

## **Attention to gas cock with air vent port and operation of counter-measures**

December 26, 2011  
Tokyo Gas Co., Ltd.

Tokyo Gas has kept operating inspections to the customers sites installing “gas cock with air vent port” after the announcement of “Attention to gas cock with air port vent and operation of voluntary inspections” on February 27<sup>th</sup> and April 21<sup>st</sup> in 2006. However, on November 18<sup>th</sup> this year, gas cock and a part of flexible gas pipe connected were burnt down, caused by a small amount of gas leak from inside the “drawer-type cabinet” placed under gas cook-top at the customer site in Tokyo where the inspection was completed in May, 2006. We found out that the screw has come off “gas cock with air vent port” installed in the “drawer-type cabinet” and the control knob of the gas cock was half-open, leading to gas leak. We recognize two other cases with the same cause, one case leading to combustion, and the other case with gas leak.

In our inspections, we have tightened the screw of “gas cock with air vent port” and stuck a notice that the inspection was properly completed. The tightened screw never comes off automatically and we have recognized that nothing related to “gas cock with air vent port” has been conducted by our group at the customer site ever since the inspection. We have not yet identified what caused the screw to come off.

In order to ensure that our customers can use gas safe and secure, we will send direct mails notifying attention to customers using built-in kitchens with “drawer-type cabinet” furnished with “gas cock with air vent port”. Then we will pay a visit to customers and work on the gas cock so as not to enable to remove the screw off.

### **1. Number of customers targeted**

#### **(1) Customers targeted**

Customers installing both built-in kitchens with “drawer-type cabinet” from September, 1991 to January, 2004 and gas cock with air vent port inside the cabinet.

#### **(2) Number of customers targeted**

Approx. 473 thousand

### **2. Contents of counter measures**

#### **(1) Notification to customers**

We will send direct mails to customers targeted regarding to attention to “gas cock with air vent port” and disclose the mail on our website; <http://www.tokyo-gas.co.jp>.

#### **(2) Conduct of counter measures**

As soon as the preparation of necessary components is ready, we will pay a visit to customers targeted one by one, and work on the gas cock so as not to enable to remove the screw off.

#### **(3) Thorough notification inside Tokyo Gas, etc.**

We will keep thorough notification to Tokyo Gas Group companies that the use of air vent port and removal of the screw is prohibited when we handle something with gas cock with air port vent.

#### **(4) Notification outside Tokyo Gas Group**

We will notify the business circles such as gas appliance manufacturers, remodeling contractors and built-in kitchen installers which install and fix gas appliances that the use of air vent port and removal of the screw is prohibited.