

Talking to Clients: No Hot Water – A2

English for Plumbers | Everyday Scenarios

Name: _____

Date: _____

Score: _____ / 56

Note: Exercise 8 (Listening) is completed using the interactive online lesson only.

Vocabulary

Word	Meaning	Example
hot water	water that has been heated for use at taps and showers	"There is no hot water coming out of the shower."
lukewarm	slightly warm but not hot enough — a sign something is wrong	"The water is only lukewarm. It is not heating up properly."
cylinder	a large tank that stores hot water in a home without a combi boiler	"The cylinder in the airing cupboard stores the hot water."
immersion heater	an electric heating element inside the hot water cylinder	"Switch on the immersion heater as a backup if the boiler fails."
airlock	a pocket of trapped air inside a pipe that stops water flowing	"There may be an airlock in the hot water pipe."
thermostat	a device that controls the temperature of the water	"Set the thermostat on the cylinder to sixty degrees."
temperature	how hot or cold the water is, measured in degrees	"Check the temperature at the tap. It should be at least fifty degrees."
timer	a device that sets when the hot water heating switches on and off	"Check the timer. It may not be set to come on in the morning."
boost	a button or switch that turns on the hot water heating for a short time	"Press the boost button to heat the water quickly."
element	the part inside an immersion heater that produces heat	"The element inside the immersion heater has failed."
supply	the flow of water coming into the home from the mains	"Check the cold water supply to the cylinder is open."
tank	a container that holds water, either cold or hot	"The cold water tank in the loft feeds the hot water cylinder."
switch	a button or lever used to turn something on or off	"Switch off the immersion heater when the water is hot enough."
check	to look at or test something to see if it is working correctly	"Check the timer setting before calling a plumber."
run	to turn on a tap and let water flow to test it	"Run the hot tap for one minute and see if the temperature changes."

Exercise 1 - True or False?

Read each sentence. Write True or False on the line.

1. Lukewarm water means the water is not heating up to the correct temperature. _____
2. An airlock is a pocket of cold water stuck inside a pipe. _____
3. A cylinder stores hot water in homes without a combi boiler. _____
4. The boost button turns off the hot water system permanently. _____
5. A timer controls when the hot water heating switches on and off. _____
6. The element inside an immersion heater produces heat. _____
7. To run a tap means to turn it on and let water flow. _____
8. The thermostat on a cylinder controls the water pressure. _____

Exercise 2 - Multiple Choice

Circle the correct word.

1. The water coming out of the tap is only _____. It is not hot enough.
airlock / lukewarm / element / boost
2. Check the _____ setting. It may not be programmed to come on in the morning.
supply / tank / timer / switch
3. Press the _____ button to heat the water quickly without waiting for the timer.
boost / check / element / run
4. There may be an _____ in the pipe stopping the hot water from flowing.
cylinder / airlock / timer / thermostat
5. The _____ inside the immersion heater has failed. The water is not heating up.
element / tank / switch / supply
6. Set the _____ on the cylinder to sixty degrees for safe hot water.
thermostat / airlock / boost / run
7. _____ the hot tap for one minute and tell me if the temperature changes.
Boost / Check / Run / Switch
8. Make sure the cold water _____ to the cylinder is open and flowing.
element / timer / boost / supply

Exercise 3 - Matching

Match each word (1-8) with the correct description (A-H).

- | | |
|---------------------------|---|
| 1. lukewarm _____ | A. A programmable control that sets the times when the hot water heating operates |
| 2. airlock _____ | B. A pocket of trapped air inside a pipe that blocks the flow of water |
| 3. cylinder _____ | C. Slightly warm but not reaching the temperature needed for safe use |
| 4. immersion heater _____ | D. An electric device inside a hot water cylinder that heats the water |
| 5. boost _____ | E. A large insulated tank that stores hot water ready for use at taps |

6. thermostat ____

F. The heating component inside an immersion heater that generates heat

7. timer ____

G. A switch or button that activates the hot water heating for a short period

8. element ____

H. A device that controls and maintains the temperature of the stored water

Exercise 4 - Gap Fill

Write the correct word in each gap. The word is given in brackets.

1. The water is only _____. It should be much hotter than this. (lukewarm)
2. Check the _____ on the cylinder. It should be set to sixty degrees. (thermostat)
3. There might be an _____ in the hot water pipe. That is why nothing is coming out. (airlock)
4. Press the _____ button to heat the water quickly while we wait for the engineer. (boost)
5. Check the _____ setting. It may be set to come on at the wrong time. (timer)
6. The _____ inside the immersion heater has burned out. It needs replacing. (element)
7. _____ the hot tap for two minutes and see if the temperature improves. (run)
8. Make sure the cold water _____ to the cylinder is fully open. (supply)

Exercise 5 - Word Order

Put the words in the correct order.

1. hot / is / water / There / no

2. The / is / lukewarm / only / water

3. setting / timer / Check / the

4. button / the / boost / Press

5. degrees / to / sixty / the / thermostat / Set

6. one / Run / for / minute / tap / the / hot

7. the / is / pipe / airlock / an / There / in

8. cold / the / to / cylinder / water / supply / the / Check

Exercise 6 - Word Sort

Write each word in the correct column.

Words: timer | boost | lukewarm | no hot water | element | thermostat | airlock | run

Describing the Problem	Checking and Fixing
_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 - Complete the Conversation

Choose the correct word to complete each gap in the conversation.

Client: Hello, there is no _____ at any of the taps this morning.

(airlock / boost / hot water / element)

Plumber: Is the water completely cold, or is it _____?

(run / lukewarm / timer / supply)

Client: Completely cold. I have a _____ in the airing cupboard, not a combi boiler.

(thermostat / timer / cylinder / element)

Plumber: OK. First, check the _____ setting. Is it set to come on in the morning?

(timer / run / airlock / boost)

Client: I checked. It looks correct.

Plumber: Then press the _____ button to heat the water manually for now.

(boost / supply / element / check)

Client: I pressed it but the water is still cold. Could it be an _____ in the pipe?

(run / airlock / timer / thermostat)

Plumber: Possibly. Or the _____ inside the immersion heater may have failed. I will come and check.

(boost / cylinder / supply / element)

TEACHER ANSWER KEY - DO NOT DISTRIBUTE TO STUDENTS

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Teacher Answer Key

Note: Exercise 8 (Listening) is online only and not included in this PDF.

Exercise 1

1. True
2. False
3. True
4. False
5. True
6. True
7. True
8. False

Exercise 2

1. lukewarm
2. timer
3. boost
4. airlock
5. element
6. thermostat
7. Run
8. supply

Exercise 3

1. lukewarm -> C
2. airlock -> B
3. cylinder -> E
4. immersion heater -> D
5. boost -> G
6. thermostat -> H
7. timer -> A
8. element -> F

Exercise 4

1. lukewarm
2. thermostat
3. airlock
4. boost

- 5. timer
- 6. element
- 7. Run
- 8. supply

Exercise 5

- 1. There is no hot water
- 2. The water is only lukewarm
- 3. Check the timer setting
- 4. Press the boost button
- 5. Set the thermostat to sixty degrees
- 6. Run the hot tap for one minute
- 7. There is an airlock in the pipe
- 8. Check the cold water supply to the cylinder

Exercise 6

Describing the Problem: lukewarm, airlock, no hot water, element

Checking and Fixing: thermostat, timer, boost, run

Exercise 7

Client: hot water

Plumber: lukewarm

Client: cylinder

Plumber: timer

Plumber: boost

Client: airlock

Plumber: element