

**IMPORTANT! New Natural Gas Alarm Will
Help Enhance Gas Safety**

Battery-Powered Natural Gas Alarm Kit

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Enhance Gas Safety



Battery – Powered Natural Gas Alarm Kit

For more information how to install batteries, follow the instructions in the “Battery Installation” section of the Quick Start Guide inside the alarm kit.

Maintenance and cleaning of the natural gas alarm should be performed in accordance with the instructions provided with the User’s Manual.

The natural gas alarm is 100% battery powered and will reach its end-of-service-life in approximately 10 years after the installation date. Replace after the end-of-service-life warning is activated. The alarm will sound 2 short beeps and announce, “Please Replace detector”. PGW will not provide a replacement natural gas alarm.

If you are a landlord, you should distribute copies of these important documents to your tenant(s) and make additional copies available in common areas of your building.

Important Safety Information

- Do not block, cover, obstruct or paint over the natural gas alarm. Doing so may clog or block the openings to the gas alarm’s sensing chambers and/or cause the unit to malfunction.
- Do not expose the gas alarm to dirt or dust, which may cause the unit to malfunction.
- This alarm is recommended for indoor use only.
- Do not expose the gas alarm to abnormally strong radio waves or signals, such as those emitted from amateur radio equipment. Exposing the gas alarm to such radio waves or signals may cause the unit to malfunction.
- Do not spray or use cleaning agents, insecticides, compressed gas dusters or any other aerosols or chemicals directly on or near the gas alarm, or expose the gas alarm to Freon, chlorofluorocarbons (CFCs),
- Volatile Organic Compounds (VOCs), solvents, silicones, water, steam, high humidity, extreme heat or fire. Exposing the gas alarm to these substances or conditions may cause the unit to malfunction.

You MUST follow the enclosed manufacturer’s instructions for more details regarding the installation of the natural gas alarm and locations that the alarm should NOT be Installed.

Improper installation location can prevent the detection of natural gas leaks and you from hearing the alarm.

It is strongly recommended that you familiarize yourself and your family members with the enclosed **Important Safety Information & Warnings** concerning your new natural gas alarm and the manufacturer’s **User’s Manual** inside the alarm kit. An electronic version of this document can be found at PGW’s website. For more information about this product, you can visit the DeNova Detect website (www.denovadetect.com) or call DeNova Detect Customer Service at 847.749.3064.

Natural Gas Alarm Limitations

- The Natural Gas Alarm is not guaranteed to prevent property damage, personal injuries and/or death resulting from a fire or explosion caused by a natural gas leak. Like all electronic devices, the natural gas alarm has limitations.
- The natural gas alarm will only detect the presence of natural gas in the limited area where the natural gas alarm is installed, which is typically, but not always, near the point-of-penetration in your foundation wall where the gas service pipe or other utilities enter your home or building. This area is located in your basement and may be near PGW’s gas meter but will vary depending on the location of the meter and the layout of your basement.
- In the event of a natural gas leak, natural gas may be present in other areas and/or on other floors of your house or building without reaching the natural gas alarm’s location.
- Doors, walls and/or other obstructions may affect the rate at which natural gas reaches the natural gas alarm.
- The natural gas alarm may not sound in the event of a natural gas leak in a remote part of your house or building, away from the natural gas alarm.
- You should install other commercially available natural gas alarms as needed in other areas of your home or building where natural gas appliances are used.
- Never move or relocate the natural gas alarm from where it is installed. Doing so could disable the natural gas alarm, prevent the unit from functioning properly, and/or result in property damage, serious injury or death.
- The natural gas alarm is designed to only detect the presence of natural gas. It will not detect fire, heat, smoke, or the presence of any other gases, including carbon monoxide (CO). You should install other commercially available smoke and/or CO detectors as needed in your home or building for early warning of those conditions.

- The natural gas alarm’s warning signal may not be heard in all situations.
- Since natural gas alarms are typically installed in basements, people on upper floors, or in other rooms or areas, may not hear the unit’s alarm in the event of a natural gas leak.
- People in the basement may also not hear the natural gas alarm if the sound is at a distance and/or blocked by closed doors, walls and/or other obstructions.
- Noise from traffic, stereos, radios, televisions, video games, air conditioners, appliances and/or other sources may also prevent people from hearing the natural gas alarm.
- The natural gas alarm is not intended for people who are hearing impaired.
- The natural gas alarm has a limited operational life. The natural gas alarm may not function properly if the battery and/or sensor have failed, or if the natural gas alarm or any of its components have been tampered with.
- A yellow blinking light on the front of the natural gas alarm indicates that the unit may not be functioning properly or that its battery may be running low. Contact DeNova Detect Customer Service at 847.749.3064, if you observe a yellow blinking light or if you have any other questions or concerns. Do not contact PGW.

Property Damage

Natural gas leaks can result in fires or explosions that may cause significant property damage, personal injuries and death.



It's very important that you never assume that someone else will report the gas leak. The gas alarm will NEVER notify 911 or Philadelphia Gas Works. In some situations, you may smell gas before the alarm activates. If at any time you smell natural gas – whether or not the gas alarm is sounding – immediately follow the steps above, including evacuating the building to a safe location and **calling 911 or PGW emergency hotline at 215-235-1212** once you are safe outside.

Where to Install the Natural Gas Alarm

You are responsible for installing the natural gas alarm in accordance with these instructions. The alarm can be installed where a gas leak may occur or where a gas appliance is located. Examples are in the basement near the natural gas meter where the gas service pipe enter your home or building (this is the preferred location for the alarm), near a gas dryer, near furnace burners or boilers, or in a kitchen (due to potential gas leaks from oven and cook tops).

Natural Gas Alarm should be mounted

- Within 12 inches (0.3 meters) from the ceiling.
- At least 5 feet (1.5 meters) from cooking appliance or cooktop hood.
- At least 3 feet (0.9 meters) away and no more than 10 feet (3 meters) away from the gas appliances (if the existing space does not allow for installation at least 3 feet from a gas appliance, When the existing space does not allow for installation at least 3 feet (0.9 meters) from a gas appliance, the alarm may be installed less than 3 feet from the gas appliance assuming the alarm will not be affected by heat or exhaust gas).

Battery Installation

Do NOT remove the plastic wrap surrounding the battery pack. Doing so may cause an electrical shortage or shock. After installing or replacing batteries, always test the alarm by pressing the "Test" button to ensure it is operational. Always contact the manufacturer for replacement batteries, since they're not available for purchase in retail stores. PGW will not provide replacement batteries. Never tamper with the gas alarm or its battery, or attempt to disconnect, reconnect. Doing so could disable the gas alarm, cause it to malfunction and/or result in serious injury or death. Disconnecting and/or reconnecting the battery in the presence of natural gas, including after the gas alarm sounds, can ignite a fire or trigger an explosion.

Philadelphia Gas Works (PGW) is offering a limited number of free natural gas (methane) alarms to its residential and commercial customers and has hired a contractor - AM Conservation Inc. – to deliver the alarm kit to your home or building. There is no cost for the alarms. However, PGW does not install the alarm or cover any installation costs, if any. These Natural Gas Alarms will be issued on a first-come, first-served basis until funding of this pilot program is exhausted. Only one (1) alarm is allowed for each PGW customer.

How Does Your Natural Gas Alarm Work?

The natural gas alarm monitors the air in your basement, typically in the area where the gas service pipe or other utilities enter your home or building. This area may be near PGW's gas meter but it will vary depending on the location of the meter and the layout of your basement. Gas leaks can become dangerous, sometimes causing fires or explosions resulting in property damage, serious injuries, and even death.

The gas alarm is designed to sound an alarm at 10% or greater of the lower explosive limit for natural gas and will beep loudly if the natural gas in the area near the alarm reaches this threshold level. The alarm consists of a flashing red LED light, sounding of a warning alarm and the following recorded message: **"Danger – Gas leak explosion risk. Evacuate, then call 911."** First responders, such as Philadelphia Fire Department or Philadelphia Gas Works must be contacted first to investigate and mitigate the situation at the building to silence the unit; otherwise the alarm will continue to sound.

What You Should Do if You Smell Gas or the Natural Gas Alarm Sounds

Gas leaks smell like rotten eggs and can sound like hissing or whistling. If you ever smell gas anywhere in your home or hear a potential gas leak, or your gas alarm sounds, act fast and do the following:

- Evacuate immediately and take everyone else with you, including your pets.
- Do not use a phone; light a match; turn on or off any light switches, flashlights, or appliances; start a car; or do anything else that could create a spark and cause the gas to ignite or explode
- When you are safely outside the building, **call 911 or PGW emergency hotline at 215-235-1212** to report the gas leak
- Do not re-enter the building until you are told to do so by the authorities (Fire Department or PGW personnel)

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Frequently Asked Questions



Frequently Asked Questions About Natural Gas Safety and 100% Battery Powered 10-year DeNova Detect Natural Gas Alarm

Q. Who should I contact if the natural gas alarm goes OFF, indicating the detection of a gas leak?

1. **Evacuate immediately and take everyone else with you, including pets.**
2. Do not use a phone; light a match; turn on or off any light switches, flashlights, or appliances; start a car; or do anything else that could create a spark and cause the gas to ignite or explode.
3. When you are safe outside the building, call 911 or PGW's emergency hotline at 215-235-1212 to report the gas leak.
4. Do not re-enter the building until you are told to do so by the Philadelphia Fire Department or PGW personnel on site.

Q. Where should I install the DeNova Detect Natural Gas Alarm?

A natural gas alarm should be installed in accordance with the instructions in the included manufacturer's User's Manual.

It is recommended that the natural gas alarm be installed indoors near PGW's gas meter where the natural gas service pipe or other utilities enter your home.

The alarm should be installed on the wall:

- Within 12 inches from the ceiling.
- It is recommended that the natural gas alarm be placed at least 3 feet (0.9 meters) away, and no more than 10 feet (3 meters) away, from gas appliances. This should help reduce "unwanted" nuisance alarms, which can occur if a natural gas alarm is placed directly next to or less than 3 feet (0.9 meters) away from a gas source.

Follow the instructions in the manufacturer's User's Manual for locations that you should avoid when installing the natural gas alarm.

Q. What is the benefit of installing a natural gas alarm near the ceiling?

Natural gas is lighter than air. It will accumulate at the ceiling level during a natural gas leak. Detection can occur earlier when alarms are installed higher in the room, giving residents more time to be alerted of the natural gas leak and react appropriately.

Q. Will the DeNova Detect Natural Gas Alarm detect BOTH natural gas leaks and carbon monoxide?

No. The DeNova Detect Natural Gas Alarm will ONLY detect natural gas leaks.

Q. When is the time to replace the DeNova Detect Natural Gas Alarm?

The DeNova Detect Natural Gas Alarm is expected to have a battery life of 10 years. If your device begins to issue a Low Battery Alert, you should reach out to [DeNova Detect Customer Service at 847.749.3064](mailto:DeNovaDetect@PGW.com) for battery replacement since the battery used in the DeNova Detect Natural Gas Alarm is not available for purchase at retail.

The natural gas alarm should be replaced when the End-of-Service-Life (or EOL) Alert activates on your device. When this happens, the Trouble (Yellow) LED on the device will begin to blink twice every 10 seconds, and the audible alert will beep twice and say "Please replace detector" once every minute. This will occur approximately 10 years after device installation.

PGW will not provide replacement batteries or a replacement natural gas alarm.

Q. Why does my DeNova Detect Natural Gas Alarm chirp approximately once every minute?

If the natural gas alarm is beeping approximately once every minute, this means that the battery is low.

You will also see the Trouble (Yellow) LED on the device blinks once every 10 seconds, and the audible alert will beep once and say "low battery" every minute.

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Q. What does the “Power” LED do?

The Power LED (green) tells you if the natural gas alarm is on.

To check if the natural gas alarm is on, hold the “Test” button for less than 3 seconds, then release. You will hear the natural gas alarm beep once, and the Power LED will blink for 3 seconds.

Q. What does the “Trouble” LED do?

The Trouble LED (yellow) indicates a few different things with the natural gas alarm.

If the Trouble LED is blinking once every 10 seconds, this means the battery is low.

If the Trouble LED is blinking twice every 10 seconds, this means the device has reached its end-of-service-life.

If the Trouble LED is blinking 3 times every 10 seconds, this means there is an alarm error.

Q. What does the “Alarm” LED do?

The Alarm LED (red) tells you if methane gas has been detected at a concentration equal to or above the alarm threshold (10% LEL). In the event of a natural gas alarm, the Alarm LED will blink once every 2 seconds until the gas leak conditions have been resolved.

Q. Is natural gas heavier or lighter than air?

Natural gas is lighter than air. This means that if there is a natural gas leak, the gas will rise towards the ceiling. This is why the natural gas alarm should be installed within 12 inches of the ceiling, so it is close to where natural gas usually accumulates during a leak.

Q. What does Lower Explosive Limit (LEL) mean?

The Lower Explosive Limit (or LEL) refers to the lowest concentration (by percentage) of a gas that is capable of producing a flash of fire in the presence of an ignition source. For methane (natural gas), the LEL is 5% volume in air, which corresponds to 100% LEL. The natural gas alarm is designed to sound off when detecting methane concentrations as low as 10% LEL, or just 0.5% volume in air.

Q. What are some common sources of natural gas leaks?

Natural gas leaks can occur from any faulty gas appliance such as an oven, cook top, dryer, furnace, etc. They might also come from old, rusty, or damaged pipes inside the home. Gas leaks can also occur outside the building then end up migrating into the home.

