

ideal

HEATING



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Mr / Mrs Lamb
Viamed 17
17 Station Road
Cross Hills
KEIGHLEY
BD20 7EH

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Dear Mr/Mrs Lamb

Important safety notice – potential issue affecting your boiler

Dear householder,

We are writing to you because we have identified a potential issue with a number of our boilers.

In a small proportion of the affected range of boilers (approximately 1 in 10,000), if an excessive volume of air becomes trapped inside the boiler in a fault condition, it could cause the boiler to overheat and fail.

From the warranty registration completed when your boiler was installed, we have identified your boiler is affected.

At Ideal Heating, we are committed to ensuring the quality, reliability and the safety of our products. For this reason, we will apply a safety upgrade to the affected boilers, including yours.

The solution to this issue will require a heating engineer to visit your home to implement a small modification to your boiler. The visit will be free of charge and take 30-60 minutes. **To register for the upgrade, we need you to confirm your contact details at www.idealsupport.co.uk**

You can continue to use your boiler. However, we advise you repressurise your boiler. For simple instructions for how to do this, you can watch the videos on our dedicated webpage www.idealsupport.co.uk or call us free of charge on 0808 175 9173.

Done
14-2-24
Guy Aris

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**EXPERTS IN
HEATING**

We're here to help



We apologise that this issue has arisen and appreciate you may have concerns.

If you have any questions about the information in this letter, please visit www.idealsupport.co.uk. Alternatively, you can email customer@idealsupport.co.uk or call us, free of charge, on 0808 175 9173.

A frequently asked questions help sheet is enclosed with this letter.

FAQs

Do I need to turn my boiler off?

You can continue to use your boiler. However, we advise you repressurise your boiler and ensure you register your details for an upgrade. For instructions for how to do this, you can watch the videos on our dedicated webpage www.idealsupport.co.uk or call us free of charge on 0808 175 9173.



I can't repressurise my boiler, what should I do?

You can still continue to use your boiler but, if you cannot repressurise your boiler for any reason, please contact us through our dedicated email customer@idealsupport.co.uk or freephone phone number 0808 175 9173 so we can help you.

What if my boiler pressure gauge is already at 1.5bar pressure or above?

Your heating system and boiler are at the correct pressure level, you do not have to repressurise your boiler. You may want to bleed your radiators, if this causes the pressure on the front of the boiler to drop, then you should repressurise to 1.5bar. For instructions for how to do this, you can watch the videos on our dedicated webpage www.idealsupport.co.uk or call us free of charge on 0808 175 9173.

What is the work that is needed to upgrade my boiler?

There is an additional component that will need to be added to your boiler. This will be installed by an engineer and is an additional safety device that is above and beyond the safety measures already within the boiler. It will not affect the performance or efficiency of your boiler.

The solution to this issue will require a heating engineer to visit your home, the visit will take 30-60 minutes. To register for the upgrade, we need you to confirm your contact details at www.idealsupport.co.uk or contact us on 0808 175 9173.

In the meantime, you can continue to use your boiler, however, we advise you repressurise your boiler. For instructions for how to do this, you can watch the videos on our dedicated webpage www.idealsupport.co.uk or call us free of charge on 0808 175 9173.