

Australian Standard™

**Gas appliances—Quality of servicing**

This Australian Standard was prepared by Committee AG-012, Gas Appliances—Quality of Servicing. It was approved on behalf of the Council of Standards Australia on 21 December 2004.

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The following are represented on Committee AG-012:

AGA Certification Services  
Australian Competition and Consumer Commission  
Consumers' Federation of Australia  
Energy Retailers Association of Australia  
Gas Appliance Manufacturers Association of Australia  
Gas Appliances and Services Association  
Gas Technical Regulators Committee  
Master Plumbers and Mechanical Services Association of Australia

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**Gas appliances—Quality of servicing**

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## PREFACE

This Standard was prepared by the Standards Australia Committee AG-012, Gas Appliances—Quality of servicing. This is the first edition.

The intention of this Standard is to provide essential requirements and basic standards for the management and delivery of Type A gas appliances servicing and checking related aspects of the appliance installation.

This Standard is not to be regarded as being an instruction manual for untrained persons, but rather a technical specification containing the essential minimum requirements to ensure the safe operation and performance of the gas appliance being serviced.

This Standard has no legal standing in its own right, but may acquire legal standing in either of the following circumstances—

- (a) where adopted by a Government or other authority having jurisdiction over relevant installations; or
- (b) where adopted as part of an installation specification.

The terms ‘normative’ and ‘informative’ have been used in this Standard to define the application of the appendix to which they apply. A normative appendix is an integral part of a Standard, whereas an informative appendix is only for information and guidance.

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## FOREWORD

Proper servicing of gas appliances is an essential element in the safe use of gas. The quality of servicing has relied on gas fitting competency and (where provided by a gas utility) on the gas utility management systems.

Restructuring of the gas industry has brought into focus deficiencies in appliance servicing, including failures to recognize installation faults and leaving appliances in an unsafe condition after servicing and repair.

The need for improved competency in appliance servicing has been recognized, and in some states, specialist courses in appliance servicing are being introduced. A suitable management system is also necessary for quality servicing.

There is no formal servicing standard for residential, commercial or industrial gas appliances.

AS 5601 and AS 3814 specify requirements for gas installations, applying at the time of installation. Those requirements do not apply to the life of an installation other than when gas-fitting work is done to the installation. AS 5601 and AS 3814 do not address servicing.

This Standard specifies requirements for servicing gas appliances. It is intended to apply at least on a voluntary basis, but is written in a form that provides for third party assessment and certification of servicing capability.

## STANDARDS AUSTRALIA

**Australian Standard**  
**Gas appliances—Quality of servicing**

## SECTION 1 SCOPE AND DEFINITIONS

**1.1 SCOPE**

This Standard specifies the minimum quality requirements for management and delivery of Type A gas appliance servicing and checking related aspects of the appliance installation.

**1.2 REFERENCE DOCUMENTS**

AS

5601	Gas installations
3814	Industrial and commercial gas-fired appliances
4269	Complaints handling

**1.3 DEFINITIONS****1.3.1 Gas appliance**

An assembly, other than a vehicle refuelling appliance (VRA), part of which uses gas to produce flame, heat, light, power or special atmosphere and includes the following:

**1.3.1.1 Type A appliance**

An appliance for which a certification scheme exists.

**1.3.1.2 Type B appliance**

An appliance, with gas consumption in excess of 10 MJ/h, for which a certification scheme does not exist.

NOTE: A Type A appliance when used in an industrial/commercial application for which it was not intended is considered to be part of a Type B appliance. An example of this is a certified direct-fired space heater used as the heating/ventilating device in a spray/bake paint booth.

**1.3.2 Management system**

A system to direct and control an organization with regard to quality of servicing.

**1.3.3 Servicing**

Management and delivery of functions necessary to ensure—

- a) the checking of the safety, operation and performance of the appliance and assessing aspects of the installation that impact on the operation of the appliance;
- b) all the consequential actions, including—
  - (i) fault finding;
  - (ii) adjustments;
  - (iii) replacement of parts; and