Help your customers look after their gas appliances



A little regular care can help keep gas appliances in good condition between services. And as a gasfitter, you're well placed to give customers a few practical pointers on what they can do themselves, and what's best left to a professional. Here are some simple reminders you can share with your customers.

Keep cooktops clean

Grease and food can quickly build up around burners and cooktop surfaces.

Once the cooktop is cool, removable grates and burner caps can usually be cleaned with warm, soapy water, while surfaces can be wiped down with a soft cloth. Remind customers to follow the manufacturer's instructions and make sure everything is completely dry before putting it back together.

Keep vents and grilles clear

Dust, pet hair and other debris can collect around heaters, fireplaces, vents and grilles over time.

Customers can keep accessible external areas clean with a vacuum or soft cloth, but anything involving the inside of the appliance should be left to a qualified gasfitter.

For outdoor appliances, it's also worth keeping the surrounding area clear of leaves, weeds and other debris.

When should they call you?

There's a useful rule of thumb to give customers: cleaning accessible surfaces is one thing, but servicing and repairs are jobs for the professionals.

If an appliance isn't working as it normally does, appears damaged or needs servicing, customers should contact a qualified gasfitter.

It's a simple conversation to have with customers, but a useful one. A few practical tips when you're already on site can help them better understand how to care for their appliances and when it's time to call you back.

Helpful resources, in one place.

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