

## Plumbing Problems

### 《Water not flowing from any faucet》

Is the shutoff valve open?

If the property is a multi-family dwelling, it is usually located in a utility panel that houses pipes by the entrance door, and for a detached house or apartment, it is usually on the ground within the premises.

Open the valve next to the water meter.

\* If water does not flow out from individual water fixtures such as a toilet or kitchen faucet, open the shutoff valve at each location.

### 《No hot running water》

Did you contact the gas company for service?

Gas cannot be turned on without the presence of the tenant, so make sure to be at home when the meter service provider from the gas company arrives. Learn about the gas fixtures and correct usage while the technician is there.

### 《When hot water to the bath or sink is not running》

Is the electric breaker turned on (up position)? Could the digital gas meter possibly be turned off? Check if the breaker as well as the main breaker is turned on. If it is turned off (down position), raise it to get electrical current to use. Next, check the gas meter and if the indicator lamp is flashing, the gas is turned off. In that case, proceed by resetting the meter as follows:

- (1) Close the gas valve near the appliances.
  - (2) Remove the cap off the reset button, push the reset button as far as it will go, then let it go. The button will return to its original position and a red lamp will begin flashing.
  - (3) Wait 3 minutes, and check if there may be any gas leaks.
  - (4) After 3 minutes, check the gas meter again. If the red lamp stopped blinking, the gas is ready to be used.
- ※ If after 3 minutes the lamp continues blinking a red light, and you are sure that you closed all gas valves and gas appliances, there may be an existing gas leak, so please contact the call center.

## «Prevent clogged drains»

- Washbasin

Attaching a lint catcher mesh net by the drain is effective.

When the drainage becomes poor, flush with a powder base cleaning agent.

- System Unit Bathtub

Frequently clean the drain trap outlet.

(Approximately, once a month, if long hair is involved every other week)

- Toilet

Never flush foreign matters. Do not flush other than toilet paper. (Do not flush tissue paper at all. Use a rubber plunger if the toilet is clogged and remove waste.

## «Drain is clogged»

In most cases, cleaning will be sufficient.

- Washbasin

If water is slightly draining, repair can be done with a commercial pipe cleanser. In most cases, the reason is due to the accumulation of hair, soap, dead skin cells, human grease that coagulates in the drainpipes, which can be resolved by dissolving the waste with cleansers. Periodically cleaning and removing slime residue helps prevent clogs and foul odor. The U-joint or P-trap pipe can easily be removed to clean with a brush.

- Kitchen

If water is slightly draining, repair can be done with a commercial pipe cleanser.

Kitchen wastewater can be dissolved, and can be cleaned by immersing it in a chlorine-based cleanser (popular brand: Haiter bleach) followed by scrubbing.

In most cases, the reason is due to the accumulation of oil stains and food debris that coagulates within the drainpipes, which can be resolved by dissolving the waste with cleansers. Periodically cleaning and removing slime residue helps prevent clogs and foul odor.

- Bathroom

If there is a slight flow of water, repair can be done with a commercial pipe cleanser. In most cases, the reason is due to the accumulation of hair, soap, dead skin cells, human grease that coagulates within the drainpipes, which can be resolved by dissolving the waste with cleansers. Periodically cleaning and removing slime residue helps prevent clogs and foul odor. Residue can be dissolved, but with daily hair removal using a drain strainer and periodically using a pipe cleaning agent will help prevent clogs.

**《If toilet does not stop from running, or does not flush》**

- Toilet keeps on running

(1) Could the cleaning agent, or other obstacles be stuck at the flush valve? If so, please remove.

(2) Could the chain be tangled? If so, untangle the chain.

※Before you begin the repair, turn off the shutoff water valve.

- Toilet doesn't flush

(1) Could the shutoff valve be closed?

If so, turn left to open the valve.