
CASE STUDY

McQuay® Packaged Terminal Air Conditioning Products Keep The Budget Healthy At Highland Hospital

Highland Hospital in Rochester, NY, originally opened in 1889. It grew rapidly through the years, due in part to benefactors including George Eastman from the nearby Eastman Kodak Company. Today, Highland Hospital is a 268-bed, acute care, full service hospital specializing in women's health, geriatrics/internal medicine, and primary care medicine. The hospital serves a diverse population in the community and functions as one of two acute care facilities in the Strong Health system. It is also one of the nation's top academic health systems, offering a full range of high-quality health care services, enriched by world-class research and professional education.

In 1970, Highland Hospital installed 330 McQuay J-style PTAC units with steam heat. These units have provided a comfortable environment in the building for many years. In fact, the units have served the hospital so well that when the hospital recently built a new complex, Modular Comfort Systems, a McQuay Representative, was one of the first companies they called.

Over the years, the hospital had come to depend on the reliability of



their McQuay units and was looking forward to continuing the relationship. But with the cost of operating a health care facility on the rise, and continuing integration of services within the Strong Health network, it was more important than ever for Highland Hospitals to pursue the most cost-effective HVAC solutions.

In addition to cost, Highland Hospital needed a PTAC unit that operated as quietly as possible. Since most, if not all, of the units would be in the patients' rooms, it

was imperative that the unit not interfere with patient comfort. Also, Highland Hospital needed some custom features on the units – including remote control setup.

Right from the start, McQuay provided an all-around solution that would satisfy Highland Hospital's requirements. The McQuay PTAC units had already proven their durability and reliability. Highly energy efficient and easy to maintain, the McQuay PTACs could provide trouble-free service for many years to come. But more



importantly, in a side-by-side comparison with a competitive unit, the McQuay PTACs proved they were the quietest units.

With the McQuay PTAC units established as the better value in the short and long run, the final issue was the remote control setups. In the past, this involved contracting with an outside source to install the setups – a process that

could add significant cost to the project.

Bearing in mind Highland Hospital's desire to reduce costs, Modular Comfort sales engineer Bill Gauthier turned to McQuay factory representatives for help. The solution was to install the setups at the factory, which reduced both the product and installation costs.

Soon the McQuay PTACs and their factory-built options arrived at the job site. The easy-to-install units helped keep installation costs under control. The fact that each unit was factory tested made start-up smooth and easy.

When it comes to PTACs, McQuay has the entire package – durable, reliable, quiet, flexible, and energy efficient units – and the ability to customize units at the factory to fit almost any customer's requirements. For Highland Hospital, this is a prescription for reliable comfort control that fits within their budget.

