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RETROFIT SPECIALISTS

Heating Loss
Troubleshooting Guide

Step-by-Step Instructions to Restore Heat and Hot Water in Your Home
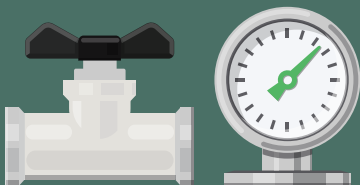
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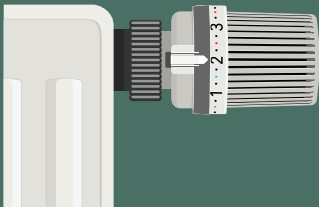
1. Check Thermostat Power and Settings
Ensure the room thermostat is powered on and responsive—replace batteries or reset if needed. Then, confirm that the desired temperature is set higher than the current room temperature. For example, if the room is 21°C, set the thermostat to 22°C or higher to activate heating.
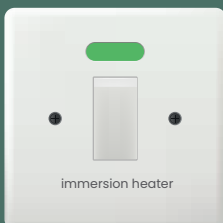
2. Low Heating Circuit Pressure
Locate the filling loop: Typically found in the cylinder cupboard. Open the black levers to begin filling the system. Monitor the pressure gauge and stop at 1.5 bar.
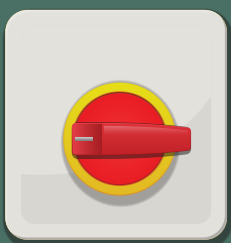
3. Cold Radiators
Check that the thermostatic radiator valves are open and set above level 2. Ideally, turn them to 4 or 5. If the radiator is still cold, it may need bleeding. Carefully open the bleed valve—once water begins to flow out, close the valve to complete the process.

4. No Hot Water
Check if the resident has recently used a bath or shower, as the system only heats a tankful of water at a time. Once used, it can take around 45 minutes for the heat pump to reheat the tank. While waiting, check the Vaillant controller for any warning messages or fault codes that may indicate a specific issue. If hot water is still unavailable, switch on the immersion heater as a temporary backup.

5. Reset the System
If none of the above steps resolve the issue, perform a system reset. Locate the rotary isolator switch next to the heat pump, turn it off, wait 30 seconds, then turn it back on. This often clears minor faults and restores normal operation.