



Fact Sheet

How to stop a leak

Leaks from water appliances can be a common problem in households. Please follow the steps to isolate an appliance and stop the leak.

To get started you will need...

- A flat head screwdriver

Steps

1. To turn off the water supply, you'll need to locate the water isolation valve. This is most likely on the pipes leading up to the appliance or under the sink.
2. Turn the screw using the flat head screwdriver 90 degrees to isolate your appliance.
3. You may also need to turn off the stopcock - this can also be found under your sink.
4. Turn the key clockwise to turn off.
5. If the leak is coming from your washing machine or dishwasher, you will see another valve with either a blue or red lever. Turn this clockwise and this will turn the water off to your appliance.
6. If water is coming through the ceiling, turn off the stockcock to stop the water and open all of the hot taps in your house which will drain the system and prevent further damage. Then call us on 01933 234450 at any time of the day or night.

We hope this information was helpful. If you are still experiencing problems with your leak or it becomes uncontrollable please call us at any time of the day or night on 01933 233450. You can also find a video to accompany this fact sheet at greatwellhomes.org.uk
