CASE STUDY

Symmons Building Management

Solves Chronic Hotel Water Issues

Platform identifies closed valve and deadheading pump delaying hot water to guests

For years, a luxury independent Boston hotel struggled with an ongoing issue where there was a lengthy delay of hot water to guest rooms in the morning. Maintenance resorted to the only known fix: opening the faucets on the risers each morning to create flow in each riser and raise the water temperature before guests started to shower. Also, much of the domestic hot water was below 120°F most of the time—outside of the normal operational range.

> *Before the data, I had nothing. All I could do was sit here and say, 'I know my pipe's obstructed.' Now I don't waste time trying to find out where the problem is. It is not a needle-in-haystack situation anymore.*
> ***Chief Engineer***

CHALLENGE

Guest room hot water was taking an unacceptable amount of time to heat up.

SOLUTION

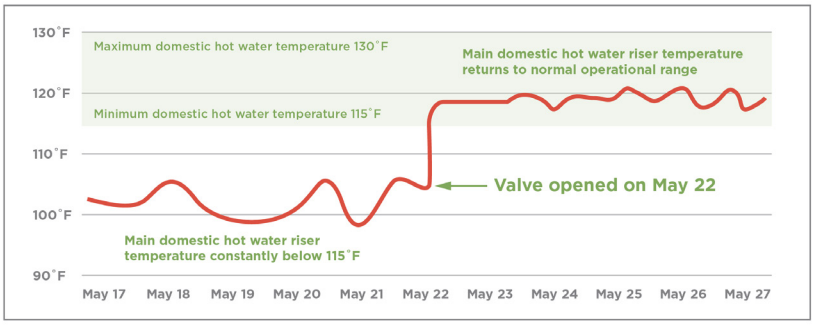
The hotel installed Symmons Evolution, which immediately showed that there was up to a 30˚F drop in each domestic hot water riser. This data triggered an immediate field investigation. A ball valve was found on the main domestic hot water return in the "off" position that, to their surprise, had been untouched for 5 years.

RESULT

Reopening the valve raised the domestic hot water return temperature to within 10° of the domestic hot water supply. Scrambling each morning to open faucets became a thing of the past.

This Symmons Evolution dashboard screenshot shows data from the main domestic hot water return for the entire hotel. Before the valve was opened, the return was constantly around 100° F. The temperature went up to 120°F within minutes after re-opening the valve.

- ☑ Increased visibility into water system
- ☑ Improved guest experience with reliable hot water
- ☑ Reduced costs for water delay



Savings after implementation

$1,635
Per day in potential cost of customer room comps

$4,500
A year in potential annual cost of pre-heating risers manually

$2,700
Avg. cost to replace a domestic hot water recirculation pump

Learn more about Symmons Evolution at:
symmons.com/evolution

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