

NHS WALES

Estates and Facilities Alert



Llywodraeth Cymru
Welsh Government

Date: 18 June 2018

Cathays Park, Cardiff
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Andrews Water Heaters Direct Fired Domestic Hot Water Heaters (ECOflo, Standard Range, RSC, RFF and Hiflo Models), Inspections and modifications required.

**To: Chief Executives, LHBs
Chief Executives, NHS Trusts
NHS Wales Shared Services Partnership - Contractor Services**

A list of people who need to have early sight of this information is given in the Alert

The content of Estates and Facilities Alerts is agreed between staff representatives from the four NHS administrations and issued throughout the United Kingdom. The Alert is endorsed by the Welsh Government as being relevant to NHS Wales and is issued by:

Neil Davies, Director, Specialist Estates Services, NHS Wales Shared Services Partnership

For advice see details on the alert

Contact point in Wales:

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Principal Mechanical Engineer
NHS Wales Shared Services Partnership – Specialist Estates Services
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Alerts are available in full text at:

within NHS Wales: <http://howis.wales.nhs.uk/sites3/page.cfm?orgid=254&pid=64173>

outside NHS Wales: <http://www.nwssp.wales.nhs.uk/publications-and-information>

Estates and Facilities Alert

Reference:

Issued:

Review Date:

EFA/2018/002

18 June 2018

01 June 2024

Andrews Water Heaters Direct Fired Domestic Hot Water Heaters (ECOflo, Standard Range, RSC, RFF and Hiflo Models), Inspections and modifications required.



Summary

Andrews Water Heaters have identified that corrosion may occur on the pipe connections on certain models of their direct fired water heaters.

Their investigations have determined that the zinc coating on the pipe fittings may be insufficient to protect the mild steel from corrosion, and that water may become trapped between the plastic inner sleeve of the nipple and the nipple body. This trapped water increases the possibility of the fitting corroding.

Action

This alert should be brought to the attention of all appropriate estate managers and staff.

All locations where Andrews Water Heater models ECOflo, Standard Range, RSC, RFF and Hiflo are installed should be identified and the following information recorded.

1. Site Address
2. Site Contact (name and telephone number)
3. Water Heater Model Range (See Device Details)
4. Water Heater Model Number (See Device Details)
5. Water Heater Serial Number (See Device Details)

Submit this information to Andrews Water Heaters using the email address provided on page 3.

A member from the Andrews Water Heaters team should then contact your organisation to arrange a suitable time for their service technicians to visit site, to identify whether remedial works are required.

Action by

- Estates Managers
- PFI Partners
- Capital Scheme Partners

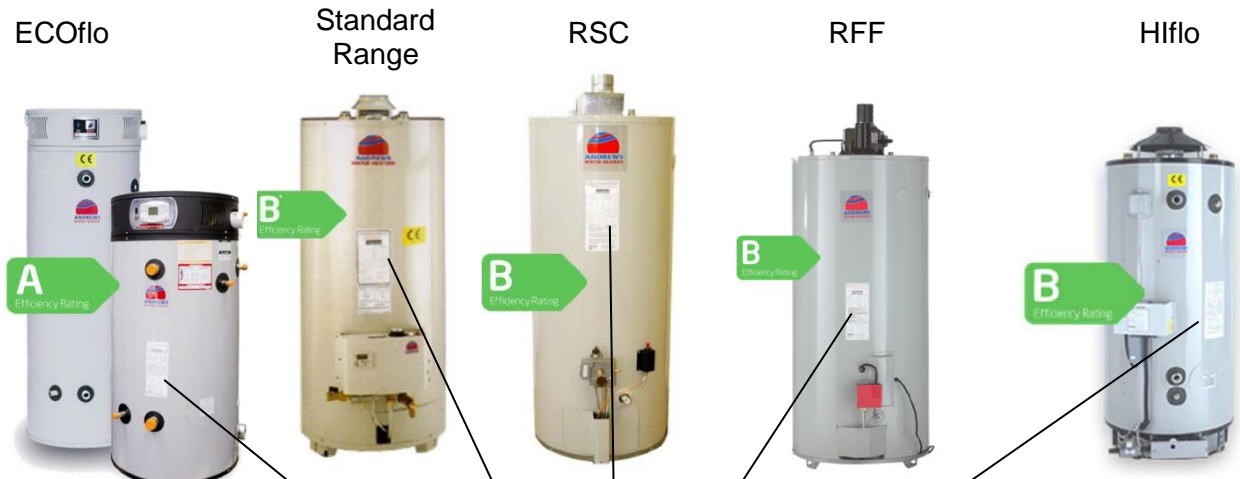
Deadlines for action

Actions underway: **25 June 2018**

Actions complete: **31 October 2018**

Device details

These diagrams show the affected Andrews Water Heaters and where to locate the data plate.



Model No

Serial No

THIS APPLIANCE MUST BE INSTALLED IN ACCORDANCE WITH THE INSTRUCTIONS IN THE INSTALLATION, OPERATING AND SERVICING MANUAL SUPPLIED.

WARNING: THIS APPLIANCE IS FOR GAS TYPE LISTED ON THE DATA LABEL ONLY AND MUST NOT BE USED WITH ANY OTHER GAS. REGULAR SERVICING AND ANODE INSPECTION IS ESSENTIAL.

THIS WATER HEATER MUST ONLY BE INSTALLED IN A ROOM WHICH COMPLIES WITH APPROPRIATE VENTILATION REQUIREMENTS.

ANDREWS WATER HEATERS

PIN	12345678	Serial	XXXXXXXXXX
Model	20/190	Appl. Type	B22 Condensing Appliance
Gas Groups	I2H G20	Nat Gas Supply Pressure	20 mbar 8 in Wg
Heat Input (HS)	21.1 kW 72,000 Btu/hr	L.P. Gas Supply Pressure	N/A N/A
Tank Cap.	189 Litres 41.6 Imperial Gallons		
Maximum Working Pressure	Vented	Unvented	
		10.3 bar	5.5 bar
Test Pressure		20.7 bar	

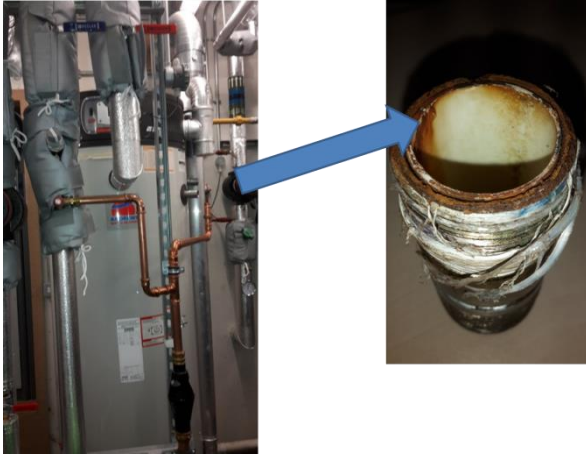
Data Plate

Products manufactured / installed up until April 2018 are potentially affected. The age of the product can be determined by looking at the serial number, as follows:

Year of manufacture (1 st letter of serial number)	Month of manufacture (2 nd letter of serial number)
S = 2018	A = January
P = 2017	B = February
N = 2016	C = March
M = 2015	D = April
L = 2014	E = May
K = 2013	F = June
J = 2012	G = July
H = 2011	H = August
G = 2010	J = September
F = 2009	K = October
E = 2008	L = November
D = 2007	M = November

Problem / background

Andrews Water Heaters have identified some instances where the zinc coated pipe connections on certain models of their water heaters exhibit corrosion. This has occurred due to water seeping between the connection and a plastic insert causing crevice corrosion.



The pipe connection shows signs of corrosion where water has seeped in between the nipple and the plastic insert.

Andrews Water Heaters have produced a kit to replace the zinc coated connections, in existing heaters, with DZR brass components.

Andrews Water Heaters will check any installed units and arrange to replace any effected pipe connections with DZR brass as per below.

Products less than three years old

For products that have been installed for less than three years, Andrews Water Heaters will replace all zinc coated mild steel nipples and dip tubes with DZR brass components, free of charge.

Products three to seven years old

For products that are three to seven years old, Andrews Water Heaters will provide, free of charge, upgrade kits which may be fitted at the next planned service.

Older products

For products that are older than seven years, Andrews Water Heaters will supply an upgrade kit that the customer can purchase and install during the next routine service.

Manufacturer contacts

Please contact Andrews Water Heaters should you require any assistance regarding this notice. Andrews Water Heaters dedicated team can be contacted via email: waterheaters@andrewswaterheaters.co.uk or by telephone: 0345 070 1058 and quote: 'Andrews pipe connection upgrade'

Distribution

Estates Managers, Risk Managers, Health & Safety

References

1. Andrews Water Heaters defect notification letter to NHS (see appendix)
2. Health Technical Memorandum (HTM) 04-01: Safe water in healthcare premises
<https://www.gov.uk/government/publications/hot-and-cold-water-supply-storage-and-distribution-systems-for-healthcare-premises>
3. SHTM 04-01: Part A <http://www.hfs.scot.nhs.uk/publications/1475662184-V2%20SHTM%2004-01%20Part%20A.pdf>
4. WHTM 04-01: Part A [Safe water in healthcare premises Part A: Design, installation and commissioning](#)

Please note: At the time of this Alert the web portal for NHS Wales Shared Services Partnership was under construction and the hyperlink for WHTM 04-01 may not function correctly initially

Enquiries

This alert has been compiled under a partnership arrangement by the organisations below and it has been distributed across the UK. Enquiries should be directed to the appropriate Regional Office quoting the alert reference number.

England

Enquires should quote reference number **Error! Reference source not found.** and be addressed to:-

nhsi.mb-defectsandfailures@nhs.net

Reporting adverse incidents in England

Defects or failures should be reported on this system: <http://efm.hscic.gov.uk/>

The web-based D&F reporting system is managed by the NHS and Social Care Information Centre on behalf of the Department of Health. For further information on this system, including obtaining login details, please contact the efm-information Helpdesk. Tel 0300 303 5678.

Northern Ireland

Enquiries and adverse incident reports in Northern Ireland should be addressed to:

Northern Ireland Adverse Incident Centre, CMO Group,
Department of Health

Tel: 028 9052 3868 Email: niaic@health-ni.gov.uk

<http://www.health-ni.gov.uk/niaic>

Reporting adverse incidents in Northern Ireland

Please report directly to NIAIC using the [forms on our website](#).

Scotland

Enquiries and adverse incident reports in Scotland should be addressed to:

Incident Reporting and Investigation Centre (IRIC)
Health Facilities Scotland, NHS National Services Scotland
Tel: 0131 275 7575 E-mail: nss.irc@nhs.net

Reporting adverse incidents in Scotland

Use our [online report form](#) or download the [PDF form](#)
Independent facilities which only provide private care should report to the [Care Inspectorate](#).

Wales

Enquiries and adverse incident reports in Wales should be addressed to:

Simon Russell, Principal Engineer, NHS Wales Shared Services Partnership – Specialist Estates Services, 4th Floor, Companies House, Crown Way, Cardiff CF14 3UB

Tel: 029 2090 4100
E-mail: Simon.Russell@Wales.nhs.uk

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Addressees may take copies for distribution within their own organisations

Appendix

Andrews Water Heaters defect notification letter to NHS



Andrews Water Heaters Direct Fired Domestic Hot Water Heaters (ECOflo, Standard Range, RSC, RFF and Hiflo Models)

1st June 2018

Dear Valued Customer,

As a responsible manufacturer, we would like to inform you that we have been notified of some instances where the connections on Andrews Water Heaters models ECOflo, Standard Range, RSC, RFF and Hiflo have shown signs of corrosion. This has occurred zinc coating on the pipe fittings may be insufficient to protect the mild steel from corrosion, and that water may become trapped between the plastic inner sleeve of the nipple and the nipple body.

We have tested the water for contaminants and metals in the hot and cold connections of each tank at sites where this has occurred. The iron content (ie metal in the water as a result of corrosion) has been within the legal limits.

We have worked closely with our supplier to resolve this issue, and, with immediate effect, all new products will be made with DZR brass connections. In addition, we have produced a kit to replace the zinc coated connections in installed Andrews Water Heaters with DZR brass components.

Our products are fully tested and we are confident that they are safe to use; however, we pride ourselves on our customer service and reliability, and therefore would like to offer the following precautionary measures:

- **Products less than three years old**

For products that have been installed for less than three years, our engineers will replace all zinc coated mild steel nipples and dip tubes with DZR brass components, free of charge.

- **Products three to seven years old**

For products that are three to seven years old, we will provide free of charge upgrade kits which can be fitted by your service engineer at the next planned service.

- **Older products**

For products that are older than seven years, Andrews will supply an upgrade kit that the customer can purchase and install at the next planned service

Please contact us by email: waterheaters@andrewswaterheaters.co.uk or by telephone: 0345 070 1058 and quote: 'Andrews pipe connection upgrade'. We will arrange for our engineer to visit or send you a DZR brass replacement for your service engineer to fit.

Please quote the appliance model range, model number and serial number of your Andrews Water Heater when you contact us so we can determine if the appliance is affected and its age.

We apologise for any inconvenience and thank you for your help with this matter.

Yours sincerely

Andy Green
Technical Director – Commercial
Baxi Heating

Andrews. Built to perform.

Tel 0845 070 1055 Web andrewswaterheaters.co.uk

Andrews Water Heaters is a trading division of Baxi Heating UK Limited, a company registered in England & Wales with company number 03879156 and registered office at Brooks House, Coventry Road, Warwick CV34 4LL. VAT registration number 604 6658 37