

# Crowne Plaza Hotel

PEACHTREE CITY, GEORGIA



**Switching out a 2,000-gallon electric boiler for the Rinnai Tankless Rack System™ resulted in a 15% energy savings and an improved guest experience for the Crowne Plaza Hotel in Peachtree City, Ga.**

Eco-friendly construction and property renovations are growing in popularity – especially within the hospitality industry. And it's no wonder – the energy savings and reduced water usage that accompany green improvements translate to reduced operating costs. Plus, many guests find eco-friendly attributes appealing. In fact, according to a 2012 TripAdvisor survey, more than half of hotel guests would be willing to spend more to stay at a hotel that is environmentally minded.

## GREEN HOTEL, "GREENER" BOTTOM LINE

Knowing that eco-friendly hotels offer the opportunity for reduced costs and increased income, Apsilon Hotels, LLC, owner Bob Patel purchased the Crowne Plaza Hotel in Peachtree City in December 2015 with the intention of completing a green renovation of the property. While his overall strategy for the hotel involved reducing its carbon footprint and installing LED lighting, a top priority was replacing the facility's aging electric boiler with a more energy-efficient gas option. Patel hoped this change would lead to significant energy savings and would solve the property's hot water capacity issues, since for years prior to his purchase, the hotel had received complaints from guests who ran out of hot water.

## ADVANTAGES FOR HOTELS:

### The Rinnai Advantage for Tankless Rack Systems:

- Endless supply of hot water delivered up to 9.8 GPM per unit
- Digital temperature displays provide error codes and other diagnostics for easy maintenance
- 96% Thermal Efficiency
- Commercial ENERGY STAR® certified
- Indoor/outdoor/wall/floor mount installations
- Multiple venting options (PVC, concentric)
- Available factory-direct preventive maintenance

**"WE ARE LOOKING TO CONTINUE TO INSTALL RINNAI IN ALL OF OUR PROPERTIES, AS IT'S NICE TO HAVE A WATER HEATING PARTNER THAT CARES SO MUCH ABOUT ITS CUSTOMERS."** Bob Patel, Crown Plaza Hotel, Peachtree City, Owner

**Rinnai**®

## OUT WITH THE OLD, IN WITH THE NEW

A team from the Rinnai Applications Engineering Center of Excellence reviewed the Crowne Plaza's hot water needs and recommended the property install 15 Rinnai Tankless Water Heaters in its Lakeside building, which includes 83 guest rooms. By utilizing the Rinnai Tankless Rack System, which included three freestanding units and one wall-hung unit, all of the water heaters were easily installed to replace the outdated boiler.

The team also recommended the hotel replace a traditional tank-style water heater that supplied hot water to the hotel's banquet area with a Demand Duo™ Commercial Hybrid System, which offers the best of both tank and tankless technologies. After realizing the Demand Duo offered increased energy efficiency, greater capacity and a warranty that is twice that of a standard commercial tank water heater, Patel agreed this upgrade was a must.

## REDUCED ENERGY USE, INCREASED GUEST SATISFACTION

Since installing the Rinnai Tankless Rack System and Demand Duo unit, the Crowne Plaza is seeing a 15 percent reduction in its electricity usage on average, which – combined with the property's gas usage – is tracking to a payback period of less than one year. The hotel also received the \$6,000 rebate from its gas provider for the installation, which further helps to offset the renovation costs.

On top of the energy savings the Rinnai units provide, they are also offering guests greater comfort and an improved experience. According to Conference Planning Manager Brad West, "After the install of the rack system, our 'no hot water' complaints went away."

Patel is extremely pleased with how the Rinnai water heating units are performing and expects to partner with the brand on additional projects. "After the successful install of Demand Duos in our Hilton Garden Inn property, it was a no-brainer to install another Rinnai system in this newly purchased property," said Patel. "We are looking to continue to install Rinnai in all of our properties, as it's nice to have a water heating partner that cares so much about its customers."

For more information on commercial water heating solutions, maintenance services and a free sizing consultation by Rinnai Applications Engineers, call 866-383-0707 or visit [rinnai.us/commercial](http://rinnai.us/commercial).



### The Rinnai Advantage

- Endless supply of hot water
- Built-in redundancy – never experience downtime during peak business hours
- Ability to service without system shutdowns
- Save money – installation, maintenance and operational cost savings
- Save space – no tanks needed
- Green – lower CO<sub>2</sub> emissions

### The Rinnai Advantage for Demand Duo Commercial Hybrid System:

- Warranty: 6 years heat exchanger/tank, 5 years parts and up to 2 years labor\*
- Built standard with C199 Commercial Tankless Water Heater
  - o Commercial ENERGY STAR® certified with 96% Thermal Efficiency
  - o Ultra Low NOx compliant
  - o 199,000 BTU
- First Hour Rating: 338 gal / Recovery: 231 gal (@ 100°F ΔT) ‡
- Ability to install multiple Demand Duo™ Commercial Hybrid Systems together to create redundancy

# Rinnai®

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