

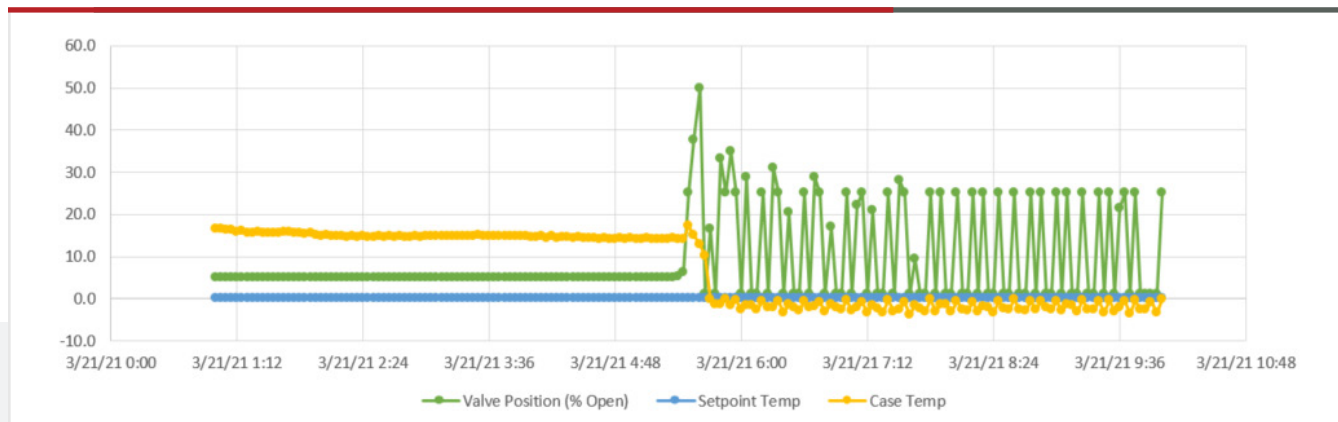
# Refrigeration and HVAC Alarm and Service Management

## Service Spotlight

BaselineES's Remote Services Center (RSC) delivers seamless refrigeration and HVAC maintenance call management services to our chain retail clients. Our Yarmouth, Maine-based team of monitoring engineers provide 24/7/365 receipt of, investigation of, and response to refrigeration and building control system alarms and store phone call requests for emergency and routine service. BaselineES keeps our clients' stores and other facilities running smoothly while minimizing facility management, staff, and operations disruptions and reducing refrigeration and HVAC (R&HVAC) maintenance expense.

## Our Solution

BaselineES's RSC is staffed by experienced engineers who are trained to remotely identify the root cause of R&HVAC equipment and control issues and alarms, troubleshoot them, and remotely resolve them whenever possible. Where remote resolution is not possible, BaselineES works closely with client R&HVAC service providers to get them to the site with the right information, and with remote support by the RSC when helpful.



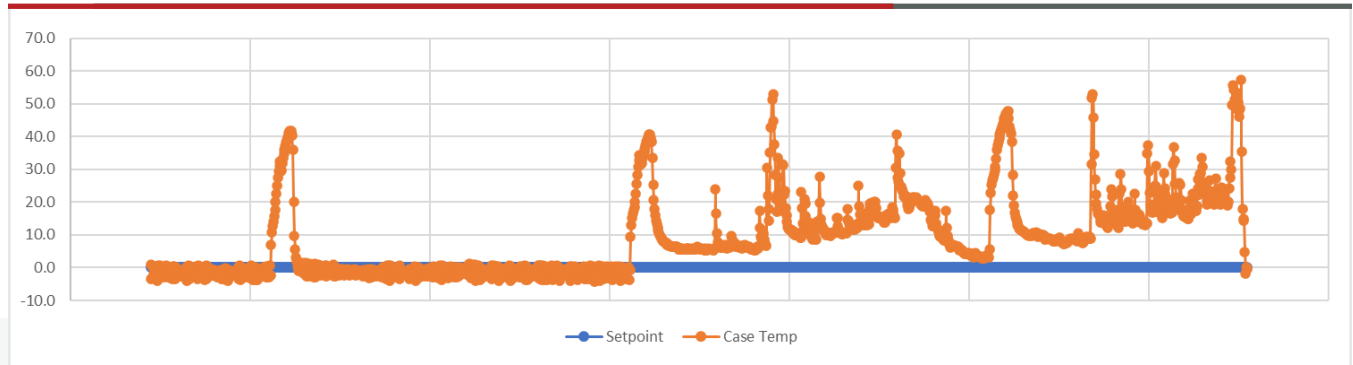
**EXAMPLE:** Following receipt of a high temperature alarm for a reach-in frozen food case in the wee hours of the morning, an RSC engineer determined that the case stepper motor control valve had failed to reopen following a case defrost cycle. The RSC engineer was able to reset the valve remotely, and 15 minutes later the case temperature had recovered.

## Remotely Resolved!

The RSC's remote triage and intervention resolved the issue without disruption to store operations or to store managers and staff sleep or sanity, and with no maintenance service dispatch required.

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Issues that cannot be resolved remotely either permanently or temporarily are dispatched by the RSC to the facility's R&HVAC service provider. The RSC then tracks the dispatch, communicates regularly with the service provider field technician and with store personnel, provides remote assistance until the issue is resolved, and updates information about the issue within our database.



**EXAMPLE:** Following receipt of a high temperature alarm for a reach-in frozen food case on a Sunday night, an RSC engineer noticed that the case temperature had been behaving erratically and rising over the course of the day while the case also had low superheat. Suspecting that case air flow was low, the RSC engineer called the store and worked with store personnel to determine that the case had two failed evaporator fans. Store staff temporarily removed product from the case to keep the food from defrosting and spoiling, and the RSC dispatched the store R&HVAC service provider to replace the failed fan motors during next day business hours.

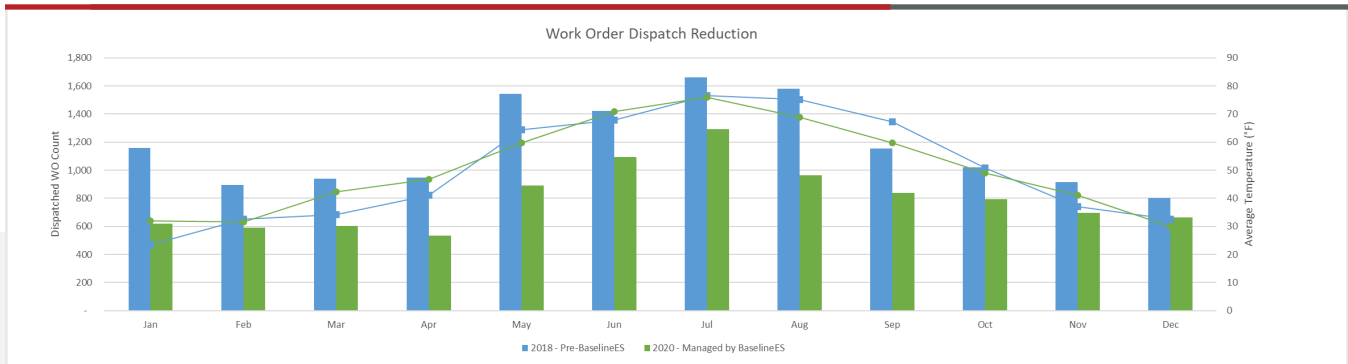
## Expense Avoided!

The RSC's remote triage and intervention helped the store protect its frozen product while avoiding a costly maintenance service dispatch during weekend overtime hours.

# Refrigeration and HVAC Alarm and Service Management

## Our Results

With our engineering expertise and U.S.-based personalized customer service, the beneficial ripple effect of the Remote Services Center's R&HVAC maintenance management services extends beyond our client to their service providers, and ultimately to the in-store shopper, resulting in a more pleasant issue resolution and maintenance service experience for all.



### Maintenance Labor and Cost Reductions

Fewer R&HVAC service provider dispatches through remote resolution



### Effective Communication

Local, personalized customer service and partnership relationships



### Knowledgeable Assistance

Service provided by degreed engineers



### Site-Specific Insights and Recommendations

Thorough cloud-based record-keeping illuminates repeat service issues and end-of-life equipment