

FAQs for cylinder customers



How do I safely check the gas level in my cylinder?

LPG cylinders will come filled to around 80% of the height of the cylinder. This is normal as it allows for the expansion of the liquid LPG inside the cylinder. If you would like to test the level of LPG in the cylinder the safe and accurate way is to:

1. Pour warm water down the side of the cylinder;
2. Wait a few minutes;
3. Run your hand down the side of the cylinder;
4. It will feel cold to the touch at the level of LPG.
5. Alternatively hand held level detectors may be available from your gas supplier.

What should I do if I think I smell gas around my cylinder station or in a building?

If you suspect a gas cylinder is leaking, check for leaks using soapy water. If you see bubbles then it is most likely that a leak is present. **NEVER USE A MATCH** to find a leak. Turn off the valve and inform your gas supplier.

If you smell gas inside a building do not operate any electrical switches (on or off) or do anything that could create a spark (or another source of ignition). Turn off the gas supply and get out of the building immediately. Wait for 15–30 minutes until you are confident the gas has dispersed. You can then return and open the windows to ventilate the premises. Check for any obvious source of the leakage and shut any gas valve that may be still open. Call a gas fitter for testing and re-commissioning.

Potential causes for why LPG cylinders frost/ice up?

Condensation or frosting of cylinders is an indication that the cylinders are unable to deliver sufficient gas to meet the demand of the appliances you are running at the time. If this happens regularly, contact your gas fitter to check the appliances you are using and the number of cylinders supplying the appliances.

How an auto change over valve works – Is it OK to leave my reserve cylinder turned off at the cylinder valve?

The auto changeover is a specially designed regulator that automatically closes the supply from one cylinder when empty and opens the other in order to ensure continuity of the gas supply. To do this, all cylinder valves should be left in the open position, this prevents any loss of supply when a cylinder has run out of gas. Dependent on your consumption rate it is possible for both sides to be emptied, so keep an eye on the actual LPG level in the cylinders. Several types of automatic changeover regulators are available. They all use a visual indicator to show you when it has switched over to the other cylinder. The indicator typically turns red when it switches over to the other cylinder. Do not touch or turn the indicator. When it turns red, that's your signal to place an order for a delivery.

Are all company cylinders the same?

Yes, all cylinders in New Zealand are manufactured to government approved standards.

What if I think a partially full cylinder has been delivered?

All LPG cylinders are filled on scales therefore it is very unlikely that partially filled cylinders would be delivered. Should you suspect that a cylinder is partially filled you should contact your gas supplier immediately.

Cylinder access issues.

Cylinder installations should be located so the delivery can be made safely by one person without excessive manual handling or risk to the customer's property. In situations where the following conditions cannot be satisfied, other options such as locating the cylinders remotely and piping to the installation should be considered.

- a. Cylinder installation must be designed to be capable of accommodating the size of cylinder intended for use, for either exchange or on site fill applications.
- b. A minimum distance of 600mm should be provided between front of the cylinder installation and other structures to allow adequate access for cylinder delivery.
- c. The cylinder compound should be accessible by cylinder trolley.
- d. Paths should have a minimum width of 600mm.
- e. Steps should have a minimum of 2:1 tread depth to tread rise. Maximum tread rise should be 125mm.
- f. Steps should not exceed 1.5m total rise.
- g. Paths should not exceed 20 degree gradients.
- h. Total distance from cylinder delivery

truck parking area and cylinder installation should not exceed 75m.

- i. It must be possible to legally and safely park the truck while making the delivery.
- j. The access route should be firm and compact with adequate grip even in wet conditions.
- k. The access route should not be over fragile or decorative surfaces such as terracotta.

Who is responsible for the cylinder installation on my premises?

The property owner engages a licensed gas fitter to install the gas regulator, changeover valve and cylinder connections. The gas fitter also connects the gas line from the regulator to your appliance(s). These components and the appliances are the property of the homeowner. The gas supplier owns and provides the gas cylinders.

What should I do if I can't close the valve on my cylinder?

Contact your LPG supplier.

Which way do I screw in the connector?

The cylinder connection has a left-hand thread and can only be screwed in anti-clockwise.

What are the recommended standard installation requirements?

Refer to the [Code of Practice](#) for the installation of twin 45kg LPG cylinder systems.

Who do I contact if I believe my cylinder installation does not comply?

Contact the LPG supplier.

The cylinders that were delivered were badly rusted, is this OK?

This is fine where it is light surface rust only. When the cylinder was last filled it would have been checked by the filler to ensure it met the minimum standard before it was filled. Should you have any concerns about the condition of your cylinder, contact your gas supplier.

I am building a new home, where should the LPG gas cylinder installation be best located?

Refer to the [Code of Practice](#) for the installation of twin 45kg LPG cylinder systems.

Is all LPG the same irrespective of which company I buy from?

Yes, the LPG in New Zealand is a mixture of propane and butane and is the same from all companies throughout New Zealand.

Can you provide me with the Manufacturer Safety Data Sheet for LPG?

Safety data sheets are available from your LPG supplier; they can be downloaded from their websites.

Why can I smell gas?

While pure LPG has no smell, an odorant is added to the LPG to help detect any leaks. If you can smell gas, it means you may have

a gas leak at the cylinder or appliance. If you smell gas keep flames and cigarettes away from the area, do not operate electrical switches or use mobile phones in the area. If possible, turn off the appliance and cylinder, open doors and windows to ventilate the area and call the emergency services.

I'm out of gas – how do I get the cylinders refilled?

Contact your LPG supplier.

If I want to change companies do I need to change anything on the installation?

No, all gas suppliers use the same or very similar installation equipment and there will be no need to change anything.

I am wanting to install a heat pump, what precautions do I need to make?

The heat pump must be kept a minimum of 1.5 metres from the cylinders.

Is the gas in by 9kg BBQ cylinder the same as in the 45kg cylinder?

Yes, it is a mixture of propane and butane.

Can I use my 9kg cylinder inside my house?

Yes, but you are limited to a maximum of 20kg inside the house and the maximum capacity of each cylinder must not be more than 10kg.

I want to buy a gas heater, is it safe to use inside?

LPG heaters are used widely to warm New Zealand homes and businesses. Used wisely, gas is instant, reliable, efficient and safe. However, like other forms of energy, it must be treated with respect to prevent accidents. In small rooms (for example bedrooms and bathrooms), a permanently installed gas heater may only be used in certain restricted circumstances. Ask a licensed gas worker for advice. Don't use unflued gas appliances, such as LPG cabinet heaters in small rooms or in bedrooms and bathrooms. Always keep your heater at least 1 metre away from anything that could catch fire. Put a safety guard around your heater if you have young children in your home or there is a lot of foot traffic. Keep a window open when you use your unflued heater, to help remove heater emissions (combustion products) and to keep the air fresh and reduce condensation.

Do I need to have concrete pads for the cylinders to stand on?

No, but cylinders should be installed on a firm, level, non-combustible base, and not resting on soil. The floor or base should be constructed so that water cannot accumulate under the cylinders and within any enclosure or recess.

Is it safe to transport my 9kg gas cylinder inside the car boot or inside the car?

It is preferable to transport your cylinder inside your boot rather than inside the car. Cylinders should be secured in an upright position to prevent possible liquid

discharge (which is even more dangerous than a gas leak). Devices for keeping cylinders upright are available in many stores selling LPG cylinders. Cylinders should not be left unattended inside the vehicle, particularly during hot weather.

Can any size cylinder be fitted on to my installation?

Speak to your LPG supplier. But note, it is not recommended – and can be dangerous – to use a 9kg barbecue-size LPG cylinder on your fixed installation.

How long should a 45kg LPG cylinder last?

Good question, it really does depend on what you are running and how you use it.

As a guide, a shower typically uses 10–12 litres of water per minute in total. As a very rough average you may expect to get 40–50 hours of showering from a 45kg cylinder depending on the length of your average shower.