

COOL TIMES

HELP US NOT TO OVERHEAT!

**Do you remember that sudden
heatwave in the middle of July last year?
Did it catch you out?**

Did you think “we had better get the air conditioning looked at as it was playing up a bit last time we used it”? Or even “I think we had better get some air conditioning installed”?

Unfortunately we find many people put off having their air conditioning serviced or a new system installed until the time when it is needed the most – the hottest days of the year. Consequently we get hot under the collar trying to get to every job as soon as possible, while the non-urgent jobs stack up for us.

We like to be busy but last July we almost reached boiling point!

To help us keep our cool it would be useful if we had plenty of notice of a job so that we can

make the most efficient use of our time for the benefit of all our clients.

If you are considering now that you would like to get some air conditioning, we will be happy to come and chat about the best system for you and arrange to have it installed.

Perhaps you realise that it is time your air conditioning system needs a service. We would far sooner do it now for you than at the height of the summer.

We cannot guarantee that we will have another blazing July this year of course, or May, June or August come to that, but it would be cool to think that everyone is planning ahead.

INSIDE THIS ISSUE:

Mary had a Little Lamb!



Fly Tipping Danger



Ice Is Food!



And more ...

A DAY IN THE LIFE OF Managing Director Tim Rogers

“There’s never a dull day at TK!”
For me the day starts early.

Like many former prime ministers, I survive on very little sleep and am usually up with the lark at around 4.30 a.m.

I am normally the first person in the office and immediately check the answerphones for any breakdown calls that may have come in overnight.

Then I make sure the kettle is on ready for the first staff member that arrives to make me a cup of tea.

(I joke not!!)



Tim Rogers
Managing Director
T K Refrigeration

Kind comments ...

“ *I have used TK Refrigeration for many years and they look after the refrigeration equipment I use in my catering business. They respond quickly when I need them and are also at the end of the phone should I have any queries. I have also bought new equipment from them and recently they were extremely helpful in finding a fridge to my exact specifications. I find them very approachable and they are always happy to assist, be it the engineers or the office staff.* **”**

Sarah Capper Catering

After the engineers are sent out to their allocated jobs it is time for me to sit down with Mary and Mandy and go through all of the open calls and ongoing works for our customers.

There is usually a small list of queries such as what parts are needed, where they can be sourced and how long to allow the engineers to fit them. These normally tend to be on older equipment where it is difficult to get the exact parts. Having been in the industry for over 35 years I can suggest alternatives that may help the customers keep their equipment going that little bit longer and save them some money.

Next I take a look at what visits have been arranged for me to make throughout the day. It can be a site survey to quote for an air conditioning installation, talk through a maintenance contract or discuss a cellar cooling system. I will liaise with the customer as to what it is they would like and advise as to what is the best option for them.

Whilst out and about I will drop in on customers just to say hello and have a chat and it's even better if they offer me tea and biscuits (hint). I am always in contact with the office to keep up to date with what jobs have come in and to answer anything the girls may have a query about.

Following my visits I return to the office and get any quotes raised and sent out to the customer. We always aim to return quotes within 24 hours.

I have taken a step back and now only tend to go to a customer if there is an issue that may require my extensive experience.

Recently I visited a potential new customer who owned a turkey farm. ...

On this occasion I wished I had wellington boots in my van as I found myself up to my knees in turkey poo!!!



ICE IS FOOD!



In the course of your business you might find yourself serving customers drinks with ice cubes in them. Alternatively you may utilise ice to display salads, fruit or fish in your retail business.

However you use ice you need to be aware that it is defined as food for the purposes of food safety legislation.

The Food Hygiene Regulations 2006 cover anyone handling or selling food or cleaning equipment that is used for the preparation of food. As ice is defined as a food, you and your staff must produce, store and supply that ice in a hygienic manner. In particular you need to consider and remove any potential hygiene hazards and ensure safety controls are in place and regularly reviewed.

Environmental Health Practitioners (EHPs) will consider how safe your handling of ice is in the same way they do any other food. There are a number of tests which they can apply including:

- **Testing for total viable content.** *This is a means of testing any piece of equipment for bacteria, such as ice making machines, ice buckets and serving tongs.*
- **Testing for cleanliness.** *EHPs report that ice making machines are some of the most neglected pieces of machinery when it comes to cleaning and maintaining, so be particularly vigilant.*
- **Testing the water source.** *Ice should only be made from clean drinking water from your cold mains supply. There must be no possibility of contamination so using water from a tap which is also used for washing would be considered unsuitable.*

They will also consider the way ice is handled so you need to ensure tongs are clean & any staff directly handling ice will have to wash their hands regularly.

The overall message is to treat ice as carefully as you would any other food stuff and if you use equipment such as an ice maker ensure it is cleaned and maintained regularly.

MARY HAD A LITTLE LAMB

(Sorry, but we couldn't resist it for a headline!)

When Mary's teenage daughter Emeline agreed to do some voluntary weekend work at The Royal Agricultural University at Cirencester, she hoped to be helping with the animals. **She hadn't bargained for delivering young lambs however.**

Of course it is spring and the ewes are busy giving birth to little ones and it is a case of all hands being required to do whatever necessary. Emeline comes from a farming background and was delighted to be able to actually deliver some of the lambs herself.

Here is Emeline's Mum, Mary, holding one of the new born lambs.

PUPDATE!



Mandy has a new puppy, Kavik, who is a Czechoslovakian Wolf Dog. When these photos were taken he was 10 weeks old and, as Mandy puts it, "very active".

Unfortunately he decided to dive off the sofa head first which resulted in him fracturing his jaw. The result was the protective muzzle you can see him wearing. Needless to say when wearing it Mandy reckons he is "not a happy chappie".

We have a feeling this may not be the last of Kavik's adventures. Watch out for more Pupdates in future issues.

IT'S ALL ABOUT CHARITY

Easter Eggcellent Charity Collection!

Our good friends and estate neighbours Group HES Ltd organised a collection of Easter Eggs specifically for the children who were in Gloucestershire Royal hospital and unable to have their treats at home.

The aim was to contribute 100 eggs for them and exceeded the total. As well as Group HES and ourselves the staff at Fast Fit Garages and Versatile Controls also contributed and we met the target.

I'm sure you'll agree it is an eggcellent choice for a charity donation!



RUNNING TO BUILD UP AIR SMILES!

Mary has recently started running with the aim of completing a sponsored run for charity in the near future.

"I have done regular exercise for some time", she said, "but the idea of a running group was a new challenge for me. The aim is to gradually build up our stamina and fitness. We start with a run or jog for a minute followed by a walk for a minute."

The first week Mary attended there were some twenty runners but this was whittled down to ten or so by the second week. Those that remain are progressing well, and are now running for 8 minutes and expect to be doing some more serious running soon.

Mary hopes to run her first charity event sometime in June. Her chosen cause is fly2help who are an aviation charity dedicated to raising the spirits of people, young and old, especially those with disabilities and life-limiting conditions. They do this through special Air Smiles Days and their Aim High education programme.

If you wish to volunteer to help or make a donation, visit their webpage at www.fly2help.org

We will provide updates on Mary's progress as we feel this is a story that could run and run...



Next Issue Charity Update

In our next issue we'll be delighted to share Mary's story as she enters the Holly Gazzard walk!

If you'd like to support the Hollie Gazzard Trust, visit www.holliegazzard.org



Hollie
Gazzard Trust

WHY DO I NEED A SERVICE?

If you are asking yourself this question, take a good look at the photographs below.

A client recently asked us to take a look at a refrigeration unit and it was clear that it had not been cleaned since it was originally installed. Consequently it had become totally clogged up and unusable.

Our engineer had no possible chance of restoring it so a replacement had to be ordered at considerable expense to the client.

To prevent this happening to you, get your equipment serviced. Give us a call today on 01452 739483 and we will arrange for one of our expert engineers to carry out an inspection.

It makes sense and saves you money in the long run.

Here is a good example of why you need to have your appliances maintained ... They do say a picture paints a thousand words ...



BEFORE:

Clogged and a fire risk hazard.
Appliance becomes inefficient and costs more to run.



AFTER:

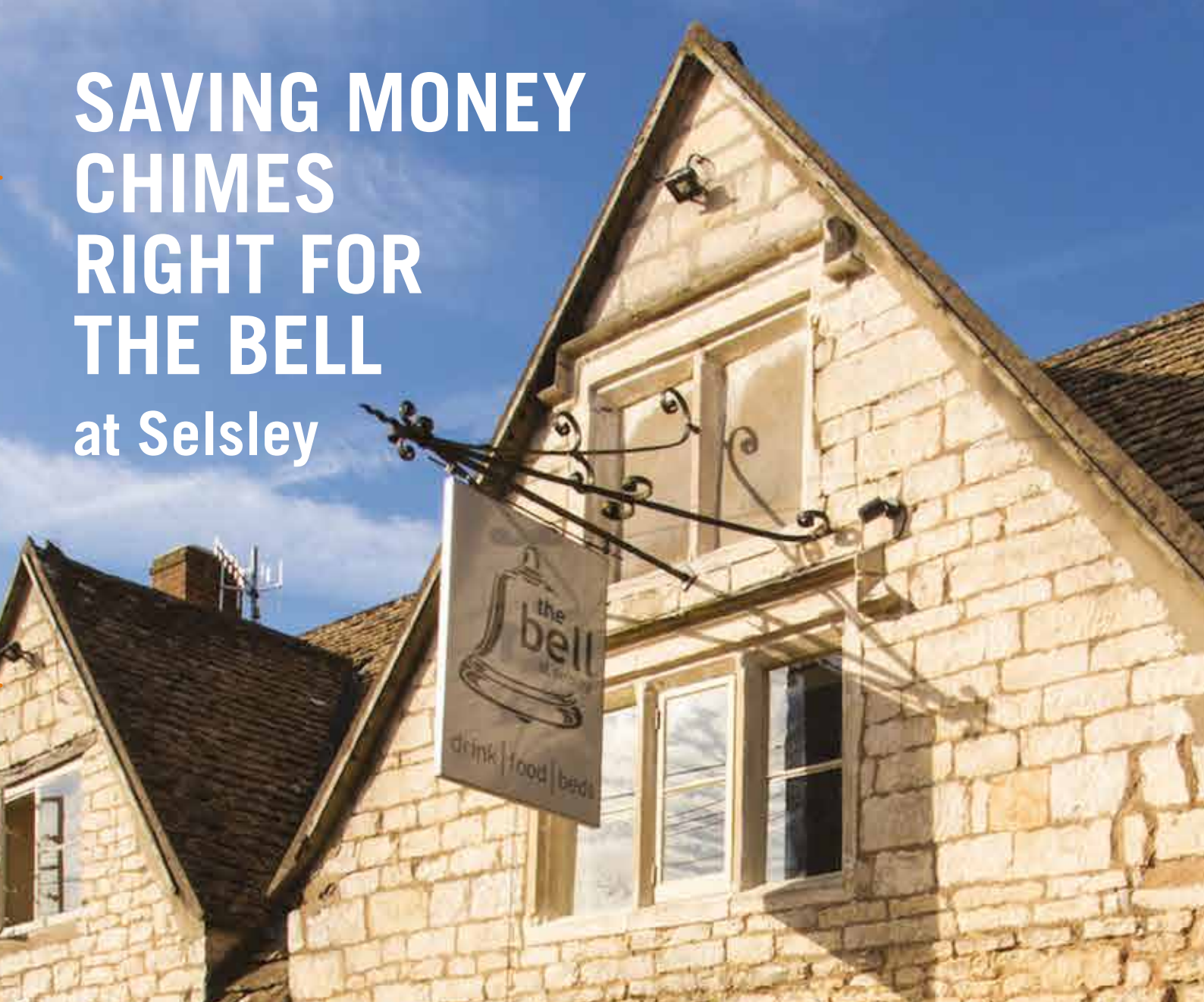
Same condenser after a TKR deep clean. Fire risk reduced and appliance is as good as new!



**ASK ABOUT OUR
PRIORITY SERVICE!**



SAVING MONEY CHIMES RIGHT FOR THE BELL at Selsley



The chance to save money on his energy bills was too good an opportunity for Mark Payne, landlord of The Bell Inn at Selsley, to turn down.

“I’ve been a client of Tim and the TKR team for many years”, said Mark. “They sorted the refrigeration system for my restaurant back in 2011 and were the obvious choice to do the same at the pub when I bought it in 2015.”

Tim thought Mark might be interested in the new ambient beer cooler made by J&E Hall. As with all brilliant ideas the concept behind it is simple. Beer needs to be kept at an optimum temperature of around 10°C. Between October and April the average temperature in the UK is usually below 8°C.

The J&E Hall ambient beer cooler brings external air into your cellar so your existing cooling system does not need to operate, resulting in you saving money.

“Margins in the business are so tight these days that any saving needs to be looked at”, Mark said. “Once Tim explained it to me I realised it was a no-brainer”.

The cellar at The Bell Inn is above ground so this made installation straightforward. “They had the job finished in a couple of hours”, said Mark.

So we have customers at The Bell Inn pleased to be drinking their ale served at the right temperature, which makes Mark a happy landlord and that means we at TKR are too!

FLY-TIPPING MENACE MASKS REAL DANGER

Residents in Kings Norton, Birmingham were stunned to wake one morning in March to find fridges had been fly-tipped. Not just a couple, but a total of 110!

Environmental officers from Birmingham City Council were taken aback by the sheer scale of the tipping and also the fact that nobody seemed to have witnessed the event.

The problem appears to have arisen because of the difficulty of disposing of refrigerators, especially commercial ones. Every year some 3 million fridges are disposed of in the UK and around the same number are purchased. Unfortunately there are harmful substances contained in the fridge which have to be safely dealt with in accordance with government statutory regulations.

Most fridges and refrigeration units contain Chlorofluorocarbons (CFCs) or Hydrochlorofluorocarbons (HCFCs).

These are ozone depleting substances and must be removed in a controlled manner before a unit can be scrapped. Failure to comply with these rules can lead to a fine of up to £2,500.

Fortunately TKR have the expertise to carry out the required de-gassing safely. We recover the gasses and put them into recovery cylinders which are then sent to a specialist company who can dispose of them in line with the government regulations. The rest of the refrigerator is then shipped to a recycling company. Finally we will issue you with a certificate confirming that the correct disposal procedures have been followed.

There is a charge for this service as we have to pay for the recovered refrigerant to be disposed of along with the carcass. You should note that there is no limit on the amount of a fine that can be imposed for fly-tipping and a prison sentence can be up to five years.

SPECIAL OFFERS:

Keep an eye out on our website for special offers!

DID YOU KNOW?

We sell brand new and used appliances - check out our website for details.

CONTACT US ...



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