

United Club at Denver

Case Study | Transportation

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Location
Denver, CO

Project Type
Transportation

Area Supplied
Concourse A West
Lounge, Concourse B
East Lounge, Concourse
B West

Products |
Metal Effects Gauged

Design Firm
Gensler Newport Beach

Tile Installer
Brekus Tile

United Airlines renovated several of its lounges at Denver International Airport to enhance the traveler experience. The United Clubs have reopened with expanded space and upgraded amenities, offering a more modern and comfortable environment. Travelers can now enjoy a refreshed atmosphere designed for relaxation, productivity, and convenience between flights.

CHALLENGE | Logistics & Delivery

The United Lounge renovation at Denver International Airport required a surface material that could deliver both high performance and striking visual impact. The project was divided into three separate phases across multiple terminals. Deliveries needed to be made to secure airport zones, requiring precise logistics and coordination. Given the scale and coordination required, early planning was essential. An unexpected challenge occurred during the delivery of the panels, compromising the material and threatening the project's tight schedule.

SOLUTION | The Right Team, The Right Materials

Creative Material's Metal Effects Gauged Porcelain Panels were selected for their sleek aesthetic and proven durability in high-traffic commercial environments. The large-format panels offered a seamless finish across a range of applications, from escalator walls to fireplace surrounds.

The Creative Materials team provided consistent communication and planning support. Our Product Team maintained ongoing contact with the factory to manage production timelines effectively. Simultaneously, Quality Assurance Project Manager, Ken Ahn, collaborated with subcontractors to review installation procedures and confirm readiness to work with gauged panels. The specialized panels require experienced handling, and our technical guidance provided support for a successful installation.

At Creative Materials, we do more than supply tile. We partner with every stakeholder to ensure a seamless process with the right products. The sleek aesthetic and performance of the gauged panels made it the obvious choice for a space that demands style and strength.

~Jennifer Barbic
Vice President, Brand Strategy

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Thanks to strong relationships with the factory, Creative Materials acted immediately to organize a fast-track production of replacements for the material compromised during delivery. Due to upfront planning driven by our Contractor Relations team, sufficient material had already arrived allowing installation to begin without delay. Additional panels were seamlessly delivered, keeping the project on schedule.

Gauged porcelain panels proved to be the perfect material for this space. Their expansive format and refined finish brought a modern, cohesive look, while their low profile and durability made them an efficient and lasting solution for commercial use.

