



# PROJECT PROFILE

*Pacific AquaScapes — O'ahu, Hawaii*



**B**lue water, sandy beaches and lush tropical forests — the island of O'ahu, Hawaii is world-renowned for its natural beauty, and the locals don't take that for granted. In fact, many local businesses and homeowners strive to blend their built environment with nature using waterscapes and rockwork. That's where [Pacific AquaScapes](#) comes in.

Since 1980, Pacific AquaScapes has designed water features — including pools, spas, waterfalls, ponds, lakes, fountains and rock formations — for residential and commercial projects. Their aquascapes help single-family homes, hotels, timeshares, zoos and other facilities on the popular Hawaiian island appear less artificial and contribute to the natural aesthetic enjoyed by residents and tourists alike.

## **Challenge**

Selecting an elevator system for a waterscape company's new office and warehouse space

## **Solution**

Diamond Trac® machine-room-less elevators from Mitsubishi Electric

## **Result**

A safe, reliable elevator system that complements company values



After four decades in business, Pacific AquaScapes has become Hawaii's largest water-feature union contractor by volume and employee count. With business continuing to grow, the company's owners realized a new office and warehouse space was necessary to keep up with demand.

## Growing Into a New Space

A new three-story building, comprised of a 16,982-square-foot office and a 17,198-square-foot warehouse, has served as the headquarters for Pacific AquaScape's operations since its completion in November 2021.

But before the build could even begin, Pacific AquaScapes made a few priorities known. They wanted the finished building to be accessible, comfortable and easy on the eyes. Accomplishing these goals required the right building systems and components — including a safe, reliable vertical transportation system that blended into the environment.

## Taking Pacific AquaScapes to New Heights

The solution? Diamond Trac® machine-room-less elevators from Mitsubishi Electric

Pacific employees, customers and visitors use the Mitsubishi Electric elevators installed at Pacific AquaScapes every day. The machines provide easy access to conference rooms and offices on each floor, improving the day-to-day for employees with limited mobility. Each car has a 5,000-pound capacity, ideal for moving supplies between floors as needed. The elevators also complement the surrounding environment with their quiet operation and sleek, modern cab appearances, call buttons and fixtures, meeting Pacific AquaScapes's aesthetic preferences.

Pacific AquaScapes enjoys several advantages working with Mitsubishi Electric Elevators & Escalators. In addition to the attractive elevator cars and smooth, safe, reliable rides, Pacific AquaScapes also benefits from a comprehensive service contract.





## Unparalleled Service

If a repair is needed, technicians react quickly to assess, diagnose and treat problems with minimal elevator downtime. The Mitsubishi Electric service contract covers timely repairs, emergency response services, preventative maintenance and proactive part replacements. Preventative efforts address potential issues before they become serious concerns, contributing to continued safety and proper operation of the elevators in the long term. The service contract plays a key role in maximizing the lifespan of Pacific AquaScapes's vertical transportation system.

As Pacific AquaScapes provides beautiful waterscapes and rockwork for O'ahu's homes and commercial spaces, they enjoy peace of mind knowing their office and warehouse operations run smoothly with Mitsubishi Electric as their vertical transportation partner.

**“ If you want the best, the quietest, the most reliable elevator, go with Mitsubishi Electric. They were thoughtful, thorough, and took a lot of time and effort to make sure every aspect of the project was done with precision. ”**

- Donald Morrison, CFO/secretary-treasurer,  
Pacific AquaScapes

