

How to use the Alde Heating and Hot Water System



<https://www.youtube.com/watch?v=vKB4DVGgNFw>

Water Heater

Tips and tricks

- ✓ The fluid level in the expansion tank should be about 1cm above the MIN mark when cool. The heat transfer fluid (HTF) should be topped up if below this level, to prevent a break in circulation. Only top up with compatible HTF. NB: Never leave the system empty of HTF.
- ✓ The central heating can still be used with no freshwater in the system. The air in the hot water cylinder is heated but no damage can result.

Troubleshooting

The Alde control panel will display any error messages.

The system is completely dead, the control panel is blank

- Check the 20mm T3.15-amp glass fuse in the boiler. This is located under the lid of the black plastic service hatch, in a green plastic fuse holder.
- Check the 12v supply to the boiler, it should be above 12v.
- Check the 12v cable is plugged into the boiler. Check the cable is plugged into the Alde control panel.

The boiler will not ignite on gas

- Check the gas cylinder is full. Try a different gas cylinder, ensuring it is propane gas.
- The system may not need to use gas heating, if also using electric heating.
- The fluids in the boiler may already be at operating temperature.

The boiler will not heat on 230v electric

- Check that any 230v isolator switches are on (they will often have an LED indicator).

- Check the 230v supply to the vehicle.
- The fluids in the boiler may already be at operating temperature.

No hot water

- Check that “hot water ignore” is not activated on the Alde control panel.
- Check that constant pumping is not activated on the Alde control panel.
- Check for other conflicting settings on the Alde control panel.
- Check the freshwater supply and water pump.

No central heating

- Bleed the system of air (for more information refer to your owner’s manual).
- Check the fluid level in the expansion tank.
- Check that the circulation pump is responding.
- Check that “hot water boost” is not activated on the Alde control panel.
- Use gas and electric heating.
- Check that vents in the furniture are not obstructed.
- Check the condition of the heat transfer fluid.
- Most vehicles will reach a comfortable temperature within an hour, in non-extreme conditions.

If problems persist, please contact Alde, or your dealer or installer.

Heating System

Troubleshooting

Any error messages will be displayed on the Standby Screen.

Error messages can be cleared by switching off 12v supply to the boiler for 10 secs.

The system is completely dead, the control panel is blank

- Check the 20mm T3.15Amp glass fuse in the boiler. This is located under the lid of the black plastic service hatch, in a green plastic fuse holder.
- Check the 12v supply to the boiler, it should be above 12v.
- Check the 12v cable is plugged into the boiler. Check the cable is plugged into the Alde control panel.

“Panel failure 1” & and “Panel failure 2”

- Moisture is trapped in the control panel.
- Remove the Alde control panel from the vehicle and air in a warm, dry place overnight.

“Gas failure”

- Out of gas or gas is not igniting.
- Check the gas cylinder is full. Try a different gas cylinder, ensuring it is propane gas.

“Overheat red fail” or “Overheat blue fail”

- Bleed the system of air.
- Check the fluid level in the expansion tank. It should be 1cm above min mark when cool.

- Check the circulation pump is responding.
- Wait 15 mins for the fluid to cool down.

“Overheat PCB”

- Failsafe in boiler has triggered.
- Check the fluid level in the expansion tank. It should be 1 cm above the min mark when cool.
- Check the boiler compartment is ventilated, and that the vents are unobstructed. Do not place stowage in the boiler compartment.

“Fan failure”

- Combustion fan speed too low. Bearing may be stiff after a period of disuse.
- Automatically clears after 5 mins. Please try again.

“Connection failure”

- Loose connection between Alde control panel and boiler.
- Unplug cable at the control panel and boiler, and then carefully plug back in.
- Check there is slack on the cable at the control panel, but not excessive weight from free hanging/unmanaged cable.

“Window open”

- Optional window sensor has triggered; gas heating is suspended. Automatically clears and gas heating resumes when window is closed.

“Low battery”

- 12v supply to boiler has dropped below 10.5v, possibly causing system brownout.
- Automatically clears when 12v supply reaches 11v.

“No match Heater/Panel”

- Control panel is incompatible with boiler PCB.
- Check control panel part number. Control panel 3020-013 is for 3020 A-series boiler, 3020-113 is for 3020 HE-series boiler.

For frequently asked questions, or download all instruction manuals, please visit Alde’s web site at:
www.alde.co.uk

Before you use your Bailey Caravan for the very first time, we would recommend watching the below video on you tube:

<https://www.youtube.com/watch?v=zXtgW2h7MBo>