

CASE STUDY

Symmons Water Management Solves Chronic Hotel Water Issues

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

CHALLENGE

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

SOLUTION

The hotel installed Symmons Water Management, 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 sinks became a thing of the past.

 Increased visibility into water system

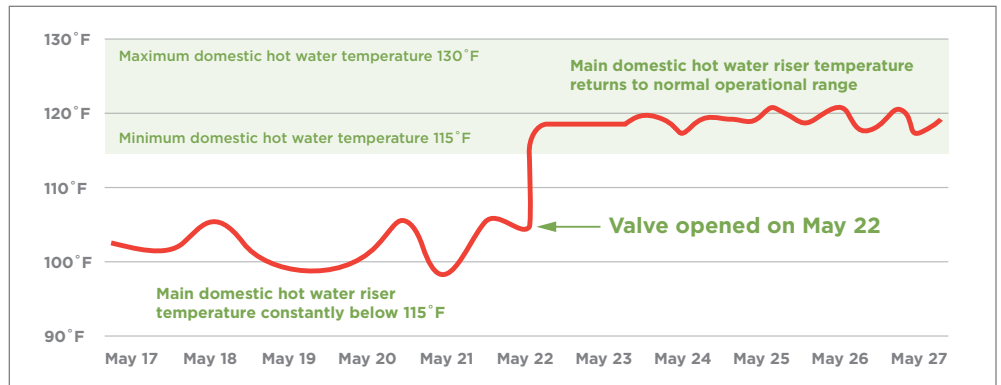
 Reduced costs for water delay

 Improved guest experience with reliable hot water

“Before the data, I had nothing. All I could do is 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

OVERVIEW: For years, a luxury independent Boston hotel struggled with guest room hot water taking a long time to heat up. Maintenance resorted to the only known fix: opening the sinks 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.



This Symmons Water Management dashboard screen shot 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.

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 Water Management at:
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