

Out of Hours Guide

We appreciate that having issues with your fuel or water services, or having your heating system fail, can be extremely frustrating and sometimes worrying. In some situations, however you can resolve issues yourself without the need to call us.

Below is some basic guidance which we hope will be of help.



Please never attempt to dismantle or repair any gas, oil or electric appliance unless you are competent and qualified to do so.

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Gas or Carbon Monoxide Leaks



If you smell gas or fumes you should always contact the **National Gas Emergency Service on 0800 111 999**. See this website for more details: <https://cadentgas.com/emergencies-safety>

**** Never use naked lights or turn on electrical switches/appliances but do ventilate the area. You should never use an appliance you suspect is leaking **.**

Oil Leaks



You should never under estimate how serious an oil leak can be. Apart from its flammability, oil can creep into the surrounding areas potentially causing a major clean-up – so never leave an oil leak to chance.

If you suspect an oil leak (internally to the property), please contact us.

If you suspect that your oil tank is leaking or a serious oil leak has occurred that has contaminated the outside ground, or any type of water course, please

contact the **Environment Agency on 0800 80 70 60** See this website for more details: <https://www.gov.uk/report-an-environmental-incident>

Blueflame does not recommend a company that would change a leaking oil tank or replace a leaking oil line - but companies such as Tank Change operate a 24-hour service throughout Essex and Suffolk. (Tel: 01449 781210)

Water Leaks

Water leaks can be sudden and disruptive but you can often minimise a leaks impact by taking immediate simple action.

If a water leak is from a central heating system, you can stop more water entering the system if you have a conventional system by isolating the ball valve to the small tank in your loft. A tap or valve to the tank maybe fitted which can be turned off or if not, you can `tie up` the ball valve to stop the water flowing.

If you have a sealed system such as a combination boiler, once the pressure has dropped in the system the water leak will stop. In both of these cases you are likely to need us to make a permanent repair.

If you've got no water or low pressure this webpage from Essex & Suffolk Water may help: <https://bit.ly/2rkdfPA>

Blueflame does not undertake repairs on bathrooms or plumbing systems, only leaks associated with heating.

Heating System Noises

System noises can be a sign of a serious issue or nothing at all. Crashing and banging should be investigated.

Expansion `ticking` is worth mentioning to our engineer when, you have your appliance serviced. However, it is often nothing to be concerned with. If your system has recently been drained and refilled, gushing or bubbling noises can often occur and should reduce after a week or so.

No Heating

If your system has stopped working, you are likely to require a service engineer's visit. However, we do receive requests to attend 'faults' that really are not faults at all, so it is worth checking the basics such as:

No Gas	Have you got gas? This can be a problem with pre-payment meters
Room thermostat	Is your room thermostat high enough? This is often an issue in the spring or autumn when simply the air temperature is not cold enough to bring the system on.
Programmer	<i>Is your programmer set to ON?</i>
Low Pressure	This is an issue with modern boilers that have lost system pressure. You may need to top up the system especially if you have recently vented a radiator. Refer to your manufacturer instructions.

Out of Hours ...

We have no affiliation with the following companies or websites however this small resource list of sites may help provide you with some temporary DIY solutions until we are contactable.

- | | |
|---------------------------------|--------------------------------|
| - Wickes Guides | - DIY Fixit |
| - B&Q DIY | - Homebase DIY |
| - Start Rescue | |

Your use of these websites is at your own risk, and we take no responsibility for any resulting actions, damages or accidents.

Maintenance

We find that some customers view routine maintenance as something they do not need to arrange. We would suggest you consider maintenance of your heating and hot water system in the same way as you would the servicing and testing of your car.

Appliances that are serviced annually fail less frequently than those that are not maintained and often resulting high repair bills can be avoided.

We recommend the best time to have your appliances serviced are in the summer months after you have turned off your heating and before you start using the system again.

Blueflame offers servicing at competitive prices, with the reassurance that our service engineers are very experienced and trained.

At the first sign of something unusual, call and arrange an engineer visit.

Problems rarely go away in the long term and by delaying dealing with an issue can lead to a more expensive and costly repair.

Our service centre is available

Monday to Friday : 08.00am - 17.00pm

Telephone 01206 799994