



YOUR PLUMBING EMERGENCY GUIDE

Simple steps homeowners can take to limit damage while professional help is on the way.

SAFETY FIRST: Protect people before property. If there is fire, a strong gas odor, electrical danger, or another immediate hazard, leave the area and contact the appropriate emergency service or utility.

1. Major Water Leak or Burst Pipe

- Shut off the home's main water supply if you can reach it safely.
- If the leak is isolated to one fixture, use its local shutoff when appropriate.
- Move valuables and contain water only when it is safe to do so.
- Stay away from electrical equipment, outlets, or panels exposed to water.



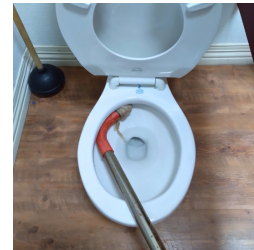
Locate the meter/shutoff



Know the meter-key location

2. Overflowing or Clogged Toilet

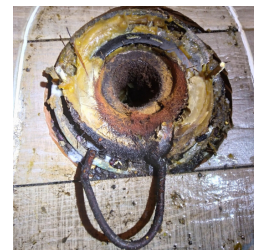
- Do not flush again.
- Close the toilet shutoff valve if the bowl continues filling.
- Avoid using nearby fixtures if you suspect a drain or sewer blockage.
- Keep children and pets away from contaminated wastewater.



Professional toilet augering

3. Sewer Backup

- Stop using toilets, sinks, showers, washing machines, and dishwashers.
- Do not repeatedly flush or run water to test the drain.
- Keep people and pets away from sewage.
- Multiple slow drains or sewage in a tub/shower can indicate a main sewer problem.



Roots can create severe sewer restrictions

COMMON EMERGENCY CONDITIONS

4. Water Heater Leak

WATCH FOR:

Water around the tank or drain pan
Corrosion at connections
Active spraying or unusual noises

WHAT TO DO:

Keep clear of hot water and gas/electrical components.
If you know how to safely isolate the heater's water supply, shut it off.
Move belongings away and arrange service.

5. Drain or Fixture Backup

- Stop using the affected fixture until the cause is known.
- Do not continue adding water to a fixture that is already draining slowly or backing up.
- Visible leaking below a sink can damage cabinets and flooring quickly.
- Repeated clogs can indicate a larger problem than a simple local blockage.



Active leak below a bathroom vanity

6. Damaged or Failed Sewer Pipe

- Broken, corroded, root-damaged, or shifted piping can cause recurring backups.
- Under-slab sewer failures require professional diagnosis and repair planning.
- A camera inspection may help identify the location and type of failure.
- Avoid excavating or opening piping unless you are qualified to do so.



Broken sewer piping exposed below a slab

7. Gas Odor or Suspected Gas Leak

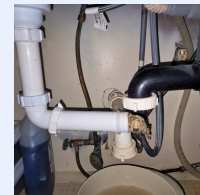
LEAVE THE AREA. Do not operate switches, lights, appliances, thermostats, or ignition sources. Once safely away, contact 911 and your gas utility. Do not re-enter until authorities or qualified personnel say it is safe.

Know Your Shutoffs Before You Need Them



Take a photo of your main water shutoff and save it on your phone.

Make sure other adults in the home know where the meter box, fixture shutoffs, and water-heater supply shutoff are located.



WHEN YOU NEED PROFESSIONAL HELP

Sergeant Plumber Corp. | (972) 595-4431

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Important: This guide provides general homeowner information and is not a substitute for emergency services, utility instructions, an on-site safety assessment, or professional diagnosis. Conditions vary by property.