

# WC Problems Information Sheet.

**GLOW**  
maintenance  
& installations  
Heating & Plumbing



For more information, contact us on  
0208 607 0449, or [Info@GlowMaintenance.co.uk](mailto:Info@GlowMaintenance.co.uk)

There are many different types of wc, and many now require specific parts or are very difficult to access.

The following information is general, as every situation/installation is different.

**Visits and works can sometimes be minimised if you can email us some photos of the wc, the problem area and the components *INSIDE* the cistern.**

**There are 2 principal classes of wc:**

- **Accessible** (you can easily put both hands on the pipes behind the wc pan, possibly via a large access panel).
- **InAccessible** (the pipes are concealed so you cannot get both hands on to them easily).  
InAccessible toilet problems often take multiple visits to fix, adding significantly to the cost; and mostly require a hole cut out to make the wc pipes accessible, and the client to organise separately to have boxwork and tiling refitted afterwards (WITH a permanent access incorporated).

**ALL toilets should be installed with suitable access, without this no plumber can guarantee any works as they are unable to inspect/check their work afterwards.**

**Mechanical Component Repairs.** (This is normally associated with the wc not flushing, or water constantly running in to the bowl or out of an overflow pipe.)

- **Accessible WCs** - we can normally replace the associated parts within 1 - 2hrs, plus the cost of the parts (depending on the issue); or less, if the internal components can be identified and sourced prior to our visit.
- **InAccessible WCs** - If the internal cistern components can be identified and sourced prior to our visit, AND the inside of the cistern is easy to access, then these may be able to be replaced in an hour or so, plus the parts; Although depending on the wc installation, multiple visits and alternative access is nearly always required.

**Leaks.** Generally these require the wc to be taken out/apart to access and replace the failed part. The cost of this is dependent on the type and age of wc you have.

- **Accessible WCs** - we can normally take out and replace leaking parts within 1 - 2 hrs or so, plus the parts. This is not always the case, as some wcs may be glued to the floor or the wall (incorrectly installed), or require very specific parts.
- **InAccessible WCs** - We MUST be able to get our hands down the back of ANY toilet pan to push the pipes in to place and test, when refitting. This means that any wc that is inaccessible will require an access panel above the pan for this works to be done. The feasibility of this depends on the installation (tiles, wood etc). We can often cut out an area for access, but the client would need to organise separately for it to be made good afterwards, with a permanent access for the future.  
Once we can tell what the problem is we may be able to fix there and then, or may need to order specific parts.

Please contact us at [Info@GlowMaintenance.co.uk](mailto:Info@GlowMaintenance.co.uk) to organise an investigation/repair.  
**All visits are charged at our standard rates; please see website for full details.**