

Live Life Connected

A man with a beard and a brown aviator hat with goggles is smiling and holding a large cardboard box airplane. Two young children are sitting inside the box. The child on the left is looking down at a small object in their hands, while the child on the right is looking up and smiling. The box airplane has a large purple eye drawn on its side and a black outline of a propeller. The background shows a window with a grid pattern.

Your technical guide.

Everything you need to know about your gas supply.



Everything you need to know about your gas supply

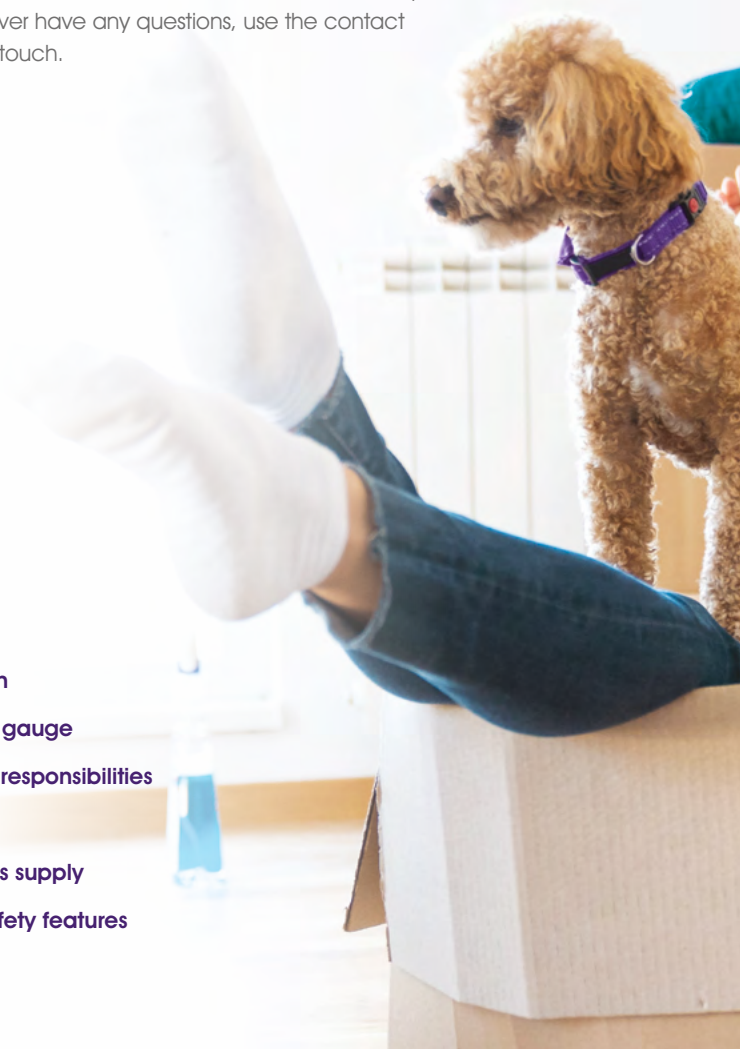
We're so pleased that you've chosen to sign up to Flogas – so let's look at all the technical stuff you need to know to look after your tank and system to keep you Flo-ing for many years to come.

Within this booklet is all the information on the safety of your tank installation and the continued safe supply of your LPG along with all the important contact details, should you ever need to get in touch with us.

Please familiarise yourself with the contents of this booklet and keep it in a safe place. If you ever have any questions, use the contact details over leaf to get in touch.

Contents

- 3** How to get in touch
- 5** Reading your tank gauge
- 6** Tank & equipment responsibilities
- 8** Emergencies
- 9** Turning off your gas supply
- 10** Your installation safety features





How to get in touch

General queries



You can get in touch with any questions by giving us a call on **0800 574 574** or email us on **customerservice.enquiries@flogas.co.uk**

Emergency support



Our emergency line is available 24 hours a day 365 days a year for you to report a fault or gas leak. Call us on **03457 200 100**.



Reading your tank gauge or telemetry

Your contents gauge will be found under or to the side of the hood on an above ground tank, or under the inspection hatch of an underground tank.

Standard tank gauge

40%

Auto Ordering:

Nothing to worry about.

Manual Ordering:

Place your order now to allow time for us to process and deliver in time.

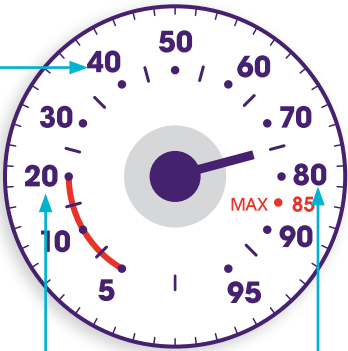
20%

Auto Ordering:

You may want to check your online account to confirm an order has been placed.

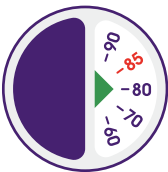
Manual Ordering:

If you've not placed an order, do so now.



85%

Your tank is normally filled to 85% to allow for expansion and contraction of the gas in different weather conditions.

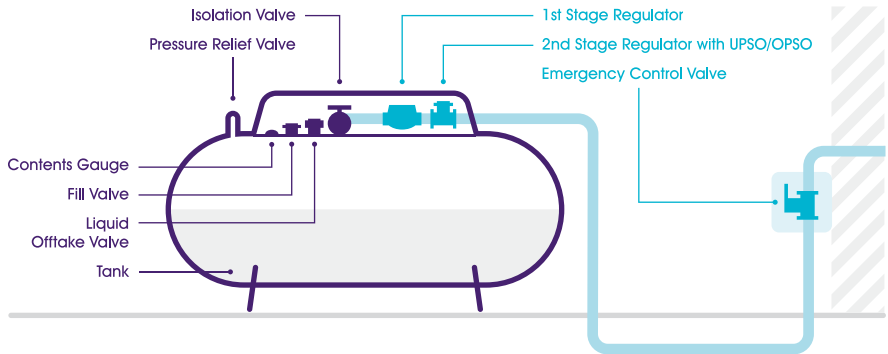


Telemetry reading

When reading your telemetry device ensure you look directly from the top – the figure next to the green triangle pictured is your current tank level.

Tank & equipment responsibilities

The below diagram shows which parts of the installation Flogas are responsible for and which parts you are responsible for maintaining.



Purple – the responsibility of Flogas

Blue – the responsibility of the customer

You're responsible for any costs relating to works required following the failure or subsidence of the tank base or anchor slab.

We'll carry out all routine maintenance (including regular interval tank testing) and any repairs required due to fair wear and tear or any inherent defects or faults in the tank and fittings and shall comply with any laws, regulations or orders in force.

Caring for your tank

Now for the serious bit...

LPG can be a hazardous product if not handled and stored correctly – that's why we stick very strictly to the codes of practice and guidance from Liquid Gas UK, the industry trade association.

It's essential that you take good care of your installation. The following **DOs** and **DON'Ts** will ensure we can continue delivering your gas safely. Plus, if you don't look after your tank and surrounding area, you could be faced with a potential liability, you may even be financially liable for any remedial work.

DO

- Ensure adequate protection against damage from vehicles for both above ground and underground tanks
- Get in touch with us for guidance if you plan to make any changes to the area of your installation, including access to the tank and installing overhead cables
- Keep a 3m radius around the tank clear of weeds, rubbish or combustible materials
- Follow any safety or security precautions given to you by us, fire prevention officers or local authorities
- Remember the route of your pipework to avoid any damage from digging
- Take care when mowing your lawn to not to cause any damage to the tank or inspection hatch.

DON'T

- Interfere with or modify any part of the installation
- Erect any building or structure (permanent or temporary) within 3m of the tank – such as outbuildings, sheds, garages, conservatories, greenhouses, walls or rockeries
- Allow any deep rooted shrubs, trees or hedges to grow within 3m of the tank
- Detach, alter, cover up, remove or otherwise interfere with any identification, instructions, warnings, trademarks or any other signs on the installation
- Smoke or have any source of ignition within 3m of the tank
- Paint any part of the installation, as this may affect the amount of heat absorbed by the sun
- Construct any hard standing over an underground tank
- Make changes 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. Any costs relating to the failure of the gas supply, the replacement of any water damaged equipment or Flogas not being able to refill the tank whilst the valve chamber is flooded with water will be your responsibility
- Park or drive in the area directly above an underground tank.

Building Works

Your LPG installation is carefully sited to ensure that it is safe and compliant with industry codes of practice. Please contact us before undertaking any building work around the LPG vessel, pipework or regulators to ensure that the works planned do not compromise this and that it remains safe for us to deliver to.

Protecting and insuring your installation

It's vital that you also protect the tank and installation from theft, damage and other risks of loss or harm including, without limitation, vandalism and damage caused by fire. Remember – you are responsible for the safekeeping of the installation.



Emergency

In the case of a fire

- 1 Dial **999** informing them there is an **LPG** vessel located on your premises
- 2 Remove everyone to a safe distance of the area
- 3 If it's safe to do so, turn off the supply of gas (see page 9)
- 4 Call **Flogas 24 hour Emergency Team on 03457 200 100**.

In the case of a gas leak

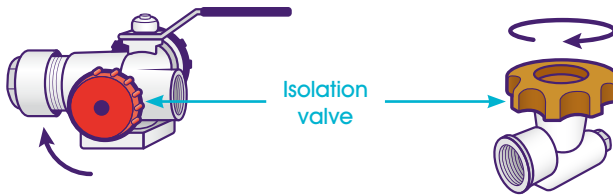
- Isolate supply of gas from the tank, if it's safe to do so (see page 9)
- Call **Flogas 24 hour Emergency Team on 03457 200 100**
- Extinguish all possible sources of ignition within 7.5m of the leak, if the leak is indoors extinguish any sources of ignition inside the property
- Don't operate any electrical equipment – including switches
- Don't smoke or vape
- Turn off all gas appliances, where safe to do so
- If the leak is indoors increase ventilation by opening windows and doors.

Turning off your gas supply

There may be times where you're advised to turn off the gas supply, for the safety of yourself and others you should familiarise yourself with the emergency control valve shown below, normally located outside the property at the point of the gas line entry.

Isolating your gas supply from the tank

- 1 Open the hood/inspection hatch on the tank
- 2 Identify the **isolation valve** (shown below)
- 3 Close the wheel valve by turning clockwise
- 4 Isolate gas supply at the property.

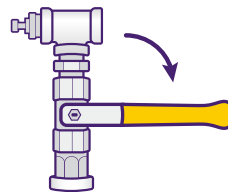


Isolating your gas supply at the property

- 1 Turn off all appliance taps and pilot lights
- 2 Turn the **emergency control valve** to the 'off' position – when the valve handle is at 90° to the pipe.



Emergency control valve
in the on position



Emergency control valve
in the off position



Your installation safety features

A quick guide to all the important parts of your tank installation.

You can rest assured that there's lots of safety equipment included on your installation to make it as safe as possible, including the very important "Under Pressure Shut Off/ Over Pressure Shut Off device ([UPSO](#)/ [OPSO](#)). 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, the Flogas 24 hour Emergency Team should be contacted on 03457 200 100.

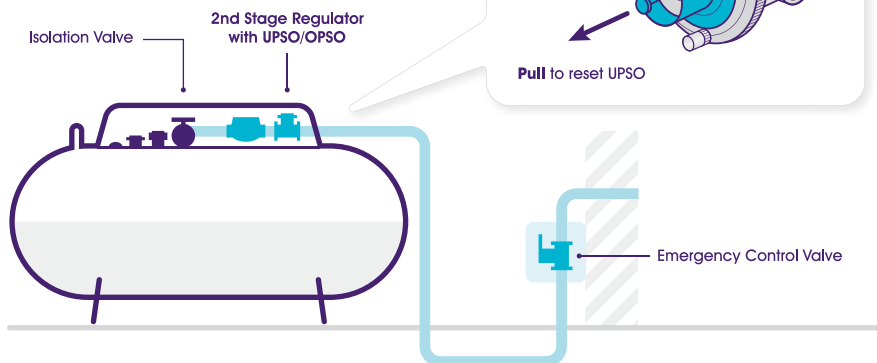
UPSO

This device will operate when there is a **fall** in gas pressure. This can occur if you isolate the supply at the tank, if the tank becomes empty or if the supply is isolated to allow work to be carried out on your appliances.

Unlike with the OPSO, resetting this device can be done safely and easily by you and is really quite simple.

The UPSO will generally be found at the tank (possibly under the hood) but sometimes it will be located at the building end of the supply, where the gas pipework comes out of the ground before going into the property.

Under Pressure Shut Off Valve (UPSO) Reset



How to reset the Under Pressure Shut Off (UPSO):

- 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 is turned to the **on** position. (See page 13)
- 4 Unscrew the large clear plastic cap on the main body of the regulator
- 5 Pull stem (please do not push) and hold for a 8-10 seconds to allow the downstream pipework to fill with gas. The stem should stay in this position when released
- 6 Replace the cap
- 7 Start to re-light your appliances checking that all will light to confirm that the gas supply has been successfully restored
- 8 If the gas supply does not re-establish itself then check that all the appliances are turned off and repeat the above procedure holding the stem out for a little while longer especially if you have lots of downstream pipework
- 9 If after two attempts the gas supply has not been re-established or you have any doubts or difficulties, please contact **Flogas 24 hour Emergency Team should be contacted on 03457 200 100.**

www.flogas.co.uk

Flogas Britain Ltd.
Rayns Way
Watermead Business Park
Syston, Leicester
LE7 1PF

