

MULTIPIPE

Problem: A single zone of the underfloor heating system is not heating up

It's easy to spot one area of your home that never heats up - it will be cold underfoot. Here are some of the potential causes of this problem.

Check the Underfloor Heating Valve Actuator: An actuator is an item that ensures a device can operate. It may be that a valve pin has become stuck underneath the actuator. To resolve this issue, you need to remove the actuator and check to see if the pin valve moves freely. Silicone spray or pliers can be used to free a stuck pin.

If your heating is stuck on or stuck off, it may be that the actuator has failed. If this is the case, the problem will be an electrical fault.

You will need a professional electrician to check the thermostat and wiring board.

Check the Thermostat: For any thermostat issues, please check the batteries first and follow the instructions in the user guide to ensure you have the correct settings. If this does not resolve the problem, you will need a qualified electrician.

Check the air in the System: As with a traditional radiator system, air can get trapped in an underfloor heating system. Depending on your level of experience and confidence, you can remove the air yourself. Still, it may be better to engage a professional plumber to ensure you don't make the issue worse. If you want to try yourself, you will need to isolate all zones except the one that is not heating up.

Then remove the actuator and connect a hosepipe to the flow valve. Securely attach the hosepipe to a cold tap and then connect another hose to the drain off point on the manifold & take out waste.

Once both hosepipes are pipes are connected, switch on the cold tap and flush the water through the system.

Check the Wiring: A qualified electrician should check all electrical issues. The issue could be a faulty connection within the actuator, the wiring board or the thermostat.

Problem: Multiple zones or the entire system do not heat up

Suppose your underfloor heating system is not heating up at all, either in a few zones or the whole system. In that case, there is likely to be a significant issue that is best resolved by a professional.

Check the wiring board or circulation pump/ pump relay: Once again, a qualified professional should only address electrical issues.

Check the isolation valves on the manifold: These valves occasionally get stuck in the closed position. It is easy to see if it is in the closed position as it will be at 90 degrees to the pipe. The open position means the isolation valve is in line with the pipes on the manifold.

Check the blending valve pin: If this pin is stuck, the solution is the same as for a stuck actuator pin; see above.

Check the power to the wiring board and boiler: Electricians and plumbers best check these for safety.

Problem: The underfloor heating pump is working constantly

You expect the boiler to fire up when the thermostat demands more heat to fuel the underfloor system, and therefore it's easy to spot when the pump runs all the time. If the pump is constantly running, you will be using a great deal of electricity and so should get a professional to resolve the issue promptly.

Check the pump relay stuck on the wiring board/ faulty thermostat/ underfloor heating actuator problem: It is possible that the pump relay has got stuck on the wiring board or that the thermostat is defective. Referring to the User Guide will help you reset the thermostat, but please contact a trusted electrician if that doesn't work.

Problem: Changes in Pressure

Systems can experience both a loss and a rise in pressure. Shown below are some simple things to check if this is the case.

Check the filling loop: Ensure the valves at both ends of the flexible hose are in the closed position and that the filling loop is disconnected.

Check the pipework for restrictions: Ensure there is no debris or trapped air in the pipework by quickly switching the pump on and off.

If the pressures vary, there may be some sort of blockage, which is best resolved by a plumber flushing through the system.

Check the diaphragm: the whole expansion vessel may If the diaphragm is damaged, the entire expansion vessel may need to be replaced.

You will need a qualified heating engineer to test this. They will depress the needle in the Schrader valve on the underside of the expansion valve.

If the diaphragm is empty of air (meaning there is no room for water to expand as it heats), the engineer can relieve the water pressure to resolve the problem quickly and efficiently.

Check for falling pressure: You can identify where a potential leak in the system is by re-repressurising each zone in the system, one at a time.

These checks are best performed by a qualified heating engineer with electrical and plumbing experience.