



# Your LPG Technical Guide





## Need help?

### We're here for you.

If you ever have a question about your LPG supply or need assistance, our team is ready to help.

#### OFFICE HOURS

0345 450 3121

Customer service and  
general enquiries

#### 24-HOUR EMERGENCY

07739 882001

For gas leaks or urgent  
issues

If you smell gas or suspect a leak, call the emergency number immediately.

# What is UPSO

## Under Pressure Shut-Off (UPSO).

Your LPG system includes a safety device called a UPSO. This device automatically shuts off the gas supply if the pressure drops too low.

### This may happen if:

- The tank runs empty
- The supply is turned off at the tank
- Work has been carried out on your appliances
- There has been a delivery while you were out

In most cases, the UPSO can be safely reset by following a few simple steps.

## Customer Notification

If we have made a delivery to your LG vessel whilst you were out. In the interest of safety as the vessel has ran out, we have isolated the supply to your property, by closing off the main vapour supply valve under the vessel hood.

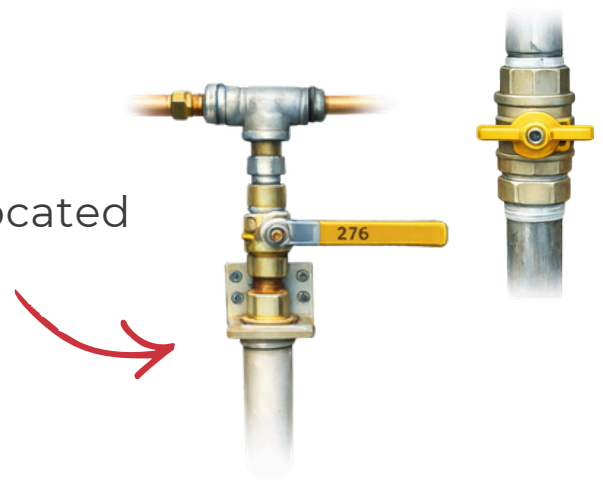


# UPS0 STANDARD RESET

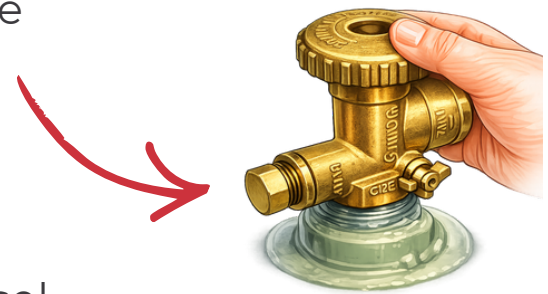
To re-establish the gas supply, please follow the instructions below:

1. First, ensure all appliances are OFF.

2. Turn off Emergency Control Valve(s) located at the entry point(s) to your property (clockwise 90° = OFF).

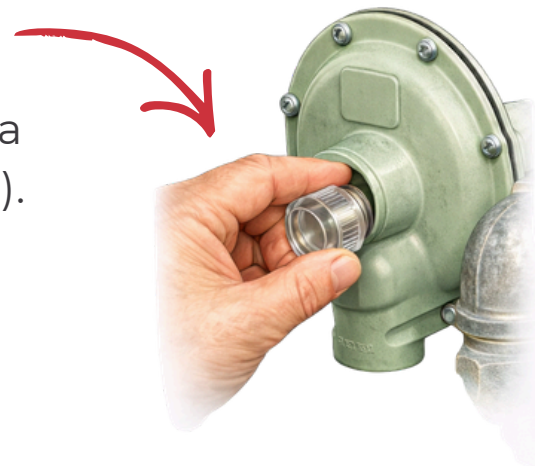


3. Slowly open the main vapour supply valve which is located under the hood (anticlockwise = ON).



4. Locate the 2<sup>ND</sup> stage regulator at the vessel.

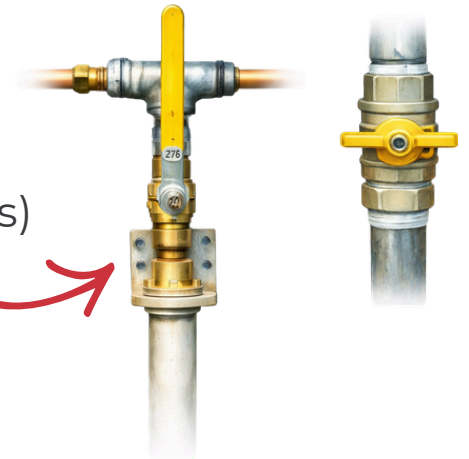
5. Remove the UPSO cap on the regulator. BP2203 will be a clear cap. 1200P will be a black or red cap (anticlockwise to loosen).



6. Grip the spindle firmly and pull and hold for a few seconds – Do not push (should hear a gush of pressure). If spindle springs back in on itself after holding out, call emergency number below.



7. Release the spindle gently and replace the cap.



8. Slowly open the Emergency Control Valve(s) (anti-clockwise 90° = ON) and relight appliances. **NOTE: Establish gas supply through hob or fire (if possible), before re-lighting / resetting your boiler.**

If the gas supply does not re-establish itself then repeat as above

\*If after two attempts the gas supply has not been re-established or you have any doubts or difficulty, contact J Gas.

\*If your installation is different from the description above or you are unsure and require further guidance, contact J Gas.