



WHAT IS AN EMERGENCY?

CALL SAFEGUARD

 **01207 503 293**



Heating & Hot Water

- ❗ Check your gas / electric supplier to ensure this is not a supply issue.
- ❗ Make sure your thermostat and boiler are set correctly.
- ❗ If this is the result of an **F1 boiler error**, please refer to your boiler manual or the manufacturers website.



Plumbing & Leaks

- ✓ No water at all (Check with your water supplier first).
- ✓ A leak that can't be contained.
- ✓ Turn off your water at the stop tap.



Gas Leaks

- ❗ Call The National Grid
Emergency Number immediately **0800 111 999**
- ❗ Use a mobile phone away from the leak
- ❗ Turn off gas supply
- ❗ Open all windows
- ❗ Do NOT turn on light switches, appliances, hobs or use candles etc.

Drainage Issues



- ✓ Drains blocked so badly you can't use toilets or sinks.
- ❗ If caused by misuse, you may be charged.

Electrical Failure



- ✓ A complete failure of the electrics affecting your home only.
- ❗ **1.**First check the trip switches, unplug all appliances, reset the trip switches and retry the appliances one by one.
- 2.**Check for a local power cut.
- 3.** Call **105** to report or confirm a local power cut.

Broken Door Locks



- ✓ External door lock failure that leaves your home unsecured.
- ❗ If caused by misuse, you may be charged.

FOR EMERGENCY OUT-OF-HOURS DEFECTS CALL SAFEGUARD



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