



Providing Solutions for Troublesome Issues in the Hospitality Sector



Hilton Garden Inn Saratoga Springs

Saratoga Springs, New York

Hilton Garden Saratoga Springs was experiencing persistent odors in the guest rooms. Although housekeeping tried diligently to spray the rooms with deodorizer, the smell always came back. Water Management came in to replace toilets for their water efficiency program, and, in the process, discovered the root of the problem. New flooring had recently been installed in guestrooms that raised the level of the floors. This caused a gap between the existing toilet and the drain seal underneath the toilet, which allowed for sewer gases to escape from underneath the toilet. Water Management solved the problem by installing custom-made spacers and using a Sani Seal gasket to seal the connection between the toilets and the drains. Not only was the odor issue solved, but the property also saved 40% on water through the installation of new Toto toilets!





Marriott Courtyard Billy Graham Parkway

Charlotte, North Carolina

The Marriot Courtyard was experiencing excessive complaints about the availability of hot water. As a temporary fix, the building maintenance personnel would run the hot water for an hour in the tub of the room furthest from the boiler room every morning at 4 am. By doing this, the owners were able to distribute the hot water throughout the building, and stem the flow of daily complaints. However, approximately 40% of guests continued to complain. Water Management found the source of the problem: a imbalance in the hot water distribution system. We installed Circuit Setter calibrated balancing valves in 16 locations throughout the hot water distribution system to correct the imbalance, and provided new access panels to improve accessibility to the piping and the valves. As a result, the problem was solved: complaints from guests plummeted, and overall satisfaction with the hot water for the guestrooms improved!





The Westin Washington Dulles Airport Herndon, Virginia



As part of Starwood's goal of providing best-in-class innovations and creating an enhanced guest experience while continuing to reduce Starwood's environmental footprint, the Westin Dulles Airport installed Kohler's Heavenly showerhead in 2014, effectively reducing flow rate by more than 50%. However, this came at a price. In order to get hot water, guests had to wait more than 5 minutes! Water Management determined that there was a construction flaw in the Hot Water Recirculation system, that was manifested when low-flow showerheads were used. The hot water, instead of recirculating throughout the building and providing hot water on demand, was being directed back to the storage tanks in an endless loop. Water Management redirected the hot water so that it would run through the recirculation system, solving the problem, and allowing the Westin to warm up their guests once again.



Residence Inn National Harbor Washington, DC



The Residence Inn was experiencing an record-setting amount of toilet back-ups. Maintenance was getting overburdened by the amount of service calls that were requested to unclog toilets. The toilets in place at the Residence Inn were low volume toilets, known for their quick and powerful 2 second flush. However, the flush at the Residence Inn had no “oomph”. Water Management came in and discovered that the toilet flanges had a 2 ½” opening, as opposed to the standard 4” commercial flange. Due to the reduced drain size, the water was unable to escape into the drain fast enough when flushed, causing back wash and clogging. Water Management installed toilets with a slower, 4 second flush, which allowed the water to escape into the drain without over-flooding the drain. The number of back ups dropped dramatically, the water usage dropped, and the maintenance crew was especially delighted.



Westin Fort Lauderdale Beach Resort Fort Lauderdale, FL



The Westin Fort Lauderdale has two main buildings, each with their own main water meters and irrigation meters. Although one would assume that the irrigation meters would log about equal usage for each of the buildings, but we discovered that one irrigation meter used 875 thousand gallons annually, while the other used 4.7 million gallons annually! With the increasing rate tier for irrigation and the higher price of irrigation water, the Westin was paying an exorbitant price for its excess usage. Water Management discovered that the irrigation meter that logged high usage not only had the irrigation water line running through it, but also the cooling tower line. By disconnecting the cooling tower line from the irrigation water meter, and reattaching it to the main water meter with a sub-meter, Water Management was able to save the property \$17,000 annually!

Water Management Special Projects



The Holiday Inn Fisherman's Wharf San Francisco, California

The Holiday Inn Fisherman's Wharf noticed that its water bills were getting very costly. They wanted to reduce their usage, and sought out the help of Water Management. We replaced their five-gallon rear-outlet toilets with Dual Flush Caroma HET toilets. After Phase I (completed in November 2015), the Hotel saw a 21% reduction in usage, while after Phase II (completed November 2016) they saw a reduction of more than 50%. In a mere 16 months, the Holiday Inn was able to save 9.6 million gallons and reduce their operating expense by \$109,000. Seeing how much they have saved in the few months since Phase II was completed, they anticipate on saving an additional \$100,000 or more by the end of this year!

