

TMI SUSTAINABLE AQUATICS CLIENT SPOTLIGHT

Club Northwest

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Scott Draper, founder and majority owner of Club Northwest in Grants Pass, Oregon took the time to chat with us about his journey with Club Northwest since they opened their doors in 1997. Their achievements are impressive:

- In the top 100 clubs in the nation in 2018 (Club Industry Magazine)
- One of the top 100 companies to work for in Oregon in 2017
- In the top 100 Green Work Places in Oregon in 2018

...to name a few accolades.



“This started as an adventure and has been full of challenges and a wonderful journey ever since. We currently have over 9,000 members – which is demographically a larger penetration than the national average - and what differentiates us from most other full service clubs, is that 60% of our gross revenue comes through non-dues revenues. We offer additional Wellness Services including the Spa, Kid Zone, the Juice company, Wellness Retreats, and others”.



Having just completed a renovation at their facility, including the aquatics center, and being the first commercial pool to install a salt system back in '97, we asked Scott, why salt and why TMI?

“You can’t be a world class facility and not have a world class Aquatics Center!”.

Club NW purchased their original salt systems from a local dealer and shortly thereafter, contacted TMI for support as the dealer was no longer in business. TMI has supported that account since 1999, adding Chemistry Controllers in 2007.

“With this latest upgrade, we made the decision to have world class water and air quality and it was all worth it! Within the scope of the \$2 million renovation, the equipment choices you helped us make to give us superior water and air quality were the best thing we did in the entire remodel! As soon as you walk in to our aquatic center, the air is clean and the water is...well...we call them mountain lakes! The biggest difference of all is in the warm pool, while it’s always been clean, it’s also been a struggle. Now it looks like a mountain lake at 94° – crystal clear!”



Regarding member feedback, Club NW uses the Medallia® Feedback platform (along with 600 other clubs in the country). Prior to the upgrade, they would get 3 – 5 negative comments about the Aquatic Center per week. Since the remodel, it is rare to get 1 per month and this is out of 100+ reviews per month.

“It was a recurring issue with a portion of our membership. Now we get no negatives about the water at all and get a lot of positives! “We are in the top 5 – 10% Medallia® scores around the country, so it is a big deal not having stellar reviews for water quality. The switch to the TMI Salt Synergy® (Salt + UV) with the updated Chemistry Controllers and zLOG® was very positive.”

“As a club owner that includes an aquatic center, I would say that we went from an “ok” experience for members to a World Class experience. I recommend the whole package from TMI. It’s not just the equipment, it’s the support you get with the equipment. It was a stellar experience and TMI and my staff were like one big team where we were all in to win, and that’s what we did!”

For more information on Club Northwest
click [here](#).

For more information on TMI Sustainable Aquatics
click [here](#). If you would like to contact us,
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