

Four Seasons Resort and Club

Customer

Four Seasons Resort and Club
Dallas, Texas

Industry

Hotel

Contact

Gerald Gleckman, Laundry Engineer

Gerald is in charge of the \$2.5 million laundry, which includes everything from the boiler to the 57 washers and dryers.

Description of business

World's leading operator of luxury hotels and resorts. This facility is the only 5-Diamond rated hotel in Texas. They have an upscale clientele which includes celebrities. Room prices are as high as \$2200 per night.

How they heard about us

Gerald remembers "Hey, Culligan Man" from the time he was a child....There was a feeling of confidence and trust working with an established business.

Situation/Problem

Four Seasons had a softener but it was not a quality system. It had numerous valves that didn't seem to have a real function, and they frequently got stuck. The system was obsolete. Gerald felt it was time to replace it.

Four Seasons had to frequently descale the boiler – six 5-gallon buckets at a time.

They had a 2" copper line that had been reduced to an internal diameter of only 1/2" due to scaling.

Solution

A new water softening system was installed for the laundry, which has totally eliminated hard water.

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Equipment installed/services implemented

Duplex Alternating Water Softener

Results/Customer Benefits

- "I would estimate that we save 30-35% on our detergent and chemical costs when we use soft water," said Gerald Gleckman.
- The laundry looks better and lasts longer. "I have been in discussions where industry people say soft water can extend the life of our linens by 40%. I think these numbers are realistic based on our experience," expressed Mr. Gleckman.
- After putting in a softener, Four Seasons has only a half bucket of scale in their boiler vs. six 5-gallon buckets they had previously.
- Now they have a clean, 2 inch line, again.
- Their water heaters recover more quickly and have reduced scale build-up.
- They used to use a pallet of salt per week and now they use a pallet of salt per month.
- The system is easy to maintain.
- The clientele of this facility are paying top dollar and expect nothing but the best. Culligan's water softening system helps Four Seasons maintain their level of outstanding customer experience.

Culligan Advantages

Culligan's reputation was a critical factor. Four Seasons knew they could count on quality equipment and service.

The Culligan logo is written in a blue, cursive script font. The letter 'i' in 'Culligan' has a small leaf-like shape above it. A registered trademark symbol (®) is located to the right of the word.

better water. pure and simple.™