

Fact Sheet

How to unblock a toilet

Blocked toilets can be a common problem in households. The best way to unblock a toilet is to use a plunger which can be purchased from DIY shops. If you do not have a plunger then you can use a general mop and a plastic bin bag.

To get started you will need

- a plunger
- a mop
- a plastic bin bag
- rubber gloves

Steps

1. Wearing rubber gloves, check for any leaks at the back of the toilet.
2. Damp the mop first and then place it inside the plastic bin bag.
3. Hold the top of the bag and the mop together so they do not become detached.
4. Lift the toilet seat up.
5. Place the mop and bag into the toilet bowl and gently plunge up and down until the water runs away.

6. Lift the mop and bag to the side of the toilet bowl and flush the toilet.
7. Place a small amount of toilet tissue into the bowl and flush to make sure the blockage is removed and the toilet tissue flushes away.
8. Place the dirty bag inside a clean bag, remove the mop and dispose of the dirty bag.
9. Check behind the toilet bowl that there are no leaks.
10. Alternatively, you can use a plunger in the same way as you would to unblock a sink

For your safety remember to:

- Dispose of waste safely
- Check behind the toilet bowl for any leaks
- Get someone to help if needed

We hope this information was helpful. If you are still experiencing problems with your blocked toilet, then please contact your repairs service.

You can also find a video to accompany this fact sheet at: www.mearsgroup.co.uk

These videos and accompanying guidance notes are intended as a guide only and it is your responsibility to ensure you do not put your safety or the safety of others at risk. If you are in any doubt as to whether you can carry out a task safely then you should contact a professional for assistance. Mears Group Plc and its subsidiaries will not be liable for any injury, loss or damage caused, of any nature, as a result of the use of these guides.