

Young's Jersey Dairy

YELLOW SPRINGS, OH.

PREVENTIVE MAINTENANCE KEY TO DAIRY'S SUCCESS

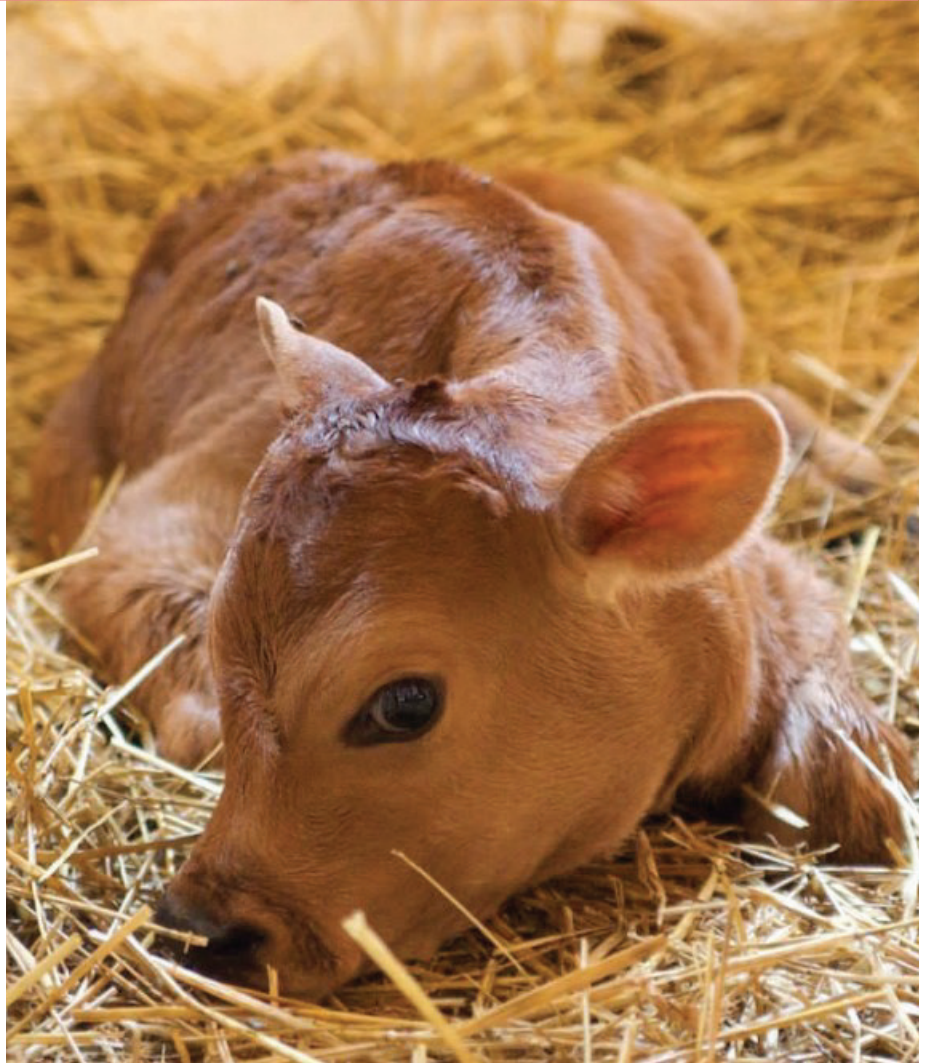
► For more than 60 years, **Young's Jersey Dairy** has been a family tradition in Yellow Springs, Ohio. Today, this working dairy farm is a destination place -- home to an ice-cream parlor, family-style restaurant, fast-food restaurant, annual events, and numerous attractions including mini golf, batting cages, a driving range and more. Keeping more than 60 units of HVAC, refrigeration and freezer units in top shape is essential to a successful operation at Young's Jersey Dairy.

As such, a reliable preventive maintenance plan is important for the family owned and operated business. Last year, Young's Jersey Dairy brought in **Rieck Services** for ongoing preventive maintenance services. Preventive maintenance helps the dairy avoid costly shutdowns during its busiest times -- weekends.

"Rieck Services gets to know our equipment and we get to know them," says Dan Young, CEO and chief ice cream dipper at Young's Jersey Dairy. "I want to avoid breakdowns on our busy weekend days, when it's often difficult to get parts. It's nice for us to have peace of mind that things will be working when we're at our peak of operation."

MODERN UPGRADES

Many of the HVAC and refrigeration units at Young's Jersey Dairy were installed 60 years ago and are ready to be reset with more modern equipment. The advice from Rieck Services on when Young's should invest in more modern pieces of equipment has been critical, says Young.



"I can count on Rieck Services to help me plan ahead. Their advice is invaluable to me in making decisions on a forward-looking basis."

- Dan Young, Young's Jersey Dairy CEO

One of the recent updates at Young's Dairy Farm involves the installation and retrofit to a more modern system to control the HVAC in the two restaurants on site. One of the restaurant buildings was originally constructed in 1968, and the dairy has added on a couple different times with several different HVAC systems in the same building.

"We decided to install a modern brand of 'learning' thermostat that I had experience with at home," explains Young. "In total, we installed 10 different thermostats in two buildings. We at Young's installed half of

Young's
Jersey Dairy

them ourselves; the remainder required Rieck Services' assistance with installation."

Rieck Services' technicians were helpful in getting these systems installed at Young's Jersey Dairy. Now, Young can monitor his systems on his mobile phone, observing temperature, fan usage and energy savings.

"I estimate we will save \$4,000 to \$5,000 annually with this new system.

MANAGING THE UNEXPECTED

What's more, Rieck Services has helped Young's Jersey Dairy manage unplanned expenses. Young doesn't want a piece of equipment to break down, only to hear a service technician announce it should have been replaced five years ago.

"I can count on Rieck Services to help me plan ahead," says Young. "They can let me know in advance when a piece of equipment needs replacement, and I can put it in my capital budget. Their advice is invaluable to me in making decisions on a forward-looking basis."

As part of their service contract, Young's Jersey Dairy has taken advantage of Rieck Online – Rieck's web-based work order management system (WMS) that allows their customers to create their own work orders, manage their assets and track their service and maintenance.

"I can go online from anywhere at any time to look at any of my 60 pieces of equipment to see when they were last repaired," said Young. "I can see the

technician's notes and the details of what service was performed. This is the type of feedback we need."

In the future, Young foresees Rieck Services' involvement on major projects at the dairy, such as a large capital project or adding a freezer unit. And by keeping an eye on preventive maintenance and managing unplanned expenses, Young's Jersey Dairy will continue its heritage of bringing smiles to the young and young at heart.

"I can go online from anywhere...I can see the technician's notes and the details of what service was performed. This is the type of feedback we need."

- Dan Young, Young's Jersey Dairy CEO

