

HEATBASE Ltd FACTSHEET 19

Replacement of any recommended items including flexi oil lines and nozzles

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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 replaced as lime scale can eventually corrode through copper pipes or fittings.

We have also started a program of **recommending** the replacement of nozzles and flexible oil lines every service. This is due to an incident where an oil leak developed after a service. There was no reported leak or smell even though the boiler was situated in a living area within an occupied house, not until 6 weeks later; the day after a delivery of fuel. The householders' insurance company looked for someone to blame and after a 2 year struggle we lost our case; not because we caused the problem, but because we had not recommended it was replaced!

As Worcester Bosch now state that braided flexible oil lines should be replaced on an annual basis and although other boiler manufacturers do not say the same and even OFTEC state "inspect and replace where necessary" there seems to be a precedence that if damage is caused by not replacing an item or by not recommending the replacement of an item, then we may be held liable because of this.

Due to this situation we have now been forced to recommend the replacement of these parts on every service, much to the anger and dissatisfaction of Customers and ourselves. The replacements of nozzles and flexi oil lines at specific times by manufacturers are recommendations, but failing to replace a nozzle annually may affect the efficiency of an appliance and failing to replace a flexible oil line may result in an oil leak.

The clear flexible oil lines that we are now using will hopefully make inspection easier and so help the **customer** decide whether to replace them or not. 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 a visit

During the replacement of flexi oil lines and some 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 callout 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.