CASE STUDY

## Symmons Building Management

# Discovers Incorrect Hot Water Settings



### Unaware of existing water issues, this hotel learns it has cold showers

A Boston hotel's water heaters were turned off for a gas repair. After being turned on again, the set point of the domestic hot water to the rooms, 126° F, was too low for the hotel's standards, which required a temperature of 135° F.

> *You guys give ammunition back to the mother ship to tell the plumber, 'This is not right, and here's why.'*
> ***GM, 3-Star Branded Hotel***

### CHALLENGE

If the water temperature set point was not addressed promptly, some guests would not have enough hot water while showering or would run out of hot water during peak showering times.

### SOLUTION

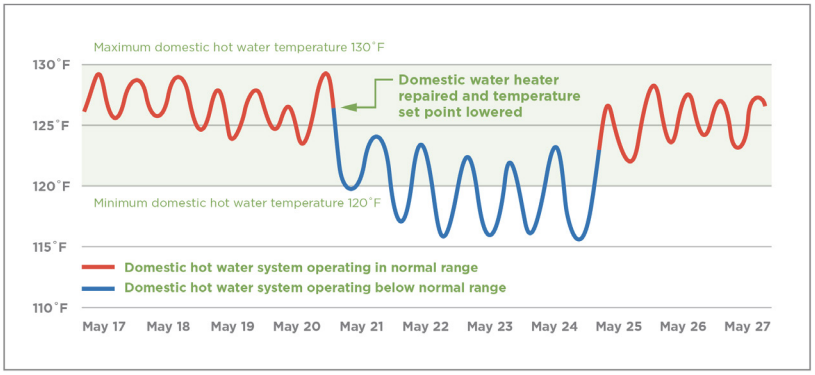
Fortunately, this hotel had installed Symmons Evolution two months prior to the water heater repair. Symmons Evolution had been monitoring this hotel's water system's domestic cold, hot, and hot water return temperatures during this time, and was also able to detect the drop in water temperature following the repair.

### RESULT

The Symmons Evolution team alerted the hotel engineer of its findings, and the engineer confirmed that the domestic water heater set point was too low. They adjusted the water temperature and resolved the issue before guests were impacted.

This screenshot from the Symmons Evolution dashboard shows data from the hotel's domestic hot water main. At times, the line in the figure dips below the 120°F minimum temperature range. This fluctuation will cause the thermostatic mixing valve output range to drop to even lower temperatures.

- ☑ Discovered an issue that would have gone unknown
- ☑ Led to fix that prevented negative guest experience
- ☑ Issue was resolved before guests were impacted




**Savings after implementation**

**$560**
Per day in potential cost of customer room comps

**$3,920**
Per week in potential cost of customer room comps

**$203,840**
Per year in potential cost of customer room comps

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

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