



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.

**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

**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.

**Culligan**

better water. pure and simple.™

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

**Equipment Installed:** 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.

