

EMERGENCY GUIDE

Fire Emergencies

Symptom	Procedure
Cooking fire	Turn off burners and exhaust hood fan. Slide fitted lid onto pan. Pour baking soda or salt on fire to smother it. Do not apply water, baking powder, or flour to fire. Close oven door to smother flames and turn off oven to allow it to cool. If flames spread, use fire extinguisher.
Grease fire in range hood	Turn off range hood; if flames do not subside, use fire extinguisher.
Fire inside toaster or microwave oven	Do not open door of appliance. Shut off power at main service panel then, unplug appliance from wall outlet.
Burning smell or smoke from appliance	Do not open appliance door. Unplug power cord and allow appliance to cool. If flames develop, use fire extinguisher.
Clothes burning or melting in dryer	Close dryer door to smother the fire. Shut off power at main service panel. Allow dryer to cool before removing clothes. If flames develop, use fire extinguisher.
Fire in electrical outlet, switch, fixture, appliance, unit, or power cord	Call fire department. Use fire extinguisher rated for electrical fires. Shut off power at main service panel. Then, unplug unit power cord from wall outlet. If flames or smoldering continue, leave house and wait for fire department.
Heating or cooling unit on fire	Use fire extinguisher. Call fire department.
Burning or other peculiar odor coming from electronic unit.	Turn off unit and unplug its power cord from wall outlet before servicing. Locate and repair cause of odor or take unit for professional service.

Water Emergencies

Symptom	Procedure
Clothes washer overflowing	Turn off washer. Set timer on final spin cycle to pump out water. If water doesn't drain, unplug power cord and bail or siphon out water.
Dishwasher overflowing	Turn off dishwasher. Turn off dishwasher water valve under sink. Turn on dishwasher and let it run to empty water. If water doesn't drain, shut off power and bail or siphon out water.
Water heater, washing machine, dishwasher, or garbage disposer leaking	Turn off unit. Unplug power cord without touching the unit or shut off power. Turn off water supply or close main shutoff valve. Bail or siphon out water.
Water on floor from leaking or overflowing appliance	Unplug power cord or shut off power before mopping the water. Dam area around water with washable, absorbent rags. Clean with mop or towels.
Basement flooded	Close main shutoff valve. Mop up, bail or shovel water. For ½ inch or less use a wet shop vacuum. For more than ½ inch use a sump pump.
Ceiling sagging from weight of flooded water	Poke a hole with a large nail and catch water in a bucket
Electronic unit is flooded	Do not touch unit or any plumbing fixture. Dry yourself if you are wet. Shut off power at service panel, then, unplug unit power cord from wall outlet. Dry unit with absorbent cloth and hair dryer.

Electrical Emergencies

Symptom	Procedure
Child or adult victim of electrical shock	Push victim away with a wooden spoon, broom handle, or chair. Treat victim for injuries and call for help
Switch sparking or hot to the touch	Turn off switch using a wooden spoon or wooden broom handle.

Arcs and sparks at service panel	Do not touch service panel. Call to have power turned off or call an electrician.
Cord or plug discolored, hot, or melting	Shut off power at service panel. Unplug cord using a towel. Call an electrician.
Appliance, lamp, or electronic unit gives off sparks or shock user	Unplug cord without touching appliance or unit, or shut off power at service panel and unplug unit. Take appliance or unit for service.
Appliance excessively hot	Shut off power at service panel, then unplug appliance from wall outlet. Clean appliance as instructed in service manual or take it for service.
Beverage or other foreign material spilled into electronic unit	Unplug unit power cord from wall outlet. Dry unit with absorbent cloth and hair dryer if wet, or clean the components.
Small appliance falls in sink or bathtub	Do not touch appliance or any plumbing fixture. If you are dry, pull out cord or shut off power at service panel and unplug appliance. Take appliance for service.
Large appliance or outlet submerged or wet	Do not enter room. If conditions around service are dry, turn off power at service panel; otherwise, leave house and call power company.
Power failure	Turn all appliances with motors or heating elements including furnace, air conditioner, heater, washer, and dryer to prevent overloading system when power is restored. Check service panel. If main circuit breaker has tripped or main fuses have blown, call an electrician or power company to inspect system. Have emergency supplies on hand including a small space heater and lantern, flashlight, or candles. A portable generator can provide a limited amount of emergency power. Leave several lights on so that you know when power has been restored.
Lightning storm	Unplug electronic devices or use surge suppressor to protect them. Be careful near windows, doors, fireplaces, radiators, stoves, sinks, and pipes.

Gas Emergencies

Symptom	Procedure
Pilot light out in gas appliance	Relight pilot
Odor of escaping gas	Ventilate room. Do not touch electrical outlets or switches and extinguish all flames. Check pilots of all gas appliances and relight. Leave house and call gas company if odor persists

Heating and Cooling Emergencies

Symptom	Procedure
No heat due to clogged air filter in air distribution system	Clean or replace filter
No heat due to faulty thermostat	Call for service
No AC due to clogged drain line	Pour 2-3 cups of vinegar in the drain line. Call for service if the AC doesn't start. Here is a video on where to pour the vinegar and how to clean the drain line.
No heat due to faulty thermostat in water distribution system	Call for service

Plumbing Emergencies

Symptom	Procedure
Small object dropped down sink	Do not run water in sink. Carefully remove the drain trap under sink. Have a bucket ready.
Faucet burst or fixture leaking or overflowing	Turn off faucet if possible. Close shutoff valves at fixture or close main shutoff valve.
Supply pipe leaks	Close main shutoff valve. Patch hole temporarily with duct tape or hose clamp and bicycle inner tube.

Supply pipe bursts	Close main shutoff valve. Call plumber or utility company.
Supply pipe freezes	Turn up heat in house. Close main shutoff valve and open nearest faucet. Thaw with a hair dryer or heating tape.
Toilet blocked or overflowing	Do not flush. Use a plunger to unclog the drain. If it doesn't help, call plumber.
Sewage fumes	Check fixture traps to be sure they don't run dry; run water to refill traps. Pour a bucket of water in basement floor to replenish house trap if any.
Sewage backs up into house	Call municipality
Possibility of water contamination from back-siphonage or pollution	Do not attempt flush out the supply lines yourself. Call local health department

First Aid Treatment

Symptom	Procedure
Burn or scald	Soak injury in cold water. Do not apply ointment or butter. If severe, cover with sterile gauze and seek medical help.
Refrigerant burn	Apply non-adhesive sterile gauze and seek medical help immediately.
Electrical burn	Soak injury in cold water and cover with sterile gauze if severe. Seek medical attention immediately since electrical burns can cause internal injury.
Chemical splashed in eye	Flush eye with clean water for 10 minutes. Seek medical help.
Skin cut	Wrap cut with a clean, dry cloth, elevate cut and apply pressure until bleeding stops. Then, wash wound with soap and water and bandage with a sterile dressing. Seek medical help if bleeding persists or wound is deep or gaping.