

Safety Alert 034

Developed with Ideal Heating Ltd

Title: Ideal Boilers

Date issued: 7 March 2024

This Safety Alert provides guidance to Gas Safe Registered businesses/engineers about a product safety concern related to some Ideal manufactured boilers.

Introduction

Gas Safe Register has been made aware of a concern regarding the possibility of a range of Ideal combination and system boilers that could be affected by an excessive amount of air being trapped in the heat exchanger in a fault condition where it may lead to the boiler overheating and to fail.

Hazard

Ideal Heating has identified a potential risk with some Logic combination and system boilers. The fault relates to a condition where excessive air is trapped in the heat exchanger during a fault condition, although the possibility of this remains extremely low at less than 1 in 10,000. The following range of boilers are affected:

- Logic Combi²
- Logic System²
- Logic + Combi²
- Logic + System²
- Logic Max Combi²
- Logic Max System²
- iMini²
- Independent Combi²
- Keston Combi²
- Keston System²

This issue only affects models produced between August 2022 and 7th Jan 2024. Boilers manufactured before and after this date are not affected.

Corrective actions

Ideal Heating have set up a dedicated support website where customers and engineers can check if a product is affected. If you believe a product to be affected, please visit the support webpage at www.idealsupport.co.uk and enter the products 14-digit serial number. Alternatively, contact Ideal Heating for free by telephone on 0808 1759173 with the appliance serial number. The serial number can be found underneath the boiler on the bottom left or on the installation and servicing manual for the boiler left by the installer.

How to find your 14 digit code:

You can find this underneath your boiler on the bottom left or on the Installation and Servicing manual left by your Installer.



Check if your boiler is affected:

Enter 14 digit code

Submit

Or, call our freephone number with your 14 digit code:

0808 1759173

If the boiler is within the affected ranges, you will be asked to register the details of the installation including the full postal address and contact details for the customer. Alternatively, you will be advised that the product is not within the affected range and no further action is required.

If the product is affected Ideal Heating will then arrange for a visit to the appliance as part of its ongoing commitment to product safety and reliability. There is an additional component that will need to be added to the 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 the boiler. The visit will take 30-60 minutes.

Customers can continue to use the boiler; however, they should ensure their boiler pressure is at 1.5bar.

Details of how to top up the system pressure can be found in both the installation manual and user guides provided with the boiler.

If at any point you are unsure or have any questions, then please visit the dedicated website or contact Ideal Heating free of charge on 0808 1759173.

Bibliograph

Note: Gas Safe Register Technical Bulletins and the Legislative, Normative & Informative Document List can be viewed at: <https://www.gassaferegister.co.uk/sign-in/> - login and visit the Technical Information area

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