

Our Professional Code - your peace of mind

When you choose a member of the IPHE you can expect your plumbing or heating engineer to work to the correct quality standards and mandatory requirements. This is because our members voluntarily commit themselves to be governed by our Code of Professional Standards.

These are the five points of the code:

Whilst at work, each member of the Institute of Plumbing & Heating Engineering undertakes to:

- Perform professionally, competently and responsibly;
- Safeguard the environment and public health and safety;
- Comply with all relevant laws, regulations, standards and codes;
- Broaden, improve and maintain their skills, knowledge and personal qualities;
- Uphold the dignity, standing and reputation of the Institute and the plumbing mechanical services industry.

So, when you choose an IPHE member you know you'll get a plumbing/heating specialist for whom quality and customer care are paramount and who has the backing of the Institute's Code of Professional Standards.

Do it yourself?

Many people are happy to undertake minor plumbing jobs like changing a tap washer, but uninformed DIY interference with plumbing systems can result in serious damage, expensive repair bills and potential health hazards. The DIY householder is subject to the same regulations and controls as the professional plumber and everything connected to the water supply has to comply with statutory requirements. Minimum standards for sanitary plumbing and drainage installations are also laid down by law in the interest of public health and safety.

Contravention of Building and Water Regulations can lead to prosecution and the possible imposition of substantial fines. Don't take the risk of endangering your property or your family's health. For plumbing problems, call in the professional services of your local Registered Plumber.

Top 10 Tips



- 1** Make sure you know the location of, and have labelled, the stop valve on the incoming water supply main.
- 2** Locate, identify and label all other stop valves, periodically checking that they are working correctly.
- 3** Make sure you know the location of any drain valves by which you can empty your water and central heating systems once the source of heat has been extinguished.
- 4** Ensure that the storage system and exposed pipes are properly insulated, particularly in the roof space or attic.
- 5** In very cold weather take special care to prevent water pipes becoming frozen. If you have a storage cistern in the roof space it will be sensible to open the hatch to allow some heat from the house to help keep the cistern from freezing.
- 6** Inspect your cold water storage cistern (tank) regularly and, if it is metal, make sure it is not corroding. Call in your plumber if there is any sign of a problem.
- 7** Check the condition of flexible hosepipes to plumbed-in domestic appliances at regular intervals.
- 8** Dripping taps and float operated vales (ballvalves) are a sure sign that your plumbing system requires maintenance. To avoid them becoming major problems call in your plumber without delay.
- 9** Have central heating boilers and other heating appliances serviced regularly (the IPHE advises yearly servicing)
- 10** Make a note of your Institute member's address and telephone number in the box below and keep it in a prominent place for emergencies.

The Institute of Plumbing & Heating Engineering
64 Station Lane, Hornchurch, Essex RM12 6NB
Tel: 01708 472791 (office hours) Fax: 01708 448987
Email: info@iphe.org.uk Web: www.iphe.org.uk

Your local Registered Plumber is:

Name _____
Tel _____

Institute of Plumbing & Heating Engineering

Consumer Advice & Information



Dealing with a plumbing emergency

People only tend to think of their plumbing and heating systems when something goes wrong. Most people will regularly have their cars serviced, but do you have your central heating and plumbing systems checked each year? Think of the value of your car compared with your home. Many disasters can be avoided if discovered soon enough. However, sometimes plumbing emergencies such as burst and frozen pipes do happen, but you can take steps to limit the damage.

Burst Pipes

Try not to panic! The first thing to do is to prevent water passing the point of the leak. Start by turning off all stop valves (sometimes called stop cocks) and if the escaping water cannot be controlled immediately, open all cold water taps so that the pipework and storage system drains quickly. [DO NOT TURN ON HOT TAPS](#). Turn off the central heating system and, if it uses a solid fuel boiler, allow the fire to die out. Switch off any electric immersion heater, then call your plumber.

Frozen Pipes

If a pipe freezes, turn off the mains water supply at the stop valve inside your home (if fitted) - these are often sited under the kitchen sink. If there isn't an internal valve, turn off the water at the external valve which may be under a cover in your garden or path. If the frozen pipe runs from a storage cistern and is not controlled by a valve, check that it hasn't split. If it has, empty the cold water storage cistern either by opening the cold water taps and flushing the WC or by siphoning the water from the cistern with a garden hose, then call your plumber. If the pipe isn't split, thaw it out by applying hot water bottles or by careful use of an electric hair dryer.

- Don't try to thaw it too quickly as there may be splits in the pipe which are not immediately noticeable.
- Never use a naked flame to thaw a pipe.
- Always start thawing a pipe at the end nearest the tap.

If any part of the hot water system is frozen, there could be a risk of explosion if the boiler (or other heat source) is kept alight, so ensure it is turned off, or for solid fuel systems, extinguish the fire.

Be careful as although water may be flowing from taps, other parts of the system may still be frozen.



Smell Gas?

If you smell gas you must:

- **Never** light a naked flame/smoke/strike a match etc.
- **Never** turn off or on **any** electrical appliance (including light switches).
- **Always** put out naked flames.
- **Always** open doors and windows.
- **Always** keep people away from the affected area.
- **Turn off** the gas meter at the control valve.

Transco operate a free emergency 24 hour telephone number if you detect gas, please call 0800 111 999.

Technical helpline - 0870 414 5533

The Institute runs a dedicated technical helpline for general plumbing and heating enquiries during office hours from 9am-5am Monday to Friday.

Finding a competent, professional Registered Plumber

Whether it's a minor job such as a leaky tap, an emergency or a major job such as a new heating system, you want to know that your plumber is someone you can trust. It is up to you to choose who you let in to your house, so take a bit of time to find a competent and professional plumbing/heating engineer before an emergency arises.

The Institute of Plumbing & Heating Engineering (IPHE) is the professional body for the plumbing and heating industry. It is a registered educational charity striving to improve standards of plumbing and heating engineering

in the public interest. The Institute recommends that when finding a plumbing/heating engineer you should:

- Ask friends/relatives/neighbours who they use
- Get at least three quotes
- Ask for a written quote - unless there are any unforeseen costs, the final bill should not deviate too far from this initial written quote.
- Use a member of the IPHE - members have to hold recognised qualifications in plumbing and/or extensive experience.
- When you have found an installer and the job is completed, ask for a full breakdown of the bill so you know where your money has gone.

The IPHE has a membership of individuals from all aspects of the plumbing and heating industry. All corporate members have had to prove their qualifications and/or experience to join and have to adhere to a five-point Code of Professional Standards. The IPHE has details of members in business in your area. You can find a member in a number of ways:

- Log on to the Institute's website www.iphe.org.uk, it's packed full of consumer information and you can find a Registered Plumber by typing in your postcode.
- You can phone the IPHE's Head office (9.00am - 5.00pm, Mon-Fri) on 01708 472791, fax on 01708 448987 or email at info@iphe.org.uk or, send a stamped addressed envelope to: The IPHE, 64 Station Lane, Hornchurch, Essex RM12 6NB.
- You can visit your local library, Citizens Advice Bureaux, Water Company and Trading Standards office to view the IPHE's annual Directory which lists qualified, reputable plumbers and heating engineers.
- In Yellow Pages directories - all editions of Yellow Pages contain the IPHE corporate advertisements. Members of the Institute will display the IPHE logo.
- In Thomson Directories - most Thomson Directories contain IPHE corporate advertisements.

IPHE and IoP logos

The Institute of Plumbing & Heating Engineering was formally known as the Institute of Plumbing (IoP). Many members may still display the old IoP logo on vans, headed paper or display advertisements. Consumers should therefore look out for both the IPHE and IoP logos shown beside.

