

# Customer information: Frozen boiler condensate discharge

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## 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.

