



Customer:

Pei Wei® Asian Diner

Description of Business:

Chain of quick-casual restaurants

Contact:

Maria Johnson, CRFP, Director,
Facilities Management

Culligan® Success Story Pei Wei® Asian Diner

“At Pei Wei®, we strive to provide our customers with a quality dining experience, which is why we trust Culligan® Commercial Solutions to handle all of our water needs. Besides high quality water and equipment, Culligan® has provided us with superior service for over nine years. We know when we have a question or concern it will be handled effectively and efficiently by D. David Doleshal, our Water Expert. We look forward to many years of quality products and service from our friends at Culligan®.”

— *Maria Johnson, CRFP, Director, Facilities Management*

Pei Wei® Asian Diner (www.peiwei.com) is a chain of quick-casual restaurants that serve freshly prepared, wok-seared, contemporary pan-Asian cuisine in a relaxed, warm environment with friendly, attentive counter service and take-out flexibility.

Pei Wei® operates more than 200 locations in 24 states across the USA as well as in Kuwait and Mexico City. As with all restaurants, having ready access to good quality water for consumption as well as its back-of-house operations is a necessity. Culligan® has worked with Pei Wei® for the past nine years to ensure that each unit is equipped with the optimal water treatment system to maximize success both front and back of house.



END-TO-END SOLUTIONS.

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.

The Discovery Process

The longstanding relationship between Culligan® and Pei Wei® functions very much like a strategic partnership. It is based on understanding and accommodating Pei Wei's goals and processes – the first step in developing the most appropriate water treatment system for each location.

Pei Wei® has established 3-4 footprints for the water treatment systems and related plumbing in its establishments nationwide. This "master plan" enables Pei Wei® to deal with the vast majority of its installations and typical water quality issues that might be encountered. It also provides a framework in which Culligan® Commercial Solutions plans and executes each installation.

To choose the best solution from the designated footprints, Culligan® undertakes a discovery process in each new location. This process includes an assessment of the new location's size and configuration, the local water quality, and any other factors that would impact the system design. Proper discovery leads to the best design and application of Culligan's technologies for that location.

During this phase, Culligan® taps into the expertise of its in-house engineering staff and leverages the local experience of its dealers in each of the markets where the restaurants are located. Culligan's local dealers are intimately familiar with the chemistry and particular "quirks" of local water conditions. This perspective lays a solid foundation for choosing and installing the best system for each unit.

Optimally, this groundwork takes place as part of the planning and construction for each new location. "Getting it right" during this phase is far more efficient and economical than making costly alterations once the facility is up and running.

Selecting the Right Solution

Once these parameters are defined, Culligan® selects the most appropriate filtration and softening solutions, thus allowing water to perform more effectively in each restaurant by helping to reduce scale, extend equipment life, reduce maintenance costs and promote consistent water production.

Filters. These products reduce turbidity from the water, adsorb odors, neutralize acidity and remove heavy metals. Culligan® Commercial Solutions offers a range of tank sizes and materials as well as three media options to enable complete customization:

- Cullar® Activated Carbon – durable filters that improve taste, reduce chlorine, odor and both high and low molecular weight organic compounds.
- Depth filters, which are composed of anthracite, sand and garnet, retain solids as small as 10 microns.
- Iron filters, which use specialized media to filter and / or oxidize iron.

Culligan's line of depth and multi-media filters include a variety of sizes and configurations:

- HE (High Efficiency) 1.5 Filter. Suited for light commercial applications, this filter reduces turbidity, chlorine, iron and organics at a flow rate up to 36 gallons per minute.
- Hi-Flo® 42 Filter. Ideal for flow rates from 24 to 107 gallons per minute, this filter improves the efficiency of commercial processes by reducing turbidity in water.
- Hi-Flo xN® Filters. This series features an all-plastic, DC motor-driven valve, offering superior reliability and ease of service. It is ideal for processes requiring continuous flow rates up to 145 gallons per minute.
- CSM™ Filter, a heavy-duty commercial filter that provides high quality water at flow rates up to 145 gallons per minute.
- Hi-Flow 50 Filter, an industrial filter that reduces particulate matter and chlorine in water at flow rates up to 295 gallons per minute.

Softeners. Culligan's comprehensive line of softeners addresses the need for hardness and scale reduction and includes products to accommodate a wide range of flow rates. These products include:

- HE 1.5 Softener. With its patented technology, the HE 1.5 Softener delivers improved efficiency for small to medium-size commercial applications that require a flow rate up to 37 gallons per minute. Hardness removal capacity is up to 210k grains per tank. This system is also available in a dual-tank "twin" alternating configuration.
- Hi-Flo® 3 Softener, designed for applications requiring a flow rate up to 100 gallons per minute. Hardness removal capacity is 450k grains per tank.
- Hi-Flo 3e Softener, featuring the Culligan® Smart Controller and a top-mounted control valve. The Hi-Flo 3e has a hardness removal capacity up to 1.2 million grains per tank and accommodates a flow rate up to 280 gallons per minute.

Other Culligan® softeners include Hi-Flo xN®, CSM™, Hi-Flo 50, and CTM, the largest industrial grade softener in the Culligan® Commercial Solutions line.

Dedicated Line, Centralized Filtration Solution

Many restaurants buy separate filtration systems for specific locations in their operations. While common, that practice is not ideal for many reasons, not the least of which is that the filters are typically changed by staff members who are not specially trained to do the job. Leaks can result if the work is not done properly, potentially resulting in damage and impacting the bottom line.

To eliminate potential problems, Pei Wei® installed water treatment equipment on a dedicated line that covers all the sites within the restaurant – faucets, ice machines, pop fountains, etc.

Culligan® designed an automated carbon filtration system that serves all the water treatment sites within the restaurant. Using carbon filters can be a valuable way to deal with chlorine/ chloramines that are added to municipal water supplies. These substances can damage equipment such as dish washers and water tanks, causing problems in the restaurants.

For Pei Wei®, Culligan® uses the High Efficiency (HE) Series Water Filter System. As noted earlier, with its patented technology, the HE 1.5 filter delivers improved efficiency by reducing contaminants that affect equipment performance and durability. In addition, the HE includes the Culligan® Smart Controller. With the Smart Controller, customers can set up a single or multiple tank system that adjusts to flow demand. They can also monitor their water treatment system performance, consumable usage, and maintenance needs at a single site or across multiple ones 24 hours a day.



Soft versus Hard

Restaurants – along with many industrial and domestic water users – are concerned with water hardness. Hard water creates a variety of issues, from scaling to requiring more soap for cleaning processes. Hardness – a measure of how much calcium and other minerals such as iron, magnesium and manganese are present in the water – is measured three ways: grains per gallon, milligrams per liter and classification (ranging from “soft” to “very hard”). Water with less than 17.1 milligrams per liter is considered soft.

Water softeners work by replacing calcium ions with sodium ions from salt that is added via the softening unit. Culligan® offers an advanced line of softeners to reduce the accumulation of harmful scale in equipment caused by hard water. Culligan’s softeners improve the efficiency of equipment without the need for anti-scalant chemicals, resulting in both immediate and long-term cost reduction. Other benefits include improved efficiency of equipment; reduced maintenance, chemical and detergent costs; and reduced energy and water consumption.

Pei Wei® restaurants nationwide have a dedicated line feeding the drinking water. Depending on the hardness of the water in each of its locations, Pei Wei® uses either a full line softening system or one that treats hot water only. Culligan® works with each location to recommend the appropriate kind of system prior to designing the footprint of the unit.

Solutions include Culligan’s High Efficiency (HE) softener and the Culligan® Hi-Flo 3e Series Water Softener System. Engineered with patented technology, these softeners deliver improved efficiency to lower operating costs by reducing hard water contaminants, scale build-up that affect equipment performance, and stain-causing contaminants.

Culligan® Advantages:

- Long-standing reputation for quality and innovation
- Professional installation and responsive service
- Strong relationship with Culligan® representative
- Environmentally conscious products and solutions
- Strength of Culligan® brand and name

Summary

Ensuring access to high quality water is central to Pei Wei’s operations, both front and back of house. For nearly a decade, Culligan® Commercial Solutions has worked with Pei Wei® to devise systems that manage important issues of taste and hardness while also streamlining costs and maximizing productivity.



Finally, an end-to-end solution from a single source.

Place your commercial and industrial water treatment needs in the hands of a global leader.



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For 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.

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