

# Gloucester City Council

## *Factsheet*

### SCALDING RISK FROM DOMESTIC HOT WATER SYSTEMS SAFETY ALERT

Following the tragic death of a toddler in Somerset, who died after being scalded by water from a hot water tank that had a faulty thermostat, Gloucester City Council would like to issue a safety alert to homeowners, private, housing association and tied accommodation tenants, landlords and the plumbing industry to raise awareness of a rare but potentially serious scalding risk from domestic hot water systems which include a fixed all-electric or part-electric immersion heater in conjunction with a plastic cold water storage cistern or "tank" located in the roof space.

Consideration should be given to systems over 10 years old. An overheating immersion cylinder will normally show warning signs. Serious incidents like these are therefore likely to be extremely rare. However, there are a number of steps that can be taken to reduce the risk.

#### THESE ARE THE WARNING SIGNS TO LOOK OUT FOR

- Excessively hot water coming out of the hot water taps.
- Excessive noise or 'bubbling' from the hot water cylinder.
- Hot water coming out of certain cold water taps (some storage cisterns also feed cold water taps in the bathroom).
- Steam/moisture in the roof space.

**IF YOU THINK YOUR THERMOSTAT MAY BE OVERHEATING, PLEASE TURN IT OFF IMMEDIATELY AND CONTACT YOUR LANDLORD OR GET ADVICE FROM A QUALIFIED PLUMBER.**

For further information and an advice leaflet you can contact:

[www.gloucester.gov.uk](http://www.gloucester.gov.uk)

[www.hse.gov.uk/services/localgovernment/alert.htm](http://www.hse.gov.uk/services/localgovernment/alert.htm)

Or telephone Gloucester City Council Call Centre on 01452 396396.

*EHF99  
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#### ENVIRONMENTAL HEALTH

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