

Technical Bulletin

Product Information: Greenstar Heat Interface Unit

Heat interface Unit Basic Checks

With the increase use of Greenstar Heat Interface Units we would like to provide a list of some basic checks to help in fault finding.

The advice is split between questions suitable for landlords or property agents designed to ascertain if the fault is external to the HIU, and checks suitable for qualified maintenance teams attending site.

Questions to be asked over the telephone to the End user by the property agent or landlord:

- Do you have credit on your pre-payment meter if applicable?
- Are any of the neighbours affected with a similar issue?
- Is the fused spur/electricity supply, switched on, near to the appliance?
- Is the programmer/room thermostat calling for heat?
- Is there any hot water coming out of the tap?
- Is there any heat in the radiators?

Advice for Maintenance teams attending site:

External to the property:

- Have there been several calls from the same site, indicating a supply/district issue rather than an individual property?

Internal to the property:

- Are the HIU isolating valves open?
- Are the lights at the top of the appliance showing 'solid green' at both viewing ports? – if they are not showing solid green, consider possible power supply issue
- Is the fused spur/electricity supply, switched on? - check to see if there is a reason for isolation
- Is there credit on the customers heat meter/supply? – check with customer
- Is there a demand from the programmer/room thermostat, if applicable? – Consider a controls-related issue
- Is the 'district/primary' system up to temperature, in the region of 60-80°C? – if not, there may be a possible issue within the main plant area
- Is the system pressure correct in the customer's property? – If the system pressure is low, Increase pressure using the built in filling loop.
- Is the flushing valve (if fitted) set in the closed position? – if it is not closed, close the flushing valve

Within the appliance casing (please refer to appliance Installation and Servicing Instructions)

- Is the filter clean? – take care to isolate the unit before gaining access to filter.
- Is there any air in the appliance? – unit can be de-aired via the vent screws which are situated at the top of the plate heat exchangers
- Is the internal circulating pump working? (the pump only runs on heating demand) – remove centre screw to check if pump is free to turn.

If these basic checks have been completed and the problem is still not resolved, please contact Worcester Bosch to arrange a service engineer visit.

Please have the HIU serial number ready when calling, this is located at the top edge of the outer casing.

Tel: 0330 123 9339

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