

# SOMETHING IN THE PIPELINE?

Boilers sometimes struggle to function if their condensate pipe freezes. Luckily, it's not a difficult job to put things right if it does happen.

## WHAT IS A CONDENSATE PIPE?



A condensate pipe carries condensation from your boiler to your outside drain. It's usually a white or grey plastic pipe that travels from your boiler through the external wall directly outside where your boiler is located.

## HOW TO DEFROST THE PIPE



If you suspect that your boiler condensate pipe has frozen, the following steps should help you get things back to normal.

### 1. Confirm the condensate pipe is frozen

A frozen condensate pipe may be indicated by a 'fault code' or warning light on the boiler's display. Gurgling sounds coming from the boiler or pipe are another sign that it has frozen.

### 2. Locate the blockage

The pipe is probably frozen at its most exposed point. This may be the open end of the pipe, or at a bend or elbow.

## PIPELINE?

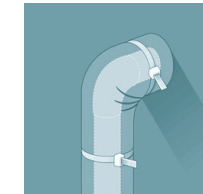
### 3. Thaw the pipe

Warm some water in a kettle or in the microwave. Using a jug or watering can, pour warm water along the length of the pipe, until the pipe has thawed (don't use boiling water as this can crack or damage the pipe).

### 4. Restart your boiler

Once the frozen section has been melted and cleared, check your boiler manual for instructions on how to reset the boiler correctly. Your boiler should now restart correctly. If your boiler doesn't restart, please call us on **0300 365 1111**.

## HOW TO PREVENT THE PIPE FROM FREEZING AGAIN



If your condensate pipe isn't already insulated, wrap it in some old

towels immediately to prevent it freezing again.

As soon as you can, get down to your local DIY store and buy some foam pipe insulation to wrap the condensate pipe in.

This insulation comes in a variety of sizes, so measure the pipe's diameter before you buy.

If you require further assistance or advice, please do not hesitate to call us on **0300 365 1111**.