

CUSTOMER INFORMATION

TEMPERING VALVES



- ✓ A Tempering Valves is a safety control device
- ✓ It prevents hot water scalding to household members
- ✓ It is a legal requirement with any hot water service

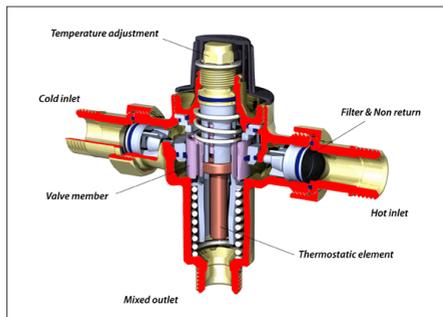
Q. WHAT IS A TEMPERING VALVE?

These safety valves reduce the temperature of your hot water supply (up to 75°C) to a safe level of 50°C for all tapware and shower heads. The valves work by adding a sufficient volume of cold water to the hot water supply that services tapware and shower heads whilst the hot supply to appliances remains the same.

Q. WHY IS A TEMPERING VALVE SO IMPORTANT?

Over 80% of hospitalised scald injuries are caused by domestic hot water. The elderly and children are most at risk. Children in particular do not have the understanding to move away from the risk so burns can be much worse, the severity of the burn can boil down to just fractions of seconds in exposure time.

- ✓ Water at 65°C+ produces a full thickness burn in less than 1 second of exposure.
- ✓ Water at 60°C produces a full thickness burn in around 5 seconds of exposure.
- ✓ Water at 55°C produces a full thickness burn in around 30 seconds of exposure.
- ✓ With water at 50°C, it would take 5 minutes to produce a full thickness burn.

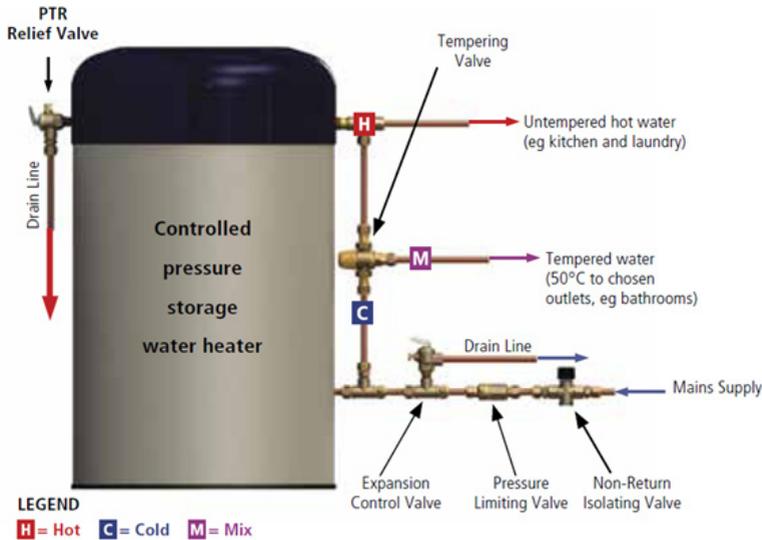


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www.bondiplumbing.com.au



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Q. WHY DO I HAVE TO HAVE ONE FITTED?

The installation of tempering valves is compulsory on all new hot water installations, or extensions to existing pipe work. If your hot water heater is being replaced then it must be tempered by law. No exceptions. This is a very important safety message, not a "sell job". You should be suspicious of any plumber that does not insist on installing a tempering valve with a new heater, it shows that he is not aware of the current law and doesn't consider safety an important issue.

Q. HOW DO I KNOW IF MY WATER IS SAFE?

If your hot water is hot enough to scald, we cannot stress how important it is to have a tempering valve installed on your system. You cannot simply turn the heater down this would cause a high risk of Legionella bacteria. The tank must stay above 65°C but the water coming out of tapware needs to be tempered down. If you are not sure about the safety of your water temperatures, call us now and we will send our a plumber - free of charge - to check it for you.

Q. HOW OFTEN DO I NEED TO REPLACE IT?

A tempering valve has on average a 5yr lifespan. We recommend replacement after 5 years or when you notice a problem. If the safety valve fails to operate it is to be replaced. Many of the instantaneous hot water systems on the market can now be purchase with an in built preset temperature which does not require an extra tempering valve to be fitted.

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