

# *Carbon Monoxide*

**What are the  
signs and  
symptoms?**



1.  
**Carbon**  
*Monoxide*



# What is Carbon Monoxide?

Carbon monoxide is produced when fuels including gas, oil, coal or wood don't burn properly. All gas appliances can cause carbon monoxide including free-standing gas heaters, gas cookers and gas fires.

Faulty gas appliances can release carbon monoxide which is a colourless, odourless and tasteless gas, so it's difficult to detect. Exposure to carbon monoxide can be very harmful.



## Who is at risk?

Carbon monoxide is harmful and potentially fatal. It can affect anyone, so it's important to know the signs and symptoms to look out for.

## Signs to look out for:



### Floppy flame

Gas flame appears 'floppy' and burns orange or yellow rather than mostly blue



### Soot & staining

There is soot or yellow-brown staining on or around an appliance.



### Unreliable pilot light

Pilot light frequently blows out



### Smoke or condensation

You see or smell smoke or have excessive condensation in the room where you have the gas appliance

# Symptoms of *CO poisoning*

It's worth remembering the symptoms are similar to viral infections or tiredness, so try not to panic. However, **call your doctor if you experience the following:**



## Symptoms of CO poisoning:

If your symptoms lessen  
when you go outside,  
it could be CO Poisoning



**Headaches**



**Dizziness**



**Collapse**



**Breathlessness**



**Nausea**



**Loss of Consciousness**

## What should I do if I suspect a Carbon Monoxide leak?

*Open*

1.  
**Open all doors  
and windows**

*Move*

2.  
**Move outside  
into fresh air**

*Call*

3.  
**Call FREE on  
0800 111 999**

**Call the  
National Gas  
Emergency  
Service FREE.  
It's available  
24 hours, 365  
days a year.**

Our experts will tell  
you what you need  
to do until an  
engineer arrives.

## The steps to stay safe

*Clean*

1.  
All chimneys  
thoroughly  
every year

*Service*

2.  
Your boiler  
using a Gas  
Safe engineer  
annually

*Check*

3.  
You have  
working CO  
alarms\*

Only 45%  
of homeowners  
have a working  
audible CO  
alarm \*\*

Only 51%  
of homeowners  
have their  
appliances serviced  
annually \*\*

# What is Carbon Monoxide?



# Structuring your *conversation*

We will run through an example of a conversation with your audience.

# How to structure your conversation summary

## Tips and key points to discuss:

*Ask*

*Discuss*

*Explain*

*Check*

1.

**What they know about CO ...**

...To help you gauge their understanding.

2.

**The key steps...**

...Customers should take to keep themselves and people they live with safe.

3.

**The key dangers of CO poisoning...**

...What the symptoms are and how can they keep safe.

4.

**If they are likely to tell anyone else...**

...CO poisoning is still relatively unheard of, so help spread the message.

# Let's recap what *we have learnt...*

Q

How might a gas hob appear if CO may be present?

Gas flame appears 'floppy' and burns orange or yellow rather than mostly blue.

Q

Who is most likely to be at risk from CO poisoning?

Anyone and everyone can be a risk.

Q

Who should you call if you suspect CO poisoning is occurring?

Call the National Gas Emergency Service FREE on **0800 111 999\*** immediately.