

Fault detected? Fault corrected.

What to do when you receive
a warning label



ErdgasUmstellung

ErdgasUmstellung • c/o Rheinische NETZGesellschaft mbH • Parkgürtel 26 • 50823 Köln
www.meine-erdgasumstellung.de • info@meine-erdgasumstellung.de

Why have I received a warning label?

During the survey stage, we detected one or more faults in your natural gas appliance. That is why our technician has issued you this warning label today.

What does this mean for me?

The fault specified on the label does not currently pose a hazard, but it must be corrected as quickly as possible. The goal here is to ensure that you can continue to use natural gas safely in future. Accordingly, please arrange to have the fault in your natural gas appliance corrected.

What types of faults are there?

We have identified four different fault categories. The technician has marked the detected fault(s) on the other side of the label.

HELPLINE (FREEPHONE NUMBER): 0800 4398 444 • MONDAYS TO FRIDAYS, 7 AM–8 PM AND SATURDAYS, 8 AM TO 4 PM

How to resolve the problem:

What should I do now?

- If the technician has marked faults listed under points 1 to 3, please immediately inform your installer.
- If the technician has marked faults listed under point 4, please immediately inform your chimney sweep.

Once the relevant expert has corrected the fault, have them confirm this on the reverse of the warning label, then send it to us.

How much time do I have?

Please arrange to have the fault corrected as quickly as possible. You must send us the warning label filled out by the relevant specialist within **four weeks** from the date of issue.

Who will bear the cost of correcting the fault(s)?

You will bear the cost of correcting fault(s). If you are not the owner of the natural gas appliance, please immediately pass on the warning label to the owner (for instance, the landlord or building administrator).

Why can't ErdgasUmstellung carry out fault correction?

For reasons related to competition, ErdgasUmstellung cannot carry out any maintenance work, and can neither recommend nor commission installers nor chimney sweeps.

What happens if I don't have the fault corrected?

In this case, we will not be able to

adapt your natural gas appliance for H gas usage. For safety reasons, we will then be obliged to isolate your gas connection point.

Where can I find an installer or chimney sweep?

To find a contract installer, you can refer to the trade associations responsible for your region. Similarly, you can find a chimney sweep through your local chimney sweep association. You can also find tradespeople and chimney sweeps in the Yellow Pages.

How to proceed:

When you send back the warning label, the survey stage for your natural gas appliance is considered complete. You will not receive another visit from ErdgasUmstellung technicians until the one for the technical adaptation of your natural gas appliance. Please refer to our website for information about when this adaptation will take place: www.meine-erdgasumstellung.de

Incidentally, to ensure the quality of our work, we conduct spot checks on about one in every ten natural gas appliances after the survey and adaptation stages, respectively. It can therefore be the case that we come to your facilities again either before or after the adaptation.

Thank you for your active support!

| | |
|------------------|-----------|
| Name | Beleg-Nr. |
| Straße, Haus-Nr. | PLZ/Ort |

 Erhebung Anpassung

 Objektnummer: E

Sehr geehrter Kunde, Ihr Gerät

 Geräteart

 Hersteller

 Typ

weist folgende Mängel auf:

1. Defekte Regelung/Steuerung:

- Flammüberwachungseinrichtung
 Gas-/Wassermangelsicherung
 Sicherheitsthermostat
 Gerät konnte nicht eingestellt werden
 Thermoelektrische Zündsicherung

2. Undichte Kundenanlage:

- Verbindungsstelle/Absperreinrichtung
 Zündgasleitung
 Gasarmatur
 Methangeruch im Raum

3. Geräte- u. installationstechnische Beanstandungen:

- Abgasanlage/Abgasführung
 Wärmetauscher ausgebrannt/stark verschmutzt
 Brenner/Brennerdeckel verbrannt/stark verschmutzt
 Gasanschlussschlauch
 Brandschutz (z. B. TAE)
 Mangelhafter Betriebszustand
 Typenschild nicht vorhanden
 CO im Abgas
 Volllastmessung ppm
 Teillastmessung ppm

4. Baurechtliche Hinweise:

Bitte veranlassen Sie, dass der Schornsteinfeger folgende Punkte prüft und Ihnen deren sichere Benutzung bescheinigt:

- Größe Aufstellraum
 obere Lüftungsöffnungen/Verbrennungsluftverbund
 untere Lüftungsöffnungen/Verbrennungsluftverbund

 Kommentare zu: 1. 2. 3. 4.
 Gasverbrauchsgerät gesperrt

 Hauptabsperreinrichtung/Zähler gesperrt

 Plomben-Nr.:

Datum

Unterschrift Kunde

Unterschrift ErdgasUmstellung



ErdgasUmstellung

Helpline (kostenfrei): 0800 4398 444

Montag bis Freitag, 7-20 Uhr
und Samstag, 8-16 Uhr

info@meine-erdgasumstellung.de

www.meine-erdgasumstellung.de

Absenderadresse:

Die umstehend aufgeführten **Beanstandungen**
wurden ordnungsgemäß behoben.

Stempel Vertragsinstallationsunternehmen/
Schornsteinfeger

Datum

Unterschrift der eingetragenen Fachperson

Entgelt
zahlt
Empfänger

Deutsche Post 
ANTWORT

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