

Sample Plumbing & Heating Ltd

PLUMBING AND HEATING

OPERATION AND MAINTENANCE MANUAL

**14 Elm Grove
Hertford
SG14 2AB**

CLIENT

Elm Grove Developments Ltd
Unit 3
Riverside Business Park
Ware
SG12 9AB

Practical completion 3 October 2026

Contents

1.	Scope of works	3
2.	System description	4
3.	Heating and hot water controls	5
4.	Isolation valves installed and locations	6
5.	Bathroom and cloakroom	8
6.	Maintenance	9
	Boiler	9
	Unvented hot water cylinder	9
	Extract fans	9
7.	Useful contact numbers	10
8.	Certificates and warranty information	11
	Boiler commissioning checklist	12
	Unvented cylinder installation record	13

1. Scope of works

A new heating and hot water system has been installed throughout the house: a wall-mounted system boiler, an unvented hot water cylinder, new radiators and towel rails, new heating controls and new pipework to every appliance, radiator and sanitary fitting.

The gas supply has been renewed from the meter to the boiler, with an additional emergency control valve fitted inside the property. New extract fans have been fitted in the bathroom, the en-suite and the cloakroom.

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2. System description

The system boiler is in the kitchen, in the tall cupboard to the left of the sink. It has a built-in frost thermostat and a digital pressure gauge on the display. A magnetic filter and the fused spur for the heating system are directly below the boiler.

The unvented hot water cylinder is in the airing cupboard on the first-floor landing. The filling loop and the system pressure gauge are on the pipework to the left of the cylinder. A back-up immersion heater is fitted to the cylinder and switched from the fused spur inside the cupboard.

Radiators throughout the house are fitted with thermostatic radiator valves. Turn the head to set each room: 1 is cool, 3 is about 20°C and 5 is warmest.



Thermostatic radiator valve

3. Heating and hot water controls

Heating and hot water times are set on the programmer in the airing cupboard. Each channel has three on and off periods a day; press Boost for an extra hour without changing the programme.



Heating and hot water programmer

The room thermostat is in the hallway above the radiator. It turns the heating off once the hall reaches the set temperature; 19 to 21°C suits most homes.



Room thermostat, hallway

The bathroom and en-suite towel rails are dual fuel: they heat with the central heating in winter and can run on their electric elements in summer. Each has its own fused spur outside the room.

4. Isolation valves installed and locations

Water

The main stop cock is under the kitchen sink. Turn it clockwise to shut off the water to the whole house. A second stop valve is in the pavement outside the front gate for the water company's use.

Local isolation valves with red and blue handles are fitted on the hot and cold supplies below every basin and the kitchen sink. A quarter turn closes each one.

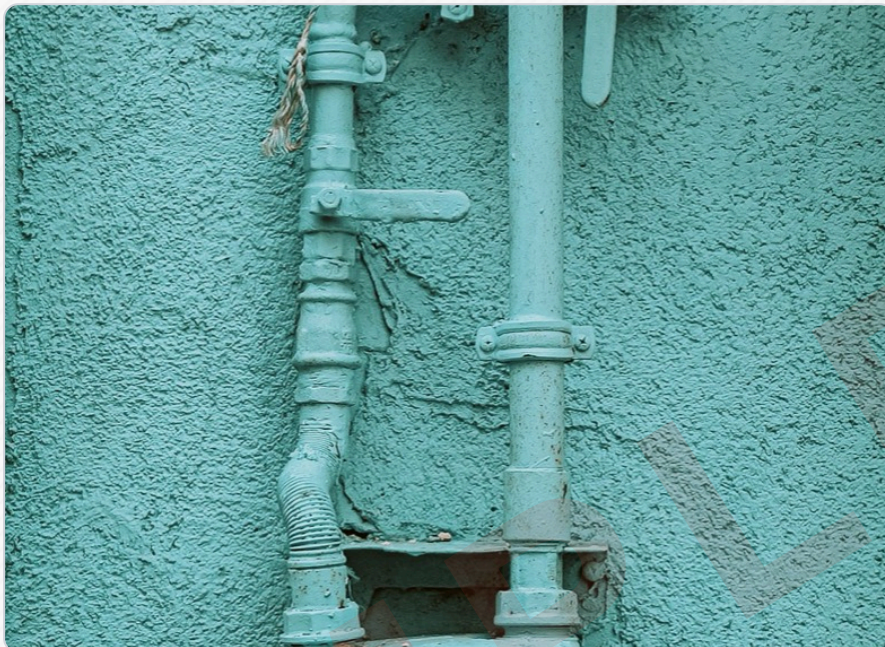


Quarter-turn isolation valves

4. Isolation valves installed and locations (continued)

Gas

The gas meter is in the meter box on the side wall of the house. The emergency control valve is the lever beside the meter: turn it so the handle is across the pipe to shut off the gas. If you smell gas, do this and call the National Gas Emergency Service on 0800 111 999.



Gas meter and emergency control valve

5. Bathroom and cloakroom

Each bathroom has an extract fan that runs with the light switch and continues for fifteen minutes after the light is switched off. Isolation valves are fitted below each basin, and every wall-hung toilet has an isolation valve behind the flush plate.

Radiators and towel rails in the bathrooms can be balanced at the lockshield valve on the opposite end to the thermostatic head.



Radiator with lockshield valve

6. Maintenance

Boiler

The boiler must be serviced every 12 months by a Gas Safe registered engineer to keep the manufacturer's warranty valid; the service record in the manufacturer's instructions should be completed each time. Inhibitor levels are checked at the annual service.

Unvented hot water cylinder

The cylinder must be serviced every 12 months by an engineer qualified to work on unvented systems, including the expansion vessel charge and the safety valves.

Extract fans

Keep the fan grilles clean of dust and lint. Wipe them with a damp cloth every few months.

7. Useful contact numbers

National Gas Emergency Service	0800 111 999
Power cut (any network)	105
Sample Plumbing & Heating Ltd (service and repairs)	01992 000 000

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8. Certificates and warranty information

1. Boiler commissioning checklist
2. Unvented cylinder installation record

EXAMPLE FOR ILLUSTRATION ONLY

Boiler commissioning checklist

Property	14 Elm Grove, Hertford SG14 2AB
Appliance	Wall-mounted system boiler
Commissioned by	Sample Plumbing & Heating Ltd
Date	3 October 2026
System flushed and inhibitor added	Yes
Controls set and explained to occupier	Yes

In a real manual this page is the scan or PDF of the manufacturer's commissioning checklist, uploaded from a phone.

EXAMPLE FOR ILLUSTRATION ONLY

Unvented hot water cylinder: installation record

Property	14 Elm Grove, Hertford SG14 2AB
Cylinder	Unvented hot water cylinder, 210 litre
Installed by	Sample Plumbing & Heating Ltd
Expansion vessel pre-charge checked	Yes
Discharge pipework (tundish) checked	Yes
Next service due	October 2027

Real manuals carry the G3 installation certificate and the warranty registration here.

Sample Plumbing & Heating Ltd

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