

# Geyser Problems

The most common problems that you may experience with your geyser are the following:

1. **No hot water** - This is probably due to a defective thermostat or element.
2. **Burst Geyser** - If the geyser has burst you will observe water flowing out of the overflow pipe outside the house if the geyser is installed in the ceiling or water flowing onto the garage floor from a garage installation.

Please proceed as follows:

## **No hot water - defective thermostat or element**

1. Switch off the geyser at the distribution board as a precaution.
2. Tenants, please note that you must report this defect to your agent or landlord so that they are aware that this repair will result in a debit to the landlords' levy account.
3. You must call a contractor. Kleinmeer has a few plumbers on the list of service providers. The Plumbers is in the Estate and can usually assist.
4. The replacement of these components is covered under the Body Corporate Insurance Policy. You will need to pay the invoice of the contractor and complete the IUM claim form in order to be reimbursed. There is no excess payment for repairs to geysers up to an amount of R2500.

## **Burst Geyser**

1. Switch off the geyser at the distribution board.
2. Switch off the water supply at the multivalve located on the exterior wall of the house adjacent to the bathroom. Turn the blue valve handle clockwise to shut the water off (see the illustration below)



3. You must call a contractor. Tenants, please note you must report this to your agent / landlord.

Please note – geysers which are not older than five (5) years are still under guarantee by the manufacturer, Kwikot, and must be replaced by them, your contractor will attend to this.

Geyser out of Guarantee: The geyser will be replaced under the Body Corporate Insurance Policy. The cost of this service will be claimed from the Insurers, any additional work done will be for the owner's account. Please note that the R1500.00 excess payment will need to be paid directly to the contractor.

You will need to complete the IUM claim form which is available on the Kleinmeer website or from Dilshaad at the office, [admin@kleinmeer.com](mailto:admin@kleinmeer.com)

Plumbers: (you may use your own accredited plumber)

The Plumbers	083 456 4913
Sharkies Plumbing	084 456 0817
Step up Plumbing	072 065 3907
Eco Plumbing	083 261 1462