

LPG



**A little
technical
and safety...**

Please familiarise yourself with the contents of this booklet as it references the safety of your tank installation and safe supply of LPG.

Please also keep to hand a note of our emergency number should you need it which is noted on page 4.

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How to read your tank gauge

40%

When your tank reaches 40%, 'On-Call' customers should place an order.

20%

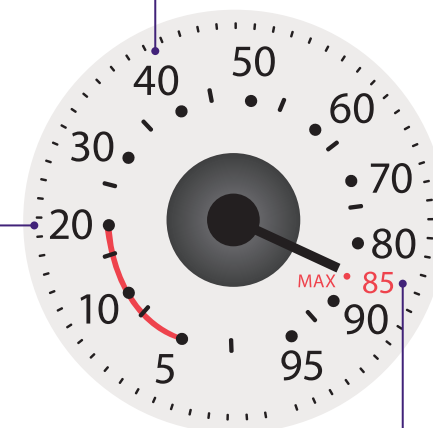
The red indicates that you still have nearly $\frac{1}{4}$ tank of gas.

'Top-Up' customers who reach 20% shouldn't worry, but should let us know by calling us on:

0800 574 574.

85%

No LPG Tank can be filled beyond 85%. The extra space is needed for the gas to expand.



Your contents gauge can be found to the side of the hood or under the inspection hatch of an underground tank.

In case of a leak

In the unlikely event of a leak from your tank, the following action should be taken:

- 1** **Extinguish** all possible sources of ignition within 7.5 meters of the leak if you suspect the leak to be outside. If you suspect the leak to be indoors extinguish any sources of ignition within the property.
- 2** **Do not** operate any electrical equipment. This includes switches.
- 3** **Do not** smoke.
- 4** **Turn off** all gas appliances, where safe to do so.
- 5** **Increase ventilation** if the leak is indoors by opening windows and doors.
- 6** A leak in LPG piping can be stopped by closing the emergency control valve on the tank.
- 7** Call **Flogas 24 hour emergency number** immediately on **0345 720 0100**.

Turning off your gas supply

In certain situations you may require turning off your gas supply. For your own safety as well as others, you should familiarise yourself with the operation of the emergency control valve illustrated below. This is normally located outside the property at the point of entry.

TO TURN OFF YOUR GAS SUPPLY PLEASE FOLLOW THE STEPS BELOW:

- 1** Turn off all appliances taps and pilot lights.
- 2** Turn the emergency control valve to the off position (when the valves handle points across the pipe).



Emergency Control Valve
in the 'on' position



Emergency Control Valve
in the 'off' position

IN ORDER TO ISOLATE THE GAS SUPPLY FROM THE TANK, FOLLOW THE STEPS DETAILED BELOW:

- 1** Open the hood or inspection hatch on the tank.
- 2** Identify the service isolation valve illustrated below.
- 3** Close the valve by turning clockwise.



Isolation Valve



Your gas supply should be isolated at the property.

In case of a fire

If there is a fire at the property irrespective of the cause, the following action should be taken:

- 1** Dial **999** requesting the fire brigade immediately and tell them that a Flogas LPG (propane) vessel is located on the premises.
- 2** **Turn off** the supply of gas on the tank if possible, without taking any risk to your own safety.
- 3** **Remove everyone** from the area to a safe distance.
- 4** Call **Flogas 24 hour emergency number** immediately on **0345 720 0100**.

Access & changes to the site

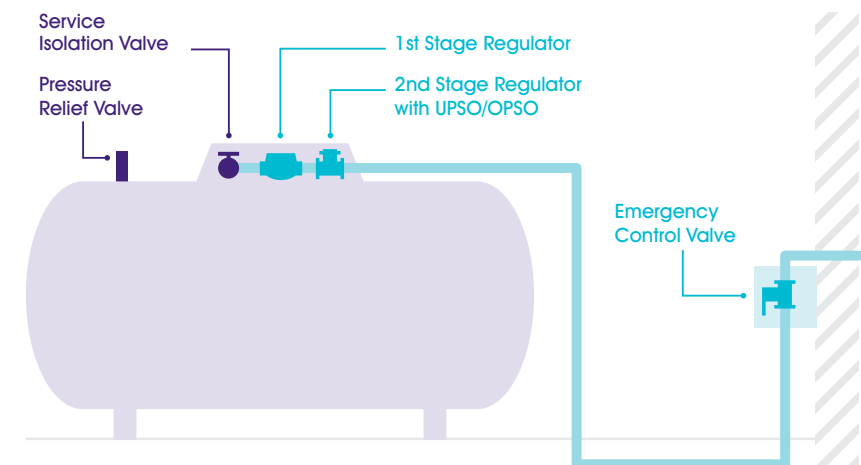
Flogas require access at all times to be able to inspect your tank. We ask that you please notify us if any access or structural changes are made to the site that may impede deliveries of gas, servicing or the general safety of your tank.

Tank & equipment responsibilities

The below diagram highlights in **purple** the responsibilities of Flogas, while shaded in **blue** is the area our customers are responsible for.

Flogas are responsible for the LPG installation up to (but not including) the first stage regulator.

Customers are responsible for the pipework, first and second stage regulator and appliances.



Your Flogas installation

CARING FOR YOUR INSTALLATION

Caring for your installation is essential; please be aware that if you do not look after the installation properly you may be faced with potential liability (civil and /or criminal).

Failure to comply with the points listed below may result in you as the customer being financially responsible for any remedial work.

Please familiarise yourself with your responsibilities below:

- You must not interfere or modify the installation or any part of it.
- You must keep the area within a radius of 3 meters of the tank clear of weeds, rubbish and/or combustible materials and take such other security precautions as may be required and notified to you by us or by a fire prevention officer or the local authority from time to time. (Please note that chlorate based weed killers should NOT be used, as they can be a fire hazard.)
- You must not erect or allow any other person to erect any building and/or structure whether of a permanent or temporary nature (including outbuildings, sheds, garages, conservatories, greenhouses, walls or rockeries) nor allow any deep rooted shrubs, trees or hedges to grow within 3 meters of the tank.
- Where the tank is stored below ground you must not permit any hard standing to be constructed over the place where the tank is buried. If your tank is underground, please take care when mowing your lawn not to catch the inspection hatch.
- You must contact a Flogas representative before erecting any overhead cables.
- You must not detach, alter, cover up, remove or otherwise interfere with any identification, instructions, warnings, trade marks or any other signs on the installation.
- You must not allow anyone to smoke or have any source of ignition within three meters of the tank.
- You must not paint the installation as this may affect the amount of heat absorbed by the sun.
- Please make yourself aware of the route the pipework takes and avoid putting anything in the ground that might damage it. If you are unsure please contact us for advice.

- You are responsible for all costs relating to works required following the failure or subsidence of the tank base or anchor slab.
- For underground installations changes should not be made that will direct surface water towards, or prevent water draining from, the tank area. Surface water drainage should be maintained to ensure water does not build up in the valve chamber. The customer will be responsible for all costs relating to the failure of the gas supply and the replacement of any water damaged equipment (this includes all costs relating to Flogas not being able to refill the tank whilst the valve chamber is flooded with water).

PROTECTING AND INSURING THE INSTALLATION

Please protect the installation from theft, damage and/or other risks of loss and/or harm including without limitation, vandalism and damage caused by fire. Please remember that you are responsible for the safekeeping of the installation.

It is a requirement that the tank and fittings are adequately insured against any damage or loss which may occur to them including without limitation risks such as fire, theft, accidental damage and personal injury. As a valued contracted customer, Flogas will make sure that all necessary insurance is in place free of charge. We shall also carry out all routine maintenance and all repairs which are required due to the fair wear and tear and/or any inherent defects or faults in the tank and fittings and shall comply with any laws, regulations and/or orders for the time being in force.

In order that our records are kept up to date and allow us to ensure the safe management of your account, we would ask you to contact Flogas when the term of your current Agreement is coming to an end.

Tank safety equipment

There are numerous items of safety equipment included in and on your tank to make it as safe as possible. Included amongst these is the “under pressure shut off/over pressure shut off device (UPS/O PSO)”. This safety device is designed to shut down the supply of gas to your property in the event of a problem.

Please familiarise yourself with the following information.

OPSO

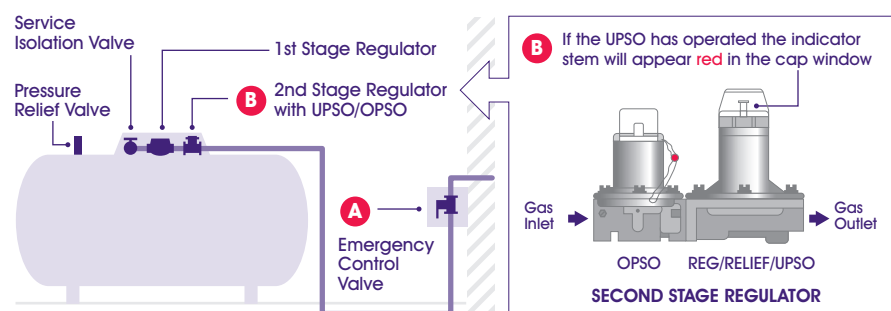
This device will operate when there is an increase in gas pressure. If the OPSO has operated, Flogas should be contacted.

UPS/O

This device will operate when there is a fall in gas pressure. This can occur if you isolate the supply at the tank, or, if the tank becomes empty. Unlike with the OPSO, resetting this device can be done safely and easily by you.

There are two possible types of system, please check to see which one is relevant to your tank and then follow the related directions.

SYSTEM A:

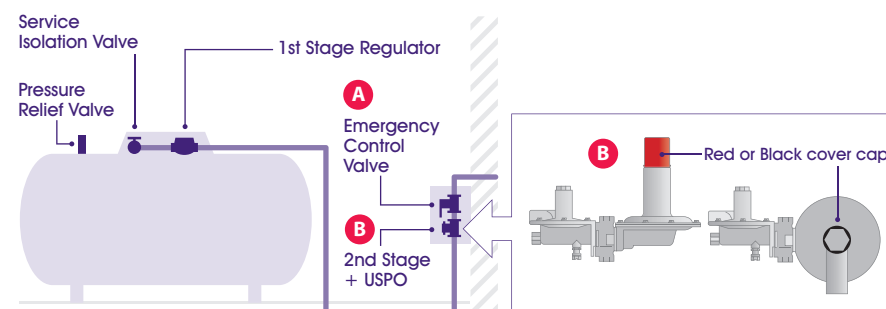


If the indicator stem in the window at the top is showing red, then it is closed and needs to be reset:

- 1 To do this, ensure that the gas is turned on at the tank.
- 2 Ensure that all gas appliances are turned off.
- 3 Ensure your emergency control valve **A** is turned to the off position. (See page 5)
- 4 Remove cap **B** by unscrewing to expose the indicator/reset stem.
- 5 Pull stem (**please do not push**) and hold for a few seconds to allow the system to recharge. The stem should stay in this position when released.

- 6 Replace the cap.
- 7 Open the emergency control valve slowly. (See page 5)
- 8 Re-light any permanent pilots and check that all appliances will light to confirm that the gas supply has been re-established.
- 9 If the gas supply does not re-establish itself then check that all the appliances are turned off and repeat the above procedure.
- 10 If after two attempts the gas supply has not been re-established or you have any doubts or difficulties, please contact Flogas for further advice.

SYSTEM B:



When the device has operated, the following procedure should be followed in order to reset it:

- 1 Ensure that the gas is turned on at the tank.
- 2 Ensure that all gas appliances are turned off.
- 3 Ensure your emergency control valve **A** is turned to the off position. (See page 5)
- 4 Remove cap **B** by unscrewing to expose the reset stem.
- 5 Pull stem (**please do not push**) and hold for a few seconds to allow the system to recharge. The stem should stay in this position when released.
- 6 Replace the cap.
- 7 Open the emergency control valve slowly. (See page 5)
- 8 Re-light any permanent pilots and check that all appliances will light to confirm that the gas supply has been re-established.
- 9 If the gas supply does not re-establish itself then check that all the appliances are turned off and repeat the above procedure.
- 10 If after two attempts the gas supply has not been re-established or you have any doubts or difficulties, please contact Flogas for further advice.

Please note that the UPS/O device can sometimes be located on the tank itself.

Experts in energy

So you don't
have to be

Contact us:

0800 574 574

or visit our website www.flogas.co.uk

Connect with us on  

Rayns Way, Watermead Business Park, Syston, Leicester, LE7 1PF