

**With Eneco, you can breathe easy.
Together, we fight against carbon monoxide**

Safety and a healthy indoor climate are subjects that receive a great deal of attention. Nevertheless, people die every year from the consequences of carbon monoxide poisoning. Carbon monoxide is released from open gas-fired appliances such as kitchen water heaters and old gas stoves which aren't working correctly. This is often because they are dirty. Do you own such an appliance? If so, you must take extra care!

What is carbon monoxide?

Carbon monoxide is a substance that you cannot see or smell but which is extremely dangerous. If you inhale too much carbon monoxide, you'll suffer from headaches, dizziness, tiredness and nausea. It can even be life-threatening. Fortunately, you can do enough by yourself to prevent carbon monoxide. The most important thing is to perform regular maintenance of your appliance. In addition, you must ensure a sufficient supply of fresh air in the room where the appliance is installed.

Carbon monoxide detectors

For all of its customers with an open gas appliance, Eneco installs a free carbon monoxide detector during the first maintenance visit. This detector works according to the same principle as a smoke alarm and is triggered if there is too high a concentration of carbon monoxide in the home.

The future

Together with different partners such as municipalities, GGD (*Gemeentelijke Geneeskundige en Gezondheidsdienst*, the Municipal Health Service), the fire brigade and housing construction associations, we seek out the best solutions to limit potential incidents as a result of carbon monoxide to the greatest extent possible. Furthermore, in the future we intend to replace all open gas appliances with safe, long-lasting and energy-saving appliances.

Take note: warning signs that CO may have been released in your home:

- Soot around the heater or the boiler.
- Yellow flames in the heater.
- An abnormal amount of humidity and moisture in the house.
- The way pets are behaving.
- Health complaints amongst the people present in the house.
- If the same complaints are heard during the same procedures, like taking a shower or a bath, or when doing the washing up.
- If the complaints decrease when the area is ventilated or when the occupants go out and breathe fresh air.

TIP: Ensure there is sufficient ventilation in the space where the kitchen boiler is located!

The CO detector goes off, what should I do?

Open the doors and windows

Close the gas tap

Check all equipment in the building

Count the occupants

Leave the building

Call Tempus 088 8955 000 /Gasservice Utrecht 030 288 38 03

Open Appliances FAQ

General

- Which installation companies are part of Eneco?

Tempus in South Holland

Gasservice Utrecht in Utrecht

Metapart and Lindeman in North Holland

- Why do the Eneco installation companies operate in this way?

We attach great value to the safe functioning of open kitchen water heaters. Together with various partners, we collaborate in education and prevention in the field of carbon monoxide. Municipalities, the fire brigades, GGDs (*Gemeentelijke Geneeskundige en Gezondheidsdienst*, the Municipal Health Service), housing construction corporations; each has its own role to play.

- Can I check myself whether my kitchen water heater is still working correctly?

Below are some of the problems that can occur if your appliance is not working properly:

- Soot deposits on and around the heating appliance or water heater.
- Yellow flames in the appliance.
- Abnormally high humidity and dampness in the home.
- Abnormal behaviour of household pets.
- Health complaints among different people present in the home.
- The same complaints always arise during the same action, such as taking a shower or bath, or doing the washing-up.
- The complaints are reduced by ventilation, going outside and therefore breathing in fresh air.

- How do you determine whether my open water heater needs to be replaced?

With a so-called risk inventory, we evaluate all homes and their associated gas appliances. By means of the application of our safety standards, this inventory notes where the appliances must be replaced in the short term.

- With whom do the Eneco installation companies collaborate in this project?

Municipalities, GGDs (*Gemeentelijke Geneeskundige en Gezondheidsdienst*, the Municipal Health Service), the fire brigades, housing construction corporations.

Carbon monoxide

- When and how can carbon monoxide be formed?

Carbon monoxide can be formed by the incomplete combustion of gas in open appliances such as kitchen water heaters.

- **How can I prevent carbon monoxide?**
You can take a variety of steps yourself to prevent carbon monoxide. One of these is regular maintenance. Ensuring that your house has adequate ventilation is also important.
- **Why is carbon monoxide so dangerous?**
Carbon monoxide is a substance that you cannot see or smell but which is extremely dangerous.
- **What are the symptoms of carbon monoxide poisoning?**
If you inhale too much carbon monoxide, you'll suffer from health complaints such as headaches, dizziness, tiredness and nausea.
- **When can I contact you about carbon monoxide?**
We're available to help you 24 hours a day, 7 days a week.

Carbon monoxide detectors

- **Do all customers receive a carbon monoxide detector?**
All customers of Eneco installation companies with an open appliance (water heater/other open appliance) receive a carbon monoxide detector free of charge.

Customer	Cost of detector
Open water heater/open appliance	Free
Closed appliance (see EOS/GSE system)	75.00 euro
Non-customer	
If a contract is taken out	Free
No contract	Contact your local hardware store

- **How long does it take for me to receive a carbon monoxide detector as a customer?**
All customers receive a carbon monoxide detector during the next maintenance visit. The fitter will install it, if desired.
- **When is the detector triggered?**
The detector is triggered if the concentration of carbon monoxide becomes too high.
- **What must I do if the detector is triggered?**
Look or listen for the reason why the detector was triggered. It may actually be because the batteries are used up or the detector has a fault. You can see this on the display or the LED lights on the detector.
If the detector indicates that the concentration of carbon monoxide in your home is too high, turn off your appliance and close the gas tap tightly. Open the windows and doors for ventilation. After you have ensured the safety of everyone in your home by sending them outside, call your appliance installer.
- **How does the detector work?**
The detector works on batteries and is triggered when an excessively high concentration of carbon monoxide is reached.

- **Do I receive new batteries from you when they are used up?**
No, if the batteries are used up, you must replace them yourself.
- **How do I know if the batteries are used up or if the detector has really been triggered?**
There are two types of detectors:
 1. Detectors with **LED lights**. When the batteries are used up, the sound of this detector is different from when it is triggered by carbon monoxide. If carbon monoxide is present, there is one sound which is continuously audible. If the batteries are used up, the detector emits short beeps one after another.
 2. Detectors with a **display**. This display clearly indicates why the detector has been triggered.
- **Why does my neighbour have a different type of detector to me?**
There are various types of carbon monoxide detectors on the market, and we use two versions. We only use detectors which comply with the European guidelines.
- **How long can I use the detector for?**
The lifetime of the detector is approximately five years.
- **The detector is currently installed in a place where I don't want it. Can you relocate it?**
We may be able to move it, provided that your desired location complies with the guidelines. The cost of doing this is 75.00 euro.
- **I'm not a customer, but I'd like to receive a carbon monoxide detector. Is that possible?**

You want to become a direct customer	On entering into a maintenance contract, you receive a detector from us free of charge .
You do not want to become a customer	If you don't want to have a contract, we advise you to visit your local hardware store.

- **I don't have an open appliance, but I'd like to receive a carbon monoxide detector. Is that possible, and how much does it cost?**

Customer	It's possible, but seeing as you have a closed appliance, this is not necessary. Cost: 75.00 euro
Non-customer	This is not possible. Seeing as you have a closed appliance, this is not necessary. You may be able to purchase a detector at your local hardware store.

- **I'll only have my maintenance visit in December, but I want to receive my detector earlier. Is that possible?**
Yes, we can perform your maintenance earlier. To arrange this, please contact us.

Cost of detector

- **Who pays for the detector?**

The detector is paid for by us.

- **Where do the extra costs of the maintenance contract for 2008 come from? Does this mean I'm paying for the detector myself?**
 1. The extra costs for the maintenance contract result from the fact that the maintenance visits are more intensive.
 2. The fitter is busy for a longer time because he/she must perform a number of additional operations. For example, he/she measures the emissions from the water heater and the level of carbon monoxide in the room where the appliance is installed.
 3. Our service department is also available 24 hours a day and can be called out if your detector is triggered.
- **How much does the detector cost?**

The retail price of the detector is 50.00 euro.

Maintenance contract/Maintenance visit

- **How often must maintenance be performed?**

Once per year.
- **How much does a maintenance contract cost?**

Products	All-in contract (price per month)	Service contract (price per month)
CH boilers	9.90 euro	8.40 euro
Water heaters	X	5.30 euro
Mechanical ventilation*	X	2.00 euro

- **What does the fitter do during a maintenance visit?**

The fitter cleans the appliance, inspects it and replaces components if necessary. He/she also measures the level of emissions from the appliance and the level of emissions in the room where the appliance is installed.
- **How is my maintenance contract terminated?**

If you do not react to our requests for an annual maintenance, then we will terminate the contract in accordance with article 6 of the General Terms & Conditions for maintenance and service of Eneco installation companies (customer responsibilities) and/or article 7 of the General Terms & Conditions for rental of equipment from Eneco Installatiebedrijven B.V. (lessee responsibilities).

Alternative products

- **What are the alternatives to open kitchen water heaters?**

There are various possible alternatives, depending on the technical situation. In almost all cases, we can install a replacement water heater (AquaSafe) without high installation costs.
Installation costs: 280 euro
Rental costs: 8.75 euro per month

