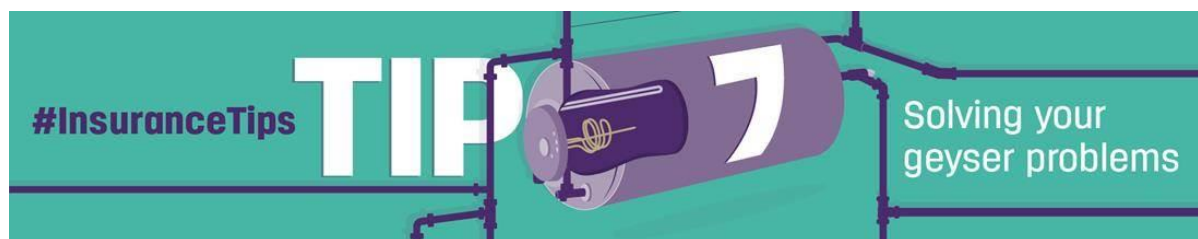


# #InsuranceTips ✓

7 September 2021

Hello Easy broker

You've got a busy day ahead, but wake up to no hot water – or steam and hot water are pouring out of that pipe just under the roof that you've never noticed before. You mostly take the luxury of hot water for granted, until you don't have any.



Although we usually don't dwell on things that can go wrong with the geyser, the reality is that something will, at some point. Most electrical geyser manufacturers supply a warranty for the actual geyser for between five and ten years, but its individual components only carry a warranty of one to two years.

## **What are geyser components?**

These are items that generally wear, such as thermostats, elements, pressure control valves, vacuum breakers, seals and gaskets.

When a geyser component fails, it doesn't necessarily mean the geyser needs to be replaced. If something goes wrong with one of these components, check with your broker if your insurance policy covers it.

Most importantly, if you suspect that your geyser is leaking or has burst, report your claim to your broker so that they can appoint a qualified plumber to see to the problem. If you don't, you may find yourself out of pocket due to limits on your policy when not using an approved plumber.

## What to look out for:

### No hot water ...

Before panicking, check the distribution board to see if the geyser switch or main electricity switch has tripped. If it did and it keeps tripping when you try to switch it on, keep it off and call an electrician.

If that's not the problem, it is probably the thermostat or element that has failed.

### Dripping overflow pipe ...

If water occasionally drips from the overflow pipe, it means that the geyser safety valve is working as intended. As water heats and cools, the safety valve will discharge a little water to regulate the pressure in the geyser.

If more than a few litres of water is lost in a day or if there is a steady stream of water, it may be a problem with the valve, the element or thermostat.

### Steam and hot water coming from the overflow ...

When hot water and steam are spewing from the overflow, the geyser is overheating and is potentially very dangerous. Immediately switch the geyser off at the distribution board.

### Water coming through the ceiling ...

There is a major leak from the geyser, or it has burst.



## Steps to follow when your geyser has burst:



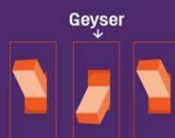
### Turn off the water supply ...

The water shut-off valve is usually situated outside, near your kitchen wall or near your water meter on the pavement.



### Drain the geyser to reduce pressure and minimise water damage ...

To drain the geyser, open all the taps in the house. Be water wise and use buckets and basins to collect as much water as possible.



### Switch the geyser off ...

You will find the switch for the geyser on your electrical distribution board.



### Call your broker to report a claim ...

Your broker will arrange for an approved plumber to be appointed as soon as possible.

ASK YOUR BROKER **#InsuranceTips**

### Did you know?

- The most cost-effective temperature to keep your geyser at is 60 to 65 degrees Celsius.
- Going away for two days or longer? Then turn your geyser off. Switching your geyser on and off regularly will not harm your geyser but turning it off for short periods has a negligible effect on your electricity bill.

Kind regards

**The Hollard Insure team.**

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