

# A Winning Performance From LCBS Connect™

**“It’s important that we’re able to address any issues before the crowds arrive, and the analytics of LCBS Connect help us problem-solve in advance.”**

*John Conroy, President, Conroy Refrigeration Limited*

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LCBS Connect – Case Study  
The Marigold Cultural Centre  
Nova Scotia, Canada

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# Unique Challenges From A Unique Building



The Marigold Cultural Centre is a 208-seat community theater with an art gallery, arts-in-education workshop space, sports heritage hall, and more. It can quickly go from empty to full, and the outdated HVAC system struggled to maintain comfortable temperatures and assure proper CO<sub>2</sub> levels. Regulating temperatures between the various areas was difficult, often creating uncomfortably cool conditions for attendees in lower theatre seating while making the control booth feel too warm.

The 11,000 square-foot facility is also located in an area with surcharges for energy demand, so the inefficient system led to hefty utility bills. Through a provincial government grant and donations, the theater was able to purchase new HVAC equipment, but to maximize both comfort and energy savings, a building automation solution was needed. For help, The Centre turned to Conroy Refrigeration.

“It’s such a unique facility,” notes John Conroy, President of Conroy Refrigeration. “At one moment, there can be only a few staff members inside. Then suddenly there can be a massive influx of people for an event. We felt LCBS Connect provided a great solution for ensuring comfort even at the most crowded times while also cutting energy demand.”

## INTEGRATING THE SOLUTION

Integrating LCBS Connect into the control system provided key advantages.

“With its built-in communications,” said Conroy, “LCBS Connect unifies the system elements. It connects the temperature and CO<sub>2</sub> sensors with the heat pumps, radiant floor and ventilation system so everything can work together more efficiently.”

## UTILIZING UNIQUE LCBS CONNECT CAPABILITIES

“A huge advantage of LCBS Connect,” said Conroy, “is the remote connectivity. We’re notified whenever something isn’t working properly, and even better, the analytics in LCBS Connect help us quickly determine the problem and solution. That saves us a diagnostic trip.”

Conroy’s technicians can proactively address issues quickly, often before The Centre’s staff are even aware of them. “If we need to make a site visit, we know in advance what the problem is and what parts are needed so we can get right to work.”

The connectivity also benefits the building manager. “She has the same technician-level access to the system dashboard, so she can monitor the system, change settings, receive the notifications and more.” The communications encourage a strong working relationship between The Centre and Conroy Refrigeration, plus it gives the manager a system performance overview and control that help ensure comfort for all patrons.

## THE RIGHT CHOICE

The decision to use LCBS Connect was a simple one for The Marigold Cultural Centre and Conroy. “I’ve been using Honeywell products for years, including VisionPRO® and Prestige® thermostats, so I know the level of quality and support that Honeywell provides. After discussing the advantages of LCBS Connect with The Centre’s team, they agreed it was the ideal solution. Right away they’ve seen the comfort and savings benefits, and I’m sure those will only grow in the years to come.”

## THE SOLUTION FOR SUPERIOR SERVICE

The LCBS platform is about much more than hardware. It’s a customer-satisfaction solution that deepens relationships to grow your business. Faster, more efficient service helps customers enjoy a superior experience, all while saving you time and money. Put LCBS T and LCBS Connect to work for your business today.

## What Is The LCBS Platform?

Honeywell’s LCBS platform offers two flexible and scalable comfort control options for light commercial building customers:

**LCBS T** includes a full-color wall module and a controller with a built-in economizer, saving time and costs compared to purchasing and installing an economizer separately. The LCBS T platform also integrates with a wide variety of HVAC field devices, VFDs or a cloud gateway to expand capabilities with no rewiring required.

**LCBS Connect** takes HVAC system control to the next level with remote monitoring and diagnostics from anywhere, 24/7. This Title 24-compliant solution includes all of the components of LCBS T, plus a gateway that connects up to 30 RTUs to the Honeywell cloud system. Benefits include real-time text or email alerts that save time, as well as optional analytics reporting that can help uncover opportunities to maximize energy efficiency and savings.

WITH THE LCBS PLATFORM, YOU CAN:

- Customize the solution to the exact needs of each customer
- Improve service to your customers and grow your business
- Monitor and troubleshoot light commercial buildings from anywhere at any time
- Operate more efficiently by remotely diagnosing problems and optimizing preventive maintenance scheduling
- Handle issues before your customers are even aware of them
- Save time so you can take on more service contracts without devoting additional resources
- Grow customer satisfaction and retain valuable service contracts





# Problem Solving For The Marigold Cultural Centre

## Challenge

- The outdated HVAC system was unable to handle quickly changing conditions
- The facility's systems weren't integrated and communicating
- Utility costs were skyrocketing
- Building manager had limited control
- Service was reactive rather than proactive

## The LCBS Connect Solution

- Improved overall patron comfort in all areas
- Adaptive Recovery automatically ensures optimal temperatures for guests upon arrival and maximizes energy savings during down times
- Detailed system analytics available 24/7 to building manager and service team
- Immediate alerts for system and comfort level issues for streamlined, efficient service calls
- Remote monitoring and system control



### For more information

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