

Your Adveco Hot Water System and Fault Handling

Dear McDonalds Franchisee,

The smart hot water system installed into your restaurant site(s) was supplied by water heating specialist Adveco. These systems are designed to provide a reliable and highly efficient supply of hot water, comprising one or more hot water tanks plus a selection of renewable low-carbon heat source, electric, or gas water heating appliances. An essential component of each system is an automated system controller and backup heat source, ensuring that your store will never run out of hot water due to a failure of a primary appliance.

The hot water system control panel located in your restaurant plant room is designed to automatically monitor and react to failure events, firstly by activating the backup heat source to ensure continuity of hot water and thus prevent store closure, and secondly by sending an email alert notification to the store management and/or their designated service partner to inform them of the fault. This alert arrives within minutes of an appliance fault and ensures prompt investigation and repair can be arranged to minimise disruption to business.

This fault notification system uses a SIM card with a data contract to communicate the system status. Adveco absorb the cost of this data contract for the first two years of operation. After this point, a renewal quote is offered to the store management at a reduced rate of £100/yr or £200/3yrs to keep the required mobile data contract active.

We believe that it is in your continued interests to maintain this data contract, ensuring that the hot water system continues to provide remote fault alerts and thus continue to function as designed long after the first two years of operation. With routine maintenance and prompt fault resolution, the lifetime of a hot water system can be dramatically increased.

Without an active SIM data contract, store management will be unaware of a critical failure even after the backup heat source activates. Backup heaters are not designed to operate long-term and, if left to do so, will at a minimum result in increased maintenance demands on the system. In the worst case scenario, a successive failure in the backup heater may result in a complete hot water system failure, forcing the store to close unexpectedly and for an extended period while emergency repairs and/or replacement of the system components is arranged.

In some cases, appliance faults can be short intermittent events, often resolving themselves within minutes which makes identifying and solving the underlying problems highly challenging. With the fault monitoring system active, tracking an accurate fault history of a restaurant becomes effortless for service personnel to investigate.

If you are unsure of the status of SIM service at your restaurant, please contact Adveco on service@adveco.co. We will advise on the status of the system and provide support to confirm or renew your SIM data contract. Adveco can additionally connect your chosen service partner to the fault alert system, ensuring the correct maintenance contacts are informed immediately of any system faults.

Yours sincerely,

Adveco Ltd.

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