

Prolonged spells of extremely cold weather has resulted in a significant increase in condensate discharge pipe work freezing which may cause temporary boiler shut down. Most of these problems occurred where condensate drainage pipe work was located externally for some part of its length.

The following recommendations based on HHIC Industry Guidance for routing of condensate drainage pipe work should be followed:-

1. Wherever possible, the condensate discharge pipe work should be terminated at a suitable **internal** foul water discharge point such as internal soil & stack vent, internal kitchen or bathroom waste pipe, washing machine waste pipe- draining under gravity. Downstream pipe work potential freezing should also be considered in connection point selection.
2. Where an internal connection is not possible, it is advised that the installer makes the customer aware of the risk of potential pipe work freezing under extreme weather conditions and the consequences.
3. Alternative Options such as use of a suitably specified proprietary condensate pump discharging internally as 1 above can be used if very long pipe runs are required. The increase in diameter of the pipe work or use of suitable weather proof insulation as well as keeping exposed lengths as short as possible and using vertical runs may reduce the risk of freezing. Trace heating kits are available and these should be installed and operated in accordance with manufacturer's instructions.

Guidance for Householders

Generally if the above has taken place freezing up potential is reduced but in the event of freezing up the following Industry based guidance is offered.

Shut down due to freezing & blockage may be indicated on the digital display on the following boilers

Dimplex Combi 24, 30, 38 - Error Code 4

Dimplex System 18 & 30- Error Code 4

Dimplex 18 & 32 OV - Error Code 3

Before undertaking any of the suggested remedial actions it is important to confirm that freezing is the cause of the problem.

Ideally remedial action should be carried out by a competent installer or service engineer who may advise of the best solution for the particular installation to prevent future reoccurrences. Where this is not convenient to await this action, there are a number of methods which householders may wish to try in order to thaw the pipe and free the blockage-provided they feel competent to do so.

1. Locate the blockage -most likely to be at most exposed point external to the building or some obstruction to flow i.e. open end of pipe, bend or elbow or dip in pipe work. The location needs to be identified as closely as possible before proceeding.
2. Thaw the frozen pipe work-applying a hot water bottle, microwaveable heating back (for muscular aches & pains or similar) or cloths soaked in warm water to the exterior of the pipe close to the blockage. Warm water can be poured onto the pipe from a watering can or similar **DO NOT USE**
- 3.
4. **BOILING WATER.**

Note: You should not attempt to thaw a condense drain pipe which cannot **be easily reached from ground level. Beware that any water can freeze quickly if it falls on pathways causing a slip hazard**

5. Reset/restart the boiler once the blockage has cleared

Reset the boiler by Combi 24, 30, 38 --- press release the reset button on the control panel

18/32 OV---Turn the control knob to reset position and back to on within two seconds

System 18/30---press release the reset button on the control panel

If this does not succeed you should call a Gas Safe registered engineer to assess and take the appropriate action