

供水故障投訴

Water Supply Technical Fault Complaints

為迅速解決問題，
來電前請先向管理處及鄰居查詢
In Order To Solve The Problem Promptly,
Please Ask Your Building Management
Office And Neighbor Before Calling Us.

☎ 2824 5000




如供水中斷，請你先向大廈管理處及鄰居查詢，以查看是否與其他住戶出現同樣問題，他們可能已經找出問題的成因。
In case of no supply, please check with the building management office and your neighbours to see if they have the same problem. They might have already found out the cause of the problem.


如懷疑你家中的內部供水系統出現問題，你可採取以下的建議行動：
If you suspect that there are problems in the inside services of your premises, you can adopt the following suggested actions:

1 供水中斷或供水微弱 No supply or Weak Supply


 可能成因
Possible Causes


 建議行動
Suggested Actions


 樓宇的總掣或水錶前的水掣未完全開啟
Main control valve serving your building or stopcock before water meter is not fully opened

 完全開啟樓宇的總掣或水錶前的水掣（大廈管理處應知道水錶的位置）
Fully open the main control valve or stopcock before water meter (Your building management office should know where the meters are located)

 因欠繳水費或未有遵照「要求用戶進行修理或其他工程通知書」的規定而被拆除水錶
Water meter having been removed due to non-payment of water bills or non-compliance with "Notice Requiring the Consumer to Carry Out Repairs or Other Works"

 立即繳交欠款或遵照通知書的規定進行修理或其他工程，並在完成後向水務署作出匯報
Immediately settle the arrears in payment or comply with the notice to carry out repair or other works, and notify WSD upon the completion

 內部供水系統漏水或出現其他問題
Leakage or other defects in inside services

 可聘請「指定人士」¹ 進行檢查及維修
Engage "Designated Person"¹ to carry out inspection and repair

註：
¹「指定人士」指：
• 持牌水喉匠；
• 註冊水喉技工；
• 註冊水喉技工（臨時）；
• 在持牌水喉匠或註冊水喉技工的指示及督導下進行指明水管工程的人；或
• 水務監督授權的公職人員。


Notes：
¹ "Designated person" means:
• a licensed plumber;
• a registered plumbing worker;
• a registered plumbing worker (provisional);
• a person who carries out specified plumbing works under the instruction and supervision of a licensed plumber or registered plumbing worker; or
• a public officer authorized by the Water Authority.


2 水質欠佳 Poor Water Quality


 可能成因
Possible Causes


 建議行動
Suggested Actions





 樓宇的天台水箱及地下水缸不潔
Unclean roof tank and sump tank in the building

 通知大廈管理處為天台水箱及地下水缸進行定期清洗
Notify the management office to carry out regular cleansing of roof tank and sump tank

 樓宇的水管系統內不時會出現氣泡，令食水看似奶白色
Air bubbles in the plumbing systems make the tap water look milky white

 可嘗試開啟水龍頭沖水片刻。隨著氣泡穿破，食水會回復清澈
Try leaving the water to run for a moment. As the air bubbles escape, the water becomes clear again

 樓宇內部供水系統銹蝕，尤其長時間沒有用水
Rusting of services, especially if water has not been used for a long time

 可嘗試開啟水龍頭沖水片刻
Try leaving the water to run for a moment



如能先行查明上述情況，通常便可即時解決問題；本署人員亦可根據你檢查所得資料，更迅速、更有效率地處理供水問題。
By checking the above first, you might in many cases solve your problem right away. Nevertheless, it will be helpful to provide us with more specific details of the information you have so that our staff can attend to the problem more quickly and efficiently.

請謹記，身為註冊用戶，你必須負責保養及維修貴戶的內部供水設備。
Please remember, as the registered consumer you are responsible for the maintenance of the inside services serving your premises.

水務署如何處理供水中斷 How Does WSD Handle Interruption of Water Supply

如家中供水出現問題，可透過以下途徑求助：
If there is a problem with your water supply,
you may seek assistance through the following means:

 **2824 5000**

 **wsdinfo@wsd.gov.hk**



供水突然中斷，可能因為水管爆裂引致。本署接到水管爆裂報告後，會立即通知分區的搶修隊前往搶修，但請各位客戶留意下列情況：

Sudden interruption of water supply may be caused by main burst. Upon receipt of a report of main burst, WSD will immediately inform the Regional emergency gang to go to the scene for emergency repairs. Customers' attention is drawn to the following:

1 有時客戶覺得本署工作人員需時較長才抵達爆喉現場。其實在大多數情況下，本署的工作人員已迅速抵達現場附近，進行關閉水掣。惟水掣的位置不一定接近爆喉位置，所以客戶未必察覺工作人員的行動。

Sometimes the customers may consider that our staff arrive the scene after a long while. In fact, in most cases, our staff have arrived in the vicinity of the scene to close the valve. However, the valve is sometimes distant from the burst location, our customers may not be aware of the action taken by them.

2 關閉水掣所需時間要視乎水管的大小、所須關閉的水掣數量及現場環境而定，由十多分鐘至超過一小時不等。當客戶看到爆喉位置不斷有水湧出，並非一定表示本署未展開搶修工作。

The time needed to turn off the valve varies, depending on the size of the water main, the number of valves involved and the conditions of the scene. It ranges from 10 minutes or so to over an hour. Even if there is water flowing out continuously from the burst main, it does not necessarily mean that our staff have not commenced the emergency repair work.

3 在一般情況下，本署的搶修隊在接到報告後，會在十分鐘內啟程前往爆喉現場，抵達時間要視乎交通情況及距離而定。Normally, the emergency gang sets off for the scene within 10 minutes of receiving a report of burst main. The time taken for the gang to arrive at the scene depends on the traffic condition and the distance.

4 本署的搶修隊是二十四小時當值，但晚間當值員工會較少。如遇上多宗突發事件同時發生，搶修隊會衡量各地點事件的嚴重性及迫切性按序處理。因此有些爆喉事件需要等候一段時間才會被處理，希望客戶理解及見諒。

Our emergency gangs are on duty 24-hour. However, there are fewer staff members on duty at nighttime. If several emergency cases occur at the same time, the emergency gang concerned will prioritize the cases according to their seriousness and urgency. Some of the cases may be dealt with at a later time. We hope our customers would understand and appreciate the need for such an arrangement.

5 假如本署估計未能在三小時內完成維修及恢復食水供應，本署會盡量安排臨時供水。臨時供水的方法包括在街道上安裝臨時街喉，安排水車或流動水箱供水。安排臨時供水是需要花時間安排人手及作應有準備，一般情況下會在三小時內安排妥當。因此本署希望客戶能耐心等待，不便之處，敬請原諒。

If we find it impossible to complete the repair work and resume fresh water supply within three hours, we will arrange for temporary water supply as far as possible by installing temporary standpipes or arranging water wagons or mobile water tanks to supply water. To arrange for temporary water supply, we have to deploy manpower and make all necessary preparations, and the whole process normally takes about three hours. We hope our customers would remain patient under such circumstances and we apologize for any inconvenience caused.

 **水務署**
Water Supplies Department

香港灣仔告士打道7號 入境事務大樓
Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong
電子郵件 E-Mail : wsdinfo@wsd.gov.hk
互聯網址 Web Site Address: <http://www.wsd.gov.hk>



常見問題



客戶電話諮詢熱線
Customer Telephone Enquiry Hotline

2824 5000

私人屋邨/樓宇的供水問題及 內部水喉系統的維修保養

Water Supply Problems and Maintenance of Internal Plumbing System in Private Housing Estates / Buildings



 水務署
Water Supplies Department

水務署 Water Supplies Department

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客戶電話諮詢熱線
Customer Telephone
Enquiry Hotline:

2824 5000

向水務署投訴故障 Fault complaints to the Water Supplies Department

如出現食水變黃的情況，用戶可利用以下途徑要求水務署協助。用戶亦可利用這些途徑報告供水方面的其他故障：
Consumers may request assistance from the Water Supplies Department to report discoloured water cases or any other water supply faults by the following means:

水務署 Water Supplies Department

香港灣仔告士打道7號入境事務大樓
Immigration Tower, 7 Gloucester Road,
Wan Chai, Hong Kong

 **2824 5000**

 **2519 3864**

 wsdinfo@wsd.gov.hk

 <http://www.wsd.gov.hk>



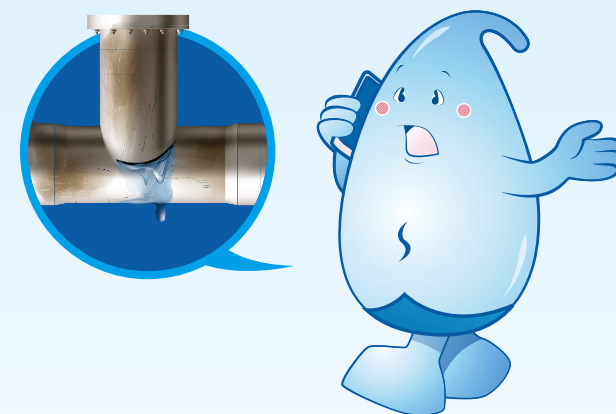
客戶電話諮詢熱線
Customer Telephone Enquiry Hotline

2824 5000

天花板/牆壁滲水常見原因及解決方法 Water seepage at the ceiling / wall of your flat – common causes and solutions

● 天花滲水未必是供水管引起，可能是排水管漏水，樓上浴缸封邊殘損，引致地台積水，或雨水由外牆滲入。
Ceiling seepage is not necessarily caused by water supply pipes. It may be caused by a leakage in drainage pipes, accumulation of drippings on the floor of the upper flat arising from damaged bathtub sealant or a seepage of rainwater through the external wall.

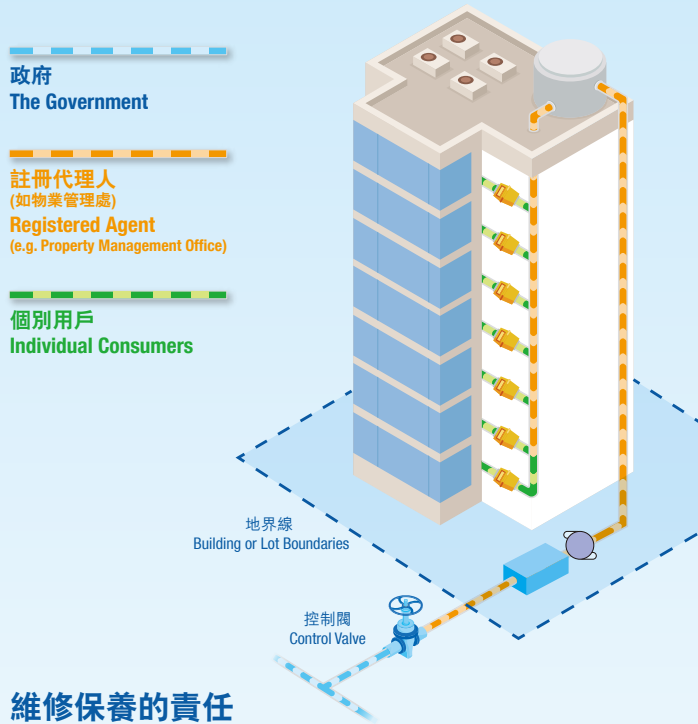
● 為解決任何難以確定的滲水問題，你須與樓上或隔壁單位的住戶聯絡，並聘請專業人士進行詳細檢查，以確定滲水原因，並予以修理妥當。
To resolve seepage problem where the cause cannot be readily ascertained, you should approach your neighbour in the upper or adjacent flat for a detailed investigation to be carried out by a professional to identify the cause of nuisance and to have it rectified.



● 如你無法與鄰居自行解決滲水問題，可向屋宇署及食物環境衛生署聯合辦事處尋求協助。有關聯合辦事處的分區辦事處地址及電話，請瀏覽食物環境衛生署網址 https://www.fehd.gov.hk/tc_chi/comments/joint_offices.html。你亦可以致電1823政府熱線查詢有關資料。

If you cannot resolve the seepage problem with your neighbour, you may refer the case to the Joint Office of the Food and Environmental Hygiene Department (FEHD) and the Buildings Department for assistance. The addresses and telephone numbers of the district sub-offices of the Joint Office are available on the FEHD webpage https://www.fehd.gov.hk/english/comments/joint_offices.html. You may also call 1823 Citizen's Easy link for the details.

你是否因所住單位的供水問題而感到煩惱？
如果是的話，希望這一單張能為你解疑難。
Are you troubled by water supply problems of your flat?
If so, this leaflet can help you to sort them out.



維修保養的責任 Maintenance Responsibilities

水務署負責保養及維修政府的供水系統一直至私人屋邨/樓宇的地界線外最接近總水管的控制閥。

註冊代理人(如物業管理處)負責保管、保養及修理由最接近總水管的控制閥開始的公用供水系統，包括位於私人屋邨的私家街道、屋邨及大廈內公用地方的水管及其他關連的裝置(如地界內藏於地底的喉管、水泵、水箱及閥門等)。

The Water Supplies Department maintains the government water supply systems up to the control valve nearest to the main outside the land boundaries of private housing estates / buildings.

The registered agents (e.g. property management offices) are responsible for the custody of, maintenance and repair of communal service after the control valve nearest to the main, including the water mains and other associated fittings in the private streets and communal areas within private housing estates and buildings (such as underground pipework, water pumps, water tanks, valves and others within lot boundaries).

個別用戶負責保管、保養及修理純粹為其處所供水的內部水喉系統，包括個別用戶水錶與公用供水系統之間的喉管及其他關連裝置。其中水務署負責提供、安裝、保養及維修個別用戶的水錶，但個別用戶仍須負責妥善保管為其處所供水的水錶。**如屬公共屋邨住戶，當遇有供水方面的任何問題時，應向屋邨管理處報告。**

Individual consumers are responsible for the custody of, maintenance and repair of the internal plumbing system solely serving their own premises, including the water pipes and fittings between their individual meters and the communal service. The Water Supplies Department provides, installs, maintains and repairs water meters while individual consumers are responsible for safe custody of the individual meters serving their own premises. **If you live in a public housing estate, you should report water supply problems to the estate management office.**

處理供水問題的方法 How to deal with water supply problems

水質欠佳的原因及處理方法 Poor Water Quality – Causes and Solutions

- 樓宇的水管設備銹蝕及天台水箱不潔是引致食水混濁及變黃的主要原因。
Corrosion in the plumbing of buildings and dirty roof tanks are the main causes of turbid and discoloured water.
- 大廈水管系統內時會出現氣泡，令食水看似奶白色，但隨著氣泡穿破，食水會回復清澈。這現象與水質無關。
Air bubbles which sometimes form in the plumbing systems of buildings make the tap water look milky white. But as they disappear after coming out from the taps, the water becomes clear again. This has nothing to do with the water quality.
- 從水龍頭流出的食水如呈現微黃色，雖然不利於外觀，但對人體健康應屬無害。
Slight discolouration of the tap water should not pose health hazard to human, although it might be aesthetically unpleasant.
- 食水若在水管內停留不動一段時間，或當早上一開動水龍頭時，流出來的食水呈現黃色的現象最為顯著。在正常情況下，水龍頭開動了一段短時間後，食水便會變為清澈。
Discolouration is most prominent when the water has been stagnant in a water pipe for some time, or when it is first drawn out from the tap in the morning. Under normal circumstances, the water should become clear after the tap has been turned on for a short while.

若食水變黃的現象持續及情況嚴重，用戶可僱請持牌水喉匠檢查其單位的水管，並在有需要時更換銹蝕水管。有關用戶亦應要求管理處或註冊代理人檢查大廈水管系統的公用部份，並視乎需要安排維修工程。

If the discolouration is persistent and serious, the consumer could employ a licensed plumber to check the pipework of his flat and to replace the corroded pipes if necessary. He should also request his management office or the registered agent to check the communal plumbing system of the building and to arrange repair works as necessary.

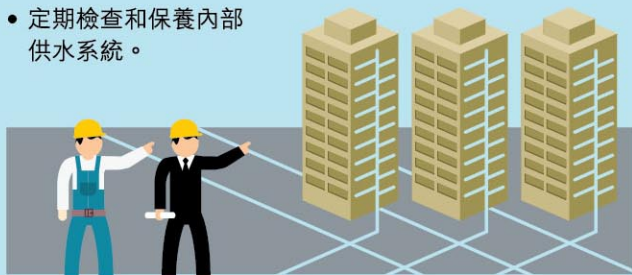
其他供水問題的原因及處理方法 Other Water Supply Problems – Causes and Solutions

- 如用戶或註冊代理人(如物業管理處)未能就屋內水管提供妥善保養，不但會出現食水變黃的情況，還會引起不少在供水方面通常出現的其他大小問題，例如，日久失修的水泵經常導致食水供應中斷，而生銹的喉管又會造成淤塞因而引致水壓微弱。因此，應定期檢查水管系統，杜漸防微，以免問題惡化。
Apart from discoloured water, many other common water supply problems might also be caused by lack of proper maintenance of the plumbing on the part of the consumers or the registered agents (e.g. the property management offices). For example, poorly maintained water pumps often lead to disruption of supply, while corrosion in water pipes might cause chokeage and lead to weak supply pressure. Therefore, regular checking of the plumbing can identify small defects before they develop into major problems.



6 保養

- 定期檢查和保養內部供水系統。



- 最少每三個月清潔及消毒貯水箱。

7 經認可水喉產品



- 選購獲得水務署《一般認可》資格的水喉產品。

- 透過貼在包裝盒或店鋪展示櫃台上的標籤，識別《一般認可》水喉產品。

- 利用智能電話掃描標籤上的二維碼，查閱更多產品資料。



8 用水效益標籤計劃



- 新落成的住宅處所內的廚房及浴室已裝設「用水效益標籤計劃」下所規定的高用水效益級別節水裝置，可幫助用戶節約用水。

- 「用水效益標籤」說明有關用水裝置的耗水量及用水效益。利用智能電話掃描二維碼，查閱更多相關的產品資料。



9 指定人士



- 只聘用指定人士（例如持牌水喉匠）進行水管工程。



- 接駁銅喉工程若使用燒焊方法，須先取得水務監督的許可，並由指定人士進行。

10 其他知識

食水加入氟化物

- 本港自1961年起根據衛生署建議在食水中加入氟化物，以預防蛀牙。



硬度

- 香港經處理的食水屬於軟水類別，含有微量礦物質，視覺上清澈透明。



家居水族箱使用水龍頭食水



- 水龍頭食水含氯氣作消毒之用，未必適合飼養個別魚類。



- 食水注入水族箱前，應先添加除氯劑。

電熱水壺的沉澱物

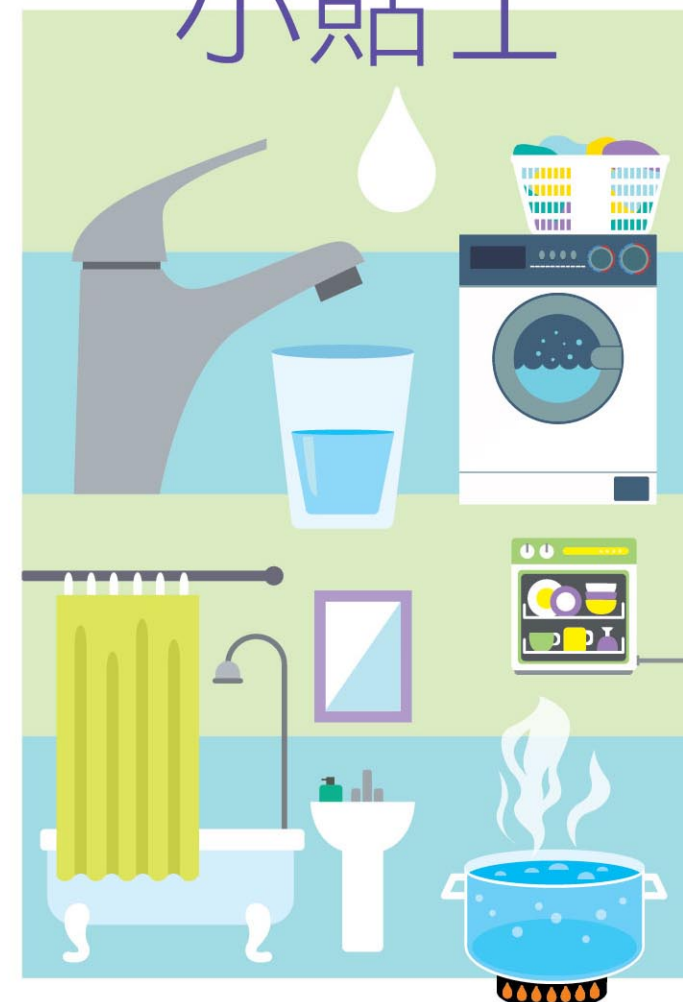


- 殘留在電熱水壺內的礦物質主要為鈣化物。微量的鈣化物不會影響水質及健康。



- 檸檬汁可去除積聚在電熱水壺的礦物質。

用水小貼士



1 用水

- 長期停在水管的水有機會積聚沉澱物。水管長時間靜止後(例如數小時或整晚),放水最少兩分鐘才取水飲用或煮食。
- 剛搬進新落成大廈或單位的住戶,在首三天應每天早晚在食水水龍頭放水約十五分鐘,並且在每次取水飲用或煮食時,先在水龍頭放水最少兩分鐘。



- 熱水可令喉管及裝置釋出更多雜質,應避免從熱水水龍頭取水飲用或煮食。

慳水錦囊:放出的食水可貯起作其他非飲食用途,例如清潔和澆花。

2 水龍頭衛生

- 定期清潔家居水龍頭和花灑頭,包括任何附帶的固定裝置如濾水網,並應清潔水龍頭外部及出水口內側。



- 定期清潔食水水龍頭及其濾水網或節流器以去除積聚的顆粒/碎屑。

- 切勿在水龍頭上掛晾毛巾、洗碗布等物品,以免污染食水。



- 抹走任何清潔用品、肥皂、洗髮水、噴髮定型劑或除臭劑的殘餘物,避免細菌、霉菌和其他微生物滋生。



- 空氣傳播的霉菌容易在潮濕地方滋生,應確保廚房和浴室的通風良好。



- 維修滲漏的水龍頭,以免在浴缸和洗手盆留下水漬。

3 家居濾水器/手提式濾水壺

- 使用家居濾水器/手提式濾水壺時,應完全按照製造商的指示使用及保養濾水產品,包括適時更換重要部件,以免細菌滋生。



- 並非所有濾水器都能減低食水中的金屬水平。具美國國家衛生基金會 NSF 53標準認證的濾水器,是其中一類獲確定為可減少食水含鉛量的濾水器。

4 味道和氣味

氯氣氣味



- 食水含有足夠的氯氣以避免細菌在輸送過程中滋生。



- 經煮沸後,食水中的氯氣便會消散。



- 若想減少氯氣的氣味和味道,可用水壺盛好食水後放進雪櫃,氯氣便會逐漸揮發。蓋好水壺,並於24小時內飲用食水,避免微生物滋生。

消毒劑味道

- 消毒劑味道一般源於橡膠或塑膠物料,例如熱水壺封環、水龍頭墊圈、洗衣機和洗碗機的軟管,或其他彈性軟管。

- 選用經認可的洗碗機和洗衣機接駁喉管。喉管應包含經認可的單式止回閥,以防止彈性軟管、洗碗機或洗衣機內的水倒流至食水水龍頭或水管。



5 外觀

奶白色的水



- 水管系統內的食水會因受壓而含有較多溶解空氣。壓力下降時,水中的溶解空氣便會釋放,形成大量氣泡,令食水呈奶白色。
- 放水片刻,或讓食水在容器中靜止一會,待氣泡消失後,食水便會回復清澈。

混濁變黃的水



- 當食水供應暫停一段時間後再恢復時,水管內的沉澱物或會被沖起,令食水比平時稍為混濁。水務署會經消防栓排走較混濁的食水,直至食水回復清澈。



- 若情況持續,屋苑管理處應檢查大廈水箱。如發現食水混濁度偏高,應盡早排空水箱,以引入清澈的食水。

6 Maintenance

- Carry out regular inspection and maintenance of the inside service.



- Clean and disinfect water storage tanks at least every three months.

7 Approved plumbing products



- Choose plumbing products approved by the General Acceptance (GA) system of the WSD.
- Identify GA plumbing products by the labels affixed on GA product package or display counter of GA product at shops.



8 Water Efficiency Labelling Scheme (WELS)



- Water saving devices of designated high water efficiency grade under WELS are installed in kitchens and bathrooms of new domestic premises to facilitate the occupants to save water.

- WELS label shows the level of water consumption and water efficiency of the water consuming device. Scan the QR code by a smartphone for retrieval of useful information about the product.



9 Designated persons

- Always appoint designated persons (e.g. licensed plumbers) to carry out plumbing works.
- All plumbing works using soldering for connecting copper pipes shall have the permission of the Water Authority and shall be carried out by designated persons.



10 Miscellaneous knowledge

Fluoridation

- Fluoridation of water supply in Hong Kong has been implemented since 1961 in accordance with the advice of the Department of Health as a preventive measure to reduce dental decay in the community.



Hardness

- In Hong Kong, treated water is soft in nature. It contains a small amount of minerals and remains visually clear.



Using tap water for home aquarium



- Chlorine is used as a disinfecting agent in tap water, which may not be suitable for certain types of fish.



- Add dechlorinating agent into the water before using it for home aquarium.

Sediments in electric kettles

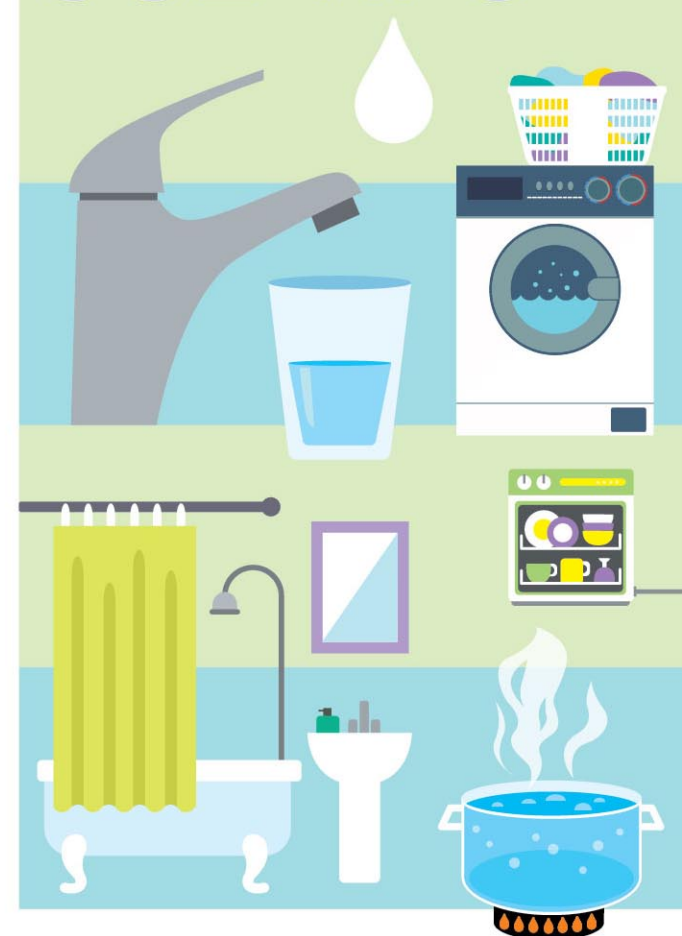


- Minerals left in electric kettles are mainly calcium salts, trace amounts of which do not affect the water quality or body health.



- Simply use lemon juice to remove the minerals that have accumulated in electric kettles.

WATER USE TIPS



1 Use of water

- If water has been standing in pipes for a long time, sediments may build up. Run the tap for at least two minutes after long periods of stagnation (for instance, after several hours or overnight) before using it for drinking or cooking.



- Occupants who have moved into a new building or flat should run their drinking water taps every morning and night for about 15 minutes in the first three days and run the taps every time for at least two minutes before using the water for drinking or cooking during the same period.



- As hot water increases the amount of impurities that may leach from pipes and fittings, avoid using water from hot water taps for drinking or cooking.

Water saving tips: the flushed water can be saved for non-potable purposes, e.g. cleaning and watering plants.

2 Tap hygiene

- Regularly clean the household water taps and shower heads including any attached fixtures or fittings such as strainers. Both the outside of the tap and the inner lip of the spout should also be cleaned.



- Regularly clean the drinking water taps as well as their strainers or flow controllers to remove accumulated particulates/debris.



- Do not leave items such as towels and dishcloths on the tap to prevent possible contamination to water.



- Remove any residues left by cleaning products, soap, shampoo, hairspray or deodorants to prevent the growth of bacteria, mould and other microorganisms.



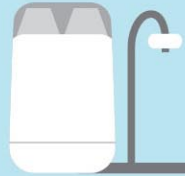
- Make sure the kitchen and bathroom are well ventilated, as air-borne mould grows easily in damp areas.



- Repair dripping taps to prevent stain on bathtubs and basins.

3 Domestic water filters / Pour-through pitcher filters

- Strictly follow the manufacturer's instructions on the use and maintenance of domestic water filters/pour-through pitcher filters, including timely replacement of major parts, to prevent bacterial growth.



- Not all water filters can reduce the metal levels in water. Water filters certified by the U.S. National Sanitation Foundation (NSF) Standard 53 are among those recognised capable of reducing lead in water.

4 Taste & Odour

Smell of chlorine



- An adequate amount of residual chlorine is maintained in water to keep it free from bacterial growth during its journey in the distribution system.



- To reduce the chlorine smell or taste, you can put a jug of tap water into the fridge. By so doing the chlorine will eventually evaporate. Cover the jug and use the water within 24 hours to prevent microorganism growth.
- This small amount of chlorine will dissipate when the water is boiled.

Antiseptic taste

- The taste is due to the rubber or plastic materials used in the kettle seals, tap washer rings, washing machine and dishwasher hoses or other flexible hoses.



- Purchase approved connections for dishwashers and washing machines, which should include an approved single check valve. This will prevent water inside the flexible hoses, dishwasher or washing machine from returning to the drinking water tap or water mains.



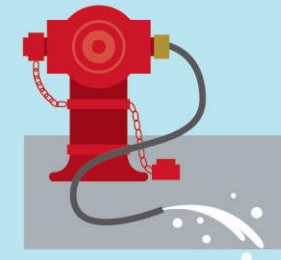
5 Appearance

Milky water



- Water in a plumbing system under pressure contains more dissolved air. When pressure drops, the dissolved air in water will be released into the water body by forming numerous air bubbles and thus making the water looks milky.
- Run the tap for a moment or let the water stand in a container for a while. The water will become clear again as the air bubbles escape.

Turbid and yellowish water



- When water supply resumes from a period of suspension, the sediments inside water mains may be stirred up, resulting in slightly higher turbidity in water. The Water Supplies Department (WSD) would drain away the water through fire hydrants until its clarity resumes normal.



- If the situation persists, the Management Office of the premises should inspect their water tanks. If the water is found with high turbidity, the Management Office should drain the water tanks as soon as possible to allow intake of clear water.

清洗食水水箱 指引 Guidelines for Cleansing of Fresh Water Tanks



<https://www.wsd.gov.hk/Q&A>

註冊代理人或物業管理處應**每三個月清洗食水水箱一次**。

Registered agents or management offices should **cleanse the fresh water tanks once every 3 months**.

1. 在樓宇當眼處張貼告示，通知所有受影響住戶有關清洗水箱的日期和暫停供水時段，提醒住戶在清洗前後要注意的事項，包括關掉所有水龍頭，直至內部供水系統清洗完畢。
Display notice at conspicuous locations of the building to notify all the affected occupiers the date and the duration of water supply suspension. The notice should also contain reminders on what the occupants should do before and after water tank cleansing including keeping all taps closed until cleansing of the internal plumbing system has been completed.
2. 水箱屬於密閉空間，為保障工作人員的安全，應確保清洗工序符合有關安全法例要求，例如香港法例第59AE章《工廠及工業經營(密閉空間)規例》的規定，注意貯水箱空間的照明、通風、氣體及個人防護裝備等方面的安全措施和要求。
Water tank is classified as confined space. To safeguard the safety of the working staff, it is required to ensure that the cleansing procedures comply with the relevant statutory requirements for safety, such as the Factories and Industrial Undertakings (Confined Spaces) Regulations, Cap 59AE. Attention should be paid to the safety measures and requirements on the aspects of lighting, ventilation, gas and personal protective equipment.

3. 透過排水管及/或排水口排走水箱內所有食水。
Empty the water tank(s) through the washout pipe(s) and/or drain(s).
4. 用食水徹底清洗及擦淨水箱(包括底部、內壁、頂部及水箱蓋底部)和進出水管。建議可用人工洗擦或高壓噴槍進行清洗。
Thoroughly cleanse and scrub the water tank(s) (including the bottom, internal walls, internal roof and bottom of the water tank cover) and the inlet/outlet pipes with fresh water. It is recommended to scrub manually or to use high pressure jet for cleansing.
5. 洗擦後把污水透過排水管及/或排水口排走，並清除水箱底部的沉澱物及其他雜質。
Drain away the dirty water through the washout pipe(s) and/or drain(s) of the water tank(s) after cleansing, and remove the sediments and other impurities from the bottom of the water tank(s).
6. 使用每公升最少含50毫克氯的溶液¹徹底擦洗水箱。調配溶液時應使用適當的個人保護裝備，例如膠手套。
Scrub the water tank(s) thoroughly with a solution containing not less than 50 mg/L of chlorine¹. Proper personal protective equipment such as gloves should be used during preparation of the solution.
7. 用食水再次徹底清洗及擦淨水箱，並將殘餘的氯溶液和沉澱物沖擦妥當。
Rinse and scrub the water tank(s) thoroughly with fresh water to remove the residual chlorine water and sediments.
8. 透過排水管及/或排水口排走水箱內所有沖洗用的水。
Drain away the rinsing water through the washout pipe and/or drain of the water tank(s).
9. 重新灌注食水入水箱。
Refill the water tank(s) with fresh water.
10. 恢復供水後，通知受影響住戶打開水龍頭沖水2分鐘後方可用水。
Notify affected occupiers to flush the taps for 2 minutes after resumption of supply before using water.

註 Notes:

¹ 若使用含有大約33%比有效氯的漂白粉，只需在100公升的水中混入15克的漂白粉便可製成每公升含50毫克氯的溶液。除漂白粉外，亦可使用市面上有售含5%(即每公升50,000毫克)至10%(即每公升100,000毫克)有效氯的漂白水調配，只需在100公升的水中混入100毫升5%漂白水或50毫升10%漂白水便可製成每公升含50毫克氯的溶液。

¹ For bleaching powder containing about 33% of available chlorine in weight, a 50 mg/L chlorine solution can be prepared by mixing 15 grams of bleaching powder in 100 L of water. Bleaching solution with active chlorine in the range of 5% (50,000 mg/L) to 10% (100,000 mg/L) available in market can also be used for preparation of 50 mg/L of chlorine solution. A 50 mg/L chlorine solution can be prepared by mixing 100 mL of 5% bleaching solution or 50 mL of 10% bleaching solution in 100 L of water.