



COMMERCIAL HOT WATER

What to plan before your hot water system fails

If your commercial hot water system failed tomorrow, would you know what to replace it with — and how long your site could operate without it? Planning before failure gives you time to compare options, check rebates and manage the work with less disruption.

WHEN SHOULD YOU START PLANNING A REPLACEMENT?

Consider a condition assessment when you notice:

- Recurring leaks, breakdowns or temperature issues
- Slow recovery or insufficient hot water
- Corrosion or unusual equipment noise
- Increasing repair or energy costs
- Parts becoming difficult to source
- Changes in occupancy or site demand
- Concerns about how a failure would affect operations

Age alone does not determine whether replacement is required. Equipment condition, performance, maintenance history and the operational impact of failure should also be reviewed.

SHOULD YOU REPAIR OR REPLACE THE SYSTEM?



Repair may remain practical

When the fault is isolated, parts are readily available and the wider system is in sound condition.



Replacement should be considered

When faults are recurring, multiple components are deteriorating or repairs are no longer improving reliability.



Compare before deciding

Repair cost and life, wider system condition, energy use, parts availability, replacement cost and the operational cost of a failure.

WHAT COMMERCIAL HOT WATER OPTIONS ARE AVAILABLE?

SYSTEM	POTENTIAL ADVANTAGES	KEY CONSIDERATIONS	MAY SUIT
Electric storage	Familiar, relatively simple and no on-site gas combustion	Electrical capacity, energy use, storage losses and recovery time	Smaller amenities and stable demand
Heat pump	Energy efficient, supports electrification and can integrate with solar PV	Capital cost, airflow, noise, condensate, storage and recovery rate	Planned upgrades with regular demand
Gas continuous flow	Compact, responsive and modular	Gas strategy, flow capacity, flueing and maintenance of multiple units	Variable or extended demand
Gas storage	Strong recovery and stored capacity	Gas use, storage loss, corrosion and future electrification plans	Existing gas-served plant rooms
Solar-assisted	Renewable-energy contribution and reduced purchased energy	Roof suitability, booster source and system complexity	Sites with regular demand and solar access
Hybrid or staged	Flexibility, redundancy and staged investment	Controls, plant space and maintenance complexity	Critical sites or gradual electrification

A like-for-like replacement may be appropriate, but the existing system should not automatically determine the new technology or capacity.



WHAT SHOULD YOU ASSESS BEFORE CHOOSING A SYSTEM?

Before comparing technologies — electric storage, heat pump, gas, solar-assisted or hybrid — review:

- **Demand** — peak usage, recovery time and future occupancy
- **Infrastructure** — electrical, gas, pipework and plant space
- **Operational risk** — how long the site can run without hot water
- **Lifecycle cost** — not only the purchase price
- **Organisational objectives** — electrification and solar plans



WHAT SHOULD A HOT WATER CONDITION ASSESSMENT INCLUDE?

A useful assessment should record:

- ☐ Existing equipment, age and condition
- ☐ Current faults and maintenance history
- ☐ Pumps, valves, controls and pipework condition
- ☐ Current and future demand
- ☐ Immediate and emerging risks
- ☐ Repair, upgrade and replacement options
- ☐ Priorities and indicative timeframes
- ☐ Access and installation constraints
- ☐ Shutdown or temporary-supply requirements
- ☐ Recommended next steps

The outcome should identify what requires immediate action, what can be monitored and what should be included in future capital planning.

PLAN THE REPLACEMENT BEFORE FAILURE LIMITS YOUR OPTIONS

If your hot water system is ageing, unreliable or requiring repeated repairs, another short-term fix may not address the wider risk.

Book a commercial hot water condition assessment with JetBlack Plumbers. We will assess the existing system, identify immediate and emerging risks, and outline practical repair, upgrade or replacement options for your site.

Where relevant, we can also identify the rebate and certificate pathways that should be investigated before work begins.



CURRENT REBATES AND INCENTIVE PATHWAYS

Eligible heat-pump, solar and high-efficiency systems may attract certificates, rebates or funding. Eligibility depends on location, equipment and scheme rules — confirm before purchasing equipment or starting work. Checked 5 August 2026.

LOCATION	POTENTIAL SUPPORT	WHAT CUSTOMERS SHOULD KNOW
Australia-wide	Small-scale Technology Certificates	Eligible solar and air-source heat-pump water heaters may create STCs. Value depends on the approved model, postcode and installation date.
NSW	Energy Savings Scheme	Eligible commercial energy-efficiency projects may create Energy Savings Certificates through an Accredited Certificate Provider. Not a fixed commercial hot water rebate.
Victoria	Victorian Energy Upgrades	Eligible commercial and industrial heat-pump installations may create Victorian Energy Efficiency Certificates through an accredited provider.
Queensland	Community Housing Energy Upgrades	Eligible registered community-housing providers may receive up to \$4,500 excl. GST per eligible dwelling. Not a general business rebate.
South Australia	Retailer Energy Productivity Scheme	Participating retailers and activity providers may offer support for eligible business energy-productivity activities. Availability varies.
ACT	Commercial Landlords Pilot	Eligible commercial landlords may receive up to \$50,000, covering up to 75% of eligible costs, to replace centralised gas equipment with efficient electric systems.
WA, Tasmania & NT	National STCs and periodic grants	No broad local commercial hot water rebate identified. Industry, local-government or periodic business grants may still apply.

Final eligibility and value are determined by the scheme administrator, accredited provider or funding body.



REBATES AREN'T GUARANTEED

Eligible heat-pump, solar and high-efficiency systems may attract certificates or rebates, but eligibility depends on your location, equipment and current scheme rules. Confirm before signing a contract or starting work.



FREQUENTLY ASKED QUESTIONS

When should a commercial hot water system be replaced?

Consider replacement when faults recur, repair costs increase, parts become hard to source, performance no longer meets demand or a failure would significantly disrupt the facility.

Are heat pumps suitable for commercial facilities?

They can be. Demand, recovery rate, storage, plant space, electrical capacity and ambient conditions must be assessed before equipment is selected.

Can a gas system be replaced with a heat pump?

Potentially. Electrical capacity, demand, space and enabling works must first be reviewed. A staged or hybrid system may be appropriate.

Can replacement be completed without closing the site?

Often, yes. Work may be staged, completed after hours or supported by temporary hot water equipment.

Are rebates guaranteed?

No. Eligibility and value depend on the project, approved equipment and current scheme rules. Confirm all incentives before purchasing equipment or starting work.



BOOK AN ASSESSMENT

Plan your replacement before failure limits your options.

Book a commercial hot water condition assessment with JetBlack Plumbers. We'll assess your existing system, identify immediate and emerging risks, and outline practical repair, upgrade or replacement options — including rebate and certificate pathways where relevant.

Our team also covers:

- Preventative maintenance
 - Electric, gas, heat-pump and hybrid solutions
 - Asset lifecycle reporting
 - Pipework and valve work
 - Temporary hot water and shutdown planning
 - Coordination of associated electrical works
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