

Customer Responsibilities:

1. Customers are responsible for checking their regulator on a weekly basis to:
 - a. ensure they order a bottle as soon as the indicator changes to “red” to avoid running out of gas.
 - b. check for wear and tear to ensure the installation is in good working order.
 2. Customers are responsible for the maintenance, upkeep, and any gas leaks on customer-owned equipment including hoses and regulators. Rockgas is responsible for the maintenance, upkeep, and any failings of Rockgas-owned equipment including but not limited to Rockgas LPG Bottles.
 3. Customers may prefer to have one bottle turned on and one bottle off. However, our delivery team follows industry standards and will typically turn both bottles on. If you wish to operate your bottles differently, it is the customer's responsibility to manage this setup. We recommend that on the day your LPG is delivered, you turn one bottle off if that is how you choose to manage your bottled LPG supply.
 4. Customers should not turn the indicator dial on the regulator. This will be reset by the driver after delivering the new bottles. Turning the dial may affect the regulator's ability to accurately gauge the remaining LPG volume.
 5. It is the customer's responsibility to turn their LPG bottles on in the case of a delivery made due to being out of gas, as our drivers will not turn the bottles on for safety reasons should there be any appliances left “on” in the house.
 6. It is the customer's responsibility to connect and turn on the bottles when a first delivery is made to a new location, if no other bottles are connected at that time. Our drivers will not turn on the bottles for safety reasons if there are any appliances left “on” in the house. Customers must either connect the bottles themselves or arrange for a gas fitter to do so.
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Minimum Delivery Requirements for LPG Exchange Cylinders:

1. Here at Rockgas, keeping you, your property, and our team safe is our number one priority. That is why we have set up our minimum delivery requirements in line with the GasNZ Code of Practice COP No 2.
2. Should your address not meet our minimum delivery requirements we may need to delay, suspend or end our deliveries at any time.
3. If you are out of gas, we will turn your cylinders off when we deliver them. This is a safety precaution in case there is an appliance on in your home.
4. If you are operating your bottles “one-on-one-off”, we will turn both bottles on to check for leaks. It is your responsibility to turn one bottle back off.
5. LPG bottles are delivered manually by our drivers, using a trolley. A full bottle can weigh approximately 80kg, so we need to ensure that the

conditions are safe for our drivers and that we are not putting them at risk of injury. If the driver is concerned there is a risk of injury, they will not complete the delivery for their own safety.

Driveways:

1. The driveway must be structurally sound, suitable for heavy vehicles and not too steep with adequate grip in all weather conditions.
 2. Driveways need to be well maintained, clear of low overhanging branches/growth that could damage the delivery truck.
 3. If the driveway is particularly long or on a busy road, there must be enough room for an oversized truck to turn around.
 4. There must be a safe flat place for the truck to park during the delivery ie. No yellow lines or steep slopes.
 5. When crossing bridges to reach delivery locations, the bridges must be certified to meet the weight specifications of our delivery vehicles.
 6. Total distance from the delivery truck parking area to the cylinder station should not exceed 75m.
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Accessways and Steps:

- Accessways should be well maintained, firm, level and compact with adequate grip in all weather conditions.
 - Accessways should not be over delicate surfaces which could be damaged from the weight of the cylinder e.g. tiles, decks and some pathways.
 - Pathways and accessways should be a minimum width of 700mm and not exceed a 20-degree gradient.
 - Accessways near vehicles require a minimum width of 1000mm and must not exceed a 20-degree gradient.
 - Pathways should be kept free of obstacles, overgrown vegetation, moss, roots and leaves. Ice on pathways is also a hazard.
 - Access to cylinder compound should not have more than 6 steps.
 - Steps should have a minimum of 2:1 tread depth to tread rise and the maximum step tread riser should be 125mm.
 - Steps need to be free of moss, and we highly recommend adding a firm grip to aid delivery in wet conditions.
 - Access route should not go through houses, garages or buildings.
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Obstacles:

1. Our LPG bottles are delivered using a trolley, and at 1.3m high there is limited visibility in front of the bottles. Please ensure pathways are clear of any obstacles or overgrown vegetation and pot plants as our delivery driver may not be able to see them. Our delivery team will not be responsible for damage to obstacles on the pathway or move these obstacles in case of damaging them either.
 2. Drivers are unable drop/lower 45kg cylinders into holes/sunken installations not at ground level due to the weight of the gas bottles.
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Dogs:

1. To keep your dog safe please ensure that on delivery days your dog is unable to access the delivery path or bottle compound.
 2. Ensure your dog remains inside or secure when the gate is open for delivery.
 3. Ensure that the delivery path to your gas bottles is clear of dog waste.
 4. The driver could have reduced visibility while transporting a cylinder weighing approximately 80kgs. If your dog is loose and gets underfoot or in the way of trolley, there is a risk of serious injury to both our driver and your beloved pet.
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Your 45kg Bottled LPG Installation:

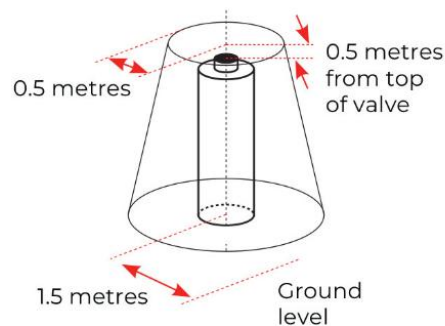
1. Bottled LPG installations should be in an accessible location where the delivery can safely be made by one person.
2. Your bottles are required to be installed at least 50mm above the surrounding surface, on a firm, level and non-combustible base.
3. Your bottles are required to be securely held in place (such as by a chain).
4. Bottles should be at least 1m away from any open drains, vents, open cavities including sub-flooring both behind and 1m to either side of the cylinders, or doors.
5. Opening windows should be at least 150mm above the bottles or not less than 1m to either side of the cylinders.
6. The bottled LPG installation should be set up for 45kg LPG bottles, with regulators at least 75mm above the cylinder valve.
7. Up to 100kg of LPG can be stored in one place without a Location Compliance Plaque, so please ensure excess of this is stored at least 3m away from your installation.
8. Potential ignition sources such as plugs, heat pumps, water heaters, electricity meter boxes, electrical cords, smokers, lights etc have a minimum clearance distance from the bottles, as shown in the "Bottle Distances from Ignition Sources" diagram.
9. Bottles should not be installed under a stairway or inside a building or structure with 3 or more walls and without adequate air flow.

These guidelines are for all LPG cylinder installations, however separation distances may vary for sites with more than 100kg on site.

For any additional guidance and for matters not expressly mentioned refer to [LPGA COP No 2](#)

We have included our requirements below, and if you have any questions, we are always here to help on 0800 762 542.

Bottle Distances from Ignition Sources



Bottle Distances from Vents, Drains, Doors & Windows

