

Amazon CO₂ startup stays on track thanks to Copeland expertise.

Timely response helped the startup team keep its cool.

Background

An unexpected request

Amazon UWA6 is a fulfillment center for Amazon Fresh located in Washington State. In the spring of 2025, the facility was adding refrigeration capacity, including two medium-/low-temperature CO₂ rack systems.

Although Amazon has extensive experience with refrigeration sites and CO₂ systems, the UWA6 project was one of the first to involve a new original equipment manufacturer (OEM) and some equipment not used in previous installations. When mechanical and programming issues threatened the timeline of the project, Amazon reached out to Copeland for assistance.

Despite the short notice, Copeland was able to prioritize Amazon's request and send a representative right away.

Challenge

A race against the clock

UWA6 was one of the most advanced CO₂ sites Amazon had set up to date. Much of the equipment being installed was a departure from previous Amazon sites,

including evaporator coils and a leak detection system. The approach to the site was new, and the Amazon team was still working to establish the ideal scope of work and sequence of operation.

The system developed mechanical issues during startup, but it was initially unclear what was causing the problem. At the same time, the best approach to the new leak detection system needed to be worked out. The evolving vision for UWA6 led to additional last-minute changes as the Amazon team refined their approach.

Meanwhile, many other standard verification tasks remained to be completed, risking startup delays. The urgency of the project required rapid responses, further complicated by the need to coordinate scheduling with other trades working at the site.





Solution

Copeland technology and expertise got the project back on track.

Copeland field services supervisor Tom Hedrick spent three days at UWA6 to assist Amazon with troubleshooting the site. He was able to use graphical and historical data from the site's Copeland control system to uncover the root cause of the mechanical issues. The data indicated a problem with the evaporator coils, enabling the installation team to begin resolving the complication right away.

Hedrick also helped the startup team resolve some programming issues and performed a full startup sequence operation for the CO₂ racks. In addition, Hedrick set up Copeland's Connect+ enterprise management software to allow all the teams working on the project to coordinate with one another and access the control system remotely.

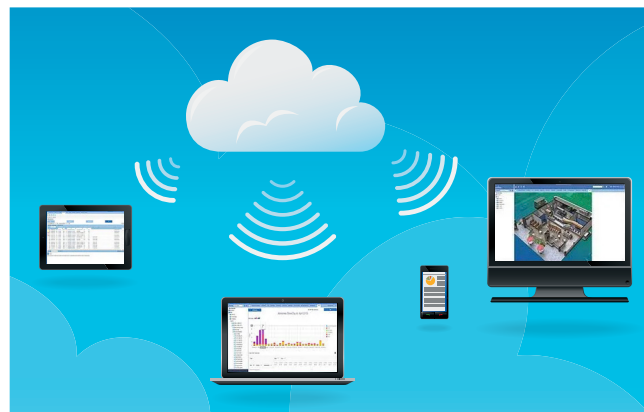
"Outside communication was very important to them because they wanted to monitor the site pretty closely before the grand opening date," he said.

Results

On-time startup aligned with Amazon's operational timeline.

Copeland's collaboration resulted in a successful startup, with all refrigeration racks operational by the end of the process. Amazon thanked the Copeland team for rearranging their schedule, commending their abilities to adapt and deliver quality service under pressure.

"We all worked together, and we had a successful outcome," Hedrick said.



Connect+ enterprise management software

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