

# 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.