

Case study



ACV Delivers New Hot Water & Heating Upgrade to West Midlands Care Home



Sector:

Care Home

Location:

Coventry, West Midlands

Type of project:

Boiler replacement & hot water system upgrade

Products:

Evo S condensing wall-hung boilers and WaterMaster Evo condensing gas fired water heaters

Application:

Heating & domestic hot water

The care home is a three-storey facility in Coventry, West Midlands, that serves approximately 50 residents across 46 apartments. As with all care settings, reliable heating and hot water are essential for ensuring residents' comfort, safety and overall wellbeing.

Challenge

The buildings previous heating setup - two domestic heat-only boilers paired with two 300L thermal stores - struggled to meet the care homes heating and hot water demands. Frequent breakdowns led to inconsistent hot water and repeated emergency callouts, disrupting daily life for residents and staff. The area's hard water also contributed to the issue, accelerating scaling and corrosion in the system. The care home therefore needed a more reliable, durable solution to ensure residents' comfort and safety.

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Solution



To address these challenges, Safeguard P.H.M.E Ltd., together with main contractor Dodd Group Ltd., installed a new commercial heating and hot water system. The system, located in the building's ground floor plant room, features two 120 kW Evo S wall hung boilers and two 120 kW WaterMaster Evo gas fired water

heaters. The system was designed to provide heating and hot water, specifically tailored to meet the building's needs.

Evo S boilers were chosen for their stainless steel heat exchangers, which offer increased protection against corrosion, enhanced durability and reliable performance, resulting in fewer faults and reduced emergency maintenance requirements. To ensure residents have a constant supply of hot water and enhance system security, WaterMaster Evo gas-fired condensing water heaters were selected for their tank-in-tank technology, which delivers rapid recovery and high volumes of continuous hot water even during peak demand periods.

The installation also included high-grade stainless-steel circulators, ancillary components, side-stream filtration and integration with a new Building Management System (BMS), for smooth operation and simplified maintenance.



Mark Marriott, Dodd Group, commented:

"The project was a great success and allowed us to reconfigure the plant room into a modern, efficient system. Safeguard's careful planning also ensured the transition

was seamless. The previous setup suffered frequent breakdowns and costly repairs, so the main advantage of the new system is its resilience. The customer is delighted with the outcome".

Outcome

The upgrade was completed in just ten days, ahead of the colder winter months, with minimal disruption to staff and residents. The care home now benefits from a modern and reliable system that delivers consistent heating and hot water throughout the building.

Jake Thorpe, Safeguard P.H.M.E Ltd., added:

"The installation was smooth and efficient. The new system has addressed long-standing heating and hot water issues, and the customer is delighted with the end result. Having successfully used ACV products in the past, we were confident in their reliability. From initial planning to commissioning, the team are always on hand to provide support".

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