

ENGINEERING  
TOMORROW



Food Retail | Smart Store brochure

# Maximize operational efficiency from case to cloud



Learn more at  
[smartstore.danfoss.com](https://smartstore.danfoss.com)



**1  
Million+**  
connected  
devices installed



[smartstore.danfoss.com](https://smartstore.danfoss.com)



# Are you ready to turn challenges into opportunities?

When the way we live, work, or shop changes, new food retail technology is close behind.

Megatrends like electrification, digital communication, and the fight against climate change are creating both opportunities and challenges for the food sector, worldwide.

At Danfoss, we see that firsthand because we work with hundreds of food retail chains in more than 60 countries. In particular, we see five big, overlapping changes that shape today's workload of supermarket teams.

## Global trends call for new Smart Store strategies

Increasing food safety and reducing food loss are more important than ever.



**Connectivity helps reduce food loss and cut service costs.**



Climate change regulations makes refrigerant choices critical.



**Treat refrigerant selection as a long term decision.**



Urbanization drives new retail formats and integrated energy systems.



**Utilize supermarkets as new energy hubs.**



Intense pressure on operating margins makes cost savings essential.



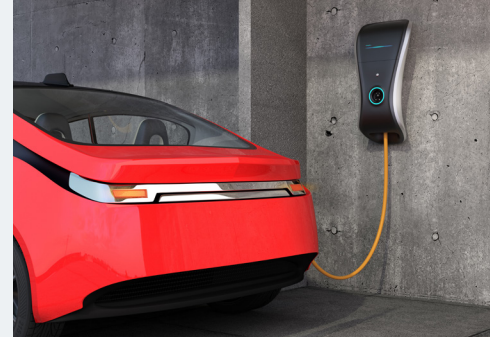
**Digitalization of operation creates transparency on where to focus the effort.**



Electrification of transportation will challenge the energy infrastructure.



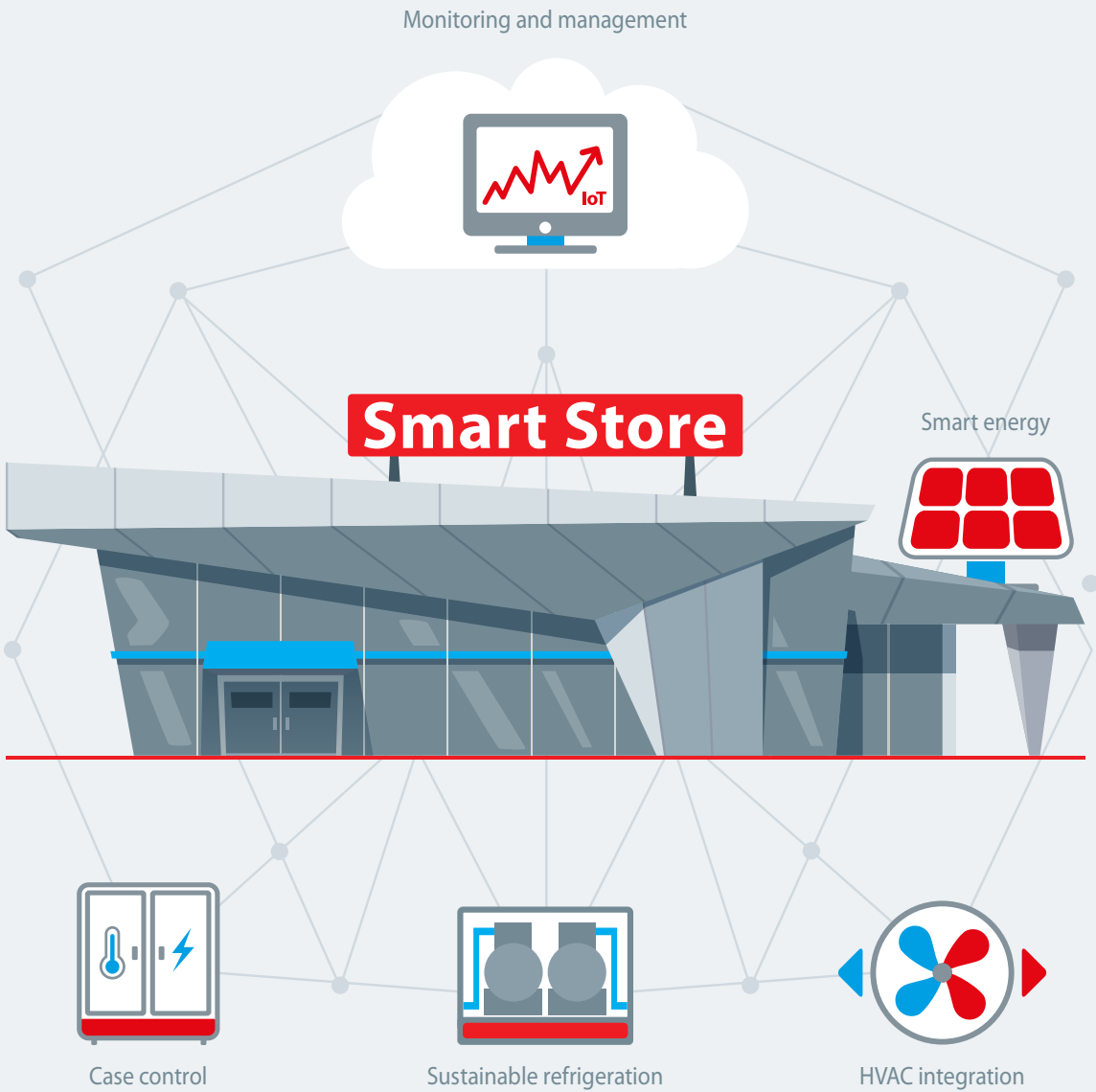
**Opportunities with renewables, energy arbitrage, and car charging for shoppers.**



# Five ways to maximize efficiency

The five global megatrends influence each other. For example, the opportunity to reduce energy tariffs by optimizing electricity demand is all the more compelling because of the need to find cost savings wherever possible.

In the same way, the changing food retail energy landscape needs a coordinated approach. We have identified five technical strategies which, when combined, will help supermarkets stay ahead of – and in some cases benefit from – society’s emerging demands.



## Monitoring and management

Automatic and remote monitoring services deliver cost savings through performance optimization, reduced energy consumption, and fewer service calls.

### Technologies:

- Danfoss Enterprise Services
- Case-to-cloud connectivity
- ADAP-KOOL® System Manager
- Telemetry devices

### Benefits:

- Lowest total cost of ownership
- Full transparency of all relevant assets across Danfoss and non-Danfoss controlled stores
- 24/7/365 alarm management
- Enhanced data security in the cloud

Up to  
**30%**  
reduction in  
service calls



## Sustainable refrigeration

Thanks to our new technologies, efficient CO<sub>2</sub> solutions are available for all climates and store sizes.

### Technologies:

- Multi Ejector Solution™
- Pack control solutions and plug and play condensing units for small to large plants
- CO<sub>2</sub> Adaptive Liquid Management

### Benefits:

- Keeping up with new regulations on refrigerants
- Energy-efficient CO<sub>2</sub> refrigeration in all climates
- Optimum pack control

More than  
**30%**  
reduction of  
carbon footprint  
on store level



## Case control

Case controls boost refrigeration efficiency by balancing capacity and demand. This secures food safety without wasting energy on unnecessary cooling output.

### Technologies:

- ADAP-KOOL® case control solutions
- Adaptive superheat
- Commissioning and service smartphone app

### Benefits:

- Save energy without compromising food safety
- Connected solutions for optimum efficiency
- Save time during commissioning and service

Up to  
**12%**  
energy savings  
compared to other  
EEV technologies



## HVAC integration

Harness the benefits of integrated refrigeration, heating, air conditioning, and ventilation solutions.

### Technologies:

- Heat recovery
- Multi-pack systems
- Danfoss Turbocor® for large plants

### Benefits:

- Reduce complexity
- Recovered heat can be used for own heating purposes or sold to other premises
- One system for all your heating, cooling, and A/C needs

**90%**  
reduction in  
your heating  
costs



## Smart energy

Smart energy can turn traditional supermarkets into the supermarkets of tomorrow by taking advantage of renewable sources, energy storage, and arbitrage.

### Technologies:

- Solar energy
- Demand response
- Car charging
- Electric and thermal storage

### Benefits:

- Cut your energy costs
- Offer car charging to customers
- Become an energy producer
- Strengthen your green profile

Take a step  
towards a  
**zero**  
energy store



Monitoring and management

# Connect to the cloud with Danfoss Enterprise Services

Connecting your refrigeration system to the cloud is not just a trend. It offers a world of possibilities to reduce costs related to food loss and complex asset management. Remote monitoring and management makes it easy to check and triage system alarms, giving priority to those with an immediate impact on costs or potential food loss. What is more, it is possible to fix some issues remotely - cutting unnecessary call-outs by up to 30%.

Danfoss Enterprise Services is a cloud-based service platform that collects alarm information and other operational data to provide powerful insight into your stores' performance. With Danfoss Enterprise Services, you get specific, real-time, and actionable data, enabling you to make fast decisions and act on facts.

**-30%** Energy Cost Reduction

- Energy optimization of instore assets
- Controls upgrade (if necessary)
- Monitoring, targeting, and cost avoidance

**-35%** Service Cost Reduction

- Reduction of after-hours service calls
- Triage and remote fix before dispatch
- Issue analysis and insight upon dispatch

**-40%** Food Loss Potential

- Improved food quality and reduced waste
- Reduced risk of missed critical alarms
- Improved temperature management

# The Digital & Managed Service packages

We can optimize your stores with maximum impact at every level.



Visualize

Provide visibility into current store and enterprise performance.

- Alarms
- Temperature reports
- Energy performance



Stabilize

Identify inefficiencies and risks.

- Food loss risks
- Alarm
- Exceptions
- Energy waste



Diagnose

Improve efficiency by diagnostic reporting and visualization.

- Store visualization
- Benchmarking
- Diagnostic reports



Recommend

Leverage Danfoss's domain knowledge to achieve best-in-class practices and procedures.

- Expert interaction
- Advanced tools
- Targeted actions



Optimize

Focus on what you do best and let us do the rest

Managed Services

- Let the Danfoss team and partners take over the alarm call-out, continuous remote commissioning, and reporting

## Our domain expertise has reached the cloud

Focusing on creating value-added services through IoT



14,000+ Stores connected



250,000+ Cabinets and dispensers connected



1.6 Million+ Alarms processed monthly



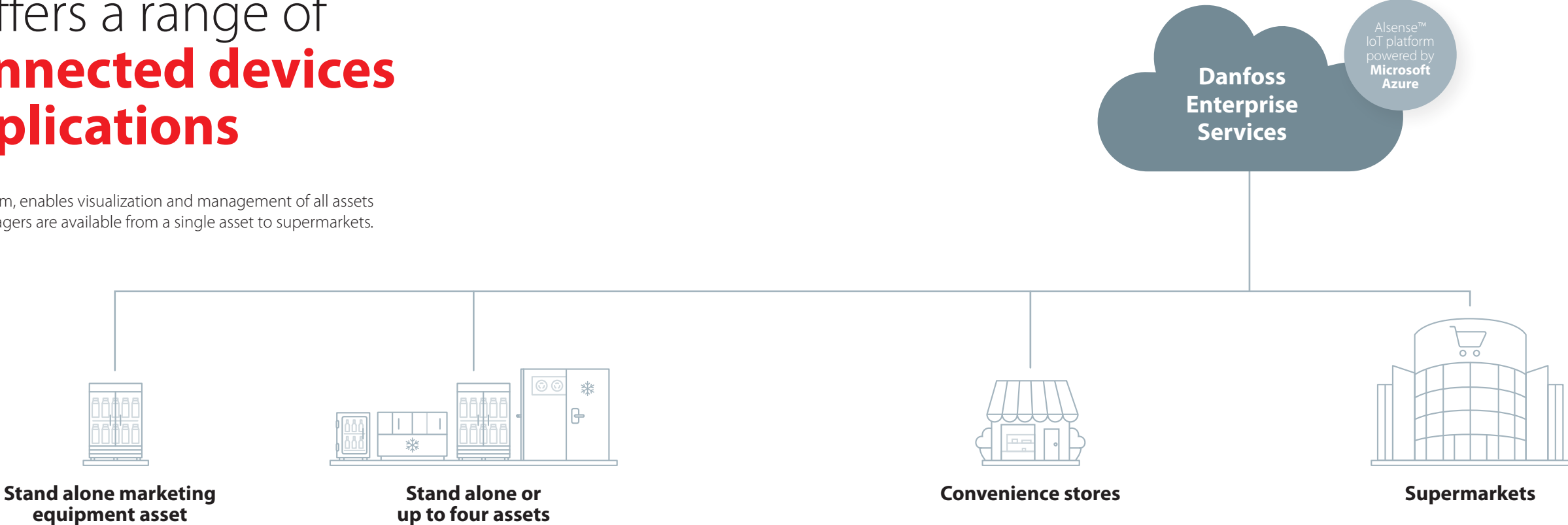
1 Million+ Connected devices installed





# Danfoss offers a range of cloud-connected devices for all applications

Alsense™, the Danfoss IoT platform, enables visualization and management of all assets in one system. Four system managers are available from a single asset to supermarkets.



### Prosa Telemetry devices PR-Solo and PR-Octo

Simple connectivity devices for smarter marketing equipment, enabling data driven decisions and reducing complexity.

**Values:**

- Improve asset management
- Reduce service costs and downtime
- Increase revenues



### Prosa Telemetry device PR-SC4

Simple app-based 24/7 real-time temperature monitoring, alarms and HACCP compliance.

**Values:**

- Protect perishable stock
- Reduce food loss costs
- Save time and money



### Gateway AK-SM70

(available during 2020)

The plug and play system manager for smaller format stores, securing food safety and basic overview.

**Values:**

- Maximum asset visibility
- Secure and easy systems view
- Reduced connection cost and complexity



### System Manager AK-SM 800A

The full featured system manager for high-end control and monitoring of medium to large stores.

**Values:**

- Total store control
- Maximum energy savings
- Natural refrigeration

Application	GDMs, Freezers, Cold Rooms etc.	Refrigeration equipment in independent or small food stores i.e. Butchers, C-Stores, etc.
Connection to cloud	Telemetry	Telemetry
Assets connected	1	Up to 4
Fieldbus support	No	Modbus
Service access	Via ProsaLink App	Via ProsaLink App
Productivity tools and services across sites	Prosa web portal and DES	Prosa web portal and DES

Full store control for small to medium size stores	Full store control for medium to large stores
Wired internet	Wired internet
Up to 32	Up to 120 (1000)
Modbus	Modbus Lon
Via browser	Local touchscreen via browser
Danfoss Enterprise Services (DES)	Danfoss Enterprise Services (DES)

# Efficient CO<sub>2</sub> solutions for all system types, store sizes, and climates

Around the world, CO<sub>2</sub> is fast becoming food retailers' refrigerant of choice. At Danfoss alone, we are currently seeing supermarkets switching to CO<sub>2</sub> refrigeration systems at a rate of around 10,000 a year—and that number is growing fast.

Meanwhile, alongside the traditional large applications, CO<sub>2</sub> is being used in a broader range of settings than ever, including very small systems like remote condensing units.



## CO<sub>2</sub> solutions for small systems



### Optyma™ iCO<sub>2</sub> condensing units

Available during 2020

For a green and sustainable choice, Optyma™ iCO<sub>2</sub> is the new range of outdoor condensing units using CO<sub>2</sub> refrigerant. The first unit in the range provides cooling capacities from 1.5 to 4.7 kW for medium-temperature applications. A single unit can handle the cooling capacity of multiple display cabinets or cold rooms, making it the perfect solution for smaller stores.

#### Features and benefits:

- One unit can handle the cooling capacity of 1.5 to 10 meters of display cabinets
- Connectable with Danfoss ADAP-KOOL® system managers for remote monitoring and management
- Plug-and-play stackable solution



### CO<sub>2</sub> MiniPack Solution with CCMT

With the new series of high pressure valves – CCMT Light - Danfoss can now offer a complete control solution portfolio for compact CO<sub>2</sub> packs. The solution now covers both AK-PC 572 Pack Controller, Variable Speed Drives, Valve drivers, pressure sensors and power back-up.

#### Features and benefits:

- Compact and light components
- Wizard setup for fast and easy programming
- Proven technologies for robust and safe installation

### The Danfoss Multi Ejector Solution™ takes CO<sub>2</sub> to a higher level

Danfoss offers a full range of Multi Ejectors – covering the needs for all store sizes, CO<sub>2</sub> systems, and climates. All ejector types are available as a complete Multi Ejector Solution™ where the ejector is controlled with the AK-PC 782A pack controller to provide the robust system control necessary for efficient and reliable operation.



### CO<sub>2</sub> Adaptive Liquid Management – CALM

The new CO<sub>2</sub> Adaptive Liquid Management (CALM) solution allows full utilization of the evaporator surface in display cases and cold rooms, improving energy savings with CO<sub>2</sub> refrigeration in any store. CALM is a complete solution; in addition to intelligent pack and case controllers and a system manager, it includes two ground-breaking Danfoss innovations: The Liquid Ejector and the Adaptive Liquid Controls case controller algorithm.

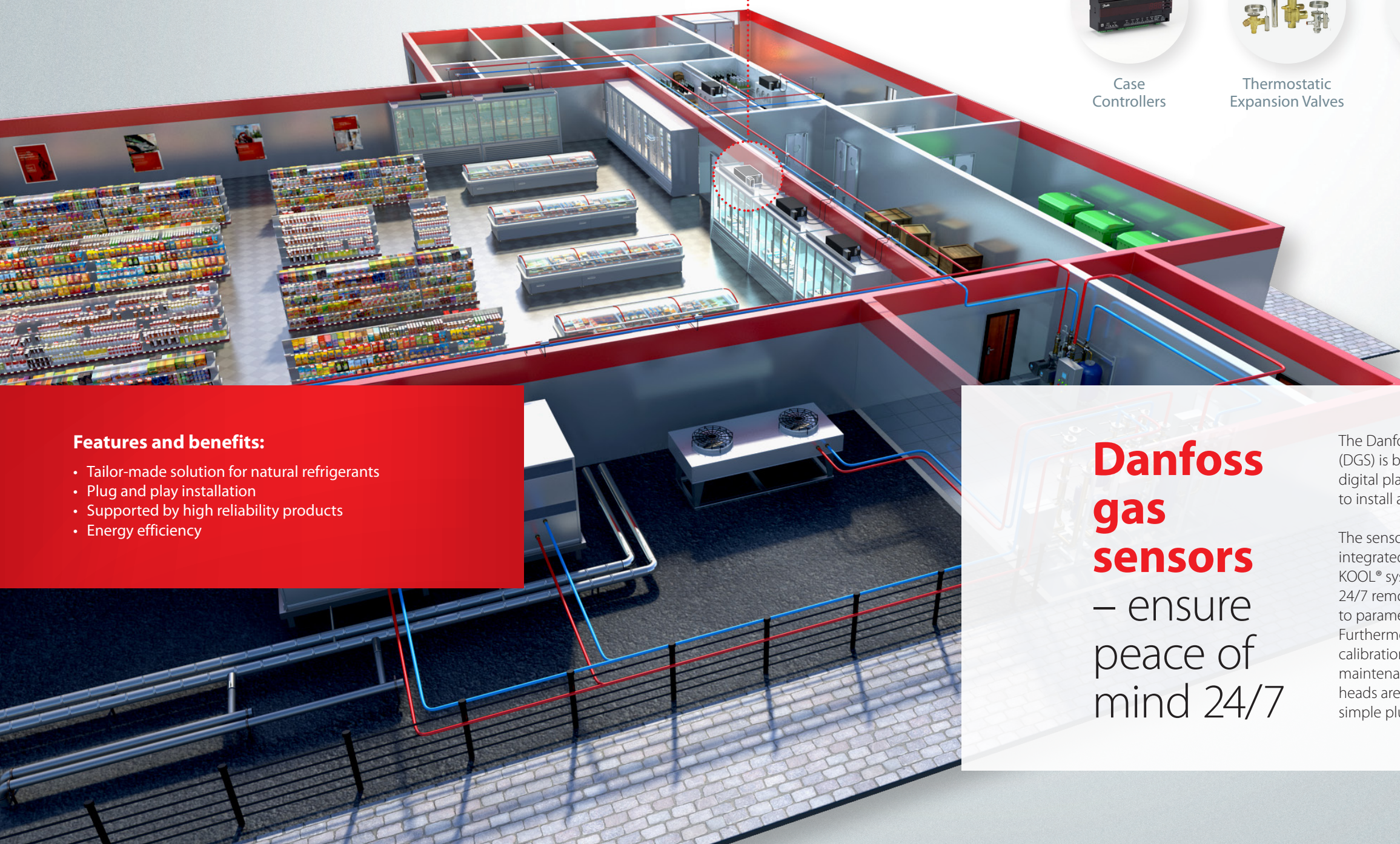




# Big opportunities in smaller formats

## With semi plug-in and water loop solutions

Semi plug-in or water loop systems have individual refrigeration units installed in each cabinet. The heat rejection in the semi plug-in system does not happen in a traditional air-cooled condenser. This has been replaced with a water-cooled condenser. The central part of the system is the water loop that supplies each cabinet with chilled water. The heat is carried by the water loop out of the system and is either rejected by a dry cooler, or even better, connected to a heat pump and reused for heating purposes.



### Features and benefits:

- Tailor-made solution for natural refrigerants
- Plug and play installation
- Supported by high reliability products
- Energy efficiency

## Danfoss gas sensors – ensure peace of mind 24/7

The Danfoss gas sensor series (DGS) is based on an all-new digital platform, making it easy to install and use.

The sensors can easily be integrated into Danfoss ADAP-KOOL® systems, giving you 24/7 remote service access to parameters and alarms. Furthermore, it gives you long calibration intervals for reduced maintenance costs, and sensor heads are easily replaced with a simple plug-and-play process.



### Features and benefits:

- More than 30 refrigerants covered with just five models
- Ensures peace-of-mind 24/7
- Plug-and-play commissioning and easy integration in Danfoss ADAP-KOOL® systems



Case control

Use smart refrigeration case control to **reduce operating costs**

To optimize refrigeration efficiency, it is important to match capacity to demand. Too much cooling, and you waste energy; too little, and you risk system damage and food loss. An adaptive case controller, like the Danfoss ADAP-KOOL® series, can balance refrigeration performance to the load. And our adaptive superheat control algorithm maintains the minimal stable superheat, so there is always just enough cooling.

As refrigeration technology gets more sophisticated, you can rely on the Danfoss ADAP-KOOL® Case Controls Solution to handle the complexity - optimizing efficiency and supporting valuable decisions. With a full range of controllers, Danfoss can offer an ADAP-KOOL® Case Controls Solution for both thermostatic expansion valves (TXV) and Electric Expansion Valves (EEV).



The name **“ADAP-KOOL®”** is a shortened adaptation of the phrase “adaptive cooling”

Introducing **AK-CC55.**  
**Superior as always**  
– stronger than ever

The new AK-CC55 case controls deliver energy savings of 6-10% compared to the next best alternative. It relies on acknowledged and advanced Danfoss adaptive superheat algorithms to control refrigerated display cases and cold rooms. For example, the large terminals on the AK-CC55 make it easy to loop the pressure transmitter cable from one controller to the next one.

**Benefits:**

- Significant energy savings with adaptive superheat control algorithms and adaptive defrost
- Simplified installation and service with smartphones and large terminals
- Suitable for any store size with Compact, Single Coil and Multi Coil variants



**ADAP-KOOL®**  
Case Controls  
Solution

The new Danfoss ADAP-KOOL® Case Controls Solution for food retail applications drives down cost and takes user friendliness to the next level with a new smartphone app that simplify design, installation, service, and use. The solution includes four new products: new case controller platform, electric expansion valve, pressure transmitter, and temperature sensor – all designed for an optimum solution.



Take **user-friendliness** to the next level with **AK-CC55 Connect app**

The AK-CC55 remote display comes in a Bluetooth version, which enables wireless connection to the AK-CC55 Connect service app. Use it on a smart phone or tablet supported by iOS or Android operating systems.

**Benefits:**

- Controller setup in less than 2 minutes
- Real time overview of cabinet performance
- Alarms including checklist function
- Monitoring as well as manual operation
- Configure with no need to unload cases





HVAC integration

Integrate each store's systems **to gain economies of scale**

The closer you align your heating, ventilation, air conditioning, and refrigeration systems, the easier it will be to save money, safeguard stock, and reduce your environmental impact. Integrated solutions unlock the full potential of each application and increase the efficiency of the entire system.

Heat Recovery Unit

The Danfoss Heat Recovery Unit helps to eliminate the technical challenges of managing heat recovery. The HRU is an integrated solution managing and buffering the heat from the refrigeration pack – to be reused for space heating, hot tap water, or even sold to neighbors or district heating grids.

Features and benefits:

- Maximum heat recovered and reused
- Standardized solution – tested and proven
- Easy to install and commission
- Stable and efficient solution
- Eliminates the need for a boiler

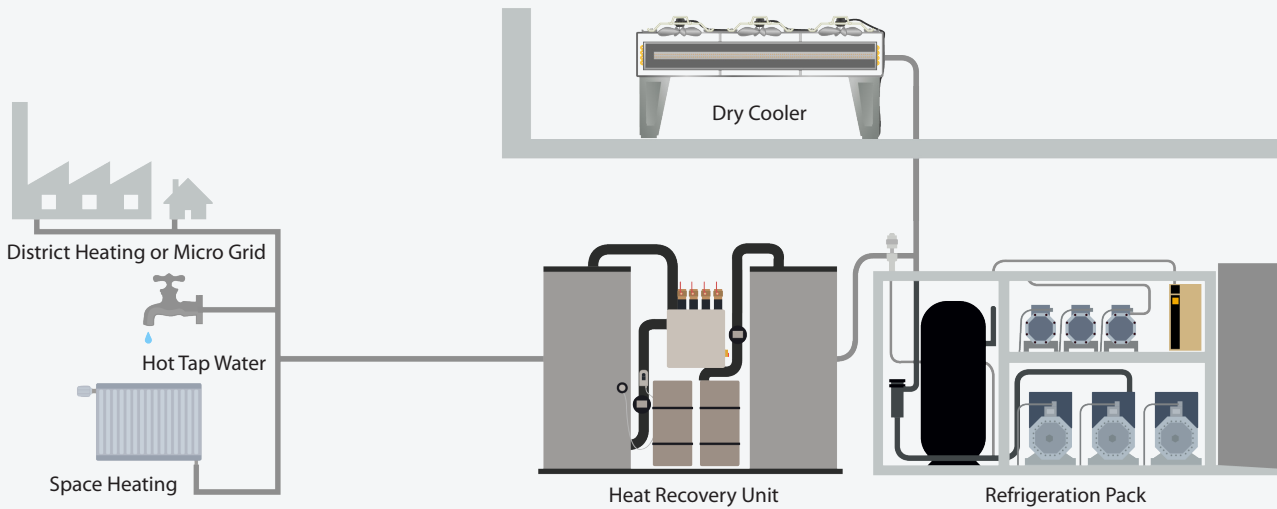
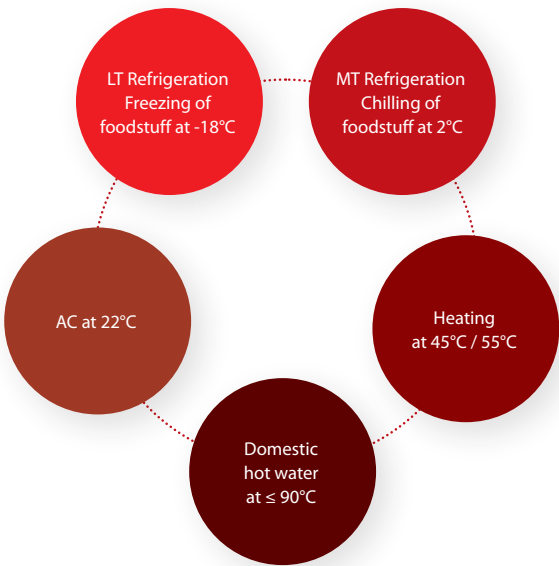


Figure: CO<sub>2</sub> system with heat recovery

Get the most value from your CO<sub>2</sub> system

Imagine an integrated system for refrigeration, heating, and air conditioning on natural refrigerants working in all climates. With this objective, Danfoss is actively participating in the MultiPACK project funded by the EU. Several pilots have shown that significant energy savings can be achieved when applying these integrated designs adapted to local conditions (climate and load profile). Here, CO<sub>2</sub> as a refrigerant is the perfect match with no legal uncertainties or restrictions globally, avoiding costly replacements in the future.



Components that will **boost the performance** of your **HVAC system**



Roof top unit

Check out our solutions for rooftops, chillers, and air handling units that will really make a difference and save on applied and running costs.

Features and benefits:

- All you need in one place
- Highly experienced experts
- High energy efficiency
- Optimized for low GWP refrigerants



New MCX controller

Best-in-class connectivity, VZH compressor control logic, high system safety, and better response time with the new MCX\*\*B2 system controller.

Features and benefits:

- Easier commissioning and troubleshooting
- Integration with BMS
- Advanced applications with high execution speed and bigger memory
- Energy efficiency, comfort, and flexibility with I/O improvements



VLT® HVAC Drive FC 102

Obtain higher reliability and lower total cost of ownership in your heating, ventilation, and air-conditioning installations, with this unique drive optimized for building automation systems.

Features and benefits:

- Energy efficiency
- Optimal motor control
- User-friendliness



# Optimize your energy solutions with smart energy

Energy cost is one of the biggest expenses in the daily operation of supermarkets. Therefore, retailers increasingly look to enhance the energy efficiency within the stores.

At Danfoss, our long-term ambition is to enable net-zero stores or even stores that give more than they take in terms of energy. Smart energy solutions can turn traditional supermarkets into the supermarkets of tomorrow by taking advantage of renewable sources, energy storage, and arbitrage.

## Danfoss smart energy solutions

With Danfoss smart energy solutions, we reveal some of the exciting opportunities available in order to constantly maximize energy efficiency in the food retail sector. Solar energy, demand response, car charging, and electric and thermal storage are just some of the solutions that are available today.



### Features and benefits:

- Cut your energy costs
- Offer car charging to customers
- Become an energy producer
- Strengthen your green profile

### 4 core technologies



PV/Solar



Energy management



Energy storage (batteries)



E-mobility (car charging)

# The future of smart supermarkets is here.

Joint venture between Danfoss and SMA in Oldenburg

Supermarkets need to decrease their environmental footprint, while enhancing food safety. With Danfoss solutions for smart control of refrigeration, HVAC, lighting, and energy, Active & Irma supermarket in Oldenburg has transformed its approach to energy management. The refrigeration system, running on natural refrigerants, keeps food fresh, and through the heat recovery solution, supplies the heat for the store, while the overall energy use is optimized through real-time insights.



Green and Sustainable



Redistributes Surplus Energy



Hyper-Efficient Systems

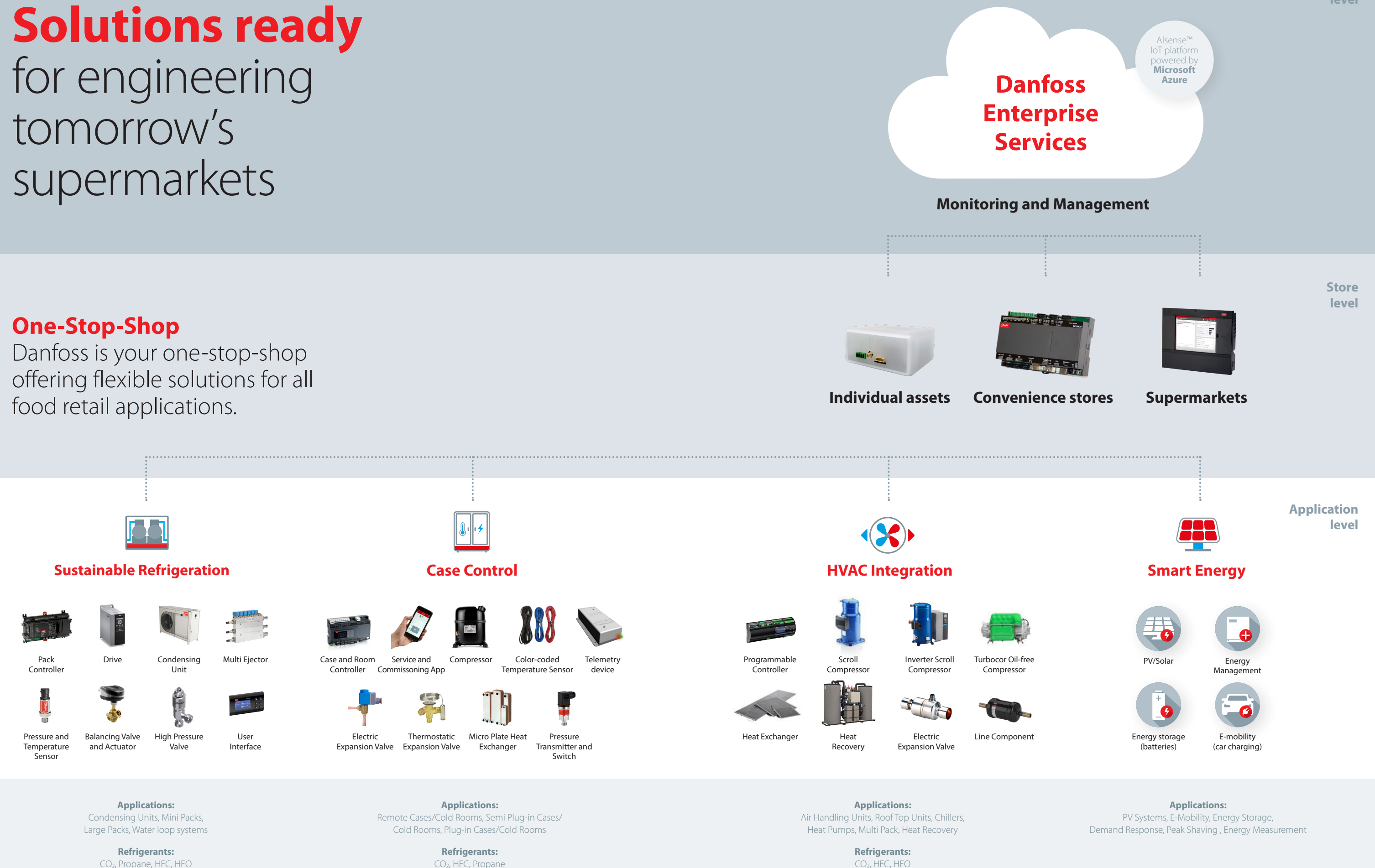




# Solutions ready for engineering tomorrow's supermarkets

## One-Stop-Shop

Danfoss is your one-stop-shop offering flexible solutions for all food retail applications.





# Worldwide training in CO<sub>2</sub> refrigeration

## Hands-on CO<sub>2</sub> training is coming your way

Since it was launched in 2016, the Mobile CO<sub>2</sub> training unit has provided our customers and partners with hands-on CO<sub>2</sub> training. Today, the Mobile CO<sub>2</sub> training unit has been on 3 world tours, visited 4 continents and 15 countries and trained more than 2,000 people. The mission is still clear – to make both the technology and understanding of CO<sub>2</sub> refrigeration immediately available to industry professionals.

The Mobile CO<sub>2</sub> Training Unit provides easy-to-access, hands-on training for the thousands of installers, service technicians, and OEM engineers worldwide that want to take full advantage of the natural refrigerant.

## Features and benefits:

- Simple booster system
- Parallel compression
- Parallel compression with ejector
- Commissioning of CO<sub>2</sub> systems
- Set up of pack and case controls
- Service procedures
- Troubleshooting and correction



# Learn with Danfoss. Anytime. Anywhere

Danfoss Learning gives you access to online courses, webinars, training programs, and materials that will increase your knowledge, boost your skills, and help reduce your service and installation time. Danfoss Learning has hundreds of training courses available in up to 26 languages, with more being added all the time.

Sign up for a free Danfoss Learning account today and get started. It is fast, easy, and you will quickly feel the effect of more knowledge in your daily work.

## Join over 45,000 learners to:

- Keep up with the latest trends
- Fulfill education requirements
- Learn how to install and service
- Learn new skills
- Earn completion certificates

# Danfoss is with you. All the way

The food retail industry is more challenging than ever. New consumer demands, technologies, and competitors, plus low profit margins and regulatory uncertainties, are just some of the key issues you are facing. But we can help you turn challenges into opportunities.

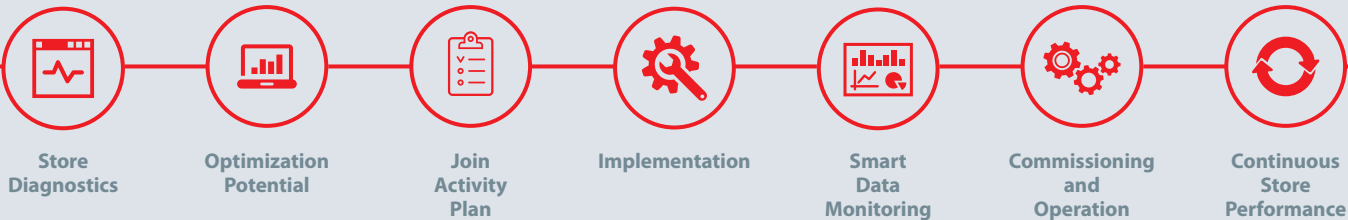
With more than 50,000 food retail installations worldwide, Danfoss is your dedicated end-to-end partner and application expert for store optimization. We help facilitate the whole process of optimizing your stores to make your business more efficient and profitable by reducing complexity and increasing predictability.

It is a process made possible with the Danfoss Smart Store – our end-to-end solution where we start by understanding the potential of your stores to ensure that every goal is met before, during, and long after implementation.



# Danfoss Smart Store

An end-to-end solution  
to maximise store efficiency





# Discover the **opportunities** with Danfoss **Smart Store** solutions

Danfoss Smart Store is the supermarket of tomorrow. We have made it our business to continuously improve the 5 key areas of food retail facility operation. And by connecting these areas we can harvest the synergies and take efficiency and food safety to the next level.



Learn more at  
[smartstore.danfoss.com](https://smartstore.danfoss.com)

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