



Important information for obtaining a defect card in relation to the conversion from L-gas to H-gas*

Why am I getting a defect card?

Today we noticed that your gas appliance is not working properly, which is why our partner has issued you this defect card.

What does this mean for me?

The aforementioned defect must be remedied promptly by a specialist company for your own safety.

Which defects have been identified?

We have divided all possible defects into various categories. Our partner has documented the defect that has been identified on the defect card.

What should I do now? Who do I have to talk to?

If your device is defective, then please contact your installer immediately to arrange for it to be repaired. If you have received a notification pertain to building regulations, please contact your chimney sweep. Once the defect has been remedied by a specialist company, please have them confirm this on the back of the defect card and send it back to us postage paid.

How long do I have?

Please have the defect repaired within 4 weeks after receipt of the defect card and return it to us signed.

Who bears the costs?

You are liable for all defect remediation costs. If you are not the owner of the affected gas appliance, please forward this information immediately to the owner (e.g. landlord or manager).

Can't the partner commissioned by Avacon remedy the defect?

For competitive reasons, our partner is not permitted to carry out any maintenance or other activities that go beyond equipment surveys and adjustments. Furthermore, they are not permitted to recommend or commission installers or chimney sweeps.

What happens if I don't get the defect fixed?

In that case, our partner would not be able to modify your gas appliance to use H-gas. We would then be obliged to interrupt your gas supply from the time the new gas type comes online for safety reasons.

Where can I find an installer or chimney sweep?

If you are looking for a contract installer, the local district craftsmen and sanitary-heating-air-conditioning guild (Kreishandwerkerschaft and Innung des Sanitär-Heizung-Klima-Handwerks) will be able to help you. You can find a chimney sweep through your local chimney sweeps guild (Schornsteinfeger-Innung). Installers and chimney sweeps are also listed in the Yellow Pages.

* low calorific gas / high calorific gas

What happens next?

Returning the defect card will complete this process for you. The next visit you receive from our partner will be to adjust your gas appliance, and you will receive advance warning of the date and time in writing.

Further information:

The Avacon Internet portal provides further information on the market area conversion and an overview of the municipalities and streets affected by the conversion within the Avacon grid area. The most useful information is also presented there in other languages.

www.avacon-netz.de/mru