

HEG493 / HEG494  
Double Skin Manual Fill Water Boiler



## Troubleshooting Guide - With the appliance unplugged and cool.

Unit not working / dead	Check/replace the plug fuse. Check socket and ring main are working and switched on. Check the cord and plug for condition Check the temperature dial is set to correct temperature Boil dry protection has activated, allow unit to cool and restart
Unit not working after boil dry protection cool down.	Thermal safety cut out activated - contact approved service agent Replacement thermal cut out required
Unit is taking longer to boiler	Check for scale build up in the tank and descale if necessary Descaling is recommended every three months minimum
Unit is leaking from the tap	Check tap and tighten as required
The unit is on, water is not heating	Check thermostat temperature selection. The heating element may have failed, contact your service company
Water is dispensing slowly	Check for scale build up in the tank and descale if necessary Check for scale build up in the tap and descale if necessary

Any faults relating to scale are not covered under warranty.