2018

Homeowners guide

Unvented Hot Water Storage Cylinder

Servicing Guide

hot water association

DEVELOPING HOT WATER

This document has been produced by industry, under the guidance of the HWA.

It aims to specify an agreed "best practice" approach to hot water cylinder servicing, whilst noting the important role played by manufacturers' instructions.

The manufacturers' instructions are an indispensable reference document whenever an unvented water heater service is undertaken and you are advised to retain these in a safe place. It will be helpful to let your service engineer or service provider know, in advance of the appointment, your make, and model of water heater if this is known.

This document is for all
unvented direct and indirect products and details the
service checks that should be carried out every 12 months.

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Hot water cylinder service checks (guide only).

*The service engineer should be a suitably qualified person.

The service engineer should:

1. Have the manufacturers' instructions for your cylinder available. If these are not to hand the manufacturer's website should be consulted where downloadable copies can be accessed.

2. Discuss with you whether you know of any existing issues with the system and/or whether it has been performing satisfactorily recently, eg. Has the water been hot enough, have you noticed any leaks, has there been any drips or flow of water noticeable at the tundish, is the flow sufficient?

3. Visually check the cylinder for any obvious defects. Make suitable checks to assess whether or not the appliance has been installed in accordance with the manufacturer's instructions and any relevant Regulations.

4. Identify the type of expansion system used – this will be either an internal expansion volume or an external expansion vessel. Check that the expansion system is installed according to manufacturer's instructions. Generic advice is given below. In all cases, where manufacturer's instructions conflict with the recommendations below, manufacturer's instructions should take precedence.

    a. For a separate expansion system, close the mains supply, open a hot tap at the same level or above the cylinder to depressurise the cylinder. Check the pressure of the expansion vessel. Recharge to the labelled pressure on the vessel. Close hot tap and open mains supply.

    b. For a bubble top/air gap system. Partially drain the cylinder according to the manufacturer's instructions and refill.

    c. For alternative systems, follow the manufacturer's instructions.

5. Clean the line strainer. Check the condition of any seals and replace if necessary.

6. Check the T&PR and Expansion Valves are operating correctly. Water should be run through each valve for approximately 30 seconds to ensure that any loose scale build up, or debris is flushed through before re sealing.

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The service engineer should:

7. Whilst checking the safety valve operation above, check that the tundish drains and discharges correctly, and there are no blockages.

8. Check that any interlocks with external controls (such as your heating programmer) are operating correctly. Note: it may be necessary to over-ride the programmed time settings to do this, the engineer should return the system to its original settings on completion of these checks.

9. With the unit hot, check the outlet temperature at the outlet closest to the cylinder to determine correct functioning of the thermostat. Note: thermostatic controls will have an operational tolerance and switching differential so the temperature recorded may vary from the "set" temperature by a few degrees. Most storage cylinders recommend storing hot water at a temperature of approximately 60°C. When checking the outlet temperature ensure the outlet used is not fed via a thermostatic blending valve, such as a mixer shower or some baths, which will reduce the hot water temperature at the outlet to below the storage temperature.

10. Carry out a visual check of any electrical wiring associated with the cylinder, immersion heater and its controls. For further details of the electrical checks that should be performed refer to HWA Guidance document https://hotwater.org.uk/uploads/5A37CB70B704A.pdf.

11. If the system has an anode this will be checked in accordance with the servicing requirements in the manufacturer's instructions.

12. Check the condition of the electrical housing(s). If broken, or cannot be securely closed then a replacement is recommended.

13. Check condition of flexible hoses where used.

14. Complete the Benchmark service record, or equivalent Commissioning Certificate Service Record, and provide any additional work documentation either routinely or if you request this.

benchmark
COLLECTIVE MARK

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Following completion of the necessary service checks and actions the Service Engineer should:

- Explain to you what procedures have been carried out.
- Should further work be required, they should explain to you what this is, why it is needed, and provide a quotation if the work is not covered by the manufacturer's warranty or an existing servicing contract.
- Demonstrate that the cylinder and water heating system have been left in working condition by drawing off some hot water and checking that the thermostatic controls switch on to reheat the cylinder, whether by a remote heat source (such as a boiler) or an immersion heater.
- Advise you that continued servicing of your cylinder every 12 months is recommended, and that in most instances it will be a condition of the manufacturers' warranty that an unvented cylinder is appropriately serviced, on a regular basis as advised by the manufacturer, by a competent Service Engineer or provider.
- Ask you to countersign the Service Record sheet or documentation to show that you are satisfied with the work carried out.

The Hot Water Association exists to promote the concept and use of stored hot water in domestic and commercial circumstances in the United Kingdom and Republic of Ireland. HWA is a trade organisation whose membership accounts for nearly 100% of hot water storage devices sold in the UK.

Our role is to provide:

- Information: From an explanation on how hot water storage systems work to the latest industry developments.
- Advice: From technical queries to advice on the Building Regulations/Byelaws.
- Expertise: With the combined knowledge of member companies, HWA offers unrivalled expertise within the sector.
- Promote the highest standards of efficiency & manufacturing through the HWA charter.

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