

Luggage Carts



THE SITUATION

First Impressions are the most lasting - which is especially true in the hotel business. Imagine arriving at a hotel property and being greeted with an old, dirty and worn out luggage cart. What type of impression does that make for the quality of your room and other facilities at the hotel? Now, imagine arriving at that same hotel but being greeted by a luggage cart that is clean and looks brand new. Often times the luggage cart is the first thing guests see and are used to unload, load and transport suitcases or personal belongings to and from their rooms. This frequent use can cause serious wear and tear, or permanent damage to the carts. In an effort to uphold the highest image of quality, hotels are left to either repair or replace damaged carts which can be cost prohibitive. Hotels around the world depend on their staff, facilities and equipment to provide the highest quality of customer experience. Solutions are needed to increase the durability and ensure appealing aesthetics of these luggage carts.

THE SOLUTION

LINE-X is an ideal solution to handle this abuse and help uphold a like-new aesthetic of hotel luggage carts. LINE-X XS-100 polyurethane/polyurea hybrid formula was selected due to its proven durability, impact and abrasion resistance, and scratch protection.

Luggage carts are commonly constructed using steel plates covered with carpet as the deck boards that hold the luggage. Prior to LINE-X, the upper racks, wheels and carpets of the carts are disassembled or removed. A jig template is created to cut Luan plywood boards to the exact size of the cart deck. Once cut, the plywood boards are fastened to the steel deck and a filler is used over the screw heads and side seams to ensure a seamless final coating. LINE-X XS-100 is then applied with an initial "texture coat" followed by a smooth thick build coat and final texture. Due to the fast-setting nature of the XS-100 the luggage carts can return to service quickly.

THE RESULTS

LINE-X protective coatings have proven to be extremely successful at enduring any potential damage from use and extending a like new appearance of the luggage carts. Additionally, this solution helps cut repair and replacement costs. After completing a single cart to demonstrate, LINE-X of Savannah was contracted to complete 50 carts for a local Marriot hotel property. All 50 luggage carts at the property were replaced with the LINE-X solution and put into service immediately. The hotel owner was thrilled with the LINE-X application and LINE-X of Savannah's application expertise.