

## Case Study

# Portavadie, Loch Fyne, Scotland



**When one of Scotland's finest marina and accommodation providers developed their world class spa and leisure facility, Portavadie, they turned to Thain Commercial for the company's expertise on laundry solutions.**

Having used Miele washing machines before - recognising the reliability, durability and ease of use - the Portavadie team first contacted Thain Commercial in 2013 when planning the initial phase of their laundry provision.

*"As a company, if we are investing in machinery, we always look at what is best and most cost effective over the longer term. Miele provides this," says Iain Jurgensen, Portavadie General Manager. "The owners trust the Miele product in terms of reliability. The ability to deal with*

*"The leisure facility is generating hundreds of towels per day so we needed to be able to handle that volume," added Iain Jurgensen.*

*"I was impressed with the level of research and detail that Thain Commercial provided for the project, working with our Guest Services Manager, Kim, on the development side and liaising with the architects. They advised on the plan, piping and all aspects of the operation."*

With the Miele machines installed four years previously still in excellent working order,

*"They have been thoughtful of our business needs and respectful of our timescales in terms of pushing things forward."*

Iain Jurgensen | Portavadie General Manager

*volume was important, too, as was service on a long term investment. Having access to the service that Thain Commercial can provide, when we needed it, was necessary."*

Thain Commercial consulted with the Portavadie team, establishing a solution to cope with anticipated volumes and linen types as well as producing the highest performance and energy efficiency.

When the facility developed further with hydro pools, spa pools, a gym and treatment spaces, Thain Commercial worked with them to install an expanded laundry system, housed in a new purpose-built building.

consideration was given to continued use while adding new capacity in the form of a further 16KG, PW6167 Washer and PT8403 Dryer.

With an eye to the long-term, the system has flexibility for the addition of further 16 kg machines, should the company wish to add further attractions for its customers.

*"What is pleasing is that Thain Commercial do not try to sell something which is over-capacity, in order to increase margins. Instead, they have been thoughtful of our business needs and respectful of our timescales in terms of pushing things forward," added Iain Jurgensen.*

Products installed:



**PW 6167**  
Washing Machine



**PT 8403**  
Tumble Dryer



Thain Commercial Ltd. 31 Deerdykes View, Westfield Industrial Estate, Cumbernauld, G68 9HN