Trench Heater / Radiator User Guide

Heater Information

We have now replaced all radiators where we have lowered the windowsills. All new radiator options are now fire safe, easily accessible for cleaning and repairs, quick to install and more energy efficient than your current radiator.

Trench Heaters

How to use

- This radiator is installed inside the windowsill and the heat comes through a vent at the top of the windowsill. The windowsill is safe to touch when the heating is on. All new trench heaters come with a thermostat which is typically installed in the living room. This thermostat is locked, but you can continue to use your current thermostat to control the temperature.

- There are no temperature control valves for the trench heaters, so they cannot be controlled separately to the rest of the property. A set temperature must be chosen for the whole property. However, you can use the new switch installed near each trench heater (see below photo) to switch off the fan in individual rooms, which will reduce the temperature output into that room.

Good practice advice

- Don’t put anything on top of the grill
- Don’t stand on the trench heater
- While the grill itself doesn’t become excessively hot, we would recommend children do not crawl or walk across it whilst the heater is on
- When removing the grill for any reason, it is recommended to put it flat on the ground rather than folding or rolling it

How to clean

The trench heater grill can be removed, and you can use a duster or brush attachment on a vacuum cleaner. Before cleaning, ensure that the heating is turned off and fans are not running.

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Vertical / Horizontal Radiators

All vertical / horizontal radiators are like your current radiators but fixed on the wall of the chosen area.

How to use

The temperature valve on the radiator, known as a thermostatic radiator valve (TRV), can be used to control the temperature individually, functioning in the same way as your current radiators.

Good practice advice

- Hanging washing on the radiators is not recommended. It is recommended to place an airer near the radiator
- The surface of the radiators becomes hot when they are on, so please exercise caution and avoid touching them
- Do not put furniture directly on or in front of the radiator

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Troubleshooting checklist

If you encounter any issues with your new heating, we would kindly ask for you to carry out the following simple checks to try and resolve the issue prior to escalating this to the repairs team.

Step 1 – Is your boiler turned on from the wall switch?

There should be a 13A fused connection unit (see image below) located near your boiler. This switch provides a power supply to your boiler and is usually engraved or labelled with the word “boiler”. In most cases, it has an orange neon light built in to indicate whether it is on or off.

Please ensure that this switch is in the ‘on’ position as shown in the below images.

Boiler supply wall switch turned on and the neon light is illuminated to indicate this

Boiler supply wall switch turned off

If the neon light fails to illuminate, it may indicate a power supply issue or a non-functional neon indicator lamp. You can check this by following steps 2 and 3 below.

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Step 2 – Is your boiler turned on from the internal switch?

In most cases, there is an internal power supply switch on the boiler unit itself. This is located on the front of the boiler cover in the bottom right corner. To access it, pull down the boiler cover flap. The switch is usually a round knob which can be turned to toggle between on and off. The ‘on’ position is usually indicated with a number 1 or straight-line symbol and the ‘off’ position is usually indicated with a zero or circle symbol.

Please make sure that this switch is in the ‘on’ position as detailed in the below images.

Boiler supply internal switch turned on

Boiler supply internal switch turned off

Please note that newer or alternative boilers may have differing switching configurations and types. Please refer to the manufacturer’s literature for more information and guidance.

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Step 3 – Is the boiler display on?

Following steps 1 and 2 above, you have ensured that the power supply switches to the boiler are in the ‘on’ position. We now need to ensure that the boiler itself is receiving the power supply. To do this, you can simply look at the boiler display screen. If the screen is on and working, this indicates a healthy power supply. However, if the display screen is not on, this would indicate a power supply fault and you should contact the Camden repairs team to investigate the issue.

Please see the images below showing a typical boiler display screen.

Boiler display screen on

Boiler display screen off

The boiler display screen will show if there are any faults with the boiler or the heating system. The display will show an ‘F’ code, which is a fault code describing the specific issue. Common fault codes include F22, F27, F28, F29, F73 and F75. If the boiler display screen shows any fault code, the boiler will not be operational, and you should contact the Camden repairs team to investigate the issue. Please make a note of the fault code displayed.

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Step 4 – Is the boiler programmer on?

The boiler programmer is usually located near to the boiler, in the kitchen, but this may vary in each property. The programmer is usually used in conjunction with the thermostat to control when your heating system operates, depending on the configuration you have set previously. It is possible that during the project works, the programmer may have reset to a default setting and may need to be reconfigured by you to match your preferences.

You can check if the programmer is on by simply looking at it to see if the display screen is on. There is usually a red indicator lamp on the programmer to confirm that the power supply is functioning correctly.

If the boiler is operational but the programmer is off, this would indicate that a fuse within the boiler has blown. In this case, you should contact the Camden repairs team to investigate the issue and replace the fuse.

If your boiler and programmer are both operational, but the heating is not on, it may be because your programmer is not set to activate the heating at that time. You can override the programmer to turn the heating on at that time. If you want the heating to be on continuously, you can set the programmer to ‘continuous’. Once set to ‘continuous’, your heating should come on, indicating that the heating system is functioning correctly. You will need to configure the programmer to your preferences.

If you are unsure how to configure your programmer, please consult the manufacturer’s literature. Alternatively, you can contact the Camden repairs team for assistance.

Programmer on

Programmer off

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Step 5 – Is the heating thermostat turned on?

The heating system thermostat is usually located on the corridor wall. There is a dial on the front of the thermostat with a round knob that can be turned to select the required temperature setting.

If the thermostat is set to the ‘off’ position or to a temperature lower than the temperature of the corridor, the heating system will not be called to operate.

Please ensure that the thermostat is turned to the ‘on’ position or set to a higher temperature than the corridor’s current temperature. You can usually hear a clicking sound when turning the thermostat on or off.

Typical mechanical thermostat installed within a property

Alternatively, the property may have a digital thermostat with a display screen. For instructions on its operation, please consult the manufacturer’s literature.

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Step 6 – Are your thermostatic radiator valves (TRV) turned on?

The new vertical or horizontal radiators installed in your bedrooms and living rooms are equipped with thermostatic radiator valves (TRVs) – see images below. The TRVs can be used to control the temperature output of each radiator individually. To set the desired output, the head of the TRV can be twisted to your preferred settings. The settings range from ‘off’ which is indicated by the frost symbol, to numbers 1, 2, 3, 4, and up to 5, which is the maximum heat setting.

Please ensure that your TRVs are turned on when checking your heating system.

TRV turned on to maximum setting number 5

TRV turned to the off setting indicated by the frost symbol

If you have followed all the steps above and confirmed that the heating system is operational, but your radiators are still not adequately heating all panels, please contact the Camden repairs team to investigate the issue.

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Step 7 – Is the power supply to your trench heaters on?

If you have had the new trench heaters installed in your bedrooms and living room, you may have noticed a new wall switch located next to the socket outlet on the side wall, near the trench heater. This new fused connection unit provides a power supply to the trench heater which is required for it to operate.

There is a wall switch for each individual trench heater, allowing you to control them separately.

Please ensure that the trench heater supply wall switch is turned on, as per the below images.

Trench heater wall switch in the on position

Trench heater wall switch in the off position

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Step 8 – Is the trench heater thermostat on?

For the trench heaters to operate, a new trench heater thermostat unit has been installed. This unit is connected to the master trench heater which is usually located in the living room. The thermostat is usually located in the living room by the entrance door, adjacent to the wall light switch, but this may differ between properties.

The thermostat does not operate functionally but must be turned on for the trench heaters to operate. The power supply for the thermostat is provided via the master trench heater, so please ensure that the wall switch for the living room trench heater is in the ‘on’ position.

You can check whether the thermostat is on by simply looking at it and seeing if the display screen is illuminated, as shown in the images below.

There is a button on the thermostat below the display screen which can be pressed to toggle between turning the unit on and off. Please ensure that this unit is always on.

Trench heater thermostat turned on

Trench heater thermostat turned off

If the trench heater wall switches are all on, and the thermostat unit is off, try pressing the button below the display screen to turn it on. If the unit does not turn on, this indicates a power supply issue, and the Camden repairs team should be contacted.

Please note that the heating system within the property needs to be on for a while to ensure that the pipework is hot enough for the trench heaters to blow out hot air. If the heating system has not been on long enough, and the pipework has not had enough time to get hot, the trench heaters will blow out cool or lukewarm air.

If you have left your heating system on for an extended period, and the trench heaters are still blowing cool air, please contact the Camden repairs team to investigate the issue.

Telephone **020 7974 4444** (option 3) and request BTU to attend. For additional options to raise a repair, visit **www.camden.gov.uk/report-a-housing-repair**