

Water Quality Maintenance + Compliance

Case Study

Background

This case study recalls our experience working with an ocean-front luxury hotel located in the Southeast Region of the US.

The Problem

While this luxury hotel had no reason to suspect its pools and spa didn't live up to the current codes and best practices, they decided to reach out to CES, an Aquafinity company, to audit the code compliance and water quality of the aquatic facilities on their property. When CES arrived on the scene, they discovered the aquatic amenities had fallen below acceptable industry standards.

Risk factors for improperly treated and maintained water quality can range from patrons experiencing skin irritations from irregular chemical levels to harmful water-related illnesses and bacteria that go against the CDC and DOH guidelines.

The Solution

Once CES implemented their Q5® program, including upgrades to operating programs, and installed the necessary equipment to provide a higher standard of aquatic operations and ongoing monitoring and maintenance, the luxury hotel received a complaint from a guest breaking out in a rash after swimming in their pool.

In most instances, it would be hard to trace the problem or provide evidence that the hotel's water wasn't to blame. But with the help of CES's new systems, the hotel could verify that the water in the pool and spa was safe and code-compliant. The advanced equipment room controls with remote communications, data logging, and alert notifications were monitoring and tracking all water systems at the hotel. This allowed the hotel to carefully analyze its water quality over any timeframe.



Looking at snapshots of the pools' chemistry from the day before the guest and her daughter arrived until they departed, the data confirmed that the circulation, filtration, and water chemistry before, during, and after the guest and her daughter's stay were well within DOH guidelines.

The Results

Able to rule out the hotel's liability, it was revealed that the guest also swam in the ocean during their stay. They then confirmed the guest's rash was due to a "sea lice" infestation in the ocean, which the hotel had signs up around the facility warning guests of. With all the facts, the hotel guest thanked the staff for their help, and threats of litigation or negative reviews were eliminated.

Moral of the story here? Your aquatic facilities need backup! Having a water quality provider whose services go beyond to address safety issues in pool equipment rooms and pool deck areas is so important.

A thorough water quality control program should always:

- Maintain full compliance with state and local health codes
- Provide training and technical support for operators
- Monitor all vital parameters providing safe and attractive water
- Track the locations of hazardous pool chemicals, the handling and storage procedures, and the necessary instruction in using and managing such chemicals

Department of Health Codes normally provide minimum standards that don't properly address parameters such as proactive maintenance, redundancy, checks and balance, and advanced alerts of out of range conditions. Also many facilities want to go beyond the minimum requirements, and their customers demand excellence, but there has been a lack of direction on how to achieve.



THE Q5® STANDARD PROVIDED THE LUXURY HOTEL WITH A DETAILED PRESCRIPTIVE ROAD MAP TO METHODICALLY TAKE THEIR FACILITY TO A HIGHER LEVEL OF OPERATION AND SAFETY, AND CES'S TURN-KEY SOLUTION TURNED THE PLAN INTO A REALITY.