



ZURN CASE STUDY

Wynn Hospital, Utica New York
Mohawk Valley Hospital System

Opened October 2023

373 bed facility

702,000 square feet

Builder: Gilbane Building Company

Mechanical Contractor: John W. Danforth Company



“It’s very evident that Zurn was willing to help us out whenever we needed it.”

Casey Hopkins

Project Manager, John W. Danforth

CUSTOMER

Mechanical Contractor: John W. Danforth

PRODUCTS USED

Dual Flush Manual Valves for closets
Sensor Hard-Wired Flush Valves for urinals
Bed Pan Washer Flush Valves for patient rooms
Stainless Steel Sinks
Sensor Faucets
Manual Faucets
Zurn Drains
Over 1,500 Zurn plumbing fixtures



THE CHALLENGE

Manage the packaging of materials and cadence of delivery so products were delivered as needed, pallet size requirements were met, products could be easily identified, and a lean jobsite was maintained.

THE SOLUTION

The Zurn team, dedicated to making contractors’ lives easier, immediately established a partnership with Danforth with an invitation to tour their facility in Cary, North Carolina. Representatives from Danforth evaluated high volume pack outs, met Zurn team members and reviewed the schedule months before any material was needed. Weekly, bi-weekly or monthly calls were held (depending on the speed of the project at that time) internally between customer care, operations, sales rep and product management to coordinate material movement. The Zurn contractor team also held calls with the contractor, area manager and product manager to get pertinent project information straight from the contractor. Zurn staged pallets at a local representative’s warehouse ensuring pack outs were ready for shipment at a moment’s notice and within a day’s transit time. This made material at the jobsite lean and avoided costly product misplacement or damage by other trades. Zurn’s efficient and accurate deliveries contributed to the on time and on budget opening of this state-of-the-art healthcare facility.



“Zurn does this awesome thing called a Zurn One Package. Everything you need to install a fixture in one box, ready to go.”

Casey Hopkins

Project Manager, John W. Danforth

ZURN ONE SYSTEMS

Built together. Shipped together.

Zurn One Systems took the guesswork out of mixing and matching different manufactured plumbing parts. Zurn One delivered everything Danforth selected in a completely organized package- including labeled products, accessories and clear assembly instructions. Danforth was able to pre-assemble products at their off-site facility and deliver to the Wynn Hospital jobsite ready to install, saving both time and money.

“Working with Zurn will save you money. Simple as that.”

Casey Hopkins

Project Manager, John W. Danforth



THE ZURN EXPERIENCE

Personalized service. Flawlessly executed.

Zurn was awarded the Wynn Hospital fixture package because the Danforth team was confident it would make their job easier. By managing the organization and delivery of product to the job site, clearly labeling deliveries, maintaining continual communication and customizing pallets to Danforth’s specifications, Danforth’s confidence in Zurn proved to be well placed.



“Continual direct communication between Danforth and Zurn via phone, email and text ensured expectations were met.”

Bob Carter

Zurn Product Manager