

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 Units by Sr. Director



Sr. Director: Whitney Box

7 Directors • 720 Stores

3,639 Terminal Units 2,360 >3 Days 843 Comm Loss



Sr. Director: Laura Moore

5 Directors • 716 Stores

2,732 Terminal Units 2,190 >3 Days 722 Comm Loss



Sr. Director: Monique Brennan

8 Directors • 455 Stores

1,430 Terminal Units 1,073 >3 Days 505 Comm Loss



Sr. Director: Nick Paladino

5 Directors • 440 Stores

1,366 Terminal Units 1,214 >3 Days 735 Comm Loss



Sr. Director: B.A. Glass

6 Directors • 367 Stores

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


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