



### Frequently Asked Consumer Question

Subject	Reason	Solution
LOW FLAME OR NO FLAME	Improper Purging.	Empty cylinder and refill.
	Valve opened too quickly.	Open Valve slowly and partially.
	Valve not inserted properly.	Valve must have a good connection to allow gas flow through the valve.
WORKED FOR A WHILE THEN STOPS WORKING	Cylinder has been used several times.	Valve was opened too quickly. Open slowly and partially.
	Improper Purging.	Empty cylinder and refill.
HOW TO DESTROY A DEFECTIVE CYLINDER	Cylinders may need to be destroyed due to excessive rust, pitting, damage, etc.	Contact your local gas company or a hazardous waste disposal center.
PAINT OR RUST	Your serviceman should inspect your vessel with each fill. They should be inspecting for properly working valves, gauges, excessive rust, or pitting. To avoid excessive rust, which leads to pitting, we recommend cleaning the vessel with a mild soapy solvent 1-2 times a year. If surface rust has appeared, touch up the vessel by first using a primer specifically for steel products. Then paint the vessel with an oil-based paint (gray or white) also specifically designed for steel products to complete the process.	3 Year Warranty on DOT products and 1 Year Warranty on ASME products from the date of the sale by the dealer to the consumer.
HANDWHEEL CRACKED OR DAMAGED	Stripped, damaged, etc.	OPD handwheels are tamperproof, therefore cylinder must be replacement.
	Stripped, damaged, etc.	ASME Tank handwheel and nut can be replaced. Contact your local dealer.
LIQUID LEVEL INDICATOR MISSING	Damaged, lost, not part of original equipment, etc.	Can be replaced, contact your local dealer.
CYLINDER INVOLVED IN A FIRE	DO NOT use a cylinder that has been in a fire.	Replace the cylinder.
FROZEN VALVE OR WON'T TURN OFF/ON	Valve overtightened by valve manufacturer.	Review warranty policy.
VALVE LEAKING OR OVERFILLED	Faulty valve or technician overfilled cylinder/tank.	Tank must be outside and removed from any source of ignition. Contact gas company or filler for assistance.