

Solving Gas and Boiler Problems FAQs

Gas

If there is no gas coming to your caravan please follow the following steps:

1. Check the gas bottles to see if you have gas. Gas bottles are much lighter when empty however the best way to do this is to buy a tester which you touch on the outside of the bottle.
2. Make sure the gas bottles are turned on. Gas bottles are turned on by turning the handle anti-clockwise
3. If you have a changeover valve check that the pressure relief valve has not activated. This is a plunger in a plastic dome that drops down to shut the gas off. This can be reset by remove the plastic dome and pulling it up.
4. Test if any gas is coming through by using the cooker hob. If you have run out of gas and connected a new bottle, the gas needs to be bled through. Doing this on the boiler will take a long time so please use the hob.
5. Check the boiler is turned on and that there is a pilot light

Callout

6. If you still have no gas once these checks have been done, contact the office on 01628 823501. There is a £25 minimum call out charge which includes up to the first 30 minutes of work. Additional work is then charged at £35 per hour.

Water Leaks

7. If you have a serious water leak in your caravan, the first action to take is to turn the water off using the stop cock underneath your caravan or using the underground stopcock located in your garden