

User Instructions

Gas fired condensing system boiler

Greenstar 8000 Style

GR8700iW 30 S NG | GR8700iW 35 S NG | GR8700iW 30 SB NG | GR8700iW 35 SB NG



Preface

Dedicated to heating comfort.

Thank you for purchasing a Worcester product. We pride ourselves on manufacturing appliances to the strictest quality control standards throughout every stage of production.

Worcester, Bosch group has led the field in innovative product design and performance for over 50 years. This heritage means all our products are of exceptional quality and proven reliability.

Our products employ the latest technologies and they are reliable, extremely energy efficient, offering you economical running costs and value for money. They are amongst the top energy rated appliances available.

There is also the reassurance of our parts and labour guarantee. Our Customer Service team is here to help you get the best from your Worcester product throughout its lifetime. Whatever your enquiry, our specially trained team is available at our Worcester based contact centre and online via the website. For contact details see the back cover.

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1 Explanation of symbols and safety instructions

1.1 Explanation of symbols

Warnings

In warnings, signal words at the beginning of a warning are used to indicate the type and seriousness of the ensuing risk if measures for minimising danger are not taken.

The following signal words are defined and can be used in this document:

DANGER:
DANGER indicates that severe or life-threatening personal injury will occur.

WARNING:
WARNING indicates that severe to life-threatening personal injury may occur.

CAUTION:
CAUTION indicates that minor to medium personal injury may occur.

NOTICE:
NOTICE indicates that material damage may occur.

Important information

The info symbol indicates important information where there is no risk to people or property.

Additional symbols

Symbol	Meaning
▶	a step in an action sequence
→	a reference to a related part in the document
•	a list entry
–	a list entry (second level)

Table 1

1.2 General safety instructions

Instructions for the target group

These operating instructions are intended for the heating system user.

All instructions must be observed. Failure to comply with instructions may result in material damage and personal injury, including possible loss of life.

- ▶ Read and retain the operating instructions (heat source, heating controller, etc.) prior to operation.
- ▶ Observe the safety instructions and warnings.

Determined use

The product may only be used for the heating of boiler water and for DHW heating.

Any other use is considered inappropriate. We assume no liability for damage occurring due to non-permitted use.

If you smell gas

A gas leak could potentially cause an explosion. If you smell gas, observe the following rules:

- ▶ Prevent flames or sparks:
 - Do not smoke, use a lighter or strike matches.
 - Do not operate any electrical switches or unplug any equipment.
 - Do not use the telephone or ring doorbells.
- ▶ Turn off the gas at the meter or regulator.
- ▶ Open windows and doors.
- ▶ Warn your neighbours and leave the building.
- ▶ Prevent anyone from entering the building.
- ▶ Move well away from the building: call the National Gas Emergency Service on 0800 111 999.
- ▶ L.P.G. boilers: Call the supplier’s number on the side of the gas tank.

Danger to life from poisoning by flue gas

There is a danger to life from escaping flue gas.

- ▶ **Never modify any parts through which flue gas is routed.**

If flues are damaged or leaking, or if you smell flue gas, observe the following rules.

- ▶ Switch off the heat source.
- ▶ Open doors and windows
- ▶ Warn your neighbours and leave the building immediately.
- ▶ Prevent third parties from entering the building.
- ▶ Notify an approved contractor.
- ▶ Have any defects rectified.

Danger to life from carbon monoxide

Carbon monoxide (CO) is a poisonous gas, which arises during the incomplete combustion of fossil fuels such as oil, gas or solid fuels.

Dangers arise, if carbon monoxide escapes from the heating system due to a fault or a leak and collects unnoticed in enclosed spaces.

You can neither see, taste nor smell carbon monoxide.

To avoid danger from carbon monoxide:

- ▶ Have the heating system inspected and serviced regularly by an approved contractor.

- ▶ Use a CO detector, which gives an alarm in good time if CO escapes.
- ▶ If you suspect a CO leak:
 - Warn your neighbours and leave the building immediately.
 - Call an approved contractor.
 - Have any defects rectified.

⚠ Inspection and maintenance

If there is a lack of cleaning, inspection or maintenance, or if these are carried out incorrectly, this may result in material damage and/or personal injury, including possible loss of life.

- ▶ Have work carried out only by an approved contractor.
- ▶ Have any defects rectified immediately.
- ▶ Have the heating system inspected once a year by an approved contractor, and have any required maintenance or cleaning work carried out.
- ▶ Have the heat source cleaned at least every two years.
- ▶ We recommend that you enter into a contract covering an annual inspection and needs-based maintenance with an approved contractor.

⚠ Fittings and modification

Only a competent engineer can remove the appliance case and carry out any work, in accordance with the relevant Installation Regulations.

Any misuse or unauthorised modifications to the appliance, flue or associated accessories and heating system will invalidate the guarantee.

- ▶ Do not modify the appliance or flue system in any way.

Worcester, Bosch Group accepts no liability arising from any such actions. This does not affect your statutory rights.

⚠ Combustion air/ambient air

The air in the installation location must be free of flammable or chemically aggressive substances.

- ▶ Do not store or use any highly flammable or explosive materials (paper, petrol, thinners, paints etc.) within the vicinity of the heat source.
- ▶ Do not store or use any corrosive substances (solvents, adhesives, chlorinated cleaning agents, etc.) within the vicinity of the heat source.

⚠ General considerations

- ▶ The boiler must be installed in a well ventilated area. The openings must be kept in good condition.
- ▶ The vents or any other component contributing to the functioning of the boiler must not be reduced or sealed.
- ▶ We recommend an annual service of the appliance by an approved engineer to ensure reliable and efficient operation.

⚠ Safety of electrical devices for domestic use and similar purposes

The following requirements apply in accordance with EN 60335-1 in order to prevent hazards from occurring when using electrical appliances:

“This appliance can be used by children of 8 years and older, as well as by people with reduced physical, sensory or mental capabilities or lacking in experience and knowledge, if they are supervised and have been given instruction in the safe use of the appliance and understand the resulting dangers. Children shall not play with the appliance. Cleaning and user maintenance must not be performed by children without supervision.”

“If the power cable is damaged, it must be replaced by the manufacturer, its customer service department or a similarly qualified person, so that risks are avoided.”

⚠ Please read these instructions carefully

- ▶ These instructions are applicable to the Worcester, Bosch Group appliance model stated on the front cover only.
- ▶ These instructions apply in the UK/IE only and must be followed except for any statutory obligation.

2 Product Information

2.1 Appliance identification and serial number

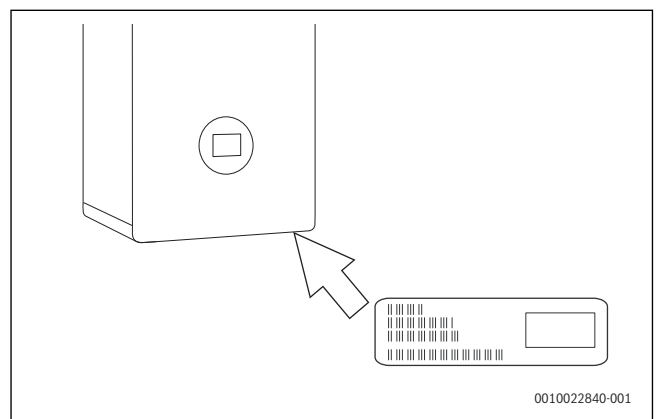


Fig. 1 Position of data label

The data label contains information of the appliance model and serial number. This is located on the frame of the front cover.

For your own records

Please ensure that the Commissioning Checklist has been completed by your installer or service engineer.

Model:	
Serial number:	
Date of installation:	

Table 2 Appliance details

The appliance model and serial number can be found on the appliance data label.

2.2 Servicing



Ensure that the service engineer completes the Service Record in the Benchmark Checklist after each service.

The Service Record can be found at the rear of the appliance's Installation and Maintenance Instructions. It will be required in the event of any guarantee work and may be required by the local Building Control Inspector.

- ▶ The appliance must be serviced annually by a competent, qualified person, such as a Worcester service engineer or other Gas Safe registered engineer.
- ▶ Ensure that the service engineer completes the Service Record, at the rear of the Installation and Maintenance Instructions manual, after each service.
- ▶ Have any work carried out by a competent, qualified person, Worcester service engineer or other Gas Safe registered engineer.
- ▶ Always use original spares, to help maintain the efficiency, safety and reliability of the appliance.

2.3 Maintaining your appliance

Your new appliance represents a long term investment in a reliable, high quality product.

Wipe the appliance casing with a soft clean cloth. Please do not use chemical cleaning products which may damage the paint finish.

In order to realise the appliance's maximum working life, and to ensure the appliance continues to operate at peak efficiency and performance, it is essential that servicing and maintenance checks are performed at least once a year by a competent engineer in accordance with the current Gas Safe Regulations.

If you would like to know more about servicing options from Worcester, Bosch Group, please visit worcester-bosch.co.uk.

Please tick the appropriate box on your warranty registration card for further details of the Worcester, Bosch Group Service Contract.

When your appliance requires servicing please contact a Worcester, Bosch Group contact centre (see rear cover, appointments).

In addition to the service contract we are pleased to offer a one-off annual service or breakdown call out for your appliance.

Maintenance tips

- Appliances on a sealed heating system:
 - Regularly check the system pressure.
- Do not obstruct the flue outlet or the air inlet.
- Use in hard water areas:
 - In exceptionally hard water areas a device to prevent scale formation may be fitted. Installation of a salt based water softener should be in accordance with the requirements of the local water

company. A bypass valve must be fitted and used to fill/top up the heating system with untreated water.



Important note:

- ▶ If you have to add water regularly in your heating system, call a competent, qualified person.

2.4 Benchmark standard



The Benchmark initiative is a code of practice to encourage the correct installation, commissioning and servicing of domestic central heating appliances and system equipment.

A "checklist" is dispatched with every appliance and can be found towards the back of the Installation, Commissioning and Servicing Instructions. This is a vital document that needs to be completed by the installer at the time of installation. It confirms that the appliance has been installed and commissioned according to the manufacturer's instructions.

The service record provides space for the recording of regular servicing of the appliance/heating system and this can become a valuable document when, for example, you wish to sell the property. The service record will show a potential purchaser that the heating system has received regular professional maintenance and servicing during its lifetime.

The Benchmark initiative aims to:

- Raise standards among professional installers.
- Build and maintain high safety standards in the industry.
- Improve customer satisfaction levels.
- Make a contribution to the nation's commitment to climate change.

3 Prepare for operation

3.1 Open vented heating system

Appliances that can be connected to open vented heating systems will have the pressure maintained automatically by the header tank feeding the system.

3.2 Sealed heating system

Appliances that can be connected to sealed heating systems are pre-pressurised before operation, this pressure must be maintained for safe use of the appliance.

- ▶ Check regularly that the pressure is maintained.
- ▶ Re-charge the system if the pressure gauge reads less than 1 bar.
- ▶ If a permanent significant decrease or increase in pressure is indicated on the pressure gauge, contact your installer or maintenance engineer.

3.2.1 Checking the system pressure



If the pressure is too low (≤ 0.2 bar) the system is out of operation and a warning notification stays on the screen. Fill the water until indicator is in green zone.

Your installer will advise you of the optimum operating pressure.

- ▶ Press the menu key [1]. Select and confirm **Boiler status**. The screen **Boiler status** with a pressure indicator [2] appears.

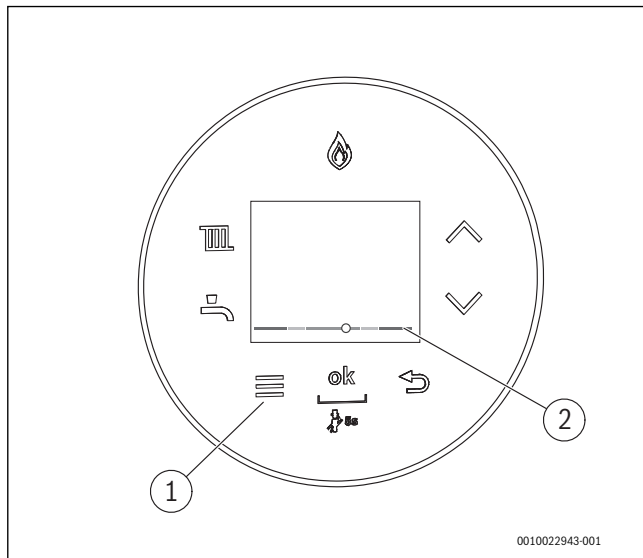


Fig. 2 Pressure indicator for checking the operating pressure

- ▶ Check the system pressure at the display.
 - **Indicator in red zone:** pressure is too low or too high.
 - **Indicator in yellow zone:** pressure is low or slightly too high.
 - **Indicator in green zone:** pressure is normal.
- ▶ Top up the heating water, if the pressure is low or too low.

3.2.2 Constantly re-pressuring the system pressure

Constantly having to re-pressuring the heating system should be investigated as the concentration of inhibitor protection in the system will be reduced; this can result in corrosion within the heating system reducing the efficiency and increasing contaminates.

- ▶ Check for leaks on heating system (pipe work and radiator valves).
- ▶ Contact your installer or maintenance engineer if a recurring significant decrease or increase in pressure is indicated on the pressure screen.

3.3 Topping up the system pressure

External filling loop

Once the external filling loop and pressure display has been located, follow the instructions for re-pressurising the system.

- ▶ Unscrew the blanking cap [1].
- ▶ Attach the hose [2] to the valve.
 - Usually one end of the hose is already connected to one of the system fill isolation valves.
- ▶ Ensure both ends [3] of the hose are screwed on hand tight.
- ▶ Monitor the pressure display.
 - The system fill isolation valves [4] are in a closed position (the handle/screwdriver slot is across the valve).
- ▶ Turn the handle/screwdriver slot through 90° to open valves and slowly fill the system.
 - The system fill isolation valves [5] are opened (the handle/screwdriver slot is in-line with the valve).
 - The pressure indicator on the pressure bars will start to move towards the green bar.
- ▶ Set the pressure between 1 and 1.5 bar pressure. Pressure indicator is on the green bar.
- ▶ Turn the handles/screwdriver slots back, through 90°, to close the valves.
 - The system fill isolation valves [6] are in a closed position (the handle/screwdriver slot is across the valve).
- ▶ Top up the system pressure, if as a result of the air bleeding the pressure drops off.

Once the pressure has settled between 1 and 1.5 bar.

- ▶ Ensure the valves are closed.
- ▶ Remove the hose [2] and replace the blanking cap [1].

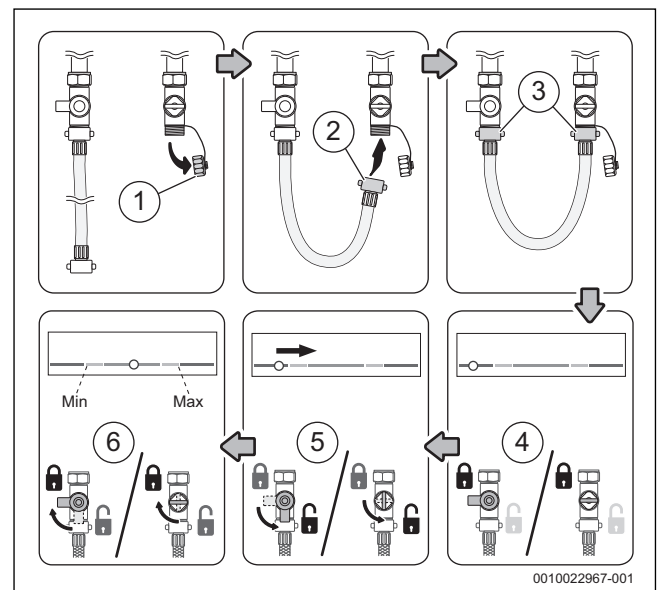


Fig. 3



If the indicator is on the right hand side red pressure zone as a result of over filling:

- ▶ Bleed one radiator until the pressure indicator returns to the green bar.

4 Operating the appliance

4.1 Control panel overview

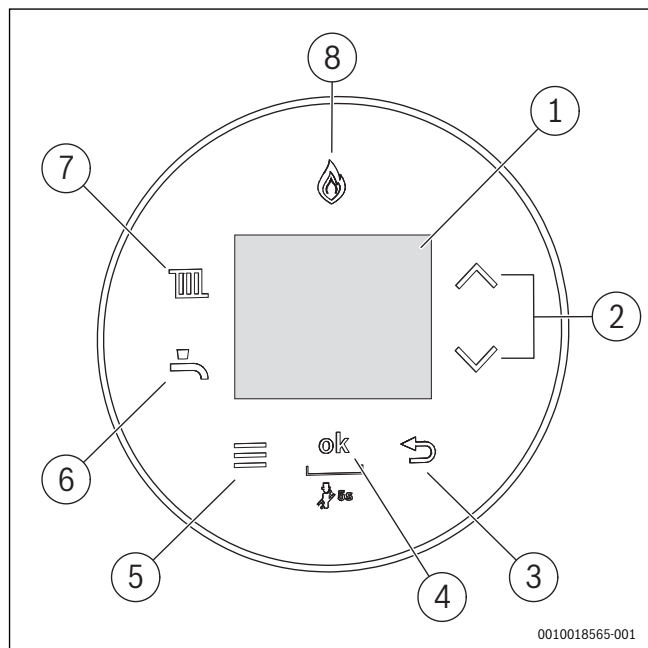


Fig. 4 Control panel

- [1] Display
- [2] ▲ and ▼ keys: To navigate through menus and increase/decrease settings
- [3] ↵ key: Return/back
- [4] OK key: Save settings
- [5] Menu key
- [6] Hot water key: Hot water mode on/off, adjusting the hot water temperature (only available if optional integral diverter valve kitfitted)
- [7] Heating key: Heating mode on/off, set the maximum flow temperature
- [8] Burner display: Illuminates when the burner is alight.

4.2 Symbols in the display

Symbol	Explanation
	Connection with the Wi-Fi network (only available with accessories)
	Connection with RF transmitter, e.g. Comfort+ II RF room thermostat (only available with Key accessories)
	Central heating adjustment auto: Heating is switched on and off according to programmed times for heating . Advance: Move to the next on or off time and directly switch on or off heating.
	Central heating off
	Hot water adjustment (only available with optional integral diverter valve kit)
	Hot water off
	Displays with the appliance status code and diagnostic code during a fault condition.
	Holiday symbol
	Cleaning mode to enables the boiler to be cleaned without making changes to the touch panel.

Symbol	Explanation
	Central heating or hot water can be switched either permanently on or off.
	Energy consumption ¹⁾
	Gas consumption
	Electricity consumption

1) The energy values shown are an estimation based on internal data of the appliance. Under real world conditions, many factors influence the energy consumption and the shown values will deviate from the values of an energy meter. The information is for indication only and should not be used for billing purposes. The values can be used for relative comparison of energy consumption between different days/weeks/month.

Table 3 Symbols in the display



The heating and hot water system has been set up by the installer to the appliance's and controls optimum settings.

- ▶ It is advised to make a note of these settings before adjusting so that you can return to these optimum settings in the future.

4.3 Adjusting the appliance flow temperature

4.3.1 Heating key

The key is used to set the max. flow temperature. The maximum flow temperature can be set between 30 °C and 88 °C¹⁾. The current flow temperature is shown on the display.



With underfloor heating systems observe the maximum permissible flow temperature.

- ▶ Press the key.
The set maximum flow temperature appears.
- ▶ Press the ▲ or ▼ keys to set the desired maximum flow temperature.

Supply temperature	Sample application
Approx. 50 °C	Underfloor heating system
Approx. 75 °C	Radiator heating system
Approx. 82 °C	Convector heating system

Table 4 Maximum flow temperature

- ▶ To save the setting, press the **OK** key or wait for 2 seconds.
The symbol appears for a short time.



If a time program is activated and set on **auto** press the **OK** key to switch to **Advance**. Time programs are available with Key (accessories).

auto: Heating is switched on and off according to programmed times for heating.

Advance: Switch to **Advance** to move to the next on or off time and directly switch on or off heating.

1) The maximum value can be reduced by the service technician.

4.4 Hot water mode

4.4.1 Hot water key



Hot water function is only available with optional integral diverter valve kit fitted.



CAUTION:

Risk of scalding

At maximum adjusted hot water temperature can cause serious scalding.

► Only use the maximum adjustable hot water temperature for thermal disinfection.

- Press the key.
The set hot water temperature appears.
- To set the desired hot water temperature, press the or keys.
- To save the setting, press the **OK** key or wait for 2 seconds.
The symbol appears for a short time.
- To switch hot water operation mode, press the **OK** key.

In **eco** mode the appliance will heat the cylinder if the temperature falls approximately 12 °C below the set temperature. Eco mode is enabled by default, during the initial appliance start up.

In **Preheat** mode the appliance will heat the cylinder if the temperature falls approximately 6 °C below the set temperature. The appliance heats the cylinder more frequently. This tops up the cylinder temperature for quicker heat up times, this is useful for large/longer demand periods.



If a time program is available and hot water operation mode set on **auto** press the **OK** key to switch to **Advance**. Time programs are available with Key (accessories).

Auto: Heating the cylinder is switched on and off according to programmed times.

Advance: Switch to **Advance** to move to the next on or off time and directly switch on or off heating the cylinder.

4.5 Operating the menu

Opening and closing the menu

- To open the menu, press the key.
- To exit the menu, press the key again.

-or-

- Press the key.

Changing the setting values

- To highlight a menu item, press the key or the key.
- Select the menu item with the **OK** key.
- To change the value, press the or key.
- Press the **OK** key.
The new value is saved.

Exiting the menu without saving values

- Press the key.

4.6 Settings in the menu



The factory settings are **highlighted** in the following table.

Menu item	Function definition
Heating mode	<ul style="list-style-type: none"> • On • Auto¹⁾: Activate time program • Once: Heating is on from the first programmed on time to the last programmed off time without programmed intermissions.
Heat. time prog. ¹⁾	Timer for heating: Weekday(s) selection, day program and timer adjustment (→ "Time program", page 10) ¹⁾
DHW operation	<ul style="list-style-type: none"> • On • Auto: Activate time program. • Once: Heating the cylinder is on from the first programmed on time to the last programmed off time without programmed intermissions.
Eco/Preheat	<ul style="list-style-type: none"> • Eco: Appliance will heat the cylinder if the temperature falls approximately 12 °C below the set temperature for hot water. • Preheat: Appliance will heat the cylinder if the temperature is approximately 6 °C below the set temperature for hot water.
DHW time prog. ¹⁾	Timer for hot water: Weekday(s) selection, day program and timer adjustment (→ "Time program", page 10) ¹⁾
Boiler status	Screen with current system values including the pressure indicator.
Information	<p>The current system values and the active operating conditions can be called up in the Information menu. Changes are not possible.</p> <ul style="list-style-type: none"> • System pressure • Hot water Temp. (DHW temperature) • Weather comp. (weather-compensated control)¹⁾ • Key (Type of installed Key)
Energy consump. ²⁾	<p>Display Gas consumption</p> <ul style="list-style-type: none"> • Last 24h • Last 30 days <p>Display Elec. consump.</p> <ul style="list-style-type: none"> • CH last 24 h • CH last 30 d.
Holiday ¹⁾	Start and end date of the holiday, activate and deactivate.
Settings	<ul style="list-style-type: none"> • Time: Set the current time.¹⁾ • Date: Set the current date.¹⁾ • Parental lock <ul style="list-style-type: none"> - On - Off • Display <ul style="list-style-type: none"> - Switch off after: Set the time after which the display is switched off. - Brightness: Set the display brightness. • Key illum. • Language: Change the language of the menu and the menu items. • Units¹⁾
Cleaning funct.	No operation is possible for 15 s. The display shows a countdown.
Manual mode ³⁾	<ul style="list-style-type: none"> • On: Set the desired heating flow temperature. • Off

1) Only available with installed Key (accessories)

2) The energy values shown are an estimation based on internal data of the appliance. Under real world conditions, many factors influence the energy consumption and the shown values will deviate from the values of an energy meter. The information is for indication only and should not be used for billing purposes. The values can be used for relative comparison of energy consumption between different days/weeks/month.

3) Allows manual control of heating during loss of RF Key signal

Table 5 Settings Menu

5 Key (accessories)

5.1 Installing the Key



Installing the Key will enable timer functions (Additional functions → 4.6 "Settings in the menu", page 9). For Pairing → Key manual

Always turn off the power to the appliance before installing Key (accessories).

- ▶ Plug Key into Key housing.

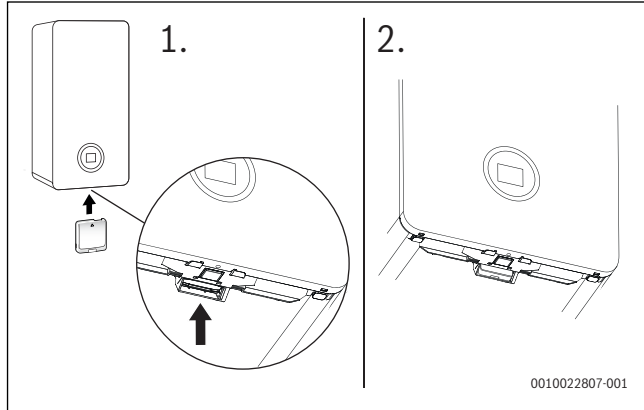


Fig. 5 Position of Key housing

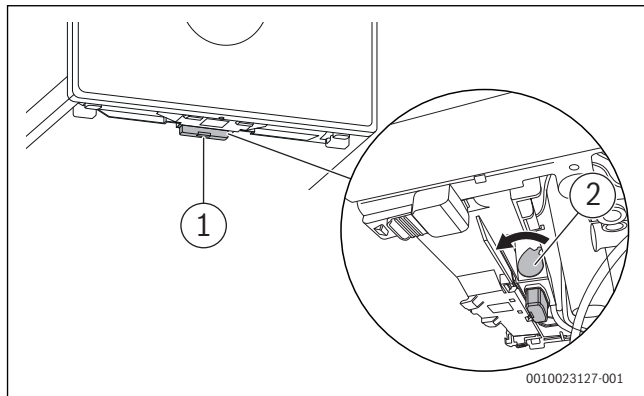


Fig. 6 Locking mechanism

- ▶ The lever [2] of the locking mechanism is located right hand side of the Key housing. Ensure that it is in its Open position before pulling lever [2] towards front.
- ▶ Turn on the power.
LED [1] starts blinking green.
- ▶ Wait until LED is constantly yellow.

Note the display:

- ▶ Set time and date if necessary.

5.2 Key LED

Key LED status

The LED [1] on the Key displays different states with flashing or constant colours.

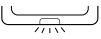


Description of the LED displays	Example
Flashing red: Fault, e.g. no communication between the Key and HMI: ▶ Install the key again, restore the last functioning status.	
Flashing yellow: No fault, user please wait.	
Flashing green: No fault, initialisation process is running.	
Constant red: Temporary fault: ▶ Wait for normal operating condition to be resumed.	
Constant yellow: No fault, time and date not available: ▶ Set the time and date on the appliance.	
-or- ▶ Keys with button: Press button on key to start pairing.	
Constant green: No fault, normal operating condition.	
LED Off: No fault, power-saving mode or appliance without power.	


Table 6 LED status

5.3 Setting the time program



Time program




The same method for setting the time program for heating is used to set the time program for hot water.

- ▶ Press the  key.
- ▶ Select and confirm the **Heat. time prog.** or **DHW time prog.** menu.
- ▶ Select and confirm the **Time program** menu.
The menu items **Mon - Fri, Sat - Sun, Mon ... Sun** are displayed.

Possible items to change:

- **Mon - Fri** for change switching times for all weekdays together
- **Mon ... Sun** to change switching times for individual weekdays
- **Sat - Sun** to change switching times for weekends
- ▶ Select and confirm item you want to change.
- ▶ Select and confirm time entry you want to change.
- ▶ To change the time, press the  or  key.
- ▶ Press the **OK** key.
The new time is saved. Next time entry is selected.



Add one additional switching time block by selecting +. Delete an existing switching time block by selecting .

6 Shutdown

6.1 Setting frost protection

NOTICE:

Risk of damage to the system from frost!

The heating system can freeze up after a prolonged period (e.g. during a power failure, switching off the power supply, faulty fuel supply, boiler fault etc.).

- ▶ Ensure that the heating system is in constant use (particularly when there is a risk of frost).

If you are leaving your property unoccupied during cold weather, please leave your external programmer on constant and your room thermostat set to 12 °C.

7 Thermal disinfection

To prevent hot water from becoming contaminated by bacteria such as legionella, we recommend thermal disinfection after long downtimes.



CAUTION:

Risk of scalding.

During thermal disinfection, discharging unmixed hot water can cause serious scalding.

- ▶ Only use the maximum adjustable hot water temperature for thermal disinfection.
- ▶ Inform occupants of the premises of the risk of scalding.
- ▶ Perform thermal disinfection outside of the normal operating times.
- ▶ Do not discharge DHW unmixed.

Proper thermal disinfection involves the DHW system including the draw-off points.

- ▶ Set the thermal disinfection in the hot water program of the heating controller (→ heating controller operating instructions).
- ▶ Close DHW draw-off points.
- ▶ Set any DHW circulation pump to continuous operation.
- ▶ Wait until the maximum temperature is reached.
- ▶ Open all DHW draw-off points, from the nearest to the one furthest away, and draw off hot water until hot water at a minimum of 70 °C has flown from all draw-off points for at least 3 minutes.
- ▶ Restore the original settings.

8 Clearances and ventilation information

8.1 Appliance clearances

Your installer will have provided adequate space around the appliance for operation, safety and servicing/maintenance access.

- The following detail the necessary clearance around the appliance for service and maintenance.



CAUTION:

Risk of damage to appliance or property

The appliance will overheat if the clearance space around the appliance is restricted by objects.

- ▶ Do not restrict this space with the addition of cupboards, shelves etc. next to or around the appliance.
- ▶ Do not store any combustible materials on or next to the appliance, such as clothes, towels, paper or plastic bags.

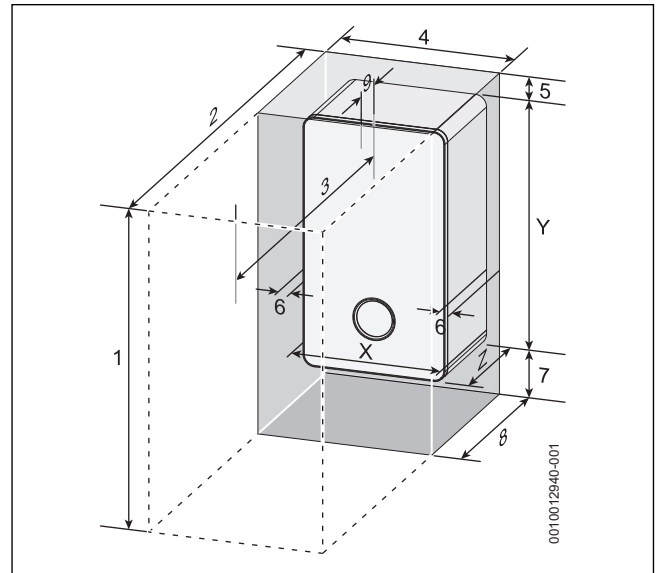


Fig. 7 Appliance minimum clearances

Minimum clearances		
	Description	Dimensions (mm)
X	Appliance width	440
Y	Appliance height	780
Z	Appliance depth	365
Installation/Maintenance		
1	Overall clearance height	1150/1190
2	Overall clearance depth	970
3	In front of appliance	600
4	Overall clearance width	450
5	Above the appliance	170/210 *
6	Either side of appliance	5
7	Below the appliance	200
8	Compartment depth	380
9	Appliance to removable door	20

Table 7

[*] Height for either 60/100 flue or 80/125 flue

8.2 Ventilation information

The air supply must not be restricted or contaminated.



Ventilation considerations

- ▶ Do not place objects to hinder the air circulation required by the appliance.
- ▶ The installation premises may require ventilation to be fitted according to its features or use.

9 Malfunction or failure

If you believe there is a problem with your central heating or hot water supply, before you contact your installer/maintenance engineer and report the error and appliance type carry out the following checks.

Basic checks

Some items to check before placing a call are:

- Is the electrical power switched on to the appliance?
- Is the programmer/timer set to ON or in an ON period?
- Is the room thermostat set too low?
- Is the cylinder thermostat (if fitted) set too low?

- Is the cold water main turned on?
- Sealed heating system:
 - Is the static system pressure (when appliance is cold) between 1 - 1.5 bar?
- Do you have gas?
 - Are other gas appliances working, gas cooker/hob for example?
 - Has your credit run out on your gas pre-payment meter?

Details of your installer should be available in the Commissioning Checklist or can be recorded in the following section.

Installer/maintenance engineer

Installer/maintenance engineer details	
Engineer name:	
Company name:	
Company address:	
Telephone:	
Email:	

Table 8

Worcester, Bosch Group

The appliance is supported in the UK and Eire by Worcester, Bosch Group.

Specialist service engineers are available to attend an appliance breakdown.



Invoices for attendance and repair work carried out on this appliance by any third party will not be accepted.

- No charge will be made for parts and/or labour providing:
 - The appliance fault is found and the appliance is within the guarantee period. Reasonable evidence of this must be supplied on request. i.e. a completed Commissioning and service record and has been regularly serviced.
- A call-out charge will be made where:
 - The appliance is outside the guarantee period or has not been serviced in accordance with the manufacturers instructions.
 - Our Field Service Engineer finds no fault with the appliance.
 - The cause of breakdown is misuse or with other parts of your plumbing/heating system, or with equipment not supplied by Worcester, Bosch Group.



No appliance fault is found on over 30% of all service calls.

- ▶ In the case of a suspected fault, refer to the basic checks earlier in this section.

In the event of an appliance fault or breakdown please contact Worcester, Bosch Group appointments team on 0330 123 9339. Your advisor will arrange for an engineer to call with the minimum of delay; under normal circumstances this will be from 1 - 3 working days (excluding weekends and bank holidays) for priority breakdown situations (no hot water and/or heating).

9.1 Troubleshooting

If there is a fault in the system, there will be a message shown on the display with an icon on the right up corner. The color of this icon depends on the severity of the fault in the system. The cause of the fault is coded (e.g. fault code 232) and displayed as text.

- ▶ Press the ▲ and ▼ keys until **Reset** is displayed. The appliance starts up again and the current supply temperature is displayed.

If a fault persists:

- ▶ Contact the contractor or the customer service.
- ▶ Provide them with the displayed fault code and the device data (page 6).

9.2 Extreme cold weather

In certain instances where the condensate pipe work is run externally or in an unheated area, such as a garage, the condensate pipe work can be at risk of freezing, even if well insulated.

A frozen/blocked condensate pipe will cause the boiler to shut down. Worcester, Bosch Group have available helpful videos on thawing frozen condensate pipe work on our website in the Customer service section.



WARNING:

Falling hazard!

Failure to follow this guidance may result in personal injury.

- ▶ Only attempt to thaw a condensate pipe that is at ground level and easily accessible.
- ▶ Never attempt to thaw a condensate pipe that is at height.



CAUTION:

Risk of damage to pipe work!

Thermal shock from boiling water can damage plastic pipes.

- ▶ **DO NOT** use boiling water to thaw the condensate pipe!

If the condensate pipe has frozen:

- ▶ Locate the blockage.
 - It is likely that the pipe is frozen at the most exposed point outside the building or where there is an obstruction to flow. This could be the open end of the pipe, at a bend or elbow, or where there is a sag in the pipe in which condensate can collect.
 - The location of the blockage should be identified as closely as possible before taking further action.
- ▶ Thaw the frozen pipe.
 - The pipe can be thawed by applying a hot water bottle, a microwaveable heating pack (the sort used for muscular aches and pains) or a cloth soaked in hot water to the exterior of the pipe, close to the point of blockage.
 - Hot water, but not boiling, can also be poured onto the pipe from a watering can or similar container.
 - Care must be taken at pedestrian areas where this water may freeze and create a slip hazard.
- ▶ Worcester, Bosch Group have available on our website helpful videos in the Customer service section to aid in thawing a frozen pipe.
- ▶ Reset the appliance and wait two or three minutes for the appliance to restart.
- ▶ Contact Worcester, Bosch Group Appointments Team on: 0330 123 9339, if the boiler does not restart.
- ▶ Contact your installer in order to find a permanent solution to the problem.

10 Environmental protection/disposal

Environmental protection is a fundamental corporate strategy of the Bosch Group.

The quality of our products, their economy and environmental safety are all of equal importance to us and all environmental protection legislation and regulations are strictly observed.

We use the best possible technology and materials for protecting the environment taking account of economic considerations.

Packaging

Where packaging is concerned, we participate in country-specific recycling processes that ensure optimum recycling.

All of our packaging materials are environmentally compatible and can be recycled.

Used appliances

Used appliances contain valuable materials that can be recycled.

The various assemblies can be easily dismantled. Synthetic materials are marked accordingly. Assemblies can therefore be sorted by composition and passed on for recycling or disposal.

Used electrical and electronic appliances



Electrical or electronic devices that are no longer serviceable must be collected separately and sent for environmentally compatible recycling (in accordance with the European Waste Electrical and Electronic Equipment Directive).

To dispose of old electrical or electronic devices, you should use the return and collection systems put in place in the country concerned.

Batteries must not be disposed together with your household waste. Used batteries must be disposed of in local collection systems.

11 Tips on energy saving

Heating economically

The appliance provides a high level of comfort whilst keeping fuel consumption and the environment effects as low as possible.

The appliance is controlled in such a way that it delivers heat at the correct rate and only if there is a clear demand from the system.

Central heating systems with thermostatic radiator valves

With modern heating systems set around a 20 °C heat loss, the optimum setting for a condensing boiler will be approximately 73 °C for the central heating temperature. This is to ensure a return temperature of less than 52 °C.

The system must be balanced correctly and the radiators may need upgrading. This allows the boiler to condense as much as possible for the central heating system.

The temperature of each room can be set individually (except primary room with the room thermostat) using the thermostatic radiator valves.

Room thermostats

Reducing the setting of the room thermostat by 1 °C can reduce fuel consumption by up to 10%.

New control systems

Upgrade your heating control system if necessary with the latest equipment available.

Roof insulation

Around 30% of the heat loss from a property is through the roof. Replace any old insulation with new insulation, preferably of around 200mm thickness or more.

Window frames

Single glazed windows, particularly those with steel frames, can lose a great deal of heat. Consideration should be given to replacement with PVCu or wooden framed double glazed units.

Radiators

If a radiator is sited underneath a window, its performance will be affected if the curtains are allowed to drape over the radiator. Shelves fitted above or in front of the radiator should also be avoided.

It is advisable to manually adjust all thermostatic radiator valves every 2 - 3 months to prevent them sticking. Ensure radiator valves are correctly set and not damaged.

Draughts

Try to ensure that draughts around doors, windows, letter boxes and keyholes etc. are reduced by using a suitable draught excluder.



WARNING:

Air vents!

- ▶ Do not block or seal any air vents that are installed to ensure that the appliance operates safely.

Curtains

Lined curtains, or heavier full length curtains can provide excellent insulation. However, always ensure that the curtains do not drape over radiators.

12 Your guarantee

This appliance has a guarantee against faulty materials or workmanship from the date of installation subject to the following terms and conditions:

- During the period of this guarantee any components of the appliance that are proven to be faulty or defective in manufacture will be exchanged or repaired free of charge by Bosch Thermotechnology Ltd.
- The householder may be asked to prove the date of installation, that the appliance was correctly commissioned and, where appropriate, serviced to the satisfaction of Bosch Thermotechnology Ltd. These should be documented in the commissioning and service records in the Installation and Maintenance Instructions.
- The appliance has been used only for the normal domestic purposes for which it was designed.

This guarantee does not affect your statutory rights.

Guarantee registration

Your appliance/product carries a guarantee against faulty material or manufacture subject to Terms and Conditions. Guarantee Registration can be completed:

- On-line:
 - You can register on our website: www.worcester-bosch.co.uk/guarantee
- By phone:
 - You can register by ringing 0330 123 2552
- By post:
 - Please send your completed form to:
Worcester, Bosch Group, Cotswold Way, Warndon, Worcester, WR4 9SW

To read the full Terms & Conditions please visit us on-line at www.worcester-bosch.co.uk/guarantee.

Your statutory rights are not affected by the manufacturer's guarantee

13 Energy consumption

13.1 Product data on energy consumption

The following product data comply with the requirements of the EU Regulations No. 811/2013, No. 812/2013, No. 813/2013 and No. 814/2013 supplementing the Regulation (EU) 2017/1369.

Product data	Symbol	Unit	7 738 100 805/854	7 738 100 806/855
			7 738 100 837/856	7 738 100 838/857
Product type	-	-	GR8700iW 30 S NG/LPG GR8700iW 30 SB NG/LPG	GR8700iW 35 S NG/LPG GR8700iW 35 SB NG/LPG
Condensing boiler	-	-	Yes	Yes
Rated heat output	P_{rated}	kW	30	34
Seasonal energy efficiency for central heating	η_s	%	94	94
Energy Efficiency Class	-	-	A	A
Available heat output				
At rated heat output and high temperature regime	P_4	kW	29.5	33.7
At 30 % of rated heat output and low temperature regime	P_1	kW	9.9	11.3
Useful efficiency				
At rated heat output and high temperature regime	η_4	%	88.5	88.8
At 30 % of rated heat output and low temperature regime	η_1	%	98.7	98.8
Auxiliary electricity consumption				
At full load	e_{max}	kW	0.067	0.048
At part load	e_{min}	kW	0.014	0.013
On standby	P_{SB}	kW	0.001	0.001
Other items				
Standby heat loss	P_{stby}	kW	0.071	0.071
Ignition burner power consumption		kWh	0.000	0.000
NOx emissions	NO_x	mg/kWh	23	25
Sound power level, indoors	L_{WA}	dB	53	53

Table 9 Product data on energy consumption Greenstar 8000 Style

14 Open Source Software

14.1 List of used Open Source Components

This document contains a list of open source software (OSS) components used within the product under the terms of the respective

licenses. The source code corresponding to the open source components is also provided along with the product wherever mandated by the respective OSS license.

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STMC4Lib-IAR	Unspecified	BSD (Three Clause License) (→ Kap. 14.3.1)	Copyright © 2009 - 2015 ARM LIMITEDCOPYRIGHT© 2016 STMicroelectronics
stm32f30x	Unspecified	MCD-ST Liberty Software License Agreement v2 (→ Kap. 14.3.2)	COPYRIGHT 2012 STMicroelectronics

Table 10

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14.2 Used Commercial Source Components

14.2.1 This product contains software developed and licensed by SEGGER Software GmbH

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