

Case Study

How This Healthy Lifestyle Restaurant Delivers Chilled Meals Without a Refrigerated Vehicle

Challenge

When an aspiring owner/operator decided to open a healthy eats restaurant, keeping startup costs at bay was of prime importance. Operating a refrigerated meal delivery service in the variable climate of eastern Pennsylvania, making once-a-week meal deliveries presented a major challenge. The meals would be pre-cooked, refrigerated, and then would be delivered to the customer chilled. They would need to be kept cool throughout the multiple stops and hours of the local delivery route, typically requiring a refrigerated vehicle - a considerable expense for an up-and-coming establishment. Using bulky, hard-sided coolers proved impractical, being difficult to handle and store when not in use. In addition, the repeated opening and closing of the coolers prevented the meals from holding temperature throughout the delivery process.

Solution

The meal delivery service needed a practical and cost-effective solution to maintain meal temperatures during deliveries. The owner discovered QProducts' PalletQ™ Unit - a thermal solution, designed specifically for frequent deliveries of refrigerated and frozen items. The PalletQ™ Unit is soft-sided, lightweight, and can be easily handled, or folded away when not being used. The pre-chilled meals could be quickly picked and packed into each unit, conveniently designed with fold-down fronts, for easy loading and picking. The franchisee could easily transport and secure four of them into the back of a dry cargo van, to support their delivery service. The PalletQ™ Units maintain the product temperature, without the need for dry ice, and the "floaters" sits tightly on top of the product, no matter how empty or full the unit is. This clever design keeps warmer, ambient, air away from the product and is the key to regulating the food temperature even throughout multiple delivery stops.

Patented "floaters" system, minimizes ambient air temperature in contact with product

Fold-down front panel for easy loading



Industry:

Meal Delivery



Application:

Dry Cargo Van



Route:

Eastern, PA
(local deliveries)



Challenge:

Find an alternative to an expensive refrigerated delivery vehicle



Solution:

"PalletQ"
Passive Thermal Protection unit, designed for frequent food deliveries

Results

Since implementing the PalletQ™ Units prior to the summer season of 2019, the results have exceeded the owner's expectations. Customers are receiving fresh, cold meals, at the right temperatures, with integrity fully protected. By using a passive temperature solution, the franchisee saves energy, and is embracing a "greener" delivery method, which fits well with their brand identity, as it is a healthier option for the environment. Perhaps most remarkable, purchasing the PalletQ™ Units has entirely eliminated the need for a refrigerated vehicle, which has reduced their startup costs by tens of thousands of dollars. A mere one-and-a-half years after opening their location, they have become one of the top performing franchisees in the country.



“ We offer a meal plan delivery service to our customers once a week and wanted to find an alternative to an expensive refrigerated delivery vehicle or, at the opposite end of the spectrum, very clunky oversized hard sided coolers. Q Sales' Pallet Q Unit was a perfect compromise of offering the functionality we needed at an affordable price. We use large commercial freeze packs when transporting and we have not had any issues with holding temperature, thus maintaining the quality of our product. The ability to collapse them for easy storage was another big benefit. Highly recommended! ”

— Owner/Operator, Healthy Lifestyle Restaurant, Eastern, PA