

PRESTIGE

UNDERWRITING

CUSTOMER GUIDANCE

DRAIN DOWN OF MAIN WATER SUPPLY



BEFORE YOU START

1. Turn off the incoming water supply

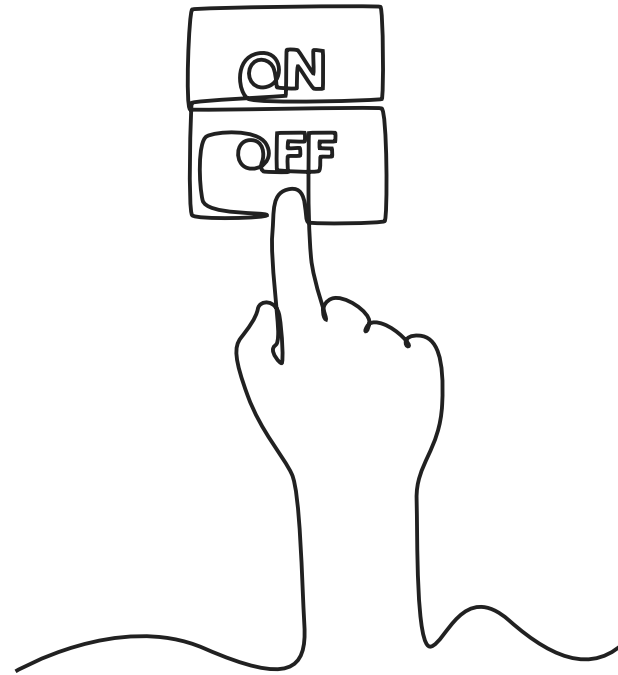
- Close the internal stopcock
- If necessary, close the external stop valve at the water meter

2. Turn off water-heating appliances

- Switch off any immersion heater
- Leave the central heating system untouched

3. Identify the lowest drain point

- This is often an outside tap, a drain valve or the lowest cold-water outlet in the property



DRAINING THE COLD-WATER PIPEWORK

1. Open the highest cold tap

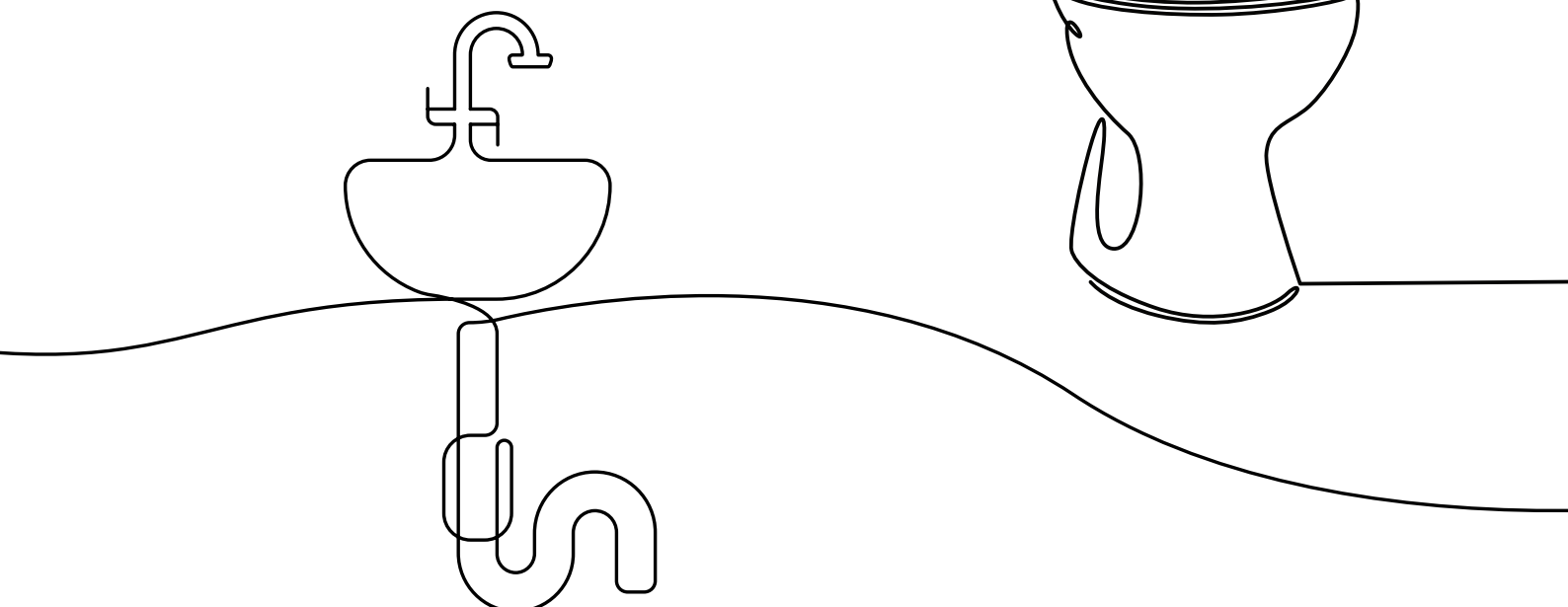
- Typically an upstairs basin tap (This allows air into the system)

2. Open the lowest cold tap or drain valve

- Water should begin flowing out
- Open additional cold taps throughout the house to speed the drainage

3. Flush Toilets

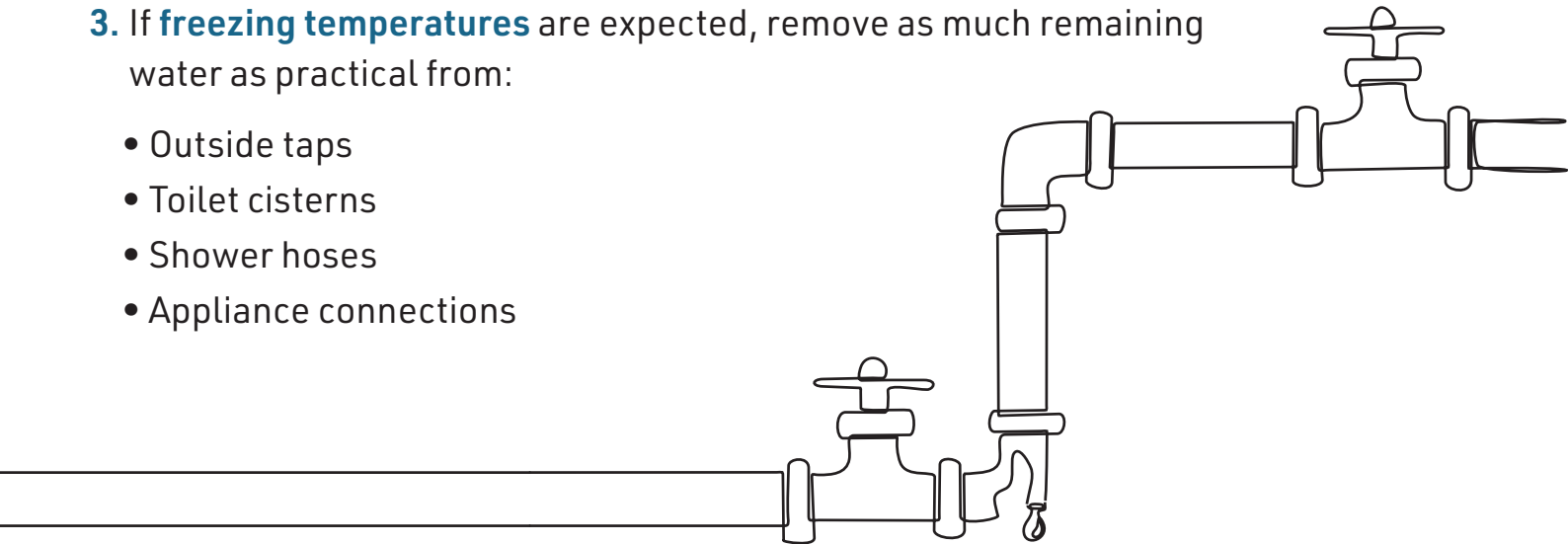
- Hold flush until the cistern empties



FINISHING UP

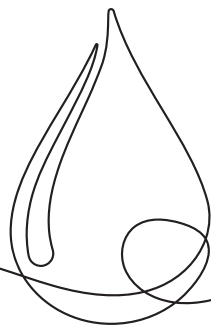
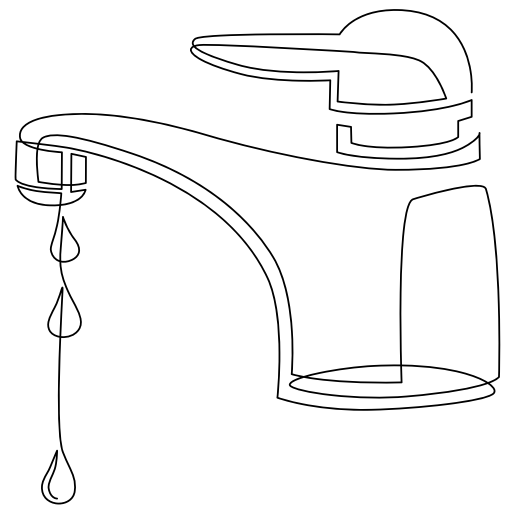
1. Check that **no more water** is flowing from the lowest outlet
2. **Open all taps halfway** and leave them open if the system will remain drained for a period
3. If **freezing temperatures** are expected, remove as much remaining water as practical from:

- Outside taps
- Toilet cisterns
- Shower hoses
- Appliance connections



TO REFILL

1. Close all drain vales and taps **except on cold tap**
2. **Slowly** reopen the stopcock
3. **Allow air** to purge the system
4. **Open each tap in turn** until water runs smoothly
5. **Refill** toilets and appliances



Check your Home Insurance policy for your escape of water cover and limits.

www.prestigeunderwriting.co.uk

Part of the Prestige Insurance Holdings Group. Prestige Underwriting Services Limited is authorised and regulated by the Financial Conduct Authority.