

## 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.**

### You will need:

- A flat head screwdriver

### Steps

1. To turn off the water supply to an appliance, you will need to locate the water isolation valve.
2. This is most likely to be on the water pipe work leading up to your appliance.
3. Turn the screw using a flat head screw driver 90° to isolate your appliance.

4. If you are working on the hot water tap, then you may need to find the hot water tank and turn off the supply there.
5. Once you have stopped the water flow please contact your repairs service to fix the leak or appliance

We hope this information was helpful. If you are still experiencing problems with a leak, then please contact your repairs service.

**You can also find a video to accompany this fact sheet at: [www.mearsgroup.co.uk](http://www.mearsgroup.co.uk)**

These videos and accompanying guidance notes are intended as a guide only and it is your responsibility to ensure you do not put your safety or the safety of others at risk. If you are in any doubt as to whether you can carry out a task safely then you should contact a professional for assistance. Mears Group Plc and its subsidiaries will not be liable for any injury, loss or damage caused, of any nature, as a result of the use of these guides.