

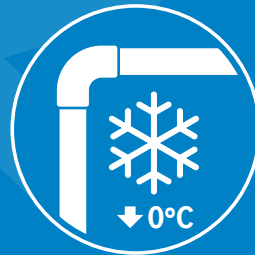
# Frozen boiler condensate pipe guide

1



If you are seeing any of these codes: **133**, **504** or **5P3** try the following instructions.

2



The condensate pipe from the boiler has frozen. This can happen when the temperature drops below freezing.

3



The condensate pipe is a plastic pipe usually grey or white in colour located underneath your boiler. This could feed through an external wall to the outside of your home and into the ground.

4



Water will have frozen in the pipes and backed up. This will need to be dislodged before your boiler will be able to function normally.

5



If in any doubt please call a Gas Safe registered engineer.

**Check they're registered:**  
[www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)  
or call **0800 408 5500**

6



The condensate pipe to the outside of the home exposed to below freezing temperature is commonly where the freeze occurs. Pour **warm NOT boiling water** over the pipe, if too hot it will risk cracking the pipe.

7



In severe freezing conditions, ice in the condensate pipe inside the home may need to be dislodged. This could be done using a hot water bottle or winter hand warmers.

8



Continue to keep the pipes warm by wrapping them in a blanket. Be careful of any water poured outside of the home as this will be prone to freezing into an icy patch.