



As the cold weather sets in, we want to make sure you're comfortable at home. There are some common problems that can happen around the house during the winter months, but some of them can be easily prevented or resolved, without you needing to call us. Here's what you can do to look after your home this winter...

Reducing Condensation

Condensation happens when warm moist air from ordinary household activities like cooking and bathing, hits a cold surface such as a window or cold wall. It's more common in cold weather, and you'll usually find it in corners, near windows and behind wardrobes and cupboards.

Here are some tips on reducing condensation:

- Leave your central heating on a low setting, or set the timer to turn the heating on in the morning and the afternoon/evening
- Balance heating and ventilation to keep your home warm but to let the moist air escape
- Cover pans with lids when cooking
- Use extractor fans when cooking or bathing
- Wipe away any condensation from windows and doors to prevent mould
- If the weather is good, dry your clothes outside. If you can't do this, dry them in the bathroom with the door closed and the windows open

Frozen pipes

Frozen pipes can cause problems with heating and boilers when the cold weather arrives. While it's difficult to avoid, there is a way to defrost the frozen pipe without having to contact us. Here's a short guide.

What is a condensate pipe?

It's the plastic pipe that runs from your boiler and carries condensation away from the boiler to the outside. All the other pipes are metal, so it's easily identifiable.

How can I thaw it?

- Use hot water (not boiling) heated in a kettle or a microwave, and pour over the end of the pipe where it's frozen. A watering can might be useful for this bit.
- Hold a hot water bottle or heat wrap around the pipe
- When it has thawed, reset your boiler by holding in the reset button for 10 seconds and waiting for the boiler to re-fire.

Is this safe to do?

Yes, but make sure you take extra care:

- Don't disconnect the pipe, or try to thaw it above waist height.
- Don't try to access the pipe or other pipes within the boiler.
- Look out for ice on the ground where you poured hot water to thaw the pipe.

If in doubt, give us a shout