

CUSTOMER SUCCESS STORY

UPSCALE DEPARTMENT STORE CHAIN UTILIZES OSID-DE SMOKE DETECTORS TO PROTECT CUSTOMERS AND INVENTORY

About End User

The customer is an upscale chain of department stores headquartered out of Mexico City, Mexico, opening in the 1850's owned by a Frenchman. The vision for the department store was similar to famous up-scale, and high class stores found in Paris, New York City, London, and Amsterdam that attract luxury shoppers.

Nowadays, the department store is part of a diversified conglomerate in Mexico with interests in insurance, mining and retail. It is a comprehensive department store with product lines ranging from clothing, to houseware, furniture, jewelry, select foods, toys, spa, travel services, and electronics. Especially in the clothing area, it is a high-end retailer, carrying top Mexican domestic brands, as well as hosting many in-store boutiques from exclusive lines. Currently, the chain has locations throughout eight cities with construction underway in a ninth.

The Challenge

Having that the store experienced a devastating fire in the past; protection is of the utmost importance to them to avoid future disasters. Originally the store utilized a series of beam detectors within the public space, only to face installation challenges and alignment issues that caused an unacceptable number of false alarms. Being a prestigious chain of high-end department stores, they wanted to maintain the aesthetics of the shopping experience and use a solution that minimized the look of the detector yet maintain superb protection for their patrons. This posed a challenge for the customer as the store has a cosmetic false ceiling making installation of alternate technologies, including the previously used spot detectors an issue.



PROJECT:

Department Stores

END USER/LOCATION:

Mexico City

INDUSTRY:

Retail / Commercial

PARTNERS:

Security Instruments

SOLUTION:

OSID-DE (OSI-45 and OSI-90)

“The installation was very quick and easy – we are very pleased that we don’t have alignment issues with this detector and the distances and angles that it offers was a definite advantage for this project”

Arq. V. Jesus Garcia Vazquez
Director of Operations - Security Instruments

The Solution

Following an intense tender process to replace the beam detection system in place, local solutions installer, Security Instruments provided the client a demonstration of the OSID-DE.

OSID-DE systems can be configured to suit a range of detection spaces by selecting the number of Emitters and type of Imager. In the case of the department stores, the ability to cover 45 and 90 angles was a substantial advantage along with the ability to battery powered units.

A cost comparison was conducted between utilizing spot detectors versus OSID-DE, they concluded that they needed 100 spot detectors to receive the same coverage as ten OSID-DE detectors.



The Outcome

Armed with the alignment advantage, cost comparison, easy installation with no conduits or wires visible and detector aesthetics, the decision to install OSID-DE throughout their stores was made. The initial installation comprised of 3 different floor levels and included 100 OSID-DE detectors; replacing approximately 150 traditional spot detectors per store location.

OSID-DE is also specified to be installed throughout an additional 5 more locations within the next year.

As an unexpected advantage, the store occasionally likes to change its floor design form time to time and the OSID-DE is easily re-configured to accommodate these changes.

About OSID-DE

Open-area Smoke Imaging Detection (OSID-DE) by Xtralis is an innovation in projected beam smoke detection technology. By using advanced dual wavelength projected beams and optical imaging technology for early warning smoke detection, OSID-DE provides a low-cost, reliable and easy to install solution that overcomes typical beam detection issues such as false alarm incidents and alignment difficulties.

- Simple installation and commissioning, up to 70% time saving compared to traditional beams
- Low maintenance, saving both time and expense
- Long range up to 150 m (492 ft)
- High tolerance to vibrations, building movement and high airflow
- Dramatically reduces false alarms
- High resistance intruding objects such as dust, fogging, steam, reflections, sunlight, birds, insects and forklifts
- The Imager requires only 20 cm (8 in) free space for installation



About Installer

Established in 2002, Security Instruments was created specifically for installations according to end customers and builders in the integration of security systems. The firm, based out of Mexico, is part of a recognized group of companies specialized in the sector of industrial safety, having a solid financial backing, as well as engineers and technicians specialized, certified in Xtralis brands such as OSID-DE and VESDA.