

YOUR
EASY
GUIDE
TO USING
ELGAS LPG

IMPORTANT
SAFETY
INFORMATION
INSIDE



ELGAS

Thank you for choosing Elgas

- Elgas is Australia's largest marketer of LPG gas with about 400 delivery tankers and trucks
- We're local, with over 40 service centres around the country to ensure rapid supply and reliable delivery
- Elgas is also your source for LPG appliances from quality brands like Rinnai, Rheem, Bosch, Cannon and many more
- Elgas is dedicated to the safety of our customers, employees and the communities in which they live
- Elgas is a member of the Linde Group

About **LPG** Gas – *How does it work?*

Whilst LPG is a gas, it has the convenience of being able to be stored under pressure as a liquid. It readily turns back into a gas as the pressure in the cylinder drops when you turn on your appliance.

A regulator on the cylinder outlet ensures a consistent pressure is safely delivered from the gas bottle to your appliances. When all appliances are turned off, the gas remains under pressure in the cylinder, ready for when you next need it.

Where does LPG come from?

There are two key sources of LPG. The first is a product of the oil refining process, while the second is a product of nature, found in the same underground areas that produce natural gas.

LPG Gas Cylinder Sizes

45 kg LPG Gas Cylinder

- 45 kg gas cylinders are the most common size for home use
- Used for our Home Gas Bottle Exchange Service
- Used with our Automatic Tanker Delivery Service
- A typical installation has two cylinders

90 kg LPG Gas Cylinder

- 90 kg gas cylinders are the second most common size for home use
- Commonly used with our Automatic Tanker Delivery Service
- A typical installation has one cylinder
- 90 kg is also used with our Underground LPG Gas Storage System called EasyGas DownUnder™

210 kg LPG Gas Cylinder

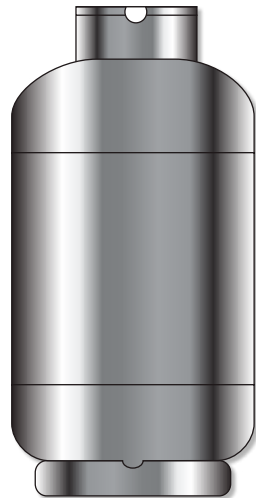
- 210 kg gas cylinders are provided for high volume use
- Larger storage vessels are also available, when required
- Filling is via our Automatic Tanker Delivery Service



45kg



90kg



210kg

Your LPG Gas Bottle Supply Options

Automatic LPG Gas Home Deliveries • EFFORTLESS LPG™

- Home LPG gas bottles - cylinders are refilled on site
- Reliable supply of LPG gas for your home automatically delivered
- No more calling to order gas or checking your gas bottles
- We monitor your gas usage and schedule deliveries as needed
- You get direct refills from our tanker truck to your home's gas bottles
- You won't have to change over gas bottles or re-ignite pilot lights



EasyGas
service

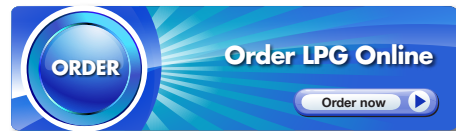


Cylinder
exchange
service

LPG Gas Bottle Exchange Delivery with Gas Check Alerts™

- We typically provide you with two 45kg LPG gas bottles. When linked by a changeover valve, you get an uninterrupted supply
- You get automatic text (SMS) gas check alerts to remind you when it's time to check your gas bottles. You'll never forget to order your gas bottles again!
- Elgas delivers filled LPG gas bottles to your home and removes the empty gas bottles as you use your LPG bottled gas
- Simply call us when one LPG gas bottle is empty and we will be there with another full gas bottle. You can also order online or order by text (SMS)

How to Order LPG



There are five ways you can order your LPG Gas, if you are an exchange delivery customer:

1. You can order your exchange gas bottles online at our mobile compatible website: **www.elgas.com.au/order** including special instructions, confirmations and scheduling information.
2. Download our easy-to-use app where you can order, pay & manage your LPG
3. Use text (SMS) to order your gas bottles at any time with any mobile phone and get a Text (SMS) confirmation.
You can also place an order by simply forwarding a Gas Check Alert back to us.
4. Call us and speak with one of our friendly customer service team.
5. Use our Automated Telephone Ordering with any telephone keypad on 1800 626 988

You do NOT need to order gas bottles if you choose our Automatic Tanker Delivery

Elgas – We'll take care of you!

Text Order & Gas Check Alerts

Order gas with a simple Text (SMS) message:

Here's how...

- Create a text message with: “order” + Your 10 digit Elgas customer number + First 3 letters of your last name
Example: if account number is 9876543210 & last name is Smith, then: **order 9876543210 smi** (Example Only)
- Text your version** to **0458-296-617**
 - We suggest you save this number in your mobile as “Elgas Order”
 - You can also save the message for repeated use
- You will get a confirmation Text message with a confirmation number
- One 45kg gas bottle will be delivered promptly to your home

** Please don't add or change anything in order message

Automatic Gas Check Alerts™

You'll never forget to check your gas bottles again!

If you use our Gas Bottle Exchange Service:

- Our computer system calculates when you should check your gas bottles
- You get an automatic Gas Check Alert, by Text, on your mobile telephone.
Make sure we have Your Mobile Number so you receive your alerts
- You save the Gas Check Alert, as it can be used to order gas
- You check your home's gas bottles at your earliest convenience

If you do need to order, it's really simple!

- FORWARD (not REPLY) the Gas Check Alert back to us at **0458-296-617**
- Don't add anything to the message
Your account info is in the Gas Check Alert
- You will get a confirmation Text message with a confirmation number
- One 45kg gas bottle will be delivered promptly to your home



Introducing the **Elgas EasyApp™** for your iPhone or Android

www.elgas.com.au/App

Making LPG Easy for You

Now you can order, pay and manage your LPG with our new Elgas EasyApp™. It's a convenient easy-to-use app and it's FREE from the Apple or Google Play Stores.

Download apps now!



- *Online Orders*
- *Online Payments*
- *Checking Delivery Status*
- *Review account balance and other details*
- *Elgas branch locator map tool*
- *Online appliance store*
- *Quick access to FAQs*
- *Full access to the entire web site with hundreds of pages of mobile compatible content*

Elgas – supplying gas to everyone!

Operating the Gas Bottle Changeover Valve

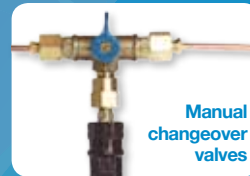


Automatic changeover valves:

These automatically switch from one gas bottle to another, when one is empty. To do this, both gas bottle valves are left in the OPEN position. The indicator typically turns red when the first bottle is empty. Do not touch or turn the indicator. When

it turns **RED**, that's your signal to call **131 161** for a delivery. The delivery driver will replace the empty bottle with a full one and reset the indicator.

If you have an automatic changeover valve, you do not need to do anything. However, you won't have the manual changeover process as a reminder to order more gas, so be sure to check your gas bottles regularly.



Manual changeover valves:

Your gas supply will stop when a gas bottle is empty. You will need to:

1. Turn the hand wheel on the empty gas bottle OFF (clockwise).
2. You then move the changeover valve lever to point towards the other (full) gas bottle.
3. Turn the hand wheel on the full gas bottle ON (anti clockwise).
4. Please remember to order a replacement gas bottle so you don't run out.
5. Please note that, in the picture shown, the lever (blue) is pointing upwards just to make it more visible. In actual use it would be set to the left or right.

What if the gas isn't working?

1. Check to make sure the active gas bottle is turned on. The active gas bottle is the one pointed to by the changeover valve.
2. Check to see if either gas bottle has any gas left, using the hot water test. If so, you may need to switch to the full gas bottle with the changeover valve.
3. If both bottles are empty, please contact us for a gas delivery and make sure you tell us you need two gas bottles.

How do I know how much gas is left?

Carefully pour a cup of hot water down the side of the bottle and a line of condensation should appear at the level of the remaining gas. If no line is apparent, you can also wait a few seconds and run your hand down the cylinder. It will feel cool to the touch at



the level of the gas. If you see no line and feel no difference in temperature, chances are the bottle is empty. Remember to always use care with the hot water.

Also, please be aware that gas bottles are designed to be full at 80% or just over 3/4. The bottles are oversized so you get the full measure of gas. The unfilled space, called "ullage", allows for the natural expansion of the gas during warmer temperatures.

Elgas are the Gas Appliance Experts

We provide a wide range of quality name brand gas appliances for hot water, heating, cooking and more.

We are pleased to offer special deals exclusive to our LPG customers.

1

10% Discount on Major LPG Gas Appliances for Your Home

Purchase any LPG hot water system, LPG boosted solar hot water system, LPG gas heater, LPG gas fireplace or LPG cooker and you get a 10% discount off of our already low catalogue price. Depending on the appliance, you could save hundreds of dollars! You can select from great name brands like Rinnai, Bosch, Cannon, Everdure and more.

2

12 Month Interest Free Easy Payment Plan for LPG Gas Appliances

Not only can you get a discount on your appliances, you may also be eligible for our Easy Payment Plan™ on selected LPG appliances. *You can even include installation!* Please see our LPG Gas Appliance Easy Payment Plan page for more details.

Scan for our
Online
Appliance
Store





What **NOT** to do to your gas cylinders

Do NOT paint your cylinders – the galvanized surface is the safest and most durable finish.

Do NOT obscure the safety information on the cylinders – by law this safety information must be displayed at all times.

Do NOT cover your cylinders – screens or covers for your cylinders must be non-flammable and must not interfere with delivery or operation of the installation. They must also comply with safety regulations, so please seek our advice regarding your particular site.

Your LPG Gas Payment Options

Online LPG Gas Payments & Orders

You can log in at www.elgas.com.au/pay for secure site access service that allows you to source your up-to-date account information, order gas, make online payments, check delivery dates, leave special delivery instructions, download invoices and more.

No special password is required for residential customers. Just enter your customer number and surname. Commercial accounts should call **131 161** to receive a password.

Direct Debit - Online Sign Up!

If you choose, Elgas can automatically deduct payment from your credit card or bank account on the due date. You can sign up for direct debit online at www.elgas.com.au/direct

No paperwork required!

Payment via Bpay®

If you are a Bpay user, just connect with your participating bank to make an online payment from your account. Biller code: 2188 Reference: Use Elgas Customer Number found at the top of your Elgas invoice.

Elgas – safest, easiest, most reliable!





Payment by Phone

Simply call 1800 626 988 for our Automated Service. Please have your credit card and customer number details ready. (MasterCard and Visa cards only). A maximum of \$1000 per month is permitted.

Payment by Mail

Please make cheques payable to Elgas Ltd. • Post payments to:
Elgas Payments, PO Box 4984, Blacktown NSW 2001

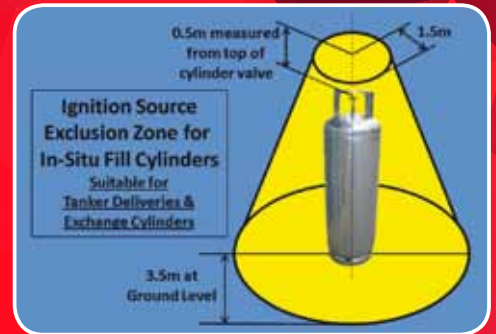
Budget Billing

With Budget Billing, a regular Direct Debit charge is applied, based on your average monthly usage. The Budget Billing option takes the hassle out of keeping your payments up-to-date and helps you spread your gas costs evenly across the whole year. See Budget Billing Form on our web site or call 131 161 for more information.

LPG Safety

- Ensure work on fixed LPG installations whether new or being modified is carried out by a licensed or authorised gasfitter
- Keep LPG appliances and fittings in first class condition via regular servicing, checking regularly for deterioration in performance, signs of corrosion and minor leaks
- Use equipment and parts specifically manufactured and approved for LPG. Look for the endorsement badge on every appliance
- With any LPG appliance or burner that fails to ignite immediately, turn off the gas supply and ventilate for at least three minutes to allow any gas to disperse before attempting to reignite
- Ensure there is adequate ventilation when using LPG appliances (especially unflued appliances) to allow fresh air for consumption and removal of burnt gases

Cylinders need to be installed a safe distance from certain safety hazards. These include: power points, hot water systems (gas and electric), air conditioning units, lights and light switches, vents and open drains, open windows and doors. The clearance required is specified by Australian Standards and your gas fitter will be familiar with these distances. Please seek advice if other trades add any of these items after the LPG is installed.



Emergency instructions

Emergency response number: **1800 819 783**
or check for a number listed on your cylinder.

Elgas can be contacted 24 hours a day on: **131 161**

For Emergencies
(Police, Fire or
Ambulance)
contact

000

If there is a gas leak

If you suspect a gas leak, call the emergency response number from a safe location. Turn off the cylinder valve(s) by rotating clockwise, only if safe to do so. This should reduce the danger until help arrives. As an added precaution, make sure the area is well ventilated to disperse any gas, and remove or turn off all flames and other sources of ignition such as pilot lights in hot water systems or ducted heating units. Do not use light switches or any other electrical switches.

If there is a fire

Fire, at or near the cylinders should be immediately reported to the fire authorities, and to Elgas. However, remember that gas tank and cylinder installations regularly survive even the extremes of bushfires. In case of approaching fire, turn off the cylinder valve(s), only if safe to do so. Leave the cylinders upright and secured. They will discharge gas if they get very hot, a safety feature to keep the pressure in the cylinder down. The situation can be readily handled by trained people so please vacate the premises and leave the situation to the experts.

Elgas – 24 hour assistance!

Stay connected to your
local Elgas expert today...



131 161



www.elgas.com.au



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pinterest.com/elgaslpg



twitter.com/elgaslpg



youtube.com/elgaslpg



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