

## I have no hot water – Check List to help.

In almost all properties managed by ZK Investments- particularly flats, the hot water is supplied by modern pressurised unvented cylinder. There is a primary and a backup heating element installed in the tank. This means that even if the primary heating element malfunctions there is a second (emergency use) heating element and you should have hot water whilst we replace the faulty primary element.

Below are useful checks that we will require you to do prior to reporting the fault to us and also may assist you to restore the hot water supply.

### 1. Is there electricity power in the premises?

If there is no power then this could be because you may have used up the pre-paid credit if you are on a key meter.

### 2. Check the consumer Unit fuse board

Consumer unit normally located either in the cylinder / boiler cupboard or in the hallway

**Are there any switches that are tripped?**

If the switch is tripped then the fault may be rectified by flicking back the switch.

**ALL SWITCHES MUST BE IN THE ON POSITION IN THE CONSUMER UNIT**



### 3. Check power switch next to the hot water cylinder.

The hot water cylinder is normally located inside a dedicated small room in the hallway or the in the kitchen

**Locate the power switches**

There are two power switches which are marked

**A: NORMAL /TIMER USE**

**B: EMERGENCY USE**

**Is the neon Light on for both switches and particularly normal /timer use switch?**



If yes the power is on and the fault can be rectified by switching off the power and switching back on the switch.

**Note:** If the neon light is not on then the switch can be faulty and may need to be replaced – Inform the Landlord with your availability for builders to access the property to carry out the repairs.

You can use the emergency switch in the meantime until we can replace the faulty switch or the primary heating element.

#### **4.TIMER SWITCH**

IS THE TIME SET CORRECTLY?

DO YOU USE THE TIMER SWITCH

Please SEND AN IMAGE OF THE TIME SWITCH side and top .



#### **General Information Unvented Hot Water Cylinders**

Unvented hot water cylinders were only made legal in the UK in 1986, but have since rapidly grown in popularity. In an unvented system there is no cold-water tank – instead the sealed hot water cylinder is fed directly by the cold water mains. Since they are operating at mains pressure, they offer much better flow rates meaning your shower and bath performance should be higher.

The other major benefit is that you don't need to maintain a cold-water tank in the loft (which vented systems require). This is good news since not only does it free up space, it also removes the potential freezing issue during our long cold winter periods.

In addition, since you aren't relying on gravity to move the hot water around the home, the unvented cylinder can be located pretty much anywhere in your property.

Other advantages of installing an unvented system include reduced noise in the system since there is no cold water filling of the water storage cistern, and since there is no water storage cistern and the system is essentially sealed, the cold water is not at risk from contamination.