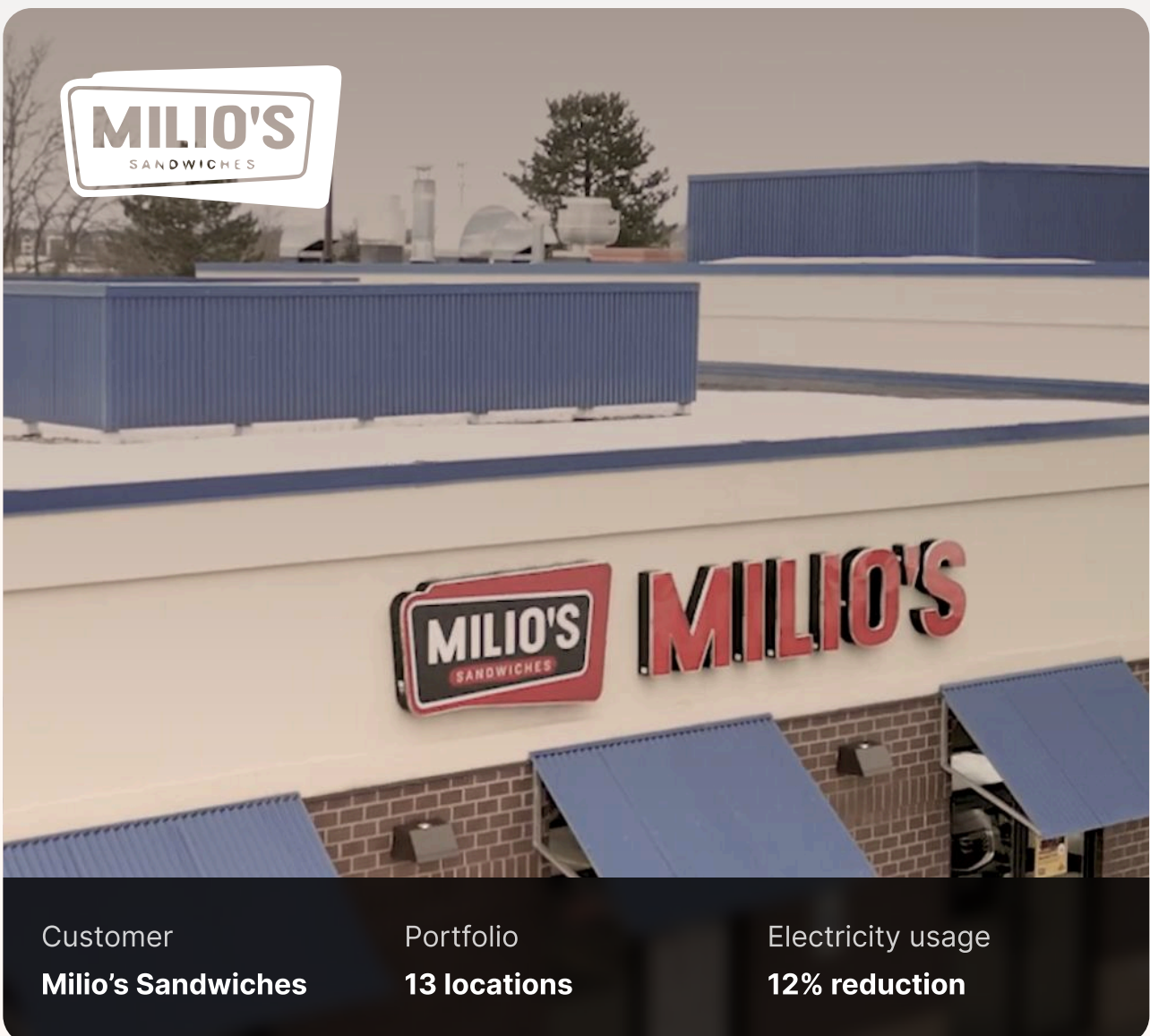


Quick-service restaurants

How Milio’s Sandwiches Eliminated Refrigeration Downtime Across 13 Locations

Milio’s Sandwiches uses Monaire to proactively monitor and manage HVAC and refrigeration across 13 locations — reducing energy use, preventing equipment failures, and maintaining consistent customer comfort.



ABOUT THE PROGRAM

Proactive equipment management across 13 restaurants

For owner Brian Bergen, operating 13 Milio's Sandwiches locations meant managing numerous freezers, walk-in coolers, and HVAC systems — each with its own heating and cooling challenges. Monaire gave Milio's a centralized view of equipment health across every location, helping the team identify problems early, automate repairs, optimize HVAC performance, and maintain comfortable restaurant environments.

THE CHALLENGE

Equipment failures could disrupt sales, spoil inventory, and impact customers

A single freezer, walk-in cooler, or HVAC failure could create an uncomfortable environment, spoil inventory, and halt sales until repairs were completed.

 Risk of equipment failure Freezers, walk-in coolers, and HVAC systems could fail at the worst possible times, putting operations and inventory at risk.	 Emergency repair challenges Finding reliable repair vendors on short notice often resulted in lost time, revenue, and even customers.
 Different equipment needs Each restaurant had its own heating and cooling quirks, making it difficult to maintain consistent conditions across all locations.	 Reactive maintenance Without proactive monitoring, equipment problems could escalate before the team had an opportunity to address them.

“Monaire is able to predict when we’re going to be busy and make it more comfortable for our customers while saving us money. They’ve really taken all of the HVAC work off our plate and do it in a much better, more consistent way.”



Brian Bergen
CEO

THE SOLUTION

Monitor every location. Predict problems. Automate repairs.

Monaire implemented a comprehensive IoT monitoring and control solution across all 13 Milio's Sandwiches locations.

- 1 Install smart sensors**
Smart sensors were installed on critical equipment across all 13 locations with zero disruption. Sensors immediately began streaming real-time temperature and performance data to Monaire's cloud platform.
- 2 Monitor equipment proactively**
Monaire's AI continuously analyzed sensor data to identify inefficiencies and malfunctions early. Temperature monitoring ensured equipment stayed within optimal ranges while helping anticipate problems before they escalated.
- 3 Detect and resolve problems early**
Monaire detected a malfunctioning fan in one store's walk-in cooler and automatically dispatched a technician before staff noticed the issue. This proactive approach prevented costly downtime and emergency repairs.
- 4 Automate maintenance**
Monaire integrated with ServiceChannel to streamline work order management and repair validation, giving the facilities leadership team greater visibility into equipment health and longevity.

PROJECTED PORTFOLIO IMPACT

From firefighting to proactive facility management

Monaire transformed facility management for Milio's Sandwiches. The company can now trust that its locations are running smoothly and efficiently without constant manual oversight or fear of surprise equipment breakdowns.

12% Reduction in electricity usage	0 Refrigeration downtime	<1 month Payback
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Actual results vary by chapter, utility rates, equipment condition, site mix, and deployment scope.

WHAT MILIO'S SANDWICHES ACHIEVED

Lower energy use with zero refrigeration downtime

Within the first month of using Monaire, Milio's Sandwiches saw major improvements across its locations.

- Reduced energy usage:** Milio's Sandwiches achieved a 12% reduction in electricity usage, delivering a full return on investment in under one month.
- Lower repair and maintenance costs:** By identifying issues early, Milio's avoided expensive emergency service calls and extended the lifespan of freezers and HVAC units through preventative care.
- Zero refrigeration downtime:** Since Monaire's installation, walk-in coolers and freezers have remained online, helping prevent food spoilage and maintain ingredient quality.
- More consistent customer comfort:** Proactive HVAC adjustments helped maintain ideal temperatures across restaurants, reducing complaints from customers and staff about indoor climate.

“With the savings Monaire provides, the service basically pays for itself through reduced HVAC costs. And any time we cut electricity use, it’s good for our community and our planet.”



Brian Bergen
CEO

12% lower electricity usage with zero refrigeration downtime

Monaire helped Milio's Sandwiches move from reactive equipment management to proactive monitoring and maintenance. With real-time equipment insights, predictive diagnostics, automated repairs, and data-driven HVAC adjustments, Milio's can focus on serving customers while Monaire keeps its facilities running efficiently and reliably.