

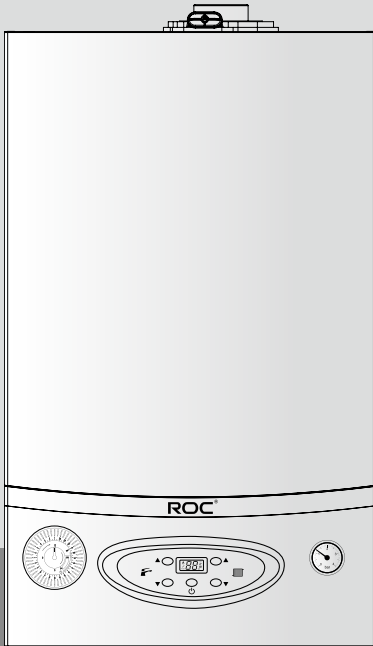
ROC[®]

User's manual

Condensing Wall Mounted
Gas Fired Combination
Boilers:

ROC COMBI HE 28
ROC COMBI HE 40

28 KW – 47-492-01
40 KW – 47-492-02



Dear Customer,

Thank you for choosing a ROC boiler.

This manual provides detailed instructions and recommendations for the correct use and maintenance of the ROC 28 and 40KW boiler.

Remember to keep this manual in a safe place for future reference.

Your local ROC Servicing Centre is at your complete disposal for all needs.

Telephone:

Email

Website

GUARANTEE

The appliance is guaranteed for 5 years from the date of purchase.

The first 2 years All Parts and Labour are covered by the warranty. The remaining 3 years all Major Components including; Main Heat Exchanger, Fan, Burner, Circulating Pump, and Main PCB are covered together with the Labour Cost to change the component. All other items are subjects to a 2 years warranty. For further details visit www.....

ROC only obligation under the guarantee will be to repair or replace the faulty appliance at ROC discretion. This will be carried out where the fault arises from within defects in the appliance, caused either by material or workmanship of the manufacturer.

This guarantee does not protect malfunction or damage arising from incorrect installation, commissioning or maintenance procedures as laid out in the installation and servicing manual, inefficient flue system, poor or incorrect electricity, wrong gas supply or pressure, tampering by inexperienced persons and any other cause not directly due to manufacture.

ROC cannot accept responsibility for any cost arising from repair or maintenance carried out by any third party.

Service under the guarantee does not affect the expiry date of the guarantee. The guarantee on parts and appliances which are exchanged ends when the guarantee on the original appliance expires.

This guarantee does not affect your statutory rights.

The boiler must be registered with ROC within 30days from date of installation.

The installation and the first ignition of the boiler must be performed by a qualified personal in compliance with current national regulations regarding installation, and in conformity with any requirements established by local authorities and public health organizations.

After the boiler has been installed, the installer must ensure that the end user receives the declaration of conformity and the operating manual, and should provide all necessary information as to how the boiler and the safety devices should be handled.

The appliance is designed to produce hot water for domestic use.

It should be connected to a heating system and a distribution network for domestic hot water, both of which must be compatible with its performance and power levels.

The use of the appliance for purposes other than those specified is strictly forbidden. The manufacturer cannot be held responsible for any damage caused by improper, incorrect and unreasonable use of the appliance or by the failure to comply with the instructions given in this manual.

Installation, maintenance and all other interventions must be carried out in full conformity with the governing legal regulations and the instructions provided by the manufacturer. Incorrect installation can harm persons, animals and possessions; the manufacturing company shall not be held responsible for any damage caused as a result.

The boiler is delivered in a carton. Once you have removed all packaging, make sure the appliance is intact and that no parts are missing. If this is not the case, please contact your supplier.

Keep all package materials (clips, plastic bags, polystyrene foam etc.) out of reach of children as it may present a potential hazard. In the event of a fault and/or malfunction, turn the appliance off, turn off the gas and do not attempt to repair it yourself. Contact a qualified professional instead.

Before any maintenance or repair work is

performed on the boiler, make sure you have disconnected it from the electricity supply by switching the external switch to the "OFF" position and removing the fuse.

All repairs, which should only be performed using original spare parts, should be carried out by a qualified professional. Failure to comply with the above instructions could compromise the safety of the appliance and invalidate all liability on the part of the manufacturer.

In the event of any maintenance or other structural work in the immediate vicinity of the ducts or flue gas exhaust devices and their accessories, switch the appliance off by switching the external switch to the "OFF" position and shutting off the gas control valve. When the work has been completed, ask a qualified technician to check the efficiency of the ducting and the devices.

If the boiler should be out of use for a prolonged period, it is recommended that the electrical power supply be disconnected and that the external gas cock be closed. If low temperatures are expected, the boiler and system pipe work should be drained in order to prevent frost damage.

Turn the boiler off and turn the external switch "OFF" to clean the exterior parts of the appliance.

Do not allow children and inexperienced persons to use the appliance without supervision.



The CE symbol guarantees that the appliance conforms to the following directives:

-2009/142/CEE

relating to gas appliances

-2004/108/CEE

relating to electromagnetic compatibility

-92/42/CEE

relating to energy efficiency

-2006/95/CEE

relating to electrical safety

Safety regulations

Key to symbols:

⚠ Failure to comply with this warning implies the risk of personal injury, in some circumstances even fatal.

⚠ Failure to comply with this warning implies the risk of damage, in some circumstances even serious, to property, plants or animals.

Do not perform operations which involve opening the appliance.

⚠ Electrocutation from live components. Personal injury caused by burns due to overheated components, or wounds caused by sharp edges or protrusions.

Do not perform operations which involve removing the appliance from its installation space.

⚠ Electrocutation from live components.

⚠ Flooding caused by water leaking from disconnected piping.

Explosions, fires or intoxication caused by gas leaking from disconnected piping.

⚠ **Do not damage the power supply cable.**

⚠ Electrocutation from live uninsulated wires
Do not leave anything on top of appliance.

⚠ Personal injury caused by an object falling off the appliance as a result of vibrations

⚠ Damage to the appliance or items underneath it caused by the object falling off as a result of vibrations.

Do not climb onto the appliance.

⚠ Personal injury caused by the appliance falling.

⚠ Damage to the appliance or any objects underneath it caused by the appliance falling away from its installation space.

Do not climb onto chairs, stools, ladders or unstable supports to clean the appliance.

⚠ Personal injury caused by falling from a height or cuts (step ladders shutting accidentally).

Do not attempt to clean the appliance without first switching it off and turning the external switch to OFF position.

⚠ Electrocutation from live components.

Do not use insecticides, solvents or aggressive detergents to clean the appliance.

⚠ Damage to plastic and painted parts.

Do not use the appliance for any use other than normal domestic use.

⚠ Damage to the appliance caused by operation overload.

Damage caused to objects treated inappropriately.

Do not allow children or inexperienced individuals to operate the appliance.

⚠ Damage to the appliance caused by operation overload.

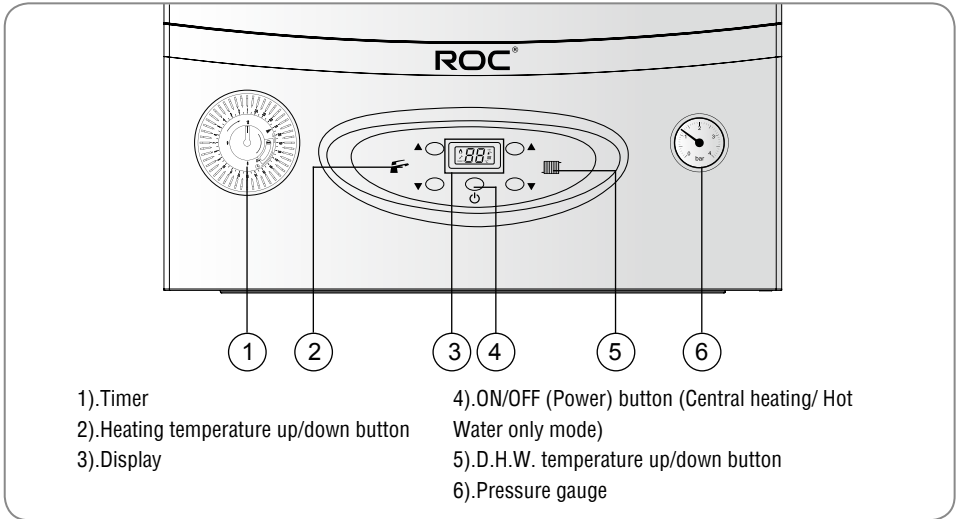
If you detect a smell of burning or smoke coming from the appliance, disconnect it from the electricity supply, turn off the main gas valve, open all windows and call for assistance.

⚠ Personal injury caused by burns, smoke inhalation, intoxication.

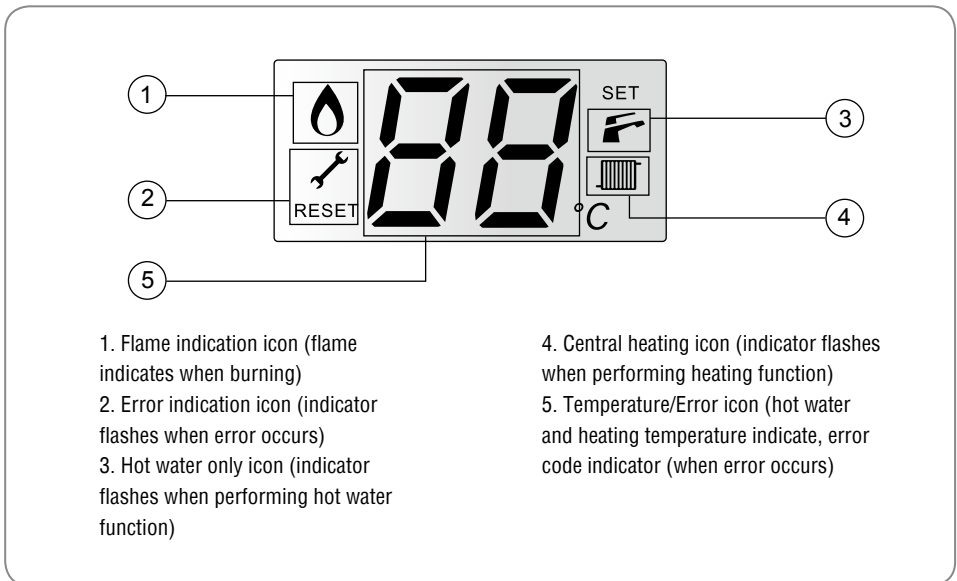
If there is a strong smell of gas, turn off the main gas valve, open all windows and call for assistance.

⚠ Explosions, fires or intoxication.

Control panel



Display



Initial operating procedures

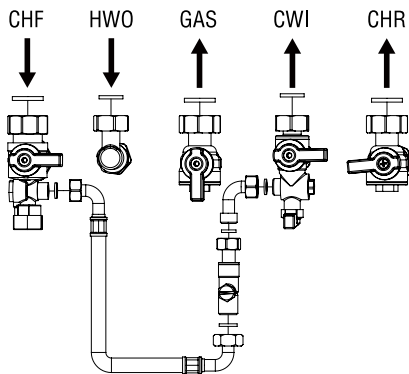
If the boiler is installed inside an apartment, make sure that all provisions relating to the air inlet and room ventilation (in compliance with current legislation) are respected.

Check the water pressure on the display regularly and make sure that the figure is between 0.6 and 1.5 bar when the system is cold. If the pressure is just under the minimum valve the display will request a filling procedure.

Re-establish the correct pressure by using the filling loop.

If the pressure drops very frequently, there may be a water leak at some point in the system. If this is the case a plumber should be contacted.

ROC Combi HE 28 & HE 40



Filling Loop

Note:



Connections viewed under the boiler.

⚠ Attention



When in heating mode, the gas boiler will need two minutes to reach its nominal capacity after ignition. Within these two minutes, the gas volume will be lower than the nominal capacity gas volume; this setting is for the purpose of safe ignition.

Adjusting Heating

The display will show  when the power is connected. Press the ON/OFF  button for 5 seconds, the boiler will be turned on and work under Central heating, at this

time, the display will show . If you need to turn off the boiler, press ON/OFF  button for 5 seconds.

Setting central heating temperature

Press the heating temperature up  / down  button to set the temperature of the central heating water (press “up” button to increase the temperature and press “down” button to decrease the temperature)

👉 Note:



The boiler has a built-in an anti-short time circle energy saving control program. In heating mode, it will prevent the boiler from starting frequently within a short period of time to save energy. So when the boiler has just stopped, it will not start immediate even if the heating temperature is adjusted to a higher level, and it will start working again after a short time.

Use sanitary hot water

At the water usage point (such as hand washing basin, bath sink, etc), the boiler will run and supply hot water automatically when you open the hot water tap regardless to whether the boiler is in Central heating/ Hot Water only mode. The boiler will turn off the hot water function automatically when you close the hot water tap (or it will continue to run and supply heating under the condition of request).

The boiler will transfer to Central heating/ Hot Water only mode when you press the ON/OFF button after the boiler turn on.

Setting the hot water temperature

Press the hot water temperature up  / down  button to set the temperature of hot water (press “up” button to increase the temperature and press “down” button to decrease the temperature)

Note:

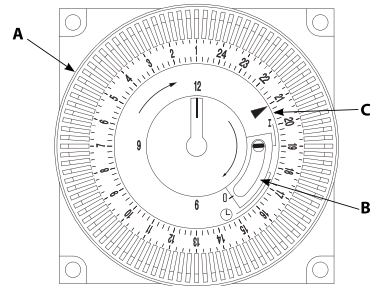
The above operation is used for adjusting the temperature of D.H.W. (Domestic Hot Water) If it still has not reached your request temperature when pressing the “up” button to maximum temperature, then it is possible that the boiler has been in full load state. Under this condition, you may need to turn down the hot water tap a little to reach higher temperatures of hot water.

Warning!

Anti Frost Device

If the system is likely to face freezing temperatures, the gas and power supply should be opened and turned on, so the anti-freezing system can operate. But if the system is not needed for a long period, please drain out the water from the appliance, heating and hot water system, and then stop the gas and power supply.

Clock instructions



1. General layout

The mechanical clock covers a 24 hour period. Each tappet represents 15 minutes **A**. An override switch is located on the clock **B**.


2. To set the time

To set the time of day, grasp the outer edge of the dial and turn slowly clockwise until the correct time is lined up with the arrow **C**.

3. To set the “On” and “Off” times


The clock uses a 24hours system. e.g.8 = 8 :00 am and 18 = 6:00 pm. “ON” periods are set by sliding all tappets between the “ON” time and the “OFF” time to the outer edge of the dial. The tappets remaining at the centre of the dial are the “OFF” periods.

4. For operation


Put the selector switch **B** to the  symbol to control the central heating by the clock. Put the switch **B** to “1” to select permanent operation or to “0” to turn the central heating off permanently.

Turn off the boiler

Not being used for a short period

If the boiler is not needed for a short period then, press  (Five Seconds) and it will turn off. When the boiler is under OFF state, please keep the electrical and gas supply on. The boiler will run according to a self protection program.

Not be used for a long period

If the boiler is not needed for a long period, then press  (Five Seconds) and it will turn off. Disconnect the electrical supply; turn off the gas valve and valves for heating/domestic hot water system. To preventing frost damage, drain all the water in the boiler (heating and domestic hot water) and in the heating pipe.

Anti-freeze function

The gas boiler has anti-freeze function. If the gas and power is on, the boiler will start to work automatically when the heating water temperature is below 5°C, and heat the water in the system to about 30°C .

Note:

If the gas boiler stops running for several hours in very cold weather, it may lead to the freeze of the system. If you are not at home during freezing periods, be sure to keep the heating function running, and keep the temperature of every room above the freezing point.











However, when there is some external failure, such as gas outage, power off or air exhaust system are abnormal, the inner inspection device will turn off the boiler automatically, so it can't protect against freezing. To avoid such situations, if there are no people at home for a long period, you may ask a plumber to drain out the water in heating system and gas boiler.

Note:

When the gas boiler is executing the anti-freeze function, it may need to conduct combustion work. So the gas supply must be smooth and water in the heating system.

Operation failure error table

Error code:

No.	Description	Code
1	Flame cannot be detected after ignition (Ignition fault)	Er 01 + RESET
2	Overheat inside	Er 02 + RESET
3	Residual flame fault (Flame signal can be detected after the gas valve is closed)	Er 03 + RESET
4	Water pressure fault in pipeline	Er 04 + 
5	Fan control fault/Air pressure switch fault/flue system fault	Er 05 + 
6	NTC-temperature sensor fault (Heating)	Er 06 + 
7	NTC-temperature sensor fault (DHW)	Er 07 + 
8	External temperature sensor fault	Er 08 + 
9	Flue system temperature sensor fault	Er 09 + 
10	Overheat (>90°C) of flue exhaust system	Er 10 + RESET
11	Fake flame (flame can be detected before the boiler is turned on)	Er 11 + RESET
12	Return-back water temperature sensor fault	Er 12 + 
13	EEPROM fault	Er 13 + 
14	The heating water is overheated (>93°C)	Er 14 + RESET
15	Gas valve circuits fault	Er 15 + 
16	Continuous flameout fault, continue to flameout 8 times in 5 minutes	Er 16 + 
17	Electric supply voltage fault, supply voltage is too low	Er 17 + RESET
18	Power frequency fault, the deviation between power supply frequency and reference frequency >2Hz	Er 18 + RESET

Important

If the boiler shuts down frequently contact an authorized service centre for assistance. For safety reasons, the boiler will allow a maximum of 5 reset operations.

Service Centre Contact Details – once we have this.

UK CUSTOMER CONTACT DETAILS
ROC UK HEATING DISTRIBUTION
UNIT 14 LENTON BUSINESS CENTRE
LENTON BOULEVARD
NOTTINGHAM NG7 2BY
TEL –
FAX –
E-MAIL

