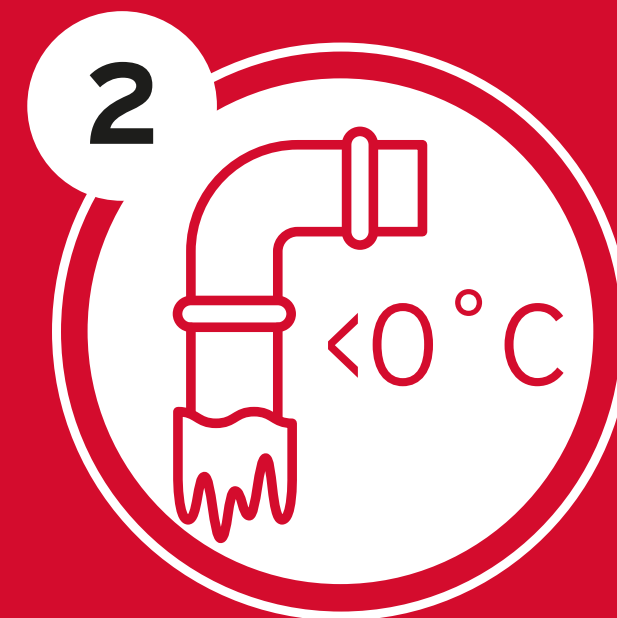


Severe cold weather conditions

Glow•worm



Are you seeing this code flash on your boiler?



What does this mean? The boiler's condensate pipe has frozen over and happens when temperatures drop below freezing.



Firstly we always recommend to call a gas safe engineer - find your local installer here www.glow-worm.co.uk/homeowner/find-an-installer/



The condensate drainage pipe is a plastic pipe, typically grey or white, connected to the bottom of your boiler. It runs through the wall and outside the property for part of its length.



The water build up in the pipe needs to defrost (similar to your car's window screen wash pipes) before it will work again.



Pour warm water over the pipe - do not use hot water, this can crack the pipe.



Warm the pipe using a hot water bottle.



Wrap the pipe in a blanket to keep it warm and stop freezing again.