

# HILTON VANCOUVER DOWNTOWN

VANCOUVER, BRITISH COLUMBIA, CANADA

## INTRODUCTION

The [Hilton Vancouver Downtown](#) is a 31-story hotel tower in the Yaletown neighborhood of Vancouver. The hotel's facilities include 207 guest rooms, six meeting rooms, a heated rooftop pool, a fitness center, and a restaurant. Built in 1999 as the Westin Grand, the hotel was rebranded as a Hilton in January 2021.

## PROJECT DETAILS

Authorized Dealer Fraser Valley Controls installed a Reliable Controls building automation system during a retrofit of the hotel, using BACnet to integrate the facility's HVAC and reservation systems.

The Reliable Controls system allows the environmental controls in each suite to be activated or deactivated from the front desk on guest check-in and checkout. Using a BACnet-to-BACnet gateway, the MACH-ProWebSys controller relays tasks between the reception, housekeeping, and maintenance departments.

Integrated mechanical equipment includes chillers, steam heat exchangers, makeup air-handling units, air-handling units, and fan-coil units.

During installation the hotel was 95 percent occupied, and every suite had to be made available for occupancy at the end of each day. To facilitate a seamless transition between the existing control system and the new Reliable Controls system, both networks had to remain operational through the commissioning period.

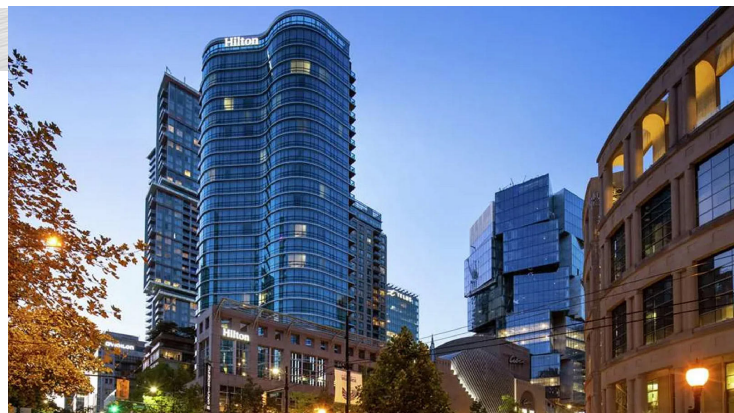
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**MARKET SEGMENT**  
**Hospitality**

**PROJECT TYPE**  
**Retrofit**

**INSTALLATION TYPE**  
**HVAC**

**PROTOCOL**  
**BACnet**

**TOTAL AREA**  
**18,581 m<sup>2</sup> (200,000 ft<sup>2</sup>)**

**INSTALLED EQUIPMENT**  
**4 MACH-ProCom™ controllers**  
**1 MACH-ProSys™ controller**  
**1 MACH-ProWebSys™ controller**  
**28 MACH-ProZone™ controllers**  
**238 SMART-Space™ Controller devices**

**TOTAL SYSTEM OBJECTS**  
**2,200**

**RELIABLE CONTROLS AUTHORIZED DEALER**  
**Fraser Valley Controls**

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