



Consumer Guide for Twin Packs

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. Hand held level detectors may be available from your gas supplier.

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 load 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 or bank of cylinders and opens another 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 the cylinder or bank of cylinders have run out of gas. 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 cylinders. Do not touch or turn the indicator. When it turns red, that's your signal to call your gas supplier for a delivery.

Potential causes for believing partially full cylinders have been delivered to customer sites with auto changeover regulators.

All LPG cylinders are filled on scales and the filling process is automatically shut off when the maximum filled weight for the cylinder has been reached, therefore it is very unlikely that partially filled cylinders would be delivered to a site. Should you suspect that a cylinder is partially filled you should contact your gas supplier immediately.

Illustration of operation of cylinders.

When LPG in cylinders is running out, the ambient supplement is low and vaporization becomes low.



Each cylinder supplies up to 200 MJ per hour when *full* and at normal daytime temperatures.



A cylinder will only supply up to 50 MJ per hour when less than 33% full.



If demand is more than 50 MJ per hour the auto change over will draw LPG from the second cylinder to make up the required gas flow.



After exchanging a cylinder, it is possible for the supposed "full spare" cylinder, to have significantly decreased.