

# A Cool Upgrade: Transforming Holiday Inn Munich's HVAC System with Smart Solutions



## The Customer

### Holiday Inn Munich City Centre

Part of the international Holiday Inn hotel chain, the Holiday Inn Munich City Centre is a modern 582-room hotel located at the heart of Munich. It is considered one of the city's leading venues for business events, frequently hosting large-scale conferences, trade shows, and exhibitions.

## Solutions

Devices: CloudBox Gateways  
Cloud-based solutions: Predictive Maintenance Package

## HVAC System /IDU

Daikin VRV \ 600

## The Challenge

After 18 years of operation, Holiday Inn Munich City Centre's 53 Daikin VRV II outdoor units (ODUs), which belong to one of Germany's largest Daikin hospitality HVAC setups, were reaching the end of their lifespan. Accordingly, the hotel's management decided to replace them with the manufacturers' more advanced VRV IV ODUs.

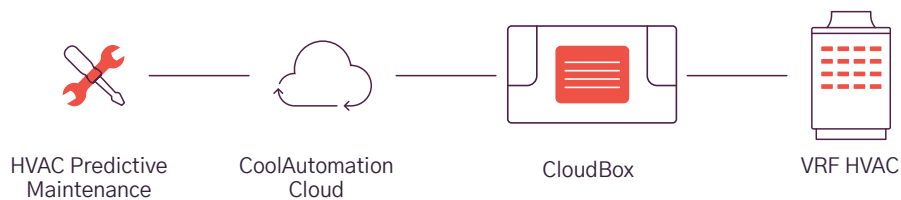
As only a part of the existing HVAC system was being replaced, it was critical to ensure that the new ODUs were properly connected to existing branch boxes and indoor units. However, it proved to be a complex undertaking, and the team at SG Cool GmbH, who was charged with the project, sought a solution to help ensure the upgraded system was set up properly. Moreover, they wanted to protect the costly new ODUs and minimize downtime.



## The Solution

To answer these needs, SG Cool GmbH partnered with us to deploy our management and predictive maintenance package. After the HVAC system was connected to the cloud via CoolAutomation's CloudBoxes, an installation working plan was created using performance data that was uploaded to the cloud and analyzed. Once all new ODUs were installed, metrics collected by the CloudBoxes were analyzed to confirm the HVAC system was operating optimally.

When the project was completed, CoolAutomation's cloud-based platform allowed the hotel to carry out remote, continuous HVAC system management, monitoring, and diagnosis, 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

Lacking access to the HVAC system's operational data, the new ODUs are installed "blind." As a result, technicians face significant challenges in detecting potential performance issues that may arise, which can take considerable time and effort to resolve. When this process is completed, day-to-day HVAC system troubleshooting will take place as follows:

- An HVAC system malfunction leads to downtime, as reported by hotel guests. This might leave the affected rooms unoccupied.
- 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 parts come in, and the technician arrives 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

Through ongoing, remote access to comprehensive HVAC system data, the ODU replacement process becomes a fully controlled and transparent operation, significantly reducing the risk of unexpected issues occurring during and after installation while minimizing the time it takes to complete it. When this process is completed, day-to-day HVAC system troubleshooting will occur as follows:

1.

CoolAutomation's Predictive Maintenance cloud-based solution alerts HVAC service teams of a potential issue, often before downtime occurs or guests are inconvenienced.

2.

The problem is quickly and remotely diagnosed, and the required parts are ordered.

3.

A technician arrives on-site to apply the fix with all the necessary parts.

4.

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

## Benefits



Streamlined, controlled ODU installation process that reduces the chance of unexpected issues and saves time



HVAC malfunctions are detected early, preventing more significant component damage and minimizing downtime



24\7 monitoring and predictive maintenance eliminate the need for most scheduled technician visits, streamlining operations and reducing costs



Reduced HVAC system downtime helps maximize room occupancy and increase income



Guest satisfaction is increased thanks to fewer HVAC system failures and prompt, remote HVAC system support



Centralized, remote HVAC system management and enhanced operational procedures facilitate reduced energy consumption



“Using the CoolAutomation professional app, we save time and money thanks to advanced automation features. Service visits were reduced by half, as diagnostics can be performed remotely, and maintenance costs decreased by 30% due to continuous system monitoring.”



**Martin Grimm**

SG Cool GmbH Managing Director

### 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.