

# Home Water Efficiency Check

## Terms and Conditions

The Home Water Efficiency Check offers customers assistance to make sure their home is water efficient. Our technicians are fully trained to help ensure your home is saving water but they are unable to repair all existing issues they encounter. Please read the information below to understand the services that our technician is able to provide.

### What type of taps do you have?

#### Ceramic Tap – Quarter Turn



These taps use two close fitting, slotted ceramic discs in place of the traditional washers. One of the discs is fixed while the other can be turned by the tap handle through 90 degrees. The quarter turn is normally 'handed' - i.e. one tap turns clockwise to open, while the other tap turns anticlockwise.

There are a number of advantages with using ceramic discs instead of rubber washers. The main one is that the discs are very hard and withstand the erosion of water very well. Ceramic discs do wear out and the tap will eventually drip requiring replacement of the ceramic cartridge beneath the tap head, or replacement of the whole fitting. Many different models of cartridge exist as these are often manufacturer specific.

#### Washer Tap – Several full revolutions to open



With washer taps, both the tap seat and the washer suffer wear, the tap seat by the flow of water and the washer by the actual activity of forcing the washer onto the seat. Some drips can be rectified by replacing the washer alone, but where the tap itself has worn a replacement washer may not fully resolve the tap from dripping.

## **What we can do for you**

- ✓ Exchange washer on non ceramic taps
- ✓ Tighten loose taps in fittings
- ✓ Identify leaks on taps and toilets in accessible areas
- ✓ Measure flow rates (taps, showers) to help you save water and money
- ✓ Fit water saving devices where we can
- ✓ Adjust float valves in toilet
- ✓ Tighten loose toilet handles

## **We will do our best to**

- Attempt to fix leaking taps\* and toilets
- Attempt to fix leaking outside taps
- Advise on plumbing issues and point you in the right direction if we are unable to help

## **Sorry, we are unable to fix**

- ✗ Exchange old taps or fit new parts
- ✗ Ceramic taps – these need special parts and tools
- ✗ Central heating systems e.g. boilers
- ✗ Main internal stop valve repairs
- ✗ Water softeners and domestic appliances
- ✗ Repairs required in inaccessible areas e.g. lofts

\*Please ensure all internal stop valves are accessible and in fully working order for any repairs to take place. Unfortunately we are unable to carry out repairs on the main internal stop valve where seized.

## Fitting and removal of Save a flush for lever handle toilets



The Save a flush product can be provided or installed by your technician to help you save water when the toilet in your home is flushed.

**Please note:** The save-a-flush won't fit in dual flush toilets (usually with buttons on the lid), or toilets installed after 2000

### Fitting instructions:

1. First of all, squeeze the save-a-flush to make sure all the air is removed.
2. Then, lower the save-a-flush down into the bottom corner of the toilet cistern. Hold immersed for a few seconds then flush the toilet allowing the device to sink.
3. Make sure the save-a-flush is towards the front of the cistern, between the ball valve and the front panel.
4. Allow about six hours for the save-a-flush to expand to full capacity and check the ball valve and overflow are not obstructed.
5. If your toilet stops flushing properly please remove the save-a-flush from your cistern and dispose of in the household rubbish.