Partstown®

Rethinking Downtime

How Preventive Maintenance + OEM Parts Stocking Turn Lost Hours into Uptime

EXECUTIVE SUMMARY

Every commercial kitchen and facility today deals with downtime, which is one of the most disruptive and expensive operational challenges.

We surveyed 1,771 respondents across Chains and Institutions, including restaurants, grocery stores, convenience stores, and facilities in education, healthcare and hospitality.

We wanted to better understand what equipment fails, how often it breaks down, what repairs cost, how teams source parts and how preventative maintenance fits into their operation.

The findings are clear:

- **1 in 3 customers experience unplanned downtime weekly**
- **Fryers and refrigeration** are the most failure-prone and most disruptive
- **55% of Chains** report fryers breaking **4+ times per year**
- **39% of Institutions** repair HVAC **7+ times annually**
- Nearly **40% of fryer repairs** cost **$1,000 or more**
- Up to **70% of Institutions** don't know their true downtime cost
- **PM discipline is inconsistent**, especially in Institutions
- **Local parts runs** drain technician productivity
- **OEM availability** is a major driver of loyalty and uptime

All in all, downtime is more than a simple repair issue. It's also a productivity, safety and customer experience problem that can cost companies more than they realize.

This breakdown of the data we collected highlights the biggest risks of equipment downtime and outlines the best steps to reduce it and keep operations running as smoothly as possible.

SURVEY METHODOLOGY

Survey window	2025
Audience	Chains and Institutions with 2+ purchases in the past 12 months
Responses	1,771
Segments Represented	**Institutions** - Education, Healthcare, Hotels, Casinos, Corrections **Chains** - Quick-Service Restaurants (QSR), Fast-Service Restaurants (FSR), Retail

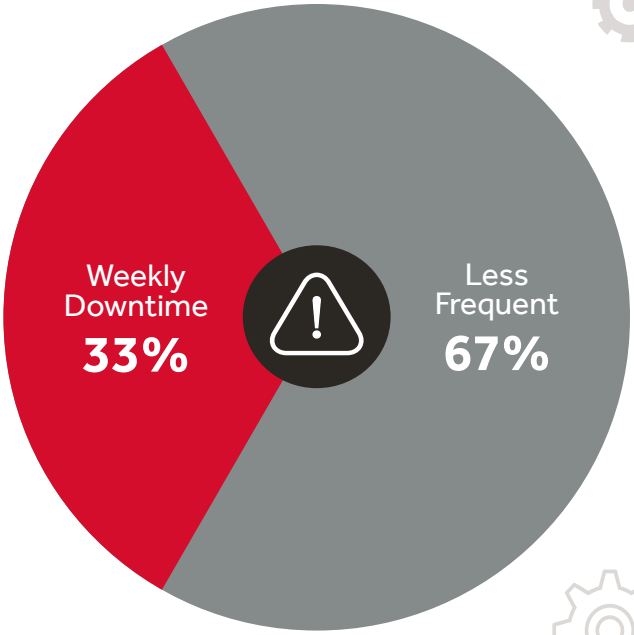
THE STATE OF DOWNTIME IN 2025

Downtime Is Frequent & Pricey

Downtime is a weekly occurrence:

- **1 in 3 respondents** experience unplanned downtime every week
- Failures disrupt operations, safety, labor efficiency and customer experience
- Refrigeration and fryers are consistently the most critical and most failure-prone equipment

While the Institutions segment is facing aging infrastructure and compliance requirements and Chains is feeling pressure of speed and volume, both are losing out on money and time.



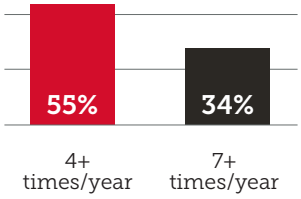
Downtime disrupts operations, safety, labor and customer experience.

WHAT'S BREAKING MOST FREQUENTLY?

Chains vs. Institutions equipment failure comparison

Chains

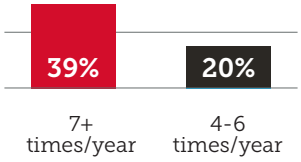
Fryer Failures



- **55%** report fryers breaking **4+ times/year**
- **34%** report **7+ fryer breakdowns/year**
- After fryers, technicians cite refrigeration units and freezers the next type of equipment to fail frequently

Institutions

HVAC Failures



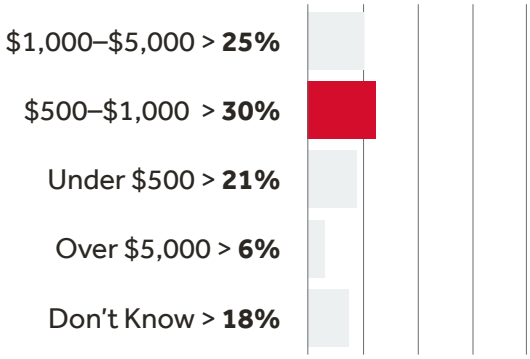
- **39%** repair HVAC **7+ times/year**
- Refrigeration is the most critical asset across nearly all subsegments
- Especially with healthcare failures disrupt scheduled meals, inspections and patient care

Across all respondents, **50%** say their most critical equipment needs **4+ repairs annually**

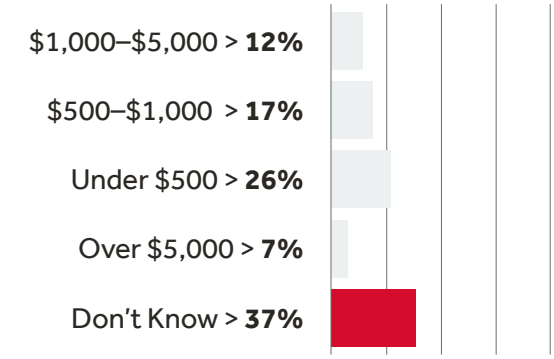
THE COST OF DOWNTIME

Repairs are expensive and often underestimated

Chains



Institutions



Up to 70% of Institutions don't know their true downtime cost

Downtime costs vary widely — but they add up fast.

THE COST OF DOWNTIME (cont.)

Chains

- Nearly **40% of fryer repairs** cost **$1,000+**
- Only **18%** say they "don't know" the cost — meaning Chains feel the financial impact clearly

Institutions

- Up to **70%** of respondents don't know or haven't calculated downtime costs
- **43%** estimate breakdowns cost under $1,000 and often underestimate the true operational impact

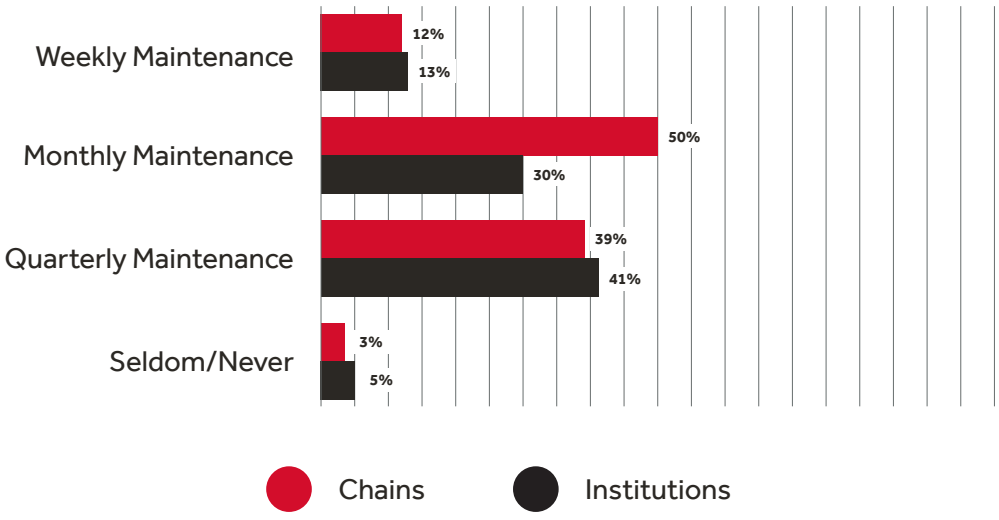
The Hidden Costs

In addition to repair invoices, downtime also drives:

- Lost Sales
- Food Waste
- Labor Inefficiency
- Safety & Compliance Risks
- Customer Dissatisfaction

PREVENTATIVE MAINTENANCE GAPS and how they impact operations

Chains lead planned preventative maintenance; Institutions lag due to staffing



Planned preventative maintenance is the #1 controllable factor in reducing downtime.

PREVENTATIVE MAINTENANCE GAPS *and how they impact operations (Cont.)*

Frequency of Planned Maintenance Is Inconsistent Across Segments

Chains

- More disciplined overall
- **50%+ perform monthly Preventative Maintenance** on top equipment
- McDonald's routine preventative maintenance led to limited equipment downtime
- Biggest barrier: **not knowing what maintenance to perform**

Institutions

- **70% handle Preventative Maintenance in-house**, but routines vary widely
- Quarterly Preventative Maintenance is most common
- Education and Healthcare segments outsource more repairs
- Biggest barrier: time and staffing constraint

Impact: With inconsistent preventative maintenance comes more frequent breakdowns, especially in high-use equipment including refrigeration, fryers and HVAC systems.

High-Failure Equipment Suffers Most Without Planned Preventative Maintenance

Our survey data shows a direct link between weak preventative maintenance routines and high failure rates in commercial equipment:

- **55%** of Chains report fryers breaking 4+ times/year
- **39%** of Institutions repair HVAC 7+ times/year
- **50%** of all respondents say their most critical equipment needs 4+ repairs annually

Impact: When you skip on preventative maintenance, it accelerates wear on parts like motors, controls, filters and more, which are the same parts respondents told us fail the most.

PREVENTATIVE MAINTENANCE GAPS and how they impact operations (Cont.)

Preventative Maintenance Gaps Increase Downtime Costs

When Preventative Maintenance is inconsistent:

- Repairs become more expensive
- Failures become more frequent
- Emergency service calls spike
- Replacement parts are needed more often

According to data from **Chains, nearly 40% of fryer repairs cost $1,000+. Institutions noted that up to 70%** don't know their true downtime cost, masking the financial impact of weak preventative maintenance.

Impact: If an organization doesn't track downtime costs, they're less likely to invest in regular preventative maintenance, creating a vicious cycle of rising expenses due to reactive repairs.

Planned Preventative Maintenance Is the Foundation of Uptime

When preventative maintenance routines slip, everything downstream becomes more reactive, expensive and disruptive. Strong preventative maintenance routines:

- Reduces breakdown frequency
- Lowers repair costs
- Improves technician efficiency
- Extends equipment lifespan
- Supports safety and compliance
- Minimizes downtime and operational disruption

PREVENTATIVE MAINTENANCE GAPS and how they impact operations (Cont.)

Preventative Maintenance Gaps Strain Labor and Technician Productivity

Without regular preventative maintenance:

- Technicians spend more time troubleshooting preventable issues
- More emergency calls disrupt planned work
- Local parts runs increase **(55–58% buy parts locally)**
- Teams **lose 45+ minutes/day traveling or waiting for parts**

Preventative Maintenance Gaps Increase Safety and Compliance Risks

This is especially critical for Institutions:

- HVAC failures disrupt air quality and temperature control
- Refrigeration failures risk food safety
- Equipment downtime can disrupt scheduled meals, inspections, and patient care

Impact: Weak planned preventative maintenance routines typically lead to food waste, compliance violations and operational shutdowns.

Lack of Preventative Maintenance Drives Higher Use of Generic Parts

When PM is inconsistent, equipment fails more often and operators turn to whatever parts are available fastest.

- **76% of Institutions** and **60% of Chains** choose generics when OEM parts aren't available
- Some customers rely heavily on generics and experience more downtime

Impact: Though generic parts may be a temporary solution to the problem, they can shorten equipment lifespan overall and increase part failures in the future.

OEM VS. GENERIC: What's Driving Decisions

OEM parts remain the gold standard:

- **60%+** of respondents say OEM parts are **Extremely** or **Very important**.

But generic use is rising due to:

- Part availability
- Cost savings
- Convenience

PARTS SOURCING: The Issue of a Local Part Run

Technicians lose hours of productivity every week sourcing local parts

- 58% of Institutions buy parts locally
- 55% of Chains buy parts locally
- 45+ minutes/day lost to travel + waiting
- Hours of productivity lost every week

Faster parts = faster fixes

PARTS SOURCING: The Issue of a Local Part Run (Cont.)

Why Stocking Matters

The **#1 driver of generic purchases is part availability** (not price), so **pre-stocking OEM high-fail parts** directly reduces downtime and the risk of using generics.

What Customers Want Most

Across all segments, customers consistently value:

- Fast shipping
- Deep in-stock availability
- Easy digital ordering
- Knowledgeable, friendly customer experience

These strengths are the very same that drive Parts Town's highest Net Promoter Scores (NPS).

WHAT DO THE FINDINGS MEAN?

Our data has revealed a clear pattern:

- **Downtime is preventable** but only with consistent preventative maintenance and fast access to OEM parts
- **Operators underestimate downtime costs**, limiting timely preventative maintenance
- **Digital experience matters more than ever**
- **Communication gaps**, such as backorders, returns and tracking, create churn risk
- **OEM availability is a competitive advantage** — when OEM parts are in stock, customers stay loyal

Commercial operators that invest in regular preventative maintenance, digital tools, and OEM part availability will experience fewer breakdowns, lower costs and higher customer satisfaction.

WHAT DO THE FINDINGS MEAN? (cont.)

Recommendations: How to Reduce Downtime

1 Strengthen Preventative Maintenance

- Standardize preventative maintenance checklists by equipment type
- Train in-house teams on routine maintenance
- Schedule preventative maintenance consistently across locations

2 Improve Parts Availability & Visibility

- Identify and stock high-failure parts
- Track usage to anticipate needs
- Standardize on preferred OEM parts
- Maintain accurate inventory records

3 Reduce Local Parts Runs

- Pre-stock commonly used parts
- Plan repairs instead of reacting
- Equip technicians before service calls
- Consolidate purchasing to avoid delays

4 Enhance Digital Experience

- Track equipment history and preventative maintence activity
- Enable quick part identification
- Provide access to manuals and diagrams
- Simplify internal ordering workflows

5 Communicate More Proactively

- Align operations maintenance and procurement
- Track and share downtime metrics
- Set clear repair timelines
- Review performance to prevent repeat issues

Organizations with disciplined maintenance routines, better parts visibility and stronger internal coordination, paired with fast access to OEM parts and knowledgeable support, consistently experience fewer disruptions and lower total downtime costs.

CONCLUSION

Downtime is here to stay, but it can be minimized, managed and prevented with the right parts, process and tools! The 2025 Downtime Survey shows that customers want speed, reliability and transparency as well as partners who can help them stay ahead of equipment breakdowns and not just react to them as they happen.

We're working to fuel uptime with:

- The industry's largest in-stock inventory
- Fastest shipping
- Best-in-class digital tools
- OEM expertise
- A customer-first mindset