Welcome to Adveco's October 2026 newsletter,

We start with news of the expanded VB range of commercial hot water calorifiers and buffer cylinders with new 400L models across VBI, VBT and VBB variants, plus larger VBB capacities up to 5,000L. We are also very pleased to be able to announce that the Astute GHE range of intelligent gas-fired condensing water heaters has now been named a commercial heating product of the year finalist in the 2026 H&VNews Awards. We look forward to the results later this November.

One of the most common questions as owner/operators consider strategic goals, Net Zero and the all-important bottom line is: what can be done for commercial buildings to reduce hot water energy costs? We break that down for you, as well as taking a look at the importance of designing DHW systems to meet UK commercial hot water storage and distribution temperatures for consistent, safe service. And, with Autumn now upon us and system demands increasing, we have a useful checklist for recognising and addressing common faults in commercial hot water systems before they become critical and expensive to replace...

New Additions For The Adveco VB Range of Commercial Hot Water Cylinders

Adveco expands the VB range of glass-lined cylinders with the introduction of a new 400L model across the entire range. This includes VBI single-coil indirect calorifiers; VBT twin-coil calorifiers; and VBB buffer vessels and electric water heaters. In addition, the VBB now offers large-capacity 4000- and 5000-litre cylinders for projects demanding large-scale, cost-effective thermal storage and electric water heating common in modern sustainable systems.

Getting commercial hot water wrong usually shows up as one of two problems: oversizing, where the boiler or heat pump is bigger and more expensive than it needs to be because it's specified to meet the worst-case peak directly, or undersizing, where the building runs short exactly when it matters most. Both cost money, just at different points: one upfront, one in complaints and callbacks.

Adveco's VB cylinders are typically specified across offices, education, healthcare, and hospitality projects, whether a building runs on a single boiler, a combination of two heat sources such as a heat pump preheat with a gas or electric top-up, or a fully electric setup. Whatever the system, Adveco VB provides a range of options wherever a reliable, compliant and cost-effective glass-lined cylinder is needed to meet commercial hot water demand.

Adveco VB cylinders decouple the heat source from the peak. Because it comes as a single coil, twin coil, or electric/buffer configuration, the same cylinder range lets you specify a heat source sized for steady average demand, not the worst five minutes of the day, while the stored volume in the cylinder absorbs the spikes. That's a smaller, cheaper heat source doing the job of a bigger one, backed by a cylinder built to handle whatever water conditions the site throws at it.

Like any commercial DHW cylinder, VB is specified around actual demand: peak usage, the number of outlets likely to run at once, and the recovery capacity of the heat source feeding it all matter more than a headline litre figure. VB supports storage up to 85°C, giving the headroom needed to meet HSE guidance under ACOP L8 and HSG274, which calls for hot water to be stored at 60°C or above and distributed so it reaches 50°C within one minute at outlets, a core requirement for Legionella control in commercial buildings.

Every Adveco VB vessel is protected by a magnesium sacrificial anode as standard and built to handle the water conditions found across the UK, from hard water regions in the South and East through to naturally softer water areas.

The entire VBB range, up to 5000 litres, supports duty immersions from 3 to 36 kW, as well as secondary supplementary immersions from 3 to 6 kW for additional heating, or as backup to ensure

continuity of service from a single unit for assured provision where hot water is a critical business requirement.

VB HOT WATER CYLINDER RANGE

How Can You Reduce Commercial Hot Water Energy Costs?

For most commercial buildings, hot water is one of the largest and least scrutinised energy loads. Facilities teams often focus on space heating, lighting, or air conditioning, yet domestic hot water can account for a substantial proportion of annual energy consumption, particularly in hotels, healthcare facilities, leisure centres, schools, student accommodation and hospitality venues. The good news is that meaningful savings are usually achievable without compromising occupant comfort, operational resilience, or Legionella compliance.

The starting point is understanding where energy is actually being consumed. In most systems, costs arise not only from generating hot water, but also from storing it, circulating it around the building, and replacing heat lost through vessels, pipework and poor system design. Academic

studies of building hot water systems consistently show that distribution and standing losses can represent a surprisingly large proportion of total energy consumption, especially in older buildings with extensive pipe networks. At the same time, UK guidance under ACOP L8 and HSG274 Part 2 requires systems to maintain temperatures that control Legionella risk, so energy reduction measures must always be balanced against health and safety obligations.

Improving Insulation & Optimising Storage Temperature

One of the simplest and most cost-effective improvements is upgrading pipe and vessel insulation. Every metre of uninsulated pipework acts like a radiator, continuously releasing heat into ceiling voids, risers and plant rooms. Similarly, poorly insulated calorifiers, cylinders and buffer vessels steadily lose stored heat, forcing boilers or electric heaters to work harder. From a thermodynamic perspective, this is pure waste. Improving insulation reduces standing losses immediately and often delivers one of the fastest payback periods available in water-heating optimisation projects. It also helps maintain more stable temperatures throughout the distribution system, supporting both energy efficiency and Legionella control.

Storage temperatures are another area where optimisation can reduce energy costs, although caution is required. HSE guidance states that hot water should generally be stored at 60°C or above and distributed so that it reaches at least 50°C within one minute at outlets. These temperatures are not arbitrary; they are based on the temperature sensitivity of Legionella bacteria and form a core component of UK compliance expectations.

The objective therefore is not to reduce temperatures below safe levels, but to ensure temperatures are being managed intelligently. Many systems operate at unnecessarily elevated temperatures because settings have drifted over time or because engineers have adopted excessive safety margins. Modern control systems can maintain compliance temperatures more accurately, reducing overheating and the associated energy penalty. The key principle is optimisation, not simply reduction.

Optimising Circulation & Controls

A significant source of hidden energy waste is unnecessary hot water circulation. Secondary return

systems are essential in many larger buildings, but they are often left running continuously even when the building is empty. Every hour a circulation pump operates unnecessarily, heat is being lost through the network and must be replaced by the heating plant. Timed operation, demand-led control, intelligent pump scheduling and effective hydraulic balancing can significantly reduce energy consumption without affecting user experience. In many older buildings, circulation systems consume far more energy than facility managers realise because the associated losses are largely invisible.

Better controls often deliver greater savings than replacing equipment. One of the recurring findings in energy audits is that systems do not fail because the technology is inadequate, but because it is poorly controlled. Modern building management systems allow water-heating plant to respond dynamically to occupancy patterns, time schedules and measured demand. Adveco's FUSION packaged electric water-heating systems, for example, incorporate dedicated controls, sub-metering and monitoring that provide visibility of boiler, immersion, heat-pump and water usage performance. The ability to understand when, where and how energy is being consumed is often the first step towards achieving meaningful reductions in operating costs.

Heat Recovery and Inefficient Plant

Heat recovery is another highly effective strategy that remains underutilised in many commercial properties. Large buildings frequently reject usable thermal energy through ventilation systems, refrigeration equipment, industrial processes or wastewater. Rather than allowing this energy to be lost, heat recovery systems can transfer it into domestic hot water generation. Academic research consistently demonstrates that waste-heat recovery offers some of the highest carbon-reduction potential available in commercial buildings because it utilises energy that has effectively already been paid for. In applications with continuous hot water demand, such as hotels, healthcare and leisure facilities, the benefits can be particularly significant. The latest generation of commercial condensing gas water heaters is based on the principle of recovering and recirculating heat within the appliance itself.

Replacing inefficient plant should be considered when existing equipment is approaching the end of its life or displaying poor operational performance. Traditional heating systems can often be

improved through optimisation, but older equipment may never achieve the efficiencies expected of modern alternatives. Commercial air source heat pumps have become increasingly attractive because they extract renewable heat from ambient air rather than generating all thermal energy directly from electricity or fuel combustion. Commercial heat pumps can provide hot water temperatures typically in the 50°C to 60°C range and can be integrated into hybrid systems that maximise efficiency while maintaining compliance temperatures. Their suitability depends on the building's demand profile, climate conditions and storage strategy, but they are increasingly becoming a central component of decarbonisation programmes.

Solar thermal technology deserves particular attention because domestic hot water aligns exceptionally well with solar energy generation. Unlike photovoltaic panels, which generate electricity, solar thermal collectors directly capture solar heat and transfer it to incoming cold-water supplies. This preheated water then requires significantly less energy from boilers, electric heaters or heat pumps to reach operating temperature. Adveco highlights that solar thermal performs best in buildings with consistent daily hot water demand, such as hotels, healthcare facilities, care homes, leisure centres and student accommodation. In these environments, solar contribution can deliver substantial reductions in fuel consumption and operational costs year after year.

Managing Demand Peaks & Fixing Leaks

Managing demand peaks is equally important. Many hot water systems are sized to satisfy short periods of extremely high demand rather than average daily usage. If peaks can be reduced or distributed more evenly, overall energy requirements often fall. This may involve reviewing operating schedules, staggering cleaning activities, adjusting shower usage patterns, or introducing storage strategies that better align generation with demand. The less frequently a system is forced to operate at maximum output, the more efficiently it will generally perform.

Finally, never underestimate the impact of leaks and faulty valves. A dripping outlet, leaking expansion vessel, failed thermostatic mixing valve or malfunctioning control valve may appear insignificant, yet over the course of a year these faults can waste thousands of litres of heated water and substantial amounts of energy. Because losses occur gradually, they often escape attention for months or even years.

The most effective next step is to begin with a professional assessment of the existing hot water system. Measure temperatures, energy consumption, demand patterns and circulation losses before deciding on major capital investments. In many buildings, insulation upgrades, control improvements and circulation optimisation deliver rapid savings. Where larger investment is justified, modern solutions such as Adveco's FUSION packaged electric systems, commercial air source heat pumps, or solar thermal preheat systems offer practical pathways towards lower operating costs and reduced carbon emissions.

Ultimately, the lowest-cost hot water system is rarely the one that simply generates heat more cheaply. It is the one that minimises heat loss, matches production to demand, maintains compliance temperatures efficiently, and makes intelligent use of renewable and recovered energy wherever possible.

Talk to us about your system needs, low-carbon, lower-cost alternatives, system sizing and application design that meet your strategic requirements.

HOT WATER METERING & DESIGN

Commercial Hot Water Storage and Distribution Temperatures

If you're managing a commercial building, one of the most important Legionella control measures is maintaining the correct hot-water temperatures throughout the system. The UK Health and Safety Executive (HSE) has been remarkably consistent on this point for many years: temperature control is the primary means of preventing Legionella growth in most domestic and commercial hot-water systems.

The reason is straightforward. Legionella bacteria multiply most rapidly between approximately 20°C and 45°C. Growth slows significantly below 20°C, while temperatures above 50°C begin to kill the bacteria. Maintaining hot water at sufficiently high temperatures throughout the system therefore creates an environment where Legionella struggles to survive.

What temperature should a calorifier store hot water at?

The HSE's guidance is clear: hot water should normally be stored within the calorifier at 60°C or above. This is the benchmark temperature referenced in HSG274 Part 2 and forms the foundation of most commercial temperature-control programmes.

The rationale is based on microbiology. While Legionella can survive for extended periods at lower temperatures, exposure to temperatures of around 60°C rapidly reduces bacterial populations. Storing water at this temperature provides a safety margin to ensure that the entire hot-water system remains outside the organism's preferred growth range.

In practice, most competent water hygiene professionals regard 60°C as the minimum acceptable storage temperature, not the target to drift below.

What temperature should hot-water circulation systems operate at?
For recirculating hot-water systems, the return temperature is just as important as the storage temperature.

A calorifier may be generating water at 60°C, but if circulation temperatures fall significantly as the water moves around the building, parts of the system can enter the Legionella growth range.

As a rule, circulating hot water should return to the calorifier at 50°C or higher. This demonstrates that temperatures are being maintained throughout the distribution network and that excessive heat loss is not occurring.

From an engineering perspective, return temperatures provide one of the best indicators of overall system health. A low return temperature often points to poor balancing, inadequate insulation, oversized pipework, or areas of low flow that may increase Legionella risk.

What temperature should be achieved at outlets?
Under HSE guidance, hot water should be distributed so that it reaches a minimum of 50°C at outlets within one minute. For healthcare premises, the expectation is generally 55°C within one minute because of the increased vulnerability of occupants.

This requirement applies to representative outlets, including sentinel outlets located nearest to and furthest from the hot-water source. These checks verify that heat is being maintained throughout the entire system rather than only at the calorifier.

A common misconception is that achieving 50°C somewhere in the building is sufficient. It is not. The objective is to demonstrate that all parts of the system can consistently deliver water at temperatures that suppress bacterial growth.

How quickly must temperatures be achieved?
This is one of the most frequently misunderstood aspects of Legionella compliance.

The HSE guidance states that hot water should reach its target temperature of at least 50°C within one minute of running the outlet. For healthcare environments, the target is typically 55°C within one minute.

The one-minute criterion is important because prolonged warm-up periods often indicate stagnant water, excessive pipe volumes, poor circulation, or dead legs within the system. All of these conditions can create favourable environments for Legionella growth.

Consequently, when temperatures take significantly longer than one minute to stabilise, further investigation is usually warranted.

How do Thermostatic Mixing Valves (TMVs) fit into Legionella control?
TMVs play a crucial role in balancing two competing risks: Legionella and scalding.

To control Legionella, water must be stored and distributed at relatively high temperatures. However, water hot enough to control bacteria can also cause burns. TMVs address this by blending hot and cold water immediately before the point of use, reducing the delivered temperature while allowing the distribution system itself to remain hot.

The key principle is that TMVs should be located as close to the outlet as reasonably practicable. Long pipe runs downstream of a TMV can create sections of pipework containing warm water, precisely the conditions in which Legionella can proliferate.

TMVs should also be subject to regular maintenance and performance testing. A failed TMV can compromise both scald protection and water hygiene control.

What about cold-water temperatures?
Any discussion about hot-water temperatures is incomplete without considering cold water.

The HSE recommends that cold water should be maintained below 20°C and should reach that temperature within two minutes at outlets. This complements the hot-water regime by ensuring neither side of the system spends significant time within the Legionella growth range.

This is particularly important during warmer months, in plant rooms, roof spaces, and locations where hot and cold pipework run close together.

Do these temperatures apply to every commercial building?
Generally, yes. Offices, schools, hotels, industrial facilities, residential blocks, and most commercial premises follow the temperature-control principles set out in ACOP L8 and HSG274 Part 2. However, higher-risk settings such as hospitals and care homes often implement enhanced monitoring and stricter temperature expectations because of the vulnerability of their occupants.

The exact monitoring regime should always be determined by a suitable and sufficient Legionella risk assessment, as required under COSHH and supported by ACOP L8.

For most commercial buildings in the UK, the accepted temperature regime is straightforward:

- Hot water should be stored at 60°C or above.
- Hot-water circulation should maintain at least 50°C on return.
- Outlets should achieve 50°C within one minute of running.
- Healthcare outlets should generally achieve 55°C within one minute.
- Cold water should remain below 20°C.
- TMVs should be used to manage scalding risks without compromising the high-temperature regime needed for Legionella control.

These temperatures are not arbitrary. They are based on decades of microbiological evidence regarding Legionella survival and form the cornerstone of compliance with ACOP L8 and HSG274 Part 2.

LEARN MORE ABOUT HOT WATER DESIGN WITH ADVECO CPD TRAINING

Common Faults in Commercial Hot Water Systems

Commercial hot-water systems are expected to deliver consistent temperatures, sufficient flow rates, rapid recovery, and reliable operation throughout the year. Yet even well-designed systems can develop common faults over time. Most failures are not sudden catastrophic events. More often, they emerge gradually through wear, scale accumulation, corrosion, poor maintenance, changing occupancy patterns, or control-system issues.

Understanding the early warning signs is important because a seemingly minor issue can quickly affect occupant comfort, energy consumption, equipment lifespan, and, in some circumstances, compliance with Legionella control requirements. UK guidance contained within ACOP L8 and

HSG274 Part 2 places significant emphasis on understanding water-system performance, maintaining temperature control, and ensuring systems remain in an efficient and hygienic condition.

Why Is There No Hot Water?

Complete loss of hot water is usually one of the easiest faults to identify but one of the broadest to diagnose.

Typical indications include cold water being delivered from every outlet throughout the building, a complete absence of stored hot-water temperature, or a boiler, heat pump, or water heater failing to operate.

The underlying causes can range from failed heating elements and burner faults to electrical supply issues, failed control thermostats, tripped safety devices, circulation failures, or closed isolation valves.

The impact is immediate. Occupant welfare is affected, cleaning processes may be disrupted, and buildings with critical operations, such as healthcare or hospitality facilities, can experience significant operational consequences.

The most effective response is to begin with the heat source. Confirm whether boilers, water heaters, heat pumps, or electric heating elements are functioning correctly. Then verify controls, temperature sensors, power supplies, and safety interlocks before investigating distribution issues.

Why Is Hot Water Only Available Intermittently?

Intermittent hot water is one of the most frustrating faults because problems appear and disappear seemingly at random.

Occupants may report satisfactory temperatures at one time of day but complain of cold or lukewarm water at another. Hotels frequently encounter such complaints during morning demand peaks, while offices often experience issues around arrival and lunch periods.

The most common causes include inadequate storage, undersized heat input, faulty controls, failed sensors, poor recovery performance, and excessive simultaneous demand.

The impact extends beyond user dissatisfaction. Intermittent operation often indicates that the system is unable to meet the building's actual demand profile. Temperatures may fall below intended operating levels, reducing overall system performance and potentially affecting water hygiene management.

Resolving intermittent failures usually requires a review of demand patterns, storage volumes, heat-source output, and recovery rates. In many cases, the problem is not a single faulty component but a mismatch between system capacity and current building use.

Why Is Hot-Water Recovery So Slow?

Slow recovery occurs when the system takes an excessively long time to restore hot-water temperatures following use.

Typical signs include running out of hot water during peak periods and requiring extended periods before temperatures recover.

Common causes include undersized boilers, fouled heat exchangers, scaled calorifier coils, failed heating elements, low heat-source output, and poorly configured control systems.

Academic research into thermal systems consistently shows that scale acts as an insulating layer that reduces heat-transfer efficiency and increases recovery time. Even relatively thin scale deposits can have a measurable impact on performance.

The solution generally involves assessing the actual heating capacity available to the calorifier or storage vessel. Engineers will often compare measured recovery performance against design expectations and investigate any restrictions affecting heat transfer.

Why Are Temperatures Fluctuating?

Temperature fluctuations are among the most frequently reported symptoms in commercial

buildings.

Users often describe hot water alternating unpredictably between hot and cool, either during individual draw-offs or between different uses.

Faulty thermostatic mixing valves (TMVs) are a particularly common cause. Temperature sensors, poorly calibrated controls, unstable circulation, and malfunctioning control valves can also contribute.

The impact is not limited to comfort. Excessively high temperatures increase scalding risks, while low temperatures can undermine confidence in the system and affect Legionella control strategies.

HSG274 emphasises the importance of maintaining stable temperature conditions and monitoring hot-water systems to ensure that control measures remain effective.

Resolving fluctuations generally requires systematic testing of TMVs, sensors, circulation loops, and plant controls rather than immediately replacing major equipment.

What Happens When a Circulation Pump Fails?
Pump failure is a significant issue in larger buildings that rely on secondary circulation systems.

The first symptom is often delayed hot-water delivery. Users at remote outlets may need to run taps for extended periods before hot water arrives. Temperature complaints frequently emerge from upper floors or distant parts of the building.

Pump failures may result from bearing wear, motor failure, electrical faults, cavitation, air entrainment, blocked strainers, or simple age-related deterioration.

The impact can be considerable. Poor circulation increases heat loss, lengthens waiting times, wastes water, and may create conditions where parts of the system fall into temperature ranges that favour Legionella growth.

Investigations should verify pump operation, flow rates, control settings, and balancing arrangements before replacement decisions are made.

Why Are Safety Valves Leaking?

A dripping or continuously discharging safety valve is never something that should be ignored.

Pressure-relief valves and temperature-relief valves exist to protect systems from dangerous operating conditions. Leakage often indicates excessive pressure, overheating, failed expansion vessels, debris contamination, or deterioration of the valve seat itself.

The immediate impact may appear minor, but continuous discharge wastes water and energy while potentially masking a more serious system fault.

In many cases, engineers discover that a leaking safety valve is actually highlighting a failed expansion vessel. Without a functioning expansion vessel, thermal expansion causes pressure increases that repeatedly force the relief valve to operate.

Effective diagnosis therefore requires examining the wider pressure-control system rather than replacing the relief valve alone.

Why Does Scale Build Up?

Scale remains one of the most common and expensive problems affecting commercial hot-water systems.

In hard-water areas, dissolved calcium and magnesium minerals precipitate out of solution as water is heated. These minerals then accumulate on immersion heaters, heat-exchanger plates, calorifier coils, TMVs, and internal pipe surfaces.

The warning signs include poor efficiency, increased energy consumption, slower recovery, reduced flow rates, and temperature instability.

Academic research consistently demonstrates that scale reduces heat-transfer efficiency while

increasing operating costs. It can also shorten equipment lifespan by creating localised overheating and thermal stress.

Addressing the problem often involves descaling, water-treatment measures, and periodic inspection programmes tailored to local water conditions.

Why Does Corrosion Develop?
Corrosion is one of the primary life-limiting mechanisms affecting commercial hot-water assets.

The earliest signs often include discoloured water, visible rusting, leaks around fittings, declining system pressure, or evidence of vessel deterioration.

Corrosion may result from dissolved oxygen, aggressive water chemistry, galvanic interactions between dissimilar metals, failed sacrificial anodes, or poor maintenance practices.

The consequences extend beyond leaks. Corrosion products can block strainers, reduce flow rates, impair heat transfer, and damage sensitive equipment.

The most effective strategy combines water-quality management, routine inspection, sacrificial-anode maintenance, and proactive replacement of deteriorating components before failures occur.

What Causes Airlocks?
Airlocks occur when pockets of trapped air disrupt water circulation.

Typical symptoms include inconsistent flow, temperature instability, noisy pipework, poor circulation performance, and outlets that intermittently lose hot water.

Air can enter systems during maintenance activities, through leaks, from poorly functioning expansion arrangements, or because of design issues that allow air to accumulate in high points.

Although airlocks are often viewed as minor faults, they can significantly affect pump performance and thermal distribution.

Resolution usually involves system venting, inspection of automatic air vents, and investigation of the root cause of air ingress.

How Do Faulty Sensors and Controls Affect Performance?
Modern commercial hot-water systems depend heavily on electronic controls and sensors.

A failed temperature sensor can cause a boiler to stop heating too early or continue heating unnecessarily. Control-system faults can disrupt pump operation, heating schedules, temperature regulation, and recovery performance.

Typical indicators include unexplained temperature fluctuations, apparent overheating, poor recovery times, inconsistent operation, and temperatures that do not match displayed values.

The impact can be surprisingly severe because a single inaccurate sensor can undermine the performance of an otherwise healthy system.

Verification of sensor calibration, wiring integrity, and control logic is therefore a critical part of fault diagnosis.

How Can These Faults Be Avoided?
The common theme running through virtually every hot-water fault is that most are preventable.

The most reliable systems are supported by annual servicing, planned preventative maintenance, regular temperature monitoring, water-quality management, safety-device testing, pump inspections, descaling programmes, and periodic review of actual demand against original design assumptions.

This approach aligns closely with ACOP L8 and HSG274 Part 2, both of which emphasise monitoring, maintenance, and proactive control rather than reacting to failures after they occur.

Ultimately, commercial hot-water systems rarely fail without warning. Weak flow, fluctuating

temperatures, slow recovery, scale accumulation, unusual noises, leaking valves, and increasing energy use are often the first indicators that something is deteriorating. Organisations that recognise and investigate these early signs typically experience fewer breakdowns, lower operating costs, longer equipment life, and better overall performance than those that rely solely on reactive maintenance.

MORE ADVICE ON MANAGING OPERATIONAL SERVICE AND CRITICAL FAILURE

Sustainable Hot Water

Astute Gas Water Heaters

The Adveco Astute® is a range of intelligent gas-fired condensing water heaters designed to meet the stringent demands of commercial retrofit.

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The ADV-W air-to-water heat pump range includes 16, 22 & 30kW (3 phase) and 10, 12, & 16kW (single phase) models able to provide hot water output up to 60°C throughout the year for 55°C working flow.

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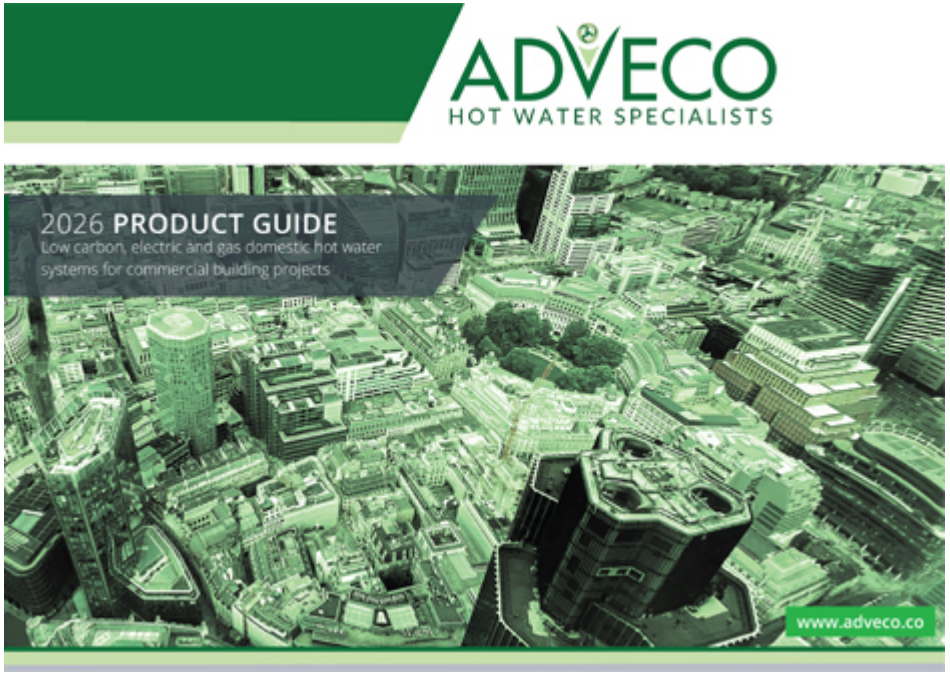
2026 PRODUCT GUIDE



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