CASE STUDY

Symmons Building Management

Detects Overnight Water System Failure



System triggers immediate alert, ensuring issue is fixed before occupants' morning shower.

This Boston property installed Symmons Evolution Building Management System to track its domestic cold, hot, and hot water return temperature trends. One day, the Symmons Evolution dashboard observed a slow and steady decline in the riser temperatures. At about 7:00 pm, the temperature was around 130°F. However, as the night progressed, the temperature continued to drop for all domestic hot water.

> *The Evolution system worked fabulous... The direct notifications allowed our security and facility teams to pinpoint the issue and resolve.*
> ***James Coneys, Chief Engineer***

CHALLENGE

Without knowledge that the property's domestic hot water system was down, hotel staff would have to scramble to get the domestic hot water system back up and running before peak demand time.

SOLUTION

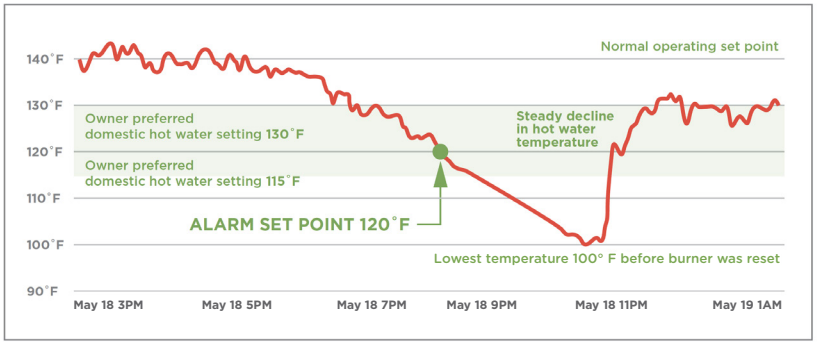
Symmons Evolution triggered an alert regarding a decline in riser temperatures. The Chief Engineer called on-site maintenance staff. They performed a quick check of the water heaters and found that the burner on the domestic water heater had tripped and needed to be reset.

RESULT

Once the burner was reset, the entire domestic hot water system returned to normal temperature within an hour. The domestic hot water never went below 100°F, and the issue was resolved before any occupants noticed the lack of hot water supply.

The Symmons Evolution dashboard shows the dropoff in temperature of the main domestic hot water for the entire property after the domestic water heater failed. Once the burner on the water heater was reset, the domestic hot water temperature returned to normal temperature within an hour.

- ☑ Discovered water system performance issue
- ☑ Empowered to take control of water system and took action
- ☑ No negative impact on occupant experience



Savings after implementation

$9,000

Projected lost revenue for this one-time event

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

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