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重要電話

Useful Telephone Numbers

24小時緊急事故熱線
24-hour Emergency Hotline

2880 6999

24小時客戶服務熱線
24-hour Customer
Service Hotline

2880 6988

24小時報錶熱線
24-hour Self-reading Hotline

2880 5522

產品銷售熱線
Sales Enquiry Hotline

2232 1000

工商市務部
Commercial and Industrial
Marketing Department

2963 3300

煤氣烹飪中心
Towngas Cooking Centre

2576 1535

網址
Website



www.towngas.com

此小冊子另備有菲文、
印文及泰文版本，請到
各煤氣客戶中心索取。

This booklet is also
available in Filipino
(Tagalog), Bahasa
(Indonesian) and Thai
languages at our
Towngas Customer
Centres.

使用煤氣既方便又快捷，但煤氣安全絕不容忽視，所以我們會向大家介紹煤氣的特質、如何安全使用煤氣爐具，以及遇到煤氣洩漏時應該如何處理！請大家保存這本小冊子！

Using town gas is convenient and easy, but gas safety should never be overlooked. We would like to introduce the nature of town gas to you, offer tips on the safe use of gas appliances and explain the measures for handling gas leaks, so please keep this booklet handy.

煤氣知多少?

• Town Gas — A Clean Fuel

您們每日使用的煤氣，是潔淨又環保的能源。這是因為煤氣公司一直以潔淨的原料生產煤氣。早於70年代，煤氣公司已使用石腦油代替煤及重油。為了進一步保護環境，我們於2006年底引入天然氣作為另一種生產煤氣的原料。天然氣是一種更為潔淨的原料，燃燒時釋出較少的二氧化碳，並進一步減少二氧化硫和氮氧化物的排放，有助改善香港的空氣質素；而且天然氣的供應及價格比較穩定，更符合經濟原則。

Do you know that the town gas you use everyday is an environmentally friendly energy? This is because Towngas uses only the cleanest feedstock to produce town gas: Towngas replaced coal and heavy oil with naphtha as far back as the 1970s. To further protect the environment, Towngas has begun to use natural gas as another feedstock by the end of 2006. Natural gas is a cleaner source of energy which emits less carbon dioxide when burned. The use of natural gas will help reduce the emissions of sulphur dioxide and nitrogen oxide and thus help improve Hong Kong's air quality. Moreover, using natural gas makes sound economic sense because the supply and price of natural gas are more stable.

煤氣的特質 • What is Town Gas?

煤氣是一種**安全可靠**的氣體燃料。由於煤氣較空氣為**輕**，一旦洩漏時，便會浮升及散發在空氣中。而且，煤氣內已加入一種**特殊氣味**，如有洩漏，即可容易讓人察覺。

Town gas is a **safe and reliable** fuel that is **lighter** than air. It will rise and dissipate in the air if a leakage occurs. Moreover, we have added a **special odour** to town gas so that it can be easily detected if there is a gas leak.



處理煤氣洩漏 • Handling Gas Leaks



若察覺或懷疑煤氣洩漏，
請即採取下列措施：

If you smell gas or suspect
a gas leak, please take
the following actions :

保持空氣流通，讓煤氣散發。
Keep good ventilation and
allow the gas to disperse.



2 熄滅所有火種。
如在室內，關掉煤氣總掣。
Extinguish all naked flames.
Turn off the gas meter control valve
in your premises.

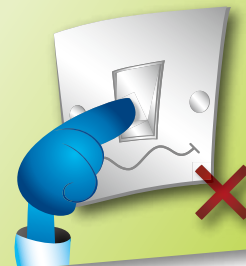


3 無論在室內或室外，如察覺或懷疑煤氣
洩漏，請即遠離有煤氣味的地點，並致電
煤氣公司24小時緊急事故熱線2880 6999或999。
If you smell gas or suspect
a gas leak inside or outside,
keep away from the area and call
Towngas 24-hour Emergency Hotline
2880 6999 or 999 immediately.



! 謹記 • Remember!

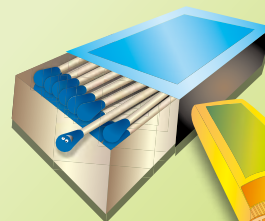
切勿觸動任何電掣
(如開燈或關燈)。
Do not touch any
electrical switches
(such as switching
lights on or off).



切勿在現場使用
電話，包括無線
電話。
Do not use
telephones on
site, including
mobile phones.



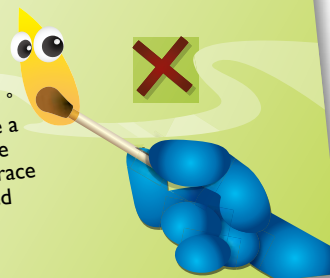
切勿使用火柴或
打火機。
Do not use
matches or
lighters.



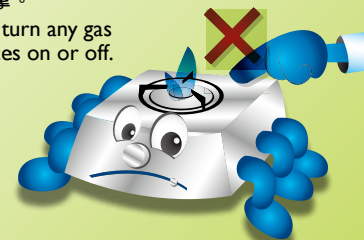
切勿按動門鐘。
Do not press the doorbell.



切勿用火測
試漏氣來源。
Do not use a
naked flame
to try to trace
a suspected
gas leak.



切勿觸動任何煤氣爐
的開關掣。
Do not turn any gas
appliances on or off.



安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

煤氣熱水爐 Gas Water Heaters

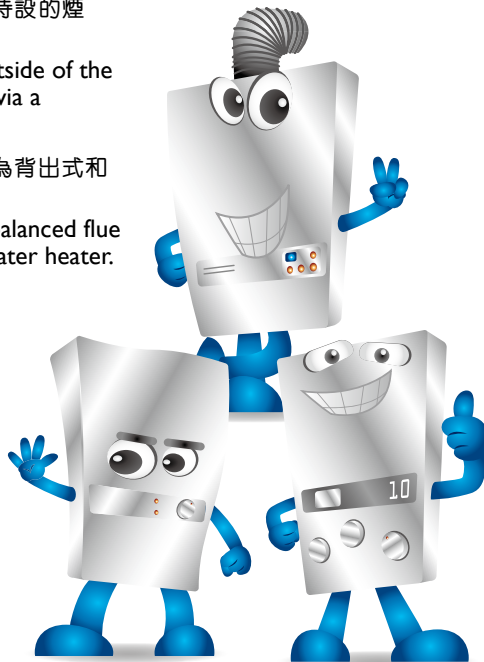
熱水爐有四種方式排出廢氣：
包括密封對衡式、
普通煙道式（機動排煙）、
普通煙道式（自然排煙）和無煙道式。

There are four ways to discharge unwanted exhaust gases from gas water heaters:
via a room-sealed balanced flue,
open-flued (fanned draught),
open-flued (natural draught)
and a flueless water heater.

1 密封對衡式（包括機動抽氣式和自然排氣式）熱水爐

Room-sealed Balanced Flue Water Heaters
(including fan-assisted and natural draught water heaters)

- 煙道完全密封，與房間隔離。
The flue is completely sealed and separated from the room.
- 新鮮空氣由屋外引進爐內，燃燒後的廢氣則由特設的煙道排出屋外。
Fresh air is introduced into the heater from outside of the building, and flue gases pass out of the building via a special duct.
- 其中機動抽氣密封對衡式熱水爐煙道位置又分為背出式和頂出式。
The flue outlet for a fan-assisted room-sealed balanced flue water heater is at the top or the back of the water heater.
- 使用此款熱水爐毋需把窗戶打開。
There is no need to open the window when using this type of water heater.
- 爐具煙道出口必須設於空氣流通的位置。
The flue outlet must be located in a place with good ventilation.



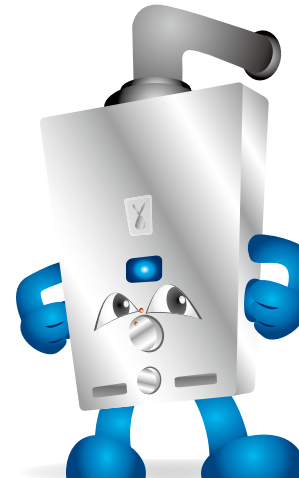
2 普通煙道式（機動排煙）熱水爐 Open-flued (Fanned Draught) Water Heaters

- 此熱水爐須利用室內空氣助燃，因此室內須設有通風口，讓氣體完全燃燒並把廢氣適當地排出。
This type of water heater requires indoor air for combustion, therefore there must be a ventilation outlet in the room, to ensure adequate air supply for complete combustion of gas, and for proper flueing.
- 為了確保風扇正常運作，使用時須開啟電源。
In order to run the fan properly, the electricity supply must be turned on when using the water heater.



3 普通煙道式（自然排煙）熱水爐 Open Flue (Natural Draught) Water Heaters

- 此熱水爐須利用室內空氣幫助燃燒。
This type of water heater requires indoor air for combustion.
- 當使用此熱水爐時，必須把窗戶打開，以確保室內空氣流通（如果您仍使用此款熱水爐，請改用密封式熱水爐）。
A window must be kept open when using this type of water heater to ensure good ventilation. (We recommend such heaters should be upgraded to room-sealed models.)

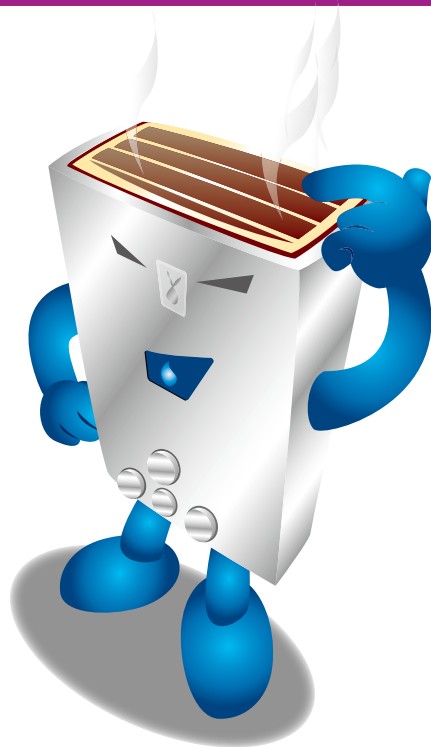


安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

煤氣熱水爐 Gas Water Heaters

4 無煙道式（洗碗盤）熱水爐 Flueless (Sink) Water Heaters

- 1999年《氣體安全（裝置及使用及雜項）（修訂）規例》於2000年4月1日生效，禁止出售或安裝無煙道式熱水爐，並於同年7月1日禁止無煙道式熱水爐供浴室或淋浴間使用。
The Gas Safety (Installation and Use and Miscellaneous) (Amendment) Regulation 1999, which came into effect on 1 April 2000, expressly prohibits the sale and installation of all flueless sink water heaters. The use of this type of heater in bathrooms or showers has been banned since 1 July 2000.
- 此熱水爐須利用室內空氣助燃。
The flueless sink water heater requires indoor air for combustion.
- 不可安裝在設有空氣調節的房間內使用。
Flueless sink water heater should not be used in a room with air-conditioning.
- 使用時，必須確保窗戶打開。
A window must be kept open when using this type of water heater.
- 只可作供應熱水予洗碗盤之用。
This type of heater should be used to provide hot water for sinks only.
- 不可連續使用超過五分鐘。
This type of heater should not be used continuously for more than five minutes.
- 如正使用此款熱水爐，我們建議應盡快更換為密封式熱水爐。
If you are using this type of heater, we recommend you to replace it with room-sealed balanced flue water heater.



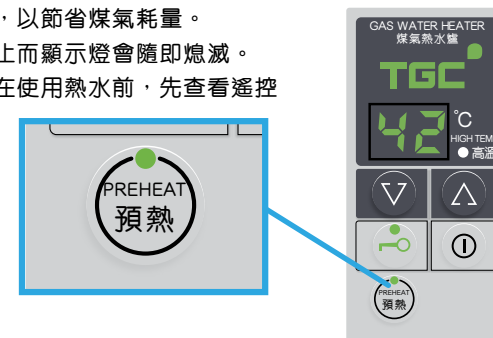
使用恆溫熱水爐注意事項

Operating Procedures for Water Heater

預熱功能 * 只適用於TFQL預熱型號

Preheat Function * For TFQL Pre-heating Model Only

- 設定熱水溫度，按遙控器上『預熱』掣，綠色顯示燈隨即亮著。熱水爐會自動運作將水加熱至所設的溫度。系統會連續運作直至再按『預熱』掣才停止。
Select the desired water temperature, then press 'PREHEAT' button on the Remote Control. The green indicator will glow and the heater will automatically start to heat up the water to the set temperature. Once the present function is set, the system will continue running until the 'PREHEAT' button is pressed to off.
- 於不需要使用時，可將『預熱』掣關上，以節省煤氣耗量。
只需按下『預熱』掣，預熱功能便會停止而顯示燈會隨即熄滅。
注意：如預熱功能已啟動一段長時間，在使用熱水前，先查看遙控器所顯示的設定溫度，以避免燙傷。
For saving gas, it is suggested turning off the 'PREHEAT' button if pre-heating is not required. To stop the function, simply press the button again and indicator will then extinguish.
Note: If you switch on pre-heat function for a long period, check the displayed temperature setting at the Remote Control before using hot water so as to prevent scalding.



預防病菌滋生(例如：退伍軍人病菌) Prevention of Bacteria Cultivation (e.g.: Legionella)

- 若熱水爐已停用超過一星期，於使用前應將滯留於水管內的水先排走。
If water heater is not used for more than one week, drain away stagnant water pipework before use.
- 進行排水時請盡量避免產生水霧，應使用延伸水管連接出水口及排水位。
During water purging, avoid generation of water mist. Use extension pipe to connect water outlet and drain point.
- 為節省能源和防止細菌滋生，不應長時間啟動預熱循環而不使用熱水。
不使用熱水時，應將熱水爐完全關閉。
To save energy and to prevent bacteria cultivation, do not switch on circulation mode for long period without hot water use. Switch off water heater completely when hot water is not used.

安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

其他安全特點

Additional Safety Feature

當故障發生時，故障訊號會立即顯示在控制器的顯示屏上。
當詢問維修服務時，請說出故障號碼。

An Error Message will flash on the digital monitor of the control panel if a fault occurs. Please quote the code displayed when enquiring about service.

假如因水壓不足而導致水溫忽冷忽熱，便應：
If water temperature fluctuates due to low water pressure, you should:

1. 改用水孔較大的花灑頭或口徑較大的花灑喉。
Use a shower head with bigger pores or a hose with a larger bore.
2. 把熱水水龍頭調校至最大位置，然後將火力調節掣推至較低火力位置；如有需要，可同時將水溫掣轉至較熱位置，然後才調校冷水的出水量。
Turn the hot water tap full on and the flame selector to low. If necessary, also turn the water temperature selector to hot and then adjust the amount of cold water used.



暫停供水後注意事項

Appropriate Procedure after Suspension of Water Supply

如果家中曾暫停供水，請勿使用熱水爐。恢復供水後應打開所有冷水龍頭，以沖走水管內之沉積物，直至水質變清，才可使用熱水爐。

Do not use your water heater after suspension of water supply. Once supply is resumed, run water from the cold water tap until dirt that may have accumulated inside water pipes is cleared. You may then use your water heater.

其他注意事項

Other Guidelines

如家中設置有火種的舊款熱水爐，在潮濕的季節長留火種，以便打火。

If you have an older generation of water heater, you can keep the pilot flame on during the most humid times of the years to make ignition easier.

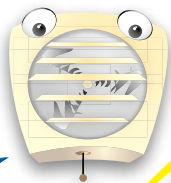
當電子點火熱水爐的點火頻率變慢時，應更換電池。

If the flame in your water heater is ignited by battery, please replace the battery when ignition spark weakens.



安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

煤氣煮食爐 Cooking Appliances

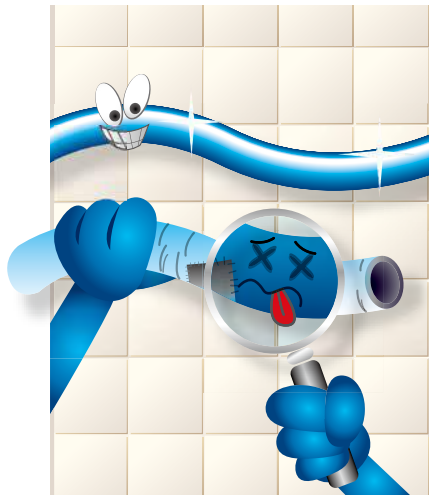


使用煮食爐時，
請打開窗戶、開動抽氣扇或
抽油煙機，使空氣流通。

When using cooking
appliances, keep windows
open, switch on an exhaust fan
or a rangehood to
ensure good ventilation.

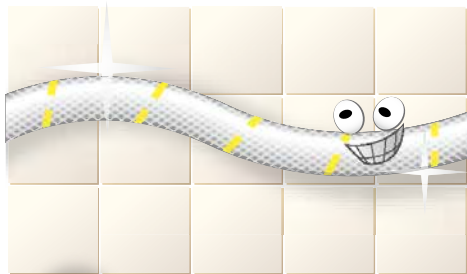


爐具膠喉須定期檢查，並每三年更換一次。
Check the condition of the rubber hose regularly
and replace it at least once every three years.



爐具不銹鋼織網軟喉須定期檢查，
並請留意用喉期限，每十年更換
一次。

Check the condition of the
stainless steel braided flexible
hose regularly and pay attention
to its expiry date. Replace it at
least once every ten years.



應使用適當器皿配合爐架煮食。避免讓食物溢瀉，
並須經常清理爐具，以免爐頭積聚油污，引致不正
常燃燒及損壞爐具。

Use suitable utensil to match up pan support for
cooking. Avoid spills as much as possible and
clean appliance frequently as accumulated grease
can pose a fire hazard and damage appliance.



切勿把易燃物品放在爐具
旁邊。

Do not put flammable
items near cooking
appliances.

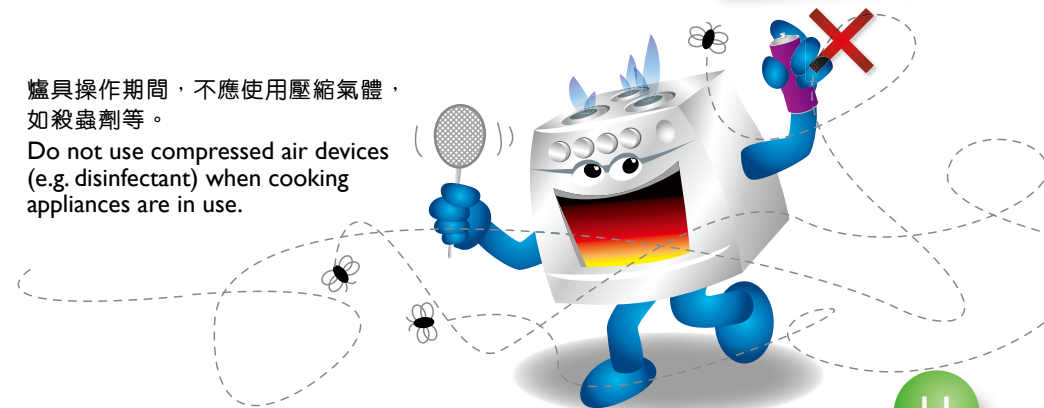
切勿以硬物撞擊或將重物
放置於玻璃面板。

Do not impact the glass
surface with hard objects
or place heavy objects on
the glass surface.



爐具操作期間，不應使用壓縮氣體，
如殺蟲劑等。

Do not use compressed air devices
(e.g. disinfectant) when cooking
appliances are in use.

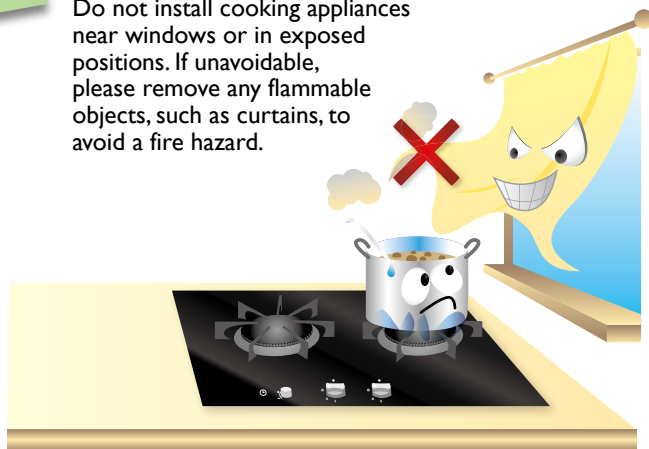


安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

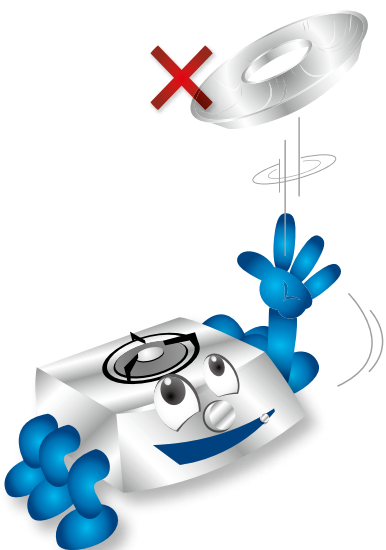
煤氣煮食爐 Cooking Appliances

切勿把爐具安裝在窗戶附近或當風位置。若無可避免，請留意附近是否有易燃物件（如活動窗簾），以免引起火警。

Do not install cooking appliances near windows or in exposed positions. If unavoidable, please remove any flammable objects, such as curtains, to avoid a fire hazard.



請勿使用錫紙碟，以免影響點火及火力。
Please do not use aluminum mat on the drip pan as this could affect both ignition and efficiency of the burner flame.



如果電子點火煮食爐的火花柔弱，應把爐內電池更換。

When the spark of a battery-ignited appliance becomes weak, replace the battery.

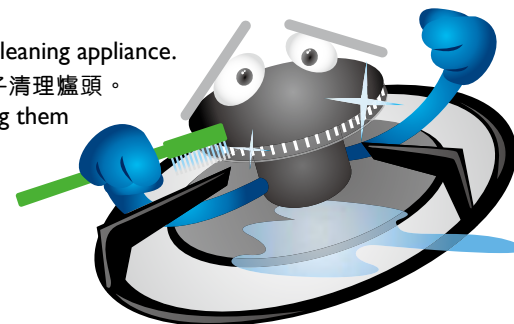
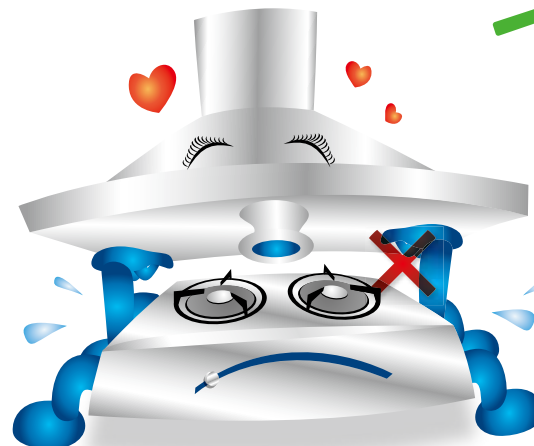


清潔爐具時應戴上保護手套。

Wearing protective gloves when cleaning appliance.

爐頭應保持清潔，可以使用小刷子清理爐頭。

Keep the burners clean by cleaning them with a small brush.

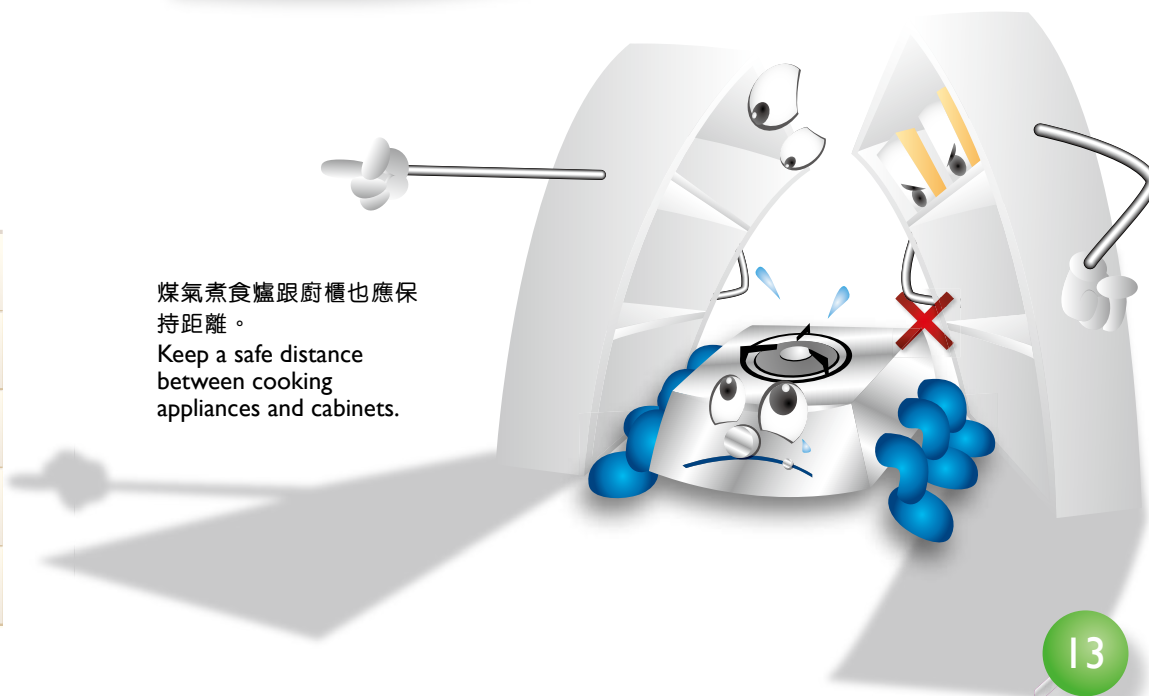


抽油煙機與煮食爐之間應保持適當距離及保持清潔。

Keep a safe distance between range hood and cooking appliances, and keep them clean.

煤氣煮食爐跟廚櫃也應保持距離。

Keep a safe distance between cooking appliances and cabinets.



安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

煤氣煮食爐 Cooking Appliances

煮飯功能

Rice Cooking Function

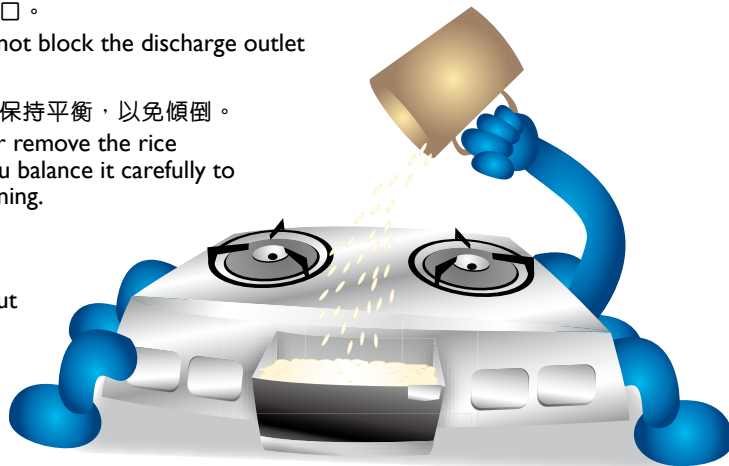
煤氣煮飯寶座檯煮食爐除具備一般的煮食功能外，更設有內置飯煲，飯熟自動熄火。完成自動煮飯程序後，必須將控制鈕按至「關」位置，確保安全。

In addition to general cooking functions, Towngas Superbowl Hotplates contain a built-in rice cooker that will automatically switch off when the rice is cooked. However, you still need to press the control knob to "off" after the rice is cooked to ensure safety.

使用內置煮飯寶注意事項：

Safety Guidelines for Using Built-in Rice Cookers :

1. 點火時必須先將飯煲放進爐內，以免明火將爐身內壁燒焦。
Put the rice container into the cooking compartment before you light the flame in order to avoid burning the inner surface of the cooking compartment.
2. 確保使用隨爐附送的煲蓋。
Always use the lid that comes with the rice container.
3. 煮飯時不可堵塞爐頂排氣口。
While cooking rice, do not block the discharge outlet on top of the appliance.
4. 取出及放入飯煲時，小心保持平衡，以免傾倒。
Whenever you insert or remove the rice container, make sure you balance it carefully to prevent it from overturning.
5. 煮飯不可使用太多的水，以免米水溢出。
To avoid spills, do not put too much water into the container.

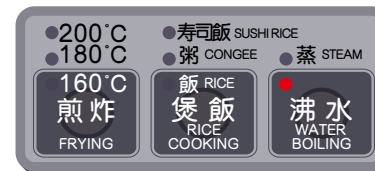


智能煮食功能

Intelligent Cooking Function

部份座檯煮食爐及嵌入式煮食爐備有煲飯、三種油溫設定、煎炸及沸水功能。使用沸水程式時，水滾後須持續保溫五分鐘後自動熄火，確保食水衛生。另設有預校熄火型號，只須預先設定時間，在指定時間過後，便會自動熄火。

Some hotplates and built-in hobs are equipped with functions for rice cooking, deep-frying and water boiling, and offer a choice of three temperature settings. The water boiling function will heat water after the boiling point for five minutes to ensure complete sterilization, and the flame will then switch off automatically. Models with a Timer Function will switch the burner off automatically at the pre-set time.



使用智能煮食爐注意事項：

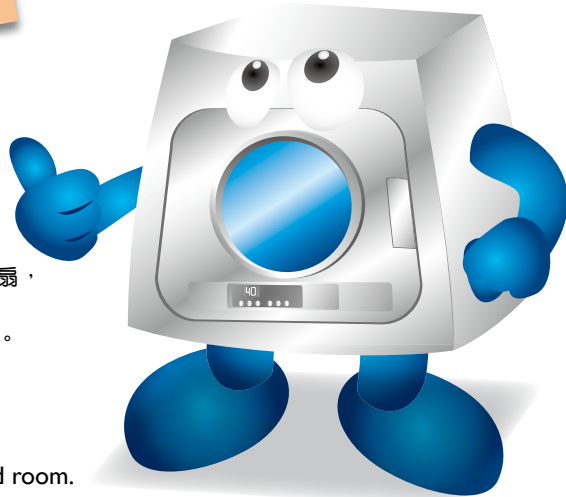
Safety Guidelines for Using Hotplates with the Intelligent Cooking Function :

1. 煲飯時，必須將火力調至「煲飯」位置及按亮「煲飯」按鈕，以免將飯燒焦。
When cooking rice, slide the Flame Control Lever to the "Rice Cooking" position and press the "Rice Cooking" switch. This will prevent the rice burnt.
2. 使用自動調溫作煎炸時，油量不可少於200毫升，否則可能會令煎油著火。
When using the automated temperature control function for frying, use at least 200 ml of oil to prevent the oil from catching fire.
3. 不要用硬物劇烈碰撞智能爐頭溫度感應器，應檢查感應器是否順滑地上下移動。
Avoid hitting the sensor of the intelligent burner with any hard object. Please check whether the sensor moves up and down smoothly.
4. 完成自動程序熄火後，必須將控制按至「關」位置，以確保安全。
When the burner shuts off automatically after cooking with an intelligent programme, always press the control knob to "off" to ensure safety.

安全使用煤氣爐具 • Safety Tips for Using Gas Appliances

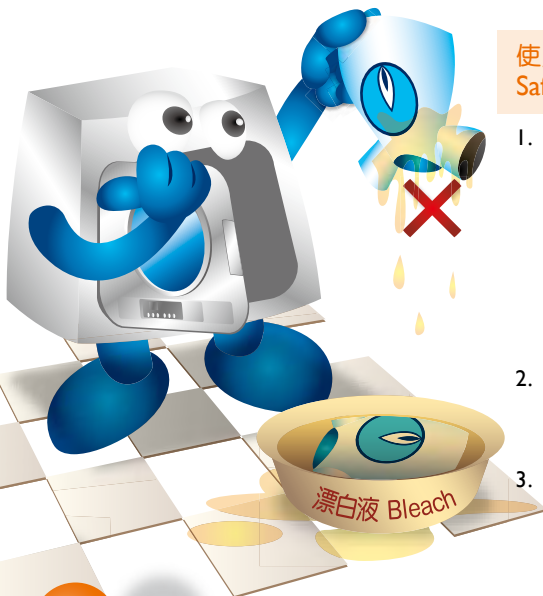
煤氣乾衣機 Gas Dryers

使用時，打開窗戶或開動抽氣扇，
使空氣流通。
切勿在密閉的房間使用乾衣機。
During the drying process,
keep all windows open or
switch on an exhaust fan to
ensure good ventilation.
Do not use the dryer in closed room.



使用煤氣乾衣機注意事項： Safety Guidelines for Using Dryers:

1. 不可焗乾含有液體燃料（如火水）或腐蝕性液體（如漂白水）的衣物，並注意洗水標籤上的指示，確保衣物可用乾衣機烘乾。
Never dry clothes impregnated with liquid fuels (e.g. gasoline) or corrosive liquids (e.g. bleaching agents). Also check the cleaning instruction to ensure that the clothes are suitable for machine drying.
2. 乾衣機頂部排濕口必須保持暢通。
Keep the humidity outlet on top of the gas dryer clear to provide good ventilation.
3. 如乾衣機使用排濕管，須注意喉管是否沒有損壞及連接穩固，以確保濕氣排出。
If your dryer is connected to a humidity duct, ensure the duct is in good condition and securely fixed so that water vapour will be discharged efficiently.



4. 乾衣機底部不可放置雜物，以免堵塞通風系統。
Keep the bottom part of the dryer clear to avoid ventilation blockages.
5. 乾衣前必須以清水洗淨衣物，並以洗衣機脫水。
Rinse clothes with water and spin them properly with a washing machine before drying.
6. 放進乾衣機的衣物不可太濕（即大量滴水的衣物），以免發生漏電危險。
To avoid the possibility of an electric shock, do not put dripping clothes into the dryer.
7. 清除衣物袋內的所有東西，如鎖匙及硬幣。
Make sure the pockets in all clothes are empty, especially of keys and coins, before drying clothes.
8. 使用乾衣機不可超重。
Do not overload the machine.
9. 應經常檢查及清理外層和內層隔濾網及鮮風隔濾器。
Regularly check and clean the lint, back and air inlet filters.



其他安全事項 • Other Safety Guidelines

切勿在煤氣喉管或煤氣錶附近擺放睡床。

Do not place beds near gas pipes or gas meter.

切勿自行拆卸或改動煤氣喉管，請聘用註冊氣體工程承辦商，或致電煤氣公司客戶服務熱線2880 6988安排有關服務。

Do not remove or change the location of any gas pipes by yourself. Please ask a Registered Gas Contractor or call our Customer Service Hotline 2880 6988 to arrange a service appointment.

如出外旅遊，請謹記關掉爐具及煤氣錶掣。

Before going on holidays, turn off all appliance switches and the gas meter control valve.



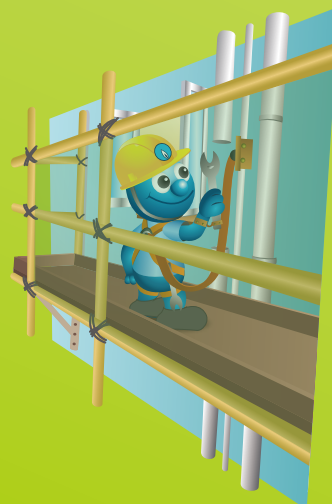
把握家居裝修期 更新煤氣喉管好時機 Take Advantage of Home Renovation Projects to Renew Your Gas Pipes



如閣下剛新居入伙或正計劃裝修家居，便應利用此機會更換全屋之煤氣喉管，以提升家居安全。

Whether you have just acquired new property or are planning a home renovation project, take this opportunity to renew all gas pipes in your home to ensure safety.

與你共同努力 打造美滿家居 Create a Happy Home with Towngas



在家居裝修期間內更新煤氣喉管，有機會可共用裝修的資源(如棚架)，並減少重複的工程如修復牆身、瓷磚，以及地台等工序。

If gas pipe renewal is carried out at the same time as home renovation, the two projects can make efficient use of shared resources (e.g. scaffolding) and eliminate the duplication of work, such as the repair of walls, tiles or flooring.

煤氣公司推出「更新全屋煤氣喉管九折優惠計劃*」鼓勵客戶以優惠價格更新全屋煤氣喉管，提升家居安全。Towngas is introducing the Household Gas Pipe Renewal 10% Discount Programme* to encourage customers to renew all household gas pipes for safety enhancement at home.

*優惠計劃如有更改或終止，恕不另行通知。

*The discount programme is subject to change or termination without prior notice.

提升家居安全 安心使用煤氣 Ensure the Safety of Your Home for Greater Peace of Mind while Using Towngas

為確保家居安全，業主有責任定期為其物業的煤氣喉管安排檢查及作出更新。若煤氣喉管安裝於潮濕位置，有機會加速管道老化，導致生銹及洩漏。

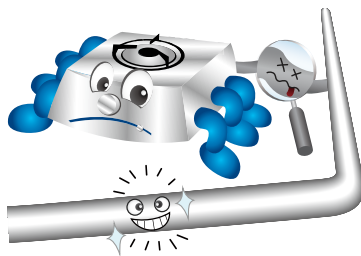
For the safety of occupants, property owners should take responsibility for arranging regular gas pipe inspections and renewal. Gas pipes installed in humid surroundings are susceptible to accelerated aging, leading to rust and leakage.



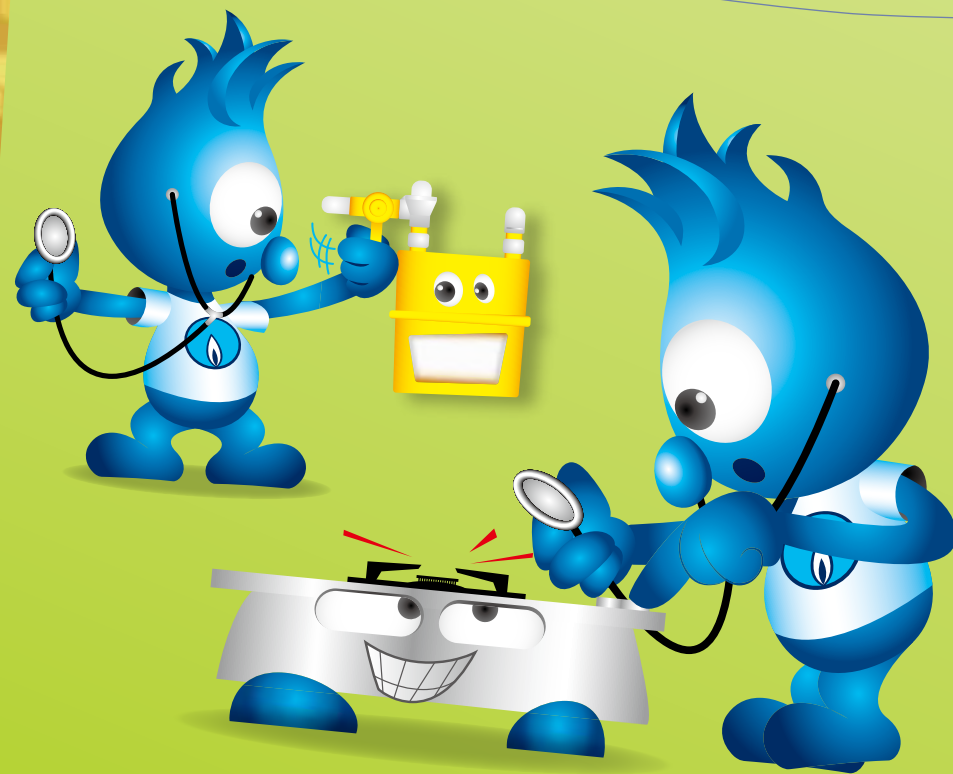
專業估價服務 免費安全檢查 Professional Cost Estimation and Free Safety Inspection

客戶如需要更換煤氣喉管，我們可安排技術員提供專業、可靠的估價服務。此外，煤氣公司亦為現有客戶提供免費的安全檢查服務，令客戶安心使用煤氣。歡迎致電24小時客戶服務熱線2880 6988查詢及安排預約。

For customers seeking to replace their gas pipes, our technicians provide professional and reliable cost estimation services. Towngas also provides free safety inspections for existing customers to ensure the safe use of gas. For enquiries or appointments, please call our 24-hour Customer Service Hotline 2880 6988.



定期安全檢查 • Regular Safety Inspections



為確保家居安全，煤氣公司推行定期安全檢查計劃，安排合資格的註冊氣體技術員每隔18個月到訪客戶家中，檢查煤氣爐具、相關裝置和室外喉管，以防患於未然。客戶亦可致電煤氣公司客戶服務熱線2880 6988安排有關服務。

In order to ensure your peace of mind, Towngas has introduced a Regular Safety Inspection Programme. Our registered gas technicians will visit your home every 18 months on a regular basis to carry out comprehensive safety inspections, which include checking all gas appliances and relevant installations and testing external service risers. You may also call our Customer Service Hotline 2880 6988 to arrange the above services.