

On-Demand HVAC and Real Life Scenarios

Every building is different. That's why we've built Genea's On-Demand HVAC platform with the flexibility to handle a wide variety of fulfillment and billing scenarios.

MINIMUM RUN TIME AND BILL TIME

Many building teams want to ensure their equipment isn't turned on for short stints, so the Genea platform can enforce a minimum run time. For example, if a tenant submits a request to start at 7:00 pm, cancels the request at 7:15 pm, and the system has a minimum run time of 3 hours, the system will continue to run for the minimum time required. You can also have a minimum bill time to ensure you cover the cost for the time the equipment is running, even if the request is cancelled early.

FANS ONLY

Some buildings allow tenants to request fans only service outside of leasing hours, in addition to on-demand HVAC. The fan-only requests are then billed at a lower rate. The Genea platform supports having and fulfilling multiple types of services and bills accordingly.



GOING ON-DEMAND

Many buildings have in their leases that they will provide air for some time on Saturday (half or full day) and on minor holidays, even though a majority of tenants are not in the building. Genea's platform allows users to submit free requests during those times. This allows the building to save money on energy and equipment costs, while fulfilling their lease requirements to their tenants. For example, the building can go on-demand on the Friday after Thanksgiving, having tenants submit requests that will not be charged if they need air on those days. The building can then run the equipment only for the tenants that need HVAC that day, while the rest enjoy the holiday.



MANUAL ADJUSTMENTS

In some cities, regulations require that an engineer manually make adjustments to equipment, rather than allowing software to do so. In those scenarios, the Genea platform provides the interface for tenants to submit and manage their requests. The Genea system can also start the fans, if regulations allow, so the tenant can feel air flowing immediately. An engineer is notified and then can manually program the BMS to fulfill the request. The Genea platform then calculates the invoices for the submitted requests.



FREE HOURS

Some tenants will negotiate free on-demand HVAC hours into their lease. Genea can support this concession, allowing the tenant's on-demand HVAC requests to use their free hours first and then charging them once their free hours are exhausted. Each time, the tenant user will be informed of the cost of the request before submitting their on-demand HVAC request in the Genea platform.

RECURRING REQUESTS

Often tenants will need on-demand air on a regular schedule. The Genea platform allows tenants to submit recurring requests for multiple days in the same week or on the same day for multiple weeks. For example, if a law firm has their partners meeting on Monday evenings from 6:00 pm to 8:00 pm, they can submit a recurring request for that time every week until an end date of their choosing or the end of their lease.

OVERLAPPING REQUESTS

Often two tenants on the same floor or in the same suite will submit separate requests that overlap. For example, Bob may submit a request for 6:00 pm to 8:00 pm on Tuesday night. Tammy might also submit a request from 7:00 pm to 9:00 pm on Tuesday night. The Genea platform can detect that overlap and ensure the tenant is not double billed for that overlap. The system can also detect if the overlapping requests are from different tenants, and follow the proper billing protocol for that scenario.



LEASE HOURS ONLY USERS

Due to the cost of requesting on-demand HVAC, some tenants may want certain employees to only be able to request after hours air during lease hours. For example, junior staff at a tenant company may only be allowed to request air on Saturdays between 8:00 am and 1:00 pm or on minor holidays, when the building is on-demand, and not charging for air. The Genea platform allows admin users to restrict individual users to only submit requests that fall during lease hours, allowing employees to have the ability to submit requests without incurring costs on those days. The building can then run the equipment only for the tenants that need HVAC that day, while the rest enjoy the holiday.

COURTESY START

If a tenant requests on-demand air on a weekend, the building may need some additional time before the request start time to get the requested suite to comfort. The Genea platform supports including a courtesy start, which means the system would start running a certain amount of time before the request start time, ensuring the requested suite is at comfort at the time requested. For example, if Cindy requests overtime air from 9:00 am to 12:00 pm on a Saturday in July and the temperature is 90 degrees, the system could begin running at 7:00 am to ensure the suite is comfortable at 9:00 am. This additional time can be billed for as well.





SPLIT BILLING

Some property teams will split the rate for overtime air between two suites on the same floor if they both request air at the same time. The logic is that no additional equipment needs to be turned on to support the request, so the tenants can share the cost. The Genea platform can support splitting the costs of these requests between the relevant tenants.

TIERED BILLING

Some multi-floor tenants will negotiate a tiered billing structure if they request overtime air on multiple floors at once. For example, if an accounting firm rents floors 8-12 and individual employees request service on floors 9 and 11 on the same evening, the first request would be billed at the normal rate and the second request would be billed at a lower rate, per the lease.

DOUBLE BILLING

Alternatively to split billing, most property teams prefer to bill all tenants for their overtime air requests, even if there are other requests running concurrently, and no additional equipment is required. Genea supports this billing protocol as well. If tenant A has a request running for HVAC on Saturday from 8:00 am to 1:00 pm on the 8th floor, and tenant B requests HVAC from 9:00 am to 11:00 am on the 3rd floor, no additional equipment is likely required to fulfill tenant B's request. The property team can, however, charge both tenants the regular on-demand HVAC rate, as though theirs is the only request running at the time.

For additional technical information, review our resources on how [Genea works with your BMS](#) and how Genea [works with different mechanical system setups](#). For further questions, [contact us](#) and we'll coordinate a technical call.



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