

Hot water safety

Serious incidents from hot water systems are rare, this advice will help keep you and your family 'safe'.

The hot water system in your home is like any other household appliance, it can sometimes fail because of age, condition, weakening or misuse.

If it fails it can lead to unsafe hot water temperatures which can burn or scald.

The warning signs

- Very hot water coming out of the hot water taps.
- Excessive noise or bubbling sounds coming from the hot water cylinder.
- Hot water coming out of the cold taps.
- Steam, moisture or condensation in the cylinder cupboard area or roof space, where the cylinder is located.
- Warm or hot water coming out of the overflow pipe (the pipe is usually found outside your house, up near the roof space).

If any of these warning signs are identified you should turn off your appliance and / or immersion heater immediately and report the fault to us on 0345 8 507 507.

How to avoid the risk of burns and scalds

- Make sure that your hot water control thermostats are set at 55 degrees centigrade (131 degrees farenheight).
- Always run cold water into your bath or sink first and then add hot water.
- Always test the temperature of the water with your hand.
- Never leave a hot tap running unattended particularly when there are children about.

Help us to help you

Your safety is our priority and concern.

- Report any concerns about this information or any other repairs needed to us on 0345 8 507 507.
- Allow our engineers to access our home to carry out our annual service inspections when arranged.



Struggling to read this information? Let us know if you would like this document in another format, size or language. Please call us on 0345 8 507 507 or email contact@vicohomes.co.uk