

## What to do if you have a frozen pipe - Scottish Water Guidelines

### A guide on what to do if you have a burst or frozen pipe

1. Find the stop valve and turn it off immediately.
2. Open all cold taps to drain the system, but never turn on the hot taps. Your hot water cylinder may collapse if the pipes leading to it are frozen.

### How to thaw pipes...

1. When thawing out pipes never attempt to thaw out frozen pipes by switching on your immersion heater or central heating boiler.
2. Instead, check for leaking joints or bursts in the pipes.
3. Then gently heat any frozen sections with a hairdryer or a heated cloth wrapped around the pipe. Never apply a direct flame

Call Waverley Housing on 0800 104105 if you are in any doubt about what to do.

The best advice to avoid frozen pipes is to keep your heating on constantly on a low temperature or make sure your heating is on at least 2 times per day