

FIELD CASE STUDY — ALARM NOTIFICATION & ESCALATION

Zero Product Lost

How 24/7 alarm monitoring and disciplined escalation turned a pre-dawn freezer failure into a managed, no-loss event

\$0 product lost in this event — staff pulled inventory before temperatures reached unsafe levels	24/7 staffed alarm monitoring with live customer escalation, including overnight and weekends	Same morning from first critical alarm to on-site repair and product back in the freezer	\$100M+ in customers' refrigerated inventory under Kalder's continuous alarm monitoring
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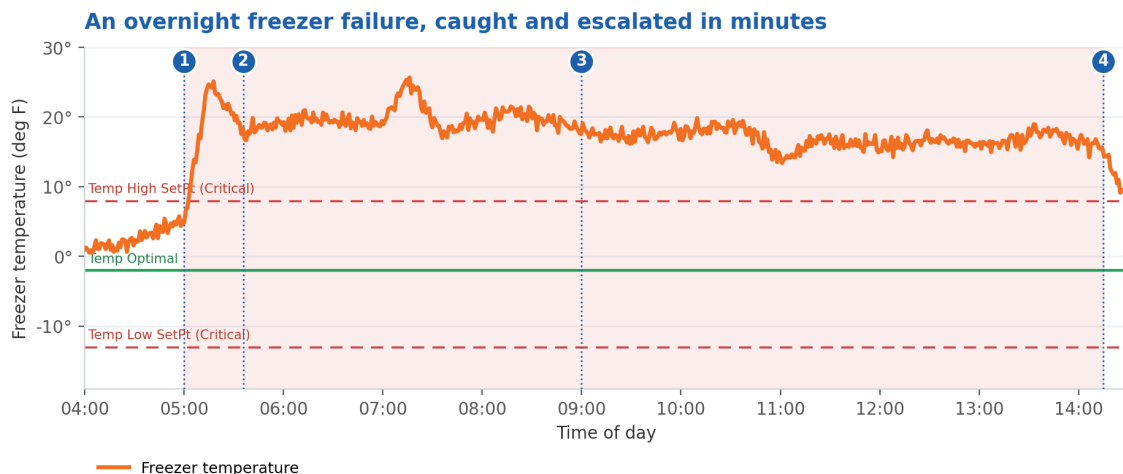
A refrigeration failure rarely waits for business hours. At one monitored store, the A04 point-of-sale freezer began losing temperature control before 5 a.m. — the kind of overnight event that, left unattended, ends with a case full of spoiled product by the time staff arrive. Kalder Monitoring — Kalder's 24/7 staffed alarm watch — caught the failure as it crossed the critical setpoint, escalated it to the customer immediately, and dispatched service. By the time the freezer was repaired hours later, the product had already been moved to safety and was returned. Nothing was lost.

The risk in an overnight failure

Refrigeration alarms that are missed, delayed, or never escalated are among the most expensive failures in retail. A compressor trips or a defrost cycle hangs in the middle of the night, temperatures climb for hours with no one watching, and the loss is discovered only when the first employee opens the case in the morning. The stakes scale with what is in the case: a single failed cooler or freezer can write off tens or hundreds of thousands of dollars of inventory in one overnight event, and the largest formats can run much higher.

The gap is rarely the staff — overnight, there simply is no one there to see the alarm. What protects the product is a system that watches every cooler around the clock and, the moment a temperature crosses a critical threshold, gets a real person on the phone and a truck on the way.

“The loss isn’t caused by the failure. It’s caused by the hours between the failure and someone finding out about it.”



Reconstructed temperature for the A04 freezer through the event. The trace crosses the critical high setpoint (red) just before 5 a.m. and stays in the shaded at-risk band until the system is restored. Numbered markers trace Kalder's escalation: (1) system alarms and Kalder contacts the customer; (2) customer moves product while Kalder prompts the service contractor to roll a truck; (3) contractor on site detects the failure and restores the system; (4) operation restored and product moved back.

What happened at A04

Just before 5 a.m., the A04 point-of-sale freezer crossed its critical high setpoint and kept climbing. Kalder Monitoring detected the exceedance immediately and escalated: the system alarmed and Kalder contacted the customer directly. Within minutes, store personnel were moving the affected product to working refrigeration while Kalder prompted the service contractor to roll a truck — the product was out of harm's way long before temperatures reached levels that would have compromised it.

A contractor arrived on site, diagnosed the failure, and restored the system over the following hours. Once the freezer was holding temperature again, the product was moved back. The case ran warm for most of the day, but because the alarm was caught and escalated at the very start of the event, the inventory itself never crossed an unsafe threshold. The result was zero product loss on a failure that, undetected, would have emptied the case.

Why escalation timing is the whole game

Detection alone does not protect product — a logged alarm that no one acts on is the same as no alarm at all. The value is in the escalation: a critical event has to reach a person who can act, fast enough that there is still time to act. Kalder Monitoring is staffed around the clock precisely so that the minutes after an alarm are spent moving product and dispatching service, not waiting for a morning shift to notice.

That timing is what created the window at A04. Proper notification gave staff the opportunity to pull product before the freezer's contents — not just the air temperature — reached unsafe levels, and the contractor was already en route, so the repair was motion. Detection bought nothing on its own; detection plus immediate, disciplined escalation bought the entire save.

The bottom line

Across its customer base, Kalder continuously monitors well over \$100M of refrigerated inventory. Failures like A04 are not rare events to be designed away — they happen, and the differentiator is how quickly each one is caught and escalated. Reliable 24/7 detection paired with fast, human escalation turns refrigeration failures from loss events into managed incidents. At A04, that discipline carried a potential six-figure write-off down to zero.

Estimate basis & assumptions

Figures are illustrative and provided to convey scale, not to state the value at a specific site. The aggregate '\$100M+ in monitored inventory' figure reflects the approximate refrigerated product value under Kalder's continuous alarm monitoring across its customer base, not the inventory at any one location. The A04 temperature trace is a representative reconstruction of the event timeline, not raw telemetry; the escalation sequence — alarm and customer contact, product relocation and truck roll, on-site repair, and product return — reflects the actual order of events. Kalder Monitoring provides 24/7 staffed alarm watch with live escalation. The customer and site are described generically to protect confidentiality.