



CASE STUDY:
Elkay & Adelaide Airport

Elkay® Bottle Filling Stations Land at Adelaide Airport



Elkay and CIVIQ, an Elkay distributor, partner with Adelaide Airport to deliver six premium bi-level drinking fountains and bottle filling stations in its passenger terminals.



THE CHALLENGE

Customer feedback, per a survey conducted by Adelaide Airport in South Australia, in 2016, indicated a lack of drinking water amenities in its terminals. In particular, results highlighted that there was no dedicated area for users to fill water bottles before boarding flights, which led to congestion at the existing drinking fountains that were not designed with water bottles in mind.

With this insight, Adelaide Airport began searching for a water dispensing solution that would withstand high usages rates, be accessible for all users and sync seamlessly with the modern architectural design of the terminal.

Airport managers contacted CIVIQ, an Elkay® distributor for Australia, for guidance. They were presented with a number of solutions, including a range of Elkay wall-mounted drinking fountains suited for busy indoor public environments.

THE SOLUTION

After careful consideration, Adelaide Airport management selected Elkay's ezH2O® bottle filling station with SwirlFlo® bi-level fountain, due to its all-in-one water delivery offering and bottle refill functionalities. It has built-in refrigeration, water filtration and a sleek design.

The bi-level drinking fountain basins grant easy access for younger travelers as well as wheelchair users. The sanitary, no-touch sensor on the bottle filler helps provide users with a fast, hands-free way to fill up their bottles before departure. The inwall installation allows for a seamless finish that is flush with the wall.

CIVIQ Sales Representative, Brittany Thompson, worked with facility managers to oversee the product selection and installation.

"Adelaide Airport was great to work with," said Thompson. "Elkay's SwirlFlo ezH2O is a great fit for the airport environment because the dual-height design means everyone has access to drinking water.

"The airport has done a fantastic job at responding to customer feedback, plus the product looks great and ties in nicely with the newly upgraded washroom facilities," added Thompson.

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***- Brittany Thompson,
Sales Representative from CIVIQ, Elkay Distributor***

THE RESULTS

Six brand new Elkay SwirlFlo ezH2O bottle filling stations are available for both domestic airport passengers and international travelers prior to immigration and on arrival. Because of the enhancements from Elkay, travelers now have several dedicated areas for filling up their water bottles in easily identifiable and accessible zones.

The bottle filling stations are not only keeping patrons hydrated, but also encouraging users to move away from generating unnecessary waste from single-use bottled drink purchases. In addition, Elkay's ezH2O bottle filling stations are helping travelers reduce their sugary beverage intake, making for a happy, healthy airport experience.



ABOUT ELKAY

Family owned since 1920, Elkay has been making innovative products and delivering exceptional customer care for almost a century. While proud to be America's No. 1 selling kitchen sink company, Elkay expanded its commercial offerings more than four decades ago, and today delivers faucets, foodservice fixtures, water coolers, drinking fountains and award-winning ezH2O bottle filling stations, in addition to world-class stainless steel and quartz sinks.

Like your family, Elkay has values and traditions that endure; like a commitment to sustainability and to our country. Headquartered in Oak Brook, Illinois, Elkay has been American-owned and operated, providing thousands of jobs that support our families and communities.

