



**Keep your family safe this winter
with our handy hints and tips.**

www.swaleheating.com | WhatsApp: 01795 503604

Swale Heating have 50 years of experience within the heating industry and repair and maintain over 140,000 households across the South East, London and East Anglia. Our engineers are Gas Safe registered, so you can rely on us to keep you warm.



How to contact us:

If you need to rebook your annual service or a repair on one of your gas appliances, we have a range of ways for you to contact us.

WhatsApp: 01795 503604

Text us on: 07984351760

Your online account

Online chat

Call us: 01795 477098



Organised, sent regular reminders with reschedule options, and called before arriving. Can track on the day which number you are on the engineer list. Polite engineer and conducted service professionally. - Luke Grubb - Trustpilot

Test your boiler now and put our WhatsApp to the test:

Now is the best time to turn your boiler on to check if it is working correctly. If you turn it on and there are any problems **contact us via WhatsApp on 01795 503604.**

Meet our WhatsApp Gurus



Liam



Gary



Joe



Using WhatsApp to chat through any problems instead of waiting on the phone has been super helpful!! Gary has always been superhelpful when ever I have contacted to help sort any issues or problems I had! Thank you!! - Amanda Wicks - Trustpilot

Sign up to your online account

By signing up to your online account you can book a boiler repair, rebook your annual service appointment, as well as track your engineer's arrival time. To access your account, simply [click here](#).



Ten top tips to help keep your family safe and warm in your home:

1. Only use a Gas Safe registered engineer to fix, repair, service and install your gas appliances.
2. Ensure you check both sides of your gas engineers Gas Safe ID to confirm they are qualified to undertake the work required.
3. Keep on top of your services and ensure your appliances are serviced annually.
4. Know the six signs of carbon monoxide (CO) poisoning – headaches, dizziness, breathlessness, nausea, collapsing and loss of consciousness.
5. Check your appliances for warning signs that they are not working properly - floppy yellow or orange flame on your gas hob, rather than a crisp blue flame. Dark, sooty staining on or around your gas appliances. Increased condensation inside windows. The boiler pilot light keeps going out.
6. Ensure you have a carbon monoxide alarm fitted.
7. Keep vents and chimneys clear.
8. Use gas appliances only for their intended uses.
9. Know the emergency procedure if you suspect a gas leak and contact **0800 111 999**.
10. Share your gas safety knowledge with friends and family.

What is carbon monoxide poisoning?

Carbon monoxide is a poisonous gas that can make you seriously ill if you breathe it in. Carbon monoxide (CO) is a poisonous gas, which has no taste, colour, or smell. It can be made by fires and appliances that burn gas, wood, oil, or coal. It can make you very unwell and can kill quickly without warning.

If you experience the symptoms of carbon monoxide poisoning, ensure you get fresh air immediately, turn off gas appliances, open all windows and doors, leave the house and contact your GP. If you feel there is immediate danger, call the gas emergency helpline on 0800 111 999.



What is a boiler service and why is it important?

In short, just like a car's yearly MOT, your boiler should be serviced every 12 months to ensure it's in a safe working condition.

Our boiler service experts are committed to ensuring your heating system is working safely and efficiently. To prevent issues such as a leaking radiator valve or no hot water, having a regular boiler service will ensure that these problems are averted.

What to expect when we service your boiler

Now you know how important it is to take care and maintain your boiler, you may be wondering what you should expect from a boiler service.

Below is our boiler service checklist to help you understand the precautions taken to keep your boiler working:

- Boiler inspection
- Expansion vessel air pressure check
- Radiator checks
- Pressure checks
- Cleaning of components
- Final safety checks



PLEASE DO NOT ATTEMPT TO REPAIR YOUR BOILER YOURSELF

Attempting to repair a boiler can be extremely dangerous, additionally, if a boiler is repaired incorrectly the issue could worsen and lead to more serious problems. All Swale Heating engineers are Gas Safe registered and qualified to repair any boiler issue.

Common boiler issues and fixes

Waking up to discover your boiler isn't firing up and you have no heating and hot water is not a great start to the day. But before you call a gas engineer there are some simple home checks and fixes you can try that may save you some time.

Power failure

Boilers use a small amount of electricity to fire up, if there is a lack of power the boiler will be unable to do so.

There are a few reasons why there could be no power:

- Power cut or outage - are other electrical appliances working?
- A manual change was made to the settings on the thermostat.
- Could the boiler have been accidentally turned off?

A power cut is easy to diagnose, check your other electrical appliances to determine if the power is out in your whole property. Power cuts often happen when there have been extreme weather conditions like snow, wind, or rain.

Cold radiators

If your radiators are on but have cold spots at the top, then chances are your radiators need bleeding.

5 steps to bleeding your radiators:

Step 1

Turn off your heating, radiators must be cool enough to touch.

Step 2

Hold a cloth under the radiator valve and insert your radiator key in the groove.

Step 3

Twist the radiator key (often anti-clockwise) you should hear a hissing noise signifying the release of air, water should run.

Step 4

Once the water begins to drip from the valve and the hissing has stopped, shut off the valve by turning the key in the opposite direction.

Step 5

Wipe down your radiator if any water has spilt (to avoid rust). You can now turn your radiators back on, and check that your boiler is signifying the correct boiler pressure.

Frozen condensate pipe

The condensate pipe is a plastic pipe that drains away acidic wastewater from the boiler. The condensate is located outside which in colder months means it is susceptible to freezing. There are sensors on the boiler to protect it and they will stop the boiler from firing up if it detects the condensate pipe is frozen. You may also hear gurgling sounds which is also an indicator your condensate pipe is frozen.



4 steps to defrosting your condensate pipe:

Step 1

Locate your condensate pipe. Usually outside fixed to a wall above a drainage system, or inside below your boiler.

Step 2

If your pipe is outside, we recommend pouring warm water over the pipe. If your pipe is inside try placing a hot water bottle over the pipe. Both methods should slowly defrost the frozen water within the pipe.

Step 3

If you had an error code on your boiler, you may have to hit the reset button.

Step 4

Once defrosted your boiler should work as normal.

Keep your home warm and energy efficient with these draught-proofing tips:

Windows

Try draught-proofing strips for around the window frame to fill the gaps between the window and the frame.

Doors

There are four main areas to consider for draught-proofing: Keyhole, letterbox and gaps around the edges and bottom. Use keyhole and letterbox covers and draught excluders.

Chimneys

If you don't use your fireplace, your chimney is probably a source of unnecessary draughts. Fit a chimney cap or purchase a draught excluder.

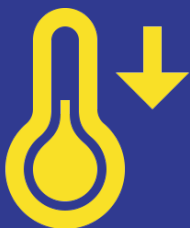
Floorboards and skirting

You can block cracks in your floor by squirting filler into the gaps.

Old extractor fans

Old fan outlets may need to be filled with bricks or concrete blocks and sealed from both the inside and outside.

Energy saving tips:



Turn down the thermostat

It's a common misconception that the higher you set your thermostat, the quicker your home will heat. This isn't true - it'll just be warmer and will burn more energy to fill your home and heat your water.



Turn off lights

Turn your lights off when you're not using them or when you leave a room. This will save you around £25 a year on your annual energy bills.



Turn appliances off standby

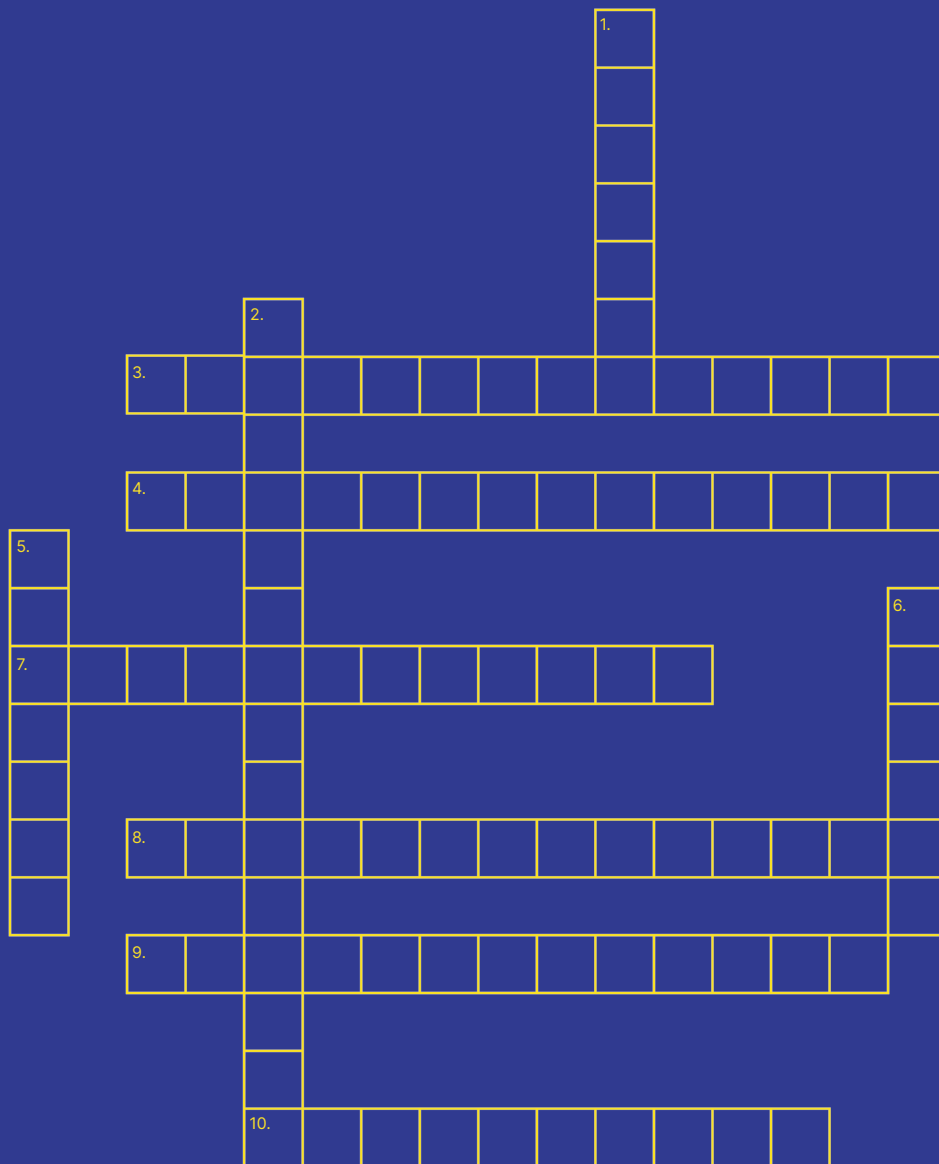
The average UK household spends £60 a year powering appliances left on standby

“The best temperature for central heating is between 18°C and 21°C during the winter.” *

(with a small 18°C boost in the early, colder days of spring and autumn if you feel you need it).* According to the Energy Saving Trust.

Swale Heating Winter Crossword

Can you find all the words?




Across

- 3 A plastic pipe that drains away acidic wastewater from the boiler
- 4 A poisonous gas that can make you seriously ill if you breathe it in
- 7 A company with over 50 years' experience in the heating industry
- 8 The pressure of the hot water inside your heating system
- 9 Checks performed on your boiler annually to ensure it's working efficiently
- 10 Control your central heating temperature

Down

- 1 A cold burst of wind
- 2 The use of less energy to perform the same task or produce the same result
- 5 When natural gas leaks from a pipeline and then into an area where it shouldn't be
- 6 The coldest of all the seasons



SWALE HEATING

RELY ON US TO
KEEP YOU WARM

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