

Important safety information for all Calor gas metered system customers

Please read carefully and
retain for further reference



24 HOUR GAS
EMERGENCY SERVICE
0845 075 5588



CALOR

THINK SAFETY - THINK GAS SAFE REGISTER

In your home, safety comes first. If you are having a gas appliance installed, serviced or repaired, always use a Gas Safe Engineer. By law, only a Gas Safe Engineer is permitted to work on domestic gas installations. A Gas Safe Engineer is fully insured and trained in gas safety.

Service Appliances Annually

As a homeowner or a provider of accommodation (e.g. landlords), under the Gas Safety (Installation and Use) Regulations (Northern Ireland) 2004, you are the person responsible for ensuring that the gas appliances and installation pipework in your premises are safely maintained. You should have your boiler and other gas appliances serviced by a Gas Safe Engineer once a year. If you are concerned that an appliance is not operating safely, or your appliances are not in good condition, have a safety inspection conducted by a Gas Safe Engineer.

Conformance Certificate

A Gas Safe Engineer will provide you with a certificate confirming that the gas work was carried out in conformance with the correct standards and is safe to use. This is an important document, so keep it in a safe place.

To find a Gas Safe Engineer in your area, call 0800 408 5500 or visit www.gassaferegister.co.uk



DOING HOME IMPROVEMENTS?

Home Alterations

It is a requirement to only use a Gas Safe Engineer for all gas works, whether you're carrying out a new installation, or replacing or decommissioning an existing installation or appliance.

When adding an extension, converting a garage, double-glazing or weather-sealing doors, you should always consider the ventilation requirement for your appliances. Particular restrictions apply where a living space is to be used as a bedroom or a bathroom. For professional advice on ventilation and appliances, contact a Gas Safe Engineer before embarking on home alterations.

Changing the use of a room to a bedroom?

Some gas fires and all boilers which are not 'room sealed' must not be located in a bedroom.



If you are considering changing the use of a living room with gas appliances to use as a bedroom, it is important to take account of your gas appliances and seek professional advice from a Gas Safe Engineer.

Think before they dig

Every year underground gas pipes are damaged during small jobs around the home, such as building extensions, new driveways, garden walls or landscaping.

If you are planning to have work done on your property, always be aware of gas pipes that run underground. If you are employing a builder or contractor, make sure to remind them to always dial before they dig by calling Calor on **+353 (1) 291 6135** or emailing customerengineering@calorgas.ie. In the interests of your safety, that of your family and of those carrying out the work, it is important to check the location of these underground pipes before beginning any work.

DIAL BEFORE YOU DIG
+353 (1) 291 6135

Please note: Pipe location records are indicative only and may not accurately show the exact location of all underground pipework. Safe digging practices should always be followed.

CARBON MONOXIDE

What is carbon monoxide?

Carbon monoxide is a colourless, odourless and poisonous gas. It can be produced by any appliance which burns any fossil fuel such as oil, coal, gas or wood. If a person is exposed to carbon monoxide over time, it can cause illness, even death. In normal conditions the combustion process will cause the carbon in the fossil fuel to combine with oxygen in the air to produce carbon dioxide (CO₂), the same substance we exhale when we breathe. However, if there is a lack of air for the combustion process, or the appliance is faulty, carbon monoxide (CO) can be produced.

Know the danger signs

Watch out for any of the warning signs that your appliance is not functioning properly:

- Staining, sooting or discolouration around the appliance.
- Condensation on walls/windows.
- A strange smell when the appliance is on.
- A yellow or orange flame where normally blue for a gas appliance.
- Flu-like symptoms such as drowsiness or headaches.

THINK SAFETY - THINK GAS SAFE REGISTER

Be aware of carbon monoxide poisoning

When carbon monoxide is inhaled into the body, it combines with the blood and prevents it from absorbing oxygen. Symptoms of carbon monoxide poisoning include headaches, chest pains, sickness, diarrhoea and general lethargy. If anyone in your house has any of these symptoms, get fresh air immediately and then go to your doctor and ask him/her to check for carbon monoxide poisoning. If you suspect an appliance may be faulty, stop using it immediately and arrange for a safety inspection.

REMEMBER

- Ensure your appliances are installed and serviced annually by a Gas Safe Engineer, Registered Oil Technician or qualified service agent for your fuel type.
- All chimneys and flues must be kept clear. Have your chimney(s) swept regularly.
- It is recommended that Crow Guards are fitted to all chimneys for open fires and all chimneys for gas fires fitted prior to 1996.
- Ensure rooms are adequately ventilated and never block vents.
- Use appliances only for the PURPOSE for which they were designed, e.g. do not use a cooker to heat a room. Never close the door of a gas grill whilst the grill is lit.
- Never use barbeques or patio heaters indoors or under cover.
- Appliances where oil burners were replaced with gas burners must be inspected by a qualified service agent.
- Carbon monoxide can occur in mobile homes, caravans, boats and holiday homes.
- Carbon monoxide can also accumulate through the bulk storage of wood chips, such as those used for wood chip heating systems.

Carbon monoxide alarms

Use carbon monoxide alarms but remember these are no substitute for regular inspection and maintenance of appliances, vents, flues and chimneys.

Make sure the alarm:

- Complies with British Standard EN 50291.
- Carries the CE mark and an independent certification mark.
- Has an 'end of life' indicator.

More than one alarm may be required to give full coverage. Alarms must be installed as per manufacturers' instructions. Alternatively get a qualified installer to fit them for you.



Further information

For further information on carbon monoxide or to arrange for a safety inspection please call Calor on **028 9045 5588**, Monday-Friday, 9am-5pm or checkout www.hseni.gov.uk/watchout

SAFETY AND GAS METER TAMPERING

Tampering with a gas meter is illegal and a serious public safety concern. It doesn't just put you at risk, but it also puts your family, neighbours and the general public at risk. Calor attends reported gas leaks caused by illegal meter tampering and any such event will be reported to the relevant authorities.

Tampering with a gas meter is

- A serious safety risk to you, your family, neighbours and the general public.
- Dangerous, with a risk of gas explosion, fire, injury or even death.
- Illegal - if you tamper with your own or other people's meters you will be guilty of a criminal offence and so liable for prosecution. It is also illegal to ask, pay or allow someone else to tamper with your meter.
- Costly – you will have to pay for the gas used and the replacement of the damaged gas meter.

Calor and other gas suppliers are very aware of the financial difficulties that some gas customers are experiencing at present, but tampering with a meter is not the solution. The consequences could be costly or even fatal.

Public safety is the main priority for Calor. By law, only Gas Safe Engineers are authorised to work on gas meters and gas pipe work.

What should I do if I suspect meter tampering is taking place?

You can confidentially report any suspected cases of meter tampering to Calor on **028 9045 5588** or metersupport@calorgas.ie

Any information Calor has on the identity of those undertaking tampering will be passed to the relevant authorities.

To ensure your safety and the safety of your family and neighbours, if your own meter has been tampered with, please contact Calor on **028 9045 5588** or email metersupport@calorgas.ie to arrange for the meter to be replaced.



NO TAMPERING

THINK SAFETY - THINK GAS SAFE REGISTER

FURTHER SAFETY INFORMATION

Gas cookers and hobs

A flame failure device is a protective device built into a hotplate, oven or gas burner which shuts off the gas supply when the flame is no longer detected. In this way the device protects against a possible build-up of unburned gas. For example, if the burner flame is extinguished or you forget to light the burner, the device will shut off the gas supply.

All new cookers and hobs sold since 2005 require flame failure devices to be fitted on all burners. If your cooker or hob was fitted prior to 2005 it may not have a flame failure device on all burners. Check with your local Gas Safe Engineer for further advice.

Flammable items

Do not place flammable or heat-sensitive items, such as aerosol cans, on or near gas appliances. The heat produced by the appliance could cause the items to catch fire or explode.

Going on holiday?

If you go on holiday, make sure your appliances are turned off. However, in very cold weather, your central heating boiler can be left operating at a low setting in order to prevent water pipes from freezing.

Have you got a meter box key?

You will require a meter box key to open your meter box door to turn on or off your gas supply. It is important to keep your meter box key in a safe and accessible place.

If you require a meter box key, please call Calor on **028 9045 5588** or email metersupport@calorgas.ie



METER KEY BOX

Your gas meter

Make sure you can access your meter in the event of an emergency. Prune any overgrown trees or bushes that may restrict access.

Do not store waste materials or wheelie bins close to your gas meter.

METER BOX LOCATION GUIDELINES

Meter Box Positions

The meter box should be positioned so as to allow for the shortest practicable length of service and accessible for meter reading.

Preference should be given to recessing the meter box into the gable, front wall of the house or the boundary wall of the property.

The meter box must be accessible from the front of the house for meter reading and not located internally or behind a locked gate or inside a sealed porch. (See Fig. A, B, C)

Figure A

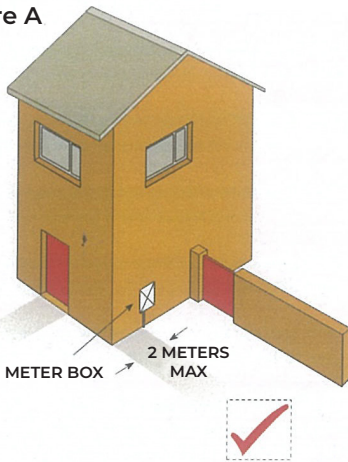


Figure B

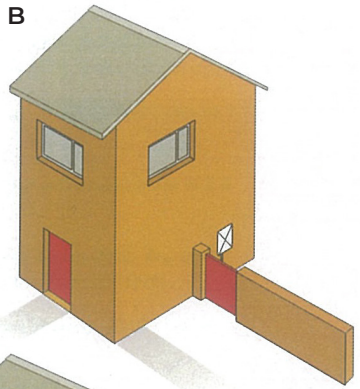
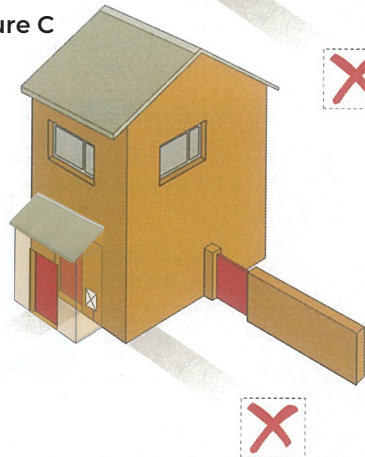


Figure C



IF YOU SMELL GAS

At home

- Ensure gas appliances haven't been left on and unlit
- Don't smoke, vape or use a naked flame
- Don't unplug or switch anything electrical on or off
- Open windows and doors to let the gas disperse
- Turn off the gas at the meter

On the street

- If you smell gas on the street, call **0845 075 5588** immediately.
Don't assume someone else will.

24 HOUR GAS EMERGENCY SERVICE: 0845 075 5588

IF YOU CAN'T GET THROUGH, CALL 999 OR 112.

In the interests of public safety all emergency calls are recorded.
Don't use a phone in the immediate area of the leak,
use a neighbour's or call from outside.

www.calorgas.ie

