces the flow of water waste.- Poor angle for fall. A pipe installed at this angle has a higher chance of freezing over winter.- No lagging, meaning the pipe is more exposed to outside elements.



Boiler not responding to thermostat

There are a wide range of thermostats that homeowners can choose from to help increase the efficiency of their homes. These thermostats can work great, but it can also be frustrating when the boiler stops responding to the thermostat.

If you suspect that your boiler is no longer working with the thermostat, first make sure that the temperature on the thermostat is above the current room temperature. If it is not, then the thermostat is likely working fine.

If the room temperature is below the thermostat temperature, try replacing the batteries in the thermostat or moving it closer to its receiver. If this does not work, it may be that the thermostat is faulty and needs to be replaced.



If your central heating system is still not turning on, despite having hot water, it may be that the boiler or heating system is faulty. A Gas Safe registered engineer will be able to investigate the fault and find the source of the issue.

No heat or hot water

If your boiler has left you without heat or hot water, there is definitely something wrong with the system. A boiler may stop providing central heating or hot water for several reasons:



The boiler has become disconnected from the power, Gas, or water supply. These connections can be switched off accidentally or during a power outage.



Check your Gas meter to ensure there is sufficient Gas credit

Along with various safety features built into the appliances that would display other faults.

A lack of central heating and hot water can be down to any number of these things

[Boiler keeps switching off](#)

If left un-serviced, a boiler may over time begin to randomly switch off and can become a serious safety issue

Trapped air in the system

Low boiler pressure

High boiler pressure

A faulty thermostat

If you notice that your boiler keeps switching on and off, it may be because of one of these faults. Depending on the severity, a qualified engineer will be able to say whether the problem can be fixed.

[Strange boiler noises](#)

Gurgling noises - this is a sign of trapped air in the system.

Drone noises - this is usually caused by a faulty pump.

Humming noises - this usually happens if water arrives from the mains at too high a pressure

Whooshing noises - this occurs when debris blocks the air intake pipe or if air filters in the system become blocked by dust.

Strange boiler noises do not usually mean there is an immediate danger with the system. Nonetheless, an engineer should be called as soon as possible to investigate.

[Summary](#)

Boilers can suffer from many problems, most of which should be resolved by a qualified boiler engineer.

[Boiler leaks](#) should be treated as a serious issue and resolved as soon as possible.

A lack of central heating could mean that the [radiators need bleeding](#).

[Low boiler pressure](#) can be caused by leaks.

[Frozen condensate pipes](#) can be thawed using warm water.

A boiler may not respond to a [thermostat](#) if the thermostat runs out of battery or is placed too far away.

A lack of [hot water and central heating](#) is usually a larger issue that definitely needs the help of a boiler engineer.

If a [boiler keeps switching off](#), an engineer will be able to say whether a part needs replacing or if the entire boiler needs to be replaced.

Boilers can make lots of strange and distracting noises, such as gurgling and humming.