

Carrier

DESIGNING INNOVATIVE SOLUTIONS

United Technologies

HOTEL SOLUTIONS

Customer

**ROYAL GARDEN
HOTEL**

Location

**LONDON,
UNITED KINGDOM**

Project running since

Nov 12



Two high efficiency chillers enables the Royal Garden Hotel to continue operating as normal following a breakdown of one of its existing chillers.

Carrier Rental Systems delivers fast-track temporary cooling solution for top London Hotel

Project

A chiller serving Kensington's prestigious Royal Garden Hotel failed during a busy period, reducing the system's cooling capacity by fifty percent. Carrier quickly provided a temporary hire chiller solution, enabling the hotel to continue operating as normal while the requirements for repair or long-term plant replacement were assessed.

KEY ADVANTAGES

Hire solution enabled hotel to continue operating as normal during peak period.

Chillers installed over a weekend to minimise inconvenience.

Quiet operation eliminated noise disturbance for guests.

Multiple refrigerant circuits provided resilience and continuity of cooling.

Temporary solution supported 24/7 by Carrier during hire period.

Following completion of hire contract, Carrier delivered a new replacement chiller

TECHNOLOGIES

Two x AquaSnap® 30RB 522 air-cooled chillers

Contact

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The Royal Garden Hotel is located in the heart of Kensington, London.



Comfort conditions in the hotel rooms and public areas were maintained for 10 months until a permanent solution was installed.



AquaSnap® 30RB 522 air-cooled chiller

Background

The Royal Garden Hotel, located in the heart of London's Kensington, prides itself in providing guests with the highest levels of comfort. Air conditioning is an essential element of the five-star experience. A breakdown of one of its long-serving chillers (by another manufacturer), reduced the hotel's cooling capacity by fifty percent during a busy period. At full occupancy the hotel was faced with an urgent problem that required immediate action.

Tim Walker, the hotel's technical services manager, contacted Carrier Rental Systems to evaluate whether a temporary solution could be provided to quickly supply the cooling needed to replace the lost air conditioning capacity.

Carrier Rental Systems recommended the temporary installation of two high performance AquaSnap® 30RB 522 air-cooled chillers, with rotary scroll compressors. These provided up to 1.2MW of cooling capacity, fully replacing lost capacity from the out-of-commission unit with some extra capacity to spare.

Carrier Rental Systems delivered, installed and commissioned the AquaSnap® 30RB chillers over a weekend, minimising downtime and inconvenience for the hotel. The hire package included all maintenance during the 10 month rental period, plus full emergency response and repair service in the event of a problem.

Challenges and solutions

The project presented a number of specific challenges:

- Urgent requirement for replacement cooling – solved by rapid response of Carrier Rental Systems and fast-track deployment of hire chillers.
- Limited space for location of hire chillers – solved by positioning units in goods delivery area.
- Need to minimize disturbance for hotel guests and staff – solved by deploying low noise chillers over a weekend.
- Requirement for good control over comfort conditions - chillers equipped with stand-alone controls, connected to existing building management system (BMS).

Perspectives

Based on the success of the hire project, and the effective partnership formed between Carrier and the customer, the hotel specified a Carrier chiller to replace the old machine.

Tim Walker said: "The hire option provided a swift and effective solution that solved the immediate need, and gave us time to properly assess the requirements for repair or replacement of existing plant. In the end, we decided to replace the previous unit with a new Carrier machine."

