Customer information:

Frozen boiler condensate discharge

October 2018 Issue 1.0

HHIC
HEATING & HOTWATER INDUSTRY COUNCIL

Condensing Boiler

Guidance and advice for customers- endorsed by the Heating and Hotwater Industry Council, HHIC

Dear Householder,

Your heating engineer has noted that your boiler condensate discharge pipe may be at risk of freezing in prolonged, and extreme cold weather conditions. In recent years we have seen temperatures as low as -20°c in some parts of the UK.
The concern is that your pipe runs externally, or in an unheated space for at least some of its length and is liable to freeze in these extreme temperatures as it is not installed in line with the latest guidance, to help guard against freezing.
If your pipe freezes, it will cause your boiler to go into "shut off" at a time when you need your heating and hot water the most.
Your heating engineer will advise you on the solutions available to reduce the risk of your pipe freezing, including running the discharge pipe to an internal drainage point (the preferred method), or installing one of the available products designed to give you added protection against freezing conditions.

They will also clearly identify the external condensate discharge pipe for your future reference and may apply an identification label or tape.
Your Engineer has identified the potential for your boiler to freeze in extreme conditions as the following:

Risk category	Explanation	Engineer selection
RED	High risk of freezing- TAKE ACTION	☐
AMBER	Medium risk of freezing- Strongly advise action to be taken	☐
GREEN	Low risk but some improvement required	☐

Work required:

Name: _____

Company: _____

Telephone: _____

Email: _____

Customer advice in extreme cold weather

If appropriate, it may be advisable to operate the boiler temperature at a higher flow temperature as this would decrease the amount of condensate generated and reduce the freezing potential during the cold spell. This is achieved by turning the boiler thermostats to a high setting. During this situation the radiator surfaces will be hotter than normal and the boiler efficiency will be slightly reduced.

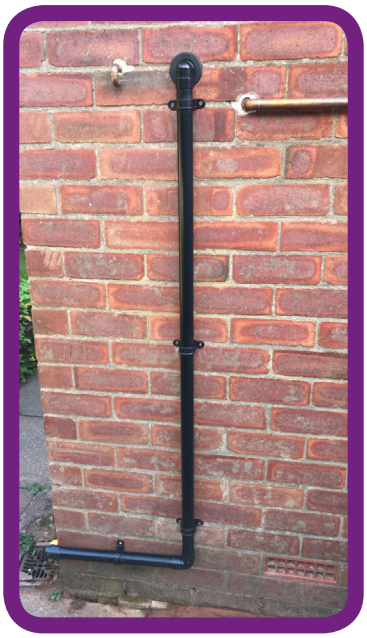
Return the boiler thermostat back to its normal position after the extreme cold spell has ended.

Thawing Frozen Condensate Pipes

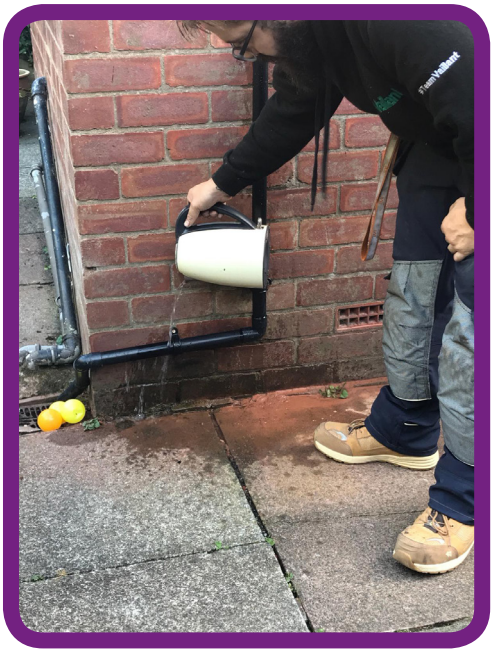
Below is an explanation of what you would need to do to resolve the problem in the event that the pipe was to freeze:

1. Locate the blockage

The Condensate discharge pipe usually freezes at the most exposed points outside, such as the open end of the pipe, at a bend or elbow, or where there is a dip in the pipe where condensate can collect.



2. Thaw the Frozen Pipe

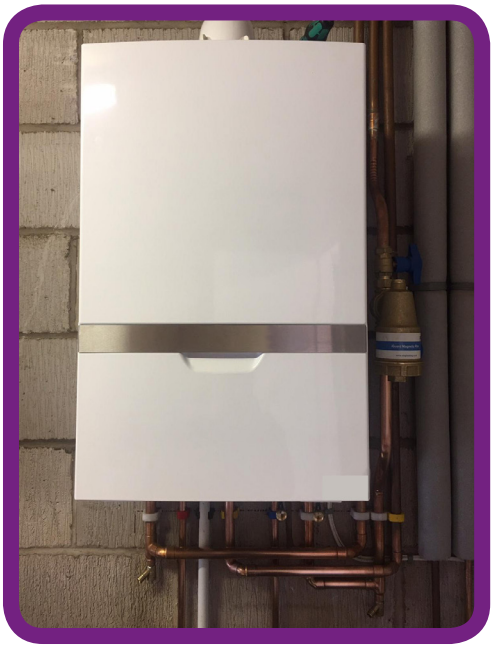


The Condensate can be thawed in a number of ways. By applying a hot water bottle, a microwaveable heat packs around the blockage or by pouring **warm** water onto the pipe. **It is important that you do not use boiling water.**

Please take care if your condensate discharge pipe is not easily reached from ground level, and do not put yourself at any undue risk without seeking assistance or engaging a professional heating engineer - also be aware that if you are pouring water onto the pipe this can also quickly freeze on the ground, causing a slip hazard.

3. Reset/ Restart the boiler

Once the frozen blockage has been cleared, the boiler will usually need to be reset, and advice on how to do this can be found in the user instructions manual for your boiler. Normally this will involve simply pressing a reset button on the front of the boiler, or in some cases by isolating the electrical supply to the boiler and switching it back on.



The Heating and Hotwater Industry Council, HHIC, is a not for profit trade association committed to effectively driving, supporting and promoting the sustained growth of the UK domestic heating and hot water industry.
This document was drafted under the guidance of the HHIC Installer, Service & Training Group

When you're looking for a gas engineer, checking if they're on the **Gas Safe Register** is the surest route to safety for you and your family. It's the only list of engineers qualified to work legally on gas appliances.

Locate your nearest Gas Safe registered engineer at;
www.gassaferegister.co.uk or call 0800 408 5500

GAS safe® REGISTER

Your local Gas safe registered business is;

Our Gas safe registration number is;

To book an appointment contact:

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