

Atlanta, Georgia

Westin Gwinnett

Challenge

Selecting quiet, high-performance HVAC systems that provide optimum guest comfort.

Solution

All-electric, all-climate Mitsubishi Electric Variable Refrigerant Flow (VRF) technology for guest rooms, and Trane rooftop units for common areas.

Learn more

https://youtu.be/in9nfB_Pf2Y



“Happy guests, happy hotel.”

That’s how Carl Hren, Executive Vice President of Development at Concord Hospitality Enterprises, sums up the impact of selecting the right HVAC systems for the company’s full-service hotels.

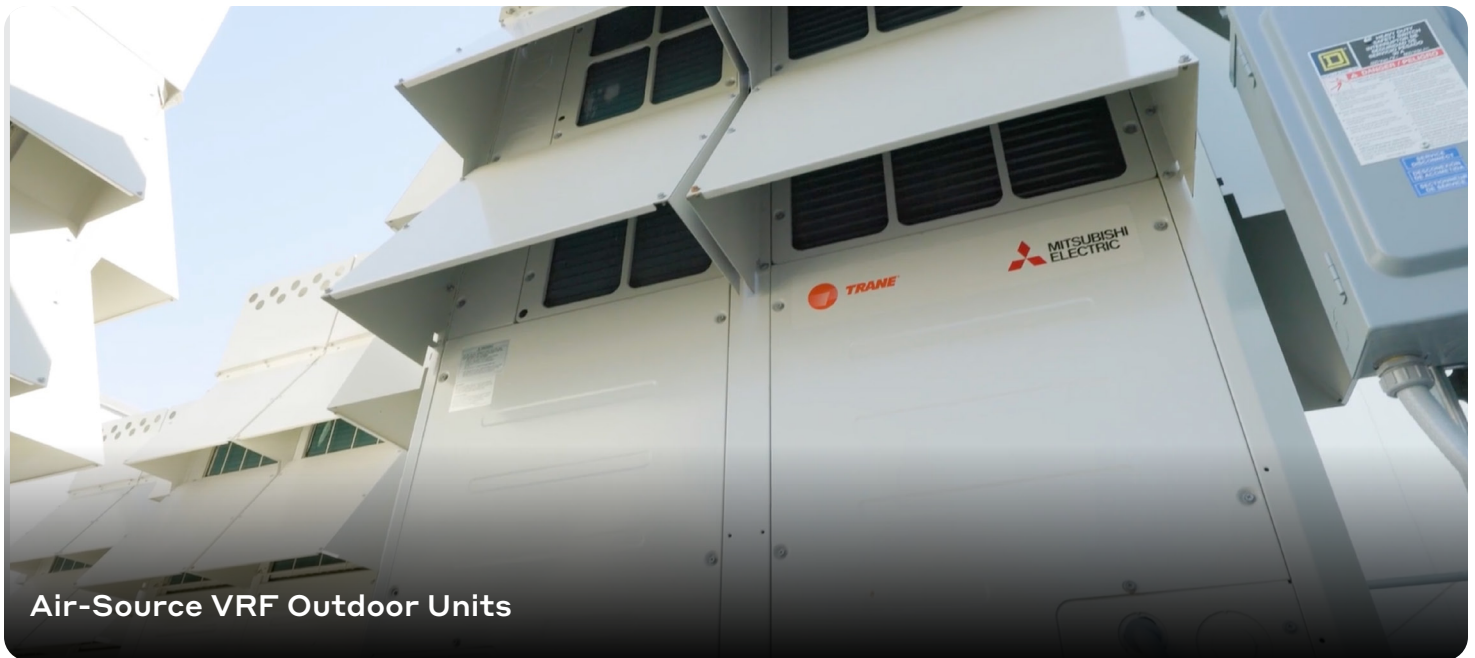
At Concord’s newly constructed property, the four-star Westin Atlanta Gwinnett, there is no compromise on guest comfort. The hotel aims to provide a consistently great experience in all 348 rooms and suites.

To deliver on that promise, the project team turned to Mitsubishi Electric Variable Refrigerant Flow (VRF) systems for a guest room solution that has supported both hotel customer satisfaction and operational efficiency from day one.

Luxury in the heart of the Gas South District

Opened in March 2024, the Westin Atlanta Gwinnett is the only full-service hotel in Gwinnett County. The Duluth, Georgia, property is conveniently located between the 100,000-square-foot Gas South Convention Center and the Gas South Arena, a premier entertainment venue hosting concerts, sporting events, and live productions year-round.

For many visitors, the Westin is more than just a place to stay — it’s a destination. Guests frequently enjoy dinner on-site, take in a show next door, and wrap up the evening with a relaxing staycation.



Air-Source VRF Outdoor Units

Creating a restful stay with better climate control

Westin's brand is rooted in wellness – and for guests, wellness often starts with quality sleep. That's why climate control matters.

Conventional packaged terminal air conditioner (PTAC) or vertical terminal air conditioner (VTAC) systems often cycle loudly and blast cold air, disturbing sleep and comfort. These limitations were a primary reason the hotel opted for Mitsubishi Electric VRF systems for guest rooms. The ultra-quiet, ducted design ensures whisper-level operation.*

"It's difficult to get a good night's sleep with conventional PTAC or VTAC systems," Hren said. "The Westin's intentional HVAC design choices have eliminated that issue for guests."

Mitsubishi Electric VRF systems also offer personalized climate control in each room. Guests can easily adjust their own thermostats, and in larger suites, the system design was tailored to ensure even comfort regardless of room size.

*Mitsubishi Electric wall mounted indoor units operate between 19-22 decibels; a whisper is 25 decibels

Engineering comfort into every space

With seven guest room floors, event space, a restaurant, a fitness studio, and a rooftop bar, the team needed an HVAC system that delivered high-quality performance for every area. Mitsubishi Electric's VRF technology made that possible in guest rooms while Trane®, the joint venture partner of Mitsubishi Electric Trane HVAC US LLC (METUS), provided rooftop units to condition common areas like ballrooms, meeting rooms, hallways, and the hotel lobby.

"I recommend the combination of Mitsubishi Electric and Trane systems primarily because of the ventilation air requirements that are required for a hotel of this size," said Mike Kavanagh, Mechanical Consultant, Classic Engineering. "The Trane units are perfect for handling the ventilation load, and the Mitsubishi Electric units are ideal for the hotel's guest rooms."

Kavanagh also noted that a key challenge in any hotel, especially a high-rise, is that floor-to-floor height can be very tight. This leaves little ceiling space for mechanical equipment. He noted that using Mitsubishi Electric VRF technology helped solve that challenge for guest rooms.

Unlike bulky VTAC closets that take up valuable real estate and sometimes blow air directly onto the bed, the Westin's VRF units are concealed in ceiling soffits near room entries, allowing for better airflow control and a cleaner layout.

"You don't have a lot of flexibility with grill locations in conventional HVAC systems," added Mark Maroulis, Project Executive at William A. Randolph, Inc., the hotel's general contractor. "With the Mitsubishi Electric VRF system, that problem is eliminated."



Ceiling-concealed Ducted Indoor Unit



Exceeding efficiency expectations

From day one, Mitsubishi Electric's all-electric VRF heat pump system has delivered energy performance beyond the hotel's expectations. Running continuously at partial load, it precisely matches each guest room's temperature needs using only the energy required to maintain comfort, enhancing efficiency.

Zoning for every room prevents wasted energy on unoccupied spaces, a crucial advantage in a hotel with 348 rooms.

"In terms of efficiency, we're seeing lower electrical bills than we would have expected for a hotel of this size," said Hren.

A collaborative process from start to finish

From conceptual design to post-construction performance, METUS supported the project with its Diamond System Builder™ software and hands-on guidance from its national account team.

This marks the fifth project Concord Hospitality Enterprises has completed with METUS, and the hotel management and development company has already started specifying Mitsubishi Electric VRF systems for future projects based on the system's performance at the Westin Atlanta Gwinnett. The property's success was further recognized when the Westin Atlanta Gwinnett received the 2024 Marriott Full Service Opening Hotel of the Year Award, an honor given to top-performing new properties that demonstrate excellence in guest experience, operational execution and brand standards.

According to Hren, what sets METUS apart is direct access to experts who truly understand the hospitality space. Tom Varga, Senior Business Development Manager at METUS, specializes in hospitality and played a key role in uniting all stakeholders – serving as a central point of coordination and technical guidance.

"Tom consistently connects our team with the right experts to answer technical questions, provides cut sheet information, and supports every stage of system design," Hren said.

Feeling the hospitality

The Westin Atlanta Gwinnett proves that true hospitality isn't just seen, it's felt. With Mitsubishi Electric VRF systems providing seamless, whisper-quiet comfort, guests can enjoy the rejuvenating experience they came for without ever thinking about what's behind it.

Learn More

If you are interested in designing your property to incorporate these benefits, contact Tom Varga, Senior Manager of Business Development at METUS.

Office: 610-873-2514

Email: tvarga@hvac.mea.com

Project Team

Engineer:

Classic Engineering

General Contractor:

William A. Randolph, Inc.

HVAC Installation:

William A. Randolph, Inc.

Equipment

Mitsubishi Electric

- (18) Simple MA controllers [PAC-YT53]
- (349) Verdant Wireless thermostats for guestrooms
- (1) Central Controller [AE-200A]
- (32) Air-Source VRF Outdoor Units (Heat Recovery, R2-Series) [PURY N-Generation]
- (32) Branch Circuit (BC) Controllers
- (367) Ceiling-concealed Ducted Indoor Units [PEFY]

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