



WHAT TO DO IN CASE of a burst geyser

Follow >>
these steps

1

Turn off the water supply

- The water shut-off valve is usually situated outside

2

Switch the geyser off

- The switch for the geyser on your electrical distribution board.

3

Drain the geyser to reduce pressure

- Drain the geyser to reduce pressure and minimise water damage if possible.
- Be water wise and use buckets to collect the water to be used elsewhere.

4

Call for 24hr Home Assist

- If you have the Orange Assist App, press the emergency assist button to have the call centre call you back and arrange for an approved repairer to be sent to your location to begin repairs on your geyser.
- You can also process your claim via the app

5

Call your IZ Broker

- If you don't have the Orange Assist App yet, call your broker and they will arrange for an approved plumber to be appointed as soon as possible so repairs to your geyser can be done.
- Your broker will also send you the details to start your claims process.

Download
the app

Download the **Orange Assist App** for **home assist** at the touch of a **button** and to **submit claims via the app**

24hr Assist Helpline:
0861 467 966