

Internal stop tap test: Frequently asked questions

What is an internal stop tap?

An internal stop tap (also known as stop cock or stop valve) is used to turn the water supply inside your property on or off. Check it works regularly as you may need it in an emergency, such as a burst pipe.

Where can I find it?

It's usually found near to where the supply enters your home or business, most commonly under the kitchen sink or in a utility room. It looks like a spout-less tap or lever and sits between two lengths of pipe acting as a connector.

How do I know my internal stop tap works?

You first need to make sure you're not using any water. For example, the washing machine shouldn't be in use and don't fill the kettle or flush the toilet for at least 10 minutes before carrying out the following test.

It's important that you can turn the tap on and off to allow you to complete all of the checks on your water supply.

Step 1: To make sure your internal stop tap stops the cold water supply into your home, turn it clockwise (to close) and then turn on the cold tap at the kitchen sink

Step 2: If your internal stop tap is working, the water flow will stop after a few seconds

Step 3: To turn your water back on, simply turn the valve anti-clockwise

Step 4: Turn it off slowly, never force it. If you over tighten or use excessive force you may damage the stop tap

Step 5: If your internal stop tap is not turning or shutting off, then you will need to arrange to have it repaired

Step 6: Locally approved plumbers can be found at: www.watersafe.org.uk

