



## ADVANCED OIL BOILER SERVICES

 **24/7 Emergency Safety Procedures | OFTEC Registered Engineers**

### **Oil Boiler Emergency Response Protocol**

*Follow these critical safety steps when experiencing oil boiler emergencies. Your safety is paramount - when in doubt, evacuate immediately and call professionals. This guide could save lives.*

#### **EMERGENCY CONTACT: 07973 636886**

**Available:** 24 hours, 7 days a week, 365 days a year

**Response Time:** Within 2 hours for genuine emergencies

**Coverage:** Hertfordshire, Buckinghamshire & Bedfordshire

**Equipment:** Fully equipped emergency response vehicles

#### **What Constitutes an Oil Boiler Emergency?**

- **Complete loss of heating and hot water** - Especially critical during cold weather conditions

- **Oil leak with strong petroleum smell** - Indicates potential fire hazard and environmental risk
- **Gas/fumes emanating from boiler** - Requires immediate evacuation and professional assistance
- **Strange noises or vibrations from boiler** - May indicate serious mechanical failure or safety system malfunction
- **Boiler not responding to controls** - Could indicate electrical or safety system failure requiring immediate attention
- **Visible damage to boiler or oil tank** - Structural integrity compromised, safety at risk
- **Carbon monoxide alarm activation** - Evacuate immediately and call emergency services first, then us



## Critical Emergency Response Steps

### Step 1: Ensure Immediate Safety (Do This First)

- **If you smell oil fumes:** Ventilate the area immediately - open all windows and doors
- **Turn off the boiler:** Use the emergency stop switch or main power switch immediately
- **Avoid all ignition sources:** Do not use naked flames, electrical switches, or smoke anywhere near oil leaks
- **Evacuate if necessary:** If fumes are strong or you feel unwell, leave the property immediately
- **Do not re-enter:** Until the area has been declared safe by qualified professionals

## Step 2: Secure the Systems (If Safe to Do So)

- **Turn off boiler:** At the main electrical switch (usually located near the boiler)
- **Turn off oil supply:** At the tank valve if safe to access without exposure to fumes
- **Isolate electricity:** Switch off electrical supply to the boiler at the consumer unit if safe
- **Close oil tank valve:** Only if you can see a leak and it's completely safe to approach
- **Do not attempt repairs:** Leave all technical work to qualified OFTEC engineers

## Step 3: Call Professional Help Immediately

- **Call Advanced Oil Boiler Services:** 07973 636886 (available 24/7)
- **Describe the problem clearly:** Explain exactly what you see, hear, or smell
- **Provide complete address:** Including any specific access instructions for our engineers
- **Stay available:** Keep your mobile accessible for engineer contact and updates
- **Follow our advice:** Our emergency operators will guide you through additional safety steps

## Step 4: Document for Insurance and Investigation

- **Take photographs:** If completely safe to do so, document any visible damage for insurance
- **Note the exact timeline:** When the problem started and what events preceded it
- **Record error codes:** Any warning lights, digital display messages, or alarm sounds
- **Document recent work:** Any maintenance, modifications, or repairs in the past month
- **Keep receipts safe:** All documentation may be needed for insurance claims

 **Critical Safety Warning:** Never attempt DIY repairs on oil boilers during emergencies. Improper handling can lead to fire, explosion, carbon monoxide poisoning, or environmental contamination. Always wait for qualified OFTEC engineers who have the proper equipment, training, and insurance to handle emergencies safely.



## Temporary Heating Solutions

**Whilst waiting for professional emergency repairs:**

- **Electric heaters:** Use safely, avoid overloading electrical circuits, never leave unattended
- **Close unused rooms:** Concentrate heating efforts in essential living areas only
- **Layer clothing and use blankets:** More efficient than trying to heat empty space
- **Manage internal doors:** Keep doors closed to rooms you're actively heating
- **Hot water bottles:** Safe personal warming method that requires no electricity

- **Stay with friends/family:** If heating cannot be restored quickly during cold weather
- **Monitor for hypothermia:** Especially important for elderly or vulnerable household members



## 24/7 Emergency Support

### Advanced Oil Boiler Services

Emergency Line: **07973 636886** (Available 24/7)

Our fully equipped emergency response vehicles carry comprehensive diagnostic equipment, common repair parts, and specialised safety equipment. We pride ourselves on rapid response times and getting your heating system operational safely and efficiently. All our engineers are fully trained in emergency response procedures and carry comprehensive insurance.



**ADVANCED**  
OIL BOILER SERVICES

Professional oil boiler specialists  
serving Hertfordshire,  
Buckinghamshire, and Bedfordshire.  
Family business committed to  
keeping your home warm.

## Legal Information

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## Service Areas

### Professional Coverage:

Hertfordshire •  
Buckinghamshire •  
Bedfordshire

### OFTEC Certified Engineers:



**Registered  
& Qualified**  
Professional  
Oil  
Engineers

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**Emergency Callouts Available**

**07973 636886 (24/7)**