



SYMMONS®

WATER REPORT

The *Not-So-Hospitable* Challenges Flooding the Hospitality Industry

Presented by
SYMMONS INDUSTRIES



When guests check into a hotel, they're expecting a flawless experience—from a clean room to uninterrupted Wi-Fi to a relaxing shower. But behind the scenes, hospitality teams are constantly battling a less glamorous but critically important challenge—water.

Issues with water temperature, pressure, usage, and leaks can take a toll on guest satisfaction, maintenance budgets, and even safety compliance. The harsh reality is that negative guest experiences are typically reflected in a hotel's reviews, and unfavorable reviews translate to lost revenue.

In this document, we'll take a closer look at the top five water-related issues that impact hotel operations, and how Symmons Evolution® has been designed to resolve each one and more. Evolution is a proactive, cost-effective building management system that can reduce operating costs while strengthening sustainability metrics and improving guest satisfaction.



[SYMMONS.COM/EVOLUTION](https://www.symmons.com/evolution)

Evolution's plug-and-play wireless sensors keep a close eye on all aspects of your building's water systems while lowering your operating costs.

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Stem the Tide in Hospitality Properties

In the hotel industry, water is at the core of a great guest experience—hot showers, clean linens, climate control, and more. But when water-related issues arise, they don't just cause inconvenience; they cost money, waste resources, and they can damage a property's reputation.

Hotels consistently face these five major water-related challenges:



Wasted Water

Unseen water waste from faulty mechanical equipment



Property-Damaging Leaks

Water damage from leaking plumbing fixtures, mechanical equipment, or rainwater



Inconsistent Hot Water Temperatures

Fluctuating hot water to rooms due to supply/return issues



Cross-Flow

Failed valves causing unwanted mixing of hot and cold water



Escalating Utility Bills from Hidden Inefficiencies

Shocking bills for unusually high usage or leaks



Wasted Water

There's a famous quote: "*There are also unknown unknowns. There are things we don't know we don't know.*" Water waste in hotels and other commercial buildings is very often an unknown unknown.

Hidden leaks in plumbing, inefficient fixtures, and undetected water flow can cause utility bills to skyrocket and quickly erase any chance for a property to achieve its sustainability goals.

HVAC systems and plumbing equipment are prime suspects for water waste but are notoriously difficult to troubleshoot.



An Evolution Ultrasonic Flow Sensor was installed on the water inlet to the main cooling tower of a large commercial building.



Within 48 hours, the on-site facilities team identified a continuous 10 Gallons-per-Minute (GPM) usage during off-hours.



The team replaced the failed inlet valve and reduced the off-hour usage to near 0 GPM, saving over 1 million gallons annually.



Property-Damaging Leaks

Even in smaller, boutique hotels, the risk areas for leaks and flooding are lurking around every corner. Mechanical rooms, kitchen areas, laundry rooms, ice machines, stairwells below grade, and flat roofs all have the potential to cause water damage.

Property managers can alleviate damage costs by increasing their team's reaction time. Responsive leak detectors in these areas enable staff to act quickly to resolve issues.

An Evolution Leak Sensor was installed on the floor of a rooftop mechanical room in a large mixed-use building. Shortly after installation, a valve burst on a weekend night and the Evolution 24/7 dispatch service immediately contacted the Chief Engineer.



The facility was able to turn off the water before significant damage occurred. It was estimated that the leak would have caused a significant loss and raised their insurance premium by more than **\$15,000** overall.

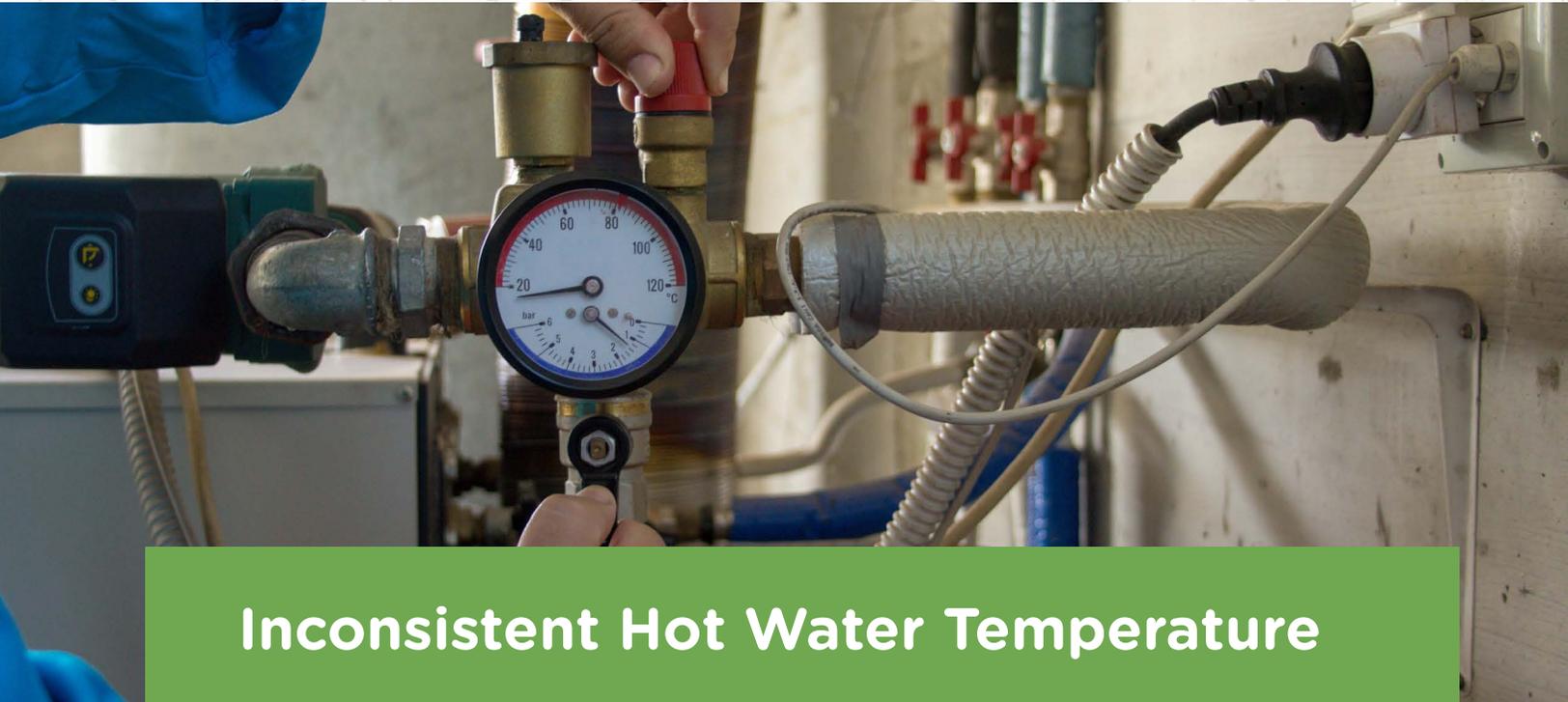


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Inconsistent Hot Water Temperature

The most obvious risk with inconsistent water temperatures in hotels is scalding, but sudden cold water temperature changes can lead to injuries as well. Known as “shower shock,” this blast of excessively hot or cold water in the shower can cause falls as the bather tries to avoid the spray.



At 130°F (60°C), it takes only **5 seconds** to cause a second-degree burn.

Even at lower temperatures, skin damage and burns are possible for children and the elderly. Evolution’s non-invasive temperature sensors have alert thresholds that can be customized by each facility’s team. When placed on hot water risers and returns, the sensors can instantly alert staff to dangerous temperatures.

The time-tracked data delivered by these sensors not only increases guest safety, but it’s essential for troubleshooting and locating the cause of the temperature spike or drop.



Cross-Flow

Hotels and other large commercial buildings can be subject to an inefficient and potentially dangerous situation known as cross-flow. Cross-flow occurs when a faulty plumbing fixture allows water to flow from the domestic cold water system into the domestic hot water system or vice versa, creating serious plumbing problems and safety risks.

Often, cross-flow is caused by situations like a failed check valve, an industrial sink with a spray hose attached, or by a failed diaphragm-type (non-Symmons*) shower valve. Evolution's non-invasive Temperature Sensors were installed on strategic riser locations of a hotel's domestic hot water supply and return piping, and a sensor returned temperature data indicating cross-flow.

Finding and resolving cross-flow can be time consuming and difficult. The Evolution Dashboard provided a 24/7 livestream of temperature comparisons across the property that enabled the facility's engineers and plumbers to quickly find and replace the failed asset to restore normal water temperatures.



A central plant building with water temperature issues can expect to save 4 hours per month of hired contractors, resulting in saving approximately **\$4,000** annually.

*Symmons® Temptrol® all-metal shower valves do not rely on rubber diaphragms; they feature a positive-shutoff design, eliminating any chance of cross-flow.



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Escalating Utility Bills from Hidden Inefficiencies

A hotel's water and energy bills could be considered an effective measuring stick for sustainability goals. When usage spikes or leaks occur, they often reveal themselves after the fact, in an outrageously high monthly or quarterly utility bill.

Sensors on domestic water and irrigation meters in hotels track usage by time and volume, which can identify excessive use or waste before that shocking bill arrives.

A large hotel installed Evolution's Utility Meter Sensor on the property's main water meter. Early in the month, an Evolution alert showed an increase of 20% water usage in a single day, including significant usage at night. A quick investigation uncovered a leak of 4 GPM in the irrigation system.



Without Evolution in place, the leak would have resulted in a total of 518,400 gallons used, or 83,225 cubic feet over a period of 90 days.

At the local rate of \$8 Per 100 cubic feet, this leak would have resulted in a **\$6,600 cost in wasted water.**

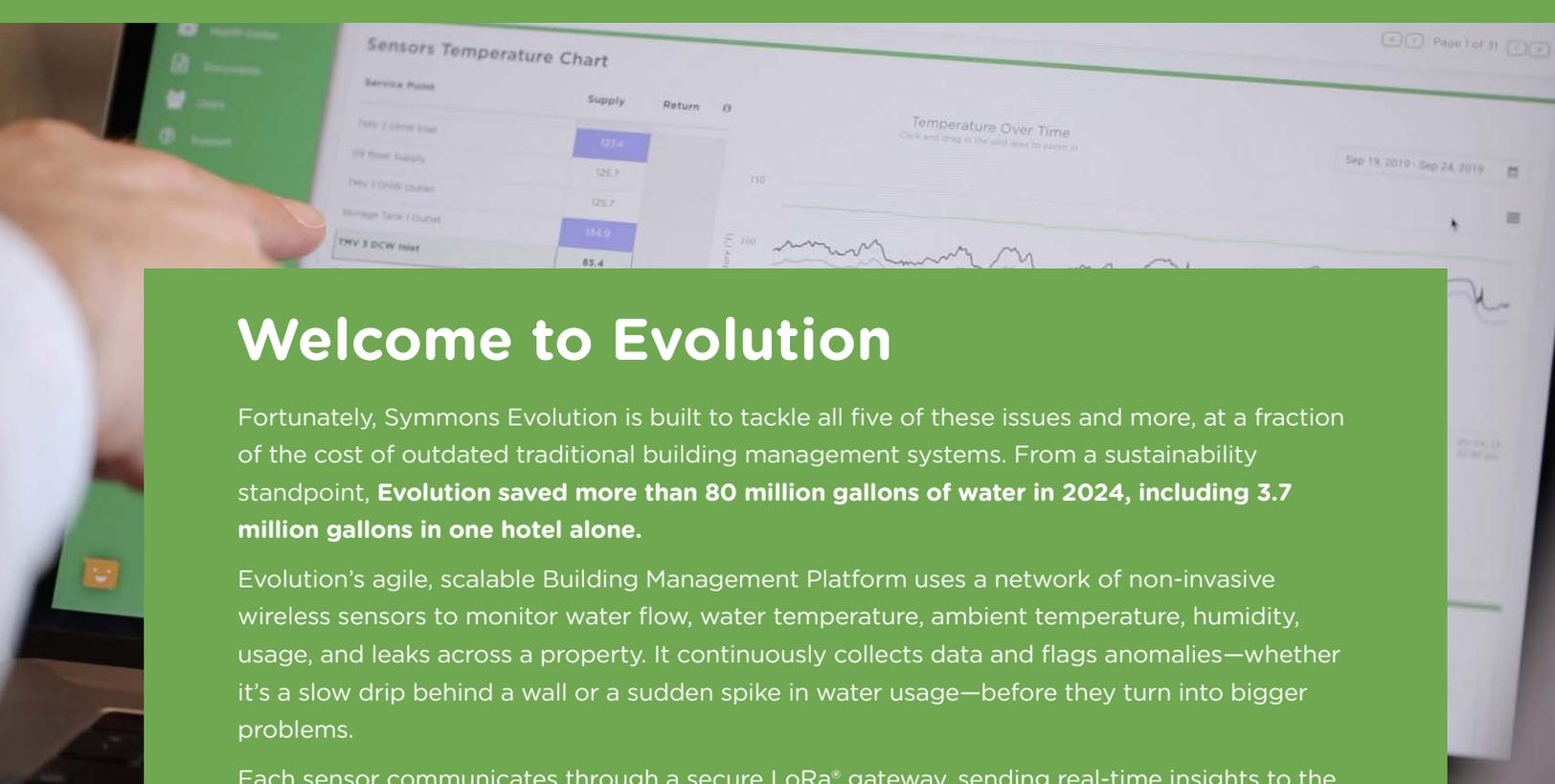


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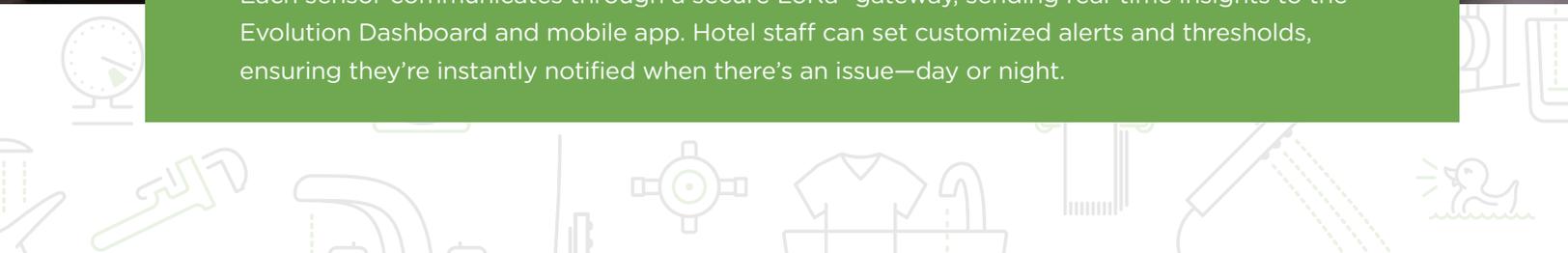


Welcome to Evolution

Fortunately, Symmons Evolution is built to tackle all five of these issues and more, at a fraction of the cost of outdated traditional building management systems. From a sustainability standpoint, **Evolution saved more than 80 million gallons of water in 2024, including 3.7 million gallons in one hotel alone.**

Evolution's agile, scalable Building Management Platform uses a network of non-invasive wireless sensors to monitor water flow, water temperature, ambient temperature, humidity, usage, and leaks across a property. It continuously collects data and flags anomalies—whether it's a slow drip behind a wall or a sudden spike in water usage—before they turn into bigger problems.

Each sensor communicates through a secure LoRa® gateway, sending real-time insights to the Evolution Dashboard and mobile app. Hotel staff can set customized alerts and thresholds, ensuring they're instantly notified when there's an issue—day or night.



Checkout Time is Now

For a detailed analysis of your hotel, just scan the QR code and complete a free site survey. From the survey information you provide, our team of Evolution engineers and analysts will review all aspects of your property and compile a personalized assessment.

Unlike the random, machine-generated analyses used in the industry, your Evolution assessment is created by our Evolution engineers exclusively for your property. They leverage an array of real-world, first-hand data points gathered from successful hospitality implementations across the Evolution platform, then tailor your assessment specifically for your property's configuration.



Just scan the code and check out Evolution with a free site survey!



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