

# Emergency boiler hire helps avert patient relocation at healthcare facility

An unexpected boiler failure can have a range of consequences for healthcare facilities and leave patients vulnerable. Issues are commonly detected and reported during the build-up to winter, and this was the case for a large NHS Trust looking after a dedicated mental health service in the South East. In this instance, a control malfunction had left the boiler inoperable, prompting the estates team to contact Andrews so that an alternative unit could be installed.

Our client contacted us late in the evening and requested the deployment of a replacement boiler hire as quickly as possible. Due to concerns about the potential for legionella bacteria to grow as a result of low water temperature, it was vital that we connected a substitute boiler that same evening.

As a repeat customer, Andrews' local expert had an excellent understanding of the application based on previous visits and so was able to recommend a suitable solution straightaway. Within minutes of the issue being drawn to our attention, a quotation was sent through and agreed while our engineers made their way to site.

By 8pm, a 100kW boiler had been delivered, lifted into the intended position. A 2,000-litre fuel tank was also placed alongside the boiler, ensuring it was able to function for continuously for the time it was estimated to be required.

The NHS Trust was delighted with the efficiency of our team, who coordinated all aspects of the hire with great urgency to ensure the continued protection of people needing medical care. By getting a reliable hot water supply back online almost immediately, we also helped avoid the costly and time-consuming process of having to relocate patients.



**Nominal heating duty** 100 KW  
**Power supply** 230 V 1 ph N+E 50 Hz Run 10 A  
**Noise level** 45 dBA @ 10 metres  
**Weight** 1,230 kg  
**Plug type** BS4343 16 A  
**Fuel type** Gas Oil/Natural Gas  
**Dimensions (L x W x H)** 2,200 x 1,550 x 2,400 mm  
**Max fuel consumption** 12.5 l/h  
**Natural gas connections** 3/4" BSP coupling  
**DHW connections** 25 mm (1") storz coupling  
**LPHW connections** 25 mm (1") storz coupling



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