



## Minor Injury – Scalding from hot water

### Outline of the problem

A person has injured their arm from being scalded by hot water from a wall mounted water heater. The likelihood of similar injuries is foreseeable for any welfare facilities using similar water heaters.

### Root Cause

The person was washing their hands and arms in the site toilet facilities after finishing work. They had not realised the temperature of the water heater had been altered and set to its maximum setting (85°C). The water temperature was hot enough to cause the scalding injury to their arm.

### Underlying Causes

- The water temperature had been turned up to its maximum setting prior to the injured person washing their arms.
- The water temperature dial can freely be changed by any person on site throughout the course of the day.
- The maximum water temperature is far too hot to be used for washing hands and arms.

### Action to Prevent Recurrence

- **Short term fix** – Set the water temperature on the heater controls to a comfortable temperature, tape off the controls so they cannot be interfered with and display the warning sign included with this bulletin on the heater.
- **Long term fix** – We are undertaking a review into the use of these types of heaters with our accommodation suppliers with a view to providing a more robust solution.



Safe by choice



Safe by design



Safe lives

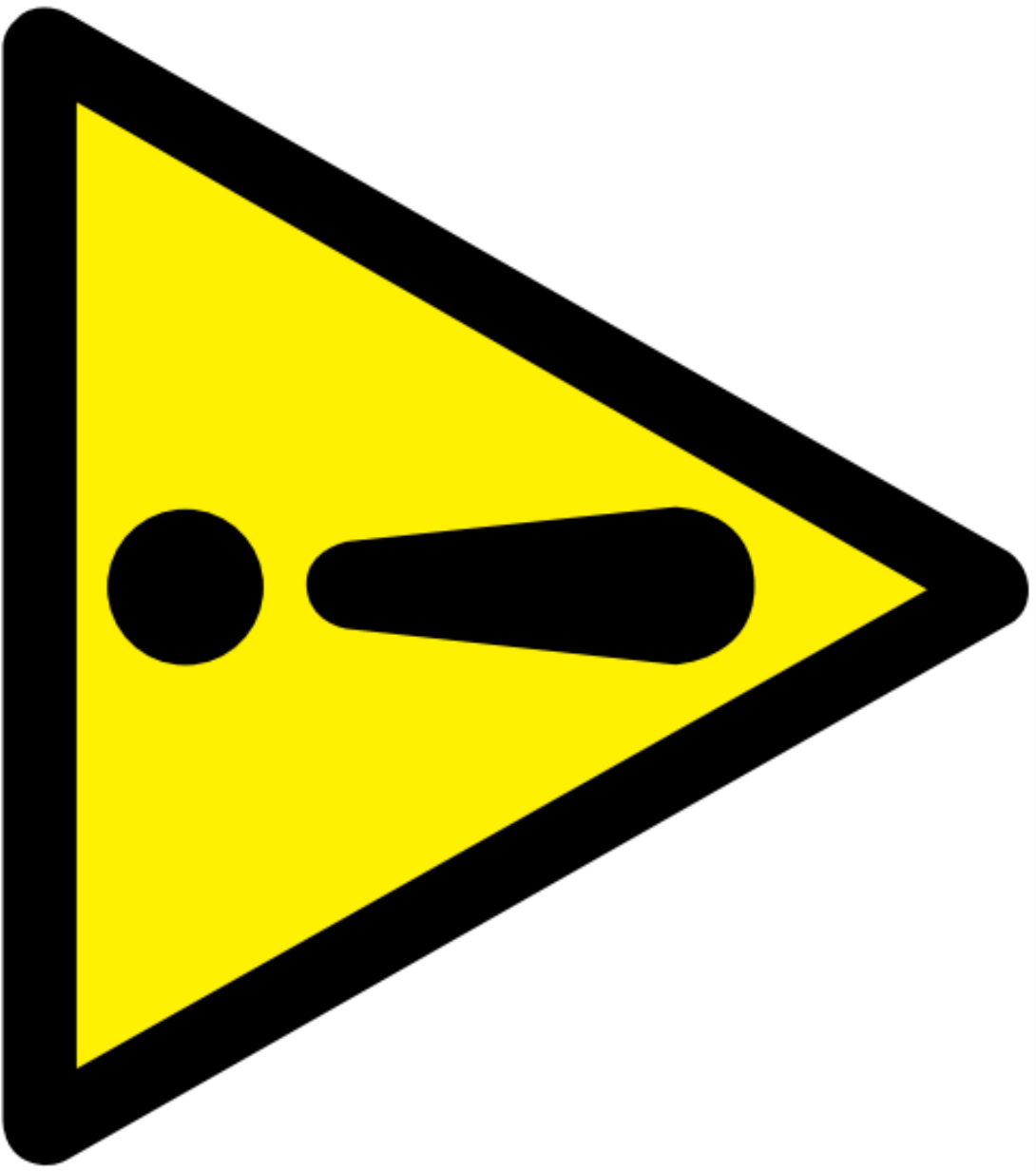


Safe places



Safe relationships

REFERENCE	ISSUED	DISPLAY UNTIL
SHE-ALT-2024/019	Aug 2024	DEC 2024



**Caution!**

**Do not alter  
temperature controls**