



Case Study

BWT and A Mellor Plumbing & Heating

Heating water protection for businesses.

PROJECT INFORMATION

Customer: A Mellor Plumbing & Heating

Project Summary:
Heating water protection for a family-run professional plumbing and heating service company

Products and Services:

Description:

BWT AQA Therm HRA-VE for a full heating system clean

The situation

A Mellor Plumbing & Heating Ltd approached BWT UK with a critical issue at a busy nursing home. The site's heating system required urgent cleaning after years of inadequate or absent water treatment, but the system could not be shut down or drained due to the facility's need for continuous heating to ensure patient safety and smooth operations.

The system had suffered from prolonged neglect, leading to heavy magnetite build-up, accumulation of debris and deposits, degraded chemical inhibitors, and an overall reduction in system efficiency and reliability.

Despite seeking help from multiple providers, A Mellor Plumbing & Heating had been unable to find a solution that allowed the heating system to be cleaned effectively without complete isolation or draining, leaving the facility at risk and in urgent need of an innovative approach.

The solution

After evaluating all options, the BWT technical team recommended the BWT AQA Therm HRA-VE, a highly specialised chemical-free and VDI2035 certified cleaning unit, designed specifically for live heating systems. This innovative approach allowed the nursing home to maintain continuous heating operation while completing a full internal system clean.

The AQA Therm HRA-VE enabled in-line cleaning at operating temperatures of up to 60°C, eliminating the need to shut down or cool the system. It effectively removed magnetite and accumulated deposits, restoring water quality and improving heat transfer efficiency. The system also extracted old chemical inhibitors, allowing the heating water to be reset to a controlled condition. Finally, demineralisation of the system water ensured it was filled with pure, high-quality water, helping to ensure long term system health and reducing the risk of corrosion or scaling.

Through this approach, BWT delivered a specialist solution that achieved complete cleaning, magnetite removal and water reconditioning, all while the heating system remained live and fully operational.

Key Benefits for the Customer

- Providing a flexible service
- Prompt response to client specific requirements
- Dedicated team to understand the needs of the customer

Title of Case Study: BWT and A Mellor Plumbing & Heating

Acknowledgements:

Thank you to A Mellor Plumbing & Heating for providing feedback on BWT's service and products.

Results

The project was completed with zero downtime for the nursing home, ensuring uninterrupted heating and continuous support for patient safety and daily operations. System contamination was significantly reduced, leaving the heating network cleaner and more efficient. The water within the system was fully rebalanced and restored to a healthy condition, contributing to improved reliability and stronger long-term performance. Importantly, a solution was delivered where other providers had been unable to offer a viable approach.

As a result, A Mellor Plumbing & Heating was able to meet its on-site obligations safely and efficiently, supported by the innovative and non-disruptive cleaning capabilities of the BWT AQA Therm HRA-VE.

A Mellor Plumbing & Heating and BWT UK successfully resolved a complex heating system challenge within a sensitive healthcare environment. The BWT AQA Therm HRA-VE proved to be the ideal solution, enabling a complete system clean without shutdown and providing the facility with restored performance and long-term system protection.



BWT AQA Therm HRA-VE