

Ruth's Chris Steak House Introduces Guests to Heated Glass

Problem: Keeping customers warm in winter weather

Solution: Windows with Thermique™ heated glass

Ruth's Chris Steak House is famed throughout the world for its exquisite steaks, succulent seafood, and unforgettable desserts. With restaurants throughout North America and around the globe in China and Japan, Ruth's Chris knows how to make guests comfortable in any location.

Set amid the scenic snows and slopes of Colorado, the city of Aspen is known for its wealth and beauty. Whether this is their home or just a vacation getaway, the people of Aspen are accustomed to the finest foods and luxurious comfort—even when temperatures in the mountains falls well below zero.

At the Ruth's Chris in Aspen, guests wait for their tables in a reception area right next to the restaurant's front windows. In an ordinary restaurant, these windows would create a chill in the room and leave customers uncomfortable. Ruth's Chris recognized the potential problem while the restaurant was still under construction and identified the perfect solution—heated glass.

A window with Thermique™ heated glass radiates warmth and comfort into a room. The glass surface is uniformly heated with precise control in order to ensure an ideal indoor environment, no matter what the temperature is outside.

"Last night, we hit a record low of -20° F," said Mary Tanguay, director of sales and marketing for the Ruth's Chris in Aspen. "We've really put these windows to the test."

How did Thermique heated glass handle the extreme cold? "They were very effective," said Tanguay. "They lived up to all expectations."

When guests gather in the reception area of the Aspen Ruth's Chris, they are amazed to discover the windows are not cold at all. They can stand right next to the window without feeling any unpleasant chill. In fact, the windows contribute a comforting warmth that adds to the restaurant's appeal.

"Our guests are very surprised and pleased to discover the heated window," said Tanguay. "We encourage people to touch the glass."

Although few have even heard of heated glass when they arrive at the restaurant, they are immediately impressed by the technology. It has become a distinguishing feature and advantage for Ruth's Chris over other restaurants in the Aspen area.



Enjoy the comfort of Thermique heated glass inside the Aspen Ruth's Chris Steak House.

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“They say, ‘Oh my gosh, I can’t believe this is heated,’” said Tanguay, “People even ask for business cards so they can look into getting heated glass installed in their homes.”

Whether temperatures are twenty below or just above freezing, ordinary windows create serious problems for any building in cold climates. First, they steal heat. Cold glass literally pulls heat energy out of a room and anyone standing nearby.

Second, even the most advanced double-pane window units will provide only limited insulation. The outside air will chill the glass so it remains well below room temperature. This, in turn, will create a zone of cold air extending up to ten feet away from the window. In a restaurant, this is particularly troublesome because there will be significant amount of square footage that customers will want to avoid in cold weather.

Third, cold windows create a temperature imbalance in a room. This imbalance can lead to convective air currents—or drafts—that can leave people feeling cold through any entire building.

On top of all these problems, restaurant managers often have to turn up the thermostat to the entire restaurant to accommodate cold customers seated near the windows. With Thermique heated glass, the thermostat can be left at a lower setting.

Preliminary independent testing indicates Thermique heated glass can reduce overall power consumption by allowing a building’s owner to reduce the thermostat. In other words, total energy usage and utility bills can be *lowered* by installing heated windows. More advanced testing is currently underway to identify the exact energy savings.

Ruth’s Chris in Aspen keeps its heated windows set on full heat 24 hours a day, 7 days a week during the winter season. During the spring and summer, the temperature of the glass can be adjusted to a lower setting via a small controller at the hostess station. Thermique heated glass in windows can be set anywhere from 70° F (21.1° C) to 105° F (40.6 ° C), depending on the power setting.

According to Tanguay, the restaurant’s heated glass technology has performed flawlessly since it was installed over a year ago. The windows in the reception area have been such a success that Ruth’s Chris is now considering a retrofit project to install floor-to-ceiling heated windows in a second-floor dining area.

Additional Information

Thermique technology transforms an ordinary pane of glass into an extraordinary heating device. The glass itself radiates heat uniformly and with precise control. Yet, the glass remains perfectly transparent, without any distortion or discoloration.

To accomplish this revolutionary feat, a transparent coating is bonded to the glass during the manufacturing process. The coating generates heat when subjected to an electrical current. The current is supplied by two buss bars located on opposite sides of the glass.

Standard electrical wiring connects the buss bars to a patented Thermique controller. The controller is typically mounted on a wall like a light switch. Glass temperature is easily adjusted by increasing or decreasing the controller’s power setting.

Thermique heated glass and controllers are designed and manufactured exclusively by Thermique Technologies in Chicago, Illinois. All electrical components are UL approved. The heated window units at the Aspen Ruth’s Chris Steak House were manufactured and installed by Colorado Warm Windows of Aspen, Colorado.

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About Ruth's Chris

From U.S. Prime steaks, broiled to perfection at 1800 degrees, to expertly executed seafood, New Orleans-inspired appetizers, unforgettable desserts and an award-winning wine list, Ruth's Chris Steak House offers fine dining at its prime. With more than 100 restaurants across the country and around the world, each sizzles in its own distinctive way.

Ruth's Chris Steak House in Aspen, Colorado, is located only 90 steps from the gondola and less than two blocks from the Hyatt, The Little Nell, The St. Regis, and the Sky Hotel. Whether it's a romantic dinner for two, an important business meeting or a private party, Ruth's Chris Steak House can accommodate your needs.

About Thermique Technologies

Combining more than 60 years of experience with cutting-edge expertise, Thermique Technologies, LLC, is today's premier developer of heated glass technology. Thermique heated glass is utilized in heated windows, glass towel warmers, and heated food service cabinets. Headquartered in Chicago, Ill., Thermique Technologies is a wholly owned subsidiary of Engineered Glass Products (EGP).

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