

Hilton waterfalls wastewater treatment plant

Background

In accordance with Hilton's aim to achieve the maximum customer's satisfaction level and to make continuous services development on its services and product along with offering the highest level of hospitality to its guest. Hilton Waterfall Resort as a member of Hilton group Middle East has the same desire to reach its same high standard customer satisfaction level.

Problem

The problem of the bad odor that comes out of the sewage collection tank located near its beach and guest suits causes many customers disturbance, complaints and dissatisfaction..

There are 2 collecting tanks in the resort with the following capacity:

- Main collecting tank capacity **30m³**.
- Basement collecting tank capacity **80m³**.

Solution

- According to Valens Company's professional experience in managing, operating and maintaining sewage treatment plants, it was contacted to design and activate the required solution.
- Increasing the operational efficiency of the station through the use of Valence technology

The resort administration decided to start with the basement collecting tank as it the main cause of guests' complains.



Basement collecting tank

Coordination was set with the chief engineer of the resort who accompanied Valens company's representative to a visit to the basement sewage tank location in the resort. As they approaching the location, they started smell bad odor 10 meters away from the collecting tank, which cause disturbance to all guests and workers near it.

Implementation program

- Using Valens company technology with initial shock doses to rehabilitate the system, then maintenance doses that gradually decrease to reach complete stability in the system.
- The program was implemented with successive powerful shock doses of our product, followed by maintenance doses every week.
- The dosing schedule is as follows:
 - 1st day: 1600 gram (shock dose)
 - 2nd day: 1400 gram (shock dose)
 - 3rd day: 1300 gram (shock dose)
 - 4th day: 700 gram (shock dose)
 - 5th day: 350 gram (shock dose)
 - 6th day: 350 gram (shock dose)
 - Weekly : 500 gram (maintenance dose)

Results

As we started applying our product in the collecting tank, malodors started to disappear gradually until it is completely disappeared in the 6th day of application. This has been reflected in the satisfaction of the guests in the hotel and the hotel staff as they are no longer complaining about malodor near the collecting tank.

Conclusion

The hotel administration decided to continue using our product in all tanks to ensure that bad odors do not appear again

Contact

VALENS

Building No32-El Oboor Building -Salah Salem Street-Nasr City-Cairo
Post Office No. 34- 44, Dubai City - Bur Dubai - Al Fahidi
Phone No: 0583037024 mobile no :971527107797
E-Mail: info@uvalens.com

