

Gas Information Sheet 59

Type A appliance service – inspecting and servicing Type A appliances



Overview

Gasfitters are responsible for the safe installation and servicing of Type A gas appliances. Ensuring you know what to do when you come across open flued gas appliances installed in a negative pressure environment, spilling carbon monoxide (CO), or the subject of an Energy Safe Safety Alert. As a licensed gasfitter it is a fundamental requirement to make sure the gas appliance is safe.

This information sheet:

- is intended to provide a guide to the requirements for Type A servicing and inspection work for open flued gas appliances (for more detailed information, see AS 4575 Gas appliances – Servicing of Type A appliances)
- outlines what action to take when you are called to service an open flued gas appliance that is the subject of an Energy Safe Safety Alert
- should be read in conjunction with
 - Gas Information Sheet 57 - Your Obligations Under The Gas Safety Act
 - Gas Information Sheet 58 - The Quality and Adequacy of Air Supply
 - Gas Information Sheet 38 - Testing for negative pressure & carbon monoxide spillage

Inspecting and servicing Type A appliances

When servicing any open flued gas appliance always start by inspecting the installation.

The inspection checklist

- Your inspection 'checklist' must include (but is not limited to) the following items:
- Is the flue and cowl in good condition?
- Is there adequate ventilation? For more information see Gas Information Sheet 58
- Is the appliance installed correctly?
- Is the appliance in good condition?
- NB: Burn or scorch marks on the appliance are an indication of overheating and need to be investigated.
- Conduct a negative pressure test (a smoke test) and a CO spillage test as outlined in Gas Information Sheet 38. This test should be done when the flue is cold.

The service work checklist – what to do

The service work is to be conducted in accordance with AS 4575 which includes a comprehensive checklist in Appendix E for gas appliance servicing.

If an open-flued gas heater is installed and negative pressure is present

If you detect negative air pressure, you have a responsibility to make the situation safe and inform your client.

Where possible, install additional ventilation to ensure the installation complies. If this is not possible, check the appliance to make sure it is not spilling CO.

If an open-flued gas heater is not spilling CO but negative pressure is present and the client will not permit rectification

The recommended solutions for overcoming negative pressure include clearing existing vents and installing additional ventilation. If this is not possible, check to see whether your client is happy for you to isolate their gas heater.

If your client does not want their gas heater isolated or additional ventilation installed you should take the following action:

- Hand your client the VBA advice letter and reiterate the potential dangers of carbon monoxide and the effect of negative pressure. https://www.vba.vic.gov.au/_data/assets/pdf_file/0008/98441/Letter-VBA-ESV-Open-Flue-Gas-Appliance-31-May-2022.pdf
- Remind your client of the need to install additional ventilation in their home to overcome the effect of negative pressure.
- Inform your client that you will notify the VBA of the situation, and that the VBA will contact them directly.
- Notify the VBA as soon as possible by emailing gasheaters@vba.vic.gov.au or by calling 1300 815 127 during business hours. Make sure you supply the client's contact details, site address and heater details.

Once you have notified the VBA of your actions regarding a client's gas appliance, your job is done. The VBA will take over and work with your client to resolve their negative air pressure situation.

Please note – The VBA will not take enforcement action against a registered or licensed gasfitter if they have been appropriately notified of the situation regarding your client's gas heater.

If an open-flued gas heater is spilling CO

If you detect any rise in the level of CO above the background reading, then find and eliminate the cause of the spillage. If this is not possible, or you are unable to eliminate the cause of the spillage, the gas heater must be isolated with the client's consent. If the client does not consent, contact Energy Safe on 1800 652 563 (select option 5).

When calling Energy Safe, please ensure you supply the following information:

- Your name, licence number, and mobile telephone number
- Your customer's name, address, and telephone number
- The type of appliance spilling CO
- The level of CO spillage detected (in parts per million).

An Energy Safe inspector will contact:

- you to obtain further information
- your client to try to resolve the matter.

As part of the resolution, Energy Safe:

- may offer to carry out an additional inspection, re-iterating the dangers and consequences of CO spillage
- will inform your client that their gas supplier must withdraw supply to the premises if the gas heater is found to be unsafe and the client still refuses to permit the appliance to be isolated.

For guidance on carrying out both a negative pressure test and a CO test, see Gas Information Sheet 38:

[home > industry guidance > gas and pipelines > gas information sheets > GIS 38](#)

<https://www.energysafe.vic.gov.au/industry-guidance/gas/gas-information-sheets/gis-38-testing-negative-pressure-carbon-monoxide>

For more information about negative pressure, see Energy Safe's short animation at the bottom of this page.

If the appliance is subject to an Energy Safe Safety Alert

A series of open-flued gas space heater appliances are currently subject to Gas Safety Alerts and deeds of undertaking. If the appliance matches any of the heater models mentioned below, check if the heater has been tested by the manufacturer, this can be verified by the sticker on the appliance.

If it has not been checked by the manufacturer, advise your customer:

- their heater is subject to an Energy Safe Safety Alert
- to contact the relevant phone number or email address (listed below).

With the exception of the Heritage heaters, service the heater as normal and include a check for negative pressure and CO spillage. If there is CO spillage, the appliance must be isolated if the cause cannot be determined and rectified. In the case of the Heritage heaters, isolate the appliance and advise the customer to contact Climate Technologies or the Department of Health and Human Services, as appropriate.

- **Vulcan** and **Pyrox Heritage** supplied by Climate Technologies Pty Ltd.
Contact Climate Technologies on (03) 8795 2462 or if public housing Department of Health and Human Services on 1800 148 426
- **Regency i31** (manufactured from 2010) supplied by Fireplace Products Australia Pty Ltd (FPA).
Contact FPA on 1800 860 660 or safety@regency-fire.com.au
- **Nectre 2000** (manufactured from 2007) supplied by Glen Dimplex Australia Pty Ltd (GDA).
Contact GDA on 1300 014 389
- **Real Flame Pyrotech** (manufactured from 2012) supplied by Glen Dimplex Australia Pty Ltd (GDA).
Contact GDA on 1300 014 389 or productservice@realflame.com.au
- **Regency F38** and **FG38** supplied by Fireplace Products Australia Pty Ltd (FPA) and branded and supplied by Masport prior to 2006 (excludes LP model).
Contact FPA on 1800 860 660 or safety@regency-fire.com.au
- **Cannon Fitzroy** and **Canterbury** heaters (manufactured from 2001–2009) and supplied by Sampford IXL Pty Ltd and Sampford & Staff Pty Ltd.
Contact Cannon on 1800 035 410 or cannon@ixl.com.au.

Understanding and testing for a negative pressure environment (video)

For more information about the test for a negative pressure environment, see Energy Safe's guide to negative pressure:



<https://www.youtube.com/watch?v=-BMy9lvJM2s>

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Who we are

At Energy Safe Victoria we work to keep Victoria energy safe.

We regulate the energy industry and sector to ensure generation, supply and usage uphold safety standards, and engage with the community to raise awareness of energy safety risks.

In everything we do, we strive to deliver on our purpose to keep Victoria energy safe. Always.

www.energysafe.vic.gov.au