

HVAC Terminal Summary Dashboard

Report Date: February 9, 2026



Executive Insights

Key Findings

- **10,087** HVAC units in terminal state across **2,699** stores
- **75.9%** of terminal units have been down **>3 days** — needs urgent attention
- Zone Temp issues account for **66.5%** of all terminals
- Comm Loss accounts for **33.5%** — potential connectivity/controls issue

Recommendations

- Prioritize the **7,659** units with >3 consecutive days in terminal
- Investigate systemic Comm Loss patterns by region
- RTUs represent **93%** of terminals — focus RTU maintenance programs
- Supercenters have the highest volume — review HVAC capacity planning



10,087

Total Terminal Units



2,699

Affected Stores



7,659

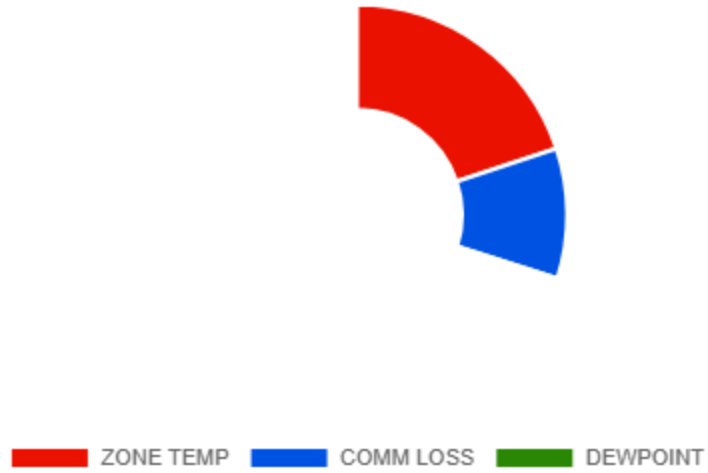
>3 Days Terminal



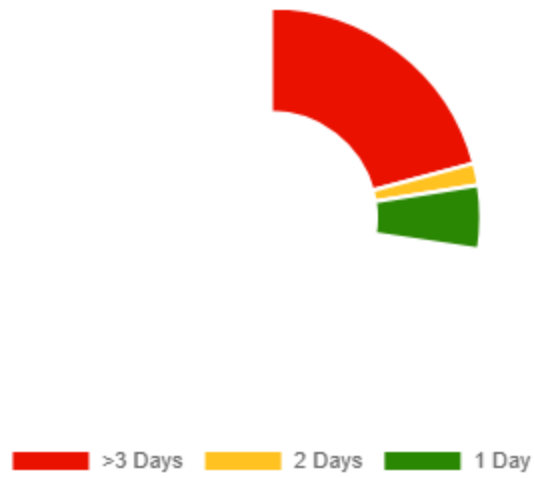
1,803

1-Day Terminals

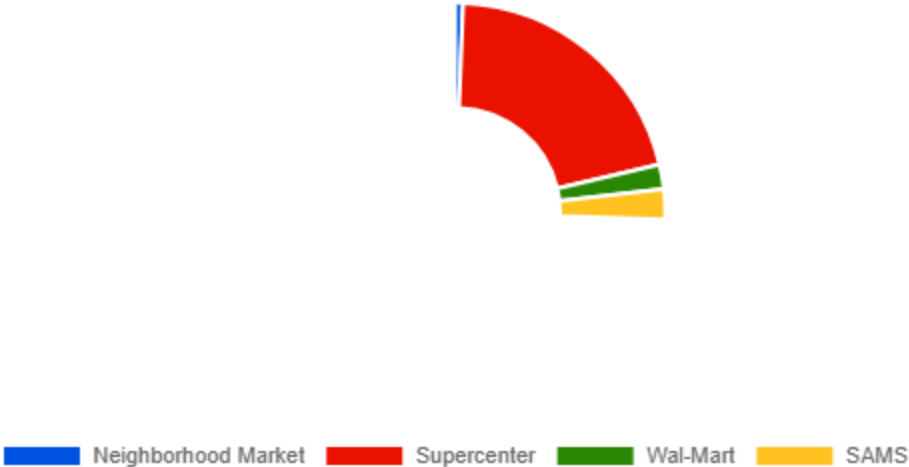
Terminal Reasons



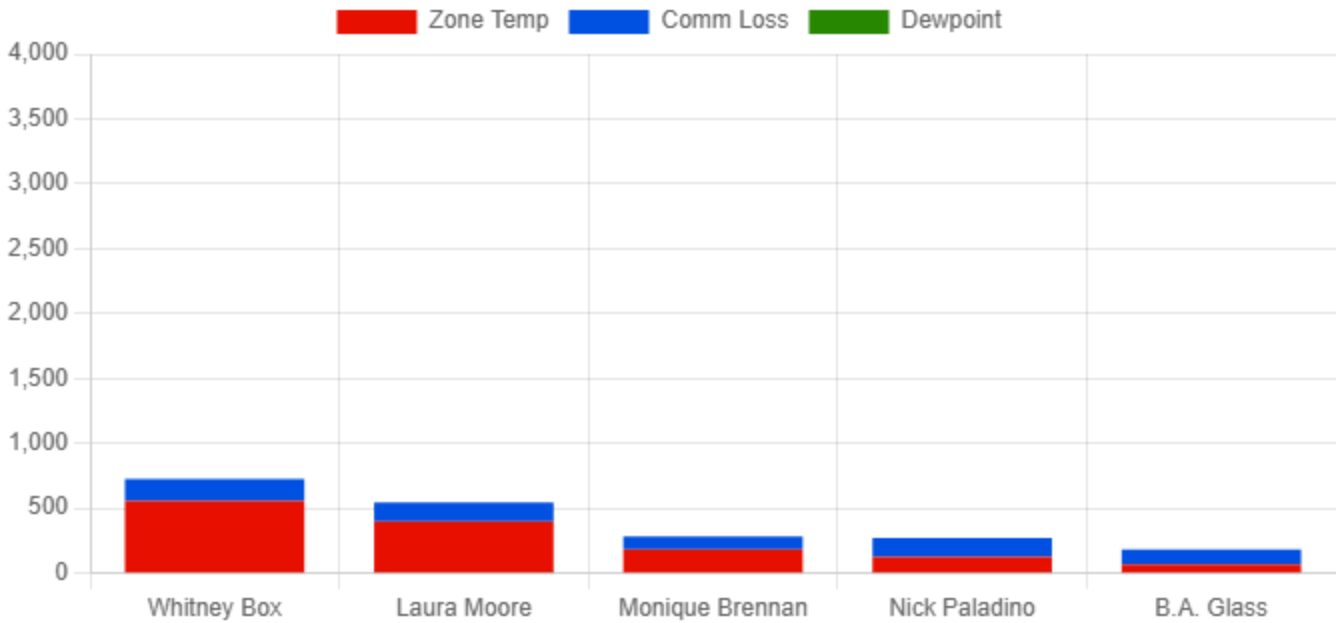
Days in Terminal



By Store Type



Terminal Units by Sr. Director



Sr. Director: Whitney Box



7 Directors • 720 Stores • Regions: 41F, 42F, 43F, 44F, 45F, 46F

3,639 Terminal
Units

2,360 >3
Days

843 Comm
Loss



Sr. Director: Laura Moore

5 Directors • 716 Stores • Regions: 21E, 22E, 23E, 24E, 25E

2,732 Terminal
Units

2,190 >3
Days

722 Comm
Loss



Sr. Director: Monique Brennan

8 Directors • 455 Stores • Regions: 31A, 32A, 33A, 34A, 35A, 36A, 37A, 38A

1,430
Terminal
Units

1,073 >3
Days

505 Comm
Loss



Sr. Director: Nick Paladino

5 Directors • 440 Stores • Regions: 1M, 2M, 3M, 4M, 5M

1,366 Terminal
Units

1,214 >3
Days

735 Comm
Loss



Sr. Director: B.A. Glass

6 Directors • 367 Stores • Regions: 10B, 11B, 12B, 13B, 14B, 15B

914 Terminal
Units

816 >3
Days

571 Comm
Loss



Leadership Summary & Recommendations

Highest Volume

Whitney Box has the most terminal units at **3,639** across 720 stores. This region should be the primary focus for remediation efforts.

Best >3 Day Ratio

Whitney Box has the lowest proportion of >3 day terminals at **64.9%**. Study their practices for best-practice sharing.

Key Takeaways for Executive Leadership:

- Zone Temp failures dominate — invest in predictive temp monitoring and proactive RTU maintenance
- Comm Loss is the #2 driver — evaluate BAS/controls network infrastructure by region
- >3 day terminal percentage is critical — establish SLA targets and escalation paths

- Supercenters carry the bulk of terminal units — consider dedicated HVAC crews for high-volume stores