

## **The complaint**

Mr S has complained about how Aviva Insurance Limited (Aviva) dealt with his boiler under a home emergency policy.

## **What happened**

Aviva carried out a Basic Health Check on Mr S's boiler. The engineer told Mr S the boiler wasn't operating to the required pressure and issued a warning notice. Mr S had work carried out on the boiler to address the issue and also complained to Aviva as he said the work was unnecessary, as the boiler pressure was within the correct range.

When Aviva replied, it said it had checked the standards and the boiler didn't meet these as the readings weren't within the correct range. It said its engineer's diagnosis was correct.

So, Mr S complained to this service. Our investigator didn't uphold the complaint. He said Aviva had explained its engineer's findings and the standards it worked to and hadn't done anything wrong.

As Mr S didn't agree, the complaint was referred to me.

## **What I've decided – and why**

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so, I don't uphold this complaint. I will explain why.

When the engineer visited, he carried out a Basic Health Check on the boiler. This included taking a reading for the meter operating pressure, which was 20.4mbar, and another reading for the inlet pressure at the boiler, which was 14.6mbar. The relevant standards said the pressure loss, or difference, between these two readings should be no greater than 1mbar to ensure that the appliance operated safely. Aviva later explained that even allowing for internal absorption of 1.5mbar and pipework absorption of 1mbar, there was still a shortfall of 3.3mbar. So, this meant the pressure loss was greater than 1mbar.

I've read all the evidence and information provided, including the relevant regulations, the manufacturer's information, the installation documents and the advice Mr S has received from other organisations. I'm also aware of Mr S's strong views on this and that he has highlighted a number of issues, including the permissible gas flow pressure for the boiler. Based on everything I've seen, in my view, the engineer's assessment, including issuing a warning notice, was reasonable. I've seen nothing that persuades me that the readings he took were wrong or that he unreasonably applied the relevant regulations and guidance.

As a result, I don't uphold this complaint or require Aviva to do anything further.

**My final decision**

For the reasons I have given, it is my final decision that this complaint is not upheld.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr S to accept or reject my decision before 18 September 2023.

Louise O'Sullivan  
**Ombudsman**