



**Customer:**

Four Seasons Resort and Club, Dallas, Texas

**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 \$2,200 per night.

**Contact:**

Gerald Gleckman, Laundry Engineer

## Culligan Success Story Four Seasons Resort and Club

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.



**END-TO-END SOLUTIONS.**

## Superior service with every order.

Every customer is important. And every customer is different. With a partner like Culligan Commercial, you can expect a water treatment plan as original as you are. And like you and your business, we pride ourselves on supporting our solutions with ongoing expert service.

### Solution:

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

### Equipment installed:

Duplex Alternating Water Softener

### The results/Customer Benefits:

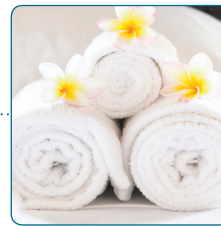
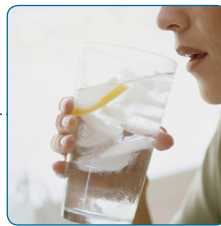
- The laundry looks better and lasts longer.
- After putting in a softener, Four Seasons has only a half bucket of scale in their boiler vs. six 5-gallon buckets they had previously. Now they have a clean, 2" line, again.
- Their water heaters recover more quickly and have reduced scale build-up.
- They 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.

"I would estimate that we save 30-35% on our detergent and chemical costs when we use soft water. 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."

— *Gerald Gleckman, Laundry Engineer, Dallas, Texas*



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