



HOTEL INDUSTRY

High-End Resort Scale Reduction Case Study **Santa Fe, New Mexico, USA**

HydroFLOW® units reduced scale buildup in resort water systems with extremely hard water, supporting improved heater operation and enabling full site installation.

923ppm

Water Hardness Level



Scale Observed

4 mo

Trial Success

8+ yrs

Sustained Performance



BEFORE & AFTER

BEFORE

- Extremely hard water caused heavy scaling
- High maintenance costs for heaters
- Water softeners not viable option

AFTER

- ✓ Reduction in scale observed on heating elements
- ✓ Improved heater operation and scale reduction
- ✓ Full system rollout after trial



OVERVIEW

A premium resort in Santa Fe operated its own well and wastewater facility, using extremely hard water at 923 ppm. Each of the 64 casitas had individual water heaters, resulting in high maintenance costs and ongoing scaling issues.



CHALLENGE

Extremely hard well water caused severe scaling and high maintenance costs.

- 923 ppm hardness causing scale buildup
- 64 individual water heaters affected
- \$15,000 annual maintenance cost
- Softeners unsuitable due to wastewater impact

SOLUTION

2x HydroFLOW® S38 units installed for trial, followed by large HydroFLOW® i Range units after success.

UNIT INSTALLED

2x HydroFLOW® S38/ HS40 + i Range systems

INSTALLATION POINT

Water heaters, well supply, cooling tower and hot tubs

WATER HARDNESS

923 ppm (54 GPG)

TRIAL DURATION

4 months



INSTALLATION

s38 units on pipework



INSTALLATION

HS40 unit on water line



INSTALLATION

i100 unit on pipework

RESULTS

Reduction in Scale Buildup

Scale reduction observed on heating elements after trial.

Reduced Maintenance

Maintenance requirements reduced across water heaters.

Successful Trial

Results observed within 4 months.

Full System Rollout

Installed across multiple resort systems.

Customer Confidence

Trial supported decision for further installations.

Long-Term Performance

System performing over 8 years.

KEY TAKEAWAY Summary

HydroFLOW® S38 units demonstrated scale control in 923 ppm water. After a 4-month trial, full installation followed, delivering over 8 years of performance.

923ppm

WATER HARDNESS



SCALE OBSERVED

8+ yrs

PERFORMANCE



ADDITIONAL PHOTO EVIDENCE



AFTER

Reduced scale buildup on heating element after 4 months



INSTALLATION

HydroFLOW® installed as part of wider rollout across resort

RELATED CASE STUDY

High-End Resort Hot Water Scale Study

Jamaica

A high-end Jamaican resort used HydroFLOW® to address severe scaling in hot water and laundry systems, helping reduce maintenance and support more stable operation across heaters and equipment.

3 Months Cleaner Heater Cores

No hard-scale buildup observed on heater cores after 3 months

5 Months Clear Laundry

Machine windows and internals stayed clear after 5 months of operation

8 Months Without Removal

Only inspection and re-sealing required, reducing maintenance disruption

HYDROPATH

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