DAIKIN

CASE STUDY



RAPID CHILLER REPLACEMENT RESTORES RELIABLE COOLING FOR CRITICAL CARE

Overview:

Located in Mount Pleasant, South Carolina, a 41-bed behavioral health facility that provides treatment for adults with Substance Use Disorder (SUD) and co-occurring mental health conditions. The treatment center offers a full continuum of care, from detoxification and residential treatment to day programming through its Partial Hospitalization Program, with optional lodging. An experienced clinical team tailors each patient's recovery plan to address both addiction and underlying mental health needs.

When the center's aging chiller failed, it was forced to rely on a costly rental unit to maintain operations. Because patient care depended on reliable cooling with no disruptions, the center urgently needed a permanent replacement. To complicate matters for Daikin Applied, a local mechanical contractor had already specified a competitor's system for the job.

LOCATION:

Substance Use Disorder Recovery Center

Mount Pleasant, SC, US

AREA SERVED:

20,000 Square-Feet (41 Beds)

CHALLENGE:

Rapidly replaced a failed, aging chiller at a critical behavioral health facility to eliminate costly rental fees and restore reliable, quiet cooling for patient care

SOLUTION:

Daikin 120-ton Trailblazer® air-cooled scroll chiller featuring low-GWP R32 refrigerant

Trailblazer's quiet performance, high efficiency, and low-GWP R-32 refrigerant make it ideal for healthcare facilities seeking long-term value and compliance.

SUBSTANCE USE DISORDER
RECOVERY CENTER

Solution:

Understanding the urgency, a local Daikin representative was dispatched to the site the very next day to assess the situation. A complete solution and proposal were drafted within 24 hours. Although Daikin was the last vendor to bid, its speed and responsiveness quickly set the tone for the project. Close coordination among National Accounts, the customer, and Daikin's local service team ensured all decisions and actions aligned seamlessly with the facility's immediate needs.

To eliminate the customer's costly rental fees, Daikin leveraged its stock finished goods program to bypass the standard manufacturing schedule. This ensured immediate equipment availability, securing a rapid, permanent replacement with a 120-ton Trailblazer AGZ scroll chiller (AGZ08F). This operational advantage provided the customer with a more cost-effective solution, delivering it faster than the best-case scenario offered by the competitor. The Trailblazer design features also made it particularly well-suited for a healthcare environment. Its quiet operating modes maintained the calm atmosphere essential for patient recovery, and the high efficiency and variable-speed fan technology delivered reliable cooling with lower operating costs.

Trailblazer chillers are built to perform in demanding, real-world conditions, operating efficiently at both design and off-design loads, where facilities spend most of their time. The compact footprint of the AGZ model also allows for flexible installation, minimizing disruption during construction. In addition, service-friendly layouts with accessible components simplify maintenance, ensuring the hospital's staff can count on uninterrupted performance. In addition, durable microchannel aluminum coils extend system life and reduce the refrigerant charge, supporting both sustainability goals and long-term cost savings.

From the initial sales lead to full installation and startup, the entire project was completed in just 24 days. By combining the agility of its National Accounts and local service team with the advantages of the Trailblazer AGZ chiller, Daikin delivered a durable, efficient and quiet solution, immediately restoring comfort and eliminating the costly rental fees.

Outcome:

The project was a complete success, and Daikin's stock finished goods program played a prominent role. In just over three weeks from the initial lead, the behavioral health facility had a fully installed and operational 120-ton Daikin Trailblazer AGZ scroll chiller in place, eliminating the need for an expensive rental unit and restoring reliable comfort to the building.

The customer gained immediate savings and long-term peace of mind, knowing its new system offered efficient, quiet, and durable performance that was well suited to its healthcare environment. Strong collaboration between Daikin's National Accounts Team, the facility owner, and the local Daikin Service team established an ongoing partnership. Daikin was subsequently awarded the facility's planned HVAC maintenance, ensuring continued performance and reliability.

The project for the mental health center began when a corporate facilities director approached a Daikin National Accounts Team representative at a healthcare conference. He described the need for a quick, value-driven solution and a process that would minimize disruption and eliminate the exorbitant rental costs. That initial conversation led to a rapid, coordinated response that brought measurable results.

Through the unique combination of its teams' agility, product availability, and superior performance, Daikin delivered financial savings and long-term operational reliability, solidifying a trusted partnership.