YOUR LOGO

PLUMBING AND HEATING

Operation and Maintenance Manual

Property: [Address, town, postcode]

Client: [Client or main contractor, address]

Practical completion: [Date]

Prepared by: [Company name, phone, email]

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1. Scope of works

[One or two paragraphs describing what was installed, in the order a stranger would need it.]

Example: New heating and hot water system installed, comprising a system boiler, unvented hot water cylinder, new controls, radiators and towel rails, with new pipework to all appliances, sanitaryware and the kitchen. A new gas supply has been run inside the property from the cylinder cupboard to the boiler, with an additional emergency control valve and test point.

[Note anything altered that someone might later need to find: waste pipework, rodding eyes, extract ductwork.]

[Photo]

2. System description

Boiler: [make and model], located [location]. [Frost protection, filter and fused spur location.]

Hot water cylinder: [make, model, capacity], located [location]. Backup immersion heater on fused spur [location].

Zone valves: [number and location]. Filling loop and pressure gauge: [location].

Programmer: [make and model], located [location]. Room thermostat(s): [location].

[Insert a photo of each component next to its description.]

[Photo]

3. Heating and hot water controls

To change the heating times: [step-by-step instructions].

To boost the hot water: [instructions].

To change the room temperature: [instructions, thermostat location].

Towel rails: [dual fuel? fused spur locations].

[Smart controls or app: which, and who holds the account.]

[Photo]

4. Isolation valves and locations

Mains water stopcock: [location first, then handle colour and type]. [Photo]

Water meter: [location]. [Photo]

Gas meter and emergency control valve: [location]. Additional valve inside the property: [location]. Boiler gas isolation valve: [location]. [Photos]

Hot water cylinder isolation valves (cold inlet and hot outlet): [location]. [Photo]

Basins and sinks: hot and cold isolation valves beneath each. WCs: isolation valves behind flush plates. [Photos]

Heating isolation valves: [boiler, manifold]. [Photo]

[Photo]

5. Bathroom and cloakroom

Extract fans: [type, location, how switched, access panel].

Isolation valves: [per room].

Concealed cisterns and access panels: [location].

Showers and thermostatic mixing valves: [make, any maintenance needed].

[Photo]

6. Maintenance

Boiler: [warranty length] manufacturer's warranty from [practical completion date]. To keep it valid, the boiler must be serviced every 12 months by a Gas Safe registered engineer and the service record completed. Inhibitor level checked and magnetic filter cleaned at each service.

Unvented hot water cylinder: checked every 12 months by a competent (G3 qualified) person, including expansion vessel pre-charge, pressure reducing valve, temperature and pressure relief valve, tundish and discharge pipe.

Extract fans: clean grilles and filters periodically.

[Anything that voids a warranty, stated plainly.]

[Photo]

7. Useful contact numbers

Check every number on the day you hand over.

Who	Name	Number
Installer (office)	[Company name]	[Phone]
Installer (out of hours)		[Phone]
Boiler manufacturer service line	[Manufacturer]	[Phone]
Cylinder manufacturer service line	[Manufacturer]	[Phone]
Gas emergency (Great Britain)	National Gas Emergency Service	0800 111 999
Water supplier	[Supplier]	[Phone]
Power cut	Electricity network operator	105

8. Certificates and manuals

Insert each document after this page, in this order, and list it in the contents with its page number. Photograph paper certificates flat, in good light, square to the page.

- ☐ Gas safety record / commissioning certificate
- ☐ Benchmark commissioning checklist (boiler)
- ☐ Benchmark commissioning checklist (cylinder, if supplied)
- ☐ Unvented hot water (G3) installation certificate
- ☐ Building regulations compliance certificate (or note that it follows by post)
- ☐ Warranty registration confirmations
- ☐ Manufacturers' installation and user manuals

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