



*Case Study:*  
**Strogen's Service Experts**



## Overview

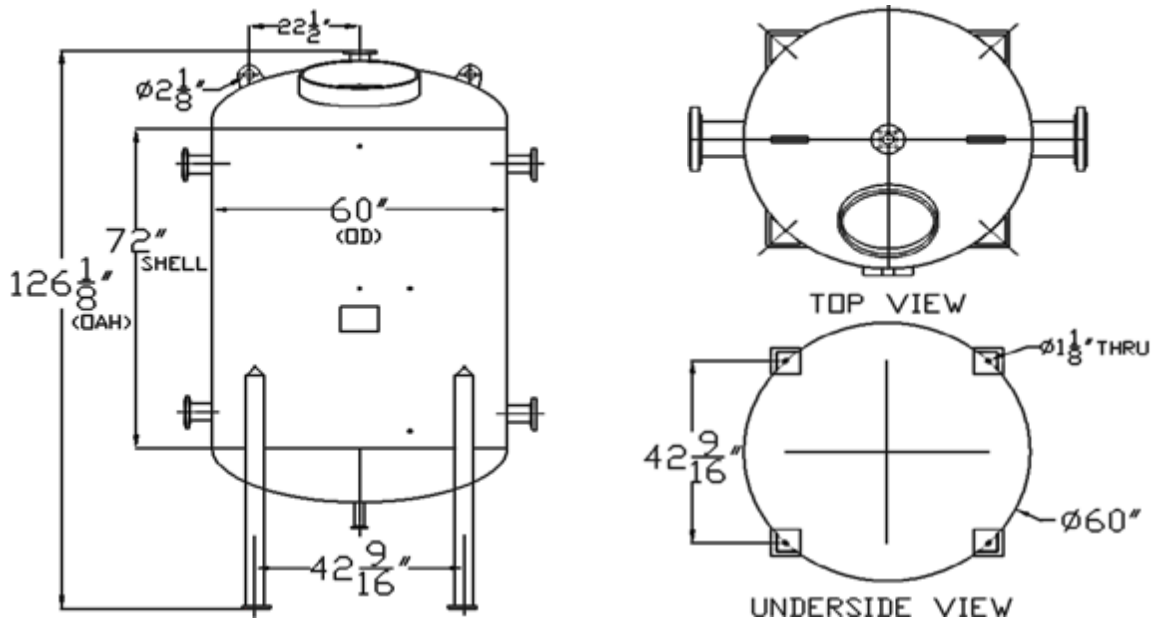
Strogen's Service Experts offers heating and air conditioning installation, maintenance, repair, and replacement services to residential, commercial, and industrial customers throughout the Rochester, NH area. Led by General Manager Mike Strogen, Strogen's large skilled team delivers exceptional quality and on-time service in every season, including providing 24/7 on-call emergency response. Beyond contributing to creating comfortable and cozy places to live and work, Strogen's dedicates its resources to improving the community by supporting life-changing initiatives, including Make-A-Wish® Foundation and North American food pantries.

When a customer approached Strogen's, requesting an industrial chiller to help them manufacture materials for car filters, N95 masks, and other essential goods, Mike considered his options. While Strogen's has sold a few chillers previously, including to customers in the printing and paper manufacturing industry, this situation warranted exceptional care when selecting an industrial chiller supplier.

*"Our customer provided detailed chiller plans from its Germany headquarters that required a high level of engineering expertise," said Mike. "Our previous chiller supplier wasn't equipped to implement the precise customizations we needed, so we decided to switch to Drake."*

Having worked with Sales Manager Travis Reighard and the Drake team on a successful project a few years ago, Mike knew precisely where to turn, reaching out to Travis for an initial phone discussion.





## Challenges

After Mike shared his customer's industrial chiller plans with Travis and our team, we collaborated to narrow in on the specific considerations for this project. First, the chiller needed to handle multiple loads and operate year-round, particularly in the winter season when temperatures can dip to sub-zero levels.

Second, the customer's plans called for a 300-gallon buffer tank, but our calculations revealed that it was not powerful enough to reach the target flow rates. When Strogon's informed its customer of the necessity to upgrade to a higher buffer tank unit, the customer wanted a more technical explanation, to justify the increased cost, than the Strogon's team felt comfortable offering.



## Solutions

To address the challenge of engineering an all-season industrial chiller system that could accommodate multiple loads, Travis and our team worked to figure out which portion of heat load is needed all year round and which was only required seasonally. Then, we engineered an energy-efficient configuration that included two large air-cooled chillers outdoors and two smaller units indoors for varying loads and capacities.

Next, our sales and engineering team joined a conference call with Mike and his industrial customer to explain the reasoning behind increasing the buffer tank unit from the original plans. Supporting Mike's sales process in this way put the customer's mind at ease, helping him land the deal. Once Strogen's customer was on board, we equipped this industrial chiller system with a recirculation tank/dual loop correctly sized for fluid temperatures and a tank correctly sized for flow rates, moving from a 300-gallon buffer tank to a 1,000-gallon buffer tank.

### Strogen's industrial chiller project included:

#### **(2) 105 Ton Dual Circuit Scroll Packaged Air-Cooled Chiller (PAC1280Q3-T4-ZM | D20i0216 | D20i0218) and Tank (TS1000S-SS | D20i0217 | D20i0219)**

- 4 Copeland scroll compressors per chiller
- Recirculation tank/dual loop system
- Low ambient protection for year-round operation
- Auto air vent

#### **(2) 2.5 Ton Single Circuit Scroll Packaged Air-Cooled Chiller with Tank (PACT30S3-T4-ZMM | D20H0206 | D20H0207)**

- 1 Copeland scroll compressor per chiller
- Recirculation tank/dual loop system
- Low ambient protection for year-round operation
- High-pressure pump





## Results

By splitting the industrial chiller system into two large and two small units instead of opting for two larger chillers alone, Strogen's customer conserves energy and saves costs because only the two small indoor chiller systems run in the winter. Since installing the industrial chiller, the customer has been pleased with the system's performance and energy efficiency.

"We chose Drake because of their exceptional support and service, but we got so much more, especially on the delivery side," added Mike. "Once our customer approved the chiller design and was ready to move forward, Drake was swift and true to their lead time – even getting us the chiller before the tank, so we could get a head start on the installation."

While Mike is set to retire in 2021, Strogen's Service Experts is going strong with over 4,000 team members on board and an ever-expanding service area.

## Feedback

*When we asked Mike how we compare to our competitors, he reiterated that our industrial chiller service makes a big difference.*

*"Most of what we look at when choosing a supplier is service," he said. "It's one thing to buy a chiller – and it's another to be able to talk to someone knowledgeable, knowing that you have a relationship to rely on. Drake ticks all these boxes – and then some."*





We hope you found this information helpful. If you have further questions about what chiller is right for you, please **contact us at [drakechillers.com](http://drakechillers.com) or call us at: 888-289-7299.**