

Frozen Condense Pipes

Frozen condense pipes are one of the most common winter problems with modern boilers and during extreme cold weather conditions accounts for the highest percentage of repairs call outs. If part of your condense pipework is outside, then in very cold weather it may freeze which could cause your boiler to stop working. Whilst the Council tries to attend to emergency repairs within its published timescales, this may not be possible during snowy weather as road conditions may be treacherous.

If your condense pipework has frozen you boiler may show the following error codes:

- Vaillant: F29, F68 or F77
- Remeha/Baxi: E4
- Potterton: E133

When pipework freezes you may want to try the following easy fixes before contacting the Council:

You can use warm water – not boiling – heated by a kettle or a microwave and pour over the end of the pipe where it is frozen using a container like a watering can, ensuring any excess water is mopped up afterwards to prevent ice puddles forming.



Alternatively you could hold a hot water bottle or heat wrap around the condensate pipe.



Once the pipe has thawed you should re-set your boiler by holding in the re-set button for 3-10 seconds and wait for the boiler to re-fire (the reset button may be clearly marked “RESET” or “R” or it may be highlighted by a picture of a flame with a line through it). If you have tried either of the above and the boiler is still not working please call the Council repairs line on 01962 848 400 or if it’s outside of normal opening hours on 01962 865 405