

NOTE: The Utility will **NOT** accept camera technology to verify defective heat exchangers. Defects must be readily seen or felt for Utility verification.

The Utility will also not remove heat exchangers. If a Heating Contractor finds it necessary to remove the heat exchanger the Utility will make an effort to accommodate requests for appointments for verification.

Where there is flame disturbance and/or evidence of carbon monoxide in ambient atmosphere:

1. Immediately turn off the fuel supply at the drop.
2. Tag the drop identifying the deficiency.
3. Advise the owner in writing of the failure in the heat exchanger and of the potential safety hazard.
4. Advise the owner that replacement should be done as per section 4.21.1 of the current CSA B 149.1.
5. Notify the Utility if the owner does not replace the appliance immediately. When authorization is given to replace the appliance the Utility need not be involved in the determination of the defect.
6. When the Utility is required to verify a defect the Heating Contractor should indicate the location of the fracture directly on the appliance or alternatively by means of a sketch left on site. **NOTE:** The Utility will **NOT** accept camera technology to verify defective heat exchangers. Defects must be readily seen or felt for Utility verification.

The Utility will also not remove heat exchangers. If a Heating Contractor finds it necessary to remove the heat exchanger the Utility will make an effort to accommodate requests for appointments for verification.

NOTE: If carbon monoxide is being produced and found to be in the ambient space the installer/fitter should determine the cause and/or turn the appliance off.