



## Case study

### Fostering a cultural experience: Wai Ariki Hot Springs and Spa

Wai Ariki Hot Springs and Spa is a cultural wellness destination that combines Māori healing practices with thermal waters. The spa, located in Rotorua, New Zealand, offers a holistic healing journey for the body, mind, and spirit.

Allegion (New Zealand) Limited, a provider of door hardware solutions, supplied high-quality door furniture products and services for the spa. Allegion worked with spa developers, architects, and contractors to deliver door furniture solutions that complemented the spa's design, ensured safety and security, and met environmental and cultural standards.

The project was a success, resulting in a luxurious and authentic spa experience that received positive feedback and recognition from the spa owners, visitors, and the industry. Allegion's products and services contributed to the spa's vision and values and demonstrated Allegion's expertise and excellence in the door hardware industry.

### Simplifying the hardware solution

The hardware chosen was deliberate to suit the unique requirements of this project. Allegion specified high-quality door hardware solutions for the project, such as the Legge 700 series with Angelo lever, in chrome plate finish for its durability and resistance to corrosion. Allegion also specified the use of Brio sliding hardware, LCN door closers, Von Duprin push bar exit devices, Schlage SR1 keying, Schlage pull handles and flush pulls and FSH maglocks and eco drop bolts.

"The \$60m project has exceeded everyone's expectations."

Alex Liang | Project lead and associate director at RCG.

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Brio ■ Briton ■ LCN ■ **LEGGE** ■ **SCHLAGE**



The offset design of the Schlage Silvi pull handle provides easy ergonomic access on a glass door.

Local manufacturing of selected hardware ensured fast and reliable delivery of the products and reduced the environmental impact from transportation. "We had material specialists advise on the types of metals and finishes that would be able to withstand the environment, and this was supplied to Allegion to help with product selection," said Alex.

Electroplated finishes enhanced the appearance and performance of the products and matched the spa's design and colour scheme. Allegion also provided CPD presentations, which educated and informed the project team about the latest trends and innovations in the door hardware industry. Alex said "Relationships with our suppliers are of the utmost importance for architects. If we can't work with their rep, it's unlikely we would use their products, as we are likely under pressure to send out information. As we have worked with Allegion time and time [sic] again, it shows that the relationship is working."

"The staff are very proud to represent the building to their manuhiri (visitors)."

Alex Liang | Project lead and associate director at RCG.

Allegion's products and services met the specific needs and expectations of the project, ensuring smooth operation of the doors, and complying with the fire and safety regulations. The hardware added a touch of elegance and sophistication to the spa's interior and exterior, complementing the natural materials and the Māori motifs used in the spa's architecture and decoration.

The specified and supplied products also ensured that the doors opened and closed smoothly and quietly, creating a sense of comfort and convenience for the visitors and the staff.

### It started with a vision

The spa's vision from the beginning was to share the healing benefits of the thermal waters and the Māori culture with the world, and to create a spa sanctuary that respects and honours the environment and the people. The project faced several challenges and requirements, it had to adhere to the budget and timeline constraints and coordinate with multiple stakeholders and parties involved in the project.

Alex Liang, project lead and associate director at RCG Ltd, the architectural firm behind the enterprise, said "The brief was to create a luxury wellness facility like no other".

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Alex Liang talks about the initial stages of planning and how they decided on the door hardware: "We described the look and feel of the project to Allegion and the kind of finishes we were after, but also of importance was the requirement for the hardware to withstand the corrosive sulphur water and air from the geothermal ground."



The unique design of the Wai Ariki Hot Springs and Spa providing a luxury wellness experience.

### Showcasing cultural success

The Wai Ariki Hot Springs and Spa project, by RCG, was a success, offering a unique spa experience that impressed the owners, visitors, and the industry. The spa, which opened in December 2023, has attracted thousands of visitors worldwide, who have praised its quality and authenticity.

Alex said "The \$60m project has exceeded everyone's expectations." He added, "The staff are very proud to represent the building to their manuhiri (visitors)."

The spa is one of the few indigenous-owned facilities in the world, representing the legacy of Ngāti Whakaue culture, healing traditions, and manaakitanga for over 650 years. Ngāti Whakaue has welcomed visitors to the area since the early 1800s and now aims to make Rotorua the Health Spa and Wellness capital of the world.

The project won several awards, including the Best New Spa for 2023 from Asia Pacific and four RED Awards in 2023, including the Supreme Award.

In conclusion, Allegion's products and services provided high-quality door furniture solutions for the Wai Ariki project, building strong relationships with stakeholders, delivering excellent customer service, and supporting the spa's vision and values. Allegion's specification of products helped the spa achieve its success, resulting in positive feedback and recognition. Allegion showed its expertise and excellence in the door hardware industry and its commitment to innovation and excellence.

### About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access, with leading brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion secures people and assets with a range of solutions for homes, businesses, schools and institutions. For more, visit [www.allegion.com](http://www.allegion.com).

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