

Talking to Clients: Boiler Not Working – A2

English for Plumbers | Everyday Scenarios

Name: _____

Date: _____

Score: _____ / 56

Note: Exercise 8 (Listening) is completed using the interactive online lesson only.

Vocabulary

Word	Meaning	Example
fault	a problem with a machine or system that stops it working correctly	"The boiler has a fault. It will not turn on."
error code	a number or letter on the boiler display that shows what the problem is	"The display shows error code F22. Look it up in the manual."
reset	to press a button to restart the boiler after a fault	"Press the reset button and wait thirty seconds."
ignition	the part of the boiler that creates a spark to light the gas	"The ignition is not working. The boiler cannot start."
gas supply	the pipe and connection that brings gas to the boiler	"Check the gas supply is on before calling an engineer."
pressure	the level of water force inside the heating system	"The pressure is too low. You need to add water to the system."
radiator	a metal panel on the wall that heats a room	"All the radiators in the house are cold."
cold	not producing any heat — describes a boiler or radiator that is not working	"The boiler is cold. It has not been on all night."
restart	to turn something off and back on again to fix a problem	"Try to restart the boiler using the reset button."
service	a regular check and clean of the boiler carried out by an engineer	"The boiler has not had a service for two years."
annual	once a year — describes something that happens every twelve months	"An annual service keeps the boiler working safely."
engineer	a qualified person who installs and repairs gas boilers	"Only a Gas Safe engineer can work on the boiler."
warning light	a light on the boiler that turns on when there is a problem	"The warning light is red. Something is wrong."
lockout	when a boiler shuts itself down because it has detected a fault	"The boiler is in lockout. It will not restart until you fix the fault."
top up	to add water to the heating system to increase the pressure	"Top up the system using the filling loop under the boiler."

Exercise 1 - True or False?

Read each sentence. Write True or False on the line.

1. An error code is a number or letter that shows what is wrong with the boiler. _____
2. To reset a boiler means to turn off the gas supply. _____
3. Lockout is when a boiler shuts itself down because it has detected a fault. _____
4. An annual service happens once a month. _____
5. Low pressure in a heating system means there is not enough water inside. _____
6. Only a Gas Safe engineer can legally work on a gas boiler. _____
7. A warning light means the boiler is working correctly. _____
8. To top up a system means to add water to increase the pressure. _____

Exercise 2 - Multiple Choice

Circle the correct word.

1. The boiler display is showing an _____. Look in the manual to find out what it means.
top up / lockout / annual / error code
2. The boiler is in _____. It shut itself down because it detected a problem.
service / ignition / lockout / restart
3. Press the _____ button and wait for thirty seconds to see if it starts.
fault / warning light / reset / cold
4. The _____ is too low. You need to top up the system with water.
gas supply / pressure / annual / engineer
5. All the _____ in the house are cold. The boiler is not sending any heat.
ignitions / faults / lockouts / radiators
6. The _____ light is on. There is a problem with the boiler.
annual / warning / reset / cold
7. You should book an _____ service every year to keep the boiler safe.
error code / restart / lockout / annual
8. Only a Gas Safe _____ is allowed to repair or service a gas boiler.
restart / engineer / fault / top up

Exercise 3 - Matching

Match each word (1-8) with the correct description (A-H).

- | | |
|---------------------|---|
| 1. fault _____ | A. When a boiler automatically shuts down after detecting a fault |
| 2. error code _____ | B. A number or symbol on the boiler display that identifies the type of problem |
| 3. lockout _____ | C. To add water to the heating system to restore the correct pressure level |
| 4. ignition _____ | D. A problem with a machine that stops it working correctly |
| 5. top up _____ | E. Happening once every twelve months |
| 6. annual _____ | F. The part of a boiler that creates a spark to start the burning process |

7. warning light ____

G. An indicator light on the boiler that turns on when something is wrong

8. reset ____

H. To press a button that restarts the boiler after a shutdown

Exercise 4 - Gap Fill

Write the correct word in each gap. The word is given in brackets.

1. The boiler has a _____. It will not turn on this morning. (fault)
2. Look at the display. What does the _____ say? (error code)
3. The _____ is too low. Add water using the filling loop. (pressure)
4. Press the _____ button on the front of the boiler. (reset)
5. The boiler went into _____ last night and will not restart. (lockout)
6. You should book an _____ service to keep the boiler in good condition. (annual)
7. The _____ light has come on. There is a problem with the boiler. (warning)
8. _____ the system using the filling loop until the pressure reaches one point five bar. (top up)

Exercise 5 - Word Order

Put the words in the correct order.

1. reset / Press / button / the

2. say / error / the / What / code / does

3. low / is / too / The / pressure

4. the / water / with / up / Top / system

5. cold / All / are / the / radiators

6. in / the / lockout / boiler / is / The

7. annual / an / service / Book

8. the / a / engineer / boiler / Gas / can / fix / Only / Safe

Exercise 6 - Word Sort

Write each word in the correct column.

Words: lockout | cold | engineer | top up | error code | reset | fault | service

Describing the Fault	Fixing the Problem
----------------------	--------------------

_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 - Complete the Conversation

Choose the correct word to complete each gap in the conversation.

Client: Hello, my boiler has a _____. It stopped working last night.

(lockout / service / fault / top up)

Plumber: OK. Is there an _____ on the display?

(annual / pressure / reset / error code)

Client: Yes. It says F22.

Plumber: That means the _____ is too low. You need to add water to the system.

(pressure / fault / ignition / lockout)

Client: How do I do that?

Plumber: _____ the system using the filling loop under the boiler until it reaches one point five bar.

(Top up / Restart / Service / Reset)

Client: OK I did that. Should I press the _____ button now?

(reset / annual / warning / engineer)

Plumber: Yes. If it does not start, the boiler may be in _____. Call me and I will come out.

(fault / lockout / top up / service)

TEACHER ANSWER KEY - DO NOT DISTRIBUTE TO STUDENTS

Talking to Clients: Boiler Not Working – A2

Teacher Answer Key

Note: Exercise 8 (Listening) is online only and not included in this PDF.

Exercise 1

1. True
2. False
3. True
4. False
5. True
6. True
7. False
8. True

Exercise 2

1. error code
2. lockout
3. reset
4. pressure
5. radiators
6. warning
7. annual
8. engineer

Exercise 3

1. fault -> D
2. error code -> B
3. lockout -> A
4. ignition -> F
5. top up -> C
6. annual -> E
7. warning light -> G
8. reset -> H

Exercise 4

1. fault
2. error code
3. pressure
4. reset

5. lockout
6. annual
7. warning
8. Top up

Exercise 5

1. Press the reset button
2. What does the error code say
3. The pressure is too low
4. Top up the system with water
5. All the radiators are cold
6. The boiler is in lockout
7. Book an annual service
8. Only a Gas Safe engineer can fix the boiler

Exercise 6

Describing the Fault: fault, error code, cold, lockout

Fixing the Problem: reset, top up, service, engineer

Exercise 7

Client: fault

Plumber: error code

Plumber: pressure

Plumber: Top up

Client: reset

Plumber: lockout