

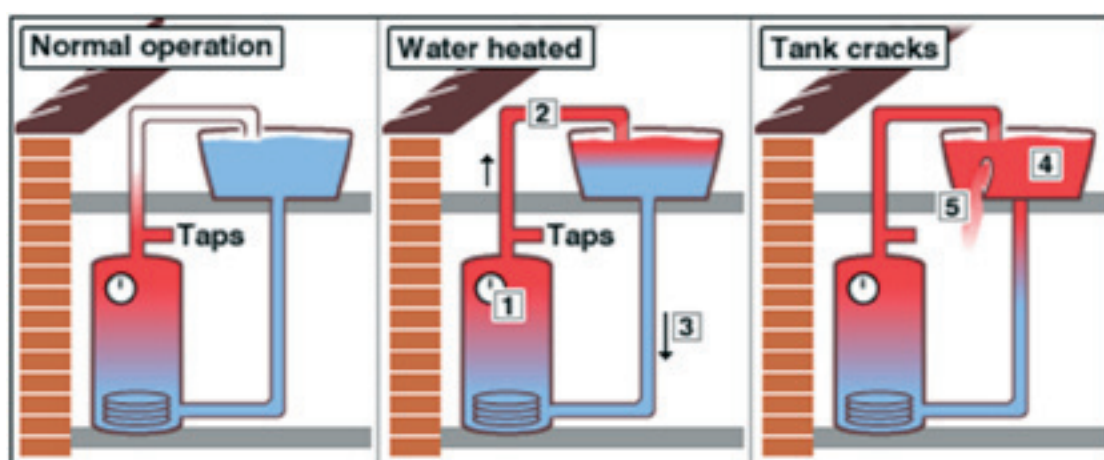
# Immersion heating scalding

You may be aware about a tragic (but rare) incident that happened in Taunton in November 2006. A baby was badly scalded and later died as a result of an immersion heater thermostat failure.

**This type of incident can occur if the immersion heater thermostat fails. We are inspecting all hot water cylinder thermostats and cold water cisterns (tanks) in roof spaces when properties:**

- Go through the Decent Homes programme
- Require electrical periodic inspection and testing
- Become empty.

## How does this happen?



1. Boiler thermostat fails
2. Hot water starts to overflow into cold water cistern
3. Cold water feeding boiler is heated
4. Cold water cistern now full to capacity with boiling hot water
5. Cold water cistern splits emptying its contents through the ceiling of the room below.

**While the risk of immersion heater and associated faults are very low, please be aware of the warning signs which include:**

- Excessively hot water coming out of the hot water taps
- Excessive noise or 'bubbling' from the hot water cylinder
- Hot water coming out of certain cold water taps (some storage cisterns also feed cold water taps in the bathroom)
- Steam/moisture in the roof space.

If you notice any of these signs, please switch off your immersion heater and alert the Repairs Contact Centre immediately on **0115 915 2222**.

## Freezing pipes

During periods of absence from your home during cold weather conditions it is recommended that you leave your heating on its lowest setting to greatly reduce the risk of a pipe freezing. Frozen pipes may result in bursts that can cause extensive flooding and property damage if you are away from your home. Frozen pipes can also damage your boiler or cause it to explode.

For burst pipes and boiler issues alert the Repairs Contact Centre immediately on **0115 915 2222**.