Understanding your new boiler

Potterton Promax Ultra Combi
Potterton Promax System
Welcome

The dependable choice for your home, Potterton boilers are reliable, best value and energy efficient.

Our entire Promax range is fully compliant with the latest ErP(Energy related Products) legislation, meaning that you can get the most out of your boiler without running up high energy bills.

Only tried and tested technology and genuine, approved parts are used in Potterton’s UK manufactured boilers and every boiler has access to life-long support from Potterton’s UK Customer Support team and a nationwide network of approved Gas Safe registered engineers.

Combining over a century of experience, with the latest in engineering technology, plus a lifetime of knowledgeable customer support, Potterton has proven to be an excellent choice, that works every time.
Your new boiler

Potterton Promax Ultra Combi
Why the boilers that we use in the 4 bed homes (40kW) are sufficient to service a house with 2 bathrooms:

Over recent years, combi boilers have been developed to deliver higher flow rates. Available in outputs of up to 40kW, the Promax Ultra Combi can deliver a high domestic hot water flow rate of up to 16.4 litres per minute, making it suitable for homes with two bathrooms.

For the eco-conscious consumer, combi boilers allow for a high level of water saving by preventing wastage from occurring.

For further information, please visit www.potterton.co.uk.

Why use a Potterton Promax Ultra Combi?

- High efficiency condensing combi boiler will use only gas needed to run correctly keeping the running costs down to a minimum in conjunction with high efficiency XXXXXXXXXXX
- Gas adaptive boiler that runs consistently well year after year with no drop off in performance again keeping the bills down to a minimum
- Equally efficient and adaptive to both Natural Gas or LPG
- High performing boiler in SAP ratings which are part of calculation to high performance home
- ErP rated high efficiency pump fitted within boiler reducing the running costs once more
- Available in 33kW and 40kW versions to supply 2 wet rooms at same time enabling you to run 2 showers at same time, whilst remembering to not run anything else its quick and instantaneous if you are in a hurry
- A combi boiler this efficient means you do not have to store large amounts of hot water in separate cylinder once again reducing your costs and freeing up more space as a result
- Works in conjunction with weather compensation to ensure boiler will only run when needed to do so once again ensuring most efficient use of heating system and once again keeping running costs down
- Very quiet running boiler well insulated within casing of the boiler for comfort within an efficient home
- Compliments the well designed heating system and gives you instant response in you high efficiency home
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Troubleshooting

Boiler not working at all?
1. Is the electricity supply on?
2. Is the gas supply to the house on?
3. Does the pressure gauge read between 1-1.5 bar? If not, check the fault indicator – it shows E119, it means that the pressure is low.
4. Is the time clock switched on?
5. Is the room stat and its light switched on?
6. If all the answers to these questions are yes and the boiler is still not working you need an engineer. Please call customer support on 0344 871 1533.

Hot water but NO central heating?
1. Check that the boiler is set to central heating.
2. Is the room stat turned on?
3. Is the timer turned on and set at the correct setting for heating?
4. Check the radiator valves. Are they open? Set as required (1 - lowest setting, 5 - highest setting).
5. If all the answers to these questions are yes and the hot water is still not working you need an engineer. Please call customer support 0344 871 1533.

Servicing your boiler
If your Potterton boiler is still under warranty and you need to arrange for an engineer to visit you should first contact the installer who fitted it for you.
If the installer is unable to help, please call our Baxi Customer Support team on 0344 871 1545 and we will arrange for one of our own engineers to visit. When you call us, please have your serial number to hand. You’ll find this on the boiler XXXXXXXXXXXXXXXXXXXXX.

Register your warranty
For your warranty to be valid, it is important that you register the boiler with us, so we have all the details to hand, should we need them, and have it serviced annually. In addition, please keep the Benchmark checklist, which can be found, along with the service record, in the back of your boiler’s installation manual. Your installer must complete the Benchmark checklist and give it to you when they commission your new boiler. To make sure that your warranty is valid, you must
• Register the warranty within 30 days of installation.
• Keep a completed Benchmark checklist for the product.
• Make sure that the product is serviced every year.

Registering your warranty is quick and easy, simply call Baxi Customer Support 0344 871 1533.

Potterton Promax Ultra Combi - control panel

When altering any settings it is necessary that the buttons are firmly pressed for several seconds.

Boiler information view
Standby / reset / escape
Hot water temperature adjustment
Summer / Winter / Only heating mode
Central heating temperature adjustment

Display explained

- Hot water and Central heating off
- Error - not resettable by user
- Water pressure too low
- Indicates a resettable error
- Indicates navigation in programming mode
- Indicates navigation in programming mode (parameter)
- Generic error
- Burner lit
- Hot water request
- Heating mode
- Units for temperature
- Units for pressure
- Service due
- Resetting your boiler
If the gas or electric supply to your boiler is interrupted whilst it is operating, the boiler will shut down. If this happens then your boiler will display one of two error codes, either code E128 or code E133.
To restart your boiler, press for one - three seconds.
If the button is pressed for longer than this, the boiler will go into standby mode.
If this happens, then simply press the button again for between one - three seconds. The boiler will power up again and will work as normal.

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Your new boiler

Potterton Promax System
Your new boiler; Potterton Promax System

Potterton Promax System - control panel

Central heating indicator
The indicator will illuminate when the boiler is in the central heating mode.

Burner on indicator
The indicator will illuminate when the burner has fired and is heating your central heating or domestic hot water.

Boiler output temperature
In either the central heating or domestic hot water position the display will illuminate showing the current boiler temperature in degrees centigrade.

Central heating temperature control
Turn the knob clockwise to increase or anticlockwise to decrease the temperature. Range 25-80°C.

Calibration control
This control is for use only by the installer or service engineer.

Central heating system pressure gauge
The normal operating water pressure is between 1 and 2.0 bar. If the pressure exceeds 3 bar the safety pressure valve will operate and a fault is indicated. Contact your installer.

Selector switch

Off position
The boiler will not operate

Central heating and hot water
Both heating and hot water will operate

Reset
Hold for approximately 5 seconds and release

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Energy saving advice

Here are some tips to get the best out of your central heating system and reduce your fuel bills.

Turn down thermostatic radiator valves

You can save money every year by turning down the room thermostats by just one degree in rooms you don’t often use

Showering uses less hot water and is therefore cheaper than bathing

Make sure your hot taps are completely turned off after use

Turn your heating off if you go away in the summer

Make sure curtains do not cover radiators

Only boil as much water as needed

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Works every time.