

# VENSTAR®

## Baskin-Robbins Relies on Venstar Thermostats and Remote Sensors to Protect Valuable Ice Cream Inventory

### Venstar's Skyport Cloud Services Enables Remote Changes in Minutes

CHATSWORTH, Calif., April 17, 2019 — [Venstar®](#) today announced that its [ColorTouch®](#) connected thermostats, remote sensors and [Skyport®](#) Cloud Services with free mobile app are being used at Baskin-Robbins stores to remotely control temperatures to protect valuable ice cream inventory. The Venstar solution was installed by Queirolo's Heating & Air Conditioning Inc. of Stockton, Calif.

#### **CHALLENGE: Maintain Below-Zero Temperatures in Walk-in Freezers**

David Queirolo, owner of Queirolo's Heating & Air Conditioning Inc., was challenged to find a way to protect the valuable ice cream inventory for multiple Baskin-Robbins stores owned by Stockton franchisee Jeff Chappell.

In Stockton, outside summer temperatures can be well above 100 degrees. If the air conditioning isn't working properly, the stores' inside temperatures can cause the walk-in freezers to get too warm. If the temperatures in the freezers climb above zero degrees, thousands of dollars' worth of inventory can be lost.



David Queirolo, owner of Queirolo's Heating & Air Conditioning Inc.

#### **Solution: Venstar ColorTouch Thermostats and Remote Sensors**

A long-time dealer and installer of Venstar controls, Queirolo's worked with the Venstar team to help create a solution that would help protect the valuable Baskin-Robbins ice cream inventory.

Queirolo's had previously installed Venstar's ColorTouch (Model T8850) Wi-Fi® commercial thermostats in the stores' counter and dining areas. The ColorTouch thermostats are set up to send alerts when the inside store temperatures go above the programmed temperature settings.

Adding Venstar Remote Sensors (Model ACC-PSEN) to the walk-in freezers allows monitoring of the air temperature inside the freezers. A sensor probe in a glycol solution is used to monitor a sample tub of ice cream to ensure that it is staying within the optimum temperatures of -10 to -20 degrees.

Using Venstar's Skyport Cloud Services, the temperature information from the ColorTouch thermostats and Remote Sensors can be remotely monitored using the Skyport interface on a computer or by using the free Skyport Mobile App. Important email alerts are automatically sent to the Queirolo's team and the Baskin-Robbins store owner when temperatures go above the pre-determined temperature settings.

"With the Venstar solution, we are alerted if the freezer or store temperatures go above the pre-set temperature settings so we can immediately take action and save valuable inventory without having to rely on employees to alert the store owner," said Queirolo.

### **Results: Saving Valuable Inventory and Keeping Stores Comfortable**

When the ColorTouch thermostats were first installed at the Baskin-Robbins stores, the Queirolo's team member received an alert that the indoor air temperature in one of the stores had become too warm. Because of the indoor high temperature alert, they were able to repair the broken air conditioning unit before the store became too warm and created discomfort for customers.

On another occasion, the team members received an email alert that the walk-in freezer temperature was too warm. Because of the alert, they were able to immediately call the store to check on the freezer and dispatch a repair person. Receiving the alert allowed Queirolo's team to save the ice cream and cakes from melting.

Prior to installing the Venstar ColorTouch thermostats and Remote Sensors, it was impossible to remotely monitor store temperatures and the walk-in freezers. Now the Queirolo's team can take care of any equipment issues and ensure the safety of the ice cream inventory.

"Ensuring the quality and safety of our inventory is paramount to our success," said Chappell. "Venstar and Queirolo's have saved the day on many an occasion."

### **About ColorTouch**

Venstar offers six models of its award-winning ColorTouch smart programmable residential and commercial thermostats. Available for residential and commercial use, ColorTouch models have a multi-functional, simple-to-use touchscreen that offers 365-day programming, overrides and security features.

### **About Venstar Skyport Cloud Services**

Venstar's free Skyport Cloud Services enables users of Venstar's Wi-Fi thermostats to use the free Skyport Mobile App on their Apple® iOS and Android™ mobile devices or directly from the

Web to instantly access and control thermostats.

### **About Baskin-Robbins**

Baskin-Robbins is the world's largest chain of ice cream specialty shops, providing guests with a wide variety of ice cream flavors and delicious treats at more than 7,800 retail shops in more than 50 countries around the world.

### **About Venstar Inc.**

[Venstar Inc.](#) is a leading thermostat and energy management system (EMS) manufacturer, known for providing value to its customers via ease of use and installation, proven cost savings, improved energy efficiency, quality and reliability. Founded in 1992, Venstar is one of the largest thermostat suppliers in the world and designs and produces Venstar-branded products, as well as OEM thermostat products for the biggest names in HVAC. Venstar's Surveyor is a leading energy management system, typically saving small-box retailers 20–35 percent of their energy costs, which translates to tens of millions of dollars in savings each year and dramatic reductions in CO<sub>2</sub> emissions. Surveyor currently controls the energy usage of 30,000+ retail locations across the United States, Canada, Puerto Rico and Mexico.

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