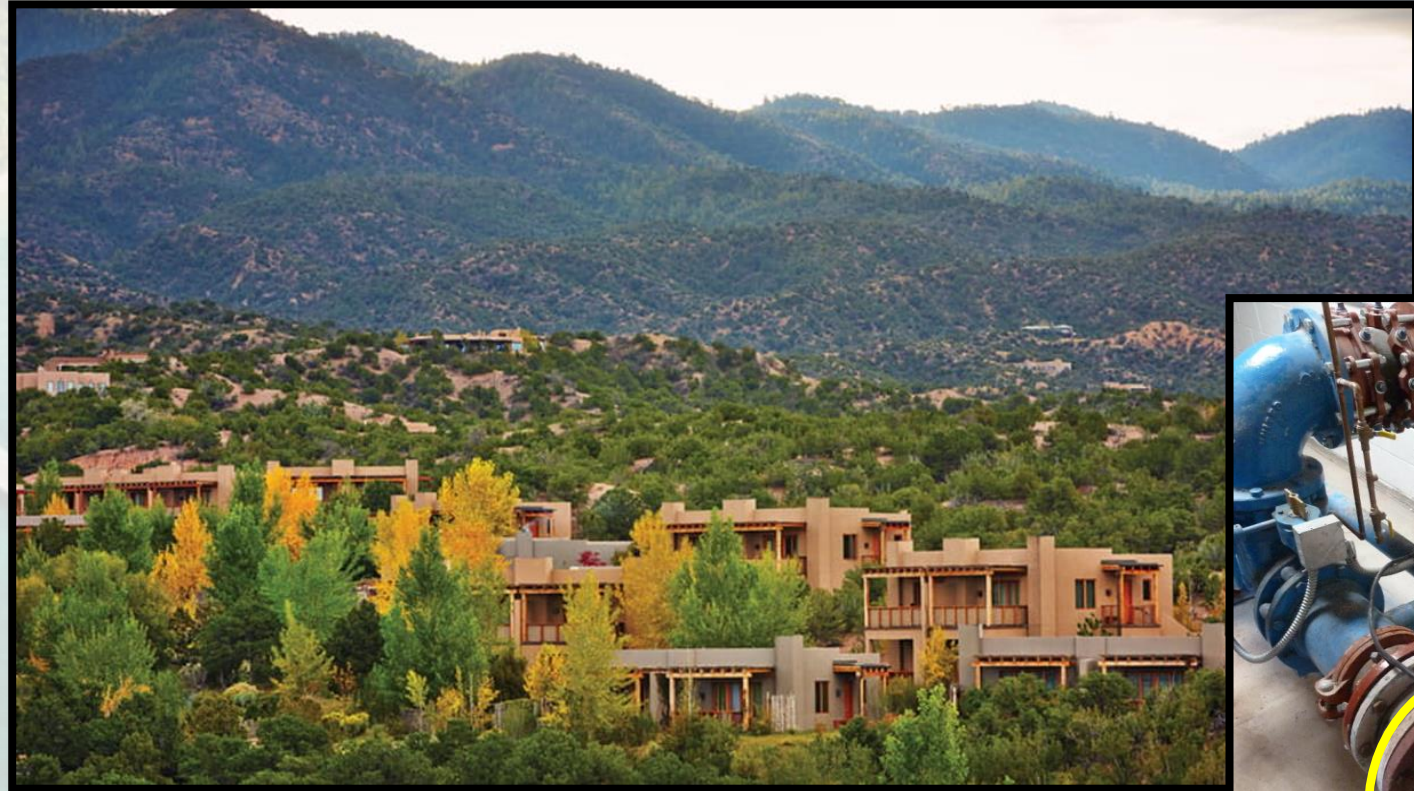


# HydroFLOW Case Study

How a high-end resort used small-commercial *s38* and *hs40* units to evaluate Hydropath technology's ability to treat scale.



The evaluation led to installation of *i* Range units on the well and cooling tower.

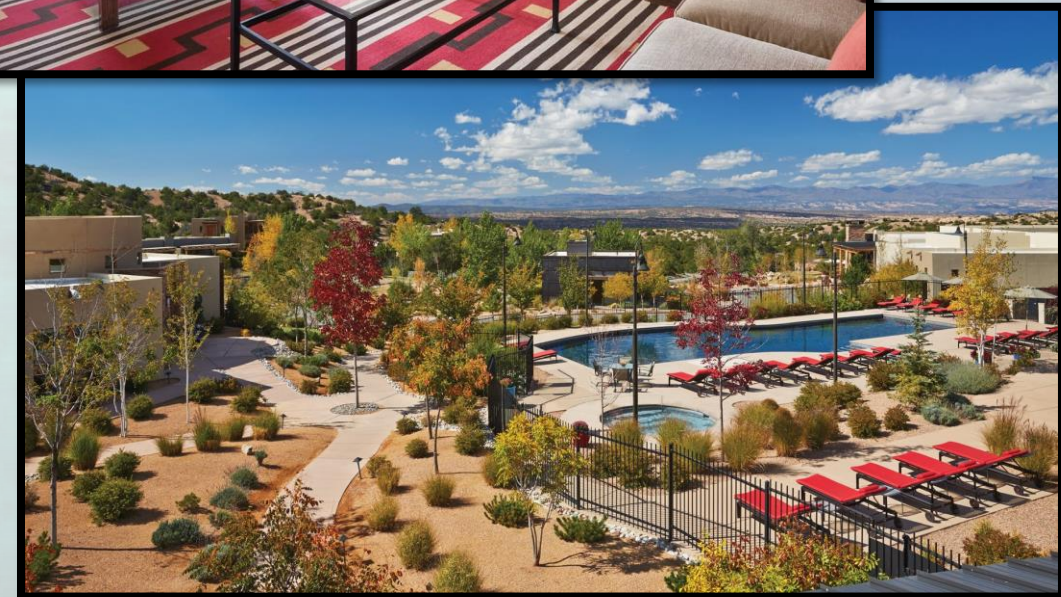
# Background

## The Customer

Premium resort in Santa Fe, New Mexico, USA.

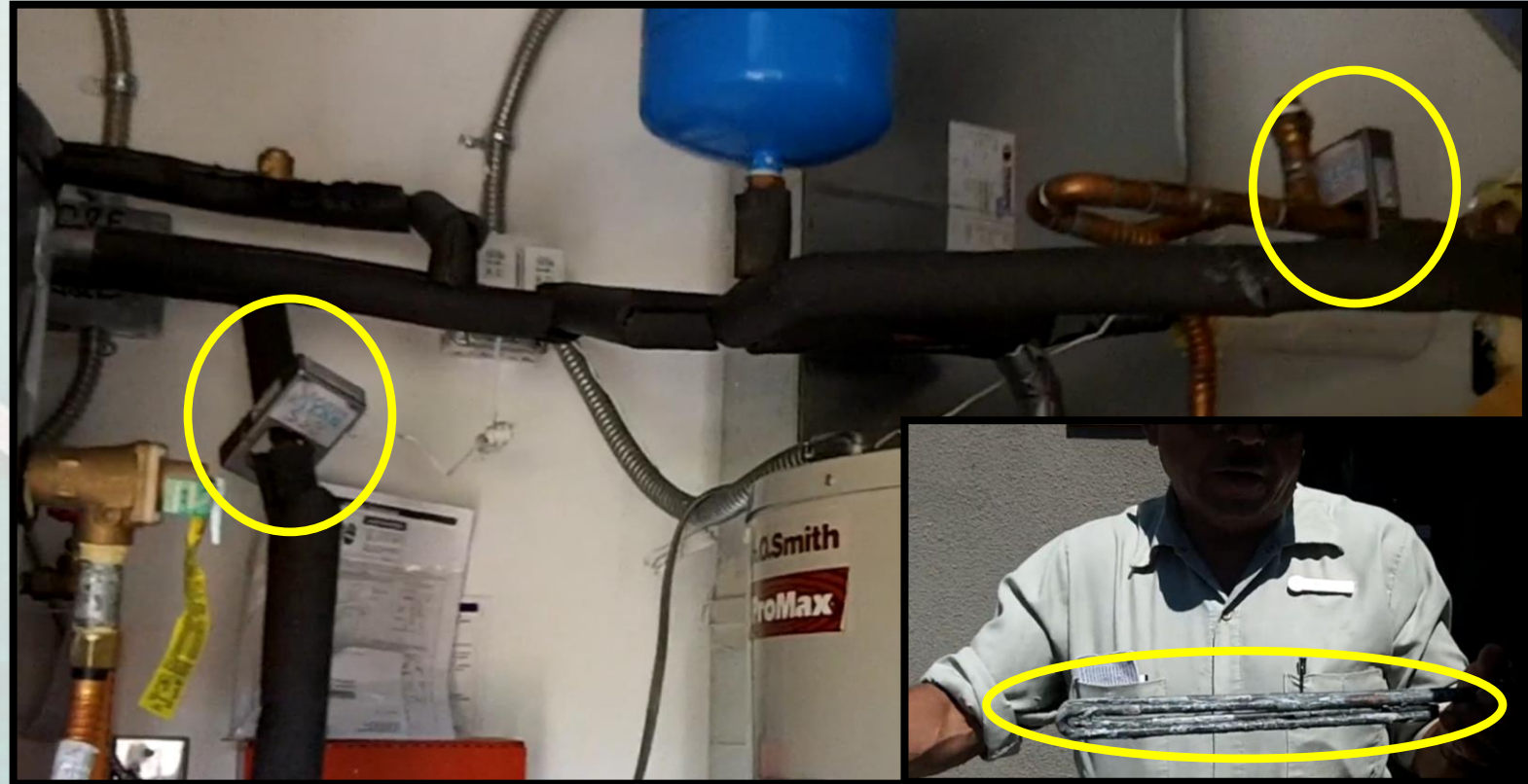
## The Customer's Pain Point

The resort operates its own well and wastewater facility. The water is extremely hard (54 Grain Per Gallon or 923 Parts Per Million), which was giving the maintenance staff significant issues. With each of their 64 casitas having its own water heater, the resort was spending roughly \$15,000 annually to keep them operational. Water softeners were considered by management but were not installed because of their potentially negative environmental impact on the biological balance of their wastewater facility.



# Background

A local *HydroFLOW* distributor, New Water Innovations, became aware of the resort's hard water problems through a major plumbing contractor in Santa Fe. The resort's facilities manager was hesitant to purchase industrial-grade *HydroFLOW* devices, so a proof-of-concept trial with 2 small-commercial s38 units was conducted. After 4 months, results showed a great reduction of scale buildup on the heating elements.



# Results and Subsequent Opportunities

Product evaluations with *s38* or *hs40* small-commercial units are an inexpensive method of gaining a customer's trust in Hydropath technology. In the case of this high-end resort, the product evaluation led to the sale of large commercial units on pools, hot tubs, wells and cooling towers. The owner of the high-end resort, contracted New Water Innovations to install *HydroFLOW* equipment in other resorts.



The installed equipment has been performing per the customer's expectations for over 8 years.

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