

Dealing with a Plumbing Emergency

Unfortunately plumbing emergencies such as burst and frozen pipes do happen. Call for a plumber as soon as possible and take the following steps to stabilise the problem and minimise damage.

Burst Pipes

- Prevent water passing the point of the leak by turning off all stop-valves
- Open all cold water taps so that the pipe work and storage system drain quickly
- Switch off the central heating, immersion heater and any other water heating
- If water has leaked near your electrics or any electrical goods, switch them off at the mains and do not touch them until they have been checked over by a fully qualified electrician

Frozen Pipes

- Turn off the mains water supply at the stop-valve
- Ensure that your boiler is switched off. If the hot water system is frozen and the boiler is still alight then there could be a risk of an explosion

- Carry out visual pipe checks where possible
- Protect your belongings - move them away from the pipe to prevent water damage when the pipe thaws
- If the frozen pipe runs from a storage cistern and is not controlled by a valve, check if it has split. If it has, open all cold water taps in the system and flush the WC in order to empty the cistern
- If the pipe has not split, then open the cold water tap nearest to the part of the pipe you think is frozen to allow the water to flow once the ice has melted
- Speed up the thawing process by applying a hot water bottle or heated cloth to the frozen area of the pipe. Start at the end nearest the tap and work back towards the cold water tank

Remember:

- Never use an electrical appliance or an open flame such as a blowtorch to thaw out the ice
- Don't try to thaw it too quickly as there may be splits in the pipe which are difficult to see
- Be careful, although water may be flowing from taps, other parts of the system may still be frozen

Call the experts

Taking the above steps will help stabilise the problem but an expert is still needed to fix the problem securely.

With one quick call to Sutton and East Surrey Water Services and a one off fee, we can have one of our fully qualified plumbers on their way to you 24 hours a day, 365 days a year.

Or why not join our 365 Assured plumbing and drainage scheme, for plumbing peace of mind all year round. ■



For an emergency plumber, or more information on our comprehensive plumbing policies Call **020 8722 7004/5**