

CASE STUDY – CROWNE PLAZA TERRIGAL

Crowne Plaza Terrigal is nestled on the beach overlooking the serene waters of Terrigal Beach on the Central Coast. Crowne Plaza Terrigal is one of NSW’s most popular weekday and weekend destinations, and is a soothing space in which to unwind, recharge or be romanced. Only a 90 minute drive north of Sydney, Crowne Plaza Terrigal has undergone a complete transformation of all its guest rooms and has made way for a completely new design, incorporating energy efficient features as well as guest comfort and enhanced amenities.

After our success at the Crowne Plaza Melbourne, mySmart Hotel was given the opportunity to approach Crowne Plaza Terrigal with an energy saving solution. In each room mySmart installed an E528 Smart Digital Thermostat and supplied the *INNcontrol II* client server application software which connects to the Property Management System creating an integrated room management system.

Installation of the components commenced January 2009 with staged handover of completed floors until completion May 2009. In June the savings were realised with a reduction in energy use of 19.4% compared to June 2008. In July the savings were greater, with an energy reduction of 21% over the previous July.



This culminated in greenhouse gas emission saving in July 2009 of 103 tonnes in comparison to July 2008.



Benefits to Crowne Plaza Terrigal

mySmart Hotel spoke with Grant Slater - Chief Engineer in charge of the refurbishment. We asked Grant why Crowne Plaza chose the mySmart solution. “Crowne Plaza chose the mySmart solution based on the energy efficiency component and the user interface, as it is simple to understand and operate”.

Grant identified unexpected benefits; the system is programmed to ramp down the air-conditioning if room balcony doors are open. Previously guests often had the a/c on with balcony doors open and this caused considerable condensation and damage to the gyprock ceilings. Each year Crowne Plaza would have to replace the gyprock in six or so rooms, re-plaster and paint each room. This issue has now disappeared with reduced maintenance costs and maximising room rental.

Previous tripping of room air conditioning units have ceased as the system is now programmed with run on time. This has negated the need to reset the thermal overload protection in the room saving approximately 270 hours in maintenance and potentially unhappy guests.

The mySmart solution included comprehensive training of hotel staff. With a full understanding of how the new system works there has been no negative feedback from staff; staff are happy with the system as it is easy to use and advise guests about operation. The diagnostic capabilities of the system allow staff to attend to guest queries, often knowing prior what the issue is and why and how it happened.



Smart Digital Thermostat – E528

The Smart Digital Thermostat is more than a thermostat it combines multiple features to enhance guest experience as well as relay information to management systems.

Features of the **Smart Digital Thermostat** include:

- Precision temperature control in room
- Advanced energy management within room as well as PMS/BMS
- Customer programmable parameters including MUR/DND for guest convenience
- Balcony door monitoring and **ecoMODE**
- Mini-bar, safe and smoke detector monitoring
- On board PIR for occupancy reporting to housekeeping



Smart Digital Thermostat

Energy Management and Management Software (INNcontrol)

This product assists with energy management and reducing energy costs by activating programmable temperature set-back when the guest is out of the room to peak demand load shedding through PMS/BMS Interface. With the **INNcontrol** software, true energy saving and cost effectiveness is realized.

Features of the **INNcontrol** software include:

- Real time control of energy usage in rooms with temperature setback
- Manage information from intelligent devices – energy trend data
- Automatic load shedding and peak demand algorithms
- Interface with PMS, BMS and other hotel systems
- Reporting of malfunctioning equipment



Grant Slater- Chief Engineer Crowne Plaza Terrigal demonstrating Inncontrol II software

INNcom

mySmart Hotel is the Australian distributor of the Inncom Room Management products. Inncom International develops, manufactures, and markets advanced guestroom automation and energy management systems for the global lodging industry. Founded in 1986, the Company is the global leader in this rapidly growing market. mySmart Hotel is proud to offer these energy saving products to the Australian market.

