

Zero Zone delivers 1,000 projects for Dollar Tree with an on-time delivery of 99.73%



Dollar Tree - Burlington, WI.



“The reliability and longevity of Zero Zone equal sales. When they’re down and broken, we’re losing business. Not only lost product when they go down but lost product and sales. Then over time does it take three days to get it fixed or 12? Each day is a multiplier, and I would say Zero Zone is leading the class by at least 10%.”

Dollar Tree Representative

Business Overview

Locations: 16,000 Locations

Employees: 210,000

2024 Revenue: \$30.7 billion

Partners: Since 2005

Dollar Tree operates over 16,000 retail locations across the United States and Canada. Efficient refrigeration is critical to their operations, enabling the sale of perishable goods while maintaining cost efficiency. Zero Zone, a trusted partner since the early days of the chain, has played a pivotal role in ensuring refrigeration systems meet the rigorous demands of the business. As a publicly traded company, the chain is under constant pressure to meet performance goals, uphold transparency, and deliver quarterly results, requiring reliable partners like Zero Zone to ensure seamless operations and minimize risks.



Highlight Merchandiser® Lineup - Burlington, WI.

Partnership Pillars



On-Time Delivery



Product Longevity



Responsive Service



Diagnostic Excellence

On-Time Delivery

Managing refrigeration across thousands of locations requires consistent and reliable systems. Zero Zone committed to 99% on time delivery and exceeded the target with an on-time delivery rate of 99.73%, ensuring refrigeration units arrive as scheduled and preventing costly delays. Late deliveries were attributed to four truck issues, two incidents of inclement weather, two traffic issues and one logged issue where the driver was one hour late. When discussing Zero Zone delivery performance, A representative for Dollar Tree emphasized how critical it is for keeping projects on track. Delivery delays can cost Dollar Tree thousands per day from delayed crews and store closures.

99.73%
on-time delivery

“It allows us to continue on schedule because if one delivery is late, it creates a domino effect across multiple projects.”

Dollar Tree Representative



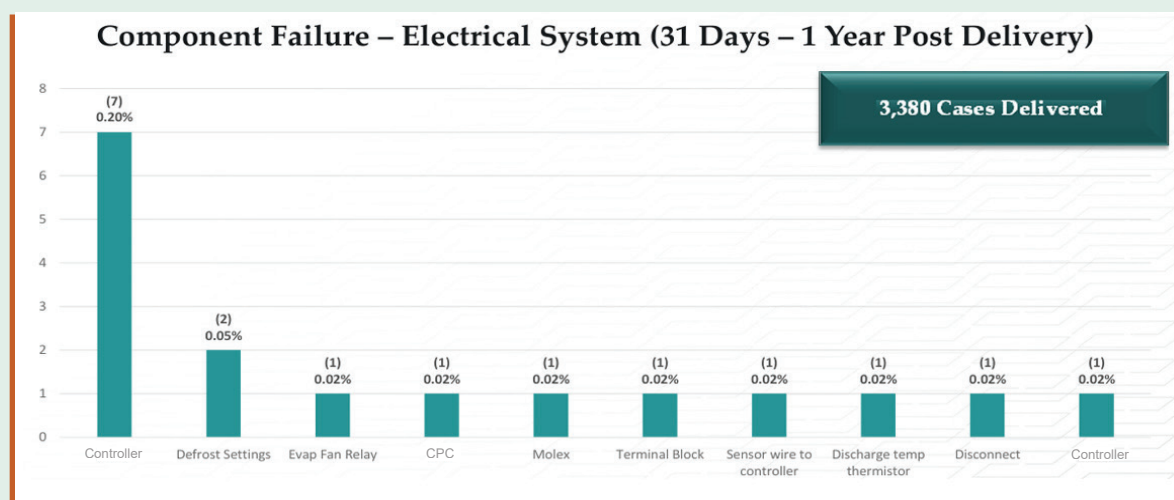
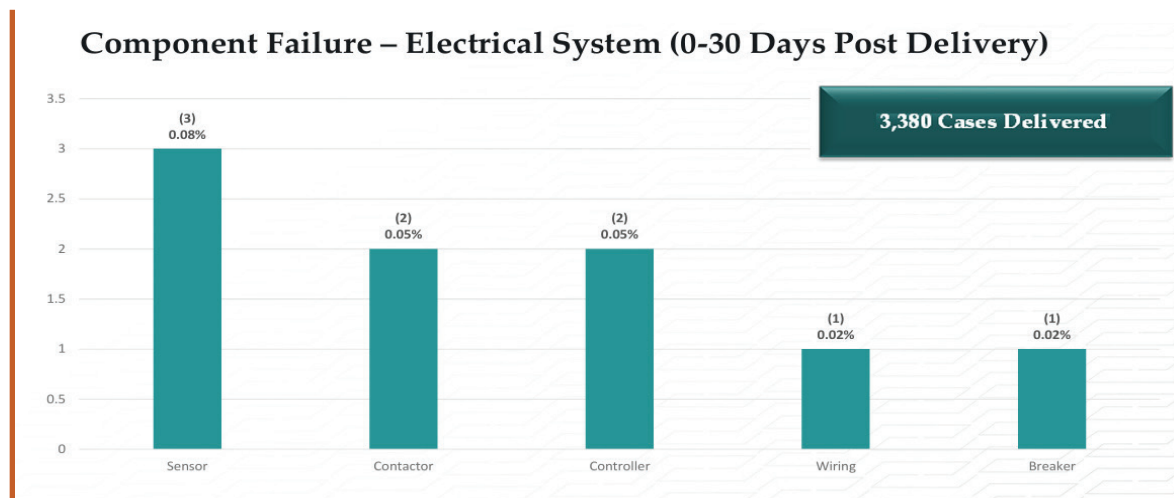
Zero Zone Distribution Center - Mukwonago, WI.

Product Longevity

Zero Zone refrigeration units are designed to last well beyond the industry standard, reducing replacement frequency and operational disruptions. A Dollar Tree representative highlighted cases installed in 2006 that continue to operate effectively.

“We’ve got some Zero Zone cases out there from 2006 that are still running. Their longevity speaks for itself.”

Zero Zone measures and keeps accurate records and data on what matters to uptime and performance. Zero Zone will do CAPA (Corrective Action and Preventive Action) analysis when necessary to determine root causes and fix them. Here is a sample of what is measured:



Responsive Service

For Zero Zone, The Responsive Company™, is more than a tag line. Dollar Tree has a team of 19 Zero Zone resources conducting analysis that includes accurate data reporting, lessons learned, service plan, problem resolutions, early new product education and case of the future discussions. That defines partnership with Zero Zone. Responsive is not just a word, its backed by resources, data, people and a caring cooperative attitude. Zero Zone field service technicians (FSTs) provide quick feedback and effective resolution of issues, minimizing downtime during critical operations. This effectively reduced the impact refrigeration downtime can have on sales. Since correct diagnosis in the field is critical, the retailer valued the responsiveness of Zero Zone FSTs. All too often, if the diagnosis is wrong the costs escalate and Zero Zone FSTs have a better understanding of complex refrigeration challenges.

“Zero Zone equipment is well worth the price, that is why Zero Zone is a legacy supplier to us.”

Diagnosis Excellence

Zero Zone field service technicians (FSTs) not only provide quick responses but also excel in diagnosing and addressing root causes. This dual capability ensures that operational disruptions are minimized, and long-term reliability is achieved. The diagnosis expertise was highlighted by Dollar Tree.

“Over time does it take three days to get it fixed or 12? Each day is a multiplier, and I would say Zero Zone is leading the class by at least 10%.”



Case forkliftable for install



Highlight Merchandiser® Lineup

“No matter how quick we are at fixing problems, we always want to be faster. That goes to highlight, Zero Zone is the premier provider.”

Dollar Tree Representative

Holistic Results and Outlook

The Zero Zone partnership with Dollar Tree demonstrates the value of reliable, innovative refrigeration solutions in large-scale retail operations. By addressing challenges with tailored strategies, Zero Zone has reinforced its position as a trusted partner, delivering measurable benefits in cost savings, operational efficiency, and customer satisfaction at scale.

- ✓ **Operational Scale: 1,066 projects in 2024**, installing 3,380 cases across stores.
- ✓ **On-Time Delivery: 99.73%**, over 1000 projects.
- ✓ **Equipment Longevity:** Cases operational for **over 15 years** in some locations.
- ✓ **Service Resolution :** At least **10% more reliable**, and faster resolution of refrigeration issues.

For more information about this Case Study, contact:

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the responsive company™

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