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Hoteliers' Frequently Asked Questions

Q. WHY SHOULD I BE CONCERNED ABOUT SAVING ENERGY?

A. The cost of energy is generally the second highest cost of business in the lodging industry. When energy consumption is reduced, profits increase. There's no reason to pay for energy not required by guests.

Saving Energy Saves Everything... including profits, while promoting your property as an environmentally responsible business.

Q. WHY DOES GEM System® SAVE SO MUCH ENERGY?

A. Hotel rooms are usually empty. Unrented rooms are empty 100% of the time (except for housekeeping staff). Rented rooms are empty 65% of the time while guests are out sightseeing, on the beach, in meetings, or elsewhere most of the day.

Q. HOW MUCH GUESTROOM ENERGY CAN IT SAVE?

A. By automatically setting back the thermostat to more energy conserving temperatures while guests are out, GEM System® reduces guestroom HVAC (heating, ventilating, air conditioning) consumption 30% - 40%. This means an average reduction in utility expenses of \$8 to \$14 per room each month.

Q. WHAT IS THE GRD FEATURE?

A. The Guest-In-Room™ Detector (GRD) feature improves guest service and staff efficiency by allowing authorized staff members to know when guests are in the room...without having to knock, knock, knock, and wait, wait, wait. GRD eliminates unwanted, embarrassing intrusions on the guest while asleep, dressing, or in the shower. It speeds up housekeeping and maintenance service, allows your staff to be more sensitive to hearing impaired guests, and helps quickly locate rooms which are occupied in case of emergency.

Q. WILL GEM System® INTERFERE WITH THE COMFORT OF GUESTS?

A. NO! System operation is transparent to the guest. Since guests have full control of the normal HVAC thermostat while in the room, there is no compromise of guest comfort. An integral GEM System® secondary thermostat resets room temperature to a comfortable, management selected, energy conserving level only while guests are out.

Q. WILL THE SYSTEM TAKE CONTROL WHEN GUESTS LEAVE THE ROOM FOR SHORT PERIODS OF TIME, SUCH AS GOING TO THE ICE MACHINE?

A. NO! The system can be set for variable time delays such as five minutes, ten minutes or longer, if desired, to allow normal guest actions before taking control of the HVAC unit.

- Q. IS ANY INVOLVEMENT OF FRONT DESK, HOUSEKEEPING, OR MAINTENANCE PERSONNEL REQUIRED?**
- A. NO! GEM System® operation is totally automatic and requires no involvement of your staff. It requires no adjustment after installation and allows normal hotel operations such as “open door” cleaning or maintenance service and hospitality suite functions without the need for guest or staff interaction.
- Q. CAN MANAGEMENT MAKE DECISIONS REGARDING SYSTEM OPERATION?**
- A. YES! Management may select minimum and maximum setback temperatures, whether the HVAC will operate with the guestroom door open, and many other operational features.
- Q. WILL MOTION IN THE ROOM SUCH AS CEILING FANS, MOVING DRAPES, AND SWINGING LAMPS INTERFERE WITH SYSTEM OPERATION?**
- A. NO! GEM System® utilizes Infrared technology and intelligent decision circuits to detect people, not mere motion; therefore, movement of inanimate objects has no effect on operation.
- Q. CAN A GUEST IN THE BATHROOM HIDE FROM THE SENSOR?**
- A. NO! Once the sensor detects a person in the room, *with the entry door closed*, GEM System® locks into the “OCCUPIED MODE”. The system will remain dormant until the door switch is again activated and the search sequence takes place.
- Q. WILL AN OPEN DOOR PREVENT THE HVAC UNITS FROM OPERATING DURING HOUSEKEEPING CLEANING OR HOSPITALITY FUNCTIONS?**
- A. NO! GEM System® permits normal HVAC operation while the housekeeper is cleaning or the room is used as an open door hospitality suite. However, management may choose a setting which prevents the HVAC from operating with the entry or patio door open, if desired.
- Q. WILL I HAVE TO MOVE THE GUEST TO ANOTHER ROOM IF GEM System® FAILS?**
- A. Absolutely not! System operation is fail-safe. In the unlikely event of a system failure, the HVAC unit will continue to operate at the guest selected temperature.
- Q. WILL GEM System® CAUSE ADDITIONAL MAINTENANCE HEADACHES?**
- A. NO! GEM System® works with any HVAC unit and is simple to maintain by non-technical personnel. It requires no reprogramming of memory instructions or changing of “chips” to change selected features. A quick-disconnect cable is included for ease of HVAC maintenance.
- Q. DOES IT MATTER HOW MANY ROOMS I HAVE?**
- A. NO! GEM System® is self-contained within each room and has been installed in small 20 room properties as well as properties of more than 1,000 rooms.
- Q. HOW LONG DOES IT TAKE TO INSTALL THE SYSTEM?**
- A. Approximately 45 minutes for standard guestrooms, and about 1-1/4 hours per suite.
- Q. DO I HAVE TO WAIT UNTIL I HAVE LOW OCCUPANCY IN ORDER TO INSTALL THE SYSTEM?**
- A. NO! Due to the short time needed per room and our efficient installers working with your staff, installation can be accomplished with full occupancy.