



Fact Sheet

What to do if you have no heating

If your central heating is not working the first thing to check if you are on pre-payment meters is that you have credit on your Gas and/or Electricity meters.

Check your gas and electricity displays are on, if it is off then contact your Gas and/or Electricity provider.

If you are on a post-paid meter, then contact your Gas and/or Electricity provider.

Let's look at the checks you can make:

1. Check your Emergency Control Valve which is always on the left-hand side of the gas meter. Make sure the handle is in an upright position.
2. Check the pressure on the boiler, this should be between 1 and 2 if you have a visible pressure gauge.
3. If you need help with re-pressurising your boiler or if your boiler is showing a fault code then call your repairs service line.
4. Check your radiator valves are open by turning the valves anti clockwise anywhere between 1 and 5.

5. Check your programmer or timer display is on, these are usually located near to your boiler or cylinder.
6. Finally turn your thermostat up.

For your safety remember to:

- Contact your gas or electricity provider if your gas or electricity display is off
- Contact the repairs centre if you have a fault code

We hope this information was helpful. If you are still experiencing problems with your heating, then please contact your repairs service.

You can also find a video to accompany this fact sheet at: www.mearsgroup.co.uk

These videos and accompanying guidance notes are intended as a guide only and it is your responsibility to ensure you do not put your safety or the safety of others at risk. If you are in any doubt as to whether you can carry out a task safely then you should contact a professional for assistance. Mears Group Plc and its subsidiaries will not be liable for any injury, loss or damage caused, of any nature, as a result of the use of these guides.