



FAQ on GAS Leak Detector

1) Is this detector stand alone type?

TS230LHB is Standalone Type.

TS12LHR can be integrated with Home Automation & Security System provided that these systems have NO & NC contacts.

2) Is there any reset switch with this detector?

Detector is Auto-Resettable.

3) What is the detection range of Gas Leak Detector?

The performance of Gas Leak Detector is not measured in terms of range. When gas leaks & the gas particles reach the sensor & when concentration reaches 10% of LEL, warning is given. Hence we recommend to position or place this device as close as possible to the gas source.

4) Does this Gas Leak Detector have battery backup or battery operated models?

Fully battery operated Gas Leak Detectors are not available anywhere in the world. Reason being the current consumed by such device/ detector/ sensor would drain the standard battery within 6-7 days. Hence it's not practical to keep replacing the batteries after every 7 days. We do not supply battery operated gas leak detector. However we do have model with rechargeable battery backup. In case of power failure this detector with rechargeable battery will switch to battery mode.

5) Isn't it dangerous to have an electrical socket near the gas source?

No. It is not dangerous to have an electrical socket near the gas source. In any typical kitchen there are several electrical home appliances which operate on electricity when connected to the electrical socket like Mixer, Grinder, Fridge, Oven etc. In case of leakage of gas & gas concentration reaching LEL then somebody might switch the power ON/Off, the spark which happens at the switch contact might cause fire. Our detector gives warning much ahead of dangerous level. Also no switching happens inside the circuit as the circuit is solid state. Hence it's not dangerous to have an electrical socket near the gas source.

6) What is the life of Gas Leak Detector?

Life of the sensor inside Gas Leak Detector is 2 years. We recommend replacing the gas leak detector after 2 years of use.

7) Comparison between TrueSafe & other Chinese products.

TrueSafe LPG Gas Leak Detector	Other Chinese Products
Microprocessor based product	Ordinary logic switching
Intelligence avoids false calls	Prone to false calls as non-intelligence
Temperature compensation	No temperature compensation results into false calls at high temperature
Heat Detection feature	No heat detection feature
Kitchen Platform Panel mounting increases its effectiveness by factor of 2	Wall mounting is useful only near cylinder
Wide options available including Bargraph display & flasher	Limited options
Sensor replacement is possible	Manufacturer not accessible hence repair & support is near impossible
1 year manufacturer warranty	No manufacturer warranty

8) What is the best location for fixing the Gas Leak Detector?

The best location to fix is near the Gas Cylinder or near the pipeline in case of piped gas connection. In case of LPG, for best results it would be advisable to fit it on the fascia of Kitchen Platform cabinets. TrueSafe has provision of louvers on the front and the back. Gas can leak either near Cylinder/Pipe or the Gas Stove. Someone may forget to light the gas after turning ON the Gas Stove knob or flame can extinguish while cooking. In such case LPG shall settle down because it is heavier than the air and enter the detector from the front louvers. Gas leaking from the Cylinder can enter from the louvers at the back. In case of Piped Natural Gas (PNG) detector has to be fitted near ceiling.

9) Can I have the gas switched off to the appliance automatically?

A : With our optional gas shut-off valve, the gas can be turned off automatically. This is important if there is not likely to be a competent person around - for example if there is only a confused or elderly person present.

10) Why do we need different detectors for different gases?

A : Each type of gas has its own unique chemical composition. It is this composition that the detector focuses on to detect the presence of gas. Sensors within the detector have to be designed specifically for a particular gas. Hence a different detector is needed for each different type of gas.

11) Can the detectors trigger remote alarms?

A : Yes, all detectors come with relays that can be used to trigger remote alarms or monitoring systems.

A: We recommend the use of a remote alarm sounder. This can be placed outside the room and will warn people of dangerous levels of gas. We recommend a notice is placed near there to instruct people what to do if the alarm sounds.

12) How many Gas Sensors, how to locate them, etc.?

There is NO ABSOLUTE RULE in determining the number of gas sensors and their location. However, there are a number of simple guidelines, which will help you to make a decision. Keep in mind that sensors monitor a point as opposed to an area. If the gas leak does not reach the sensor then no alarm will be raised. Therefore, it is extremely important to carefully select the sensor location. There are two approaches to gas sensor location: perimeter protection or point detection. With perimeter detection you place sensors all around the perimeter of the space in question to make sure you monitor the whole space. This is North, South, East and West. With point detection you locate a sensor at a particular position where you are concerned about a leak e.g compressors, expansion valves, mechanical joints or cable duct trenches. Locate the sensors no farther than 1.5m from the potential "leak source".

13) What kind of certifications are obtained for TrueSafe Gas Leak Detectors?

TrueSafe is type tested from two reputed Govt Labs, namely SAMEER & ARAI. We have obtained test certificates which entitle us to put CE mark on our product. CE Mark is a European Safety norm. Test certificates could be made available upon request.

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