



# USER GUIDE

## **VOGUE COMBI GEN2 C26 C32 C40**

When replacing any part on this appliance, use only spare parts that you can be assured conform to the safety and performance specification that we require. Do not use reconditioned or copy parts that have not been clearly authorised by Ideal Heating.

For the very latest copy of literature for specification and maintenance practices visit our website [idealheating.com](http://idealheating.com) where you can download the relevant information in PDF format.

November 2021  
UIN 216173 A06

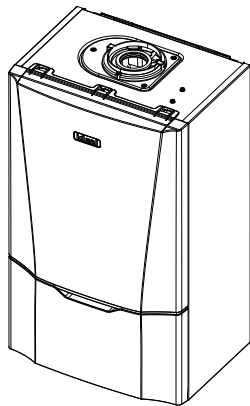




# VOGUE COMBI GEN2

## Natural Gas only

C26	G.C. Appliance No.	47-349-38
C32	G.C. Appliance No.	47-349-39
C40	G.C. Appliance No.	47-349-40



All Gas Safe Register installers carry a Gas Safe Register ID card, and have a registration number. Both should be recorded in the Benchmark Commissioning Checklist. You can check your installer by calling Gas Safe Register direct on 0800 4085500.

**Ideal Heating** is a member of the Benchmark scheme and fully supports the aims of the programme. Benchmark has been introduced to improve the standards of installation and commissioning of central heating systems in the UK and to encourage the regular servicing of all central heating systems to ensure safety and efficiency.



**THE BENCHMARK SERVICE INTERVAL RECORD MUST BE COMPLETED AFTER EACH SERVICE**

**FOR ANY QUERIES PLEASE RING THE  
IDEAL CONSUMER HELPLINE : 01482 498660**

**NOTE. BOILER RESTART PROCEDURE -**

To restart the boiler, press “RESTART” hot key located below the colour screen. The appliance will now repeat the ignition sequence if a heat demand is present.

## **INTRODUCTION**

The **Vogue** is a wall mounted, room sealed, condensing combination boiler, featuring full sequence automatic spark ignition and fan assisted combustion.

Due to the high efficiency of the boiler, condensate is produced from the flue gases and this is drained to a suitable disposal point through a plastic waste pipe at the base of the boiler. A condensate ‘plume’ will also be visible at the flue terminal.

The **Vogue** is a combination boiler providing both central heating and instantaneous domestic hot water.

## **SAFETY**

### ***Current Gas Safety (Installation & Use) Regulations or rules in force.***

In your own interest, and that of safety, it is the law that this boiler must be installed by a Gas Safe Registered Engineer, in accordance with the above regulations.

In IE, the installation must be carried out by a Registered Gas Installer (RGII) and installed in accordance with the current edition of I.S. 813 “Domestic Gas Installations”, the current Building Regulations and reference should be made to the current ETCI rules for electrical installation.

***It is essential that the instructions in this booklet are strictly followed, for safe and economical operation of the boiler.***

## IMPORTANT NOTES

- This appliance must not be operated without the casing correctly fitted and forming an adequate seal.
- If the boiler is installed in a compartment then the compartment **MUST NOT** be used for storage purposes.
- If it is known or suspected that a fault exists on the boiler then it **MUST NOT BE USED** until the fault has been corrected by a Gas Safe Registered Engineer or in IE a Registered Gas Installer (RGI).
- Under **NO** circumstances should any of the sealed components on this appliance be used incorrectly or tampered with.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.

In cases of repeated or continuous shutdown a Gas Safe Registered Engineer or in IE a Registered Gas Installer (RGI) should be called to investigate and rectify the condition causing this and carry out an operational test. Only the manufacturer's original parts should be used for replacement.

## MINIMUM CLEARANCES

Clearances of **165mm** above, **100mm** below, **2.5mm** at the sides. The minimum front clearance when built in to a cupboard is **5mm** from the cupboard door but **450mm** overall clearance is still required, with the cupboard door open, to allow for servicing.

### Bottom clearance

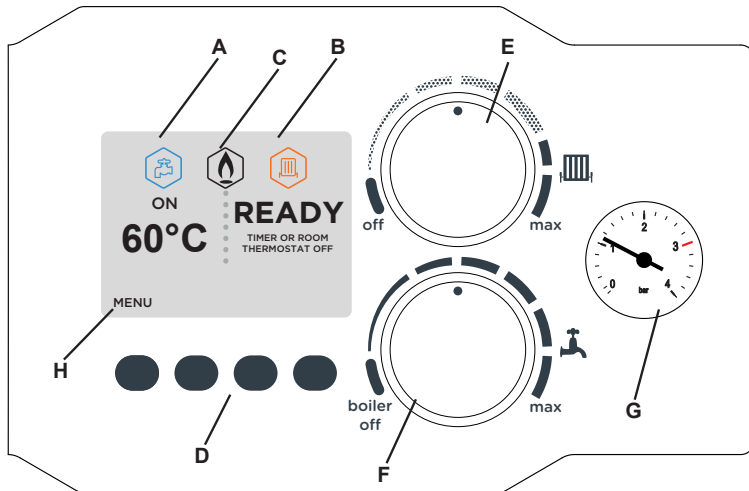
Bottom clearance after installation can be reduced to 5mm.

This must be obtained with an easily removable panel to provide the 100mm clearance required for servicing.

## BOILER CONTROLS

### Legend

- A. Domestic Hot Water / Preheat Status
- B. Central Heating Status
- C. Burner On indication
- D. Hot Keys
- E. Central Heating Temperature Control
- F. Domestic Hot Water Temperature Control / Off Switch
- G. Pressure Gauge
- H. Hot Key Identification Text



## TO LIGHT THE BOILER - (REFER TO BOILER CONTROLS)

If a programmer is fitted refer to separate instructions for the programmer before continuing.

1. Switch ON electricity to the boiler and check that all external controls, e.g. programmer and room thermostat, are ON.
2. Set the Domestic Hot Water temperature control (F) and Central Heating temperature control (E) to 'max'.

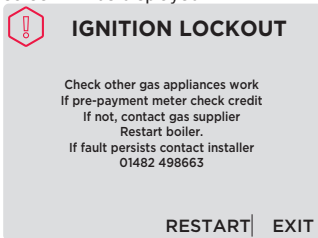
The boiler will commence the ignition sequence supplying heat to the central heating, if required.

**Note.** *In normal operation the boiler colour screen will display the boiler operation mode.*

Boiler frost protection - boiler will fire if temperature is less than 5 degrees C.

During normal operation the burner on indicator (C) will remain illuminated when the burner is lit.

If the boiler has not lit, after 5 ignition attempts, the following screen will be displayed.



Restart the boiler and the ignition sequence will be repeated.

## OPERATION

### Central Heating and Domestic Hot Water required.

The boiler will fire and supply heat to the radiators but will give priority to Domestic Hot Water on demand.

If required the Domestic Hot Water preheat will operate as described on page 17 MENU OPERATION - Preheat, during periods when there is no call for CH.

### Domestic Hot Water only required.

Either set the Central Heating temperature control knob (E) to 'boiler off' - or,

Set the Central Heating external controls to off.

Only if pre-heat is selected the boiler will fire periodically for a few seconds to maintain the Domestic Hot Water calorifier in a pre-heated condition. The pre-heat will take place only once in a 30 minute time interval. This may vary considerably due to the surrounding ambient temperature of the boiler.

The boiler will fire whenever there is a demand for Domestic Hot Water.

The boiler preheat facility can be immobilised, refer to page 20. This will stop the boiler operating periodically for short periods. This facility is primarily provided for boiler installations in a sensitive area (i.e. bedroom etc.).

**Note.** *If the pump and diverter valve have not operated in the last 24 hours they will run briefly to ensure they do not become seized.*

## CONTROL OF WATER TEMPERATURE

### Domestic Hot Water

The DHW temperature is limited by the boiler controls to 65°C maximum at low draw-off rate, adjustable via the Domestic Hot Water temperature control knob (F).

Due to system variations and seasonal temperature fluctuations DHW flow rates/temperature rise will vary, requiring adjustment at the draw off tap : the lower the rate the higher the temperature, and vice versa.

Approx. hot water temperatures for the boiler thermostat settings are:

Domestic Hot Water Knob Setting	Flow Temp
Minimum	40°C
Maximum	65°C

### Central Heating

The boiler controls the central heating radiator temperature to a maximum of 80°C, adjustable via the CH temperature control knob (E).

Central Heating Knob Setting	Flow Temp
Minimum	30°C
Maximum	80°C



## WEATHER COMPENSATION

When the Weather Compensation option is fitted to the system then the Central Heating Temperature Control knob (E) becomes a method of controlling room temperature. Turn the knob clockwise to increase room temperature and anti-clockwise to decrease room temperature. Once the desired setting has been achieved, leave the knob in this position and the system will automatically achieve the desired room temperature for all outside weather conditions.

## TO SHUT DOWN THE BOILER

Set the Domestic Hot Water temperature control knob (F) to 'boiler off'.

## TO RESTART THE BOILER

Repeat the procedure detailed in 'To light the boiler' (refer to page 7). Set the Domestic Hot Water temperature control knob (F) to between 40°C & 65°C, refer to colour screen whilst adjusting.

## FROST PROTECTION

If no frost protection is provided and frost is likely during a short absence from home, leave the heating controls (if fitted) at a reduced temperature setting. For longer periods, the entire system should be drained.

If the system includes a frost thermostat then the timer can be left off (if fitted). The mains supply should be left switched ON, with the boiler thermostat left in the normal running position.

## BOILER OVERHEAT PROTECTION

The boiler controls will shut down the boiler in the event of overheating. Should this occur, the following display will appear;



### OVERHEAT LOCKOUT

With boiler off & system cold fill System to 1.0 Bar  
Bleed radiators and refill system to 1.0 Bar  
Check radiator valves are open.  
Restart boiler.  
If fault persists contact Installer  
01482498660

RESTART | EXIT

## LOSS OF SYSTEM WATER PRESSURE

The pressure gauge (G) indicates the central heating system pressure. If the pressure is seen to fall below the original installation pressure of 1.0 & 1.5 bar then conduct the re-pressurising procedure as shown below. If unable to do so or if the pressure continues to drop a Gas Safe Registered Engineer or in IE a Registered Gas Installer (RGI) should be consulted.

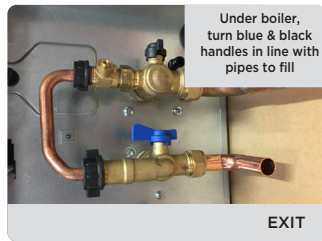
**THE BOILER WILL NOT OPERATE IF THE PRESSURE HAS REDUCED TO LESS THAN 0.5 BAR UNDER THIS CONDITION.**

In this case the following display will appear:

**LOW WATER PRESSURE**

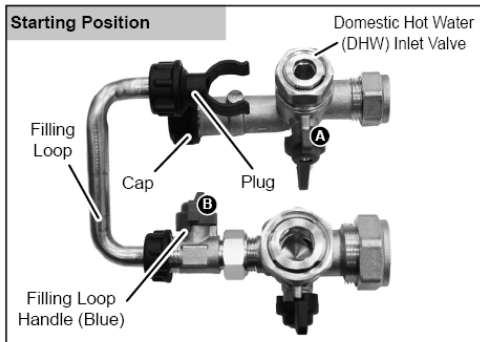
With boiler off & system cold  
fill system to between 1.0 & 1.5 bar  
(Press PICTURE to see how)  
Bleed radiators then refill  
If fault persists contact Ideal (01482 498660)  
If pressure loss re-occurs contact installer

PICTURE                      EXIT

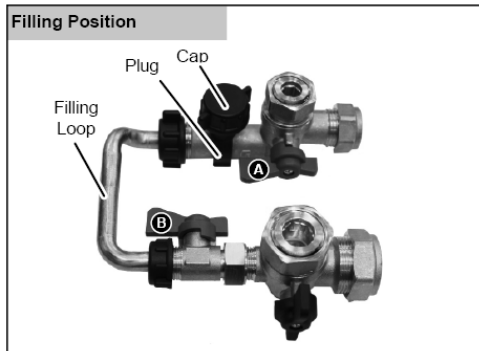


## To Top up the system :-

1. Ensure both A & B handles (blue) are in closed position (as shown).
2. Remove the plug and cap and retain.
3. Connect the filling loop to the Domestic Hot Water (DHW) inlet and tighten. Also ensure that the other end of filling loop is hand tight.



4. Turn the Domestic Hot Water (DHW) Inlet A blue handle to the horizontal position.
5. Ensuring no leaks are seen, gradually turn the filling loop handle (blue) B to the horizontal position.
6. Wait for the pressure gauge to reach 1 to 1.5 bar.
7. Once pressure is reached turn valves A & B back to the closed position.
8. Disconnect the filling loop, replace cap and plug. Note there can be some water spillage at this point.



## CONDENSATE DRAIN

This appliance is fitted with a siphonic condensate trap system that reduces the risk of the appliance condensate from freezing. However should the condensate pipe to this appliance freeze, please follow these instructions:

- a. If you do not feel competent to carry out the defrosting instructions below please call your local Gas Safe Registered installer for assistance.
- b. If you do feel competent to carry out the following instructions please do so with care when handling hot utensils. Do not attempt to thaw a condensate drain pipe if you cannot reach it from ground level. Be aware that any water used can quickly freeze if it falls onto pathways, causing a possible slip hazard. If this appliance develops a blockage in its condensate pipe, its condensate will build up to a point where the burner will go out:



### IGNITION LOCKOUT

Check other gas appliances work  
If pre-payment meter check credit  
If not, contact gas supplier  
Restart boiler.  
If fault persists contact installer  
01482 498663

RESTART | EXIT

If the appliance is reset it will not light prior to it locking out, displaying the above.

To unblock a frozen condensate pipe;

1. Follow the routing of the plastic pipe from its exit point on the appliance, through its route to its termination point. Locate the frozen blockage. It is likely that the pipe is frozen at the most exposed point external to the building or where there is some obstruction to flow. This could be at the open end of the pipe, at a bend or elbow, or where there is a dip in the pipe in which condensate can collect. The location of the blockage should be identified as closely as possible before taking further action.
2. Apply a hot water bottle, microwaveable heat pack or a warm damp cloth to the frozen blockage area. Several applications may have to be made before it fully defrosts. Warm water can also be poured onto the pipe from a watering can or similar. DO NOT use boiling water.
3. Caution when using warm water as this may freeze and cause other localised hazards.
4. Once the blockage is removed and the condensate can flow freely, reset the appliance. (Refer to "To Light the boiler")
5. If the appliance fails to ignite, call your Gas Safe Registered engineer.

### Preventative solutions

During cold weather, set the boiler stat to maximum (must return to original setting once cold spell is over).

Place the heating on continuous and turn the room stat down to 15°C overnight or when unoccupied (return to normal after cold spell).

### **ESCAPE OF GAS**

Should a gas leak or fault be suspected contact the National Gas Emergency Service without delay. **Tel. 0800 111 999**

***DO NOT SEARCH FOR GAS LEAKS WITH A NAKED FLAME.***

### **CLEANING**

For normal cleaning simply dust with a dry cloth. To remove stubborn marks and stains, wipe with a damp cloth and finish off with a dry cloth. **DO NOT** use abrasive cleaning materials.

### **MAINTENANCE**

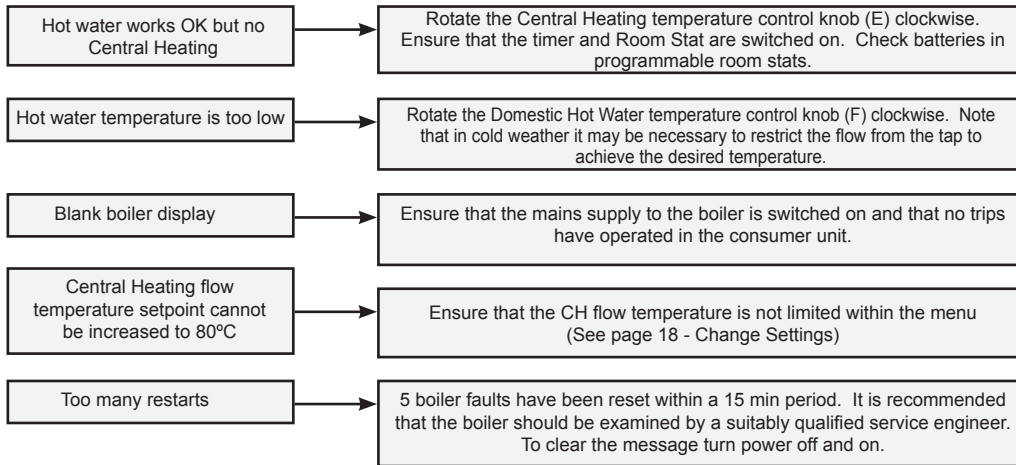
The appliance should be serviced at least once a year by a Gas Safe Registered Engineer or in IE a Registered Gas Installer (RGI).

## POINTS FOR THE BOILER USER

**Note.** *In line with our current warranty policy we would ask that you check through the following guide to identify any problems external to the boiler prior to requesting a service engineer's visit. Should the problem be found to be other than with the appliance we reserve the right to levy a charge for the visit, or for any pre-arranged visit where access is not gained by the engineer.*

## FAULT FINDING

If a fault occurs then a fault description and suggested potential corrective actions will be displayed. In addition the following information may be useful.

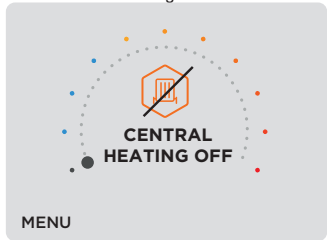


## 1 DISPLAY FUNCTIONS IN NORMAL OPERATION

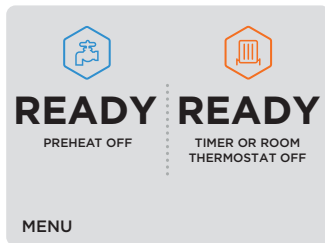
Indicates that the Boiler is Switched Off.  
Move DHW Temp Control knob clockwise to switch the boiler on.



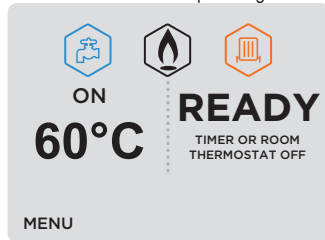
Indicates that Central Heating has been switched off at the boiler.  
Rotate Central Heating knob clockwise to switch on at the boiler.



Indicates that all taps and showers are off. Indicates that the timer or room stat is switched off.



Indicates that the boiler is providing hot water at 60°C

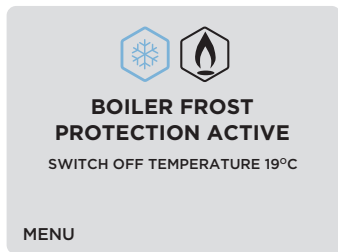




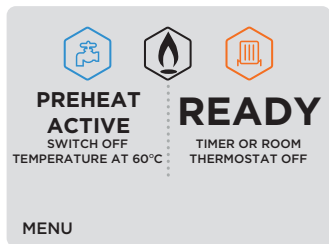
Indicates the boiler is providing Central Heating and the radiator temperature is 80°C.



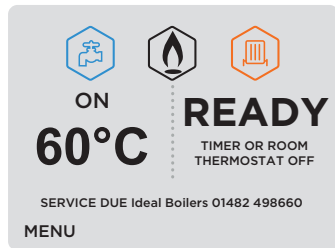
Indicates the temperature at the boiler is less than 5°C and the boiler is running to protect itself from frost damage



Indicates that the boiler is pre-heating  
To switch pre-heat Off, see page 20

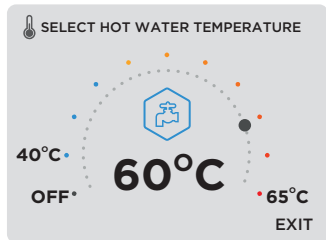


Indicates that a Service is due  
To reset, see page 22 - Reset Service Time

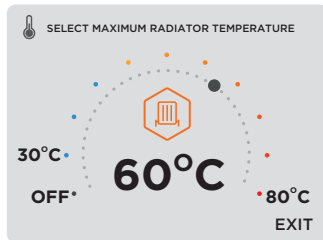


## 2 CHANGE SETTINGS

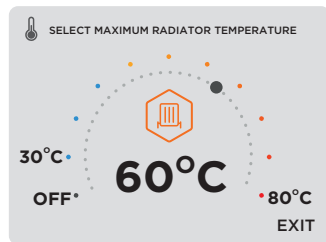
To change the Hot Water temperature rotate the Domestic Hot Water knob (F). This screen will be shown;



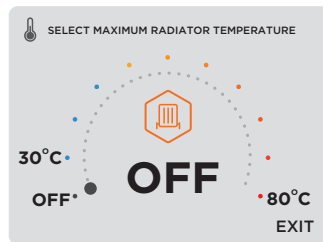
To switch the heating on, rotate the Central Heating knob (E) clockwise. This screen will be shown;



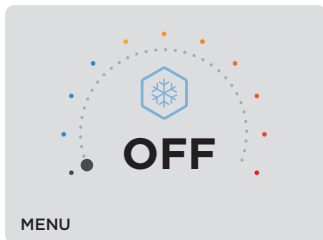
To change the maximum radiator temperature rotate the Central Heating knob (E). This screen will be shown;



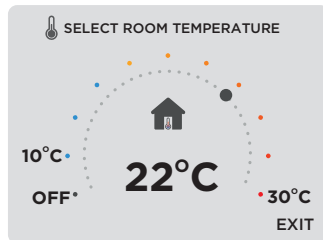
To switch the heating off, rotate the Central Heating knob (E) fully anti-clockwise. This screen will be shown;



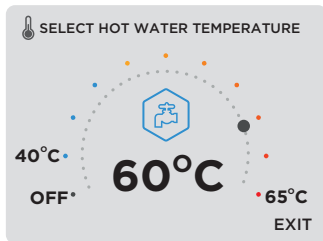
To disable Domestic Hot Water and Central Heating (frost protection still active) rotate the Domestic Hot Water knob (F) fully anti-clockwise. This screen will be shown;



To change the room temperature set point (only if outside sensor connected) rotate the Central Heating knob (E). This screen will be shown;



To switch the boiler on rotate the Domestic Hot Water knob (F). This screen will be shown;

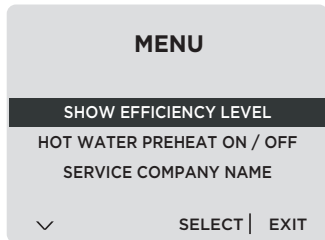


### 3 MENU OPERATION

#### Pre-heat

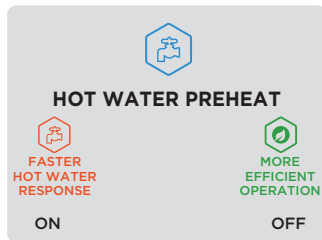
If pre-heat is switched on then the boiler will periodically fire the burner thereby reducing the time taken to provide hot water. If pre-heat is switched off the response time will be increased although gas consumption will also be reduced.


Press MENU and the following screen will be displayed;

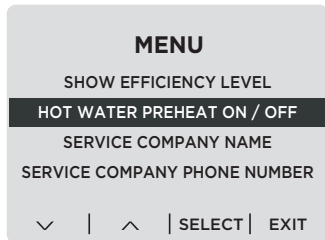


To switch preheat off press 'OFF'

To switch preheat on press 'ON'

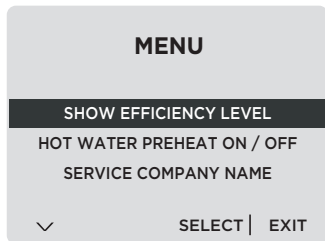


Press  and press select;

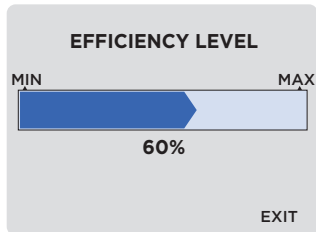


### Efficiency Level

To view the efficiency level of the boiler press MENU and the following screen will be displayed;



Press select and a screen similar to the following will be displayed;

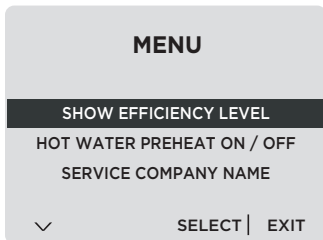


Press EXIT twice to return to normal operation.

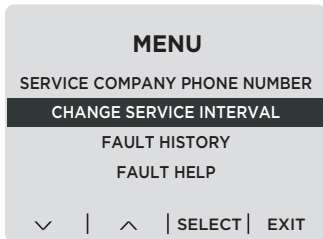
### Reset Service Time

If the boiler has not been serviced within the last 12 months, a message will be displayed indicating this.

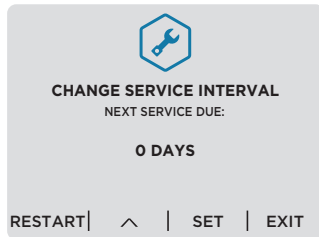
To reset the timing of this message, following a boiler service press MENU and the following screen will be displayed;



Press  until the following screen is displayed;



Press SELECT and the following screen is displayed;

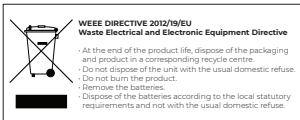


Press  until the desired number of days required.

Press SET.

Press EXIT to return to normal operation.





FM 55915  
Manufactured under  
an ISO 9001  
registered quality  
management system



THE MARK OF QUALITY FOR THE INSTALLATION, COMMISSIONING  
AND SERVICING OF DOMESTIC HEATING AND HOT WATER SYSTEMS  
The code of practice for the installation, commissioning  
& servicing of central heating systems

## Technical Training

Our Expert Academy offer a range of training options designed and delivered by our experts in heating.  
For details please contact: [expert-academy.co.uk](http://expert-academy.co.uk)

Ideal Boilers Ltd., pursues a policy of continuing improvement in the design and performance of its products.  
The right is therefore reserved to vary specification without notice.

Ideal is a trademark of Ideal Heating.

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