

From Downtime to Uptime: The HVAC Revolution at Pastoral Kfar Blum

 PASTORAL

The Customer

Pastoral Kfar Blum Hotel

Based in Israel, the Pastoral Kfar Blum Hotel boasts 189 rooms and suites, a restaurant, a bar, a fitness center, a concert hall, and a spa. The hotel is one of its region's highest-rated accommodation options.

Solutions

Devices: CoolMaster Gateways, Predictive Maintenance Suite

HVAC System /IDUs LG and Samsung VRF \ 250

The Challenge

With several buildings constructed over two decades of activity, the Hotel operates multiple LG and Samsung VRF systems. Unable to centrally manage and supervise its different HVAC systems, the complex experienced increased equipment wear, with heat pumps, in particular, often damaged by employees setting indoor units that share an ODU to heating in some public spaces and cooling in others simultaneously. In many cases, a problem with one internal unit would affect others within the same system, which made it difficult to pinpoint the underlying issue.

The hotel's issues were made worse by its relatively remote location, as HVAC malfunctions often required multiple technician visits, which are difficult to schedule. This resulted in extended HVAC system downtime, leading to unoccupied rooms and further loss of revenue.



The Solution

CoolAutomation provided the hotel with its CoolMaster gateways, which were integrated with the existing HVAC system. Through the CoolMasters, all HVAC systems were connected to CoolAutomation's Predictive Maintenance Suite. This allowed the hotel to remotely manage all VRF systems efficiently from a single interface, restrict users from changing operation modes of individual units, limit setpoint changes to a reasonable range, and set a central schedule to save on energy consumption when rooms are vacant.

It also enabled remote HVAC system maintenance, with push notifications notifying the maintenance team of issues that can be diagnosed prior to a technician's arrival on site. This facilitated early detection and repair of technical issues before guests complained and hotel operations were disrupted due to system downtime.



Traditional Course Of Action

- An HVAC malfunction occurs.
- Hotel guests report the issue.
- HVAC technicians are called, and an on-site visit is scheduled.
- The technician arrives to identify the problem and orders the necessary parts following diagnosis.
- The technician returns on-site to apply the fix.
- The technician returns a third time to ensure the repair was successful. If a problem persists, the diagnosis and repair cycle begins again.
- The hotel suffers a significant loss of income from extended HVAC system downtime.



The CoolAutomation Way

1.

All HVAC systems are managed remotely using a unified interface.

2.

HVAC usage is restricted to prevent HVAC system damage.

3.

CoolAutomation's Predictive Maintenance Suite alerts of a potential issue, often before downtime occurs.

4.

The problem is quickly and remotely diagnosed, and the required parts are ordered. A technician arrives on-site to fix the error.

5.

The system is remotely monitored to ensure the problem is resolved.

Benefits



Centralized HVAC Management

Easy control and management of multiple HVAC systems from various brands.



Increased Component Lifespan

Reduced HVAC component wear.



Lower Operational Costs

Optimized HVAC maintenance results in lower operational costs.



Revenue Increase

Minimal HVAC system downtime maximizes room occupancy and prevents loss of revenue.



Improved Guest Satisfaction

Increased guest satisfaction and indoor comfort.



“CoolAutomation’s solutions let me control all of our HVAC systems remotely, and I often detect issues before guests are even aware of them! It solved a lot of my problems. To say that I am a fan is an understatement.”

Itzik Roimi

Pastoral Kfar Blum Hotel Maintenance Manager



Smartly control your HVAC systems like never before

CoolAutomation is a global leader in smart solutions for HVAC systems, specializing in VRF, Split systems, and heat pumps. With over 10,000 customers in more than 100 countries, our innovative products enable seamless HVAC integration and remote management, service, diagnostics, and universal system control. Founded in 2009, CoolAutomation has become the go-to choice for HVAC service companies, home & building automation integrators, building management experts, and facility managers looking to save energy, enhance service, and reduce costs for both residential and commercial sites.