

Gas servicing



Working in partnership
to keep your home safe
and warm



**Important information
about gas servicing**

Keeping safe and warm

If you have a gas appliance in your home, by law we must make sure a Gas Safe registered engineer services it every 12 months. We work with our heating contractor Ultra-Warm to make sure this happens.

You may not have thought about the danger of carbon monoxide poisoning but at least 40 people die every year from this silent killer which is usually caused by a faulty gas boiler or gas appliance.

You can't see, taste or smell it but it can kill you quickly without any warning.

We carry out an annual service that covers the important safety checks needed to help keep you and your family safe from carbon monoxide poisoning. The service also makes sure your appliances are working properly so your home stays warm.

Please read the back of this leaflet for information about the symptoms of carbon monoxide poisoning.

What you can expect from us

Together with Ultra-Warm, we will be working very hard to make sure we carry on providing you with an excellent service.

We use a 10-month service programme to make sure we can carry out your service before it's overdue, which could mean we service your appliance twice in one year.



Ultra-Warm will send you an appointment up to two months before your service is due. The appointment will offer you a date with a morning or afternoon time slot, but if the date or time doesn't suit you, you can contact Ultra-Warm to rearrange your appointment.

Ultra-Warm can offer you an evening or Saturday appointment if access is difficult during the week (for example, you are at work).

Once we have finished your service and carried out all checks, we will give you a copy of the service certificate. This is an important document so you should keep it in a safe place. If you lose your copy, don't worry as we have copies and can send you one if you need one.

To make sure we provide a quality service, an independent gas contractor will carry out audit inspections.

Ultra-Warm engineers are Gas Safe registered and you will only have fully qualified and registered engineers working in your property. They will always carry identification.

What we expect from you

- You should let us know straightaway if you think there is something wrong with your gas appliance.
- You should let engineers into your property to carry out the service.
- You should always try to keep your appointments. If you miss an appointment,

please contact Ultra-Warm straightaway to rebook your service. (We will also contact you to rebook your service so please do not ignore our letters or calls.)

- In serious cases we may take legal action to get into your property. We will charge you up to £2000 if we have to do this. Your annual service is free and we want to keep it that way.
- Once we have carried out the service we will send you a customer feedback form. Your comments are valuable to us so please tell us what you think of the service you received. We enter all filled-in feedback forms into our monthly prize draw and you could win £50!

Top tips to keep you safe and warm

- You should always keep your service appointment.
- You should never sleep in a room with a gas fire or back boiler – it could kill you.
- You should never block or cover vents, airbricks or outside flues.

If you smell gas

- Turn off the gas supply at the meter.
- Open all doors and windows.
- Do not turn electricity on or off.
- Do not smoke or use naked flames.
- Call the 24-hour gas emergency line on 0800 111 999.



Recognise the signs of carbon monoxide poisoning

You should be aware of the danger signs and symptoms of carbon monoxide poisoning. The symptoms are similar to 'flu' symptoms and can include feeling tired, drowsy or sick. You may also notice you only have these symptoms when you are at home. Some other danger signs around the house include:

- soot or stains on or around your gas appliance;
- a lot of condensation in the room where the appliance is installed;
- lazy (struggling to stay alight, or much weaker than normal) yellow or orange flames; and
- your pilot light often going out or failing to light easily.

If you notice any of these, turn off your gas supply straightaway, open all your doors and windows and contact us straightaway so we can take action quickly and arrange to have a look at your appliances.

If you think there is an immediate danger, phone the gas emergency line on 0800 111 999.

If you think you or your family have been exposed to carbon monoxide, follow all the above guidelines and get medical help. A blood test will normally be able to find if you have been exposed to carbon monoxide.

If you are worried about an appliance, please phone us straightaway on 01249 466100.



Gas servicing information leaflet

If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

গ্যাস পরিষ্কার এবং সার্ভিসের শিফটলেট

আপনি যদি এর কোন অংশের ব্যাখ্যা অথবা অনুবাদ চান, অথবা বড়ো ছ'পার অক্ষর, অথবা অডিও টেপের মতো অন্য কোন ভাষ্যতে চান তাহলে আপনার প্রয়োজনীয়তা আলোচনা করার জন্যে অনুগ্রহ করে 01249 465465 নম্বর ফোনে আমাদের সঙ্গে যোগাযোগ করুন।

燃氣維修資訊小冊

倘若您希望我們對該雜誌的任何部分給予解釋或提供翻譯，或以不同格式（如大字體或錄音帶）提供，請致電 01249 465465 聯絡我們，洽商您的需求。

燃氣維修信息小冊子

如果您希望我们对该杂志的任何部分给予解释或提供翻译，或以不同格式（如大字体或录音带）提供，请致电 01249 465465 联系我们，洽商您的需求。

Ulotka informacyjna o przeglądzie instalacji gazowych.

Jeśli wymagają Państwo wyjaśnienia jakiegoś fragmentu albo jego tłumaczenia, albo w innym formacie, takim jak duży druk, albo na kasecie audio, proszę się z nami skontaktować pod numerem telefonu 01249 465465, aby przedyskutować Państwa potrzeby.

Gaz servisi bilgi broşürü.

Herhangi bir kısmının izah edilmesini veya tercüme edilmesini, ya da iri harfler veya ses bantı gibi başka bir formatta verilmesini isterseniz, lütfen ihtiyaçlarınızı konuşmak için bu numaraya telefon edin: 01249 465465.



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