



Building Environment Solutions – Hospitality Case Study

Background

The case study was carried out at a large, prestigious hotel where the hotel had been receiving complaints from guests about fluctuations in hot and cold temperatures in the guests' rooms. To add to the problem whilst the hotel staff were trying to resolve the temperature issues they were also facing rising energy costs.

Nalco's representatives, working in conjunction with hotel management, worked to provide

the hotel with a comprehensive air handling unit (AHU) control program featuring both heat exchanger coil cleaning (COIL FLO®) and the implementation of 3M Filtrete™ High Airflow (HAF) filters. The program was called Building Environment Solutions (BES). The hotel's aim was to achieve improved customer satisfaction and a reduction in energy costs through the Nalco program.

Results

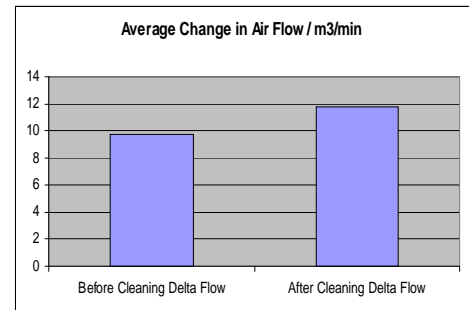
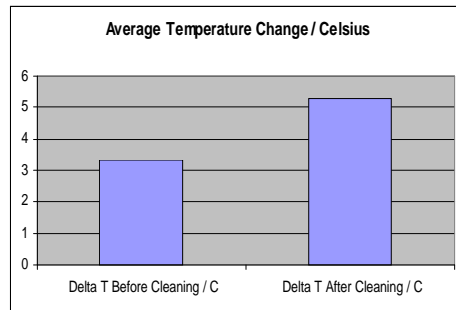
Technical Issue	Customer Benefit
Airflow Improved by 17% and temperature delta improved by 58%	Improved guest comfort
	Reduced hot/cold room complaints
	Improved guest comfort by 100% (time taken to alter room temperature to guest's choice)
£20,000 in energy savings from reduced load on AHUs	Reduced energy costs
£27,586 total operational costs savings	Improved customer satisfaction. Reduced manpower to change filters. Filters now changed every 12 months compared with every 6 months previously.
99% reduction in odour complaints	
Pressure drop lowered by 50% over 2 months compared with the old filters.	

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In only eight months the customer was able to recoup the cost of the Nalco Building Environment Solutions program.



Conclusions

The long life of the filters allowed for much lower change out and management costs. Labour costs for changing the filters were reduced significantly.

Energy savings through reduced filter air flow resistance were calculated at £20,000. Pressure drops were lowered by 50% over 2 months versus the previous filter regime.

Indoor environment quality was improved, temperature complaints from guests reduced whilst odour complaints reduced by 99%.

The Building Environment Solutions program of 3M Filtrete HAF filters combined with the COIL FLO® coil cleaning technology made savings for the hotel of £27,586 per year whilst helping to improve indoor air quality and guests satisfaction.

Building Environment Solutions is a program of indoor air quality and energy improvement services offered by Nalco.

For further details of Building Environment Services contact your local Nalco representative.

