

# HHIC consumer guide to gas boiler servicing



As a consumer, it is reasonable to assume that when procuring a service of your gas boiler, different providers should offer a similar, high-quality service, to a standardised format.

This consumer guide details agreed industry best-practice for gas boiler servicing, and so aims to help educate consumers on what a gas boiler service should entail, and what is to be expected from a Gas Safe registered reputable provider.

The guide provides an agreed industry framework, as opposed to step-by-step guidance, and it is important to recognise that the boiler manufacturer will detail safety specific servicing procedures necessary for your particular make and model of boiler, to be undertaken by competent, Gas Safe registered engineers.



### Manufacturers' Instructions

The manufacturers' instructions are an indispensable reference document whenever a gas boiler service is undertaken, and the engineer or business carrying out the work should make sure that these are available before work begins.

It may be helpful to let your boiler service provider know in advance of the appointment your boiler make and model if this is known.

The original installer of your boiler should have left the appliance manual with you, but if you no longer have it, or cannot locate it, engineers should be able to download an electronic version from the boiler manufacturers' website.

In addition all Gas Safe registered engineers can access the HHIC archive of boiler manufacturers' instructions via the Installers First website:

[www.installersfirst.co.uk/manuals](http://www.installersfirst.co.uk/manuals)

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# HHIC Customer Service Charter

This document has been produced by industry, under the guidance of HHIC. It aims to specify an agreed “best practice” approach to gas boiler servicing, whilst noting the important role played by manufacturers’ instructions.

Fundamental to the document, and underpinning its purpose, is the **HHIC Customer Service Charter**, 10 high-level aims and objectives which guide its content, and are seen as essential in ensuring that customers procuring a gas boiler service receive a safe, professional and transparent service. Work will be carried out to an agreed industry standard, founded on technical competence, legislative compliance, and consumer protection. Registered gas engineers and businesses working to the HHIC Customer Service Charter agree that:

- 1. We will keep Customers safe and always leave the appliance we have worked on in a safe condition**
- 2. We will attend your home on time**
- 3. We will show our Gas Safe Register ID card when we arrive and clearly introduce ourselves. We will be competent, suitably qualified and accredited to carry out the work we undertake**
- 4. We will have the correct equipment needed to undertake the service**
- 5. We will work in accordance with all relevant legal requirements**
- 6. We will service your boiler with due regard to the boiler manufacturers’ instructions, and the HHIC Benchmark standard**
- 7. We will normally be with you for no less than 30 minutes**
- 8. We will always be polite and courteous; we’ll treat your home with care and respect**
- 9. We will give you a route to provide feedback**
- 10. We will inform you of any safety defect, or any further work required, and will provide you with a record of the work completed if you request this**





**Always use a  
Gas Safe registered  
engineer!**



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## Engineer arrival and initial checks/actions:

### The Gas Safe registered engineer should:

- Upon arrival, greet you, show you a valid Gas Safe ID card, and check that you are aware of the appointment. If in doubt, you can verify that your engineer is competent to work on gas boilers at [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)
- Before the boiler service begins, ask you if you know of any existing issues with the boiler or system, and whether both have been performing satisfactorily in recent times e.g. have all your radiators been heating sufficiently? Has the boiler needed to be reset recently, or been displaying any fault codes?
- Ensure that their work area is kept tidy and that your property is protected from any damage (e.g. through the use of dustsheets on worktops)
- Visually check the boiler for any obvious safety defects. Make suitable checks to assess whether or not the appliance has been installed in accordance with the manufacturers' instructions. Make a simple, visual risk assessment of any other gas appliances they encounter within your property, and advise you of any concerns
- For sealed heating systems, check for any evidence or signs of recent discharge of water from the pressure relief valve (e.g. low system water pressure, dripping from the pressure relief pipework termination point) which might indicate an existing problem
- Carry out the service in a safe and logical manner, ensuring that the appliance or work does not pose a risk

# Gas Boiler service checks (guide only): the engineer should

1

Have the manufacturers' instructions for your boiler available



2

Operate the boiler briefly and ensure it appears to work correctly. Isolate the boiler/heating system electrically and confirm this with suitable test equipment. Check the fuse rating for the boiler/heating system is correct



3

Remove the boiler case and visually inspect the appliance, internally and externally, for any signs of distress (e.g. corrosion, water leaks etc.)



4

With due regard to the manufacturers' instructions, clean the boiler and its components as necessary (e.g. primary heat-exchanger, burner, any condensate trap)



5

Safely reinstate the electrical supply, before carrying out a check of the boiler's gas burner pressure, a gas-rate check (taken at the gas-meter), or both (as appropriate)



6

Visually check the boiler's flames (where visible) and carry out a flue-gas-analysis test



7

Ensure that any combustion analysis test-points are correctly replaced, and that any boiler case seals are forming an effective seal



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## Gas Boiler service checks (guide only): the engineer should

8

Check that any ventilation requirements for the boiler have been met



9

Check the boiler flue throughout its length, including its point of termination. Carry out flue-flow & spillage tests (smoke tests) if the boiler is of an open-flued type.



10

Check that any boiler safety devices operate correctly



11

Check that there is no leakage of gas from the boiler, or its connecting pipework



12

In the event of any safety defect(s) being noted; advise you of the details, and either rectify these, or act in accordance with the Gas Industry Unsafe Situations Procedure (GIUSP)

13

Where rectification is not possible, discuss with you any remedial action necessary, and the options to correct the fault(s)



14

Complete the Benchmark service record, and provide any additional work documentation, either routinely in line with business policy, or if you request this



**benchmark**

## Completing your gas boiler service and final checks. The engineer should:

- If not already completed as part of the boiler service, check system controls for correct operation, and that both your central heating and hot water function correctly.
- As part of any contractual agreement, and as best-practice on all occasions, walk the heating system, checking for any water leaks, signs of corrosion, and that all radiators heat evenly, bleeding any air present. Check any HW storage cylinder for leaks, correct insulation, and obvious installation defects. Check and clean system sludge/debris from any installed heating system filter.
- For sealed heating systems, check final system pressure is in accordance with the manufacturers' instructions.
- If you are present when the service is completed, discuss the work carried out with you, and ask if you have any questions
- Where further work is required, explain to you what this is, why it is needed, and provide a quotation if you agree to this, and the work is not already covered by an existing contract. Where an additional visit is required, and you agree to this, endeavour to agree a suitable date and time for the appointment. When returning to carry out further work or repairs, ensure that all relevant parts and materials are ordered for the job, and that these are as specified by the boiler manufacturer
- Check that the appliance and system control settings (e.g. on/off times for the central heating, and thermostat settings) are as you require, or if you are not present, are left "as found"
- If they have not already recorded information about the service directly onto the Benchmark service record, transpose relevant appliance readings and information, and record a short job report, including any parts fitted
- Advise you that continued regular servicing of your gas appliances is recommended, and that it is a condition of any ongoing appliance manufacturers' warranty that gas boilers are appropriately serviced, at least annually, by a suitably qualified Gas Safe registered engineer
- Check that any audible carbon monoxide alarm installed in your home is operating correctly, in-date, appropriately located and installed, and that it conforms to BS EN 50291. If you do not have an alarm, then your engineer should be able to offer you further advice on the benefits, and on how you can obtain a suitable product. **NOTE: a carbon monoxide alarm is not a substitute for regular servicing of gas, and other fuel-burning, appliances, by competent persons, e.g. suitably qualified Gas Safe registered engineers (for gas appliances).**

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The Heating and Hotwater Industry Council (HHIC) is a member organisation committed to effectively driving, supporting and influencing the sustained growth of the UK domestic heating and hot water industry.

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