

# Reconnection to water supply

It is often only at the point of reconnection that any frost damage comes to light. To reduce any damage, it is particularly important that any water leaks that occur following reconnection are identified as swiftly as possible. Parks can either provide reconnection as a service or help their customers by guiding them through the process. A reminder of the reconnection guidance published by Compass Insurance is provided right:

## Model Notice to caravan holiday home and lodge owners

### *Reconnection to water supply*

**Over the winter months it is possible that your caravan holiday home/lodge may have sustained frost damage. A water leak can cause significant damage, so it is essential that any leaks are identified as quickly as possible.**

In the first instance, it is crucial to follow manufacturer's guidance in your handbook. In addition, the following information will be useful when reconnecting the caravan holiday home/lodge to the water supply:

- ensure you have plenty of time when turning the water back on to check, and then recheck, for water leaks. At least two people should be involved; one to turn on the water while another looks and listens for immediate leaks
- if the caravan has central heating, first check the pressure gauge on the boiler. If it is at zero, it would indicate a leak from the sealed central heating system. Switching on the cold water will not cause a leak. However, the boiler will not work until the leak in the sealed system is fixed and the system repressurised with the correct level of antifreeze/inhibitor
- check that all taps are closed, including any outlet and drain taps to any appliance that is connected to a water supply (such as the boiler, washing machine, dishwasher and fridge), which were opened or disconnected as part of the drain-down process. The manufacturer's guidance in your handbook will provide more detail
- open the boiler cupboard, under-sink cupboards and bathroom doors so that you can hear or see water escaping if you have a leak
- turn on the water by partially opening the stop valve to allow a slow rate of refilling
- look and listen for any immediate signs of water leaks. Though leaks usually appear in water pipework, frost damage can also cause hairline cracks in toilets and cisterns, so check these too
- partially open each tap (including any outlets and drain taps), in turn, to let out the air and check for leaks. In centrally heated units, you may need to let air out from each radiator
- then increase the flow at the stop valve and allow the water to run for a minute or so. Keep checking for any leaks
- for showers, adjust the temperature on the mixer tap to warm, so that both hot and cold water are drawn through and allow the shower to run for a few minutes. Special attention should be paid to any mixer taps with temperature controls (Thermostatic Mixing Valves - TMVs) to ensure that they correctly control the temperature of the water
- check again for leaks, listening as well as looking for signs (occasionally water may leak from pipes concealed behind wall or bath panels)
- check the exterior of the caravan for water leaks from outside pipes
- continue with regular checks for water leaks for the next 24 hours or so, especially when a higher volume of water is being drawn such as when using showers, baths or dishwashers
- at the first sign of a leak, immediately turn off the water supply at the stop valve and seek assistance.

It can take a while for leaks to come to light where pipes have been damaged by frost but do not immediately rupture. The advice is to check, check and check again!

For assistance if a leak is found, please contact:

*(add relevant contact information here).* ■