



**CALOR**

**Welcome to Calor**  
Information on your  
business gas supply





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# Hello and welcome to Calor

It's great to have you with us. As we're the UK's leading LPG provider, you can be confident you're in safe hands.

Within this welcome pack, we've brought together the kind of information that businesses want to know when they join Calor – everything from preparing for a first delivery to essential safety advice. We hope it makes the transition to Calor smoother and even more reassuring.

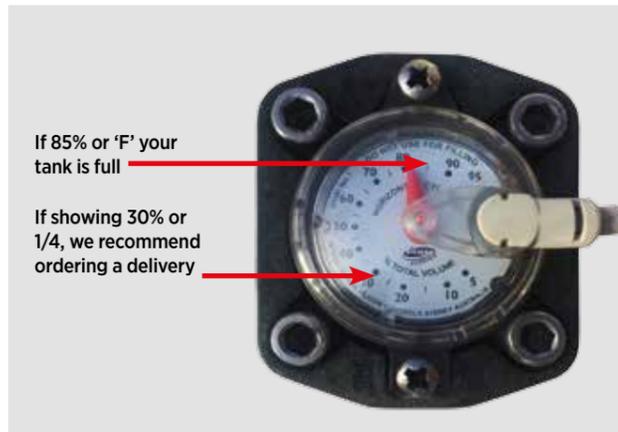
Whether you've moved into a business with an existing Calor gas supply, or made the switch to Calor from another fuel or LPG provider, we're ready to help you any way we can, now and in the future.

If for any reason you have a question that we haven't answered within this welcome pack, please feel free to get in touch. You'll find our contact details on the inside back page.

# Your gas delivery

## Bulk Supply Options

- **Checking your gas levels** – As a new customer, if you choose to order your own gas before you call us, please check your gauge to find out how much gas there is left in your tank. The gauge is usually located under the hood of your tank.
  - We always recommend ordering a delivery if your gauge is below  $\frac{1}{4}$  (if using a fractional gauge), or 30% (if using a % gauge). Don't worry if your gauge is showing around 85% full after a delivery – your tank is at maximum capacity. The extra space is needed for the LPG to expand.
  - **Automatic top-up** – Calor's Think Tank® Telemetry automatically alerts us when a top-up is required so there's no need to worry about running out of gas.
  - **Scheduled delivery** – We forecast deliveries for you, which is ideal if you prefer to retain some control.
  - **Delivery upon request** – Perfect if you prefer to order gas when it suits you.
- **Tank maintenance** – Bulk tanks remain Calor property and therefore our responsibility, so during every refill our drivers carry out essential safety checks. *For further information please see page 8.*



A typical tank gauge

## Cylinder Supply Options

- **Checking your gas levels** – Our 4-pack installation is a compact alternative to a gas tank. 4 x 47kg cylinders are connected in two pairs, so when one pair is empty, the change-over valve automatically switches to the second pair, giving you a continuous gas supply.
  - **Milkround service** – Guarantees a regular supply and is particularly useful if your cylinder consumption is consistently high.
  - **Call Calor** – By calling freephone 0800 662 663 – you will be automatically directed to your local stockist, who will schedule a delivery for you as soon as they can.
  - **Collection** – If you prefer, call into your local Calor stockist where you can collect the cylinders you require, when it suits you.
- **Maintenance** – Every Calor cylinder is individually date stamped to show when the next safety test is due. *For further information please see page 10.*



A typical tank telemetry unit

# Your gas bill - cylinder & bulk

## Invoicing & statements

Once a gas delivery has been made, the driver will leave a Delivery Note showing how many litres of gas have been supplied. Within a few days you will receive an invoice confirming the litres delivered and the amount payable. At the beginning of the following month a Statement of Account will be sent showing your account details. Should you have any queries regarding your invoices or statements, please call your local Customer Services Team (see details on inside back cover), quoting your account and reference number.

## Making a payment

Paying by Direct Debit is the easiest and most convenient way to deal with regular bills. Once you have made an arrangement with your bank or building society, we simply issue you with your monthly statement showing the amount due for payment and the date on which it will be automatically debited from your account. This will be on the 28th (or the next working day) of that month. So, whenever you receive a gas bill, you won't have the bother of writing out a cheque and putting it in the post.

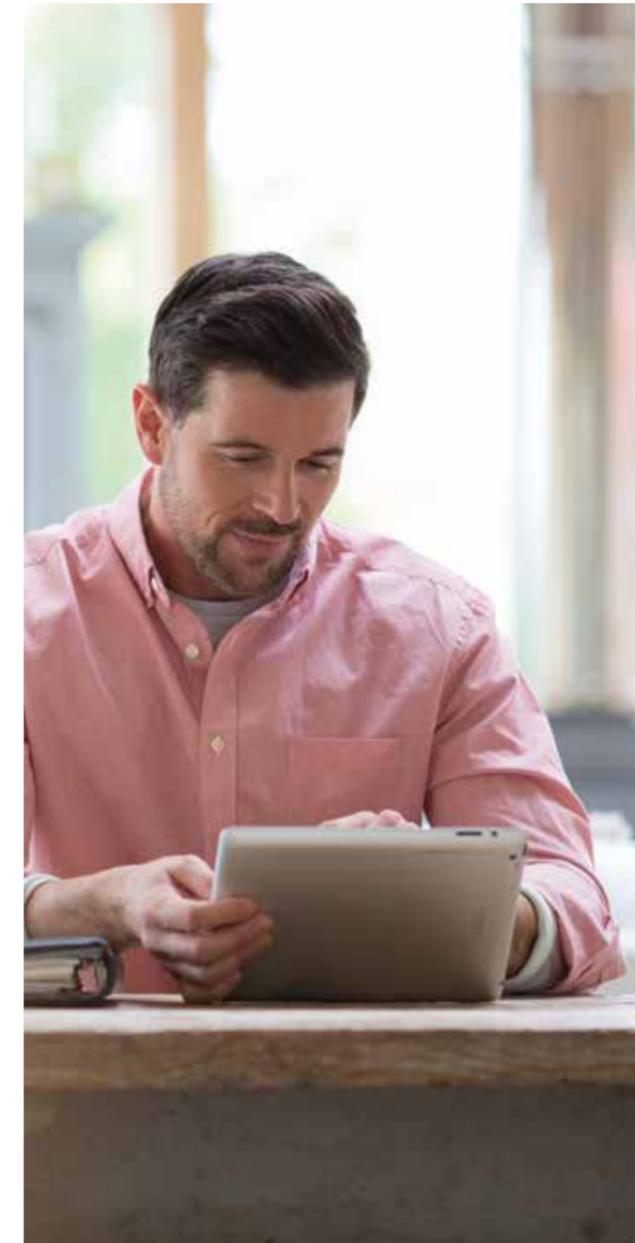
## Calor Account Online

Managing your account online means you can pay bills, view your account and even order gas. It's easy to use and keeps you in touch with your Calor gas account wherever, whenever.

To ensure the security of your Calor Account Online, when registering for the first time you will need to enter your account and delivery point numbers. You can find your personal 8-digit account number on any statement or letter from Calor. Your delivery point number will be on any delivery note. Once registered, you will be able to access all of the benefits of your Calor Account Online.

## Moving Premises

Should you decide to move premises, please inform Customer Services so that they can make all the necessary arrangements. At Calor we pride ourselves on our high standards of service. Should you ever feel we don't achieve such standards, please let your driver know or call your local Customer Services Team (see details on inside back cover).



To register for your Calor Account Online, visit [www.caloraccountonline.co.uk](http://www.caloraccountonline.co.uk)



# Gas storage and maintenance

## Looking after the tank(s)

Your safety is important to us. That's why during every delivery our drivers will perform a safety check of your tank to ensure everything is as it should be. However, if for any reason you haven't had a delivery for 12 months, a technician will visit your property and check your tank.

If the driver notices any problems with any of the vital components, they'll request a replacement. Don't worry, the cost of this service is covered in your standing charge. If necessary, we will replace the tank with a fully refurbished one at our cost.

## Looking after the site

Here are some ways you can help us ensure that you have a continuous and trouble-free gas supply:

- Please keep the following at least 3 metres from your tank
  - Weeds, rubbish and combustible materials
  - Flammable materials
- Please do not paint the gas tank or any of the equipment.
- Tanks can be screened on one side with evergreen shrubs or conifers, as long as they are at least one metre away.
- Please do not remove green marker pegs that are in place for an underground tank.

## Taking care of pipework

As you own the pipework, please ensure it is maintained and replaced where required. If you need additional support and advice, our customer engineering team can help. **For more information, call 03456 054 500.**

## Safety note

Please be careful when digging around your underground pipework to ensure no damage is caused. If any damage is sustained to the tank, pipework or equipment or you smell gas, **contact the Calor Emergency Service on 03457 444 999.**

**Calor operates a gas emergency service 24 hours a day, 365 days a year. Just call 03457 444 999**



# Looking after cylinders

## Safety Manual Handling

If you have cylinders installed at your business premises, you will need to carry out an assessment of the methods your employees use when handling cylinders. You must advise them of the best ways to lift and move cylinders and reduce unnecessary handling by providing equipment or rearranging methods of working.

### Calor standard cylinder weights are:

Nominal Cylinder Size (Empty Cylinder Weight)	Tare Weight (Gross Weight)	Total Weight (Cylinder & Gas)
3.9/4.5kg	5kg-6kg	9kg-10.5kg
6/7kg	9kg-10kg	15kg-17kg
12/13/15kg	13kg-20kg	25-35kg
18/19kg	20kg-29kg	38kg-48kg
47kg	40kg-50kg**	87kg-97kg

\*\*some older types of cylinder are heavier, +10kg

## Storage

LPG cylinders should be stored in accordance with UKLPG Code of Practice 7 'storage of full and empty LPG cylinders and cartridges'.

Separation distances vary depending on the quantities of LPG being stored, however the main requirements are as follows:

- The use of a purpose-built compound or cage is recommended
- Cylinders should be sited away from ignition sources
- Cylinders should be stored in well-ventilated areas
- Full and empty cylinders should be segregated
- For storage of up to 400kg of LPG in cylinders at stockist premises, Calor may be able to supply a cylinder storage cage

For more information, please contact your local Calor Distribution Centre.

## Connecting and disconnecting cylinders

The cylinders below have a 'female' valve connection. Check that the connection is clean and undamaged. Always use the correct size spanner and fully tighten (left-hand thread).

### Connecting to a propane cylinder

1. Check that the valve handwheel is OFF by turning clockwise.
2. Remove protective plug and leave hanging to replace later.
3. Inspect the bullnose connection on the regulator for damage before connecting.
4. Fit the connecting nut (left-hand thread) to the cylinder, using the correct spanner. Note that propane cylinder connections must be tight.
5. When gas is required, turn the valve handwheel anti-clockwise.

### Disconnecting from a propane cylinder

1. Turn the valve handwheel OFF (by turning clockwise).
2. Except for multi-cylinder installations with a changeover valve, turn off the gas tap if fitted to the appliance. Wait until the burner and pilot lights have gone out. For installations with a changeover valve, it is only necessary to turn off the empty cylinder.
3. Don't attempt to disconnect or unscrew a regulator from any cylinder if the flame does not go out when the regulator is turned off. Leave appliance alight and call your local Calor Gas retailer.
4. Never remove the regulator (or connecting nut) with the cylinder valve open.
5. Remove the regulator (or connecting nut left-hand thread) with the spanner.
6. Replace protective plug into valve outlet.

# If you suspect a leak



A. Emergency control valve - Closed valve



B. Above-ground tank gas isolation valve - Red hand-wheel circled above

**If you think you can smell gas and suspect a leak, don't panic. But do act quickly and follow our advice.**

1. Shut off the emergency control valve outside your house (diagram A) by turning clockwise.
2. Shut off the gas isolation valve by turning the red hand-wheel (diagram B) clockwise.
3. DO NOT operate electrical switches, smoke or use naked flames. Plus, make sure there are no other sources of ignition around.
4. If the smell of gas is indoors, open all doors and windows to ventilate at floor level and all low-level areas (LPG is heavier than air).
5. **Ring the 24-hour Calor Emergency Service on 0345 744 4999.**

**IF USING A MOBILE PHONE, PLEASE ENSURE YOU ARE STANDING AT LEAST 3 METRES AWAY FROM THE TANK.**

## In case of fire

1. Dial 999 immediately to call the fire brigade. Be sure to tell them an LPG tank is on the premises.
2. Leave the premises and go to a safe place.
3. Only if absolutely safe to do so, shut the valve on the tank by turning clockwise (diagram B) and shut the emergency control valve outside your property (diagram A).
4. **Ring the 24-hour Calor Emergency Service on 0345 744 4999.**

24-hour Calor Emergency Service:  
**0345 744 4999**

# Loss of supply

While we make every effort to protect you from loss of supply, it can still happen from time to time. In such a case, please follow these steps:

## Regulator reset procedure

You may need to reset the tank if:

- The tank is emptied and subsequently refilled
- The gas isolation valve (under the tank hood) gets turned off
- The supply to the property is disconnected and then reconnected

To reset the regulator, operate the Under Pressure Shut Off (USPO) as shown. Before resetting, you must perform the following checks:

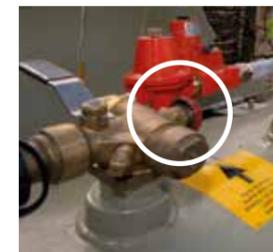
- Turn off all gas appliances and the emergency control valve on the exterior of the building
- Check that the gas isolation valve (under the tank hood) is open. Turn anti-clockwise if it is fully or partly closed

Next, take the following five steps to reset the regulator:

1. Remove the cover cap marked 'USPO reset' on the regulator.
2. Grip the spindle firmly and pull – do NOT push. You should be able to both hear and feel if the regulator has reset.
3. Release the spindle gently and replace the cover cap.
4. Slowly open the emergency control valve on the exterior of the building. Relight any permanent pilots and check that all appliances will light to ensure that the gas supply has been re-established.
5. If the gas supply does not re-establish itself, check that all appliances are turned off and then repeat the reset procedures as detailed above.

**Important - If, after two attempts, the gas supply has not been re-established, or if you have any doubts or difficulty, contact the 24-hour Calor Emergency Service on 03457 444 999.**

**USPO reset - If you are unable to find the USPO reset, please contact the 24-hour Calor Emergency Service on 03457 444 999.**



Step 1  
A. Gas isolation valve  
- Red hand-wheel circled above



Step 2  
B. Emergency control valve  
- Open valve



Resetting the tank regulator

# Safety first

As with any fuel, it's important to treat LPG, and any appliance using it, with care. Please pay careful attention to the following safety advice. Carbon monoxide (CO) is a poisonous gas that is colourless, odourless and tasteless. It is produced by the incomplete combustion of carbon-containing fuels such as LPG.

## Carbon Monoxide can be produced:

- If the appliance is not working/not installed properly
- If your appliance has not been properly maintained or serviced regularly
- Your living/working area has inadequate ventilation
- The chimney or flue is blocked
- If non Gas Safe™ registered engineers are used to install or maintain appliances

## Warning signs for Carbon Monoxide

- Yellow or brown staining on or around the appliance.
- Pilot lights that frequently blow out.
- Increased condensation on the inside windows.
- Yellow rather than blue flame (apart from flueless fires).

If you ever suffer any of the following symptoms when an appliance is in use: headaches; nausea; dizziness; THEN TURN IT OFF IMMEDIATELY. Seek medical attention if required.

- Open all windows and doors then ventilate your room thoroughly
- Call in a Gas Safe registered engineer to check the appliance

## Invest in a CO detector

To help prevent carbon monoxide poisoning, we recommend you invest in a CO detector, which is widely available and strongly recommended. Just make sure it complies with British Standard BS 7860 or European Standard EN 50291. However, these are only warning devices and should never be entirely relied upon.



24-hour Calor Emergency Service:  
**0345 744 4999**



# Customer service contact information

## Contact details

Calor Gas Emergency Service	0345 744 4999
Central Customer Support	0370 241 1602
National Bulk Delivery Line	0370 240 8240
Engineering Technical Help Desk	01926 318497
Engineering General Enquiries	0345 605 4500

## Customer Operation Centres - for orders, payments & tank installation enquiries

Coryton	0345 609 6210
Elland	0345 609 6205
Fawley	0345 609 6208
Grangemouth	0345 609 6201
Neath	0345 609 6206
Plymouth	0345 609 6207
Port Clarence	0345 609 6202
Stoney Stanton	0345 609 6209

## CALOR GAS LTD

Athena House  
Athena Drive,  
Tachbrook Park,  
Warwick CV34 6RL  
Company Number: 303703

Tel: 0800 626 626  
calor.co.uk

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To find out more, visit [calor.co.uk](http://calor.co.uk)  
or call 0800 626 626



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