

## **Mr Plummer**

**After Hours: 0401 968 724**

### **EMERGENCY PLUMBING TIPS**

To help solve some common problems, below are some helpful plumbing tips which may assist in minimising any damage:

#### **No Hot Water (electric hot water heater)**

Check if overflow is leaking at HWS and if there are any signs of water around heater. If the HWS is leaking call Mr Plummer. If the HWS is not leaking check that the HWS switch at the power board is in the "ON" position and call the Real Estates nominated Electrician if the switch flicks to the "OFF" position once turned "ON". Also isolate the water by turning the stop tap off which is located at the bottom of the heater.

#### **No Hot Water (gas hot water heater)**

Firstly, check that you have not run out of gas. Attempt to relight heater after reading instructions carefully. If a strong smell of gas is present after attempting to light heater, stop, and ventilate area before trying again.

#### **Gas Leak**

If you smell gas leaking, turn gas off at the gas bottle immediately.

#### **Leaking Water Pipe**

If hot water pipe is leaking, turn the tap off at the base of the hot water tank to isolate leak. If a cold water pipe is leaking, turn water off at the water meter for a house, or if an apartment or Unit, you should find the stop tap which may be located under kitchen sink or next to toilet or under laundry tub. Then call Mr Plummer.

#### **Sewer Blockage**

If blockage is in a house, firstly call Council on 6648 4000 and have them attend to see if it is a mains issue, then call Mr Plummer if Council report that it is an Owners issue. Reduce water usage, do not use the washing machine. If blockage is in an apartment or Unit please call Mr Plummer and minimise water usage as above until Plumber attends.

#### **Leaking Roof**

Use a bin or container to catch excess water. Do not walk under ceiling if it is bulging as it could collapse. Call SES if leaking badly as we will not be able to access a wet roof. Call Mr Plummer for guidance.

#### **Leaking Taps**

If taps are leaking badly or will not turn off, turn water off at the water meter for a house, or if an apartment or Unit, you should find the stop tap which may be located under kitchen sink or next to toilet or under laundry tub. Then call Mr Plummer.

#### **PLEASE NOTE:**

**If an emergency occurs in business hours, please contact your Real Estate and speak with your Property Manager.**

**If an emergency occurs after hours, please contact Mr Plummer on 0401 968 724.**