

CASE STUDY

Symmons Evolution® Detects Overnight Water System Failure

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

CHALLENGE

Without knowledge that the hotel'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 onsite 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

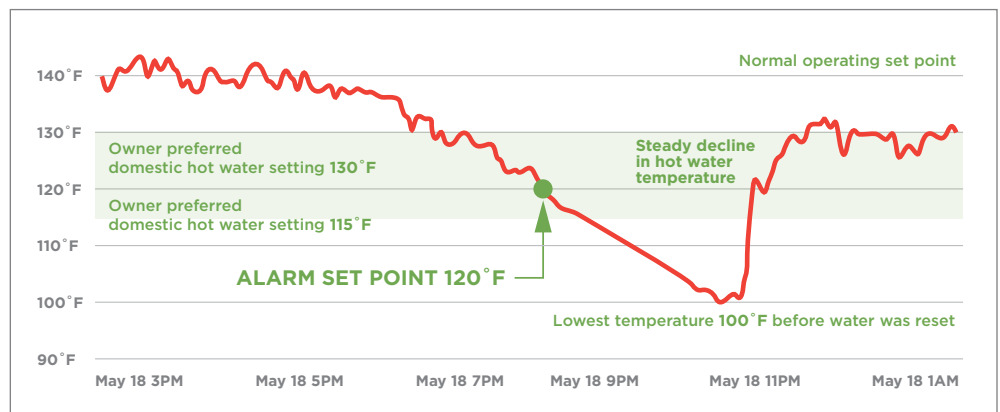
Once the burner was reset, the entire domestic hot water system returned to normal temperature within an hour. The domestic hot water never went below 100°F, and the issue was resolved before any guests noticed the lack of hot water supply.



The fact that I don't have to worry about hot water going to the guest rooms is a comfort. The satisfaction and peace-of-mind the Symmons system give us as managers is incredible.

— Bob Sighinolfi, GM, Hampton Inn & Suites

OVERVIEW: This Boston hotel installed Symmons Evolution to track its domestic cold, hot, and hot water return temperature trends. One day, the Symmons Evolution 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 Symmons Evolution dashboard shows the drop off in temperature of the main domestic hot water for the entire hotel 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 guest experience

SAVINGS AFTER IMPLEMENTATION

\$9,000

Projected lost revenue for this one-time event

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