Frozen Condensate

Boiler not working in freezing temperatures?

If your boiler has stopped working in freezing temperatures, then there is a good chance that your condensate pipe has frozen. Luckily, this isn't a big problem and it can be easily resolved yourself without the need for a heating engineer. This page will provide you with all the information needed to help you defrost your condensate pipe.



What is a condensate pipe?

Condensing boilers require an additional pipe to be fitted to carry away waste water that forms as a result of the normal condensing process. This is called the condensate pipe, it is normally plastic and runs from the boiler to a household drainage system or soakaway outside.

Evidence of condensed water running through the condensate pipe is an indication that your boiler is working normally.

Where is the condensate pipe?

The condensate pipe runs from the boiler to a suitable existing waste pipe system, or external drain pipe. If it is connected to an external drain pipe, it will be found outside your property leading out from your boiler. Prolonged periods of freezing weather can cause this pipe to freeze, affecting the operation of the boiler.

How do I know if the condensate pipe is frozen?

If part of your condensate pipework is outside and does freeze during a prolonged period of very cold weather, you might hear a gurgling noise coming from the boiler and if your boiler has a digital display, you may see an ‘EA’ error code too. There’s no need to worry if your condensate pipe freezes. You can usually thaw it safely without the need to call an installer or engineer.

How you can safely thaw a frozen condensate pipe



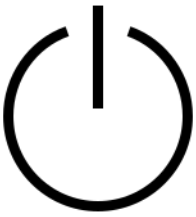
Look for an outdoor pipe* connected to your boiler

*It's usually white plastic connecting to an external drain



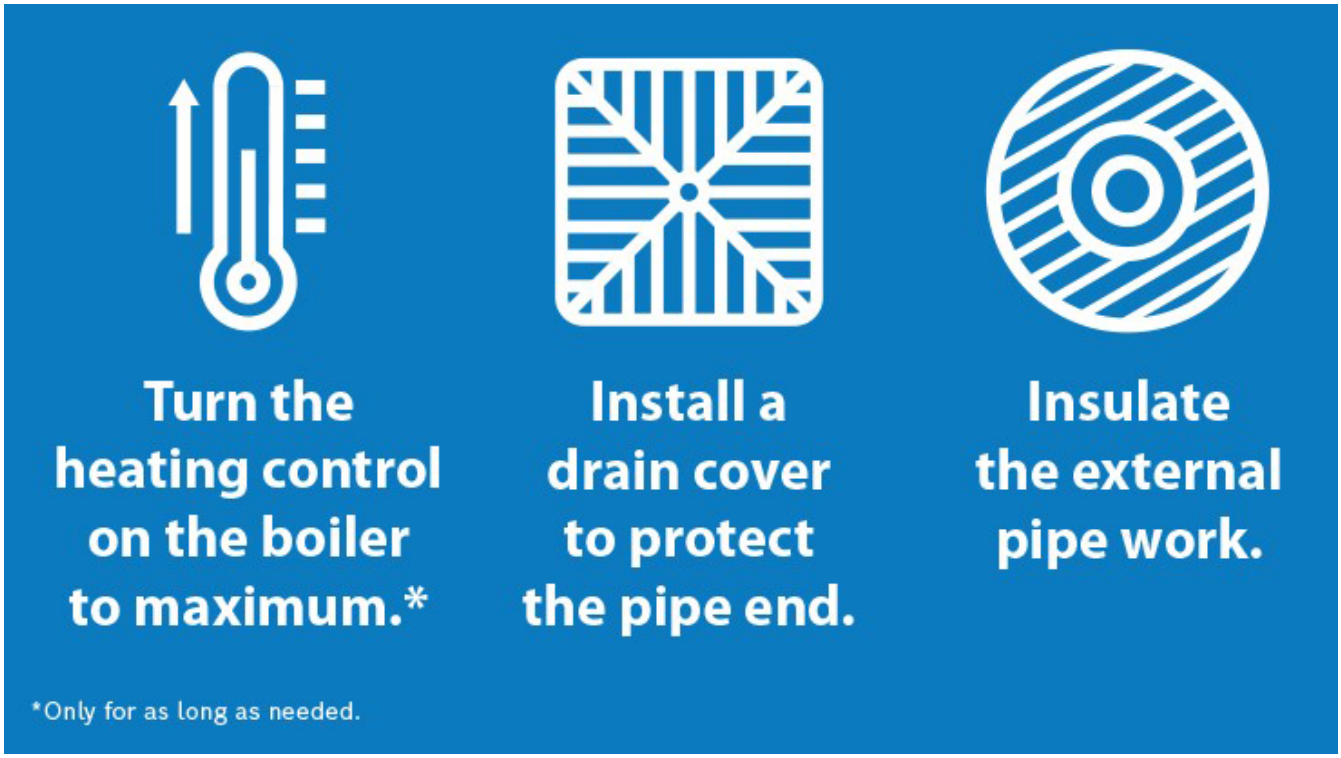
If safe to do so, pour WARM* water along the pipe

*Not boiling water



Reset your boiler. All should be working normally*

*If the pipe is defrosted



Minimising the risk of frozen condensate

- Turn the heating control on the boiler to maximum
- Install a drain cover to protect the pipe end
- Insulate the external pipe work

ime to upgrade?

r boiler is at the heart of your home. It provides comfort on cold nights, and hot showers ɔre a hard day, so having a reliable boiler is a must.

ready for winter and replace an older, G-rated boiler with a modern, A-rated boiler with fu ting controls could help you save up to £500 a year on your gas bills*.

ngs vary. Source Energy Saving Trust July 2026. Estimated figures based on installing a new A-rated condensing boiler with a ammer, room thermostat and thermostatic radiator controls (TRVs) in a gas heated detached GB home, from an older, G-rated r with a programmer and room thermostat. Savings will vary depending on the size and thermal performance of your . https://energysavingtrust.org.uk/advice/boilers/ (https://energysavingtrust.org.uk/advice/boilers/)

---

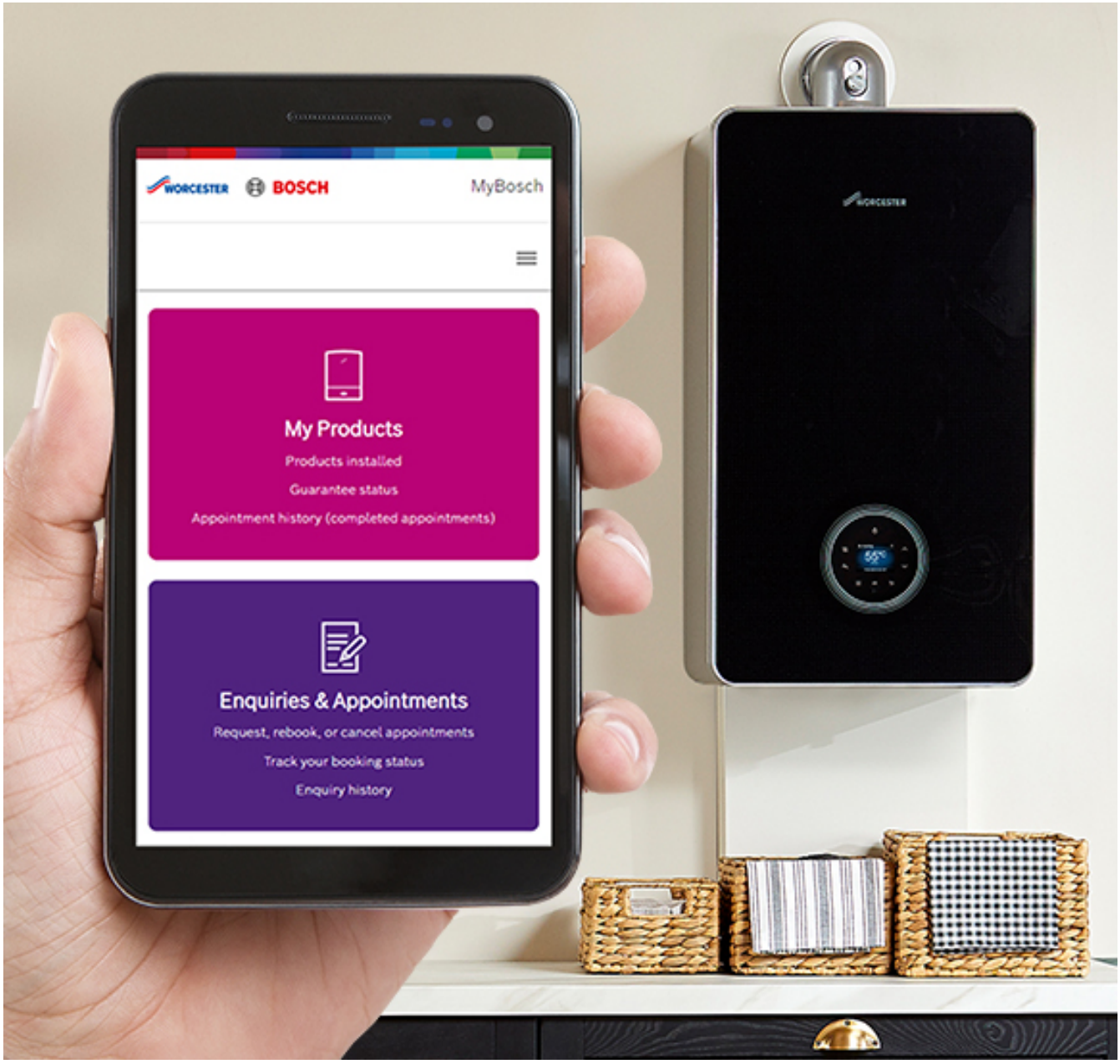
pgrade (https://www.worcester-bosch.co.uk/upgrade-your-boiler?
your utm_source=website&utm_medium=frozen_condensate&utm_campaign=q4_consume
boiler



Get your boiler winter-ready

Our winter checks can help you prepare your home and your boiler for winter, to make sure there is less chance of your boiler breaking down and keep your heating running smoothly.

Get winter-ready(https://www.worcester-bosch.co.uk/winter-check)


WORCESTER
BOSCH
MyBosch
My Products
Products installed
Guarantee status
Appointment history (completed appointments)
Enquiries & Appointments
Request, rebook, or cancel appointments
Track your booking status
Enquiry history

Login to MyBosch for support with your product

MyBosch is our online portal designed to help save time, money and any confusion over your home heating needs. MyBosch contains everything you need to know about your product, at any time, in the palm of your hand.

- ✓ Access your guarantees, manuals and product information.
- ✓ Request and amend appointments with engineers.
- ✓ Keep your contact information up to date.

Login or register here(https://www.worcester-bosch.co.uk/MyBosch)

You might also like

Your quick guide to condensate (https://www.worcester-bosch.co.uk/quick-guide-to-condensate)

How do I know that my condensate pipe is blocked? (https://www.worcester-bosch.co.uk/support/troubleshooting/faqs/all-faqs/how-do-i-know-that-my-condensate-pipe-is-blocked)

Boiler leaking water – What it could mean for your home (https://www.worcester-bosch.co.uk/boiler-leaking-water)