

2023

# SUNSHINE BOUQUET

CASE STUDY



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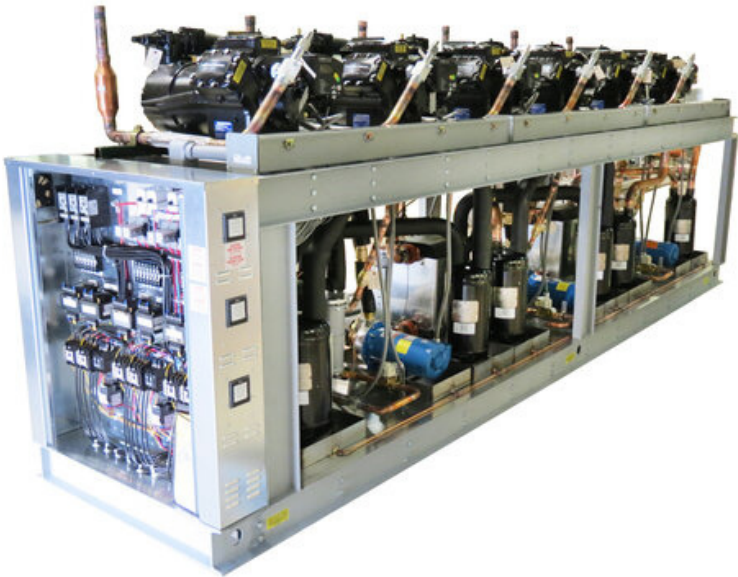
## Overview

Sunshine Bouquet manufactures and sells fresh-cut flowers on a grand scale through various mass-market channels. Since 1971, it has grown from a small family-operated flower shop to a major player in the supermarket floral industry. Today, Sunshine Bouquet produces the largest assortment of flowers in the Americas and is the largest exporter from Columbia to the US. It operates six US facilities and distributes over a billion stems yearly throughout North America. Sunshine Bouquet contacted our commercial refrigeration & HVAC customer Amancio at Chill Factor in Miami, FL about replacing its outdated and underpowered chiller because it couldn't keep up with its ever-growing cooled water demands, causing unnecessary downtime that slowed its five busy assembly lines.

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*"I called Drake because we've worked together before, but never on a project like this. I hoped they could meet our customer's requirements, so we could supply the solution they needed to improve their flower operations and overall efficiency."*

– Amancio Palma, Vice President, Chill Facto





## Challenges

Amancio explained that Sunshine Bouquet has six 1,000-gallon tanks of water that flow into buckets to keep the cut flowers fresh. During the company's busy Valentine's Day and Mother's Day holidays, the five assembly lines might go through all those tanks in a single day – and then some. So, the new chiller needs to have sufficient power to provide a constant supply of chilled water for the flower buckets without interruption.

In addition, the water temperature must be maintained between 34-36°F to ensure the freshness of the flowers, as customers may reject orders if the water is too warm, incurring a loss. On the other hand, if the water is too cold, the stems could freeze, resulting in the same outcome.





## Solutions

Amancio contacted us with the chiller specifications Sunshine Bouquet requested, including the amount of water to be chilled in a specific timeframe, the required temperature range, and the flow rates. Then we customized a chiller solution that would tick all the boxes.

We recommended a packaged air-cooled chiller equipped with the customizations Sunshine Bouquet needed to satisfy its uptime and temperature requirements. Our extensive experience in manufacturing chillers with a high uptime rate of 99.4% allowed us to equip the chiller with various features that improve efficiency. These features include a city water bypass apparatus, which enables Sunshine Bouquet to use city water to maintain a constant supply of chilled water, and variable frequency drives (VFD) on the chiller pumps, which prevent electrical supply overload to reduce downtime. Additionally, VFD features soft start and stop mechanisms to prevent damage to pipes and valves from rapid flow rate changes, as well as maintain near freezing temperatures which can help save costs and conserve energy.

To address the precise temperature control needed for Sunshine Bouquets flower bucket water, we designed its chiller to pump glycol through the heat exchanger without the water ever contacting it. The continual recirculation of glycol and water keeps the water consistently chilled to 34-36°F without freezing. In addition, the ultra-efficient system can take 70-80° city water, cool it to the desired temperature and dispense it into the tanks. Amancio worked with electricians during installation to upgrade the power capacity from 200 to 400 amps. He also arranged to enlarge the concrete slab to accommodate the new chiller. Then, he used a crane to lower the chiller into place, connect electricity and water and fill the glycol tank. When he was ready for the chiller startup process, Amancio called our team, and we configured the system remotely.

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*“Drake was great. They hooked up the new chiller in Miami from their facility in Bensalem, PA. They meticulously fine-tuned and tweaked it until the water temperature reached the magic number: 34 degrees. We weren’t even sure it was possible – but it was!”*

– Amancio Palma, Vice President, Chill Factor





## Results

Today, the Miami division of Sunshine Bouquet is operating smoothly and efficiently, thanks to its new Drake chiller. While its previous chiller would slow production and put them behind on orders, especially during the busy season, Sunshine Bouquet's new high-performance air-cooled process chiller allows the company to operate continuously. The enhanced efficiency and capacity provide the reliable uptime it required, allowing the company's assembly lines to run 24 hours per day to produce 20,000+ bouquets daily without skipping a beat.

As Sunshine Bouquet expands to a second location in Miami, Amancio and Chill Factor have already ordered a second Drake chiller to install after the permit is granted. As a result, the company is poised to produce thousands more bouquets of fresh blooms to delight its customers for years to come.



## Feedback

*"I'd absolutely work with Drake again. Not only do they make a great product and go out of their way to meet your needs and customer needs, but they're there for us after the fact. It's not just a sale, and then they're done. They stand behind their chillers and do what it takes to ensure it works perfectly for the application."*

– Amancio Palma, Vice President, Chill Factor





<https://sunshinebouquet.com/>



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