

If the gas/CO alarm sounds or you think you can smell gas,
immediately call the Osaka Gas Gas Leak Emergency Number!



Outside...



In shared areas...



In store...



Call the Osaka Gas Gas Leak Emergency Number immediately.

Osaka Department: 2-37 Chiyoazaki 3-chome-minami, Nishi-ku, Osaka 550-0023
● Area: Osaka-shi

Gas Leak Emergency Number
☎ 0120(0) 19424

South Department: 2-2-19 Sumiyoshibashi-cho, Sakai-ku, Sakai-shi 590-0973

● Area: Sakai-shi, Izumiotsu-shi, Izumi-shi, Kishiwada-shi, Kaizuka-shi, Izumisano-shi, Tondabayashi-shi, Matsubara-shi, Fujiidera-shi, Takaishi-shi, Habikino-shi, Sennan-shi, Kawachinagano-shi, Hannan-shi, Tadaoka-cho, Osakasayama-shi, Tajiri-cho, Kumatori-cho, Kanan-cho, Misaki-cho, Taishi-cho, Wakayama-shi, Kainan-shi, Iwade-shi

Gas Leak Emergency Number
☎ 0120(3) 19424

North East Department: 2-3-17 Inaba, Higashiosaka 578-0925

● Area: Suita-shi, Toyonaka-shi, Minoh-shi, Ikeda-shi, Takatsuki-shi, Ibaraki-shi, Settsu-shi, Shimamoto-cho, Hirakata-shi, Higashiosaka-shi, Yao-shi, Kashiwara-shi, Daito-shi, Shijonawate-shi, Neyagawa-shi, Moriguchi-shi, Kadoma-shi, Katano-shi, Yawata-shi, Kyotanabe-shi, Nara-shi, Yamato Takada-shi, Yamatokoriyama-shi, Ikoma-shi, Kashiba-shi, Kizugawa-shi, Kanmaki-cho, Sango-cho, Oji-cho, Heguri-cho, Ikaruga-cho, Kawai-cho, Koryo-cho, Seika-cho, Ando-cho, Kawanishi-cho, Tenri-shi

Gas Leak Emergency Number
☎ 0120(5) 19424

Hyogo Department: 4-5-3 Minatojimanaka-machi, Chuo-ku, Kobe 650-0046

● Area: Kobe-shi, Akashi-shi, Sanda-shi, Miki-shi, Amagasaki-shi, Ashiya-shi, Nishinomiya-shi, Takarazuka-shi, Itami-shi, Kawanishi-shi, Kato-shi, Toyono-cho, Inagawa-cho, Himeji-shi, Taishi-cho, Takasago-shi, Kakogawa-shi, Inami-cho, Tatsuno-shi, Harima-cho, Kasai-shi, Nose-cho

Gas Leak Emergency Number
☎ 0120(7) 19424

Keiji Department: 93 Chudoji Awata-cho, Shimogyo-ku, Kyoto 600-8815

● Area: Kyoto-shi, Uji-shi, Muko-shi, Nagaokakyo-shi, Joyo-shi, Kumiya-cho, Oyamazaki-cho, Kameoka-shi, Otsu-shi, Kusatsu-shi, Moriyama-shi, Omihachiman-shi, Higashiomi-shi, Ritto-shi, Yasu-shi, Konan-shi, Koka-shi, Ryuoh-cho, Nagahama-shi, Hikone-shi, Aisho-cho, Taga-cho, Maibara-shi, Koura-cho, Hino-cho, Ide-cho

Gas Leak Emergency Number
☎ 0120(8) 19424

Order of information when contacting your gas contractor about an emergency situation:

- 1 Your name
- 2 Your address
- 3 Identifying landmarks
- 4 The current situation

- If you sense danger, quickly guide your customers to a safe place.
- If you sense danger, stay calm, do not panic, and after securing your own safety quickly turn off any gas appliances in use and close the gas tap.



Flammable

- Do not use fire under any circumstances.
- Do not touch the switch of fans or electric lights, etc., which may cause ignition.



- Open windows and doors as wide as possible.



- Close the gas tap and meter gas tap.



● Main safety systems of Kansai Electric Power Company (Gas Retailers) and Osaka Gas (Gas Pipeline Service Provider)

In accordance with the relevant laws and regulations, Kansai Electric Power Company regularly visits customer's homes to inspect gas appliances and supply/exhaust equipment. At Osaka Gas, staff and emergency vehicles are always on standby in case of an emergency, such as a gas leak or accident.

Features of City Gas

The gas we supply to you does not contain the harmful substance CO (Carbon Monoxide). When used correctly, you can use City Gas with peace of mind.

Safety Guide

Reference copy

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Improper use ignoring this mark may possibly lead to the death or serious injury of the user.



Improper use ignoring this mark may possibly lead to injury to the user or cause physical damage.

For more information about gas usage, please contact the number below.



TEL/0800-777-7109

(Hours) Weekdays: 9:00 - 18:00

Is the kitchen ventilated? Check each time you use it!



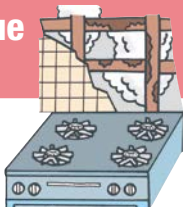
Don't forget to ventilate

When using gas appliances, always turn on the extractor fan or ventilation equipment to ensure the room is well ventilated. Gas requires fresh air (oxygen) to burn. If there is not enough air, it can lead to incomplete combustion which can cause carbon monoxide poisoning. Forgetting to ventilate the room properly may lead to carbon monoxide poisoning or accidental death.



Beware of fires due to heat transfer

Leave sufficient space between the gas appliance and the wall. Even if the wall is covered with stainless steel or tiles, fires due to heat transfer may still occur if the material underneath is wood.



Check gas pipes. Don't forget those under slatted flooring

From time to time check that gas pipes have not corroded. Gas pipes that come into contact with water, salt or acid due to cooking erode more easily. If you have slatted flooring, from time to time lift it up and check the gas pipes underneath.



Never cover air inlets

Never cover up air inlets. If you notice a strange smell when using a gas appliance that makes your eyes sting, stop using the gas appliance, open windows and doors to change the air and contact your local gas store immediately.



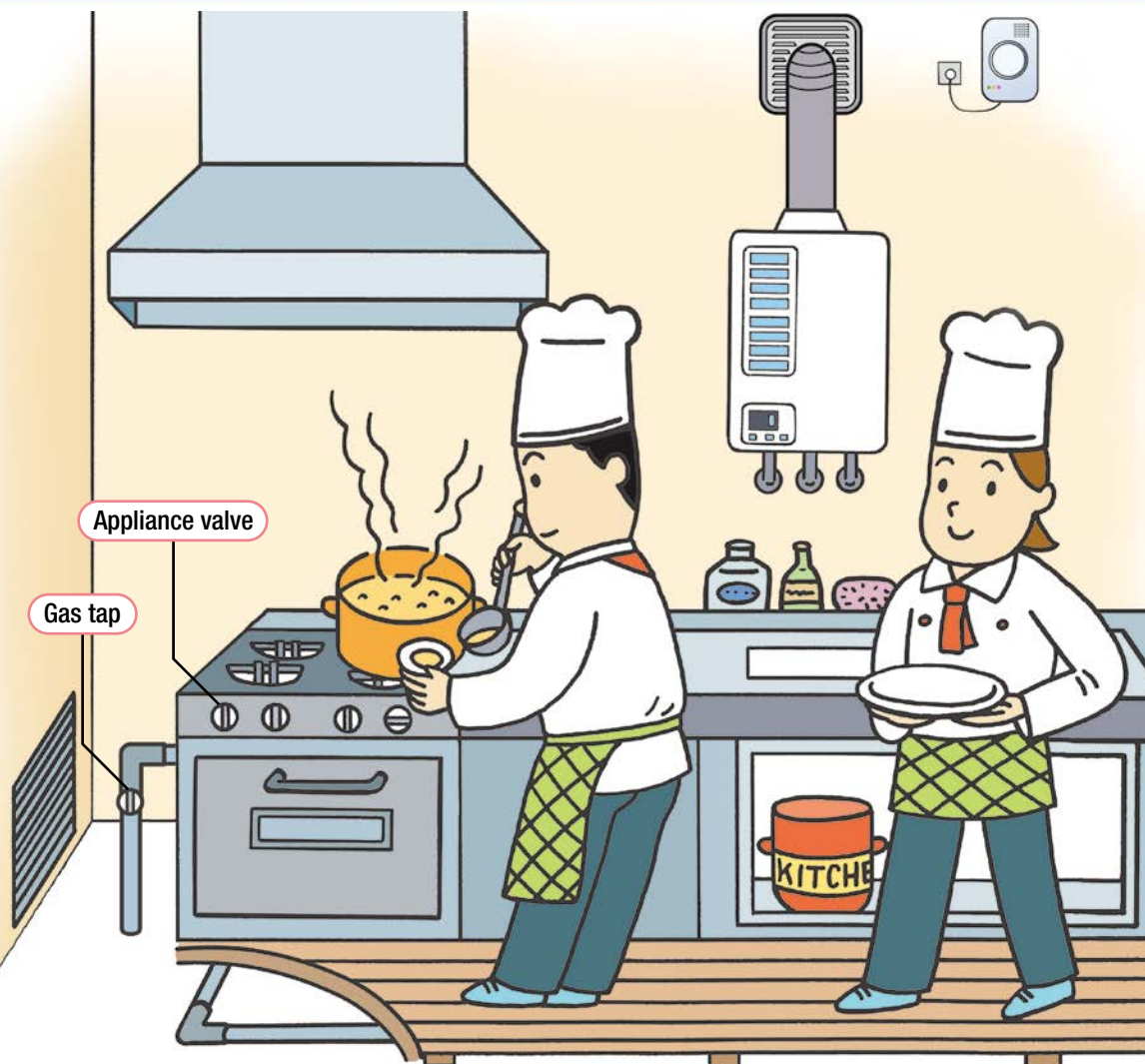
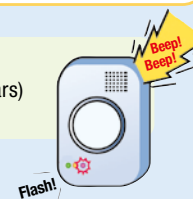
Be careful of abnormal ignition resulting from incorrectly igniting the gas stove (oven)

Follow the instruction manual and use the appropriate method of ignition. If ignition is not successful, there may be gas remaining inside the oven, so it is extremely dangerous to ignite it again. Properly ventilate the inside of the oven, and wait before attempting to reignite.

We recommend the installation of a gas and CO alarm.

This alarm will flash and beep an alarm to inform you of a gas leak or improper combustion.

- There are also some complex types that inform you when a fire occurs. They must be replaced before the replacement period (5 years) elapses.



Take care when using an exhaust duct

Use gas appliances only at times when exhaust fans are in operation. Please take particular care over this in buildings operating shared exhaust ducts. If exhaust is not conducted properly when using gas appliances, exhaust gas becomes trapped in the room and can lead to improper combustion which may cause carbon monoxide poisoning and is extremely dangerous.



Beware of duct fires

Take care to keep the insides of hoods clean on a regular basis. Oil spots and dust inside ducts and extractor fans can cause duct fires.



Always ensure appliance valves of gas appliances are closed after use

When using gas appliances such as business-use gas stoves, after you finish using gas appliances, such as during lunch breaks or after the store closes, always ensure appliance valves (downstream gas taps) are closed first and then close gas appliance taps (upstream gas taps). If the appliance valves are left open while only gas taps are closed, when the gas tap is opened for the next use, there is a risk that gas may leak from the appliance valve which is very dangerous.



Do not forget to maintain appliances

Business-use kitchen appliances require regular maintenance because if oil and dust in the kitchen becomes affixed to air inlets they can become blocked, resulting in insufficient air intake, which can lead to improper combustion.

Always check the extractor fan and ventilation equipment is working!



Don't forget to ventilate

When using gas appliances, always turn on the extractor fan or ventilation equipment to ensure the room is well ventilated. Gas requires fresh air (oxygen) to burn. If there is not enough air, it can lead to incomplete combustion which can cause carbon monoxide poisoning. Forgetting to ventilate the room properly may lead to carbon monoxide poisoning or accidental death.



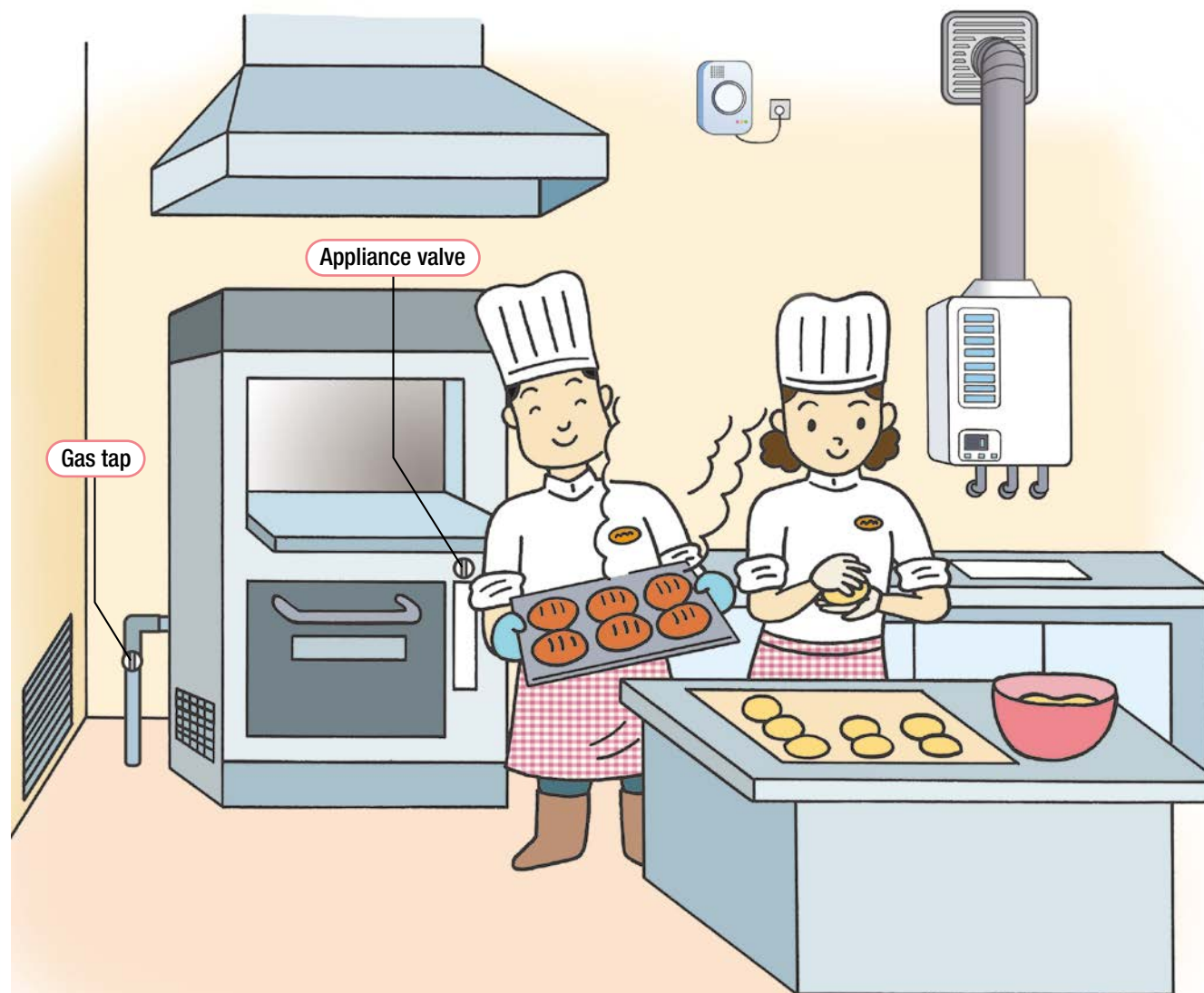
Never cover air inlets

Never cover up air inlets. If you notice a strange smell when using a gas appliance that makes your eyes sting, stop using the gas appliance, open windows and doors to change the air and contact your local gas store immediately.



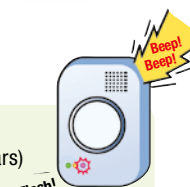
Check gas pipes

From time to time check that gas pipes have not corroded. Gas pipes that come into contact with water, salt or acid due to cooking erode more easily.



This alarm will flash and beep an alarm to inform you of a gas leak or improper combustion.

- There are also some complex types that inform you when a fire occurs. They must be replaced before the replacement period (5 years) elapses.



Take care when using an exhaust duct

Use gas appliances only at times when exhaust fans are in operation. Please take particular care over this in buildings operating shared exhaust ducts. If exhaust ventilation is not conducted properly when using gas appliances, exhaust gas becomes trapped in the room and can lead to improper combustion which may cause carbon monoxide poisoning and is extremely dangerous.



Pay attention to the color of the flame

When a flame is burning properly it will be a blue color. If the flame turns red, stop using the gas appliance and contact your local gas store immediately to request inspection. If the flame is red, it may lead to carbon monoxide poisoning due to incomplete combustion.



Always ensure appliance valves of gas appliances are closed after use

When using gas appliances such as business-use gas stoves, after you finish using gas appliances, such as during lunch breaks or after the store closes, always ensure appliance valves (downstream gas taps) are closed first and then close gas appliance taps (upstream gas taps). If the appliance valves are left open while only gas taps are closed, when the gas tap is opened for the next use, there is a risk that gas may leak from the appliance valve which is very dangerous.



Do not forget to maintain appliances

Business-use kitchen appliances require regular maintenance because if oil and dust in the kitchen becomes affixed to air inlets they can become blocked, resulting in insufficient air intake, which can lead to improper combustion.

We recommend the installation of a gas and CO alarm.



Don't forget to ventilate

When using gas appliances, always turn on the extractor fan or ventilation equipment to ensure the room is well ventilated. Gas requires fresh air (oxygen) to burn. If there is not enough air, it can lead to incomplete combustion which can cause carbon monoxide poisoning. Forgetting to ventilate the room properly may lead to carbon monoxide poisoning or accidental death.



Caution when using shared appliance ventilation equipment

Use gas appliances only at times when exhaust fans are in operation. If exhaust is not conducted properly when using gas appliances, exhaust gas becomes trapped in the room and can lead to improper combustion which may cause carbon monoxide poisoning and is extremely dangerous.



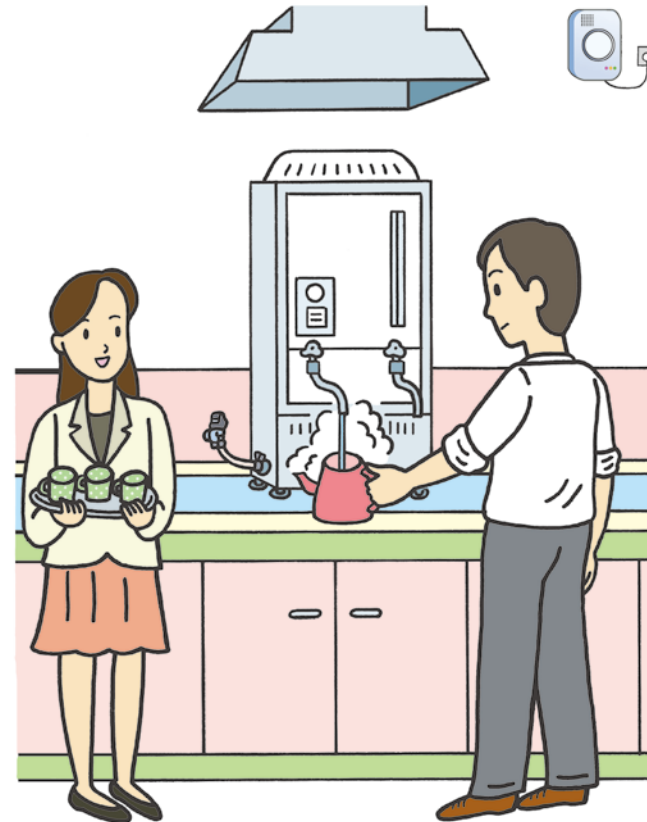
Each person should check the ventilation is working

When using gas appliances such as a water heater, please ensure that you ventilate the room using the ventilation fan, etc. each time you use it. Forgetting to ventilate the room properly may lead to carbon monoxide poisoning or accidental death.



Check the gas tap and connectors regularly

Check devices regularly and make sure you know where the gas tap is. The last person to leave the office should check that gas appliances are properly turned off. Replace any hardened or cracked rubber tubes as soon as possible.



Small instantaneous gas water heater with an incomplete combustion prevention safety device

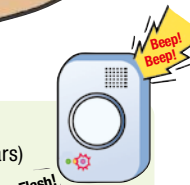
This safety device automatically stops gas when an anomaly is detected in the flame, due to forgetting to ventilate the room properly or clogging due to dust, etc., to prevent incomplete combustion.

- Always ventilate the room even if a safety device is attached.
- If the flame goes out during use, the safety device may have been activated. Continuing to use it is very dangerous and may lead to carbon monoxide poisoning or accidental death. Do not repeatedly reignite the device but stop use immediately and contact your local gas store to request inspection and repair (for a fee).



This alarm will flash and beep an alarm to inform you of a gas leak or improper combustion.

- There are also some complex types that inform you when a fire occurs. They must be replaced before the replacement period (5 years) elapses.



We recommend regular inspection of exhaust tubes and gas water heaters in locations where special chemicals are used.

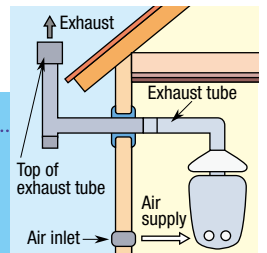
Gas appliances that directly burn indoor air suck in air from the room to inside the gas appliances, which can cause corrosion (make holes or rust) to the body of the gas appliance and exhaust tubes if the air contains corroding gas generated by chemicals such as hair sprays, perm solution and cleaning solvent.

We recommend inspection of exhaust tubes when using a vented-type gas water heater.

When using a vented-type gas water heater, if there is a hole due to corrosion of exhaust tubes, it can lead to exhaust air leaking into the room, which may cause carbon monoxide poisoning or accidental death. To prevent this sort of accident from occurring, we recommend that you have regular inspections. Please request an inspection from your local gas store immediately.

Vented-type gas water heater

A gas water heater that uses a method of sucking in air for burning gas from indoors and releasing exhaust gas to outdoors via exhaust pipes.

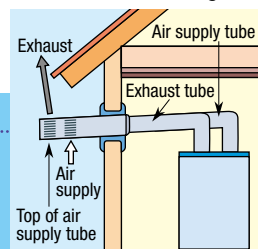


We recommend using direct vent-type or outdoor installation-type gas water heaters.

Direct vent-type or outdoor installation-type gas water heaters suck in air from outdoors to use for burning the gas and so can be used with peace of mind.

Direct vent-type gas water heater

A gas water heater that uses a method of sucking in air for burning gas from outdoors and releasing exhaust gas to outdoors via exhaust pipes.



Use the right type of gas appliances for your gas type!



Beware of carbon monoxide poisoning

If the gas appliance is not compatible with the type of gas you are using, it will not burn properly, which may cause harmful carbon monoxide and can cause poisoning, etc.

*Initial symptoms of carbon monoxide poisoning include headaches, nausea, feeling unwell, etc. and may be similar to symptoms of a cold. If symptoms are severe, they may lead to accidental death.

For those using special appliances:

- Contact your gas contractor in advance when using both City Gas and compressed gas (oxygen, air, etc.).
- Contact your gas contractor when installing or removing special appliances such as furnaces or large boilers.

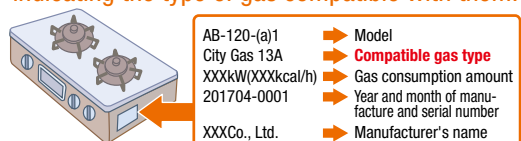
Always check:

The type of gas supplied to you is City Gas 13 A. Always ensure you are using gas appliances compatible with this gas type.

- When buying new gas appliances
- When using an appliance that you have not used before

*Please be especially careful when relocating.

Gas appliances have a label affixed to them indicating the type of gas compatible with them.

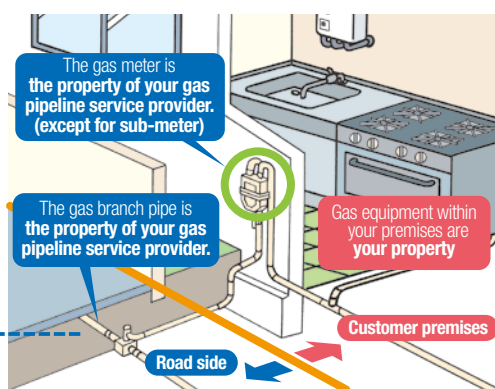


Gas equipment within your premises are your property

The gas pipes and gas appliances located within your premises are all your precious property. We can repair and replace gas equipment upon payment of a fee for work involved.

Gas facilities include facilities that are **your property** and facilities that are **the property of your gas pipeline service provider**.

- The gas meter and any facilities located outside your premises are the property of your gas pipeline service provider. (except for sub-meter)



Requesting cooperation about the gas meter

- We ask for your cooperation since based on the Measurement Act, gas meters must be replaced before their license expires (after 7 or 10 years).
- If the gas meter is enclosed, hindrance may be caused when reading, inspecting or replacing it, so please do not enclose it.



Be careful of gas equipment when conducting renovations or building work

Please contact your gas pipeline service provider before conducting renovations or digging work on your premises. We will advise you on how to safely conduct the work. Please take sufficient care over gas equipment when conducting such work.



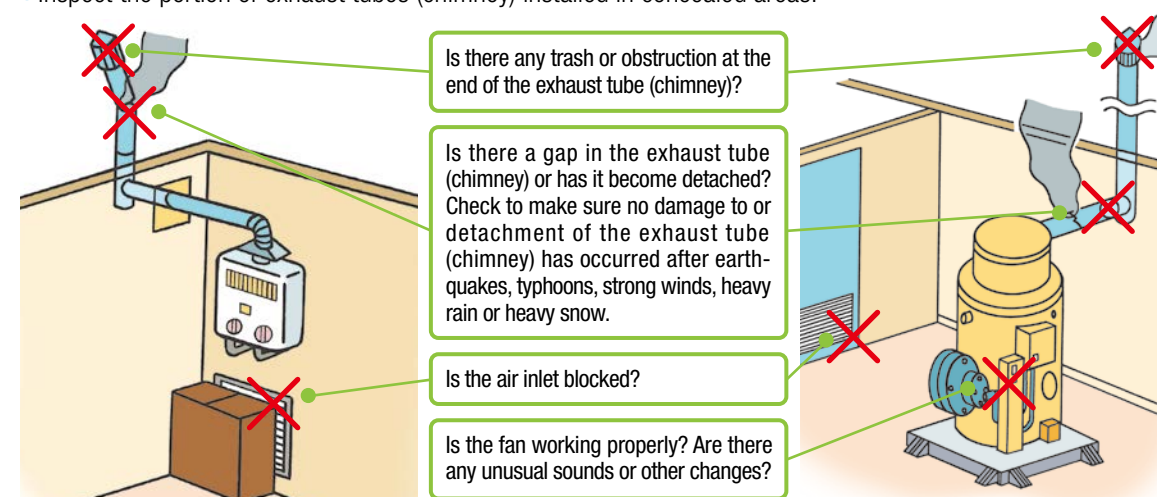
Check gas pipes

- Please repair any corroded gas pipes. Contact your local gas store to arrange repairs.
- There have been cases where long-term water submersion of gas pipes in underground pits has caused corrosion due to waste leaked from sewage pipes. In cases where your gas pipe is installed in an underground pit together with sewage, water and storm sewer pipes, please inspect them regularly and have them repaired if they are damaged.



Check the exhaust tube (chimney) from time to time!

- If there is a hole in or detachment of an exhaust tube (chimney) due to corrosion, it can lead to exhaust air leaking into the room, which may cause carbon monoxide poisoning or accidental death.
- Inspect the portion of exhaust tubes (chimney) installed in concealed areas.



Vented-type gas water heater

Simple boiler, etc.



When installing an indoor gas bath tub water heater or water heater, etc.

- You are obliged by law to have the proper ventilation equipment.
- Not having proper ventilation equipment may cause carbon monoxide poisoning.
- Installation work requires a government-stipulated qualification.
- Only install indoor-use gas appliances indoors.
- After installation work is completed, check that labels have been affixed to show that installation has been properly conducted. (Except for small water heaters).

Display in accordance with the provisions of Article 6 of the Act concerning Supervising Installation Work of Specified Gas Appliances

Name of installer or name and contact details	XXX Equipment XXXXXX XXX
Name of overseer	
Qualification number	
Content of work and date of work	(YY MM DD)

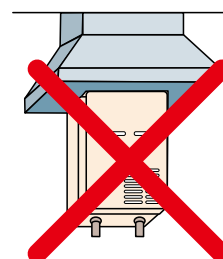


Properly install exhaust equipment

Bad Example · 1

Hood cover on outdoor installation-type water heater

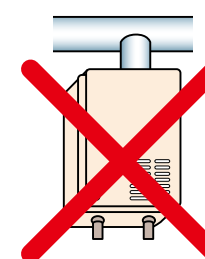
*Please install outdoors.



Bad Example · 2

Direct connection to exhaust duct for forced exhaust-type water heater

*Can connect an exhaust duct direct connection-type appliance.

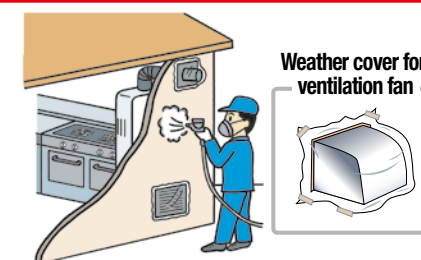


Take care when installing a new appliance.



Do not use an appliance if the end of its supply and exhaust equipment is covered with a dust sheet, etc.

- Do not use gas equipment when exhaust pipes are removed for renovation work or supply and exhaust equipment is covered with a dust sheet for painting work, etc.
- If exhaust gas is not released outdoors and becomes trapped in the room, it can lead to incomplete combustion which can cause carbon monoxide poisoning or accidental death.
- There is a danger of fire or damage to the appliance due to being unable to burn properly.



Is the ventilation working? Check each time you use!

Always ventilate when a gas appliance is in use!

- Always ensure ventilation is working whenever you use a gas appliance.



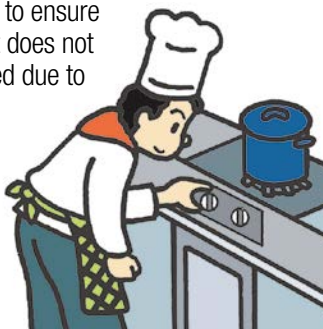
Turn off gas appliances after closing or on leaving the office

- When closing or leaving the office, check that all gas appliances are completely turned off.
- Always place a gas tap cap over any gas taps that you do not use.
- Make sure you know where gas taps and connectors are located.



Check with your own eyes when igniting or turning off the flame, and check the color of the flame

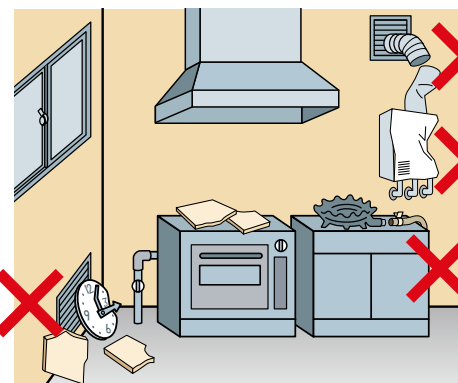
- After igniting the flame, always look to check that the flame has lit properly.
- When turning off the flame, always check that the flame has gone.
- When a gas appliance is in use, be careful of the flame going out due to boiling over, etc. We recommend an appliance with a boil-over safety device.
- Clean the burners of your gas appliance with a wire brush etc. to ensure the burner port does not become blocked due to boil over, etc.
- Don't forget to adjust the air inlet to ensure you always have a blue flame.



When resuming the use of gas after an earthquake, typhoon, or other natural disaster...

Check your gas appliances for any anomalies.

- If you find an anomaly, there is the risk of fire, carbon monoxide poisoning, or other such accidents. Contact the retailer that sold it, the manufacturer, or your local gas store and request inspection/repair.
- If when using a gas appliance, you notice any eye irritation, feeling unwell, or unpleasant odors, **immediately stop use and arrange for repair.**
- If there is a blackout or other such situation and your ventilation equipment is not working, there is the risk of a carbon monoxide poisoning incident. Open a window and otherwise ventilate the space sufficiently.



- A fallen object is blocking the air inlet.

- The ventilator pipe is disconnected.

- The device is deformed.

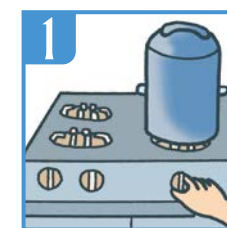
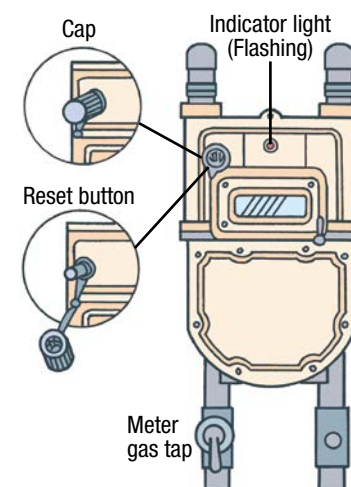
- The connector is disconnected.

If your Intelligent Gas Meter stops working:

If you smell gas or notice an anomaly, contact your local gas store immediately.

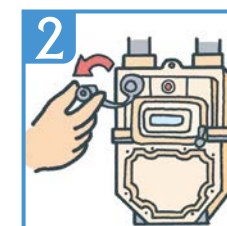
- If your Intelligent Gas Meter stops working, gas may be leaking, so check for gas smells. **If you smell gas, contact your gas pipeline service provider immediately. Do not attempt the reset procedure.**
- When using gas after an earthquake, check by looking for anomalies such as deformation or damage to your gas appliance, detachment, denting or blockage of supply and exhaust equipment, or detachment of connectors, etc. **If you discover an anomaly, request inspection and repair from the manufacturer or retailer and contact your local gas store.**

Reset procedure

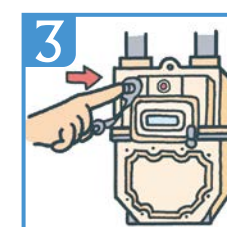


1 Turn off all gas appliances by closing the appliance tap or turning off the operation switch. Do not forget outdoor appliances.

Check that gas taps that you do not use are properly closed. Do not close the meter gas tap when doing so.



2 Twist the cap of the reset button to the left with your fingers to remove the cap.



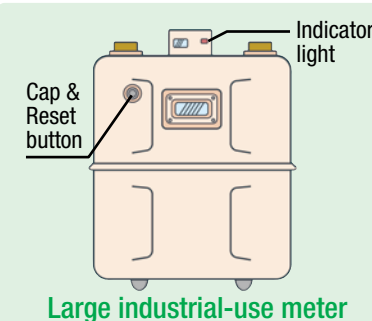
3 Press the reset button firmly until the meter stops, and remove your hand when the indicator light flashes.

Always ensure you replace the cap to how it was.



4 Please wait for about 3 minutes.

In that time, it will check for any gas leaks, so do not use any gas. After 3 minutes have elapsed, check the gas meter again and if the red light has gone out, you can use the gas again.



Large industrial-use meter

Your Intelligent Gas Meter will shut off in the following cases
(See your Intelligent Gas Meter Functional Instruction Manual for details)

- A major earthquake
- A major gas leak
- A gas pressure drop
- Long continuous use of your gas appliance

*If the red light continues to flash and the gas remains stopped after 3 minutes, you may have forgotten to turn off a gas appliance or there may be a gas leak, so please check again that all gas taps are properly closed and that no gas appliances have been left on.

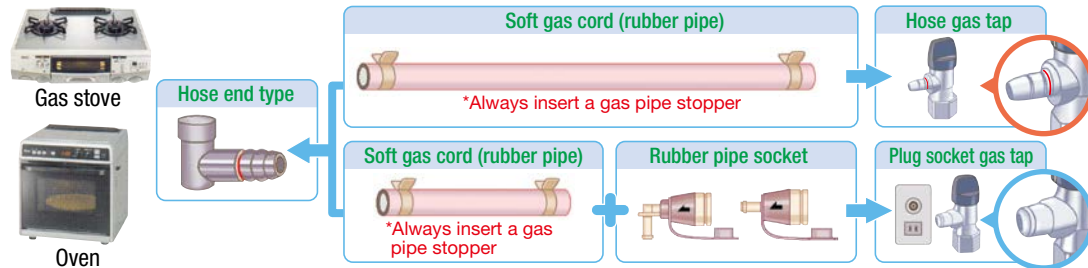
*Contact your local gas store if your meter does not reset properly or if you have any inquiries.

Gas taps and connectors

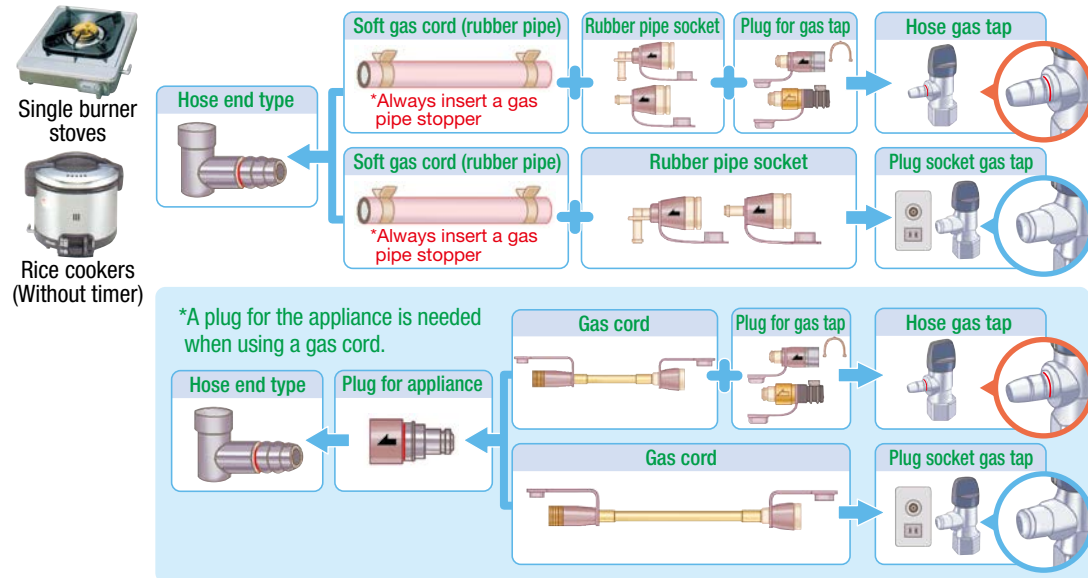
- When connecting gas taps or connectors, ensure you first read and have understood the contents of the instruction manual on your gas appliance and connectors before connecting them.
- Use a size and connector that matches the port. Forced connection using the wrong connector can lead to gas leaks or fires.

Affix a cap to gas taps and connectors that you do not use.

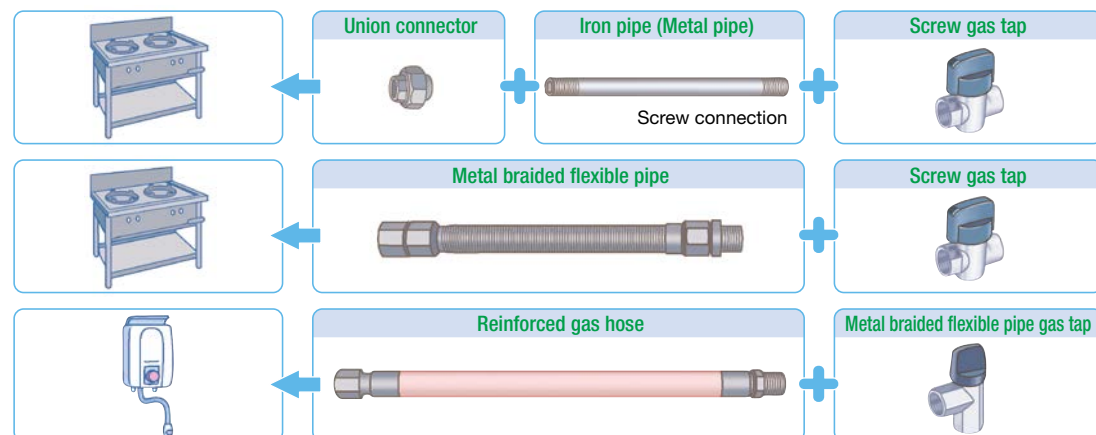
When always connected (For a table stove, etc.)



When not always connected (For single burner stoves and other items that are connected temporarily)

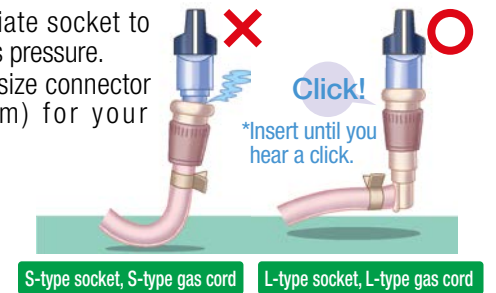
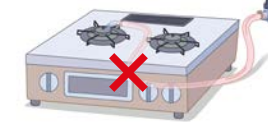


For fixed gas appliances



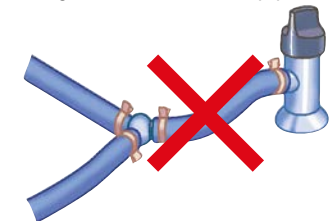
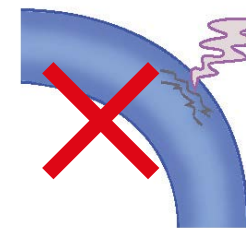
Is the rubber OK?

- Gas tap** — Take care not to accidentally turn on a gas tap that is not connected to a gas appliance.
- Gas pipe stopper** — Firmly affix a gas pipe stopper to the gas pipe.
- Soft gas cord** — Use a soft gas cord (white) which is a durable gas-use rubber pipe.
- Gas tap cap** — Cover any gas taps you do not use with a gas tap cap.
- When connecting a gas tap and gas appliances using soft gas cord or gas cord, always connect the gas appliance side first.
- Rubber pipe should be connected so as to avoid hot areas of gas appliances, such as under a stove.
- Select the appropriate socket to avoid exerting excess pressure.
- Use an appropriate size connector (9.5mm or 13mm) for your connector shape.
- Use an appropriate length of gas pipe.
- Use the correct connectors to connect your gas tap and gas appliances.
- Insert gas pipe as far as the red line.



Replace old rubber pipes as soon as possible.

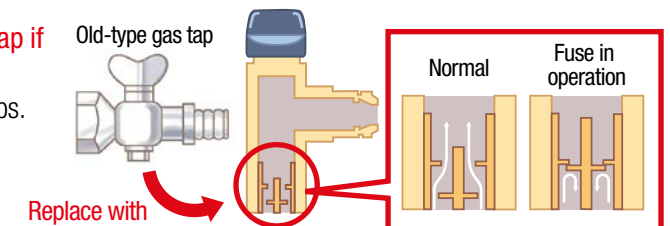
- Soft gas cords (white) are durable gas-use rubber pipes which are available on the market at present. Even so, please replace soft gas cords regularly.
- Replace cracked or hardened rubber pipes.
- Do not use three-pronged or jointed rubber pipes because they may cause gas leaks or rubber pipe detachment.



We recommend fuse gas taps!

- Fuse gas taps stop gas automatically if a rubber pipe becomes detached or cracked.
 - We recommend switching to a fuse gas tap if you are using an old-type gas tap.**
- *Newly installed gas taps are new fuse gas taps.

Mechanism of fuse gas tap



Business-use gas safety system

Emergency gas shut-off device

A device to shut-off gas supply immediately throughout the entire building in the event of an emergency such as a gas leak, by remote operation from the centralized monitoring panel installed at the Disaster prevention center or guard room, etc. Coordination with a seismoscope is required for automatic gas shut-off in the case of a major earthquake, etc.

Simple automatic extinguishing device

A device for automatic extinguishing if a fire occurs inside the hood, etc.

Operator box

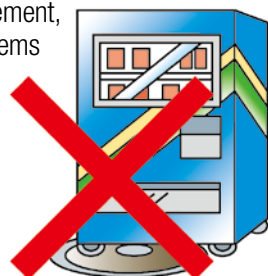
Disaster prevention center

Gas pipe

Gas meter

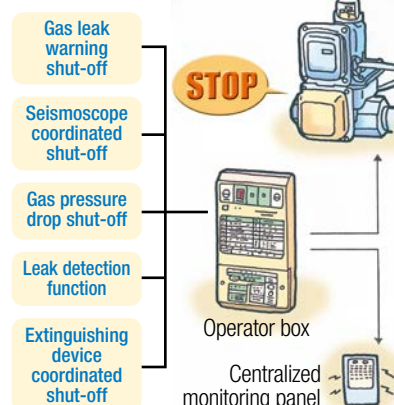
Service pipe gas shut-off device

This is an important device to shut-off gas throughout the entire building by operation from the basement, in the event of an emergency such as a gas leak, etc. As part of your day-to-day management, please ensure no items are placed on top of it or covering it.



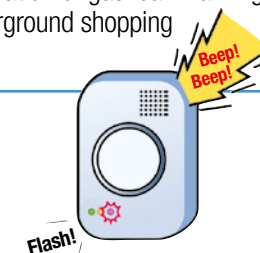
Business-use automatic gas shut-off device

This is a device for turning the isolation valve on and off at the push of a button, rather than turning off all the meter gas taps, etc. after closing. In addition, this device can prevent the occurrence of gas leaks because it automatically checks that the knobs of gas appliances and the gas tap have not been inadvertently left open by using a built-in safety mechanism to the isolation valve. We recommend installation by each tenant within a building.



Gas alarm and warning equipment

- In readiness for the event that an indoor gas leak occurs, we recommend installation of a gas alarm and warning system to rapidly detect and notify about gas leaks.
- A warning system warns people around it by emitting a warning sound as well as indicating the location of the occurrence of the gas leak at the Disaster prevention center, etc.
- Installation of gas alarms or automatic gas shut-off devices is required by law in buildings with immediate pressure equipment, high-rise buildings and specified large-scale buildings, and installation of gas leak warning equipment is required by law in specified underground shopping centers and specified underground rooms, etc.



Check the operation of your safety equipment from time to time

Is the gas alarm affixed to an appropriate location? Have you recently checked the operation of your safety devices for automatic gas shut-off and your gas alarm? Each tenant in a building should make sure they know about the location and functions of the safety equipment for the whole building, and please conduct operation method and evacuation drills to practice in case they are needed.