

24 hour gas emergency **1850 20 50 50**

putting safety first

natural gas



important safety information

Please read carefully and retain for further reference.



Safety is Priceless

Insist on a Registered Gas Installer (RGI)

If you're a homeowner or a landlord you know the importance of safety. So if you're having a natural gas appliance installed, serviced or repaired, it's crucial to ensure that you're using a **Registered Gas Installer (RGI)**. By law only a RGI is permitted to carry out work on domestic natural gas installations. And only a RGI has the knowledge, training and know how needed to do the job safely. They work to the very highest safety standards and they'll issue you with a **Conformance Certificate** to prove it.

Make sure you are using a **RGI**. The register for gas installers is operated by the **Register of Gas Installers of Ireland (RGII)**. Visit www.rgii.ie or call **(01) 499 7998**

Service appliances annually

As a homeowner or a provider of accommodation (e.g. landlords), under the Energy (Miscellaneous Provisions) Act 2006, you are the person responsible for ensuring that the natural gas appliances and installation pipework in your premises are safely maintained. All natural gas appliances should be serviced and checked for safety annually. If you are concerned that an appliance is not operating safely, or your appliances are not in good condition, have a safety inspection conducted. In addition to your annual appliance safety inspection, it is advisable to conduct a full inspection of your installation pipework every four to five years. To arrange for an appliance service or a safety inspection, contact your gas supplier or a RGI.

Have you got a Conformance Certificate?

The Energy (Miscellaneous Provisions) Act 2006, requires that your **Registered Gas Installer (RGI)** provides you with a certificate confirming that the gas work was carried out in conformance with the standards and is safe to use. This is an important document, so keep it in a safe place.

Doing home improvements?

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 your appliances before embarking on home alterations, contact a RGI.

Building a home extension?

When digging in the garden, driveway or footpath, remember that the gas service pipe to your house generally (though not always) runs in a straight line from the meter box to the street. Always dig by hand in the area of the pipe to avoid snagging. For advice or to request an alteration to the location of the service pipe contact **1850 200 694**. If your service pipe is damaged in any way contact the 24 Hour Emergency Service **1850 20 50 50**.

Changing the use of a room to a bedroom?

Note that some gas fire types 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 RGI**.

Going on holidays?

If you go on holidays 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 Bord Gáis Networks on **1850 200 694** or visit **www.bordgais.ie/networks**



carbon **monoxide**



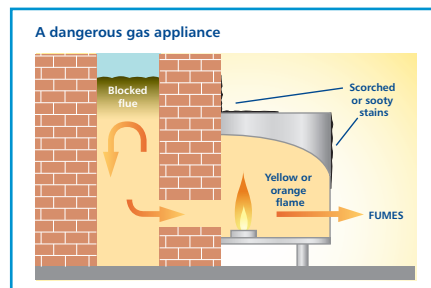
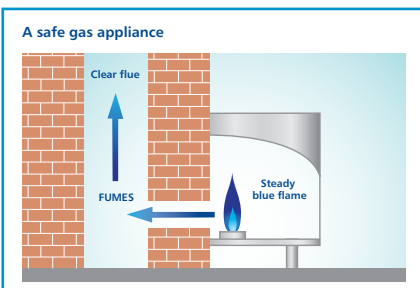
What is Carbon Monoxide?

Carbon Monoxide is a colourless, odourless and poisonous gas. It can be produced by any appliance which burns a fossil fuel such as gas, coal or oil. 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:

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





Be aware of Carbon Monoxide poisoning

You can be in danger of Carbon Monoxide poisoning at home if your appliance is faulty, the room is not properly ventilated, or if the chimney or flue is blocked. When Carbon Monoxide is inhaled into the body, it combines with the blood preventing it from absorbing oxygen. **Symptoms of Carbon Monoxide poisoning** include headaches, chest pains, sickness, diarrhoea and general lethargy.

What to do?

- Stop using an appliance immediately if you suspect it might be faulty.
- Do not use the appliance again until it has been checked by a **Registered Gas Installer (RGI)**.
- If anyone in your house has any of the symptoms outlined above, get fresh air immediately and then go to your doctor and ask him/her to check for Carbon Monoxide poisoning.

Carbon Monoxide Alarms

Use Carbon Monoxide alarms but remember these are no substitute for regular inspection and maintenance of appliances, vents, flues and chimneys. Check that the Carbon Monoxide alarm complies with the EN 50291 standard. Carbon Monoxide alarms are available from most hardware and D.I.Y. stores.



Further information

For further information on Carbon Monoxide or to arrange for a safety inspection please call **1850 79 79 79**

Monday – Friday, 8am – 8pm
Saturday, 9am – 5.30pm

www.carbonmonoxide.ie

further **safety** information



- **Choose room-sealed appliances.**
With room-sealed appliances, fresh air intake for combustion comes from outside of the house and emissions are then discharged outside also. As such, the air in the room where the appliance is fitted is not used or affected by the appliance. Therefore, room-sealed appliances (balanced flue or fanned draught types) are recommended for new and replacement boilers and water heaters.

- **Ensure your appliances are correctly installed** and serviced annually by a **Registered Gas Installer (RGI)**.
- **Ensure rooms are properly ventilated** and that all chimneys and flues are kept clear.
- **Never block vents**

- **Have your chimney swept regularly** as they can become blocked over time. It is recommended that **Crow Guards** are fitted on all chimneys with gas fires fitted prior to 1996. The nesting of birds in the chimney may cause a blockage preventing the products of combustion from the fire leaving the building. Older fire types may not have the additional safety features which turn off the gas fire in such circumstances.



Do you have an unsafe water heater?

Flueless gas water heaters are considered dangerous because they consume the air inside the room. This causes the products of combustion – which may include toxic Carbon Monoxide – to discharge directly into the room where the heater is fitted. If used for extended periods, the levels of Carbon Monoxide may build up to dangerous levels if there is a lack of ventilation. Open flue-type water heaters located in bathrooms are also considered unsafe. If you think you may have an unsafe gas water heater, contact Bord Gáis Networks now on **1850 79 79 79** for a free safety check.



Flame failure devices on 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 the user forgets to light the burner, you will be protected.

All new cookers and hobs sold in Ireland since 2005 required the fitting of flame failure devices 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 cooker retailer for further advice.

Do you have a gas boiler which previously ran on oil?

In the past, existing oil boilers were modified to operate on natural gas. This was achieved by replacing the oil burner on the unit with a gas burner, with the old boiler casing and heat exchanger being retained. If you think you might have such an appliance contact Bord Gáis Networks on **1850 79 79 79** for a free safety check.

if you **smell gas**



at **home**



Ensure gas appliances haven't been left on and unlit.



Don't smoke or use a naked flame.



Don't unplug or switch anything electrical on or off.



Open windows and doors to let the gas disperse.



If your appliances are off but the smell persists, turn off the gas at the meter.

Call our 24 Hour Emergency Service **1850 20 50 50**.

If you can't get through, dial 999.

Don't use a phone in the immediate area of the leak, use a neighbour's or call from outside.

on the **street**

Call our 24 Hour Emergency Service **1850 20 50 50**.

Don't assume someone else has reported the smell.

In the interests of public safety all emergency calls are recorded.