USER CARE AND PROFESSIONAL OVERVIEW

Water boiler care and servicing

For wall-mounted and countertop instant hot-water boilers. Keep routine external user care separate from internal inspection, descaling and technical service.

Hot water and hot surfaces can burn. Follow the current model instructions for preparation, cooling, isolation, approved products and user tasks. Do not remove service panels or improvise an internal clean.

01 Routine external care

- Clean the draw-off tap, controls and external surfaces using the approved method.
- Empty, rinse and clean a removable drip tray where the model instructions allow.
- Keep the surrounding area clean, dry and accessible.

02 Visible checks

- Report leaks, unusual noise, warning lights, poor flow or slow recovery.
- Check visible scale or residue around the tap and outlet without dismantling them.
- Keep ventilation clear. Do not use harsh, abrasive or unapproved chemicals.

03 After low use or closure

- Use the model's shutdown and return-to-use procedure, including any specified cleaning or flushing.
- If water quality or operation seems unusual, seek support before normal use resumes.
- Follow the site procedure when a fault or safety concern appears.

04 Professional work to discuss

- An agreed visit may include internal and external inspection, appropriate descaling and filter replacement.
- Inlet valves, probes, elements and other fitted components may require technical checks.
- Only competent, authorised personnel should perform internal or technical work.

05 Operating and safety checks

- Discuss temperature control, refill, safety devices and overall operation for the selected boiler.
- Relevant checks may include electrical connections, pipework, taps and seals.
- Confirm findings, required repairs and return-to-use advice in the service record.

06 Agree the service plan

- Use the model instructions, usage, water conditions and service history to set the approach.
- Confirm visit scope, filters, descaling, parts, charges and follow-up before booking.
- Keep user-care and service records together, with the person responsible for each task identified.