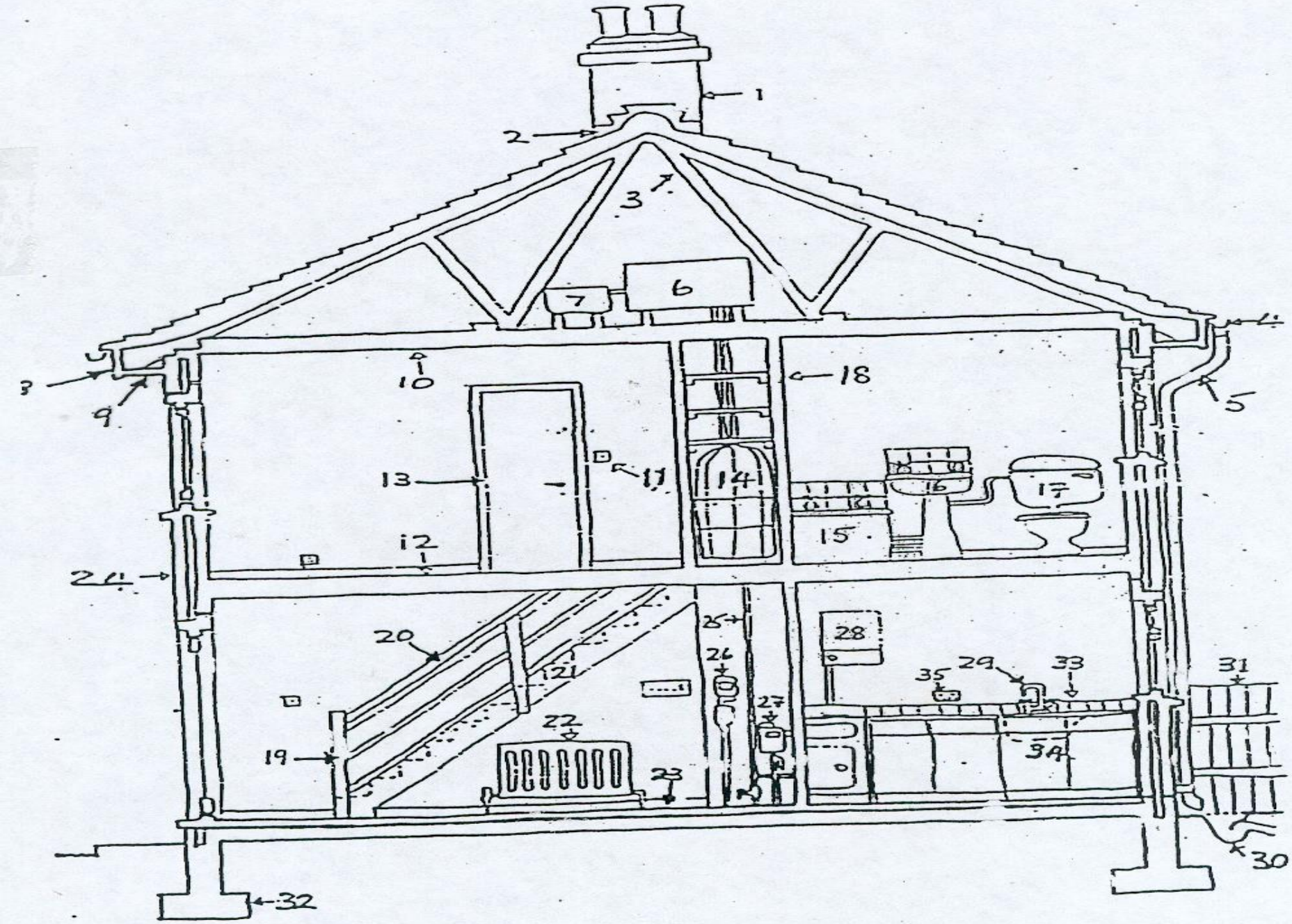
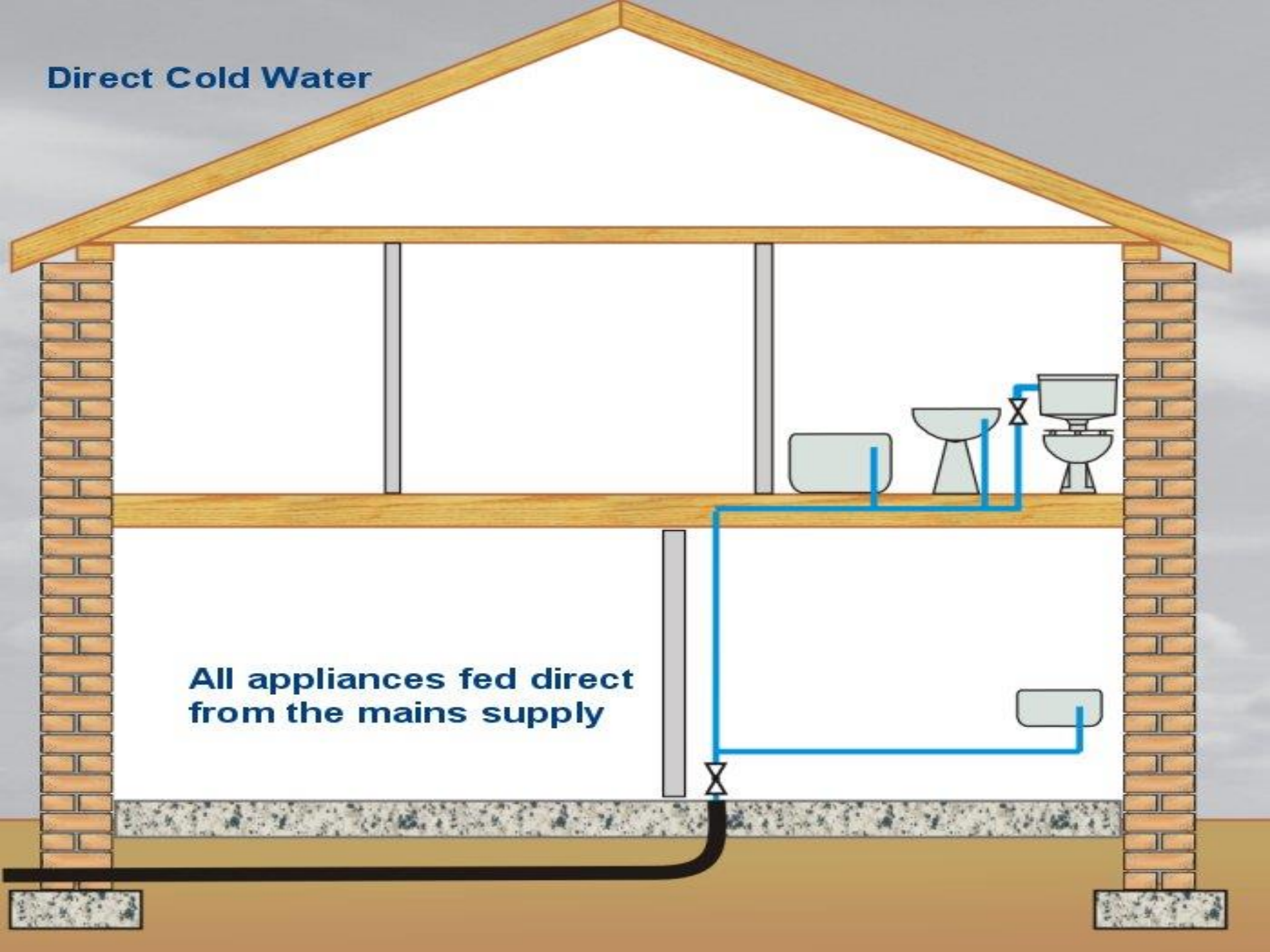
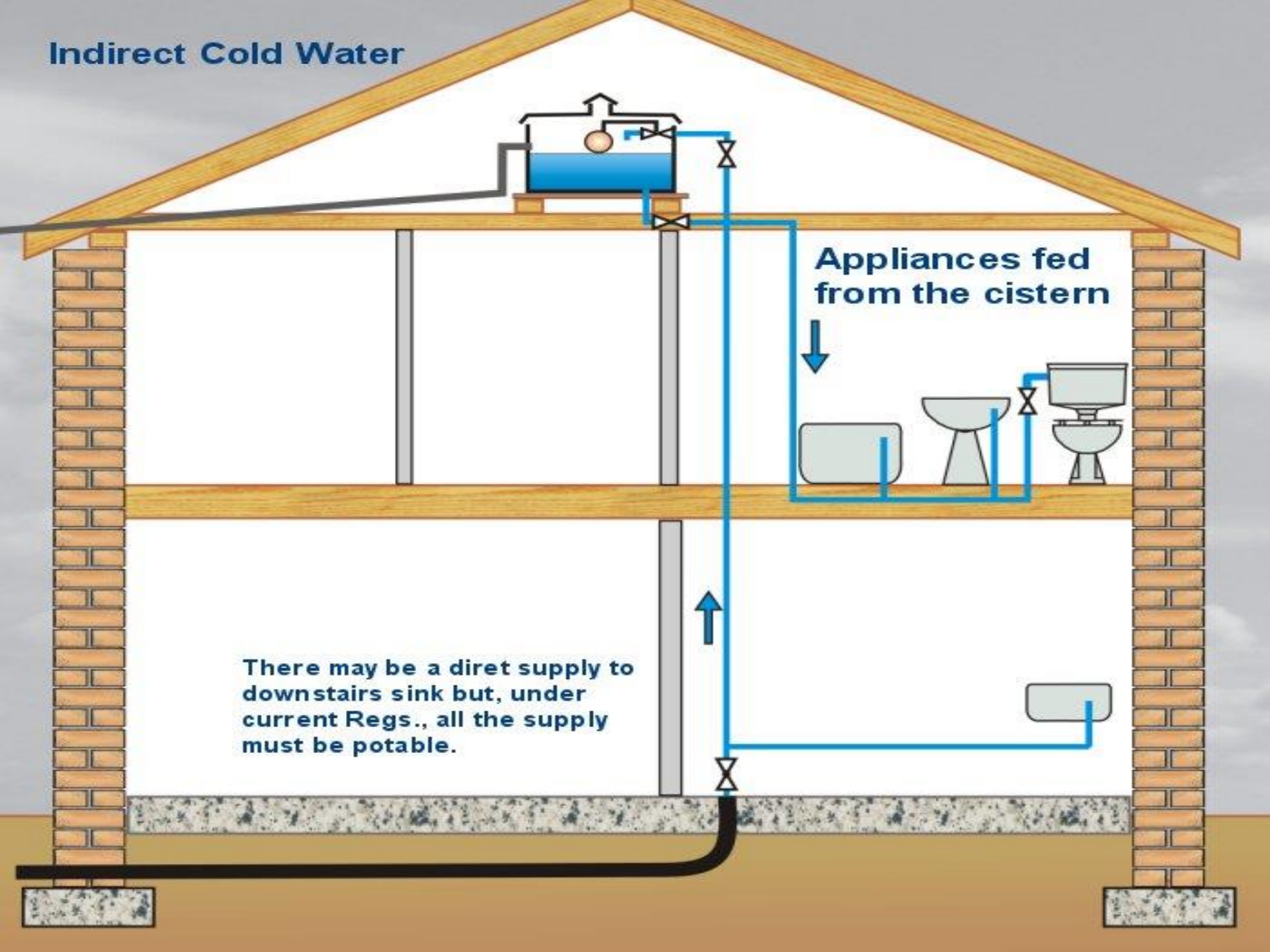

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Direct Cold Water
All appliances fed direct from the mains supply

Indirect Cold Water





surestop

protecting property from the risk of water damage

why our Surestop makes us happy...

Find out why they're smiling
click to play



The stopcock is dead long live the surestop

"Proud to be British"

Water and plumbing



Contents Insurance
Fly Tipping
Health & Safety
Tenancy
Garages & Parking
Buying a Home
Owning a Home
Your Money
Your Community
Your Independence
About Us
Contact Us

1. Turn off the water supply



Turn off the main stopcock. You should find this under the kitchen sink or where the service pipe enters your home.

2. Run the tap to drain the system

Then drain the system by turning on all your cold taps and flushing your toilets.

3. Turn off water heating systems

Switch off the central heating, immersion heater and any other water heating systems.

4. Turn off the electrics

If water from the burst pipe is leaking near your electrics or electrical appliances, switch off the mains immediately. If the mains switch is wet, don't touch it or you could risk electrocution! Call Ocean straight away.

5. Be safe

If you notice the leak quickly you can catch dripping water in buckets. However, if water has been leaking through for some time and the ceilings are bulging, rooms may not be safe to enter. If the ceiling is bulging and you're confident that there is no danger, punch a small hole in it with a sharp object to pierce a hole to let the water drain.

6. Fixing the problem

Use the online Report a Repair tool or call Ocean to report the problem.

FROZEN/BURST PIPES

Burst and frozen water pipes can cause damage to your home, so here are some tips to follow during the freezing conditions.

- Try to keep your home fairly warm at all times, even when you're not there leave the heating on low. The reccomended temperature when someone is at home is 20 -22C. The reccomended temperature when nobody is home, or when asleep at night is 19C
- Know where your stopcock is and make sure you can turn off the main water supply if you need to
- Make sure outside taps are lagged and if they have separate stopcocks or isolation valves, turn them off in winter
- During periods of very cold weather, the boiler condensate discharge pipe can freeze which will prevent the boiler from operating.

IF YOUR PIPES FREEZE AND BURST

- turn off the main stopcock/tap
- switch off your heating and hot water system
- turn on all your taps to drain off as much water as possible
- try to find out where the water is coming from, and contain it if possible by putting rags or a bucket underneath
- it's important that you do not use your lights if water is dripping through a light fitting
- report the problem to us if it has occurred in a communal area or if the communal areas are affected.

IF YOUR PIPES FREEZE BUT DO NOT BURST

If your pipes have frozen, but not burst, you can thaw them. Use a hot water bottle, a hot towel or a hairdryer (on a low setting) to start thawing the frozen pipe. Never use an open flame as it will cause damage to the pipe.

HOW TO VIDEO

Visit **www.svhs.org.uk/howto** for a handy video of what to do when you have a water leak.

A small selection of fittings



gate valve



servicing valve



double check valve



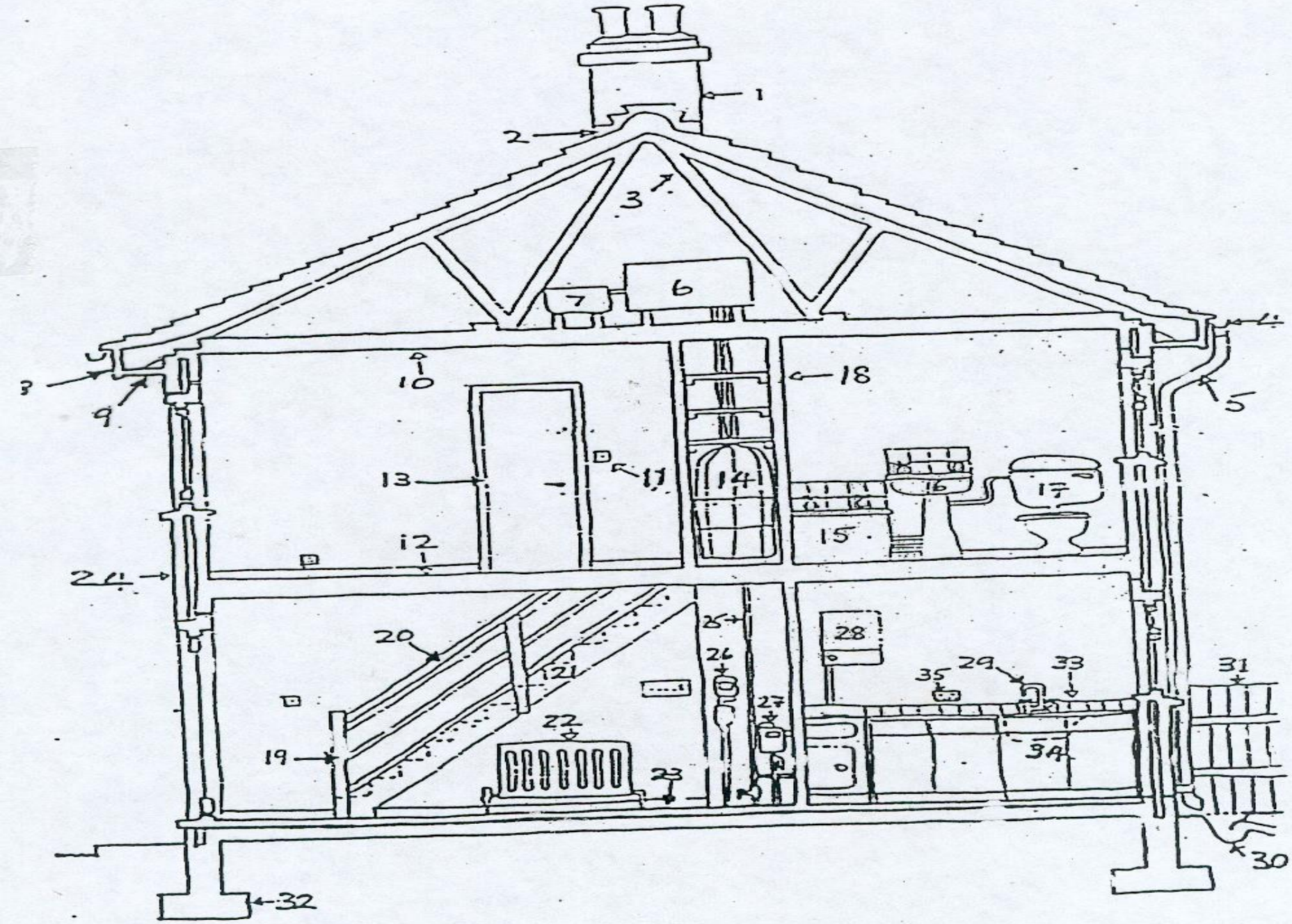
isolation valve with handle



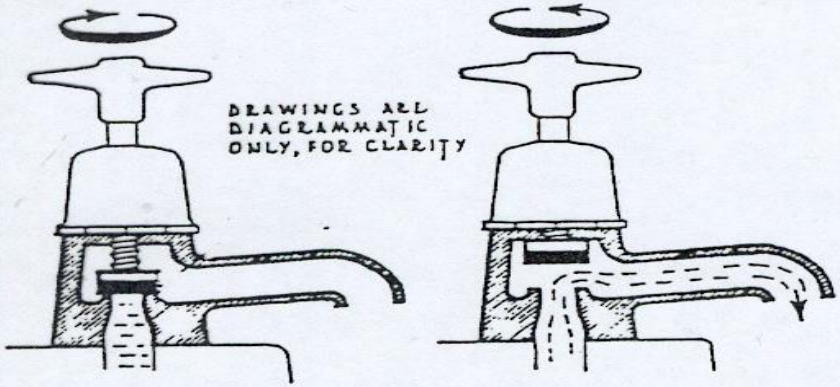
stop cock



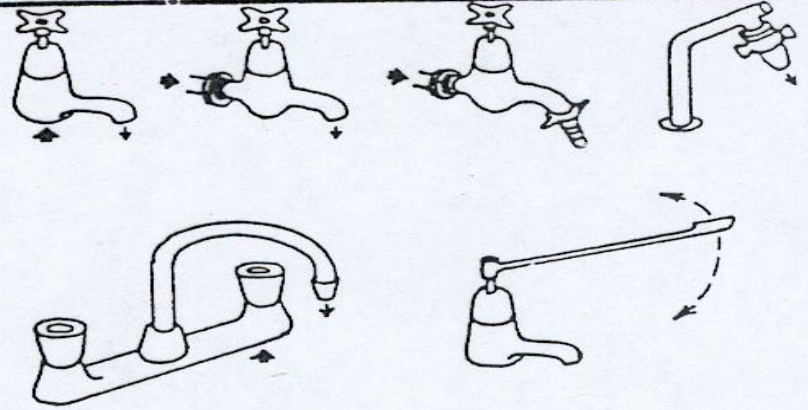
pressure reducing valve


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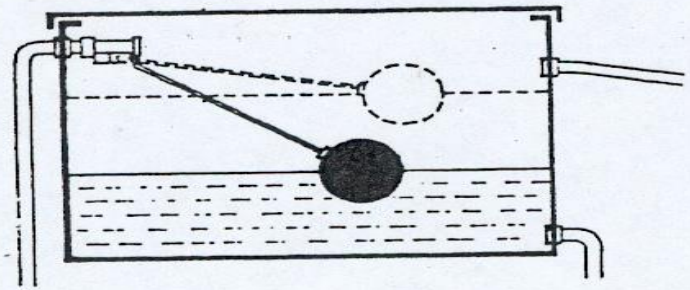
VALVES: DRAWINGS SHOW ONLY BASIC SPECIFIC TYPES.

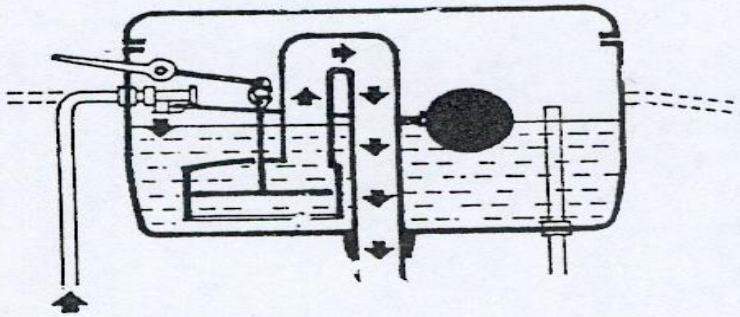


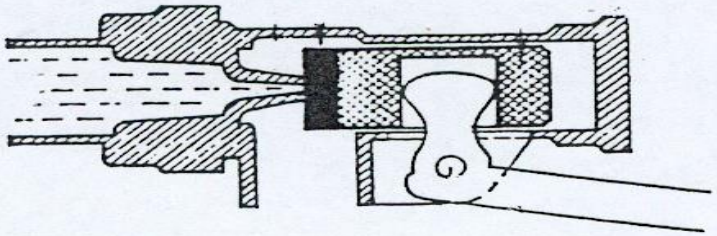
CLOSED OPEN

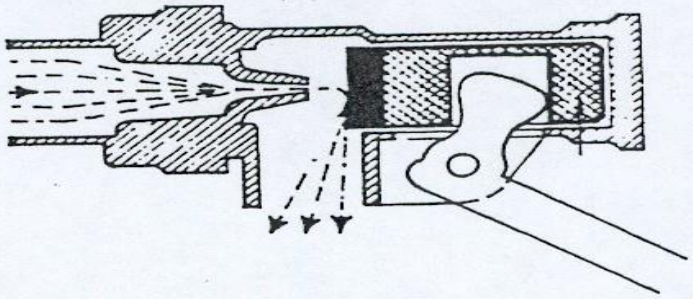


TAPS







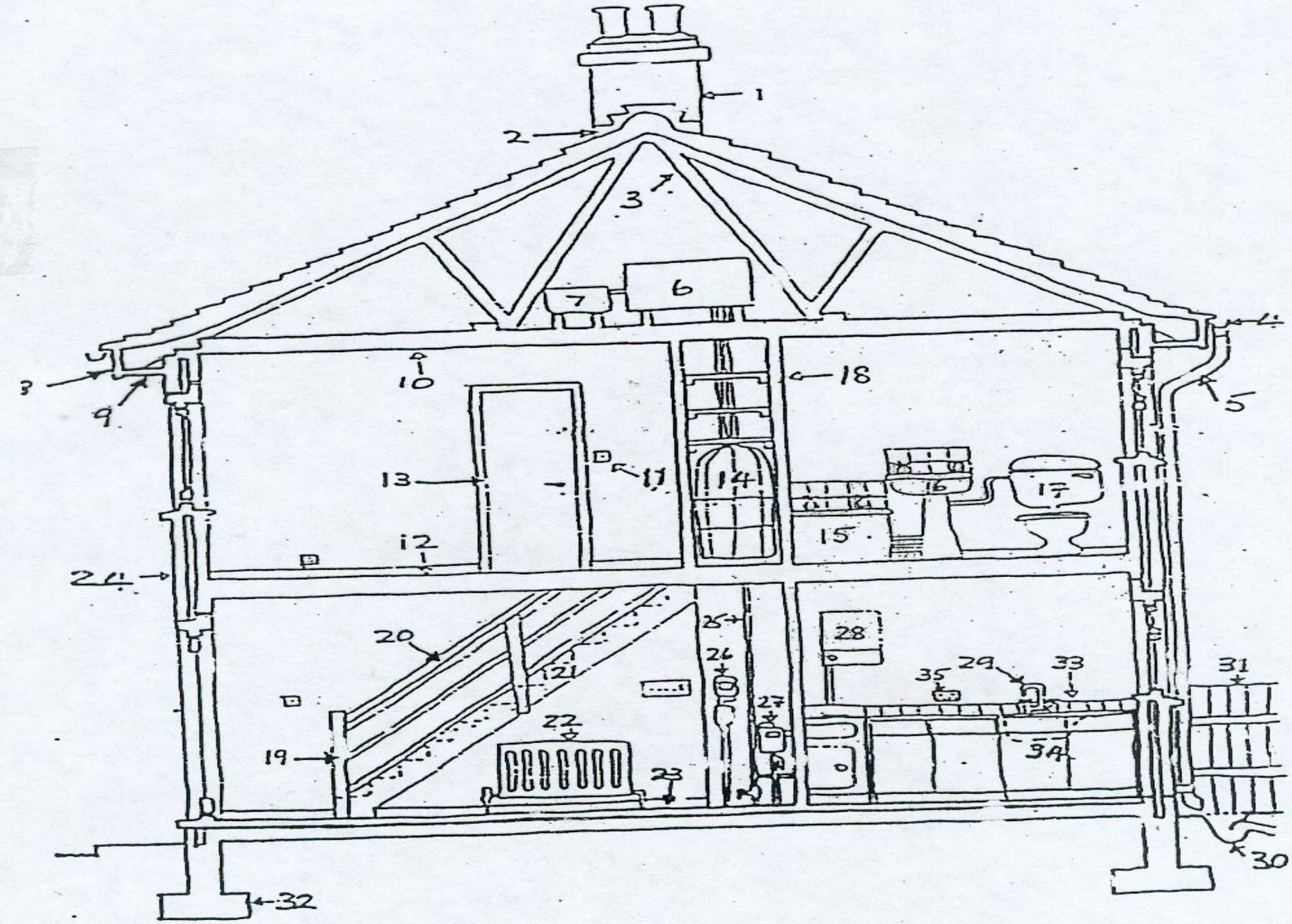


CISTERNS AND BALLVALVES.

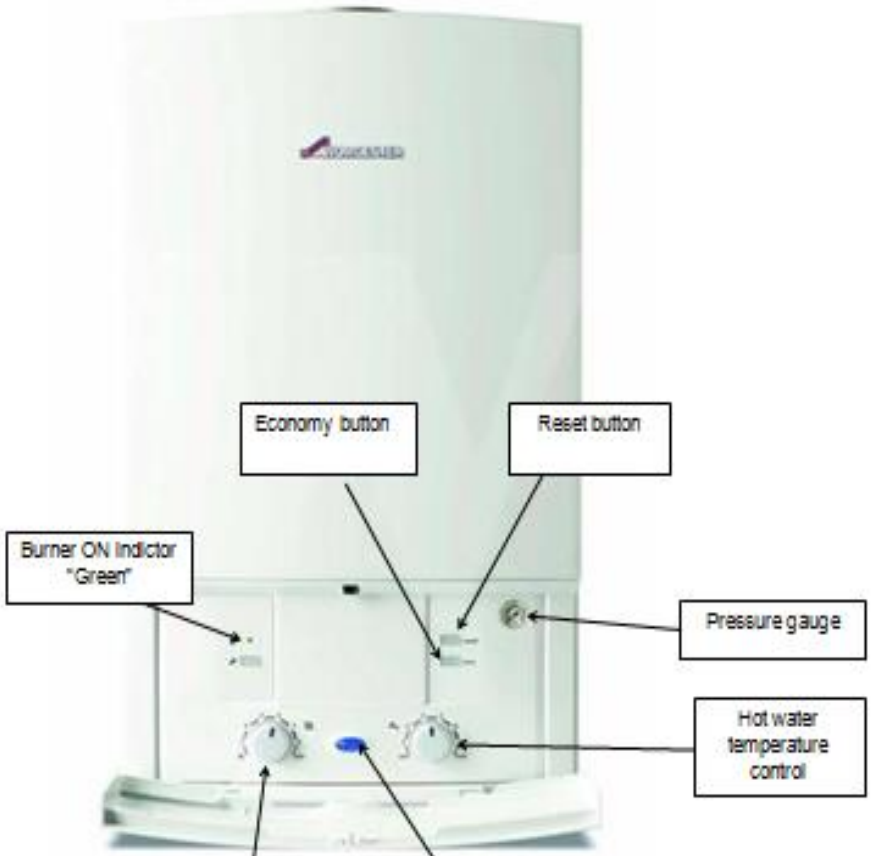
WATER SUPPLY CONTROLS.


Wheelers Cross
88 - 94



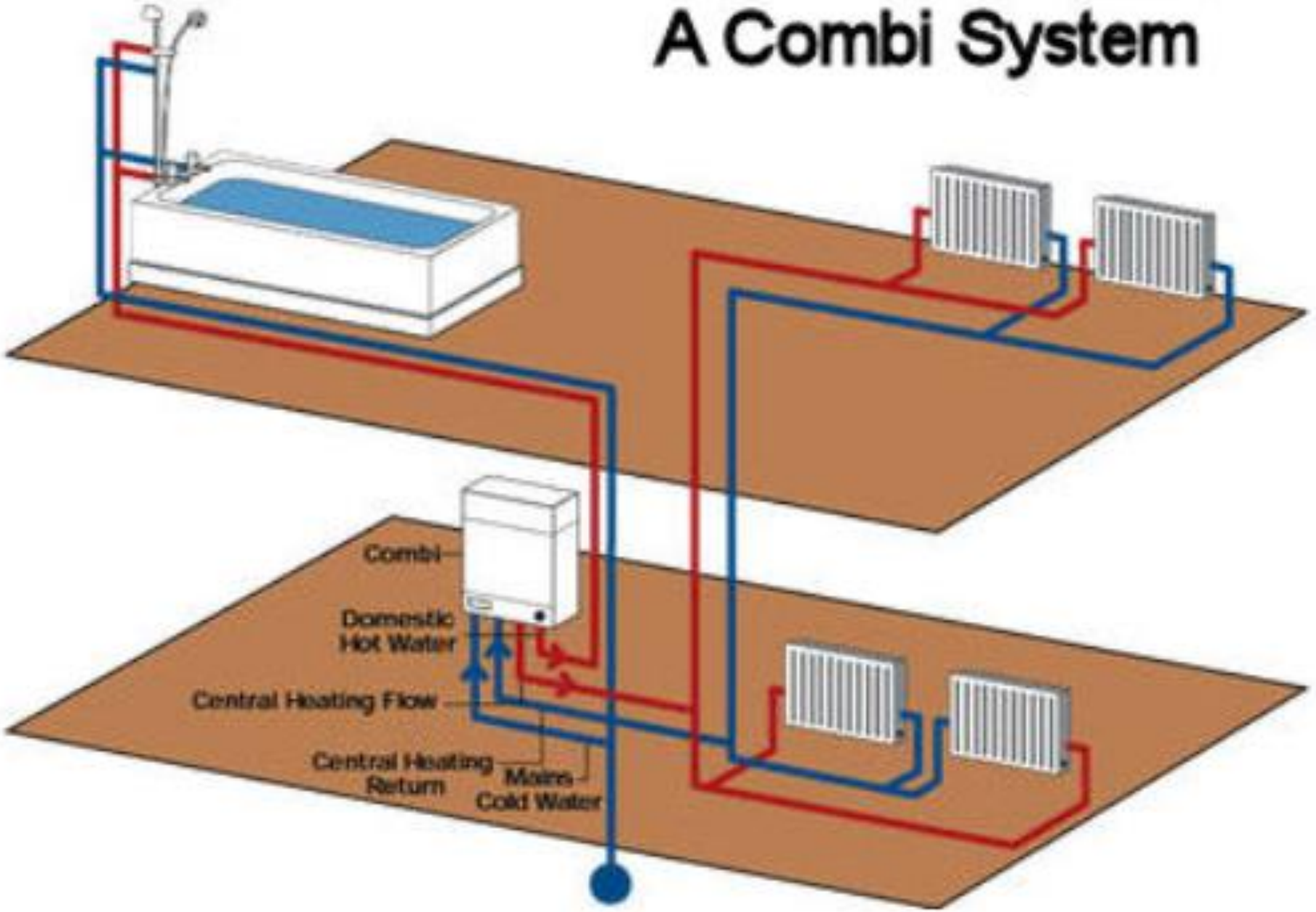

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6.2 DIAGNOSING PROBLEMS WITH A WORCESTER GREENSTAR 28i



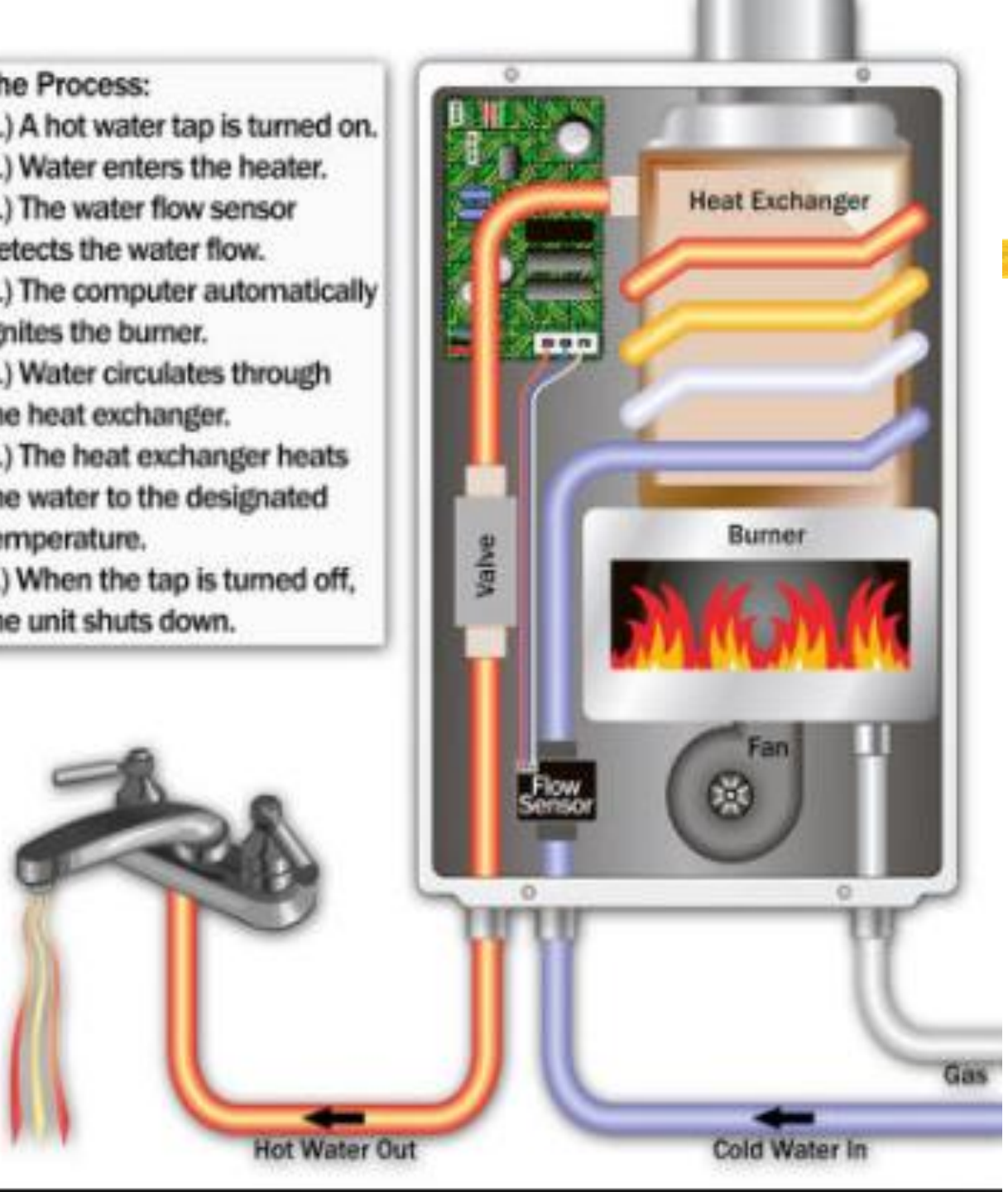


A Combi System



The Process:

1.) A hot water tap is turned on.
2.) Water enters the heater.
3.) The water flow sensor detects the water flow.
4.) The computer automatically ignites the burner.
5.) Water circulates through the heat exchanger.
6.) The heat exchanger heats the water to the designated temperature.
7.) When the tap is turned off, the unit shuts down.




THIS UNIT LAST SERVICED
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BG ADVISED
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Locate the Thermostat
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30 °C




How to bleed a radiator. Yorkshire Coast Homes Tips for Tenants.


5
Cerrier

If left open the stored heat will be released through out the night, leaving you with no stored heat the next day. Remember to shut the output before you go to bed.

If you would like further information please contact us using the contact details on the back of this leaflet.



If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us using the contact details below to discuss your needs.

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ISSUED : APRIL 2012

GreenSquare

Night storage heaters



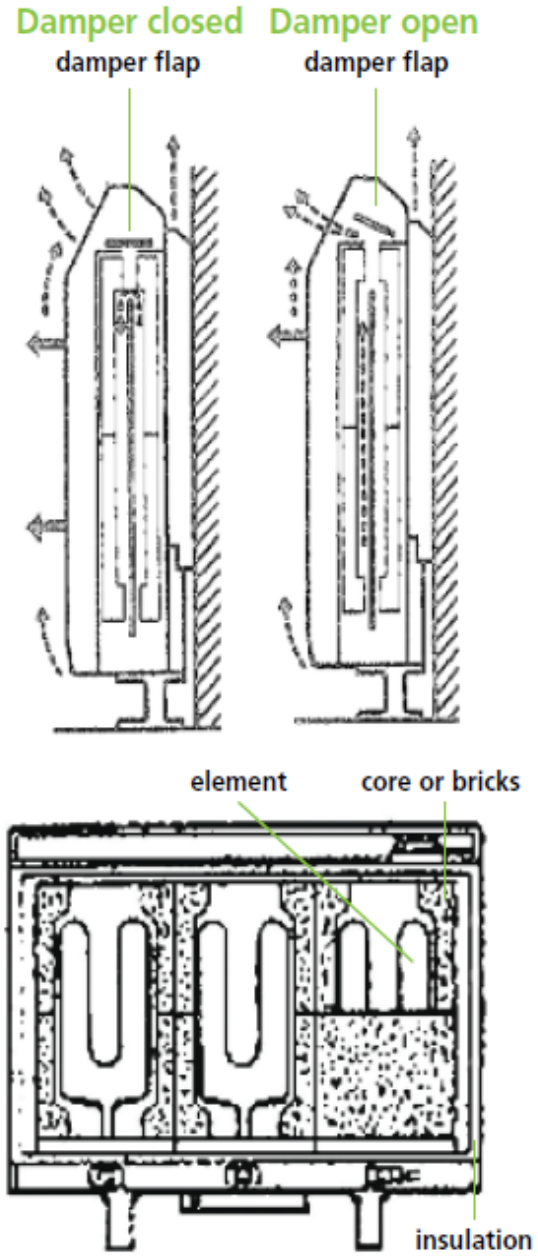
Efficient usage

housing people, building communities

If you have storage heaters in your home, it is important to understand how to use them most effectively. This user guide explains how they work and how you can use them to provide more cost effective comfort in your home. As with all heating systems you will get the greatest benefit if your home is well insulated. A storage heater takes in electricity over night – when electricity is cheapest – and stores it as heat which can be released during the following day. The heater case is highly insulated and together with a special damper/flap at the top of the heater is designed to release heat evenly throughout the day.

Most storage heaters have two dials that make it easy to control heater output and input. The input controls determine how much heat is stored and the output control determines how much heat is released. Both controls are usually situated on top of the heater under a flap. Automatic heaters sense room temperature in order to decide how much heat to store at night.

Do not be tempted to turn storage heaters off or down to a lower setting and use a fire instead as this will cost you more. They use day rate electricity whilst the night storage heaters use the cheaper night rate electricity. The ideal temperatures are 21C in living rooms and bathrooms and 18C in kitchens and bedrooms.



How to use the input control

If you have manual heaters then the input control should generally be increased as the weather gets colder. Start at 2-4 in the autumn and spring and up to maximum in the depths of winter.

For automatic heaters you will only need to adjust the controls to suit the comfort conditions you require. Once you have set it then you can generally leave the heater to control the input according to night time room temperature.

It is important to remember that using top up heat from a gas or focal point late into the night, could affect the input to an automatic storage heater.

However most people find a setting that suits their lifestyle and only adjust it two or three times a year. In general, you should increase the setting as the weather gets colder and reduce it as the weather gets warmer.

How to use the output control

For maximum energy efficiency and comfort the output dial should be turned up gradually throughout the day only when heating is required and turned down to a minimum or shut at night before you go to bed, to enable charging.

Fuel tariff

Heaters work by storing heat at night to be released during the day, so first ensure you are on the correct tariff – 'Economy 7'. Contact your fuel supplier to check.

For seven hours each night electricity on 'Economy 7' costs one third of the dayrate cost - so from 12 midnight to 7 am in winter and 1 am to 8 am in summer, electricity costs about 7p per unit at night and 18p per unit during the day.

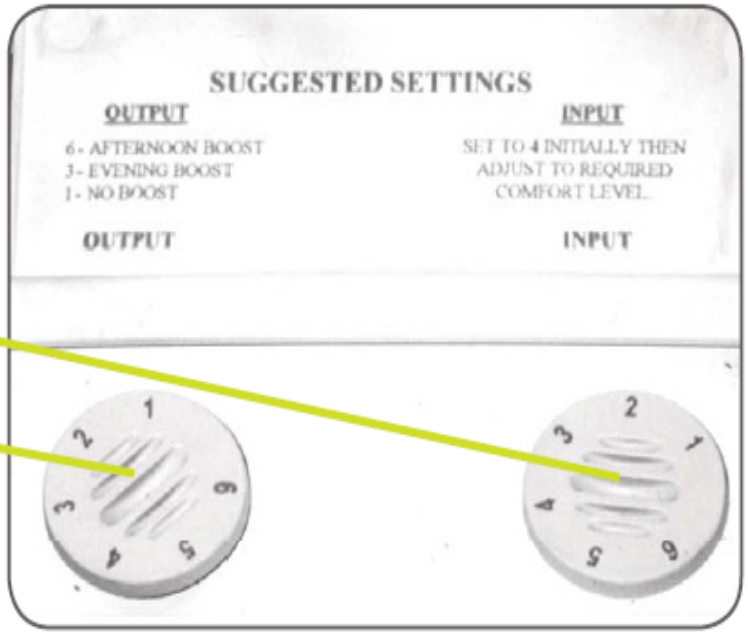
Panel

The panel has two switches:

Input – heat coming into heater

Output – heat coming out of heater

The heater will only charge at night



Using the heater



To set the background heat:

1. Press and hold the + button until all bars are lit, and continue to hold for seven seconds.
2. When there is a single flashing bar, press the + or – button to move the level up and down. This determines how much heat is released during the day.
3. We suggest selecting between 5 bars and 7 bars – 7 if you particularly feel the cold.
4. Your background heat is set. Leave for 20 seconds and the display will revert to its standard screen. You do not need to change this background setting once it has been set.

To set the supplementary heat setting:

1. Move the bars on the control screen up and down using the + and – buttons. A setting between 5 and 7 should be suitable, but you can change them to meet your own comfort needs.
2. Remember to turn down the supplementary heater to 1 or 2 when you leave the house or go to bed.

You may require a few days of fine tuning to get into a routine, but by following these rules you should ensure that you have enough heat in the storage heater to last all day



Repairs picture finder

Drainage

1 Manhole cover not opening or closing properly

2 Manhole cover and frame loose

3 Cracked or broken manhole cover

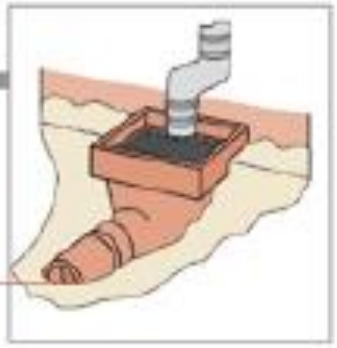




8 Stack blocked over four storeys

9 Stack blocked two to four storeys

10 Stack blocked up to two storeys

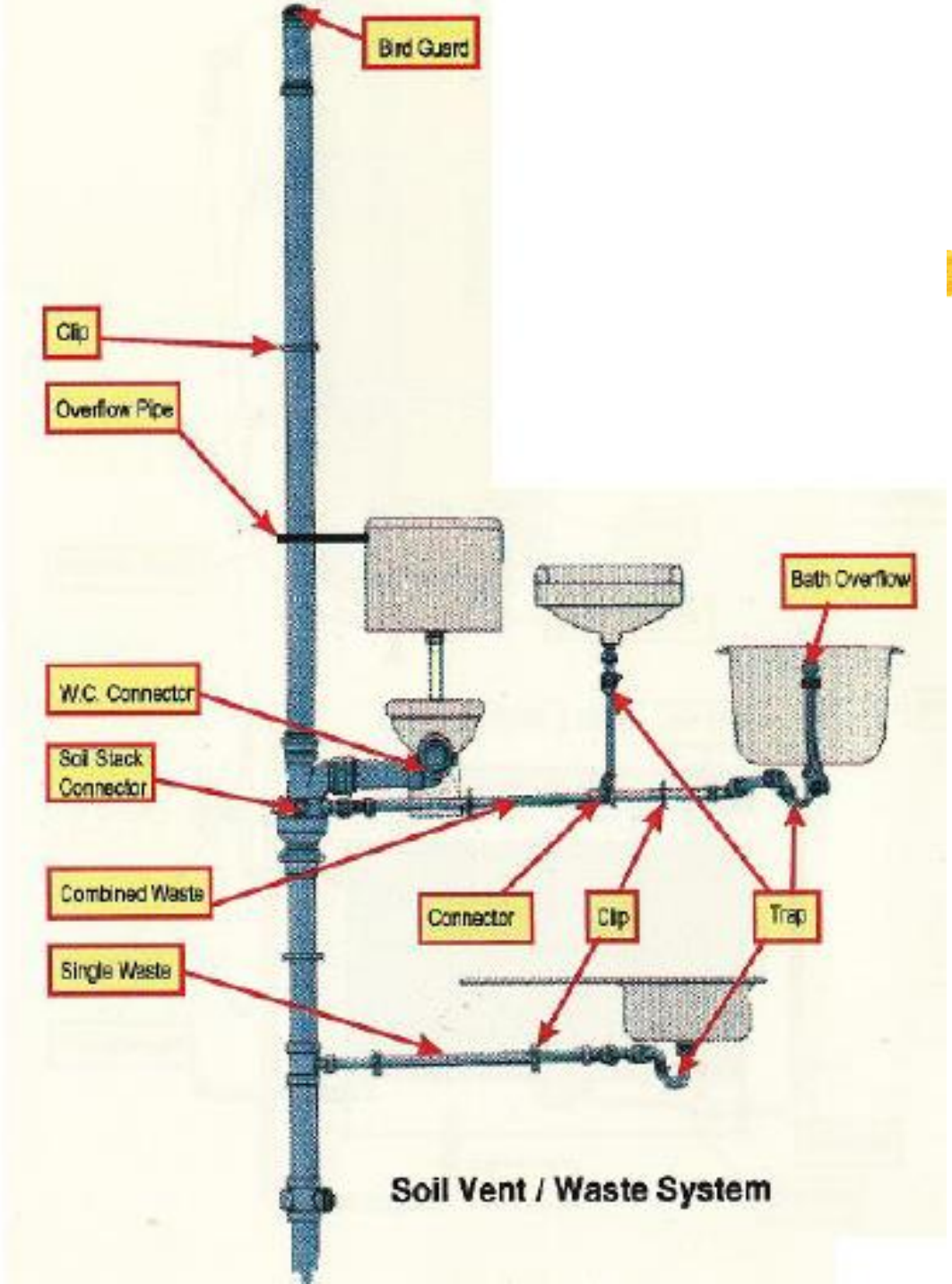


4 Drain blocked

5 Gully blocked

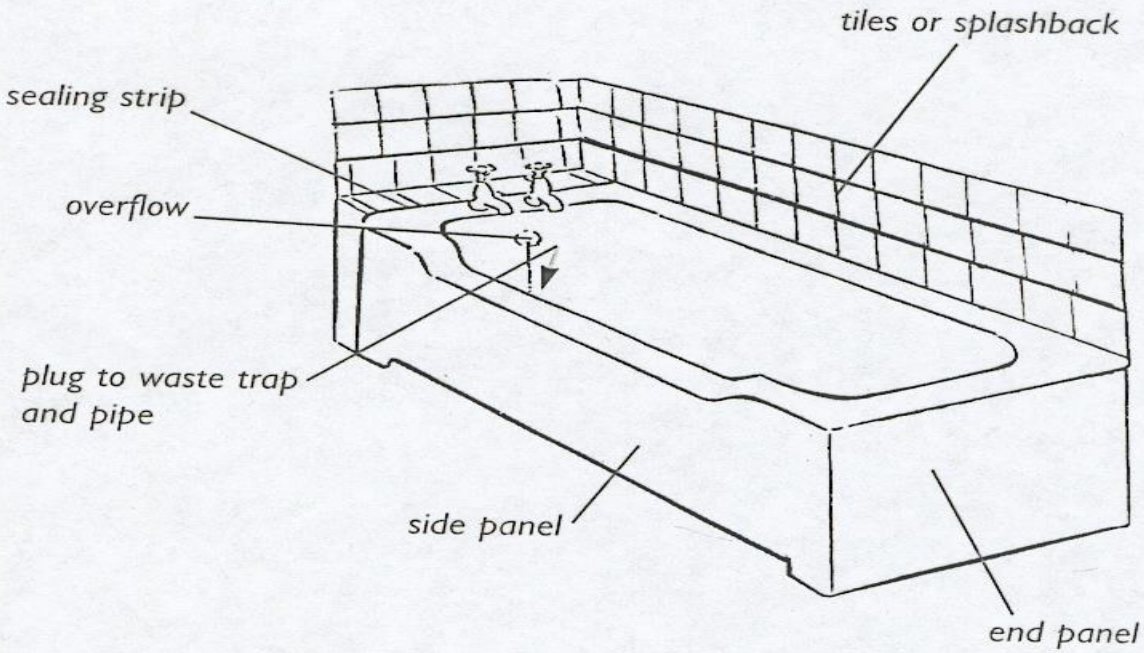
6 Gully grate broken or missing

7 Gully surround broken

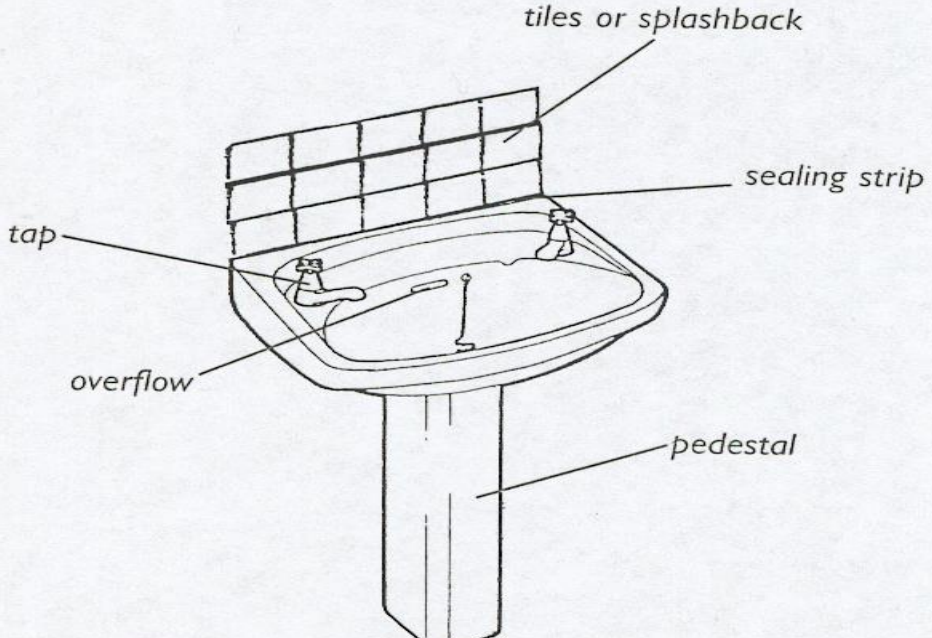


Soil Vent / Waste System

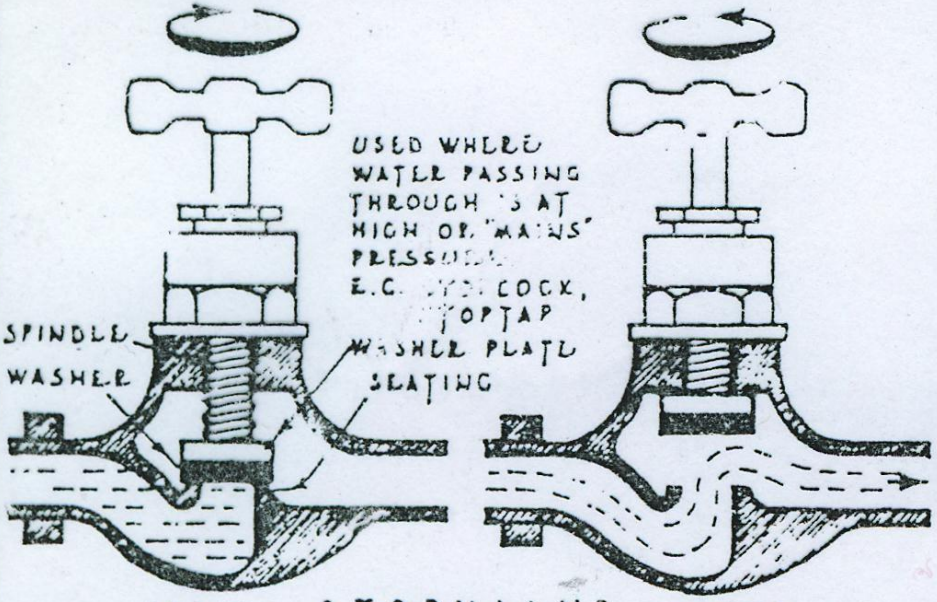
Bath


tiles or splashback
sealing strip
overflow
plug to waste trap
and pipe
side panel
end panel

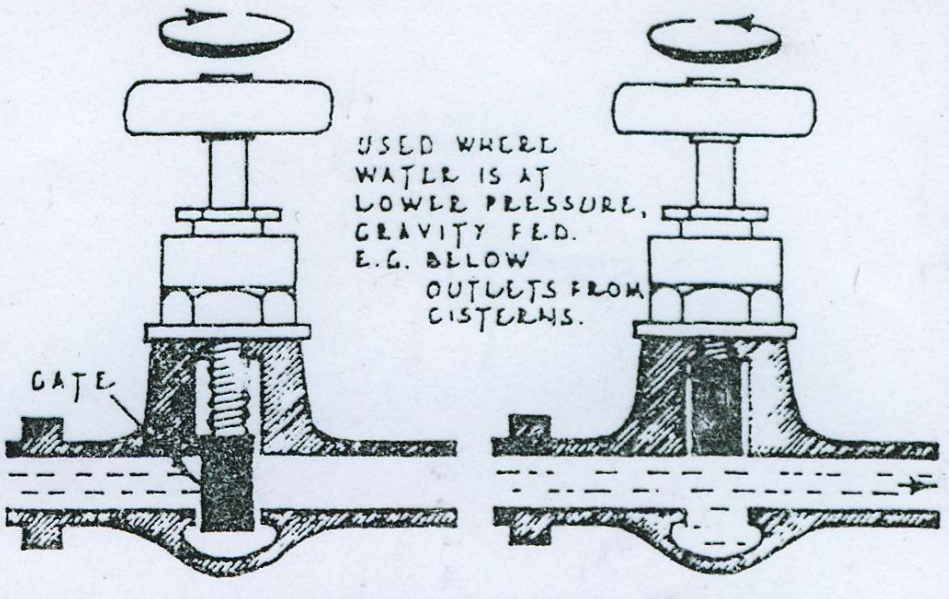
Basin


tiles or splashback
sealing strip
tap
overflow
pedestal


Harmony

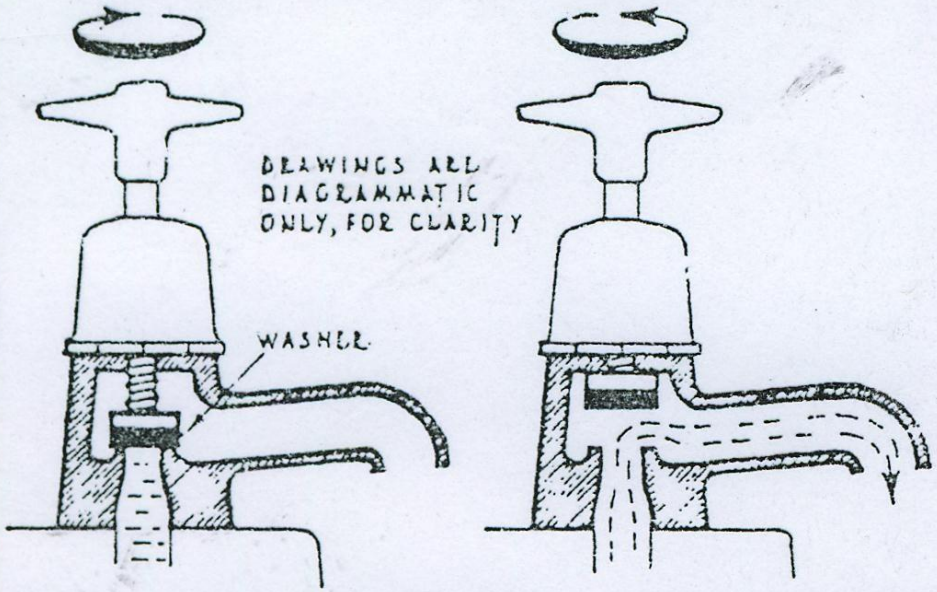


CLOSED STOPVALVE OPENED



CLOSED GATE VALVE OPENED

VALVES: DRAWINGS SHOW ONLY BASIC OPERATING PRINCIPLE. DETAIL OMITTED FOR CLARITY FIG 1



CLOSED PILLAR TAP OPEN

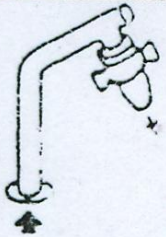


PILLAR TAP

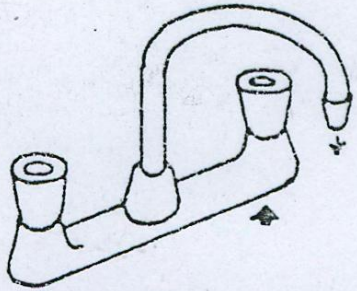
BIB TAP



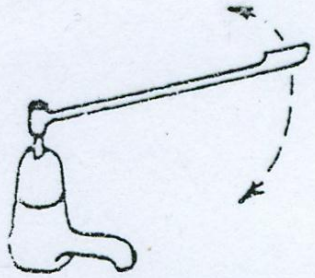
BIBTAP WITH HOSE CONNECTOR



SUPATAP



MIXER TAP



BIBTAP WITH LONG LEVER CAN BE OPERATED BY ELBOWS



Fix a leaking tap/ changing a washer

This is a repair that you may want to do yourself but can also be called into our repairs team.



Step 1 - Turn off the water supply

To turn off the water supply to the tap, look for a valve underneath the sink and turn it until the tap runs dry. Older homes may not have individual washers for each tap - in this case, you will need to turn off the mains stopcock. This is usually located under the kitchen sink.

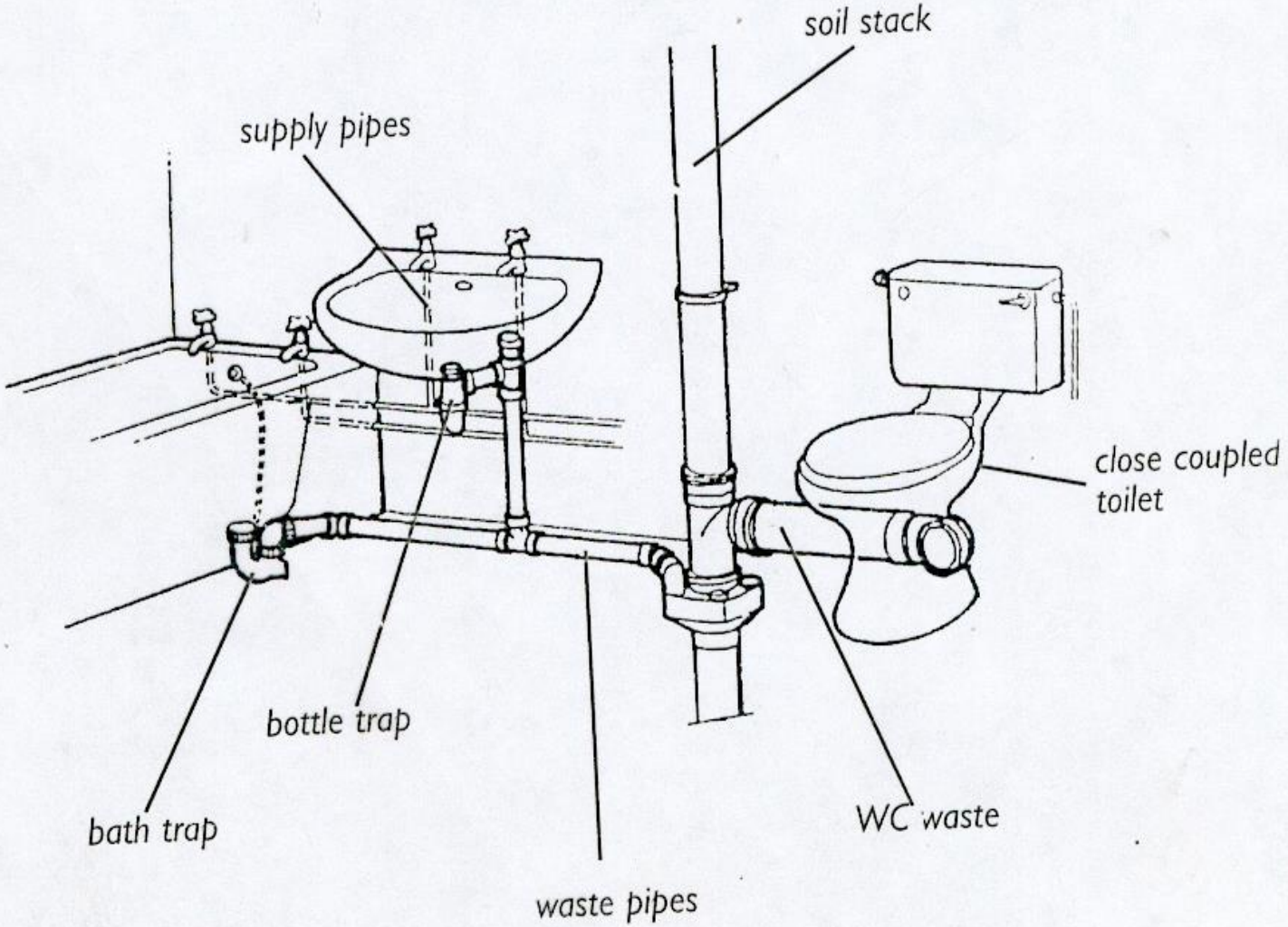
Step 2 - Drain the water from the tap

Turn on the dripping tap until the water stops running. If you are fixing a hot tap, make sure the immersion heater and boiler are also switched off. Turn off the valve on the cold feed pipe to your cylinder and run the hot tap. Turn on all the cold water taps in the bathroom to empty the tank. When no more water comes out, run the hot taps until these run dry as well.

Step 3 - Carefully open the tap

Put the plug in the sink to stop the parts from the tap falling down the drain. Some taps have a top cover on the handle that must be removed before you can unscrew the stem of the tap. A small flat screwdriver is required, gently slide this underneath the tap cover and lift off the cover. The screw that holds the handle onto the mechanism can now be removed by turning anti-clockwise. Once the screw is removed the handle can be removed. The next step is to remove the mechanism inside the tap. Use a spanner or adjustable wrench on the joint and firmly hold the tap spout with your hand to prevent the body of the tap turning on the sink. Once released, remove the mechanism and on the base is the washer.

Wastes

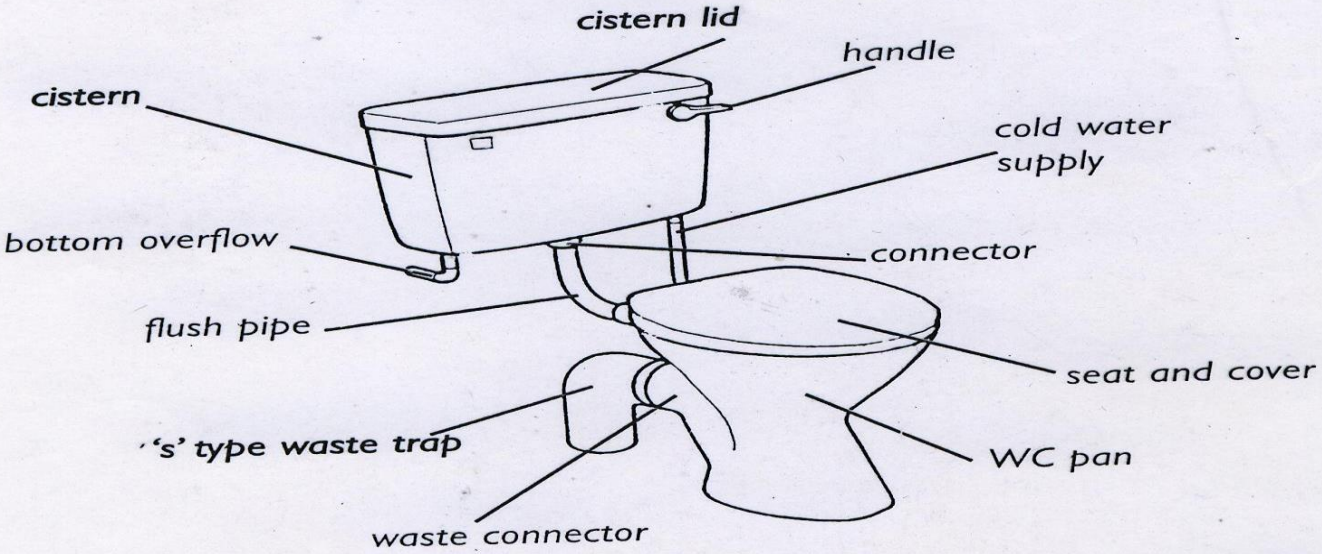

soil stack
supply pipes
close coupled
toilet
bottle trap
bath trap
WC waste
waste pipes


CALIDAD
E1

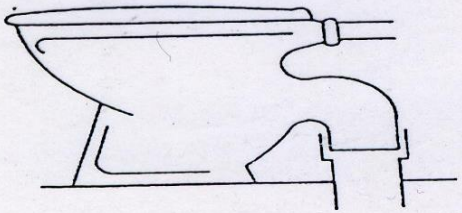




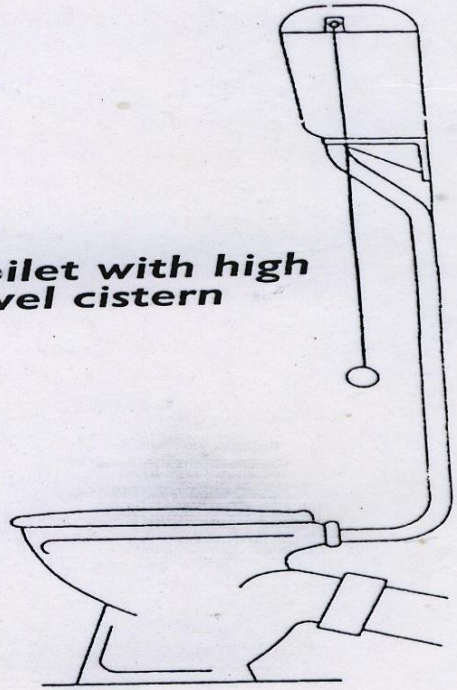
Toilet with low level cistern



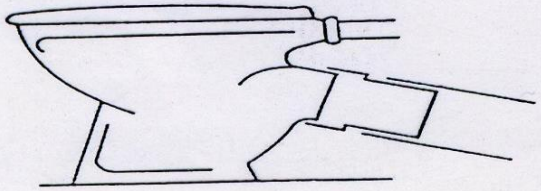
Toilet with 's' type waste trap

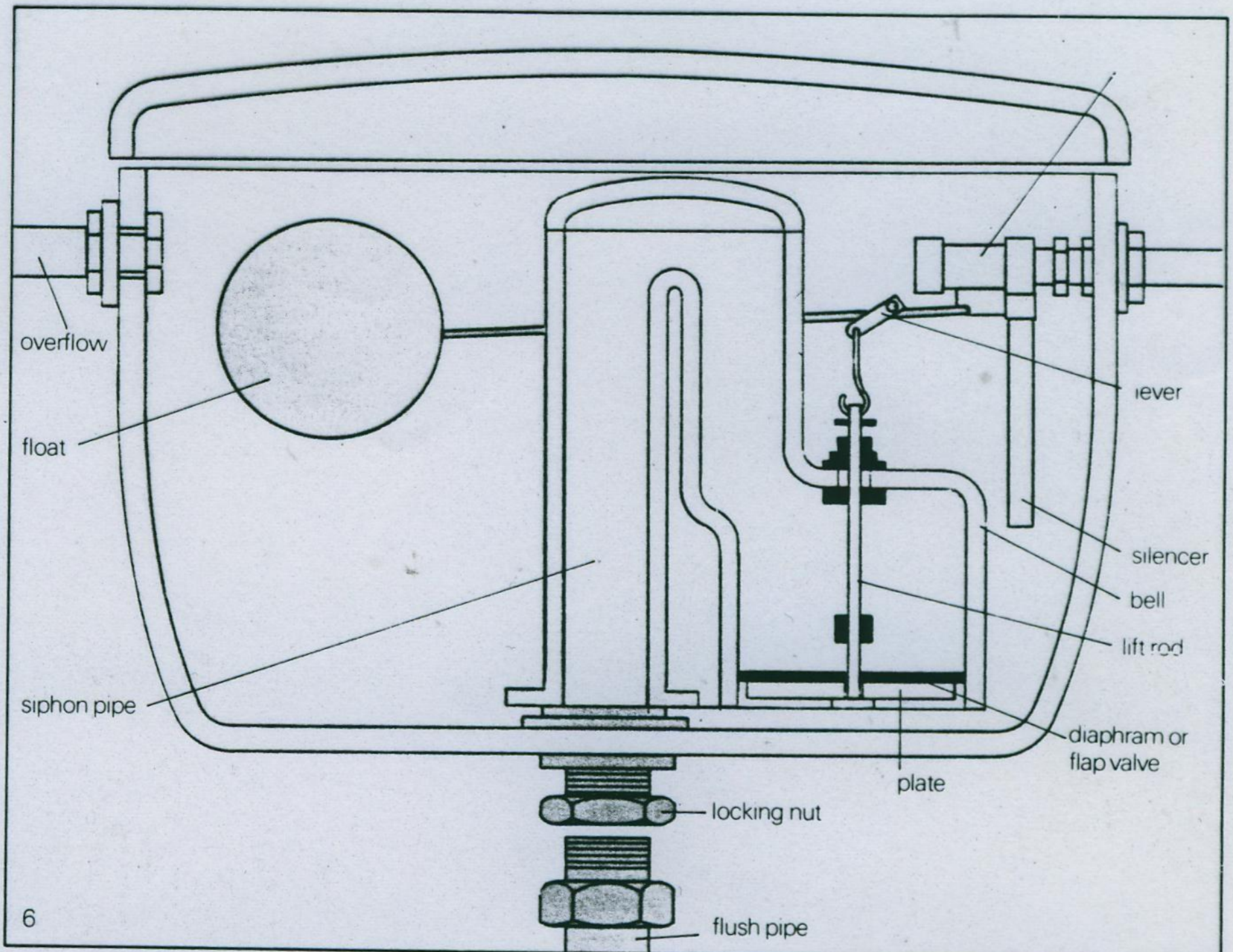


Toilet with high level cistern

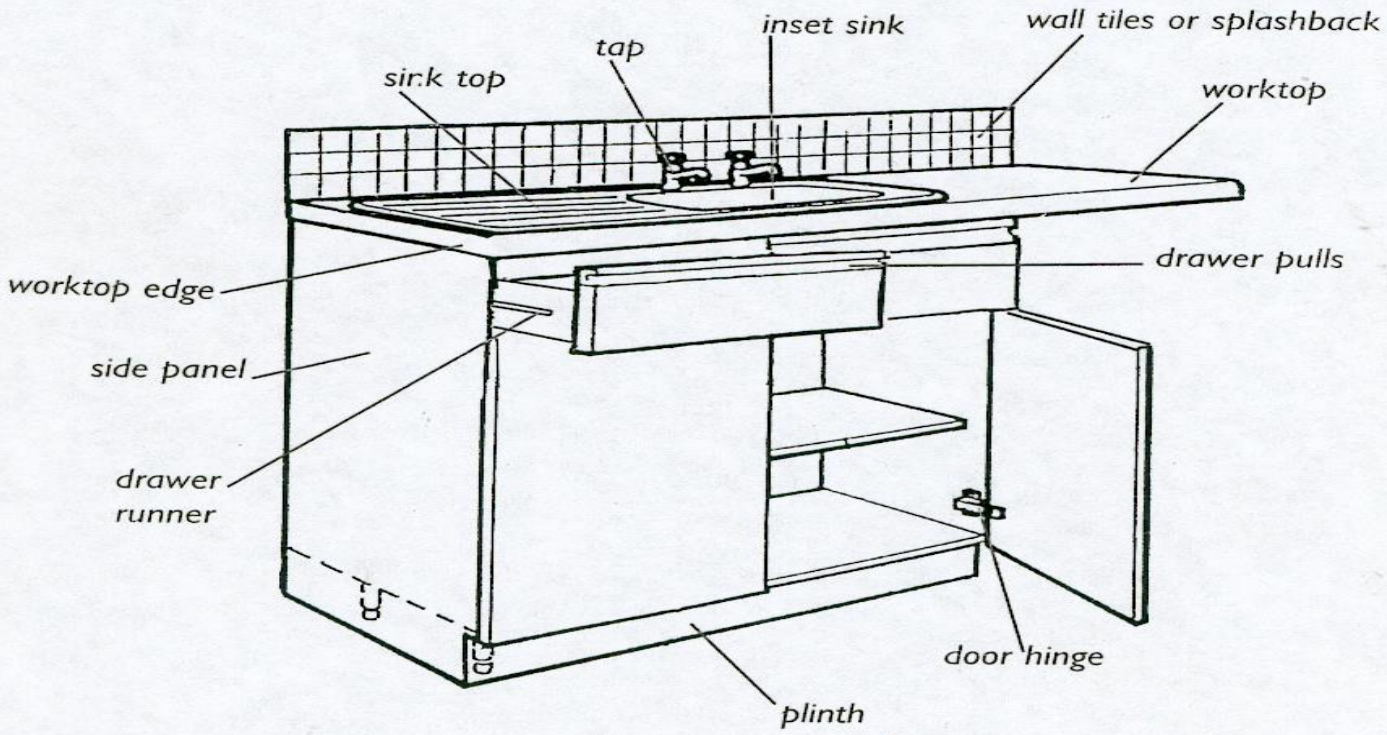


Toilet with 'p' type waste trap

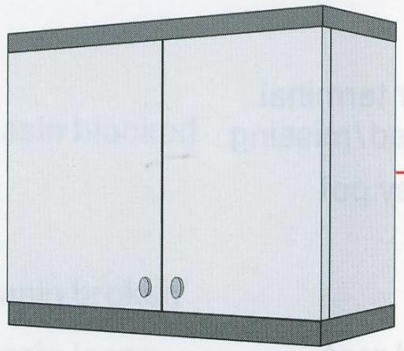



overflow
float
siphon pipe
lever
silencer
bell
lift rod
diaphram or
flap valve
plate
locking nut
flush pipe

Typical kitchen unit



What is the fault and its number?



5 Wall unit loose

6 Worktop loose

1 Non metallic trim to worktop edge damaged

7 Metallic trim to worktop edge damaged

2 Drawer needs repair

8 Handle, knob or catch loose

3 Shelf damaged

9 Handle, knob or catch broken/missing

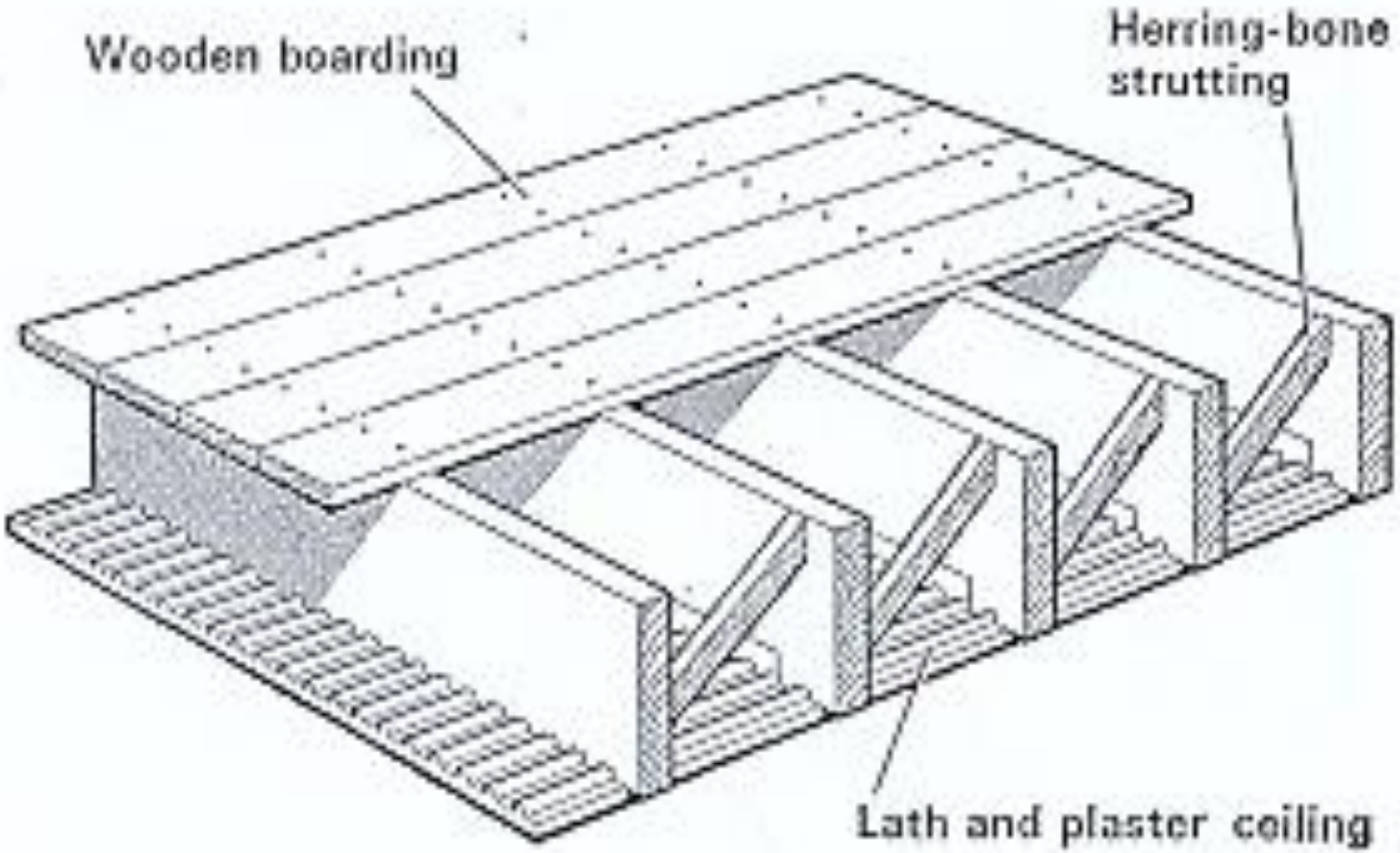
10 Unit frame needs repair/rotten

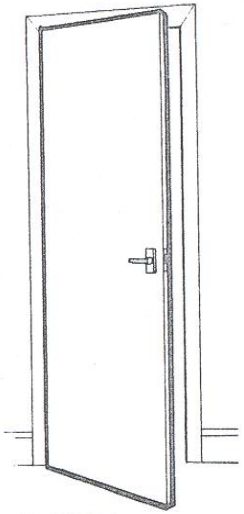
4 Door loose/ fallen off

11 Leg under worktop damaged

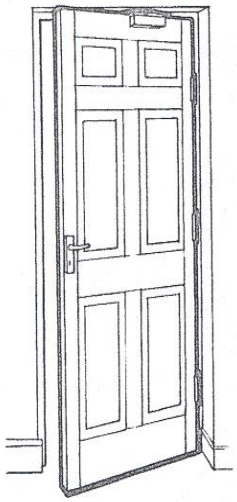
© Sx3 (2004)

Upper Floor Construction

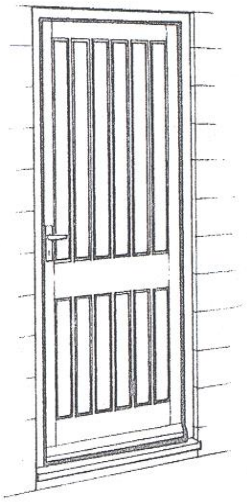




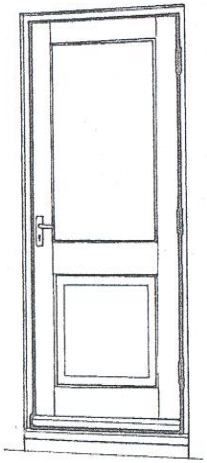
FLUSH
INTERNAL



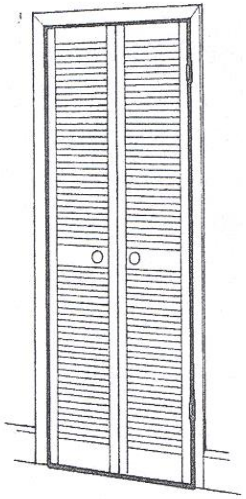
PANELLED
EXTERNAL



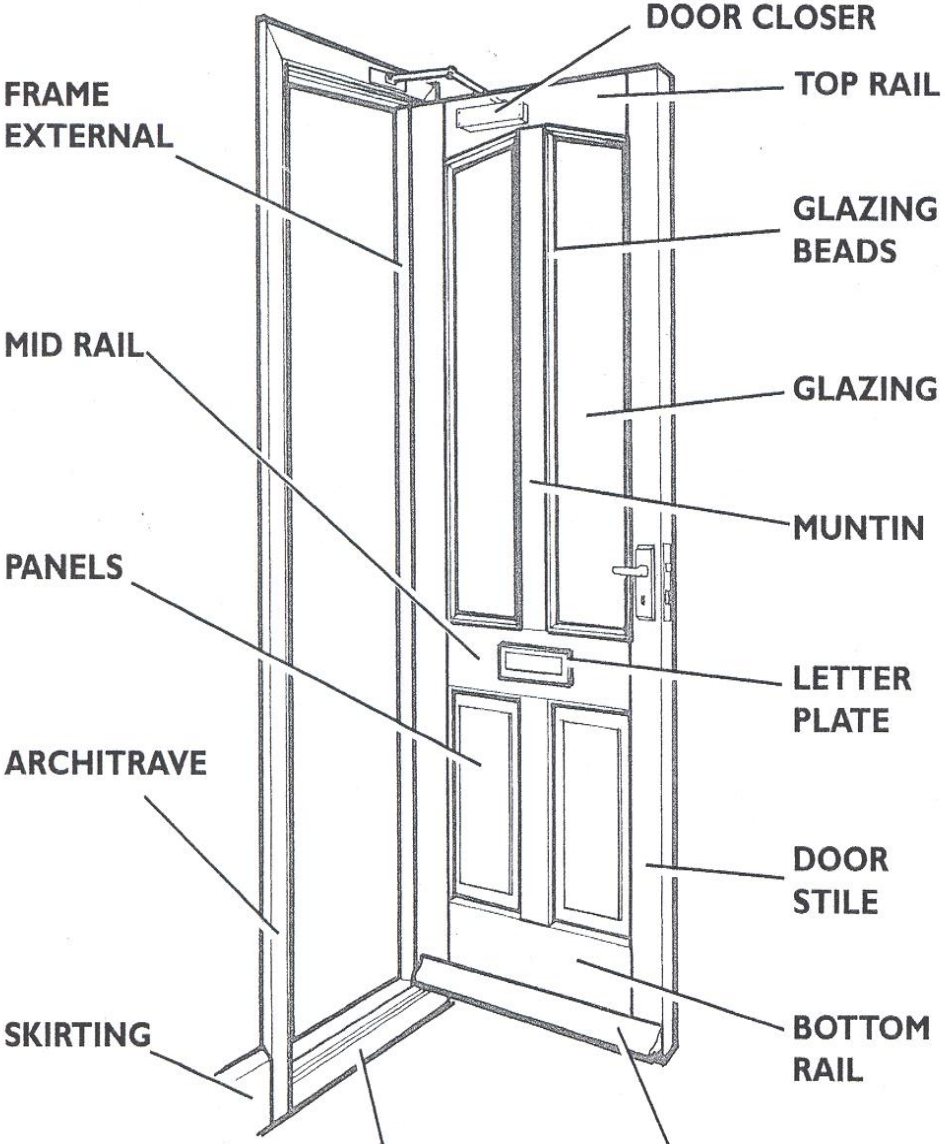
FULLY
GLAZED
EXTERNAL



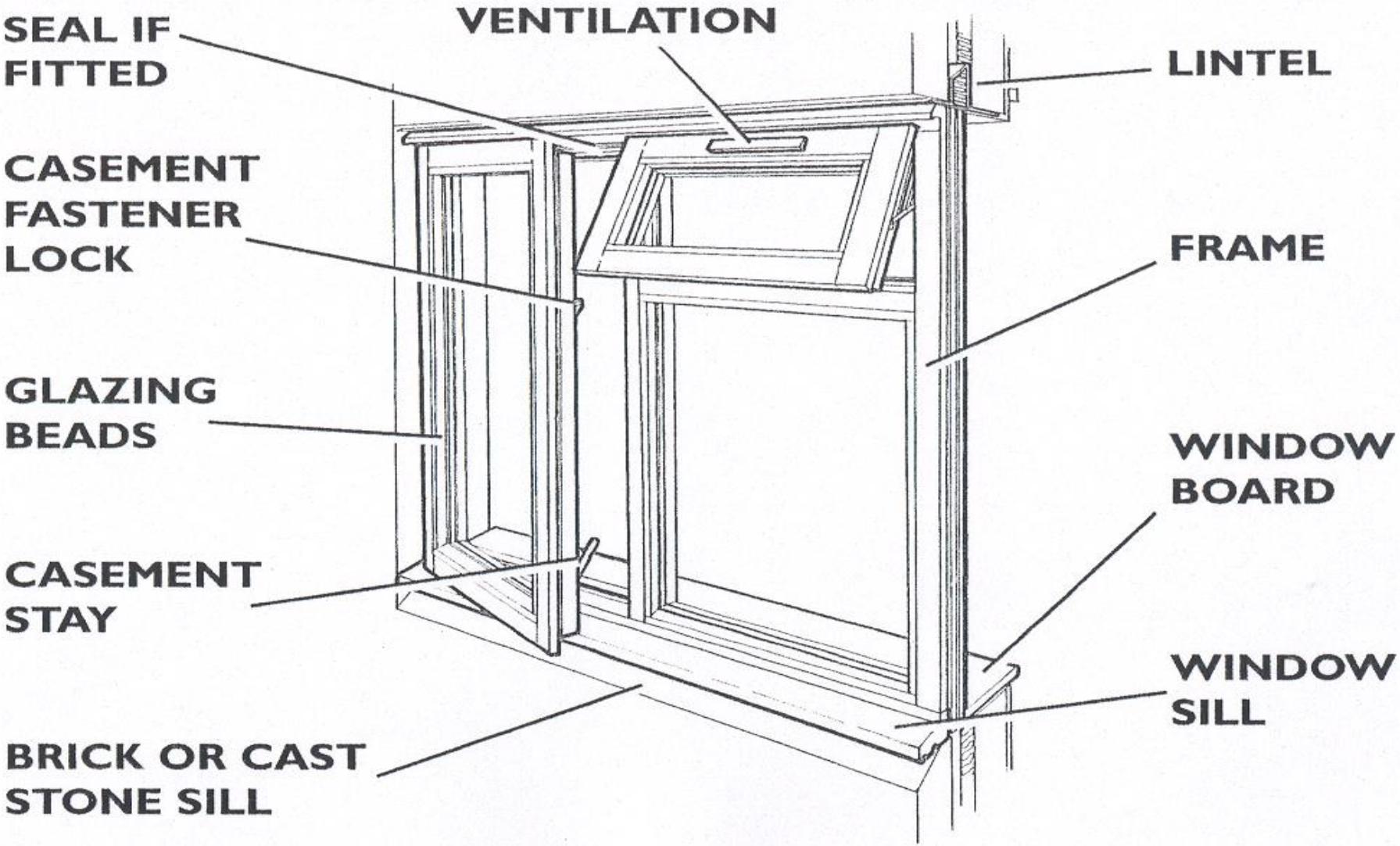
PANEL
AND GLAZED
EXTERNAL

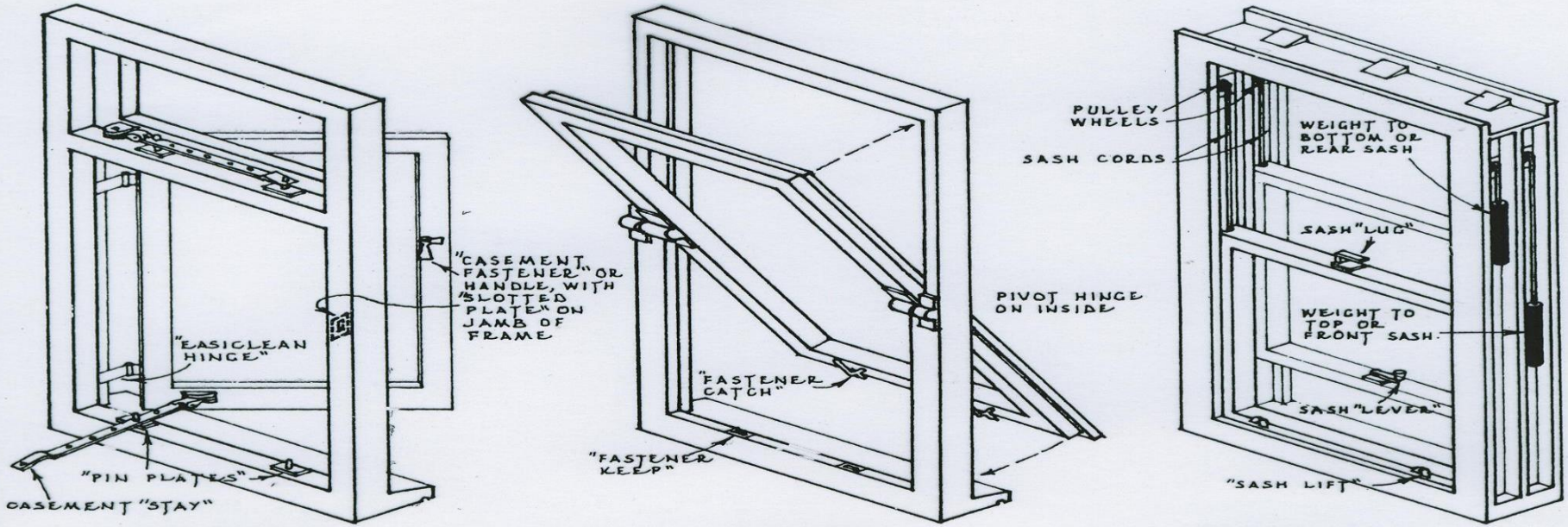


LOUVRED
INTERNAL



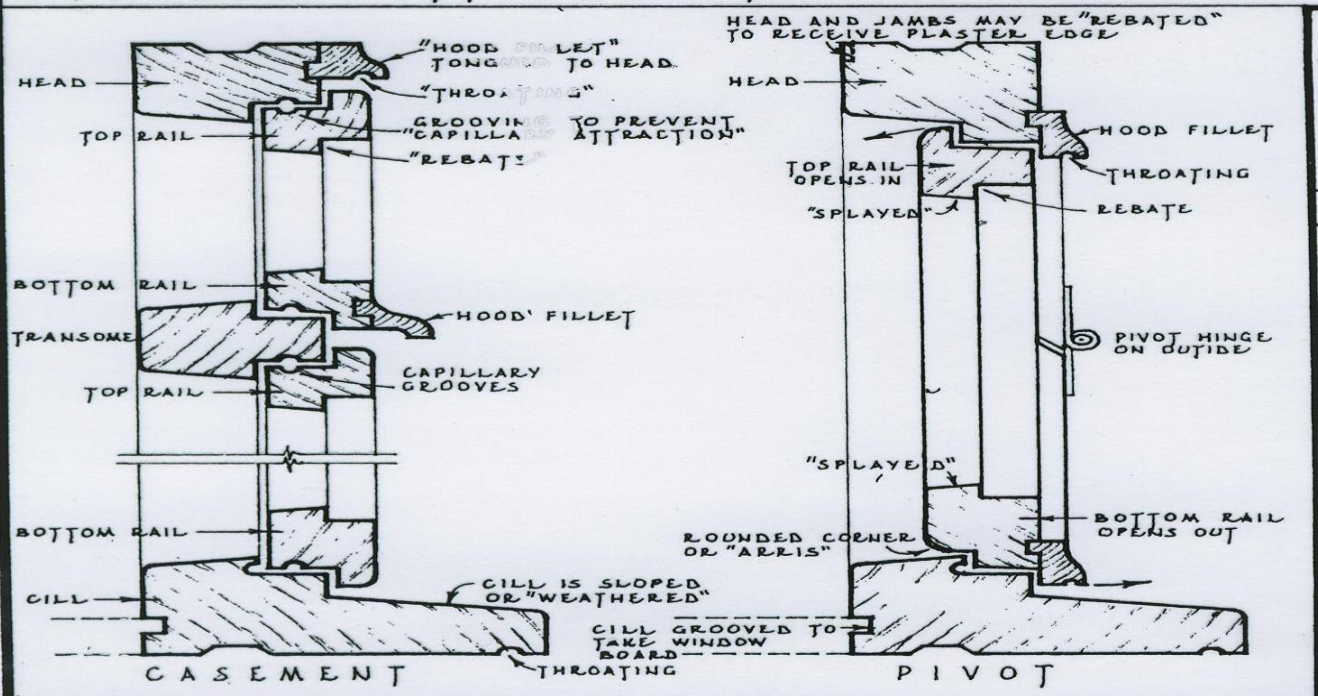
Casement Window Outside





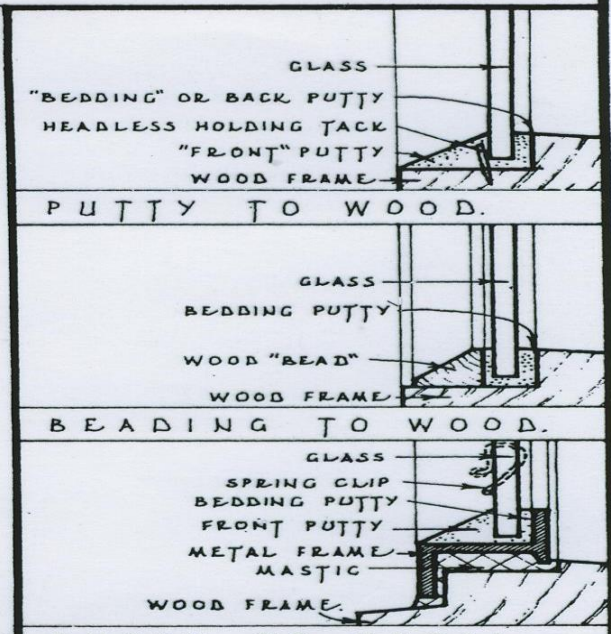
CASEMENT PIVOT VERTICAL SASH

WINDOW FITTINGS ETC. FIG. 1



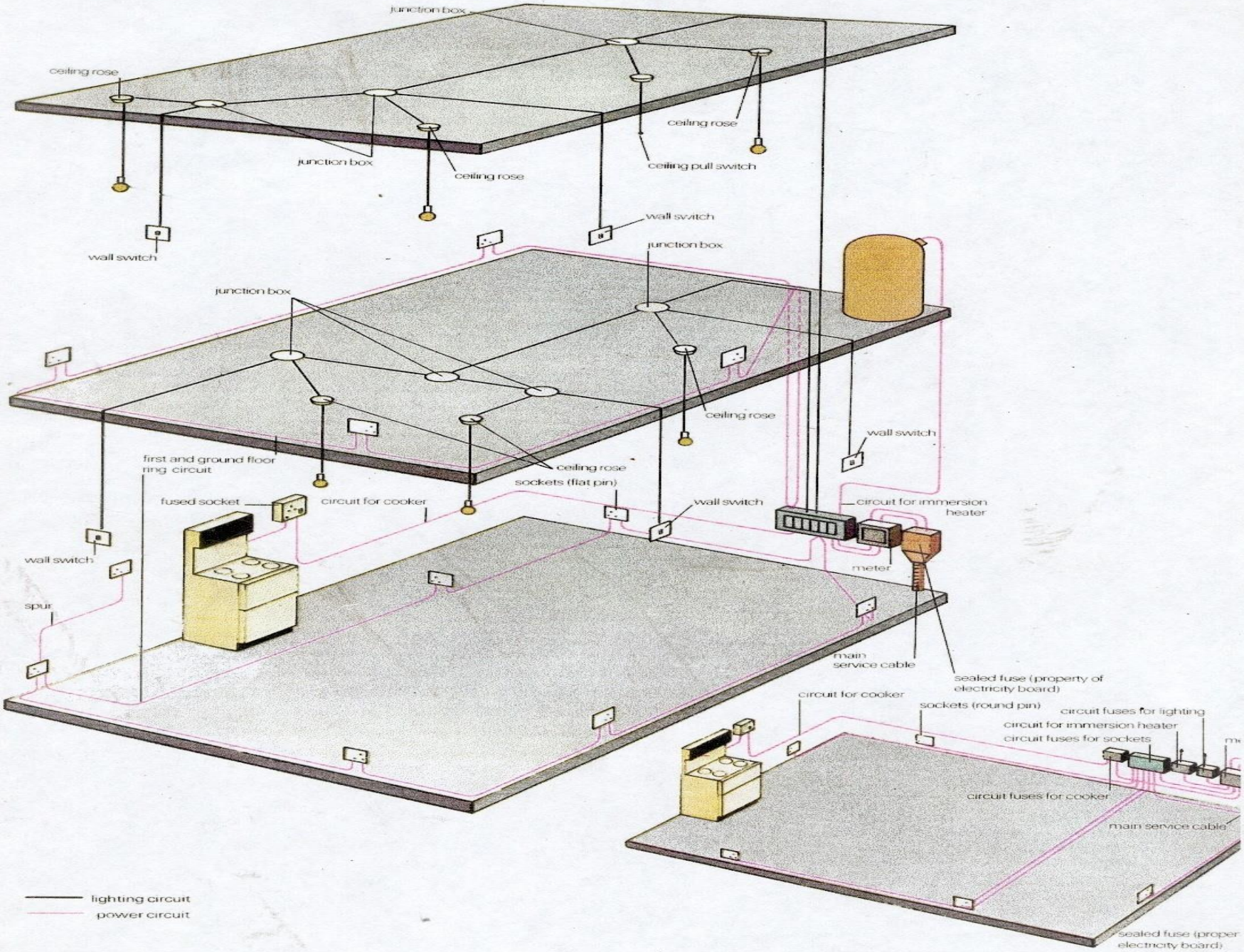
CASEMENT PIVOT

WINDOW SECTIONS ETC. FIG. 2



WINDOW GLAZING. FIG. 3


Trip switches
Residual current device (RCD)
IMPORTANT.
Main switch
Miniature circuit breaker


junction box
ceiling rose
ceiling rose
junction box
ceiling rose
ceiling pull switch
wall switch
wall switch
junction box
junction box
ceiling rose
wall switch
first and ground floor
ring circuit
ceiling rose
sockets (flat pin)
fused socket
circuit for cooker
wall switch
circuit for immersion
heater
wall switch
meter
spur
main
service cable
sealed fuse (property of
electricity board)
circuit for cooker
sockets (round pin)
circuit fuses for lighting
circuit for immersion heater
circuit fuses for sockets
circuit fuses for cooker
main service cable
sealed fuse (proper
electricity board)
lighting circuit
power circuit

