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users guide icos Your Ideal users guide See reverse for icos installation & servicing instructions HE30, HE36 When replacing any part on this appliance, use only spare parts that you can be assured conform to the safety and performance specification that we require. Do not use reconditioned or copy parts that have not been clearly authorised by Ideal Boilers. The problem This fault could stem from issues with your system's air locks, pump or wiring due to the fault during installation. This could also be caused by a lack of water in your central heating system or an issue with water circulation. The solution This isn't an issue with your boiler but with its installation. You could try to solve this fault by repressurising your boiler, however, if this doesn't help we recommend you call your installer to inspect your heating system and rectify the issue. F1: Low water pressure The problem If your heating system doesn't have enough water, this fault can occur as its pressure could become low. The solution It is usually possible for you to fix this issue yourself by topping up your boiler's water pressure to 1.5 using the in-built in filling loop. If you're still facing issues, contact a Gas Safe registered engineer. F2: Flame loss The problem This usually means that there has been a flame loss during operation. This issue could be caused by deeper system errors such as incorrect gas pressure, an issue with your flue, a faulty gas valve, an incorrect adjustment of a valve or a fan fault. The solution Firstly, check other gas appliances and you could try to reset your boiler. This fault typically occurs with older boilers and low-efficiency systems, so it may be worth considering getting a new boiler installed. F3: Fault with fan The problem This fault is caused by a loose or damaged fan. This issue could be related to deeper problems such as loose or damaged connections, water damage from a boiler leak, a fault with the air pressure switch or a problem with the printed circuit board. The solution This fault will require the help of a qualified engineer. As the issue can stem from a range of different causes, costs can vary. F4: Thermistor fault The problem The F4 fault code tends to signify a problem with your boiler's flow thermistor or an issue with its operation. The fault will typically be related to circulation issues. The solution This fault will require a call-out to a Gas Safe registered engineer. F5: Return thermistor fault The problem This refers to a fault in the return thermistor or its operation. Usually related to a faulty NTC return thermistor, a damaged connection, a differential in temperature that's too high between the flow/return thermistors, or a faulty printed circuit board. The solution This fault will require a call-out to a Gas Safe registered engineer. F6: Outside sensor fault The problem This fault code will usually show if your system's outside sensor is broken or faulty. This can also be related to your boiler's printed circuit board, which is typically more expensive to fix. The solution Recently had a weather compensator fitted? This fault could be related to its installation. If your weather compensator wasn't installed recently, or if you don't have one at all, call a qualified engineer. F7: Low mains voltage The problem If you notice this fault code, there could be an issue with your property's mains electricity source. As a safety precaution, your boiler is built to cease operations once it identifies this fault. The solution The voltage to the boiler has dropped below 190 vol. This is not a boiler fault but we recommend you contact your installer. F9: Printed circuit board (PCB) fault The problem The F9 fault code on your ideal boiler typically relates to an unconfigured printed circuit board (PCB). The solution Repairing this fault could be a costly expense. It may be worth considering getting a brand-new boiler installed. L1: Lack of water flow The problem Your boiler takes resistance readings which are then sent to the printed circuit board and if the temperature reading is too low or too high, the boiler will cease to work as a safety precaution and display a fault code. The solution Reset your boiler. If this doesn't help, you should then contact a qualified engineer. Overheating is generally an issue that happens with older, less efficient boilers, so it may be worth investing in a new heating system. L2: Ignition lockout The problem Your boiler has 'locked out' as a safety precaution. The cause behind this will need to be identified. The solution Reset your boiler. If there's rumbling coming from the system, this suggests your condensate pipe is blocked or that there is an issue with your flue. This requires a call-out from a qualified engineer. L3: No flow thermistor fault The problem This fault code typically indicates that someone has changed the printed circuit board (PCB) and used the wrong boiler chip card (BCC). The solution This requires a call-out from a qualified engineer. L9/H9/HALA: Overheating The problem Like L1, this code could indicate that the temperature on your resistance reading is too high. The solution Check your system's pressure reading, you could also bleed your radiators to see if this helps. If not, we recommend contacting a Gas Safe registered engineer as the overheating could be a result of a deeper issue with your boiler's pump or dry fire stat. LF: Ignition fault The problem Your boiler may have 'locked out' as a safety precaution. The cause of this will need to be addressed. The solution Check that other gas appliances in your home are working, if so, we recommend that you then reset your boiler. If your boiler is rumbling, there could be a blockage in your condensate pipe. Contact a qualified engineer to fix the issue. L5: Problem with the boiler return pipe The problem This could occur if someone resets the boiler 5 times in 15 minutes. The solution Turn off the boiler's power at the fuse spur, then turn it back on again. If the issue continues, contact a qualified engineer. L6: Flame detection fault The problem This usually happens when your flame comes on before your gas. The solution Reset your boiler. If the boiler still fails to operate and your system is still covered by your warranty, you could contact your manufacturer for assistance. C2: Fault with boiler chip card The problem The boiler chip card has an internal error or an activation fault. The solution Try resetting your boiler. If this doesn't help, contact a Gas Safe registered engineer. C0: Central heating signal issue The problem If your domestic hot-water is still working, your boiler could be going into pump overrun due to poor heating circulation. Alternatively, your thermostats signal could be cutting in and out. The solution To help rectify this issue, we recommend you seek the help of a qualified engineer to check your room thermostat and your radiator circulation. Other Ideal boiler faults No display The problem There is an issue with your printed circuit board. The solution Turn the power off at the fuse spur and turn it back on again. If this fails, contact your repairs team for assistance. If you've recently had electrical work completed on the system, it may be best to contact your installer first. Noisy operation The problem Issues such as kettling tend to be common issues with central heating systems. A humming or rattling noise could indicate issues such as loose components or high pressure. The solution To help solve this issue, you could check the system for loose components or try repressurising your boiler. If these measures do not help, contact our repairs team. Noisy ignition The problem This could indicate a problem with your system's condensate pipe, gas or flue. The solution We recommend seeking the help of a Gas Safe registered engineer. No/ poor hot water The problem If your heating is working but your hot water is not being delivered as usual, it typically won't be a fault with the boiler. The solution We recommend seeking the help of a Gas Safe registered engineer. No/ poor central heating The problem If your hot water is working, then this is not typically a fault with the boiler, but instead a problem with your radiators. The solution If poor or no central heating is an issue then contact our repairs team. This fault could be expensive to fix, but getting a new boiler installed could prove to be effective. High gas bill The problem This could be due to the efficiency rating of your boiler, your energy bill could also be impacted by the way in which you are using your heating. The solution Check your boiler's efficiency label. It could be beneficial for you to invest in a new A-rated heating system. Pressure loss The problem This usually means that water is escaping somewhere in the system, or alternatively the issue could be due to the expansion valve failing and thus causing damage to the pressure release valve. The solution Firstly follow our guide on how to repressurise your boiler. If this becomes a continuous issue then check for leaks. If none are found, get in touch with our repairs team. Say goodbye to Ideal fault codes with boiler repairs from Ding Some Ideal boiler faults need a professional heating engineer. Luckily, we know a few. Ding gives you access to HomeServe's expert heating engineers with upfront pricing and boiler repairs starting at £160. Whatever your job, just Ding it. Page 2 A boiler leak is usually caused by an issue with an internal component, such as a pressure valve or pump seal. If the leak stems from your pressure relief valve, it is likely that your system's pressure has become too high. Should the leak be due to a problem with the pump seal, the seal could have worn out. A leak that has developed around your system's pipes could be caused by corrosion. There could also be an issue with the way in which your system was installed. We recommend that you consult a trained engineer to help identify and fix this issue. If the leak is caused by a particularly serious fault, your engineer may recommend that you get a new boiler installed. 2. Low boiler pressure You can usually identify if your boiler's pressure is too low by taking a look at its built-in pressure gauge. Ideally, your boiler's pressure should be set at the 1.5 bar. If it is below 1, your boiler will not be able to function properly. Low boiler pressure is a common boiler problem that can be caused by issues such as a system leak, recently bled radiators or a failed component or seal. To help identify the issue, you could firstly look for visible signs of a leak, but you should not attempt to remove any casings from the boiler. If you discover a leak, we recommend that you contact a Gas Safe registered engineer. If you do not locate a leak, you could try repressurising your boiler if you feel comfortable doing so. 3. No heating or hot water Naturally, it can be very frustrating when your boiler ceases to do the very thing it was designed to do - provide your home with heating and hot-water. This issue can be caused by anything from faulty motorised valves, broken system diaphragms and airlocks, to low pressure or a broken thermostat. To determine whether this issue is caused by low pressure, you should check your pressure gauge to see if it is below 1. If it is, it may need repressurising. If the intermittent heating and hot water is caused by an issue with your thermostat, check the device's manufacturer guide for a possible solution - if none can be found, we recommend that you contact your manufacturer for help. If none of these suggestions help, we advise that you get in touch with a trained engineer as issues such as a broken motorised valve or faulty diaphragm will require a professional. 4. Frozen condensate pipe This issue is very common, particularly in the colder seasons. Your system's condensate pipe is responsible for transporting the condensate from your boiler to your outside drain. During periods of cold weather, the condensate can freeze and cause a blockage to occur. This is particularly common in homes where the condensate pipe is fitted externally or in an unheated space such as a garage. This issue could cause the condensate to revert into the boiler and lead to the system breaking down. Luckily, you should be able to fix this problem quickly and easily by yourself. Take a look at our video guide on how to defrost a frozen condensate pipe. Tip alert: Lagging or insulating the pipe can often be a long-term solution for this issue. 5. Radiator faults Cold patches and other problems are usually caused by a build-up of air or sludge inside of radiators - this can cause heat to be distributed unevenly. Cold patches in different areas can indicate different kinds of issues, find out what could be causing your radiator problem on our common reasons why radiators are not working article. A great deal of radiator issues can be resolved by bleeding the radiator, a simple task that you can undertake by yourself. Follow our guide on how to bleed a radiator for advice. 6. Boiler not responding to thermostat Have the clocks gone backwards or forwards recently? If so, you should ensure that the device is in line with the new time. If your boiler is completely failing to respond to your thermostat, the controls may be broken or old. However, there are a few checks that you should do before concluding that it is completely kaput. For example, try replacing the batteries (obvious, I know, but a very common mistake!). You could also try positioning the device closer to the boiler and check for any interference that could be causing an issue. If the problem with your thermostat persists, take a look at the instructions booklet for advice or contact the manufacturer for help. 7. Gurgling, banging or whistling noises coming from your boiler It's normal for your boiler to make some noise whilst it's in operation, especially when it's firing up. However, if your boiler suddenly begins to make unusual gurgling, banging or whistling noises, we recommend getting in touch with a qualified engineer. Unusual boiler noise can be caused by air in the system, a faulty pump, low water pressure or even a build-up of limescale known as "kettling." Take a look at our article on noisy boilers to find out more. 8. Pilot light keeps switching off Older boilers may have a permanent pilot light which needs to stay lit in order to light the larger burner within your boiler. If this light keeps going out there could be a faulty thermocouple that is cutting off the gas supply. Alternatively, there could be a deposit build-up or a draught blowing the light out. You could try to reignite the pilot light yourself if you are comfortable doing so. Please follow the instructions in your boiler manual. Before you do this, you should ensure that your gas stopcock is on and that there are no issues with your gas supply - you can check other gas appliances to confirm this. We recommend contacting a Gas Safe registered engineer to help solve this issue. This fault is more common with older boilers, as modern systems are not built with pilot lights and ignite electronically. If the issue with your pilot light persists, it may be worth getting a new boiler installed. 9. Boiler won't turn on (no power) If your boiler doesn't turn on, the first thing you should do is check other appliances and power supplies in your home to see if they are working. If they are, check your fuse box to see if any switches have failed or tripped. If you still cannot find the cause, we recommend getting in touch with a trained engineer. If your boiler is turning on but keeps going off, the pressure could be low or there could be a blockage that is inhibiting the system. Check your system's pressure gauge and repressurise the boiler if it is set below 1. Alternatively, contact a Gas Safe registered engineer. 10. Boiler breakdown If left unaddressed, all of the above issues can eventually lead to a complete boiler breakdown. In which case you should contact a Gas Safe registered engineer as soon as possible. Tip alert: If you have a regular/heat-only boiler, you may have access to a backup immersion heater that could provide you with hot water. Age and inefficiency can also cause boilers to breakdown beyond repair. If you have an old, inefficient boiler, we recommend investing in a new system so that you can get the heating and hot water you need. A new modern and energy-efficient boiler could also help you save on your energy bills! It is crucial to remember that you should only perform checks on your boiler that are simple with minimum risk. Do not attempt to fix the issue yourself as this could be extremely dangerous. Still need help with your boiler? All of our engineers are Gas Safe-registered and fully qualified to diagnose and fix your central heating problems. So, whether you know what the problem is or not, you can book an appointment with one of our local experts to diagnose the issue and get your heating back up and running effectively again. Alternatively, if you're looking for a new boiler, we're working together with BOXT, one of the largest boiler installation companies in the UK, to help you find the best boiler for your home. BOXT makes choosing the perfect new boiler for your home easy with a fixed price quote on your screen in just 90 seconds. \* energysavingtrust.org.uk. Saving calculated when replacing G-rated with A-rated boiler in a semi-detached house. When your Ideal boiler isn't working as it should, then you're going to want a solution as quickly as possible. Broken boiler? - Get a fixed price quote in 20 seconds online here Thankfully, there are some problems that you'll be able to fix without needing to call in specialist help. But it's also essential to know those problems which need to be left to the professionals. Maybe it's not time for a brand new boiler just yet. In this article we'll first of all look at some of the causes of some most common problems. Then, we'll provide you with a comprehensive list of all the error codes which you're likely to see on your ideal boiler. Don't forget as well to take a look at the manual for your boiler for extra information. If you can't find your copy, you can download a copy from Ideal here. Get an online fixed price in 20 seconds: What kind of fuel does your boiler use? Common Ideal Boiler Error Codes & Faults Just like most types of boilers, some boiler problems crop up more often than others, so we've focussed on the most common faults in this section. For more help in working out what the issue might be, check out our troubleshooting guide to when your boiler's not working. How to fix an F1 error code The Ideal boiler F1 error code is displayed on the control panel when your system has low water pressure. This is a simple issue to fix yourself and just needs the water level topping up in the boiler. We've provided more guidance in our article on what to do when your boiler has a pressure that is too high or too low. You could also see the Ideal F10 fault code but this can mean other issues too. How to fix an L2 fault code The Ideal boiler L2 fault is displayed when the flame has gone out on your system. There are a number of different reasons as to why this might be happening, which include: Reduced gas pressureThe flue becoming blockedA gas valve becoming faultyFaulty flue sensor This then means that the boiler then goes into lockout mode to ensure your safety. As a result, you'll then need to call out an engineer who can establish the reason for the fault, carry out the repair and then reset the boiler for you. This was a very common fault on the old Ideal Isar boiler. To avoid the stress of unexpected repair bills, boiler cover can be a great way of ensuring that you can get repairs done without big bills. Get an online fixed price in 20 seconds: What kind of fuel does your boiler use? How to fix an F2 fault code The Ideal boiler F2 error code is also displayed when the flame has gone out. So, just as with the Ideal Logic L2 fault code, this is going to mean that your boiler has gone into lockout. It will now need to be seen by a qualified gas technician to get everything up and running again. How to fix an L9 fault code The Ideal Logic L9 error code means a problem with the printed circuit board (PCB). This might mean that it's no longer configured correctly to operate the boiler, or it might have developed a fault. Unfortunately, either way, it's going to need the visit of a gas technician to sort out the problem. All Ideal Boiler Error Codes Ideal Boiler Error CodeProblemL1Lockout due to the flow temperature or overheat temperatureL2Lockout due to flame being extinguishedLCSeveral resets within 15 minutes. Turn the boiler off to resolveL6Boiler detects a flame when no hot water/heating demandF1Water pressure too low to functionF2, FN or LNF1Flame has gone outF3Problem with the fanL4 or F4Fault with the thermistorL5 or F5Fault with the return thermistorF6Fault with the outside sensorF7Low levels of power to the system, so contact electricity provider.F9, L9, F8 or L8Printed circuit board (PCB) unconfigured or faultFUPotential problems with the isolation valvesFDNo Water Flow Some of the codes that show up on the control panel of your Ideal boiler are just to show what's happening rather than indicating a problem. Phev, no replacement boiler for these ones... Display CodeMeaningStatus On standby mode with the boiler waiting for either a demand for hot water or heating>Status C Central heating mode is activeStatus D Hot water mode is activeStatus F Frost mode is active Popular Ideal boiler models these error codes show up on ideal has a range of boilers but their error codes are pretty standard across the ranges. Here are some of the most popular boilers in the UK that are will have these issues: Ideal error codes and faults summary Thankfully some issues, such as the Ideal Logic F1 code, can be fixed by the homeowner. This then means that you'll soon, once again, have hot water and heating. If, however, you find yourself on first name terms with your local Gas Safe heating engineer, and there's more time without hot water than there is with it working, then now may be the time to consider looking at replacement boilers. Even the best combi boilers and best system boilers have their off days. Boiler Central provide a free personalised recommendation service. Simply enter your requirements, and you'll be presented with a range of boiler quotes that are perfect for your needs. And the best part? All quotes on our online boiler deals are fixed price, so that means that you'll know exactly how much you'll need to budget for the boiler and the complete installation! Get an online fixed price in 20 seconds: What kind of fuel does your boiler use?