

WHEN TO CALL A PLUMBER

Don't fool yourself into believing that you'll never need a plumber. Even if you've mastered repairing that leaking faucet yourself, you still may need to call on a professional from time to time for plumbing emergencies.

Here are some water related situations that are best left to PROFESSIONALS...

Low Water Pressure - Several factors can cause this problem: obstructions (rust or debris) in the water lines, which can start at the meter and run all the way to the faucet aerators or a poor supply-line (piping design by builder) could be another cause. A plumber will know how to analyze the problem and offer possible solutions.

No Hot Water - It should be obvious what happened, but unless the hot water tank is leaking, it may take a while to find out why you have no hot water. If the tank is electric, it could be a bad heating element, a tripped circuit breaker or a blown fuse, a faulty thermostat or a bad overload switch. On gas heaters, thermocouple burners and igniters can fail.

No one likes to be without hot water for long, so call a plumber right away for this one. They can tell you whether or not you need a new heater or whether the existing one can be repaired. If the heater does need replacing, the plumber can obtain a new one and install it, make sure that it works properly, and dispose of the old one.

Frozen Pipes - If a pipe freezes, close the main water shutoff valve and open a faucet nearby before attempting to thaw the pipe. Check carefully to see whether the pipe has already burst or cracked. If it's bad-news, chances are you need a plumber. If not, hair dryers and heat guns are the safest ways to thaw a pipe. Even if the pipe isn't burst or cracked, you may want to still call a plumber; some plumbers simply replace a section of frozen pipe rather than thaw it.

**EVERY DROP MATTERS.
EVERY CUSTOMER COUNTS!**

MISSION STATEMENT

The Monroe County Water Authority is a not-for-profit public benefit corporation that reliably provides quality, affordable water that fosters economic vitality and enhanced quality of life for Monroe County and area communities who request service.

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ALL ABOUT...

How to Repair a Leaky Faucet



A leaky faucet is not only annoying, it can also waste up to 3,000 gallons of water each year which means a higher annual water bill.





DIY - STEP BY STEP GUIDE ON HOW TO FIX YOUR LEAKY FAUCET

Determine Location of Leak

Is the leak coming from the faucet spout or is it leaking around its base?

Determine the Faucet Type

◆ Compression Faucet

- Has two handles

◆ Ceramic Disk Faucet

- Contains a ceramic cylinder under the handle

◆ Cartridge Faucet

- Contains a cartridge under the handle

◆ Ball Faucet

- Contains a ball bearing under the handle

Turn off Water—

Use shut off valve (under sink or vanity)

◆ Fixing a Compression Faucet

1. Remove the Handle/s with a screwdriver.
2. Use a wrench to remove the nut to expose the O-ring.
3. Inspect the O-ring and the washer—NOTE: The O-ring is thinner than the washer, and the washer is usually made out of rubber. If your faucet is leaking around the handles, you should change the O-ring. If the faucet's body is leaking, you should change the washer.
4. After replacing the O-ring or the washer, reassemble the handle. Do the same thing for the other handle, if necessary.

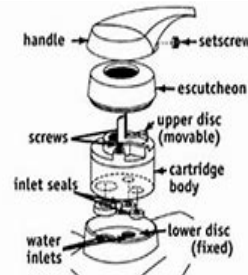


◆ Fixing a Ceramic Disk Faucet

1. Remove the Handle.
2. Remove the escutcheon cap - this cap sits directly under the handle and it is made out of metal (*See Diagram Next Page*).
3. Remove the disk cylinder with a wrench to expose the neoprene seals.



Fixing a Ceramic Disk Faucet—cont.



4. Remove the seals and clean them using white vinegar. Soak in white vinegar for several hours if needed. If the seals are in very bad shape, replace them with new ones.
5. Reassemble the handle - put the seals back (or replace with new). Reassemble the faucet and turn the water on slowly at first. The ceramic disk needs to become wet slowly before you can turn the water on forcefully. Otherwise it may crack.

◆ Fixing a Cartridge Faucet

1. Remove the Handle.
2. Some cartridge faucets use a retaining clip to hold the cartridge in place, this clip is circular and it can be removed by using pliers.
3. Remove the cartridge.
4. Take out the faucet spout using a wrench and locate the O-rings.
5. Remove the O-rings (this is difficult so you will need to cut them using a thin knife. Coat the new O-rings in Vaseline® or plumber's grease before you try to install them.
6. Reassemble the handle.



◆ Fixing a Ball Faucet

1. A Repair Kit is needed to repair a Ball Faucet (see components diagram).
2. Remove the Handle.
3. Using a wrench or pliers remove the top cap and collar. You should also loosen the water control cam at this point (*using the special tool included in repair kit*).
4. Remove the water control cam along with the washer and the ball.
5. Remove the seals and springs - this may require thin pliers because you have to reach into the mechanism.
6. Replace the O-rings (*Remove the old O-rings by cutting them and coat the new ones in Vaseline® or plumber's grease before installing them*).
7. Replace all the old components (*The repair kit should also include new springs, cam washers and valve seats-use all of them to replace the old ones*).
8. Reassemble the handle. Once you reassemble the handle, the faucet should be as good as NEW.



IMPORTANT TIPS TO REMEMBER:

- ◆ Turn off water at shut off valve before replacing any faucet
- ◆ Assemble all tools and replacement parts before starting the repair
- ◆ Once repairs have been made, turn the water back on at shut off valve
- ◆ Turn Water on to run through faucet (after repairs have been made) slowly at first