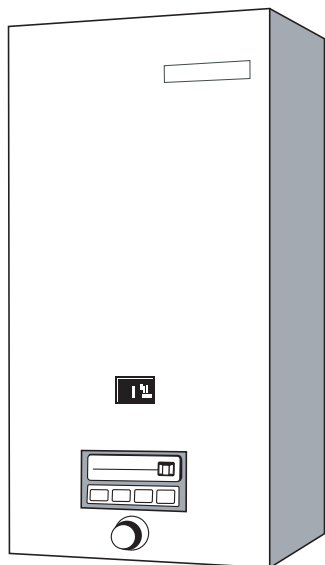


# Important Safety Warning



The Office of Gas Safety is urging residents who have this type of instantaneous gas water heater in their toilet or bathroom to REPLACE it, even if it is new.

Having this type of heater in a small, enclosed room such as a bathroom or toilet can cause deadly carbon monoxide (CO) poisoning. You cannot see, taste or smell CO, but it can cause death quickly.

The Office of Gas Safety has arranged a cash-back or discount offer with water heater suppliers. Your licensed plumber can advise you about this, or contact the Office of Gas Safety on 1800 652 563.

## What should you do?

- If you have an instantaneous gas water heater in your bathroom or toilet, get a plumber to replace the water heater as soon as possible.
- If you are a tenant, and the estate agent or landlord refuses to replace the water heater contact the Office of Gas Safety on 1800 652 563.
- If anyone using the toilet or bathroom has symptoms of carbon monoxide poisoning (see overleaf), turn the water heater off immediately and contact your doctor.
- Give this warning to anyone else that you know with this type of water heater in a toilet or bathroom.

## Is financial assistance available?

- If you are an aged pension or healthcare cardholder, you can contact the Office of Gas Safety for financial hardship assistance of up to \$250 (landlords are not eligible).
- You may qualify for a Home Renovation Loan provided by the Department of Human Services. Contact the Office of Gas Safety for information.

# **Display this warning in the toilet/bathroom until the water heater is replaced**

## **Symptoms and warnings for Carbon Monoxide (CO) poisoning are:**

Early CO poisoning symptoms include tiredness, shortness of breath, mild headaches and nausea.

When CO poisoning gets worse, people may experience;

- severe headaches;
- dizziness;
- weakness and sleepiness;
- nausea and vomiting.

If the poisoning is extreme, it may lead to confusion, loss of consciousness and death. Loss of consciousness can happen quickly.

Some people are especially sensitive to CO. This includes people with;

- heart disease;
- anaemia;
- young children;
- unborn babies; and
- the elderly.

Symptoms may occur when using or immediately after using a gas appliance. Tell your doctor if you think you have CO poisoning. Your doctor can do tests, however they need to be done quickly after exposure to CO so that it registers on the results. A pattern of symptoms in more than one person is a very strong warning of CO poisoning.

Visible warning of a problem includes;

- Soot or discolouration around the gas appliance;
- Yellow flame;
- Heater goes out after a short time for no apparent reason;
- 'Junk' falling down the flue pipe.
- Missing or damaged cowl on the top of the flue pipe.