

# The taste of your drinking water

A guide to fitting a check valve  
and how it can help improve  
the taste of your water



YorkshireWater

**We want you to enjoy drinking water that looks, tastes and smells great.**

**In 2017, our water met drinking water quality standards in 99.95% of all tests carried out. However, you've recently told us you're experiencing problems with the taste of your water – here are some simple steps you can take to fix the problem yourself.**

# Here's a quick, step-by-step guide to fitting your check valve

## The tools you will need:



Check Valve

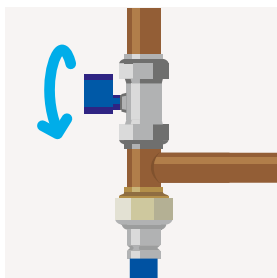


Wrench/Pliers



Jug

**Take care:** Remember to be careful when using sharp tools such as wrenches or pliers. We recommend asking a friend or family member for help if you don't feel comfortable or able to do this yourself.



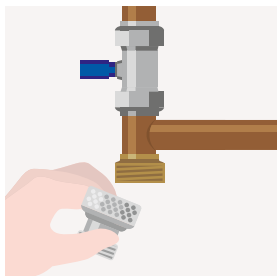
### Step 1

Behind your appliance you should find a flexible hose pipe that connects your machine to the cold water supply. Please turn off the isolation valve that you will find here. This can be done with a screwdriver if needed.



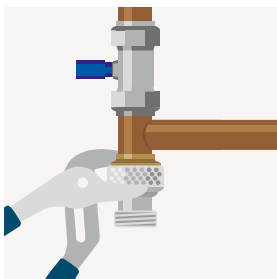
### Step 2

Put a jug underneath to catch any water that's left in the pipe before unscrewing the flexible hose. If there's a strainer in the hose end, remove it and put it in the check valve.



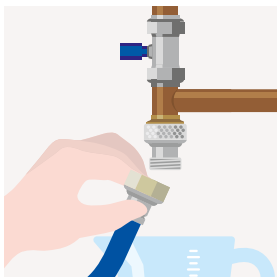
### Step 3

Screw the check valve onto the isolation valve, you will be able to tell which way round it should go from the shape of the valve.



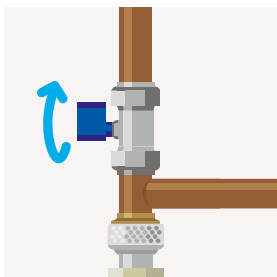
## Step 4

Hand tighten with your pliers or wrench.



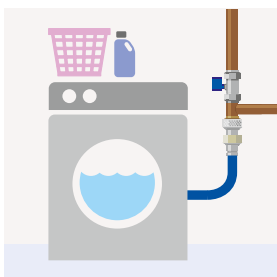
## Step 5

Screw the flexible hose onto the end of check valve and tighten.



## Step 6

With the jug still in place, gently open the isolation valve (if you notice a leak, turn off the isolation valve and try to tighten the check valve a little more).



## Step 7

Move your appliance back into place.

**If you've taken all of the above steps, you've successfully fitted a check valve! If you've had any problems fitting the valve or need further advice, please get in touch – our contact details are on the other side of this leaflet.**

## What is the taste?

Boiling removes chlorine from water, so if you've boiled the water and the taste remains, the problem isn't chlorine. If your water tastes similar to chlorine, disinfectant, TCP or has a metallic taste that's noticeable even in hot drinks, it's likely that the cause is a chemical called phenol. Rest assured **phenol** is not dangerous to drink, but it does smell and taste unpleasant, and can also leave a strong chlorinous smell in your kettle after it's boiled.

## What can you do to fix it?

Fitting a check valve to your appliance prevents water in the flexi-hose from coming back into your drinking water supply. It lets water in, but not the other way.

You've been issued with 3/4 "BSP-threaded single check valves. To fix the problem, the valves should be installed onto the internal pipework to your appliance – there's a step-by-step guide showing you how to do this on the other side of this leaflet.

## Need help?

The step-by-step guide in this leaflet shows you how to fit a check valve. If you're not comfortable or able to fit this yourself, we recommend you get help from a friend/family member or contact a local plumber. You can find a trusted local plumber through WaterSafe, a free online directory and national accreditation body for competent and qualified plumbers in England, Scotland, Wales and Northern Ireland, [WaterSafe.org.uk](http://WaterSafe.org.uk)

## How do we know check valves fix the problem?

We conducted an experiment on the internal pipework in a number of properties and found that the flexible hoses which supply washing machines and dishwashers were causing the taste. During the night and at weekends when the water pressure is higher, these flexi-hoses expand like long, thin balloons. When the pressure is released by opening a tap, the hose collapses and squirts water back into the pipe leading to your tap. This mixes with incoming water and affects the taste. Normally these hoses should be isolated from the drinking water supply.

## What if a check valve doesn't fix the problem?

If a check valve doesn't fix the problem, sometimes replacing your internal stop tap washers or sink tap washers can remove the taste.

Another handy tip is to boil some water using a pan, if the unusual taste is unnoticeable it's possible that the problem isn't phenol-related – you may just need a new kettle.

## Free ways to contact us:



**Chat with us live on our website**



**Free callback service via our website**

No waiting around on hold, fill out a simple form and one of our advisors will call you back as soon as possible.



**Visit our website [yorkshirewater.com](http://yorkshirewater.com)**



**Tweet us @YWHelp**



**Contact us on Facebook**



**Spotted a leak? Report it at [yorkshirewater.com/leak/](http://yorkshirewater.com/leak/)**



**Call our free leakline number on 0800 57 35 53**

## Other ways to contact us:

Telephone

**0345 1 24 24 24**

Our contact centre is open for billing enquiries Monday to Friday 8am-8pm and Saturday 9am-5pm. For water and sewerage enquiries we're open Monday to Saturday 6.30am-10pm and Sunday 7.30am-10pm. We're open 24 hours a day for emergency calls.

24 Hour automated services  
(meter readings and payments)

**0345 1 247 247**

Write to us

**PO Box 52, Bradford, BD3 7YD**

## Codes of Practice available:

- Our Customer Charter
- What if you need some extra help?
- What do we charge and why?
- Tell us what you think
- What if paying your bill is a problem?
- How do we manage your water supply?
- What happens if you've got a leak?
- Whose pipe is it?
- Where does your water go?
- Would a water meter be right for you?

Our Customer Charter details our service commitments, including the payments you're entitled to if we don't meet our promises.

**Visit [yorkshirewater.com/policies](http://yorkshirewater.com/policies) for details**