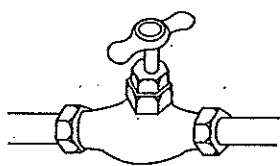
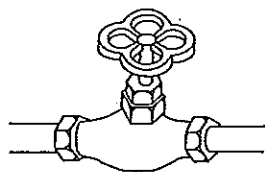


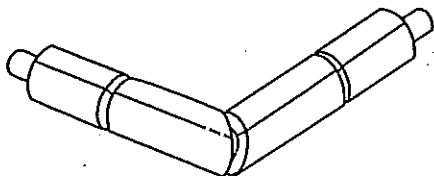
# Frozen or burst pipes



stoptap



gatevalve



pipe lagging

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## What to do

### Frozen pipes

1. Turn off the water at the main stoptap.
2. You are probably best to leave the pipes frozen but you may try to thaw them using hot water bottles.
3. If the hot water system is frozen, turn off the water heater.

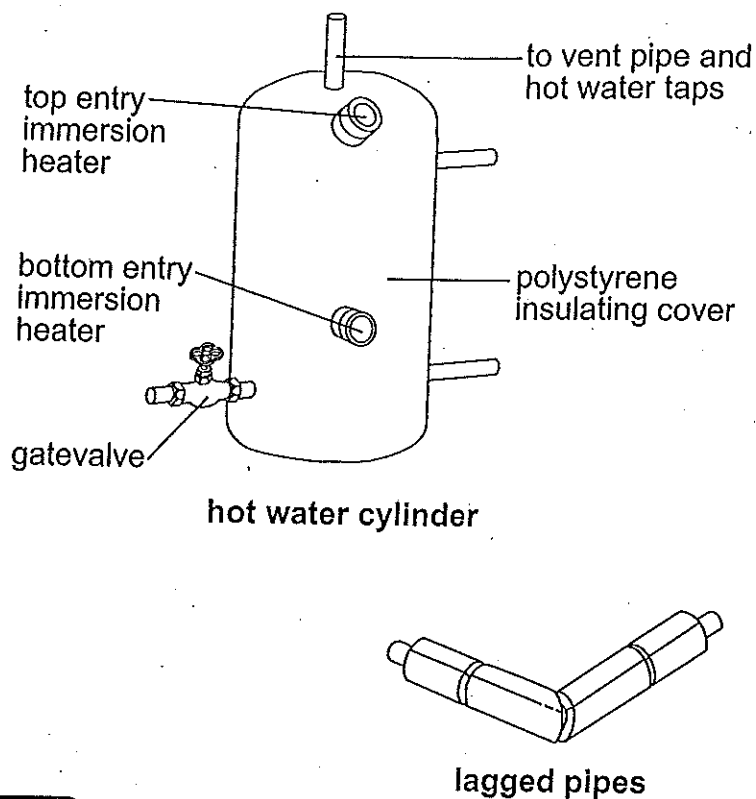
### Burst pipes

1. Turn off the water at the main stoptap.
2. Turn off any water heaters.
3. Turn on all taps to drain water from the system. This may take about 15 minutes.
4. When the water stops running, turn off all the taps.
5. If electrics are getting wet, **do not touch. Turn off electricity at the consumer unit.**
6. If water leaks and makes the ceiling bulge, place a bucket under the bulge and pierce a hole to let the water through. To do this use something such as a screwdriver. Doing this could prevent the ceiling falling down.

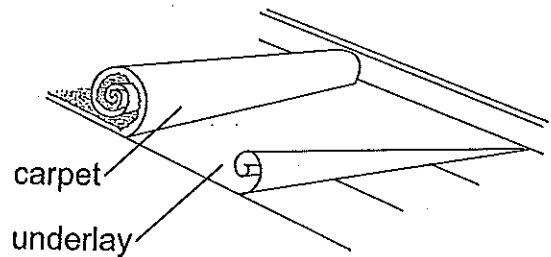
## Advice

- Know where your stoptap is. It is where the water pipe enters the house, usually under the kitchen sink.
- Know where the gatevalves for the hot and cold water tanks are. They are usually by the hot water and cold water tanks.
- Make sure that you can easily turn all taps and valves.
- Make sure pipes and tanks in your roof space are lagged. Never insulate underneath the water tank in the attic. It needs some heat to come through from below.
- If you are going away for some weeks during the winter, drain down the hot and cold water systems. See **Burst pipes** on page 10.

## Effective use of heating



- In very cold weather keep a low background heat on all the time.
- Remember all properties need ventilation to prevent condensation and the build up of fumes. Open some windows on warmer days to allow a change of air.



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### What to do

1. Prevent cold air coming in from outside:
  - fit draught excluders around doors, window frames, letterplates etc.
  - use thick curtains and tuck them onto window cills
  - close internal doors when moving from room to room
  - take particular care to close internal doors when opening external doors.
2. Keep the heat for as long as possible:
  - do not cover radiators with curtains or furniture
  - put a good underlay under carpets
  - put lagging around hot water pipes
  - fit secondary glazing or use film to provide extra draught proofing.

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