

HEATBASE Ltd FACTSHEET 3

Replacement of any recommended items including flexi oil lines and nozzles

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During a Service we will recommend the replacement of the Nozzle each time as this is specified by the appliance manufacturer, but they also state that braided type flexible Oil lines should be replaced annually. Therefore, any appliance that has a braided flexible oil line fitted will be recommended to have them replaced with "long life" flexible oil lines. Ideally a "long life" flexible oil line will last up to 5 years although external factors and conditions such as increased temperature from oil pumps running hotter than normal, high ambient temperatures within the casing due to back pressure or low system pressure etc. may cause damage, discolouration or stiffness and reduce the life of the oil lines. If we feel that these lines are starting to degrade we will also recommend their replacement regardless of age or date of installation.

Failing to replace a nozzle annually may affect the combustion and efficiency of an appliance (and affect your warranty), but failing to replace a braided flexible oil line or "long life" flexible oil line that shows signs of wear may result in an oil leak and is deemed as a Potential Safety and Environmental Risk.

During a visit we can sometimes discover a potential problem with a component which we think may fail soon, or may cause other problems or damage to other components and we will therefore recommend that it is replaced. Hopefully by replacing these items it will be less likely that the appliance will suffer from breakdowns. Items that may have "crusts" from existing or previous water leaks should be considered for replacement as lime scale can eventually corrode through copper pipes or fittings.

Customers are well within their rights to refuse fitting of any recommended item and we respect their decisions to do this, but in the event of a failure we cannot be held responsible for any subsequent breakdown or failure or any damage caused; and liability will fall back to the owner/householder. Any additional visit to replace an item that has previously been recommended and refused will be chargeable.

After any visit

During the replacement of flexi oil lines and some other parts, oil may spill and will leave a smell. If the smell gets worse or has not disappeared or lessened within 24hrs you must inform us immediately.

We would recommend you check for any smell or leakage of oil or water after a Service or Repair at your oil tank or boiler/cooker, especially if they are situated in an area that is not visited on a regular basis. If your problem was pressure related please make sure you check your pressure on a regular basis to ensure the problem is rectified, so as not to cause further damage to components.

Any recurring problem or any smell should be reported at the earliest opportunity and within 2 weeks of any visit. Reports after this time may not be accepted as genuine and therefore additional charges may be incurred.

We also recommend regular checking of your Oil tank regardless of its type and more frequently during warmer weather and in the weeks following fuel deliveries. As stress cracks can appear in plastic tanks when the tank has been filled, but then seemingly disappear when fuel levels become low again due to expansion and contraction of the plastic it means it is virtually impossible to ensure a tank is in good condition. An excerpt from Building Regulations Approved Document J states **"A visual tank inspection is not a guarantee of longevity only a view of the condition of the tank at the date and time of inspection"**. Therefore, it is crucial that you make regular checks of your Oil Storage facility.

As underground Oil tanks cannot be visually inspected there is no easy way to determine their condition. Due to this fact Oil Companies owned by DCC in Ireland branded as Certas Energy in the UK are refusing to deliver fuel to underground tanks unless the customer can supply them with paperwork to prove their integrity and correct installation. This is nothing to do with regulations but a decision made by Certas Energy themselves; other Oil companies not owned by Certas Energy may deliver your fuel without this stipulation. Although not a legal requirement and only used for recommendation, guidelines and advice, British Standards, OFTEC and Building Regulations state that any underground Oil tank should be installed to Document PPG27 2004 issued by the Environment Agency with regards to Installation, decommissioning and removal of underground tanks. We are also told that we should inform you that you should have the integrity of the tank and its associated pipework verified at least every year by a specialist contractor.

It is the Owner/householders responsibility to ensure their system is compliant and safe.