

## **Information packs**

Why should I service my appliances? Who can legally do it? And what should I expect?

Within this pack you'll learn about the various governing industries, the importance of checking identification cards, why you should service your appliances and what to expect.



### **Appliances and the industry**

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## **GAS APPLIANCES LEFT UNCHECKED COULD BE DANGEROUS AND LEAK CARBON MONOXIDE**

All of your gas appliances, including your gas boiler, gas cooker and gas fire should be safety checked once a year and serviced regularly according to manufacturer's instructions. If you do not have your gas appliances regularly serviced and safety checked by a Gas Safe registered engineer you could be putting you and your family at risk and in possible danger of carbon monoxide poisoning.

### **WHAT IS A GAS SAFETY CHECK?**

A gas safety check involves a registered engineer inspecting your gas appliances. They will check the appliance is working correctly and will check the following four areas:

- Appliances are on the right setting and burning correctly with the correct operating pressure.
- Harmful gases are being removed from the appliance safely to the air outside.
- That any ventilation routes are clear and working properly.
- All the safety devices are working.

The check will identify any defects which require remedial work. You should have a gas safety check every year. If you are a landlord this is the law.

### **SIGNS THAT YOUR APPLIANCE NEEDS SERVICING**

Gas appliances should be serviced regularly but if you notice any of the warning signs below you should arrange for a registered engineer to service your appliance as soon as possible:

- Your gas appliance is not working properly.
- Your appliance is burning with a lazy yellow flame instead of a crisp blue flame.
- You can see black marks or stains on or around your gas appliances.
- The pilot light keeps going out.
- There is increased condensation in the room.

## WHAT IF THE ENGINEER IDENTIFIES A PROBLEM?

All registered engineers follow an unsafe situations procedure when assessing the risks of an unsafe gas appliance. The guidance provides 'best practice' advice to registered engineers on how they should deal with various gas safety concerns which may affect your safety. If your appliance is turned off to make the situation safe, we advise that you do not attempt to turn it back on as this will put you at risk and you may incur a fine.

## SAFETY RECORDS

Registered engineers may leave you with a report which explains what checks they have completed. It isn't always a legal requirement for your engineer to give you this type of information. We recommend you agree with your service provider before they complete the work what documentation you will receive.

The gas safety record tells you that the gas appliance or gas fitting has been checked to see if it is working safely and meets the correct safety standards. This information may also tell you when you next need to service the appliance. As with any documentation always check it includes your engineer's name and registration number.

## GOVERNING BODIES AND IDENTIFICATION

**Gas Safe Register is the official gas registration body for the United Kingdom.** Only a Gas Safe Registered installer is legally allowed to install, maintain and service gas appliances.

**It's vital that you check your gas installer is Gas Safe Registered.** You can ask to see your installer's Gas Safe Registration card or check on the Gas Safe Register website. If the installer can't produce an ID card they are an illegal gas installer.

**OFTEC is the Oil Fired Technical Association.** They are recognised by the Government, oil companies, heating appliance and tank manufacturers as being the acceptable trade body in technician training & assessment for the domestic heating, oil distribution and commercial oil firing industry.