

Maxwell Apartment Complex Case Study

Tackling Boiler Failures and Hard Water in a Multi-Unit Apartment Complex

At a glance

Culligan delivered a strategic, effective solution to a high-cost, high-impact problem. By integrating advanced softening technologies, the apartment complex now benefits from improved equipment longevity, reduced maintenance expenses, and a better resident experience.



CHALLENGES



A multi-unit apartment complex was facing recurring boiler failures caused by hard water infiltration in the hot water system. The costs of repeated boiler replacements were mounting, with downtime impacting residents' access to hot water.

Key challenges included:

- **High Maintenance Costs:** Boiler repairs and replacements were becoming a financial burden.
- **Tenant Dissatisfaction:** Inconsistent hot water led to complaints and potential resident turnover.
- **Cross-Connection Leakage:** Despite having softeners in place, hardness was returning into the soft line through leaks in the recirculation system.
- **System Complexity:** Hot water operated on recirculating pumps, making it difficult to isolate and address the problem without advanced solutions.

SOLUTIONS



The complex partnered with Culligan to design and implement a targeted water softening solution. The approach included:

- **Culligan CTM Water Softener:** A robust system designed for high-efficiency softening tailored to commercial-scale needs.
- **HOT Water Portable Exchange (PE) Softener:** A supplemental solution for treating return lines, specifically addressing hardness in the hot water recirculation system.

Superior service with every order.

Every customer is important. And every customer is different. With a partner like Culligan® Commercial, you can expect a water treatment plan as original as you are. And like you and your business, we pride ourselves on supporting our solutions with ongoing expert service.

RESULTS



Culligan's intervention led to the following outcomes:

- **Controlled Hardness Levels:** The softened water system effectively eliminated hardness in the return line, ensuring soft water circulation on the hot side.
- **Boiler Protection:** The new boilers remained fully functional, with no signs of damage from hard water.
- **Cross-Connection Repairs Underway:** With soft water flow restored, the property is actively working on repairing cross-connections to prevent future contamination.
- **Improved Tenant Satisfaction:** Occupants now experience consistent hot water service, reducing complaints and the risk of move-outs.



THE RESULTS:



Controlled
Hardness Levels



Improved Water
Quality



Boiler Unit
Protection



Improved Tenant
Satisfaction

THE CULLIGAN ADVANTAGE



1

Industry-Leading Technology

Products with patented technology, designed to outperform the competition.

2

Expert Trained Technicians

In-house, expertly trained service technicians with years of experience with these systems.

3

Certified Quality

Regularly scheduled water quality and system performance checks ensuring water quality meets the EPA, FDA, USDA and state guidelines.

4

The Culligan Guarantee

Trusted name for clear, clean and delicious water that customers depend on, appreciate and even avidly promote due to their overall satisfaction.



For over 80 years, Culligan® has made better water. Our global network, comprised of 800+ dealers and international licensees in over 90 countries, is dedicated to addressing your water-related problems. As a worldwide leader in water treatment, our sales representatives and service technicians are familiar with the local water conditions in your area. Being global and local position us to deliver customized solutions to commercial and industrial water issues that affect your business and your bottom line.