

Consumer Information Book



your friendly gas

HP GAS

Consumer Information Book



your friendly gas

HP GAS

Welcome

to

HP GAS *family*

Our Vision

“ To be world class energy company know for caring and delighting the customers with high quality products and innovative services across domestic and international markets with aggressive growth and delivering superior financial performance. The company will be a model of excellence in meeting social commitment, environment, health and safety norms and in employee welfare and relations ”

Welcome

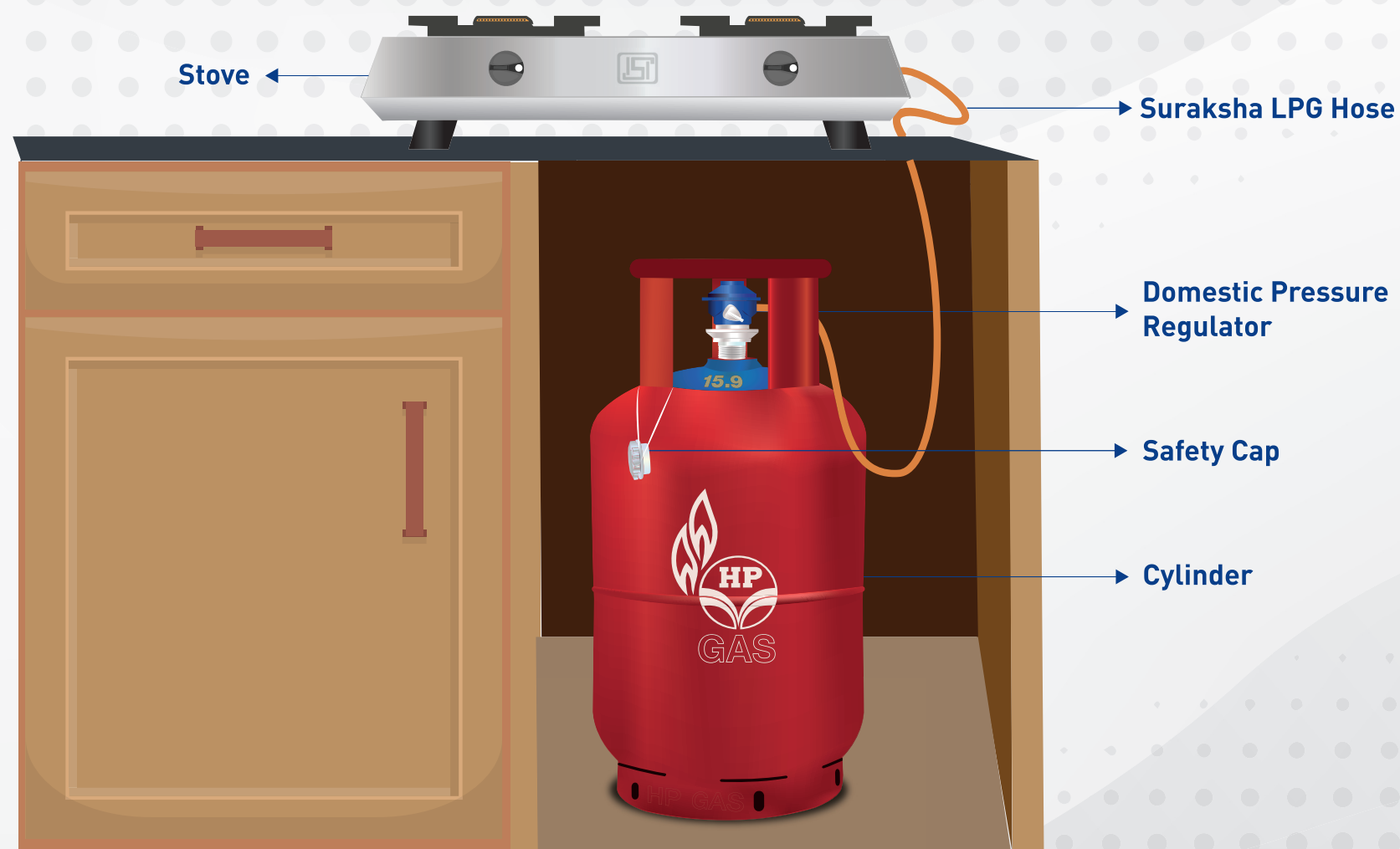
**We, M/s (Name Distributorship) welcome you
in **HP** Gas Family.**

**HPCL is one of the Maharatna Companies and
meets LPG requirement of over 8.5 Crores families
with over 6300 HP Gas distributorships.**

Know your LPG Installation



Know your LPG Installation



Main components of LPG Installation are

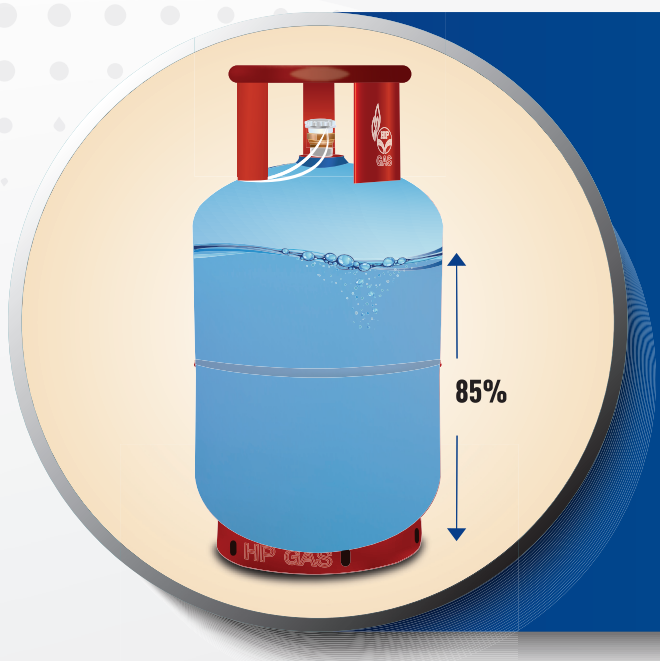
- ▶ **Cylinder** : It is ISI marked. HP Gas cylinder's top portion is blue in colour.
- ▶ **Domestic Pressure Regulator** : Pressure Regulator: It is ISI mark. HP Gas Regulator is Blue in colour.
- ▶ **Stove** : It is ISI mark high thermal efficient stove with minimum thermal efficiency of 68.5%. Stove is available in 2, 3 and 4 burners.
- ▶ **Suraksha LPG Hose** : It is ISI mark 3 layer steel wire reinforced hose. it is valid for 5 years. Replace before date is printed on the hose.



Know your Cylinder



14.2 kg Cylinder

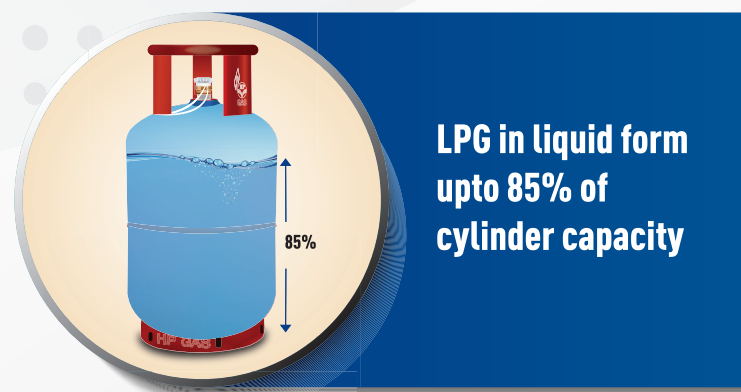


LPG in liquid form upto 85% of cylinder capacity



5 kg Cylinder

Know your Cylinder



Cylinder Valve : Is a Self Closing valve. It operates only on external pressure. In ON condition, Domestic pressure regulator's pin applies pressure on cylinder valve pin.

Domestic cylinder is available in 2 different sizes 14.2 Kg and 5 Kg

Height of 14.2 kg cylinder is approximately 625 mm & 5 kg is 387 mm

LPG is stored in liquid form upto maximum 85% of cylinder capacity.

Domestic Cylinder is available in 2 package sizes Viz. 14.2 Kg and 5 Kg



Know your Cylinder

“O” ring
inside cylinder
valve

15.9

Tare Weight

*This is indicative only.
Actual tare weight varies
from cylinder to cylinder*

Test Due Date

A	B	C	D
Jan-Mar Quarter-1	Apr-Jun Quarter-2	Jul-Sep Quarter-3	Oct-Dec Quarter-4

e.g. C 30 means this cylinder will be re-tested during 3rd Quarter (Jul – Sept) of Year 2030

Cylinder
Re-Testing Date

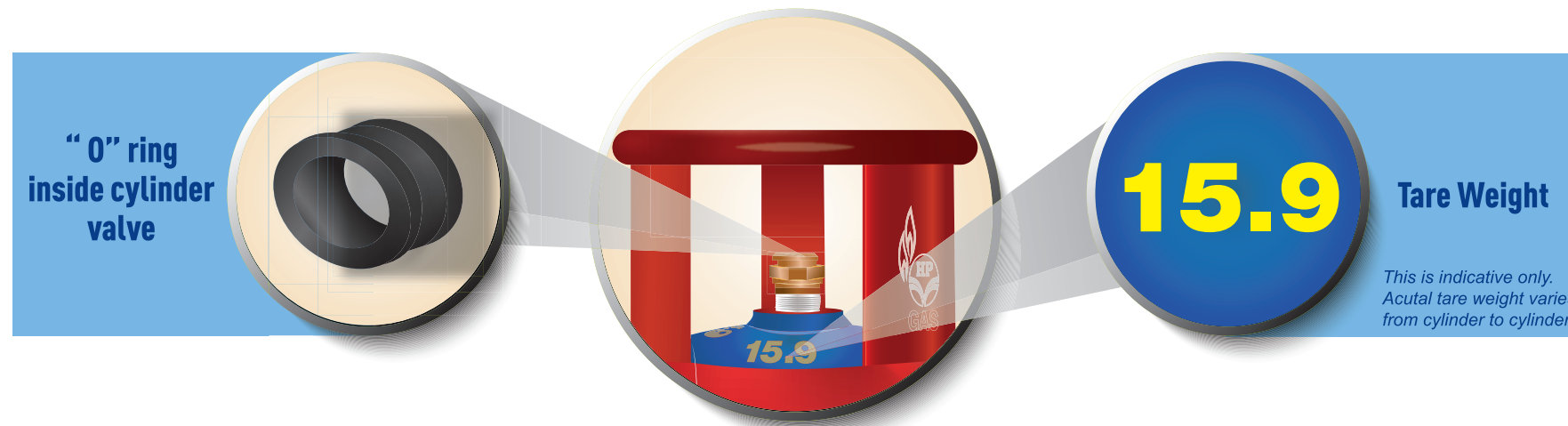
C 30
15.9

Tamper Evident Seal

A damaged seal indicates tampering. Check the seal for genuine LPG Equipment Research Centre security hologram. Look for “LERC” from one angle and “GENUINE” from the other on the Hologram.

Preserve the seal till the cylinder is in use

Know your Cylinder



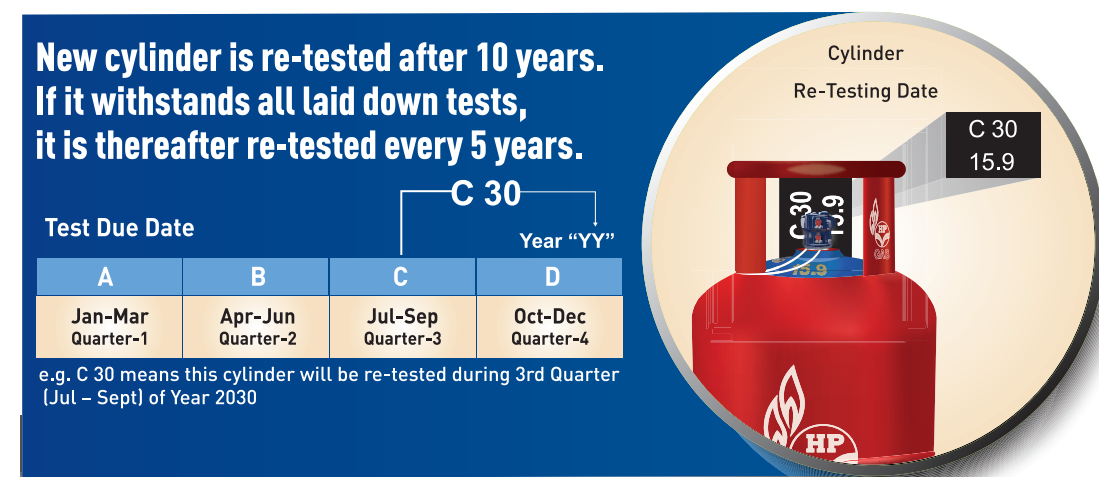
O Ring: O ring is placed inside cylinder valve.

Empty cylinder's weight is stenciled on cylinder. It varies from cylinder to cylinder. If empty cylinder weight is 15.9 kg then total weight of filled cylinder will be Tare weight of cylinder + weight of gas
 $15.9 \text{ Kg} + 14.2 \text{ Kg} = 30.1 \text{ Kg}$

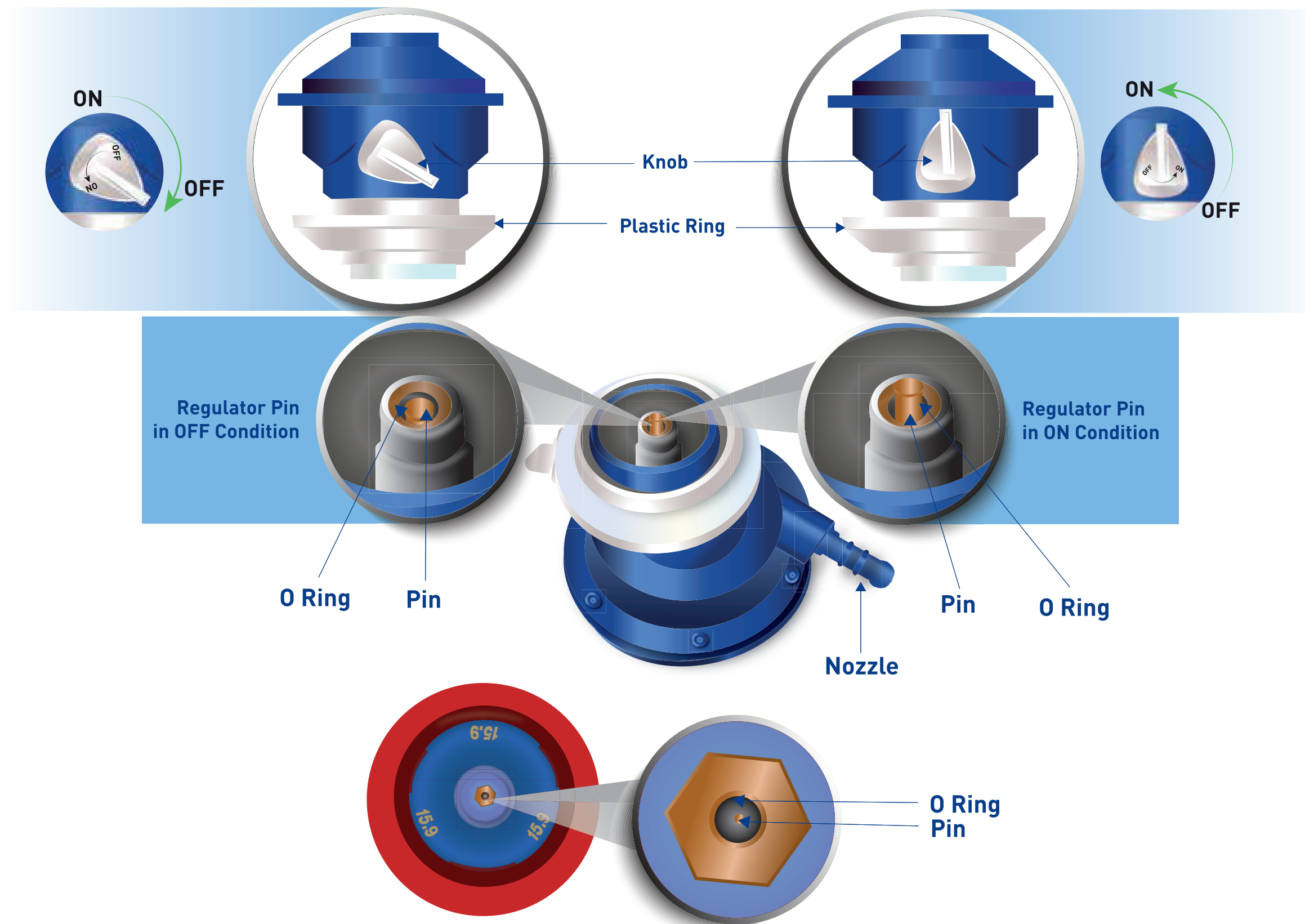
Cylinder re-testing date : it is stenciled on one of the vertical stay plates. e.g. in case C 30 means, cylinder will be retested in 3rd quarter of year 2030

Tamper Evident Seal: At the time of taking refill, ensure that seal is intact. In case of any tampering, do not accept cylinder.

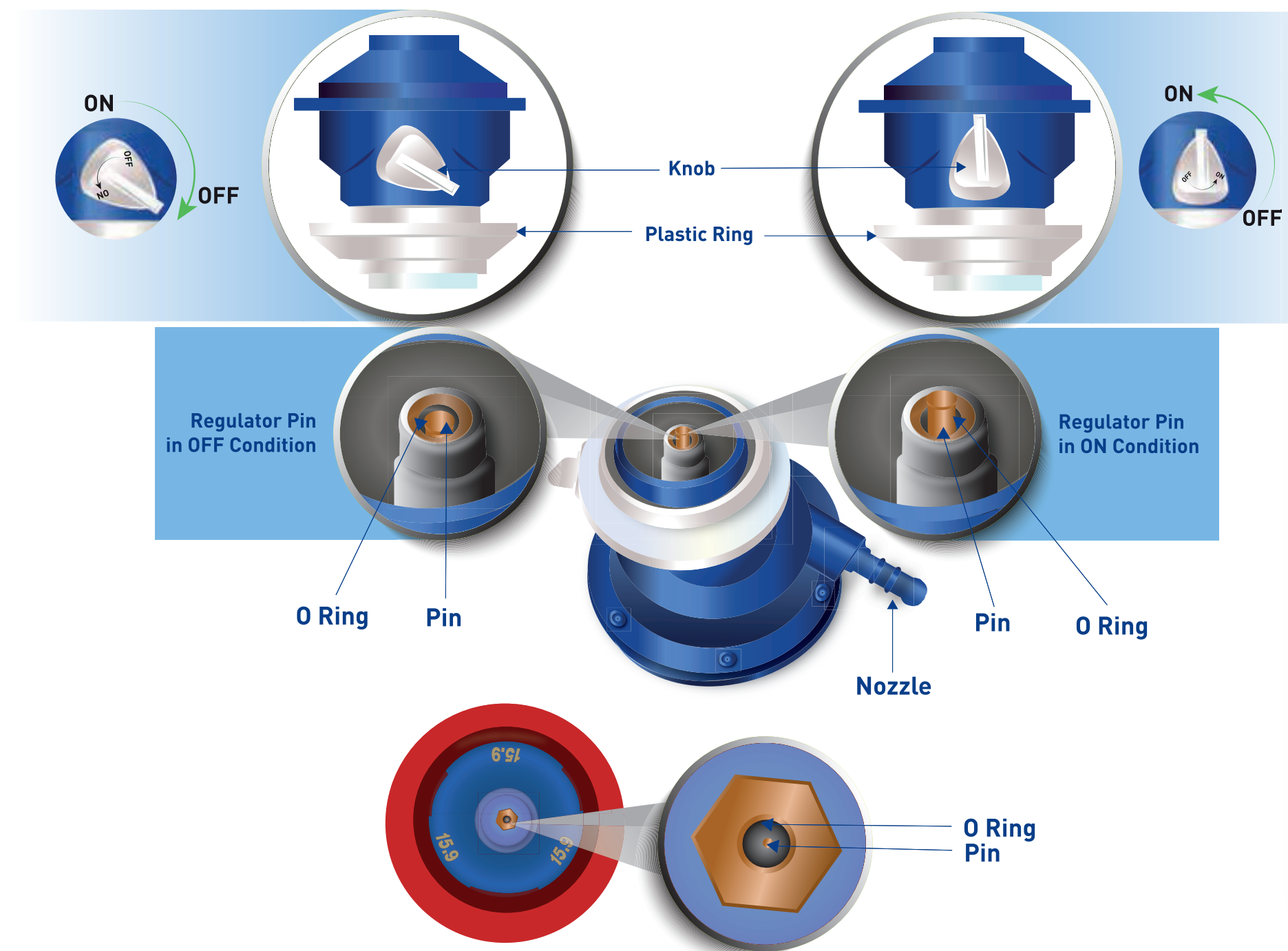
Preserve the seal till cylinder is in use.



Know your Regulator



Know your Regulator



When domestic pressure regulator's knob is turned ON, regulator pin comes out and applies pressure on cylinder valve pin. Thus LPG starts flowing.

When regulator knob is turned OFF, pin goes inside and removes pressure on the valve pin and LPG flow stops.

How to receive cylinder - Get pre delivery check (PDC) done



1

Check that cylinder is with intact Tamper Evident Seal.

If seal is broken or no seal, do not accept cylinder



2

Cylinder Weighment.

Cylinder tare weight and total weight is stenciled on the cylinder



3

Valve Pin Check with Leak Detector-1



Do not check cylinder valve with water



"O" ring check with Leak Detector-2

4



Pay as per the cash memo

5

How to receive cylinder - Get pre delivery check (PDC) done



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Check that cylinder is with intact Tamper Evident Seal.

If seal is broken or no seal, do not accept cylinder



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Valve Pin Check with Leak Detector-1



Do not check cylinder valve with water



"O" ring check with Leak Detector-2

2
Cylinder Weighment.

Cylinder tare weight and total weight is stenciled on the cylinder



4



Pay as per the cash memo

5

Importance of PDC

By ensuring, Pre Delivery Checks of cylinder, customer can be assured themselves of,

- Quantity of LPG
- Quality of LPG cylinder

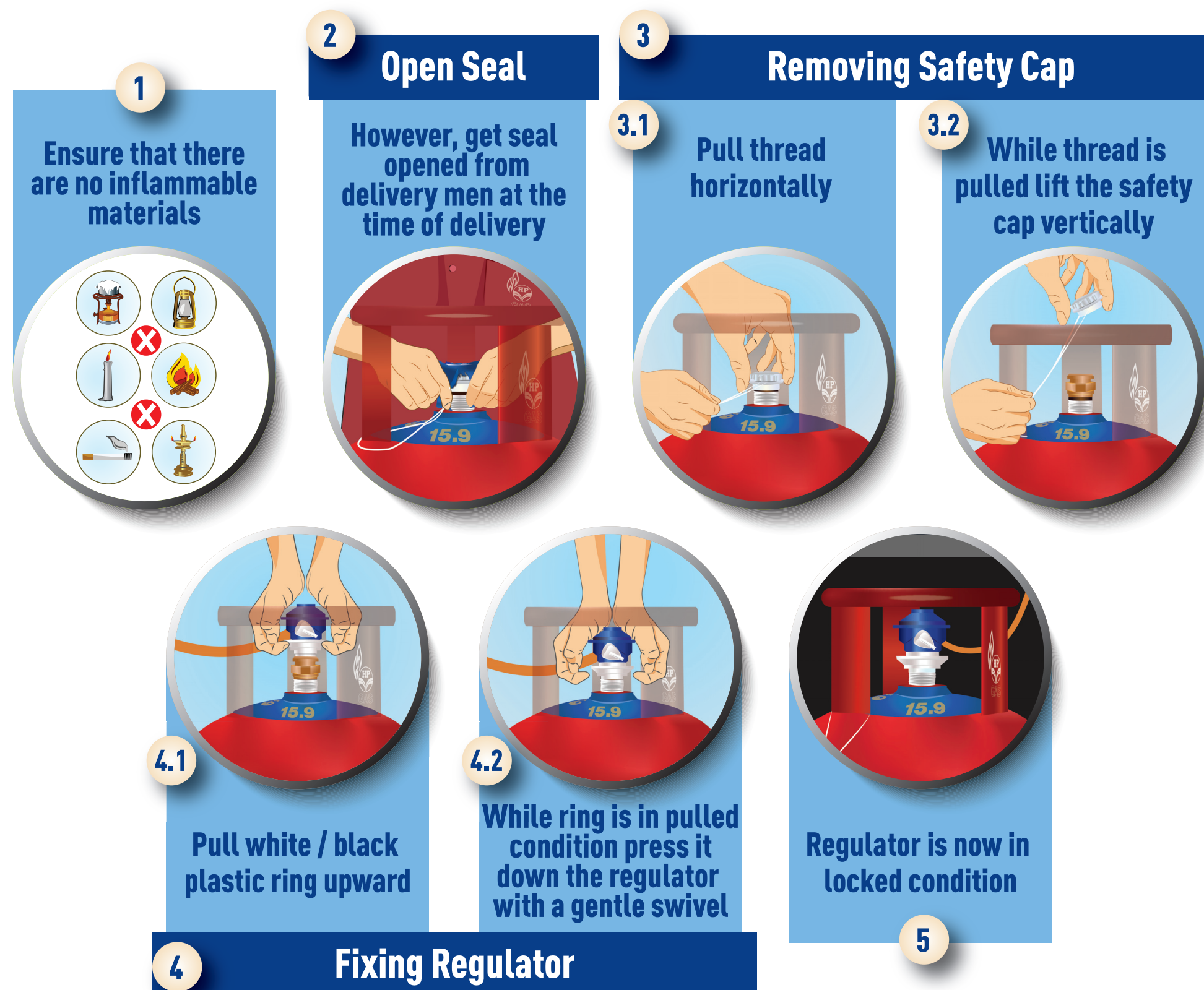
PDC Steps

- Check seal in intact
- Get cylinder weighed. Total weight is stenciled on the cylinder
- Delivery Men will then open the seal and safety cap and shall check for pin leak and then O ring leak with the help of Festo Leak Detectors.

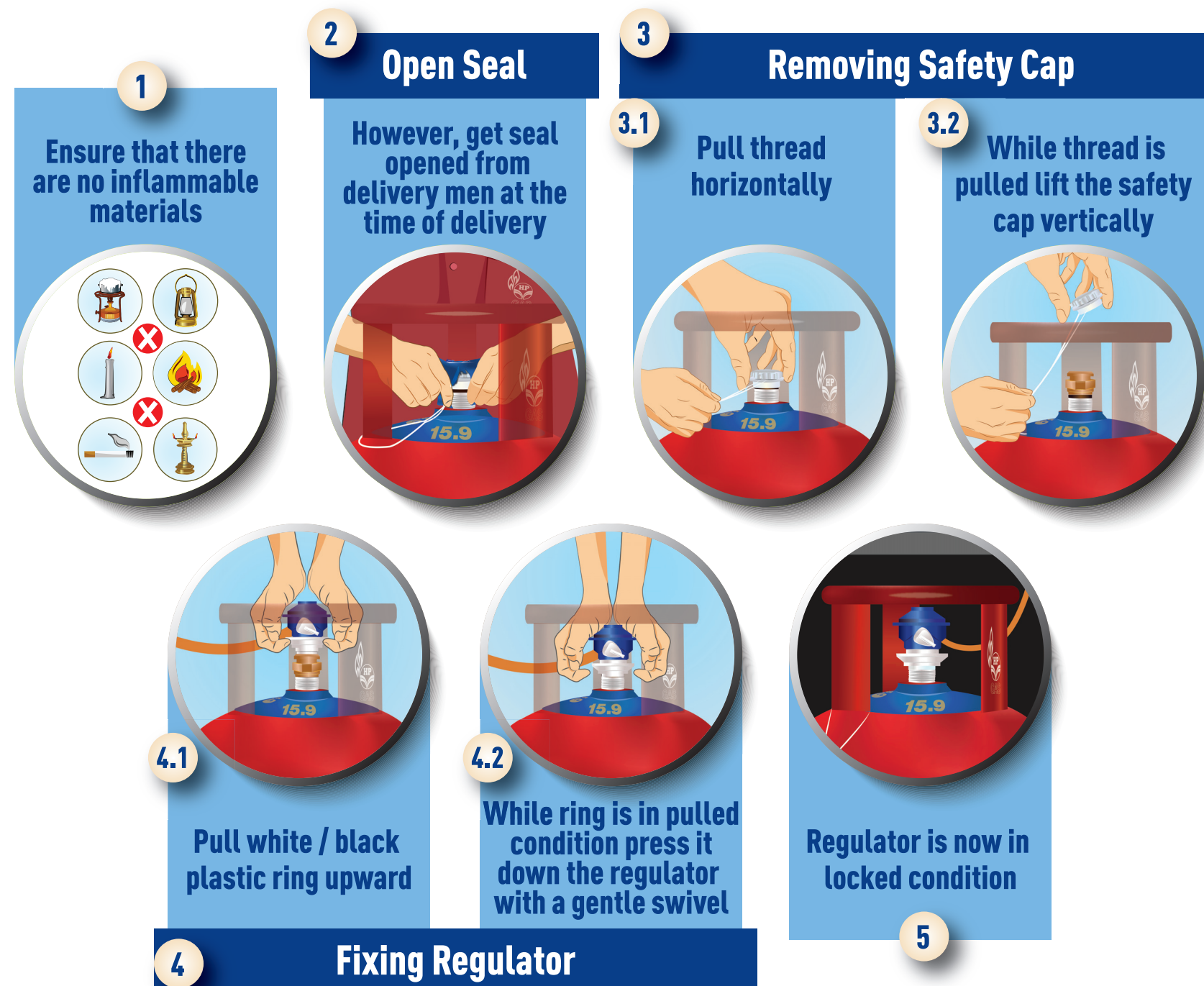
DO NOT USE WATER TO TEST CYLINDER VALVE

Ensure you are given cash memo. Pay as per amount mentioned in cash memo and get the cylinder entry updated in Domestic Gas Consumer Card (DGCC Book)

How to connect cylinder

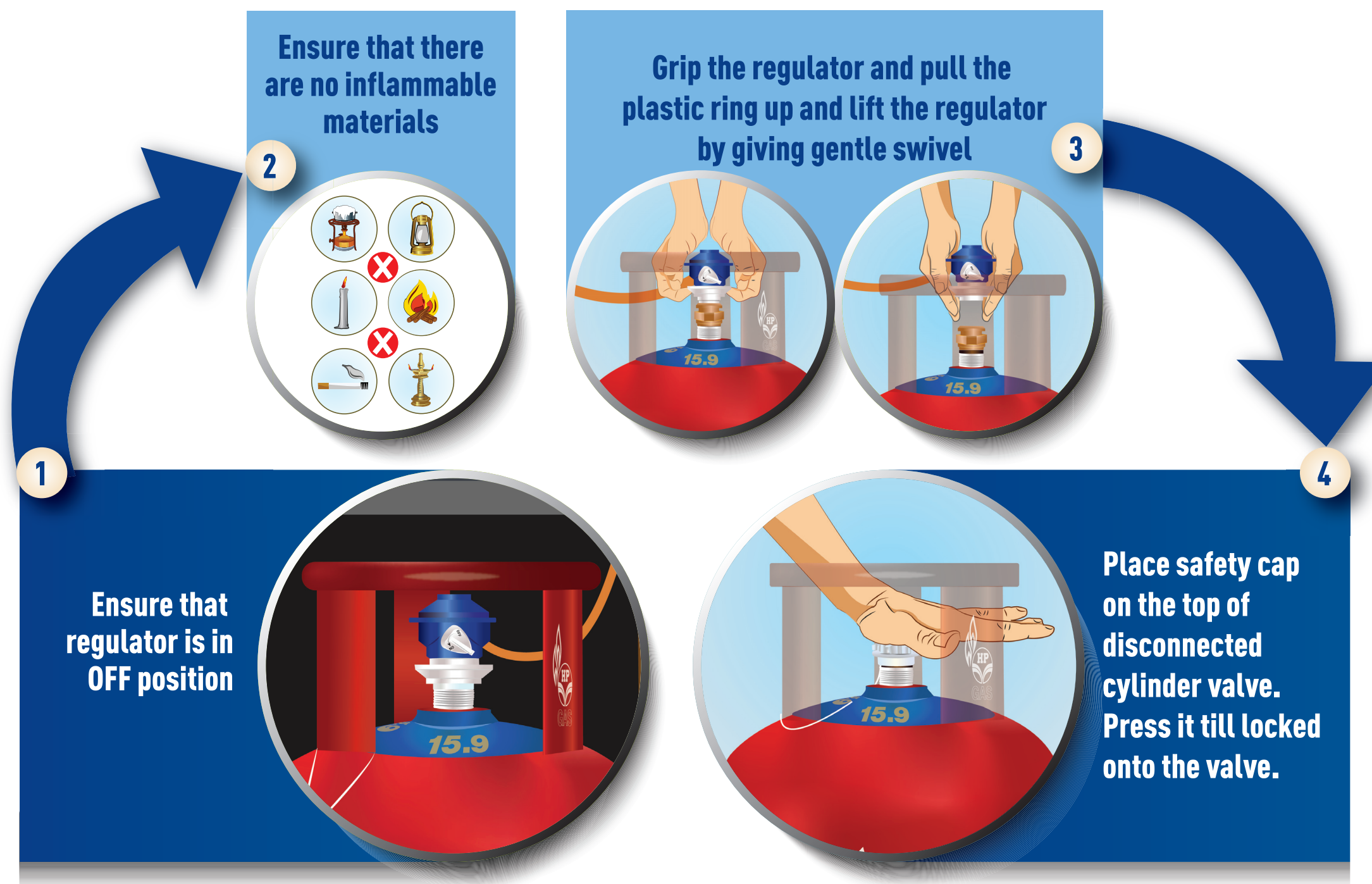


How to connect cylinder

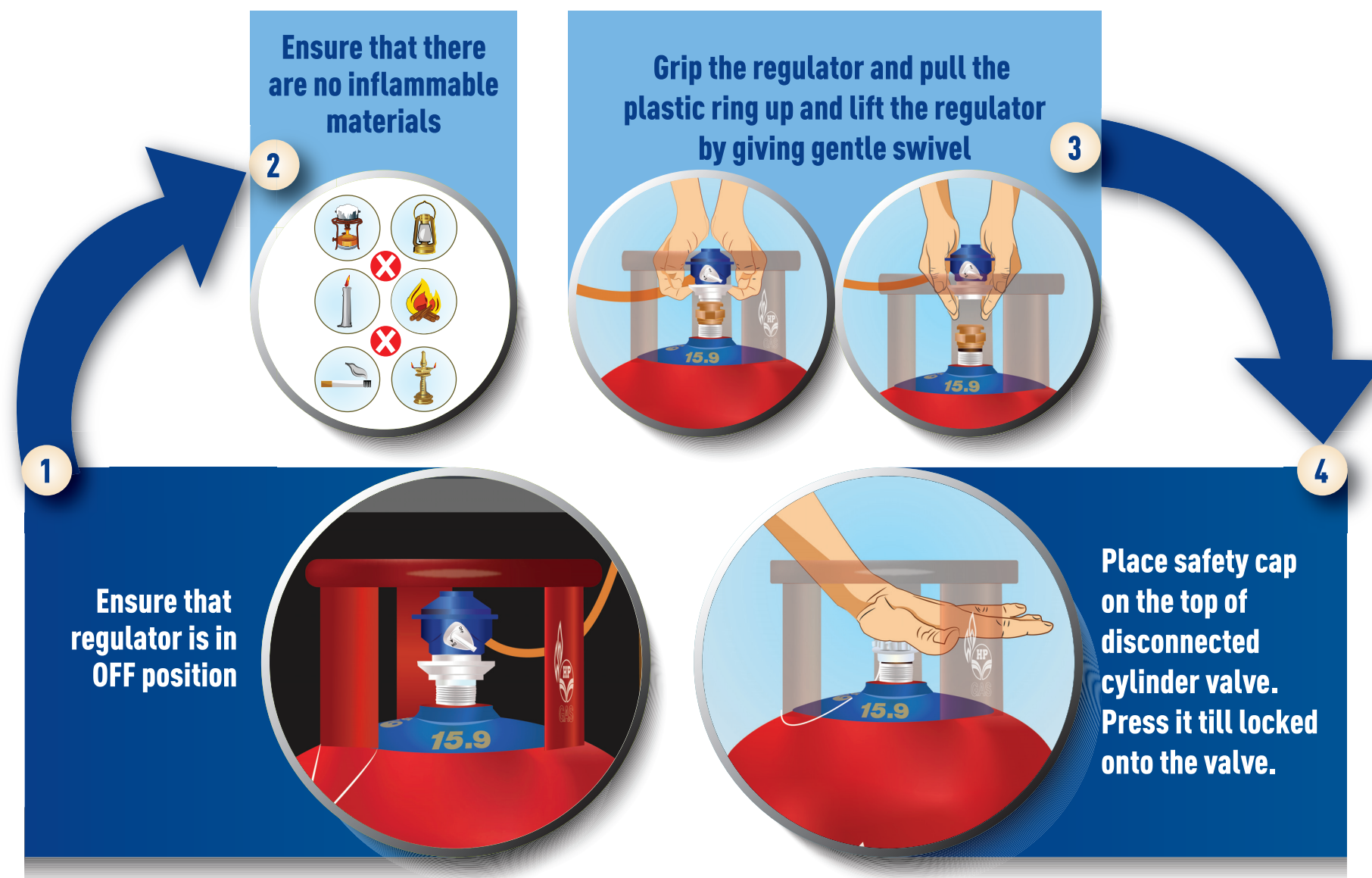


Explain customer how to connect cylinder.
Give a practical demonstration.

How to dis-connect cylinder

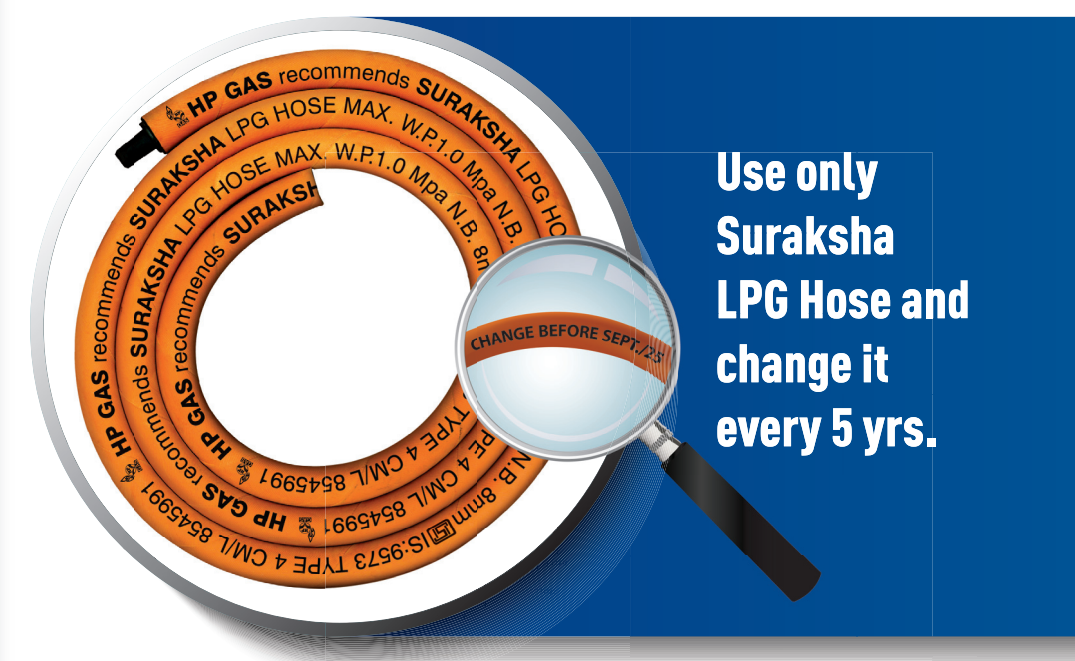


How to dis-connect cylinder



Explain customer how to connect cylinder.
Give a practical demonstration
of dis-connecting cylinder.

Know your Suraksha Hose



**Use only
Suraksha
LPG Hose and
change it
every 5 yrs.**



ISI
Mark



Weather
Resistant



Flame
Resistant



Leak
Proof



Steel Wire
Reinforced



Resistant to
Rodent Attack



**Mandatory
Inspection**

**It is mandatory to get your
LPG installation inspected*
once in 5 years.**

- Charges applicable

Know your Suraksha Hose



Key features of Suraksha LPG Hose are

- ▶ ISI Mark
- ▶ Weather resistant
- ▶ Flame resistant
- ▶ Leak proof
- ▶ 3 layers with copper wire re-inforced
- ▶ Resistant to rodent attack

- Suraksha LPG hose is valid for 5 years. Please check the date “Change Before” and replace it once in 5 years.
- In order to ensure genuine product, always purchase Suraksha LPG Hose only from authorized HP Gas Distributor.
- Do not put any cover or clamp on Suraksha LPG Hose

Mandatory Inspection

HP Gas mechanic will be carrying I-Card issued by the distributor. During the mandatory inspection, the mechanic will check the LPG Installation and will service LPG stove. Mechanic will also check Suraksha LPG Hose replacement date. Mandatory Inspection is chargeable as per the rate card available with mechanic. Consumables, if any, will be chargeable.

LPG Safety Tips



Keep cylinder in upright condition with valve on top. Always keep gas stove above the level of cylinder



Do not keep stove below level of cylinder



Keep gas stove away from strong wind flow



Do not keep gas stove where there is strong wind flow



LPG Safety Tips



► In cylinder, LPG is stored in liquid form. if cylinder is kept in horizontal fashion, Regulator will directly come in contact with LPG in liquid form and will malfunction.

► LPG is twice heavier to air. In case of leakage it will settle down and if stove is kept on ground level, it will cause fire.

► If stove is kept near window, strong wind flow will extinguish burner flame and LPG will start leaking from burner. LPG leakage may result in accident.

LPG Safety Tips



Connect only
one stove
to the cylinder



Never make use of
'T' Connection for
connecting 2
stoves with
one cylinder



Keep the
LPG cylinder
away from
other sources
of heat



Do not keep the
LPG cylinder
where there are
other sources
of heat



Cylinder filled
or empty should
have safety
cap on it



Do not keep cylinder
(filled or empty)
without putting
safety cap



LPG Safety Tips



Connect only
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to the cylinder



Never make use of
'T' Connection for
connecting 2
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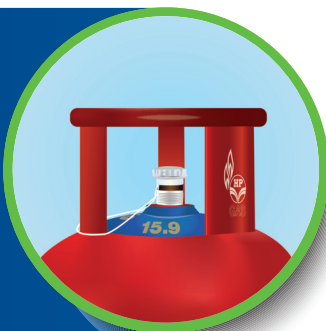
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Do not keep the
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Cylinder filled
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Do not keep cylinder
(filled or empty)
without putting
safety cap



► Using 'T' connection for connecting 2 stoves with one is UNAUTHORISED.

- 'T' connection is non ISI.
- It increases number of joints from 2 to 6 and thereby possibility of LPG leakage also increases.
- One of the stoves mostly remains below the level of cylinder

► Exposure to heat can cause pressure build in cylinder. This can damage cylinder and cause accident.

► Safety Cap protects valve and prevent LPG leak from valve, if any.

LPG Safety Tips



Use only Suraksha
LPG Hose
and change
it every 5 yrs



Do not use
green tube or any
ordinary tube other
than Suraksha
LPG Hose



While stove is in
ON condition, be
present near
the gas stove



While cooking is
ON, do not leave
it unattended



For any repairs/
complaints, call
HP Gas authorized
mechanic



Do not try
to repair or tamper
with any part
of gas installation



LPG Safety Tips



✓	Use only Suraksha LPG Hose and change it every 5 yrs			Do not use green tube or any ordinary tube other than Suraksha LPG Hose	✗
✓	While stove is in ON condition, be present near the gas stove			While cooking is ON, do not leave it unattended	✗
✓	For any repairs/complaints, call HP Gas authorized mechanic			Do not try to repair or tamper with any part of gas installation	✗

- ▶ Suraksha LPG Hose is 3 layer steel wire reinforced hose which is specially designed for Domestic LPG Installation.
- ▶ Food/milk may overflow. This with extinguish flame but LPG will continue to flow from burner. Nylon cloths can easily catch fire. While, cooking use Flame Retardant Apron/cotton cloths.
- ▶ Carrying out repairs in LPG installation yourself, can be dangerous. HP Gas authorised mechanics are trained to handle domestic LPG Installation.

LPG Safety Tips



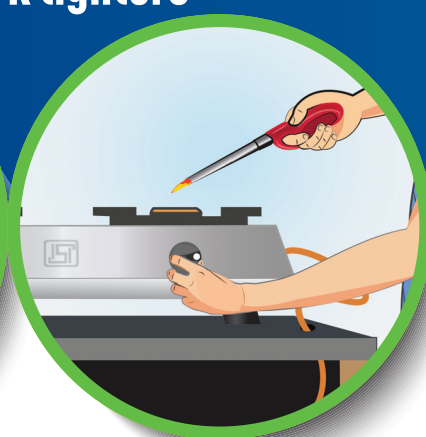
**Always
Keep cylinder in
properly
ventilated area**



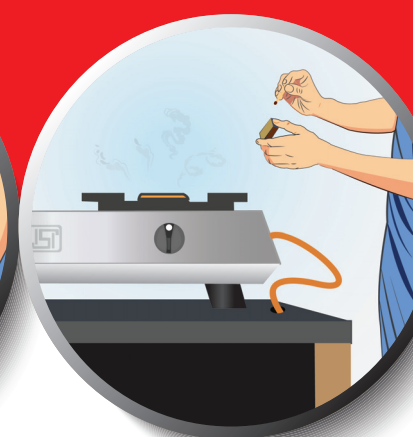
**Do not keep the
cylinder in a
cupboard where
there is no
ventilation**



**First light the match stick / flame
lighter and then turn on the stove knob.
It is recommended to use flame lighters
over spark lighters**



**Do not first turn gas stove knobs in ON and
light match stick / flame lighter
thereafter**



LPG Safety Tips



**Always
Keep cylinder in
properly
ventilated area**



**Do not keep the
cylinder in a
cupboard where
there is no
ventilation**



► LPG is twice heavier to air. In case of leakage, it will settle down.

If cylinder is kept in closed cupboard, leaked LPG will get accumulated and it will form explosive mixture.



**First light the match stick / flame
lighter and then turn on the stove knob.
It is recommended to use flame lighters
over spark lighters**



**Do not first turn gas stove knobs in ON and
light match stick / flame lighter
thereafter**



► Delayed operation of spark lighter can spread LPG and cause sudden fire.

Ideal LPG Installation



Stove away from
direct flow of wind

Stove above the
level of cylinder



Flame Retardant Apron

Cylinder in vertical position
with valve on top

Cylinder away from
other sources of heat

Cylinder kept in properly
ventilated area



Suraksha LPG hose
within validity
period of 5 years

ISI Marked
Suraksha Hose

Hose without
"T" connection

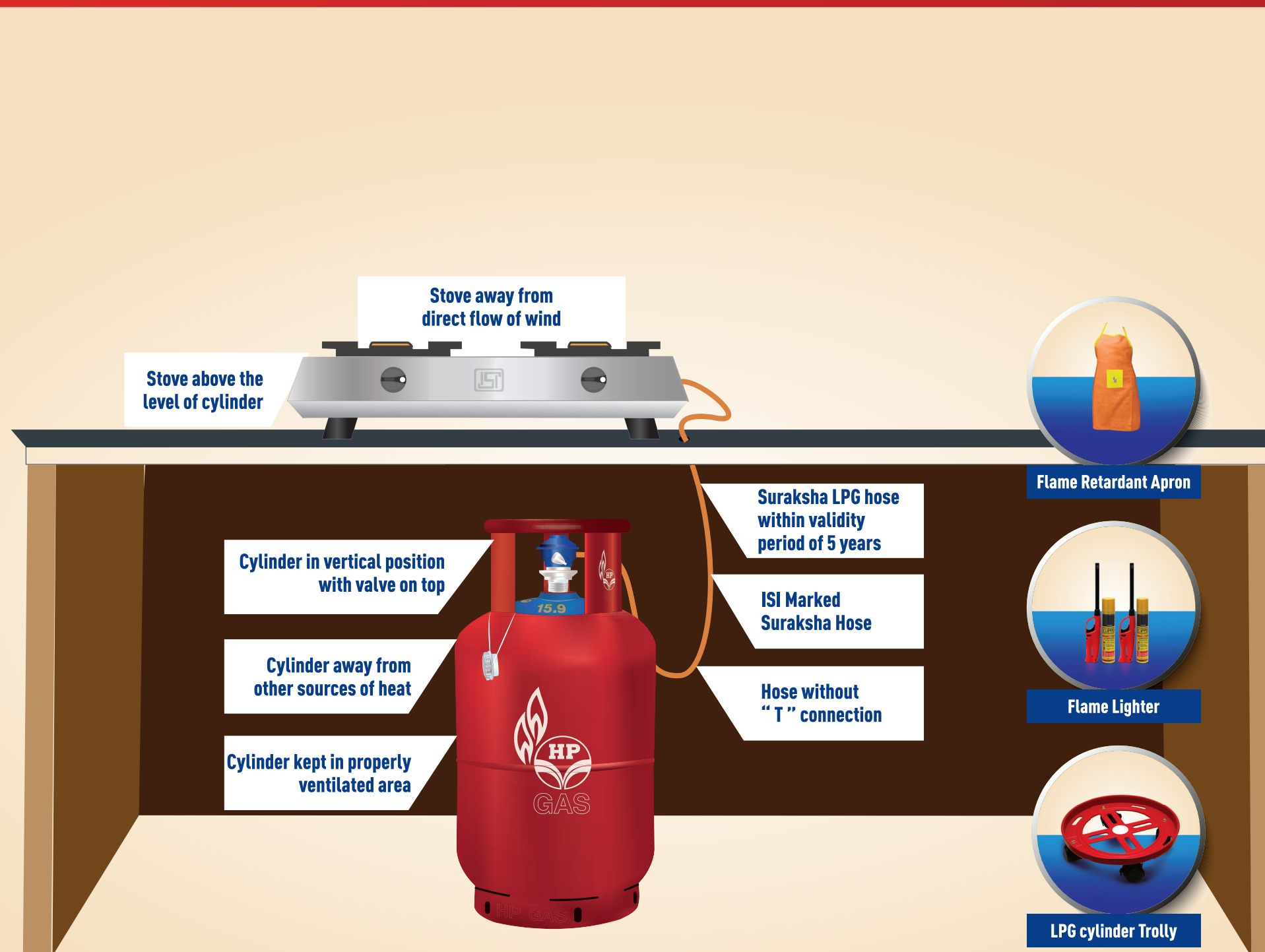


Flame Lighter



LPG cylinder Trolley

Ideal LPG Installation



Taking into account all learnings so far, let us see what is the Ideal LPG Installation.

This is the ideal LPG installation as

Cylinder

- Cylinder is kept in vertical condition with valve on top.
- Cylinder is kept away from other source of heat
- Cylinder is kept in properly ventilated area

Stove

- ISI marked stove
- Stove above the level of cylinder
- Stove kept away from direct flow of wind

Suraksha LPG Hose

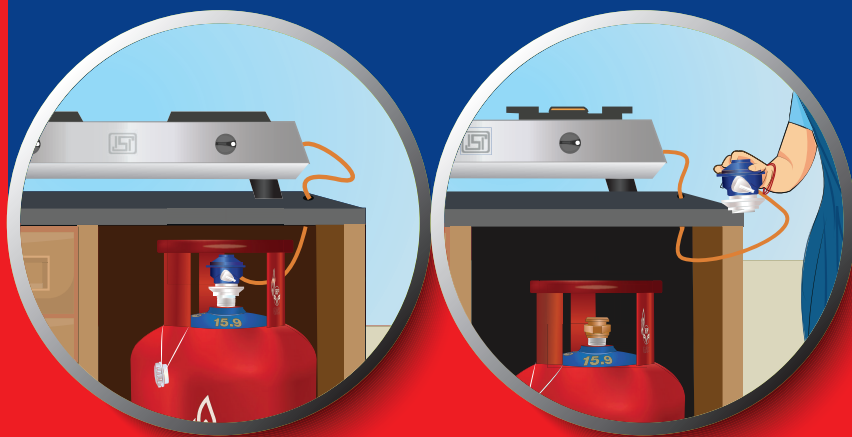
- ISI marked hose
- Hose within validity period of 5 years
- Hose without "T" connection

Action to be initiated in case of leak Emergency Helpline No. & Refill Tracking/Subsidy/Payment details

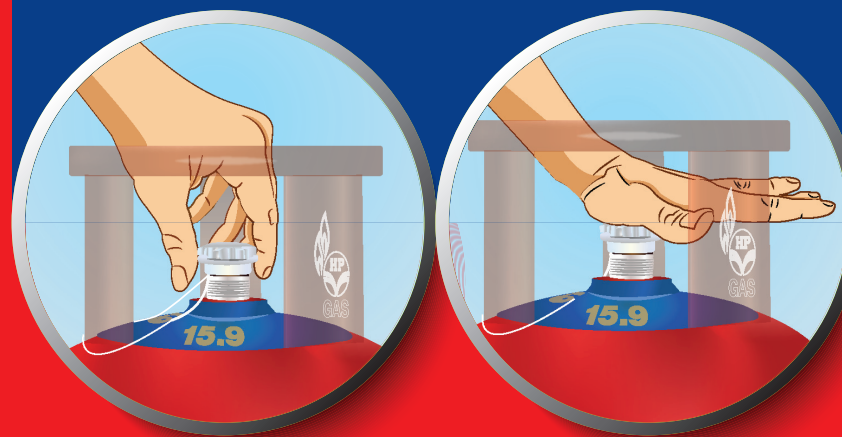


Action to be initiated in case of leak

Switch Off the regulator by turning it in clock wise direction & remove it



Put safety cap on cylinder valve



Open all doors and windows



Ensure that there are no inflammable materials in the kitchen



Do not operate any of the electrical switches either from ON to OFF or OFF to ON



Call 1906. It is 24X7 Emergency Toll Free number of LPG leakage complaints

LPG Leakage Complaint Number

Emergency Toll Free No. For LPG leakage complaints

24 X 7

1906

LPG Related Complaint Number

Toll Free No. (8.00 AM to 8.00 PM)

For LPG related complaints.
www.hindustanpetroleum.com

1800 2333 555

For refill booking & tracking.
Subsidy & Payment status

Download the free App now



HP
PAY

HP Gas website

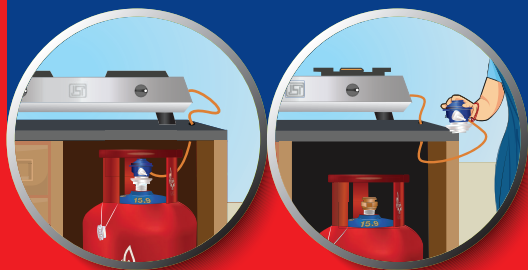
www.myhpgas.in

Action to be initiated in case of leak Emergency Helpline No. & Refill Tracking/Subsidy/Payment details

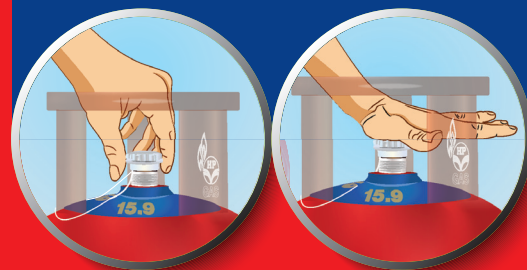


Action to be initiated in case of leak

Switch Off the regulator by turning it in clock wise direction & remove it



Put safety cap on cylinder valve



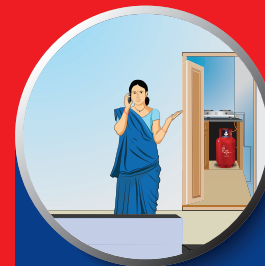
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Download the free App now



HP PAY

HP Gas website

www.myhpgas.in

Kindly remember following numbers and websites.

1906

1906 is 24 X 7, LPG Leakage complaint number. To be called in case of LPG leakage.

LPG Leakage complaint are handled free of cost.

1800 2333 555

For any LPG related complaint other than leakage, kindly dial 1800 2333 555 toll free number. This service is available from 8 am to 8 pm

www.myhpgas.in

Visit www.myhpgas.in to book your refill, payment, to track refill, to know subsidy status, etc.

HP PAY Mobile App

Download HP Pay Mobile App. Available free on both android and IOS. This is one stop solution for LPG, Petrol / Diesel and Lubricants.

You can book and pay for LPG refill, Track your refill, view refill history, etc.

HP GAS - Digital Booking



HP Gas refill can be booked using any following option

Register Your Mobile Number

WhatsApp 92222 01122

HP PAY Mobile App

HP Gas Portal: www.myhpgas.in

HP ANY Time (IVRS)

SMS

Umang Mobile App

Amazon

PayTM

Missed Call 94936 02222

Using any Bank App or wallet

Customer Service Centers

At your HP Gas Distributorship



HP GAS - Digital Booking



HP Gas refill can be booked using any following option

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WhatsApp 92222 01122

HP PAY Mobile App

HP Gas Portal: www.myhpgas.in

HP ANY Time (IVRS)

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Missed Call 94936 02222

Using any Bank App or wallet

Customer Service Centers

At your HP Gas Distributorship



There are various options available for online HP Gas refill booking.

To avail host of services, please register your mobile number with HP Gas.

Please get customer's mobile number register.

Explain all available refill booking options.

HP GAS - Digital Payment



HP Gas refill payments can be done using any following option

HP PAY Mobile App

HP Gas Portal: www.myhpgas.in

Umang Mobile App

Any Bank or Wallet app

PAYTM & AMAZON

Credit Card/Debit Card swiping

UPI QR & Bharat QR code scan

Aadhar Pay for Aadhar Enabled Payment System



HP GAS - Digital Payment



HP Gas refill payments can be done using any following option

HP PAY Mobile App

HP Gas Portal: www.myhpgas.in

Umang Mobile App

Any Bank or Wallet app

PAYTM & AMAZON

Credit Card/Debit Card swiping

UPI QR & Bharat QR code scan

Aadhar Pay for Aadhar Enabled Payment System



There are various digital payment options available by which HP Gas refill payment can be made prepaid or postpaid.

We strongly recommend to resort to online contactless payment.

Explain all available refill payment options.



HP GAS ARB - Product Range

Flame Lighter



Exciting
product range
available at
HP Gas
Distributor

Flame
Retardant
Apron



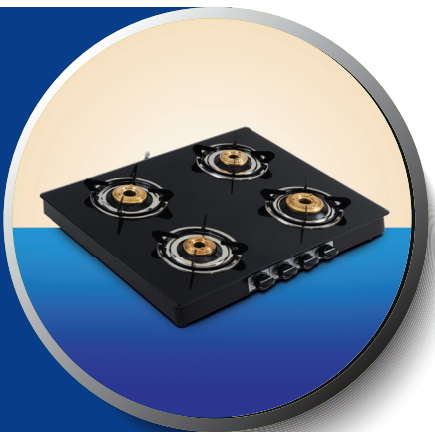
LPG cylinder
Trolley



Solar Light



High Thermal
Efficiency
Glass Top Stoves



Suraksha LPG Hose



High Thermal
Efficiency
Stainless
Steel Stoves



HP GAS ARB - Product Range



Flame Lighter



**Exciting
product range
available at
HP Gas
Distributor**

Flame
Retardant
Apron



HP Gas distributor also sales from their distributorships following products.

► **High Thermal Efficient Stoves:**

These stoves are certified for minimum thermal efficiency of 68.5%. These stoves are available in glass top as well.

► **Suraksha LPG Hose**

► **Flame Lighters**

► **Flame Retardant Apron:** This apron will not catch fire and recommended to use while cooking

► **LPG Trolley:** Which are very sturdy and with this cylinder can be moved conveniently

► **Solar Lights**

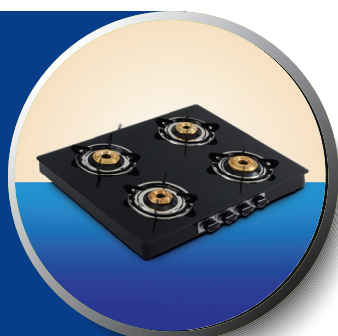
LPG cylinder
Trolley



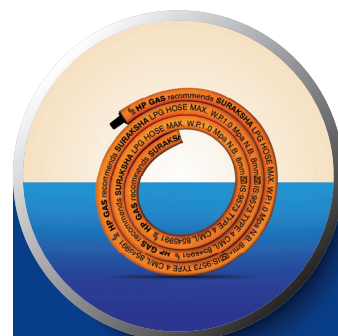
Solar Light



High Thermal
Efficiency
Glass Top Stoves



Suraksha LPG Hose



High Thermal
Efficiency
Stainless
Steel Stoves



LPG Conservation Tips



Use optimum quantity of water



Reduce the flame when boiling starts



Keep all materials required for cooking within reach



Use pressure cooker. It is one of the fastest and economical ways of cooking



To prevent heat losses, put lid on the vessel



Use shallow & wide vessels



Soak cereals in water before cooking



Plan Your Meal Timings. Eating together will help reduce LPG consumption



Do not keep food items directly from the refrigerator to the gas burner



Small burner of gas stove is more efficient



Clean stove burners at regular intervals



Switch to Star labelled / ISI marked High thermal efficient LPG stoves



LPG Conservation Tips



Money saved is money earned. You can save LPG by following all these simple techniques.

Explain each point.



- ▶ If water is used in excess, more gas will get consumed to evaporate excess water.
- ▶ Once liquid starts boiling, it means, it has attended maximum temperature. Any further excess heat will be waste.
- ▶ With proper preparation, will be able to cook fast without wasting unnecessary gas.
- ▶ Putting lid on vessel will keep heat energy inside vessel which will make cooking fast and save gas.
- ▶ If cereals are soaked in water, it cooks fast, thereby saving gas.
- ▶ If food items are taken directly from refrigerator to stove, excess gas will be required to heat cold items.
- ▶ High Thermal Efficient Stoves have minimum thermal efficiency of 68.5%. Usage of high thermal LPG stove, saves 4-5% of LPG as compared to normal stoves.
 - ▶ Small burner of stove consumes less amount of gas per hour as compared to big burner.
 - ▶ Choked burners will reduce thermal efficiency and will consume more gas.
 - ▶ Blue colour flame means proper combustion of fuel. Blue colour flame temperature is more as compared to yellow / orange colour flame.

HP Gas - Product Range



HP Gas - Product Range



Other than domestic 14.2 Kg and 5 Kg capacity cylinders, we also market following capacity of cylinders

- ▶ **APPU 2 Kg & 5 Kg** : For this no proof of address is required. Refill can be taken from any HP Gas distributor PAN India. This is most beneficial to students, migrant workers, etc.
- ▶ 19kg. 35kg , 47.5 Kg and 425 Kg SUMO cylinders for commercial and industrial use
- ▶ **We also have specialized product viz.**
 - **Power Lift**: For LPG operated fork lifts
 - **Razor**: For metal cutting
 - **Flame Plus**: High Performance LPG



Hindustan Petroleum Corporation Limited



जीहाँ!



your friendly gas

HP GAS



Hindustan Petroleum Corporation Limited



your friendly gas

HP GAS