

REMEMBER

If you smell gas:

PHONE: 0800 111 999

Do not smoke or strike matches

Do not turn electrical switches on or off

Do put out naked flames

Open doors and windows

Keep people away from the affected area

Turn off the meter at the control valve

Help us to protect you and your family by providing us access to service and maintain your gas appliances

Contact us:

Tel: 0115 917 7777

E-mail: housingrepairs@broxtowe.gov.uk

Website: www.broxtowe.gov.uk/repairs

Or write to us at the address below



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Other leaflets you may find helpful:

Gas Safety

Gas Servicing

Hot Water Safety

Re-pressuring My Central Heating

Broxtowe Borough Council - Housing Repairs
'getting it right first time'

Broxtowe Borough Council
Housing Repairs, Council Offices,
Foster Avenue, Beeston, Nottingham, NG9 1AB



**Broxtowe
Borough
COUNCIL**

Radiator Problems

When you have a problem with one or more radiators, there are some actions you can take before contacting the repairs helpline, or the emergency out of hours service.



getting it right first time

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The actions you take depend upon whether there are several or just one radiator affected. The actions you can take are listed below.

BANGING NOISES FROM A RADIATOR OR SEVERAL RADIATORS

- There could be several reasons why there is banging (possibly coming from the boiler).
- The boiler thermostat may be set high or be faulty creating a high hot water temperature. This can be tested, by turning the boiler thermostat down (not the room thermostat).
- Lack of water pressure in the heating system. This can happen if the mains supply has stopped or the expansion tank has run dry with a valve which has seized closed. Look at the pressure valve on the boiler if you have one. Is this within the recommended settings for your boiler? (usually between 1 and 2 bar on a combination boiler). If you try to investigate the problem and cure it yourself you should first switch off the heating and then follow the instructions on the side of the boiler casing showing how to re-pressurize the appliance
- Scale in the radiators. Build up of contaminants and scale can cause hot water to release any gases it contains as the gases crystallise on any impurities, as bubbles form on the glass imperfections in a bottle of fizzy drink. If you think this is the problem, please report it to the repairs helpline.

ALL RADIATORS ARE COLD

- If you look at your boiler and it appears to be working this problem would suggest that the available hot water is not reaching the radiators. The first culprit could be that the central heating pump is faulty. Alternatively the system thermostat or the room thermostat could be at fault. This will require our repairs helpline to assist you. It may be that the cause is your central heating timer. Have the clocks moved forward, perhaps you have not adjusted the timer, or you did adjust it but by the wrong amount. Check that the timer has triggered the heating

ONE RADIATOR IS COLD

- If you check, and your other radiators are functioning correctly then this suggests that the problem is with this one radiator only.
- You should check whether any of the radiator valves are switched off
- Is the radiator valve open or has it been closed. You can test this by moving the valve in an anti clockwise manner to open it
- Is the thermostatic radiator valve (trv) set at a low temperature? If the valve temperature has been set low then the valve will switch off the radiator at a normal room temperature. To set, move the temperature to a high setting.
- Some of the valves are blocked. Scale in your system may have blocked the valves.

PART OF A RADIATOR IS COLD

Sometimes there are problems with a central heating system that you can diagnose yourself. If the top of your radiator is cold and the bottom is warm it probably means that the radiator needs bleeding. If you want to check this, take care to not burn your hand on the radiator. If the radiator is almost full of air, no difference in temperature between the top and bottom of the radiator will be felt, but in these extreme cases, the whole radiator will be cool. This will contrast with the rest of your central heating system where the other radiators will be hot to the touch.

You should only bleed your radiator when there is a problem such as that described above. If there is no problem, leave well alone.

HOW DO I BLEED A RADIATOR?

Turn the heating and hot water to the off position.

The procedure for radiator bleeding is relatively simple and safe. Some radiators come with a small tool called a bleed key. There will also be a protrusion near the top of the radiator, on one side, called the bleed valve. Fit the bleed key into the bleed valve and carefully turn it counter

clockwise only a tiny bit, usually just a 1/4 or 1/2 turn. The air will start escaping with a hissing sound similar to a bicycle tire. When water begins to dribble out, all the air is purged, and you can gently return the bleed valve to its previous position. You should then remember to turn the heating back on and check that there are no leaks from the radiator valve - did you tighten it again?

If you plan to bleed a radiator in a sealed central heating system (combination boiler) you will reduce the overall pressure of the entire system (consult your manual). This shouldn't be a problem if you top up the system afterwards from the main cold water feed. (refer to our handy hints guide "re-pressurising my heating system." This is done by turning on the black thumb turn knob attached to the refilling loop below the boiler.

Please note that if we attend to low pressure caused by you bleeding a radiator, you may be charged for our visit.

TAKE CARE, when turning the valve to bleed a radiator. Have an old rag ready to shield your hand and a small bowl to catch any small drops of water.



If radiator bleeding does not seem to improve the performance of your heater, especially if several radiators in your home are malfunctioning, there may be another problem.