
BENRICH SERVICE COMPANY TRAINING PROGRAM©

BOILER “DOWN” CHECKLIST

When a boiler is “down”, perform the following checklist before calling tech support:

1. Evaluate the boiler.
2. If the boiler has no power, check the breaker.
3. If the Boiler has power but is still not doing anything (no lights), check the transformer.
4. If the Boiler has power but still will not come on, check the history fault, Fenwal errors, all safeties and lights if applicable.
5. Inspect all safety wiring for damage or knicks. Inspect harness connections to both the PC board and Fenwal.
6. Put all hoses on the boiler and check the incoming gas pressure.
7. Reset the boiler and be sure there is a call for heat.
8. The pump should come on and close the flow switch.
9. The blower should come on and close the air switch.
10. The HSI should pull 3.4 amps or higher (check the ohms on the ignitor after it is cool - checking it while hot will give a false reading). If the ignitor has any type of buildup on it, the tube bundle may be leaking.
11. Make sure the gas valve above the ignitor is receiving 24 volts and is opening. If you don't get a manifold reading, the gas valve may be bad.
12. If the boiler comes on and then shuts down, check the flame sensor. The air may be set too high, too low or there could be a short on the incoming power.
13. If the boiler fires, do a start-up on the boiler: Check air, gas, co2, temperature settings, tank auto limit and manual high limit. Write all the setting on your paperwork.
14. Check the return pump and impeller. Check the water pressure and make sure all the isolation valves are open and pumps are turned on. Flush the return line for possible air locks.