

It has recently come to our attention that there is an ongoing LPG issue happening in the UK. We are receiving a number of calls from customers who are having starting issues with their LPG forklifts.

Here is everything that we know about the issue so far, and what to do if you are affected. If the situation changes, we will update this article with any further relevant news.

WHY IS THE PROBLEM HAPPENING?

The issue lies with the low quality of the LPG (Liquid Petroleum Gas) that is being supplied by liquid gas companies. The malfunctions are caused by residues within the liquid gas that leave heavy tar deposits on the relief valve in the LPG regulator/vaporiser. As a result, the gas-air mix is too rich, leaving many users finding that their LPG forklift trucks are either not starting at all or running rough. The issue can also lead to a smell of gas from the forklift as the relief valve is stuck open.

The issue is affecting our customers in the UK but has also been reported in several regions in Europe.

WHAT SHOULD YOU DO?

If you own an LPG truck and it's not starting after a few attempts, **do not** keep attempting to start the machine. Continuing to attempt to start the truck is a safety hazard which could lead to serious damage, costly repairs and potential harm to the user. This is because repeated attempts to start the truck can result in the formation of an explosive gas-air mixture in the engine department and immediate vicinity.

If your LPG truck isn't starting, you should:

- Resist any further starting attempts
- Close the shut-off valve on the gas bottle or tank
- Notify us (or your service partner) to request an inspection and repair if needed

All customers who are experiencing problems should reach out to us in the first instance so that we can help resolve the issue. Please do not hesitate to give us a call on **01274 355688** – we can provide help and further information.

Wherever possible, we would also encourage customers to get in touch with their LPG bottle suppliers with their complaints. It's vital for safety purposes that gas companies import gas that's of acceptable quality, and pressure on the companies in question is the best way to drive change and prevent costly repairs for users.