



Waterco Case Study

The Oaks Hotel SA

# Oaks Hotels & Resorts, Adelaide

## *Creating a safer swimming environment for guests*

- RESPONDING TO NEGATIVE POOL REVIEWS WITH A CHLORINE-FREE SANITATION SOLUTION
- OXIDISATION POTENTIAL OF HYDROXPURE HIGHER THAN ANY OTHER SANITISER AGENT
- DRAWING ON THE POWER OF NATURE TO PRODUCE OXYGEN-ENRICHED WATER

“ Many guests have commented on the clarity of the water... no chlorine smell or skin irritation associated with chlorinated pools. ”

*Waterco spokesperson David Hutton*

### Challenges

In this era of user-generated content on travel websites like TripAdvisor, Adelaide's Oaks Embassy recognises the power this can have on how consumers choose their accommodation. Part of the Oaks Hotels & Resorts hospitality group, Oaks Embassy in South Australia's capital city was experiencing negative comments from guests about its fully enclosed, 34,000-litre swimming pool – specifically the strong smell of chloramines – so to ensure these comments didn't make their way on to social media, the operators decided to upgrade to a more advanced, chlorine-free pool sanitisation solution.



*The Hydroxypure system continually sanitises your swimming pool by testing the water and automatically maintaining optimum levels of residual sanitiser.*



*Sensitive Choice® blue butterfly recognises products and services that support asthma and allergy care.*



*Waterco's multi award winning, MultiCyclone technology is incorporated into the Hydroxypure system. It maximises the strength of sanitisation by cleverly performing the dual role of mixing the ozone into the pool water and then providing adequate contact time with the water to be fully effective.*

In addition, the hotel management wanted the ability to have the system remotely monitored by a specialist, in order to ensure that the installation of the new technology was not going to lead to a stressful situation for the maintenance team on-site at the apartment hotel. It also needed to comply with the relevant South Australian Health Department guidelines and continue to meet performance standards to remain compliant.

**Solution**

In December 2014, Waterco's Hydroxypure was retrofitted to the existing plant room along with two new Waterco Micron S602 ECO filters with Glass Pearl filter media. Endorsed by the National Asthma Council of Australia and approved by its Sensitive Choice® program, Hydroxypure was the only alternative system capable of maintaining compliance with existing standards.

“Alternative products were considered but they were not a 100% chlorine-free alternative that could be remotely monitored,” said Waterco spokesperson David Hutton. “In addition, having the endorsement from the Sensitive Choice program was definitely an advantage. “Waterco is a recognised, global brand with an extremely good reputation for quality products – and that was also crucial in the decision process.

Hydroxypure's Advance Oxidation Process has the superior ability to remove bacterial threats more effectively than any other oxidation process currently available on the market.

For Oaks Embassy residents and guests, the difference to the pool water is tangible. “Many have commented on the clarity of the water and their skin having no chlorine smell or dryness associated with chlorinated pools,” said David.

Using Waterco's Micron S602 ECO filter and Glass Pearl filter media was a perfect combination with the Hydroxypure system. The ECO filters represent the latest in fibreglass winding technology; they consist of an inner shell of fibreglass reinforced with multiple layers of continuous strands of fibreglass filaments.

Waterco's Glass Pearls are made from pure glass, and filter out anything larger than three microns, providing superior quality water. The spherical shape of beads means less friction levels inside the filter, requiring only 20% of the water you would use to backwash a sand filter. They're also chemically inert, safe, smooth and pure.

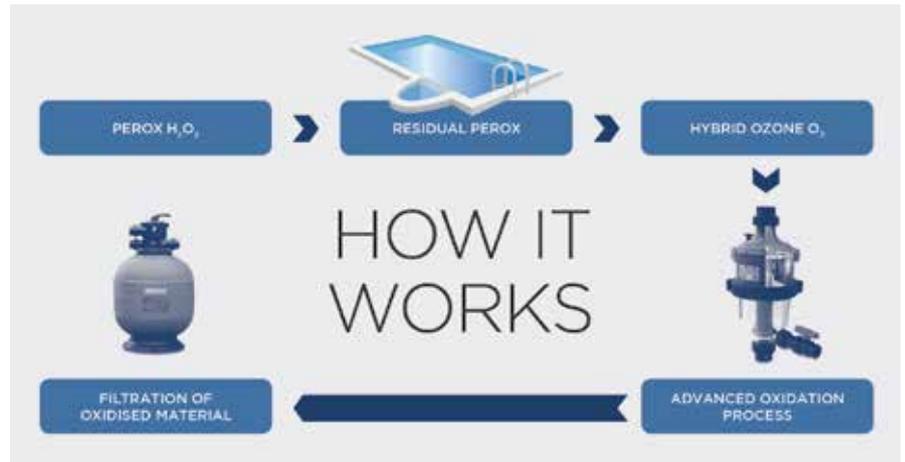


*The Micron ECO features an internal hydraulically-efficient system, which is designed to facilitate energy and water savings. Its unique 'fish tail' laterals ensure better water flow distribution through the filter's media bed, enhancing its filtration and backwashing efficiency.*



*Waterco's Glass Pearls are manufactured from 100% pure glass and provide an extremely narrow particle size range, enabling the creation of a dense homogeneous filter media bed.*

The use of ozone and Perox in harmony increases active oxygen levels in the water. This synergy ensures the safety of water environments without creating harmful chemical by-products.



*Perox (H<sub>2</sub>O<sub>2</sub>) is a specially formulated blend of hydrogen peroxide – which is simply water with an extra oxygen molecule – that has been developed to work in unison with the Hydroxypure system to ensure perfectly sanitised water at all times.*

**Benefits**

Waterco’s naturally formulated Hydroxypure system uses a combination of Perox sanitiser (H<sub>2</sub>O<sub>2</sub>) and hybrid ozone (O<sub>3</sub>) in its Peroxone Treatment Process (PTP).

“This is considered the most significant innovation in pool treatment in 20 years,” said Waterco group marketing director Bryan Goh. “It’s known as the new treatment process of the 21st century because of the reaction’s ability to remove all bacterial threats. It’s far superior to other oxidation processes currently available to the swimming pool market.”

Hydroxypure uses a combination of ozone and Perox sanitiser to create one of the most powerful oxidisers in nature.

“The oxidisation potential of Perox and ozone is much higher than any other sanitiser agent used in swimming pools,” Bryan explained. “The by-product of chlorine reacting with ammonia in the water is the formation of chloramines, which can result in stinging eyes and also affect asthma sufferers.”

Hydroxypure inventor, Nick Briscoe said detrimental comments about the swimming pool were now a thing of the past. “The Hydroxypure system has definitely satisfied all of the Oaks Hotel’s requirements,” he said.

**About Oaks Hotels & Resorts**

Oaks Hotels & Resorts is one of Australia’s largest apartment accommodation providers. Currently incorporating a portfolio of 43 Australian properties across five states, Oaks Hotels & Resorts offers a unique blend of stylish city hotels in central, sought-after locations and relaxed, resort style properties in some of Australia’s most picturesque tourist destinations.

Oaks Horizons is a spacious and stylish apartment-style hotel conveniently located on North Terrace in the heart of Adelaide’s CBD, opposite the Adelaide Convention Centre and Sky City Casino.