



*SOS Plumbing Guide:
Fast Solutions for
Home Emergencies*

409PLUMBING.COM



When Disaster Strikes

Let's face it: plumbing emergencies always seem to strike at the worst possible moment - right before a big dinner party, during a holiday, or when you're just trying to relax. But fear not! With a little preparation and a calm head, you can handle these stressful situations like a pro and keep minor mishaps from becoming major disasters.

This *SOS Plumbing Guide: Fast Solutions for Home Emergencies* is your go-to guide for those sudden "uh-oh" moments when water is gushing, pipes are bursting, or gas smells waft through the air. Quick, informed actions can make all the difference, saving you from expensive repairs, water damage, and endless headaches. From locating your water shutoff valve to handling a sewer backup, this checklist gives you the essential steps to protect your home, sanity, and wallet.

So, take a deep breath, follow the steps, and remember-you've got this!

John Waller

Registered Master Plumber

RMP# 44702

Licensed and Bonded

409PLUMBING.COM



Immediate Leak Identification and Response

Quickly identifying and responding to leaks is crucial to prevent water damage and maintain the integrity of your home's structure. Taking the right steps immediately can help manage the situation effectively until professional help arrives.

- If the leak is inside your home, locate your home's main water shut-off valve and turn it off to stop water flowing to the entire house.
- If the leak is outside the house, locate the shut-off valve your city installed outside your house and turn it off.
- If the specific leak source can be identified, shut off localized valves near fixtures.
- Place buckets or containers under leaks to catch water and minimize property damage.
- Use towels or rags to soak up and control minor leaks or water spillage.
- Use fans or dehumidifiers to decrease drying time and help prevent mold.
- Check for signs of water spreading to electrical outlets or devices and shut off power if necessary.
- Move furniture, electronics, and valuables away from affected areas to reduce water exposure.
- If your flooring is a snap floor (click lock or floating floor), also consult a flooring expert, as any leakage may cause your floor to buckle. You'll need to pull it up and dry it to prevent buckling. A plumber will NOT be able to advise you on when you should do this.
- Document the affected areas with photos for insurance purposes.



Burst Pipe Management

Handling a burst pipe efficiently is essential to reduce the risk of extensive water damage and potential flooding. Knowing what to do in the moment can save on expensive repairs and mitigate water loss.

- Immediately shut off your home's main water supply and/or the city shut-off valve to prevent more water from flowing through the burst pipe.
- Open all faucets connected to the line of the burst pipe to drain the remaining water and reduce pressure.
- Insulate the burst area with cloth or tape if possible, to manage water flow until help arrives.
- Use towels or rags to soak up and control minor leaks or water spillage.
- Use fans or dehumidifiers to decrease drying time and help prevent mold.
- Check for signs of water spreading to electrical outlets or devices and shut off power if necessary.
- Move furniture, electronics, and valuables away from affected areas to reduce water exposure.
- Call a professional plumber immediately to repair the burst pipe.
- If your flooring is a snap floor (click lock or floating floor), also consult a flooring expert, as any leakage may cause your floor to buckle. You'll need to pull it up and dry it to prevent buckling. A plumber will NOT be able to advise you on when you should do this.
- Document the affected areas with photos for insurance purposes.
- Keep the area ventilated to dry out any standing water if safe to do so.
- Review your home's plumbing regularly to prevent future burst pipes.



Overflow Handling

Addressing overflows quickly in sinks, toilets, or appliances is crucial to prevent water from damaging floors and foundational structures. Effective management of overflows ensures that the damage is contained and the underlying issues are resolved swiftly.

- Shut off the water source to the overflowing fixture immediately.
- Use a plunger to attempt to clear any clogs that might be causing the overflow.
- If plunging doesn't work, use a plumber's snake to try to clear the blockage.
- Mop up excess water to prevent floor and wall damage.
- Open windows and use fans to help dry the affected area more quickly and prevent mold.
- Check surrounding rooms for water seepage to address any additional hidden moisture.
- Check for signs of water spreading to electrical outlets or devices and shut off power if necessary.
- Move furniture, electronics, and valuables away from affected areas to reduce water exposure.
- If your flooring is a snap floor (click lock or floating floor), also consult a flooring expert, as any leakage may cause your floor to buckle. You'll need to pull it up and dry it to prevent buckling. A plumber will NOT be able to advise you on when you should do this.
- Document the affected areas with photos for insurance purposes.
- Keep the area ventilated to dry out any standing water if safe to do so.
- Contact a professional plumber if the overflow source isn't easily rectified.



Frozen Pipe Thawing

Frozen pipe thawing can be tricky. Thawing frozen pipes carefully is vital to prevent them from bursting, which can cause significant water damage. Proper and safe thawing techniques can restore water flow and prevent the pipes from cracking or bursting.

First, determine what type of material the pipes are made from. If the pipes are PVC or CPVC (a form of plastic), they may not take the thawing process well. The primary issue with heating plastic lines is that if they get too hot, the fumes can be harmful to breathe.

If you have PEX lines, while they are burst-resistant and ideal for cold weather, that doesn't mean they are freeze-proof. When you go to thaw PEX lines, go slow and easy, as the material is still plastic, and too much heat can melt that line if done too quickly or at too hot of a temperature.

- Open the faucet of the frozen pipe to allow water to flow and help thaw the ice.
- Apply gentle heat to the section of the pipe using a hair dryer, heating pad, or warm towels.
- Avoid using open flames or high heat sources to prevent damaging the pipes.
- Keep the heat application moving along the pipe and do not concentrate in one spot.
- If thawing doesn't work, or if you detect a crack, call a plumber immediately.
- Insulate pipes in vulnerable areas like basements and attics to prevent future freezes.
- Monitor all faucets for consistent water flow during cold snaps.



Sewer Backup Management

Sewer backups require immediate attention to prevent health hazards and extensive property damage. Proper management involves quick action to contain the spill and professional help to clean and repair the affected areas.

- Know where the cleanout cap(s) are located. When you are in a bind and sewage is backing up the lines, sometimes opening cleanout caps can allow the flow to go out through the cleanouts into the yard instead of into your home or business using any plumbing in the home to prevent additional backup.
- Wear protective clothing and avoid direct contact with sewage.
- If possible, seal off affected areas to contain the hazard.
- Arrange for a professional plumber and possibly a cleanup crew to handle the sewage and sanitation.
- Use fans and dehumidifiers to ventilate and dry out affected areas after cleanup.
- Regularly inspect and clean the main sewer line to prevent future backups.
- Keep records of what was affected for insurance claims and potential reimbursements.



Gas Leak

Gas leaks are extremely dangerous and require immediate action to ensure the safety of everyone in your home or business. The priority is to leave the premises and call for professional help. Acting quickly and safely to prevent serious injury or damage is crucial.

- If you suspect a gas leak (smell of gas, hissing sounds), evacuate the building immediately. Do not use electrical devices, lights, or phones inside the property, as they can ignite the gas.
- Once safely outside, contact your gas company or emergency services for assistance. Do not re-enter the building until professionals deem it safe.
- While you should never attempt to fix a gas leak yourself, it is good practice to be familiar with the location of your main gas shutoff valve. This can help you guide emergency personnel to it when they arrive.
- Extinguish any open flames (candles, cigarettes) and avoid creating sparks, which can trigger an explosion.
- If it is safe to do so on your way out, open doors and windows to help disperse the gas.
- Once the situation is resolved, arrange for a licensed plumber or gas technician to inspect your gas lines and appliances to ensure everything is safe and in proper working order.



About 409 Plumbing

At 409 Plumbing, we're more than just a business - we're your neighbors, dedicated to providing the highest quality plumbing services in the Golden Triangle. Led by John Walles, a Master Plumber from Orangefield, our family-owned and operated company takes pride in delivering personalized service with fair, transparent costs.

Whether you're dealing with repairs, water leaks, burst pipes, sewer backups, water quality concerns, or whatever your plumbing issue might be, we're here to ensure your home has clean, safe, and affordable water and gas services. With 409 Plumbing, you're in good hands with a registered Master Plumber (RMP #4470) who is licensed and bonded, and ready to serve you and your family.

**Call Us 7 Days a Week/24 Hour Service at 409-444-0066 For
Your Plumbing Emergency**

409PLUMBING.COM