

## Context

**Partnering with a luxury hotel property, Nexa installed temperature and pressure sensors in multiple mechanical rooms and guest buildings at the hotel.**

Nexa worked with the engineering team at a high-end hospitality property to monitor guestroom water conditions, with the goal to ensure that guests always had access to hot water at the right temperature and pressure. Nexa installed temperature and pressure sensors around a portion of the property to track the performance of multiple domestic hot water (DHW) branch loops that served eight guestroom buildings. The layout of the plumbing system was twinned (i.e., modeled) in Nexa, creating a virtual plumbing map that the hotel engineering team could use.

## Data

**Nexa detected a sudden drop in guestroom water pressure and temperature, triggering an alert to the property engineers which showed them which guestroom buildings and rooms would be impacted**

Nexa's goal was to allow the property engineering team to know immediately whenever guestroom water conditions deviated outside of safe or comfortable conditions. The water temperature and pressure were recorded from the sensors placed on the surfaces of supply and return pipes of different branches. These sensors would send readings every few minutes back to Nexa (via cellular gateways also installed on the property) and create a data record. The property engineering team could then log on to Nexa and review not only the current status of their property plumbing, but also how various metrics have changed since Nexa was installed.

On December 12<sup>th</sup>, Nexa detected a sudden drop in both guestroom water temperature and pressure.



Figure 1 – Sudden drop in both guestroom water pressure and temperature detected on December 12<sup>th</sup>

Based on the magnitude of the drop, this would have had a major impact on guest comfort, and the Nexa system immediately sent an alert to the property engineering team notifying them of this issue.

## Insights

**Nexa customer success team worked with the property to identify the root cause of this incident, as well as narrow down which specific guestrooms were impacted**

In addition to the auto-generated alert, the Nexa customer success team also began reviewing the sensor data in greater detail. Using the Nexa system map, the team was able to identify within minutes which specific guestroom buildings were impacted by the incident.

The Nexa team then called the property engineering team to check-in on this issue and discuss what might be the root cause. The property engineer mentioned that there had been construction activity taking place on the property near the mechanical rooms. When the property engineers went to check on the construction, they discovered that the construction crew had closed one of the DHW pipes out of precaution but had not yet informed the property engineering team.

## Action

**The property engineers paused construction and re-opened the DHW pipe so that water pressure and temperature returned to normal levels, and re-scheduled the construction activities from daytime to nighttime, when it would have the least disruptive impact on guests**

## Value

**Nexa's rapid response enabled the property to provide a better guest experience, improve guest satisfaction, and avoid up to \$4,000 of compensated guestroom cost**

Previous comparable incidents at the property had typically resulted in a cost of \$200 to \$400 per guestroom per night. This specific incident affected 10 rooms, and therefore resulted in up to \$4,000 of compensation cost. With Nexa, not only was the property able to resolve this incident without any compensated rooms, but guests were also appreciative of the proactive response by the hotel staff.

Ask how Nexa can assist you in delivering exceptional guest experiences at your property



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