



Alerts Don't Fix Leaks:

How Food City Cut Refrigerant-Leak Resolution Time by 58%



THE SITUATION

For grocery retailers, refrigeration systems represent the largest single category of maintenance costs (up to 90% of service calls), and Food City was no different. Their facility management team was routinely overwhelmed by the daily volume of alarms, emergencies, and maintenance issues, with refrigeration problems being the largest contributor.

Like many in the industry, they were trapped in a reactive "break/fix" maintenance approach. This led to an endless cycle of emergency service calls, overtime labor, and rushed repairs, pushing maintenance costs higher and further straining their overextended maintenance staff. The constant stream of urgent repairs left little time for preventive maintenance or strategic planning.

THE CHALLENGE

For a grocery refrigeration team, detecting refrigerant leaks early is a huge leap forward compared to the typical status quo (reacting to temperature alarms after most of the refrigerant has already leaked). However, early and accurate leak detection is only half of the problem. Across the industry, refrigerant costs have risen sharply, and the U.S. Environmental Protection Agency's (EPA) American Innovation and Manufacturing (AIM) Act continues to phase down the refrigerants supermarkets rely on — every leak is getting more expensive to ignore.

Yet for most operators, a leak detection alert does not automatically become a dispatched work order — someone has to manually create the work order and dispatch it. Food City was no exception before the integration: anomalies arrived by email and were entered into ServiceChannel manually before dispatch.

58%

Faster leak resolution

Average time to resolution cut by more than half after go-live

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Manual steps

required to generate a leak repair work order in ServiceChannel

130+

Stores

using the end-to-end automated leak repair workflow

\$643K

Cost Savings

Identified over the past 12 months from Early Leak Detection alone across refrigerant, parts, and labor (modeled savings, 71% fully realized to date)



Just because we get alerts doesn't mean that we get work orders.

Lee Hamlin · Refrigeration Supervisor, Food City



Every anomaly becomes a work order

Food City piloted Axiom Cloud's Enterprise Visibility and Early Leak Detection modules across nine stores in 2024, then rolled them out fleet-wide in 2025. Each deployment was software-only, and Axiom services were deployed to the full Food City store portfolio within ~2 weeks. Enterprise Visibility put the fleet's full refrigeration history in a fast, modern mobile interface.

By late 2025, Food City trusted Axiom's leak alerts enough to automate work order generation. The two teams integrated Axiom's platform with ServiceChannel, the computerized maintenance management system (CMMS) Food City had recently adopted. The integration went live in mid-December 2025 and produced results within days.

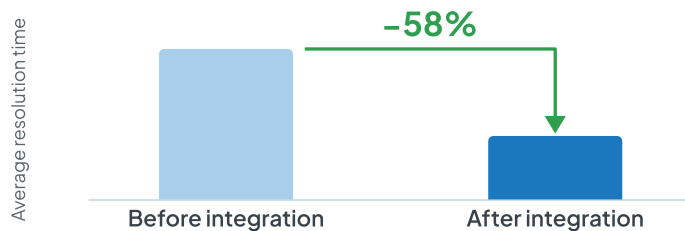
Food City now routes 100% of Axiom's predictive anomalies into ServiceChannel. Each work order arrives pre-filled to Food City's specifications (trade, provider, and priority mapped to its dispatch rules) with the full anomaly report, root cause, suggested actions, and estimated financial impact attached. ServiceChannel syncs work-order status back to Axiom, so both teams track every leak against the same record.

The compliance dividend

Every automatically generated work order doubles as the federal leak-repair paper trail. The EPA's AIM Act leak-repair requirements took effect in January 2026, and automatic-leak-detection and chronic-leaker reporting deadlines follow in 2027 — records Food City's workflow already produces. The EPA's technical support document for the AIM Act lists Axiom Cloud as one of four manufacturers with commercially available indirect (whole-system, software-only) leak-detection products in the US.

Refrigerant-leak time to resolution

Average resolution time, before vs. after the ServiceChannel CMMS integration (go-live December 2025)



A REPEATABLE PLAYBOOK

The integration is configured, not custom-engineered — the same pattern Axiom configures for each customer's system of record. For any operator, it is a repeatable playbook: detect early, dispatch automatically, verify the fix.



ABOUT K-VA-T FOOD STORES

K-VA-T Food Stores, Inc. is the company behind the Food City banner, headquartered in Abingdon, Virginia, with supermarkets across the southeastern United States. Refrigeration is mission-critical to protecting its perishable inventory. Axiom Cloud monitors more than 130 Food City stores, connected to ServiceChannel through the CMMS integration. Food City is a U.S. EPA GreenChill partner and earned the program's Exceptional Goal Achievement award in 2023 and 2024.

RESULTS AND BENEFITS

I like it when it says the leak was repaired and no gas was used.

Tim Horton · Director of Refrigeration & HVAC, K-VA-T Food Stores

Resolution time cut by more than half: average refrigerant-leak time to resolution fell 58% after go-live, and the gain held at a seven-month recompute.

Meaningful modeled savings: Axiom estimates \$643K in savings from Early Leak Detection identified over the past 12 months across refrigerant, parts, and labor — 71% realized to date.

Every leak tracked to closure: each anomaly carries a work-order number, live status, and resolve date. Axiom reviews technician repair notes and work order statuses from ServiceChannel to confirm each fix.

Scale without strain: Food City team effort stayed flat as the fleet grew from nine pilot stores to more than 130. Addressing leaks early has helped Food City's team to avoid many reactive emergency leak situations, enabling the team to focus on other strategic priorities.

Ready to connect?

To see what Axiom Cloud's Early Leak Detection module and CMMS integrations would look like for your fleet, contact us to request a demo.

Scan or visit axiomcloud.ai/early-leak-detection to learn more.

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