

# HIU Service Checklist

**COLLIDE GROUP · LONDON'S HIU SPECIALISTS**

Use this checklist before your annual Heat Interface Unit service — or hand it to your engineer to ensure nothing is missed. Built from 10+ years servicing Danfoss, SAV, Switch2, Alfa Laval, Caleffi, Thermal Integration and Heatweb units across Greater London.

## 1. Pre-Visit Checks (Property Manager / Resident)

- Confirm HIU make, model and serial number (photograph the data plate).
- Note any current symptoms: low heat, no hot water, banging, kettling, leaks, pressure loss.
- Check secondary side pressure gauge — record reading (typical 1.0–1.5 bar cold).
- Locate isolation valves on primary flow/return and DHW connections.
- Ensure clear access to the HIU — minimum 600mm working space in front.
- Confirm last service date and any outstanding warranty.

## 2. Primary Side Inspection

- Inspect primary flow & return strainers — clean or replace mesh.
- Check primary differential pressure across the unit.
- Inspect PICV (pressure-independent control valve) for stiction and correct stroke.
- Verify primary actuator response on heating and DHW demand.
- Check for primary-side leaks at unions, gaskets and PHE plates.

## 3. Secondary / DHW Side

- Check DHW plate heat exchanger for scale and fouling — descale if  $\Delta T$  degraded.
- Test DHW outlet temperature (target 50–55°C) and time-to-temperature.
- Inspect expansion vessel pressure (recharge if needed).
- Bleed secondary side and confirm system pressure holds for 10 minutes.
- Inspect pump (if fitted): noise, vibration, speed setting.

## 4. Controls & Electrical

- Check controller firmware / fault log — clear historic faults after diagnosis.
- Verify temperature sensor readings against calibrated probe.
- Test 230V supply, fuses and earth continuity.
- Confirm BMS or M-Bus heat-meter pulse output (if applicable).

## 5. Heat Meter & Billing

- Record heat-meter kWh reading and flow/return temps at point of service.
- Verify meter battery status and date of next certification.

## 6. Final Sign-Off

- Refit covers and labels; tidy work area.
- Issue service report with photographs and recommendations.
- Schedule next annual service (set reminder).

Need a specialist? Collide Group services every major HIU brand across London. Same-day callouts.  
Transparent pricing.

Call 020 4548 4226 · [contact@collidegroup.co.uk](mailto:contact@collidegroup.co.uk) · [collidegroup.co.uk](http://collidegroup.co.uk)

© Collide Group. For guidance only — always engage a qualified HIU engineer for service and repair work.