



# Case Study

## McCormick Place, Chicago, Illinois

### Challenge

Chicago's McCormick Place is the nation's largest convention center. Comprised of four state-of-the-art buildings, these impressive facilities hold a combined total of 2.6 million square feet (24.2 sq m) of exhibit space, including 1.2 million square feet (11.1 sq m) all on one level. Hosting hundreds of elaborate shows in its exhibit halls annually, the facility management team is faced with a variety of challenges for effectively and efficiently equipping each show's specific needs.

Each year, up to 10 national conventions, such as the International Home & Housewares Show and National Restaurant Association (NRA) Show, require hot water in their booths. The NRA Show, for example, requires heated water in specific areas for food preparation, clean up, hand washing and sanitizing. While heated water isn't needed for all shows at McCormick, providing heated water on the show floor on an "as needed" basis proved to be a difficult and time-consuming arrangement for facility management.

Another major challenge is achieving varying water temperatures for shows. While McCormick Place normally deals with an incoming water temperature of 40° F (4° C), events like America's Beauty Show and International Kennel Club Show require water temperatures upwards of 110° F (43° C), which are more conducive to hair washing and dog washing.

Frank Paulette, convention manager for utilities, Correct Mechanical Inc., explained that technicians had to transport electric water heaters out onto the exhibit floor and wait two hours for the water to heat to certain temperatures. "It was so inefficient and cumbersome for us to supply water this way. We needed to find a better way."

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“Keltech provides dependability and flexibility at a reasonable cost so our customers are guaranteed perfectly heated water when they need it.”

Frank Paulette  
 General Supt. of Plumbing  
 Correct Mechanical Inc., Premier Plumbing Utility  
 Provider to the Trade Show & Convention Industry

## Solution

After researching many hot water heating solutions, Mr. Paulette was convinced that Keltech Tankless Water Heater Systems were by far the superior choice. “I had the opportunity to see the product manufactured and in action at the Keltech manufacturing plant in Delton, Mich.,” he said. “Comparing Keltech to other similar models was like comparing a Cadillac to a Volkswagen. There was no question that the construction, functionality, quality and efficiency of Keltech was exactly what we needed for our temporary water heater needs for convention work at McCormick.”

Bradley Corp. worked with Frank to create a customized Keltech Portable unit that can be wheeled out on the show floors, as needed, to supply heated water on-demand to exhibitors. “Basically, these light industrial tankless units are mounted onto carts that can be easily rolled out on site wherever they are needed,” said Tony Garcia, sales representative, HSA. He explained that after the mobile units are rolled out, they are simply locked into place so they are stationary and the correct temperature is set. When the units are no longer needed, they are easily disconnected, drained in less than 5 minutes, and moved back to storage.

So far, 10 Keltech Portable Tankless Heater units are in use at McCormick. “Keltech’s flexible hot water solution is the perfect remedy for this situation, since water is needed only for certain shows,” Mr. Paulette said. “Installing hot water heaters throughout the facilities, whether water is needed or not, would have added tremendous expense.”

## Keltech Light Industrial Tankless Water Heaters

With more than 25 years on the market, Keltech electric tankless heaters are offered in a full line of products for an extensive range of applications as well as custom designs for unique and challenging environments.

Tankless water heaters save money, energy and space. While easy installation and maintenance lowers labor costs, they require less square footage, opening up facility space for other uses. Since Keltech tankless heaters are designed to heat water to a precise temperature – and only when needed – energy savings is significant.

Keltech’s light industrial tankless water heaters, such as the models used at McCormick Place, offer hot water solutions for washing, chemical and fluid heating, radiant heat and utility use. Additional Keltech tankless offerings include product models designed for



commercial, large industrial, design on demand, emergency eyewash and shower applications.

“I appreciate Bradley working with me to come up with a customized and effective water heating solution at a reasonable cost,” Mr. Paulette said. “Keltech has been a real time and money saver.”

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