

Case Study

Tamarack Country Club

Challenges

Tamarack Country Club was dealing with daily temperature issues of extreme measures. They would have to endure 103° days in the middle of August with no air conditioning, and there would be cold winter days with no heat and several club members made complaints. As a highly ranked country club with a rich history, this was simply not up to their standard and needed a change quickly. Their HVAC company at the time was, unfortunately, not able to make the necessary improvements.

Atlantic Westchester came highly recommended from club members that all had positive experiences working with them. In order to ensure that they would not hire another problematic HVAC company, they put Atlantic Westchester through a very thorough hiring process. This process included having Atlantic Westchester spend a day at the country club, checking all of their equipment and writing a detailed report on the work that needs to be done. The club's management team was very impressed with Atlantic Westchester's knowledge and client service and soon hired the team.

Solution

After a thorough check up on Tamarack Country Club's HVAC system, Atlantic Westchester was able to determine that the system was suffering from an accumulation of maintenance neglect and poor quality repairs. In order to address these, each individual system throughout the country club was inspected with a fine tooth comb to evaluate what needed to be replaced or repaired.

In several instances, Atlantic Westchester was able to salvage the equipment and restore them to factory designed operation. There was a tremendous calcium build up on the cooling tower, which was first cleaned and then water treatment was added to prevent further build up. There were a few components that needed to be replaced due to refrigeration piping issues.



Results

Atlantic Westchester was able to get the heating and cooling machines running efficiently. Members are much happier now when they come to the clubhouse and there are no worries about their air conditioning or heat not working. Tamarack Country Club's main focus is based on membership satisfaction, and that satisfaction has improved tremendously. The replacements and repairs completed by Atlantic Westchester protected Tamarack Country Club's revenue stream and saved their reputation among members.

About

Since 1929, Tamarack Country Club in Greenwich, Connecticut has provided golfers with a legendary golfing experience and a place for friends and families gather to relax, socialize, and celebrate. Golf Digest has ranked Tamarack the #5 golf course in the state of Connecticut.



“ Working with Atlantic Westchester has been an excellent experience. They are respectful, friendly, and professional. I am excited to continue working with them and would definitely recommend them to anyone looking for quality commercial HVAC services. ”

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