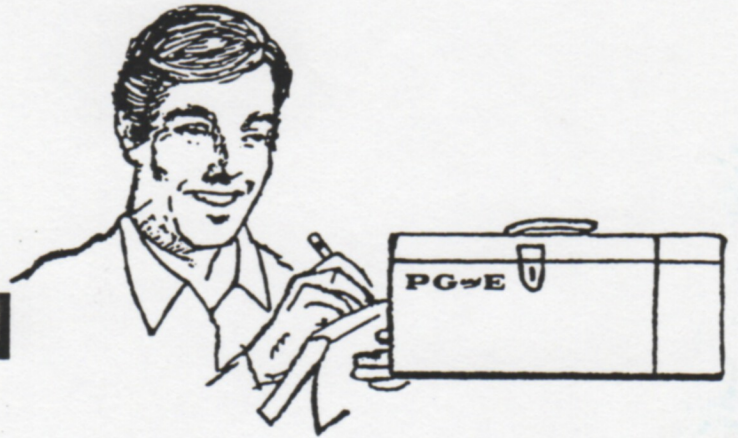


PG and E



**GAS
SERVICING
INFORMATION**



CRACKS/HOLES IN COMBUSTION CHAMBERS

CRACKS/HOLES IN COMBUSTION CHAMBERS

GENERAL

1. The hazards resulting from open cracks/holes in combustion chambers of heating appliances are related either to the production of carbon monoxide or to the release of high temperature gases that could constitute a fire or burn hazard.
 - 1.1 Hairline cracks that are not open or do not cause flame distortion do not constitute a hazard (Customer must be advised by the serviceman).
 - 1.2 Of equal concern is any deformation of or within a combustion chamber that causes flame impingement. This hazard is the impingement regardless of whether or not there is a crack or a hole.

FORCED-AIR FURNACES

2. PGandE service policy related to forced-air furnaces properly addresses flame distortion, which is a hazard. Flame distortion will lead to impingement of the flame with unavoidable production of carbon monoxide. In addition, progressively worsening flame distortion can cause flame roll-out which constitutes an additional significant fire/burn hazard.

WALL FURNACES, FLOOR FURNACES, ROOM HEATERS AND GRAVITY FURNACES

3. Any open cracks or holes in the combustion chambers of wall furnaces, floor furnaces, room heaters, or gravity furnaces will be considered an imminent hazard and treated as such.
 - 3.1 Our experience at PGandE has identified that open cracks or holes in any heating appliance combustion chamber tend to become progressively worse rapidly.
 - 3.2 Unique design of wall furnace combustion chambers orients the burner flame much closer to a potential impingement surface and is covered in detail in the separate wall furnace policy (see Appendix Three).
 - 3.3 The installation of wall furnaces and floor furnaces within combustible walls and floors makes any release of high temperature gases from these appliances an imminent fire/burn hazard.

MISSING ISINGLASS

- 4. A long established policy on broken or missing isinglass in room heaters and broken or missing inspection covers in floor furnaces must continue. The imminent hazard associated with missing or broken isinglass or covers is the very real exposure to fires and burns, especially those resulting from chance ignition of customers nightclothing.

DETERMINING FURNACE HAZARDS

- 5. All cracks or holes in forced-air furnace heat exchangers, where flame distortion is observed, and open cracks or holes in all other heating appliance heat exchangers are to be considered hazardous.

REPORTING TO THE CUSTOMER

- 6. Whenever gas appliance inspections are requested, including those for real estate sales, all improper conditions, hazardous and non-hazardous shall be reported to the customer and so noted on the service order.