

WORCESTER

Bosch Group



9/14, 14/19 & 19/24CBi

benchmark™

*Worcester supports the
Benchmark code of practice*

APPLIANCE	G. C. NUMBERS NATURAL GAS	LPG
9/14CBi	41 311 50	41 311 51
14/19CBi	41 311 52	41 311 53
19/24CBi	41 311 54	41 311 55

USER INSTRUCTIONS & CUSTOMER CARE GUIDE

IMPORTANT: THIS APPLIANCE IS FOR USE WITH NATURAL GAS AND LPG
THESE INSTRUCTIONS APPLY IN THE UK ONLY.
THESE INSTRUCTIONS ARE TO BE LEFT WITH THE USER OR AT THE GAS METER

EXCELLENCE COMES AS STANDARD

Thank you for purchasing a Worcester CBi boiler.

The CBi Series appliances are made by Worcester and the strictest quality control standards are demanded throughout every stage of production.

Indeed, Worcester, part of the Bosch Group have led the field in innovative appliance design and performance for more than 40 years.

The result is that your new Worcester boiler appliance offers you the very best of everything - quality, efficiency, economical running costs, proven reliability and value for money.

What's more, you also have the assurance of our no-nonsense 1 year parts and labour guarantee.



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GENERAL INFORMATION

GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1998

It is the law, in GB, that all gas appliances must be installed by a competent person in accordance with the above regulations. Failure to install appliances correctly could lead to prosecution. It is in your interest and that of safety to ensure compliance with the law. The manufacturer's notes must not be taken, in any way, as over-riding statutory obligations.

In GB, a competent person is someone registered with CORGI. All CORGI registered installers carry a CORGI ID card and have a registration number. Both should be recorded in the BENCHMARK checklist. You can check that your installer is CORGI registered by calling CORGI on 01256 372300.

WARNING: This appliance must be earthed and protected by a 5 amp fuse.

ELECTRICITY SUPPLY: 230V ~ 50Hz

IMPORTANT: To get the best from your Worcester boiler please read these instructions carefully.

In the event of a fault the appliance should not be used until the fault has been corrected by a competent person.

BENCHMARK

The Benchmark initiative is a code of practice to encourage the correct installation, commissioning and servicing of domestic central heating boilers and system equipment.

A checklist can be found in the back of every installation manual. **This is a vital document that needs to be completed by the installer at the time of installation. It confirms that the boiler has been installed and commissioned according to the manufacturers instructions.**

In Eire the declaration found in IS 813 must be completed. Without completion of the checklist and/or declaration, manufacturers may refuse to respond to a call-out request. It is important that the checklist and/or declaration are fully completed by your installer.

GENERAL DESCRIPTION

The Worcester boilers provide a heat output of between 9-14kW (9/14Cbi), 14-19kW (14/19Cbi) & 19-24kW (19/24 Cbi) and contain a temperature control and all the appropriate safety controls. They are suitable for fully pumped open vent or sealed systems.

They can be connected to a domestic hot water supply system through an external S or Y plan system.

Central Heating

When a demand is made for heating by the system controls (i.e. a programmer or room thermostat). A pump will energise circulating primary water around the heating system and the burner, after a few seconds, will light. The heat output from the appliance in this mode has been factory set to give maximum output or as reset by your installer. The appliance will operate as necessary to maintain the temperature of the radiators at the level set by the adjustment of the boiler Temperature Control Knob. (See Fig. 1.)

If the system no longer requires output to maintain the desired room temperature, the burner will extinguish. The pump and fan will continue to run for a short period to dissipate the residual heat from the appliance and then switch off.

The appliance will supply heat to the central heating system as required.

Hot Water

The appliance operates to supply only domestic hot water when the heating temperature mode is fully anti-clockwise, at the **0** position or the timer is programmed to OFF mode.



GENERAL NOTES

Your installer will advise you of any actions you should take to ensure that the satisfactory and efficient operation of the heating and hot water systems connected to the boiler are maintained.

CENTRAL HEATING SYSTEM

During the first few hours of operation of the central heating system, check that all radiators are being heated at an even rate. Should the upper area of a radiator be at a lower temperature than the base of the radiator, it should be vented by releasing air through the venting screw at the top of each radiator. Make sure your installer shows you how to carry out the operation. On a sealed system repeated venting will reduce the quantity of water in the system and this must be replenished for safe and satisfactory operation of the appliance. Should water leaks be found in the system or excessive venting be required from any radiator, a service engineer should be contacted and the system corrected.

CLEARANCES

Compartment With Ventilation

Your installer will have provided adequate space around the appliance for safety and servicing. This space must not be restricted by the addition of cupboard shelves etc. closer to the appliance. The following minimum clearances are required.

	9/14CBi	14/19CBi	19/24CBi
Left-hand side	5	5	5
Right-hand side	5	5	5
In Front	600	600	600
Above (Rear Only Flue)	30	30	30
Above (Flue Turret)	180	180	180
Below	200	200	200

Compartment With No Ventilation

Your installer will have provided adequate space around the appliance for safety and servicing. This space must not be restricted by the addition of cupboard shelves etc. closer to the appliance. Flammable objects **must not** be stored in this type of compartment. The following minimum clearances are required.

	9/14CBi	14/19CBi	19/24CBi
Left-hand side	105	105	105
Right-hand side	105	105	105
In Front*	340	340	340
Above (Rear Only Flue)	30	30	30
Above (Flue Turret)	180	180	180
Below	200	200	200

* The clearance at the front is to be a removable panel e.g. a door. A clearance of 600mm should be allowed with the door open.

ROOM THERMOSTAT

A room thermostat may be fitted for control of the central heating temperature. It will be located in one room of the home. The method of setting a room thermostat varies with the type and manufacture. Refer to the instructions supplied with the room thermostat.

PROGRAMMER/CLOCK

A programmer or clock may have been fitted to the system: the method of setting varies with the type and manufacturer.

Refer to the instructions supplied with the control.

THERMOSTATIC RADIATOR VALVES

If thermostatic radiator valves are fitted to the system then they must conform to the requirements of BS2767. The radiator located in the room where the room thermostat is sited must be controlled by a thermostatic radiator valve.

VENTILATION OF ROOM SEALED FANNED FLUE (RSF) APPLIANCES

These appliances do not require air flow for combustion from the room in which they are installed. Any cooling ventilation openings in a wall or door must not be obstructed. Do not allow the flue terminal fitted on the outside wall to become obstructed or damaged.

NOTE: Do not place anything on top of the appliance. If the appliance is fitted in a compartment do not use the compartment for storage purposes unless it conforms to the requirements of BS 6798:1987: Section 6. It is essential that the airing space is separated from the boiler space by a perforated non-combustible partition as described in BS 6798:1987.

If the clearances are less than shown for an unvented compartment then the compartment must be ventilated in accordance with BS5440.

FLUE TERMINAL

Do not allow the flue terminal fitted on the outside wall to become obstructed or damaged.

CIRCULATING PUMP

The heating system will be filled with a circulating pump which may be fitted with a speed adjuster. If so it will be set by the installer to suit the heating load. Do not alter the setting.

FROST PRECAUTIONS

If the appliance is not to be used for a long period of time and there is a likelihood of freezing, then the appliance should be drained. The Worcester Technical Helpline will advise you on suitable frost precautions. The boiler has an in-built frost thermostat which will protect the appliance should the temperature of the boiler drop below approximately 10°C.

SERVICE

(Benchmark) Annual servicing is important in order to ensure continuing high efficiency and long life for your appliance. In the event of any difficulty in making suitable servicing arrangements, Worcester personnel or other competent persons will discuss regular servicing arrangements and offer a comprehensive maintenance contract.

WARNING

If a gas leak exists, or is suspected, turn off the gas supply to the appliance at the service cock on the meter and consult your local service engineer.

Do not touch any electrical switches to turn them either on or off. Open all windows and doors. Do not smoke. Extinguish all naked lights.

CLEANING

Do not use abrasive cleaners on the outer casing. Use a damp cloth and a little detergent.



OPERATION OF CONTROLS

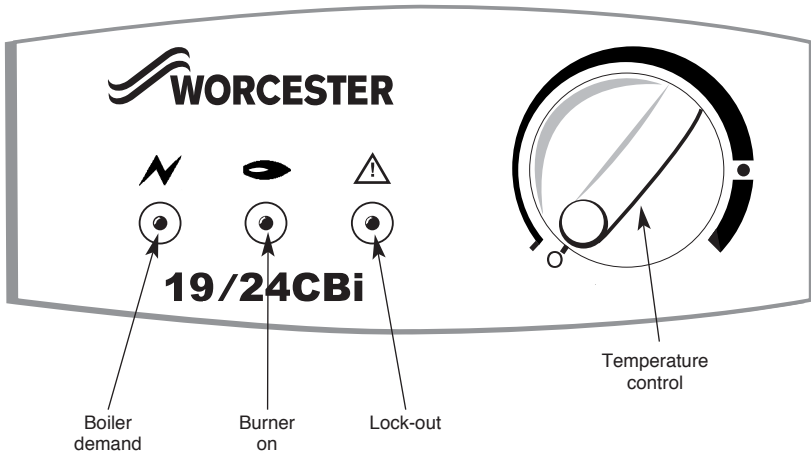
BOILER HEATING TEMPERATURE CONTROL

The position of this control will determine the temperature of the water delivered from the appliance between the start of the dial as indicated thus ' / ' and the fully on position i.e. when the control is turned fully clockwise. When the knob is turned fully anti-clockwise to the 'O' position the appliance is off.

BOILER RESET BUTTON

If the lockout light is on or flashing, turn the temperature control fully anticlockwise to the 'O' position and back on again. If the appliance still fails to operate then contact Worcester Bosch or your installer.

Fig. 1. Controls.





TO LIGHT AND STOP THE APPLIANCE

INDICATOR LIGHTS

Boiler demand :	System is calling for heat
Burner ON :	Burner is firing
Lock-out :	There is a fault condition
	Steady light - Overheat
	Flashing light - Flame failure

TO LIGHT THE APPLIANCE

Check that the water valves to the central heating circuit are open.

Check that the needle on the pressure gauge is not below the required pressure - sealed system only.

Switch on the mains electricity. Set the room thermostat, if fitted, to maximum. Turn the boiler temperature control fully clockwise to the maximum position. The burner will light. Set the boiler temperature control and the room thermostat/cylinder thermostat, if fitted, to the desired temperature.

TO STOP THE APPLIANCE

For Short Periods

Turn the boiler temperature control fully anti-clockwise to the 'O' position.

For Long Periods

Turn the boiler temperature control switch to the 'O' position. Switch off the mains electricity.

Any programmer will require resetting if mains supply has been disconnected.

ELECTRICITY SUPPLY FAILURE

If the electricity supply fails the appliance will not operate. Once the supply is restored the appliance will return to normal operation.

Check that the settings of any programmer or time control have been maintained.

APPLIANCE LOCKOUT

The appliance can be reset by turning the boiler temperature control fully anti-clockwise and back. Check that the gas supply has not been interrupted.

If this condition continues to occur, then call a service engineer.



APPLIANCE FAILS TO OPERATE

More than 30% of all calls made to our contact centre reporting appliance faults or breakdowns prove to be false alarms, as there is often a simple explanation for the apparent malfunction.

So, to help you save time and money – not to mention frustration and inconvenience – please refer to the General Information, Notes and Lighting Instructions ensuring all controls are set correctly.

If, after following the instructions the appliance still fails to operate correctly call the Worcester Contact Centre. Arrangements will be made for an engineer to call as soon as possible.

NOTE: No sealed components should be adjusted. Failure to comply with this will invalidate any warranty and will be hazardous to the user.

CALL-OUT CHARGES

All of our field service engineers are factory trained.

If you request a visit from an engineer and your appliance has been installed within the last 12 months, no charge will be made for parts and/or labour, providing:

- The appliance was commissioned correctly on installation.
- An appliance fault is found and the appliance has been installed within the past 12 months.

A call-out charge will be made where:

- The appliance has been installed for over 12 months, or
- Our Field Service Engineer finds no fault with the appliance (see note), or
- The cause of breakdown is with other parts of your plumbing/heating system, or with equipment not supplied by Worcester.

NOTE: Invoices for attendance and/or repair work carried out on your appliance by any third party will not be accepted.

MAINTAINING YOUR APPLIANCE

Your new Worcester boiler represents a long-term investment in a reliable, high quality product.

In order to realise its maximum working life, and to ensure it continues to operate at peak efficiency and performance, it is essential that your boiler receives regular, competent servicing and annual maintenance checks beyond the initial 12 month guarantee period.



Regular service contracts can be arranged with your installer – however if you have difficulty making a satisfactory arrangement simply contact Worcester on **08457 256206** for help.

If you would like to know more about Worcester's extended warranty options please tick the appropriate box on your warranty registration card.



CONTACT NUMBERS:

UK Contact Centre	Tel.	08457 256 206
UK Contact Centre	Fax.	01905 757536
Scotland only	Fax.	01506 441 687
Eire	Tel:	01 494 0099

OPERATING HOURS:

Mon - Fri	7.00am to 8.00pm
Sat	8.00am to 5.00pm
Sun	9.00am to 12.00pm

Please contact our UK Contact Centre number where our friendly operators will book your call with one of our team of nationwide engineers.

NOTE:

Please refer to our website for our bank holiday opening hours.

www.worcester-bosch.co.uk



YOUR WORCESTER BOILER GUARANTEE

This appliance is guaranteed from the date of installation subject to the following conditions & exceptions.

1. The appliance is guaranteed for a period of 24 calendar months subject to the return of the guarantee card within 30 days of installation and the first 12 months service and inspection having been carried out to the satisfaction of BBT Thermotechnology UK Ltd. Please note that this service is not covered under the terms & conditions of the warranty and would therefore incur a charge.
2. That during the period of this guarantee any components of the unit which are Proved to be faulty or defective in manufacture will be exchanged or repaired Free of material charges and free of labour charges if repaired directly by BBT Thermotechnology UK Ltd. Invoices for attendance and repair of this appliance by third parties will not be accepted for payment by BBT.
3. That the householder may be asked to prove the date of installation and that the appliance was correctly commissioned. This information must then be documented in the Benchmark Gas Boiler Commissioning Checklist.
4. That any product or part thereof returned for servicing under the guarantee must be accompanied by a claim stating the model, serial number and date of installation.
5. That BBT Thermotechnology UK Ltd will not accept responsibility for damage caused by faulty installation, neglect, misuse, accidental damage or the non-observance of the instructions contained in the Installation and Users instructions leaflets.
6. That the appliance has been used only for normal domestic purposes, for which it was designed.
7. That this guarantee applies only to equipment purchased and used in mainland Great Britain.

This guarantee is given in addition to all your normal statutory rights.

Worcester, Bosch Group is a trading name of BBT Thermotechnology UK Ltd.



GUARANTEE REGISTRATION

You should complete and return the postpaid Guarantee Registration Card within 30 days of purchase.

The card will register you as the owner of your new Worcester boiler and, while this will not affect your statutory rights in any way, it will assist us to maintain an effective and efficient customer service by establishing a reference and permanent record for your boiler.

IMPORTANT: SERIAL NUMBER. Copy the number off the Guarantee Card.

FOR YOUR OWN RECORD

MODEL

SERIAL NUMBER

(See identity label inside appliance casing)

TYPE/SIZE

DATE OF INSTALLATION

CORGI CONTACT

All **CORGI Registered** installers carry a **CORGI ID** card and have a registration number. Both should be recorded in your central heating log book. You can check your installer is **CORGI Registered** by calling **CORGI** on **01256 372300**

www.worcester-bosch.co.uk



WORCESTER

Bosch Group

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Telephone: 01905 754624 Fax: 01905 753130.

Technical Helpline 08705 266241.

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