

COOL TIMES

WE ARE NOT THE BAD GUYS!

As a customer you may have noticed that, should you have a problem with your refrigerated equipment, the cost of repairing it has increased. No doubt you are wondering why this is.

The main reason for the rise is the rapidly rising costs of refrigerants which, at the moment, are increasing at an astonishing rate of up to 60% on a monthly basis and have been doing so every month for the last year.

The reason for these dramatic increases is changes in Government legislation, particularly appertaining to F Gas regulations. The government is trying to phase out old refrigeration equipment containing R22 and R12 refrigerant which are now banned gases. There are many other refrigerants due to be phased out and these are also included in the monthly price increases.

As these refrigerants are no longer being produced, if there is a leak on cabinets containing these gases we are no longer able to just repair the leak and re-fill the system with the gas that was originally in the equipment. We would have to replenish the system with an equivalent refrigerant but it isn't that simple. We need to change certain parts such as valves and driers to ensure they are compatible with the new gas.

The government is acting in line with other countries worldwide to reduce the emissions of carbon gases that are polluting our atmosphere, which is obviously a good thing.

The aim is to get rid of all old equipment and replace it with new 'cleaner' equipment. Unfortunately this has a cost implication for you, our customer, either in the form of spending money on replacing your current equipment or by the continually increasing cost of repairs.

As the shortage of gas increases so does the cost of the refrigerant to what we feel are extortionately high prices. Once all the stocks of the gases being phased out are gone you will have no option but to replace your current equipment. Remember that you do have legal responsibilities regarding F Gas regulations. If you are unsure as to what these responsibilities are please contact us to arrange a free site survey.

In conclusion, we know that these costs are high but hopefully the processes outlined above will explain that in this case we really are not the bad guys.

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NEW equipment for sale**



**Did you know ...
Ice Machines**



**A Day in the Life
of Mandy**



And more ...



Tim Rogers
Managing Director
TK Refrigeration

Welcome to the first edition of Cool Times, 2018.

I do hope you enjoyed the festive period. With the New Year in full swing and personal resolutions fresh in our minds don't forget about your business resolutions, being prosperous is being savvy.

In this issue we focus on maintenance contracts and the money they could potentially save you by becoming a contract customer. A lot of the breakdowns we attended last year were a direct result of overheating simply caused by lack of maintenance. I am offering you a chance to get one step ahead and plan now to help prevent those

unnecessary and costly situations occurring this summer. Simply talk to us about preventative maintenance contracts ... I realise that this will probably be the last thing you want to hear about in the middle of winter but summer will soon be upon us.

So, whilst trying to get rid of those pounds in weight, gain pounds in your pocket as you will be entered into our draw to win a

£50 Love2Shop voucher!
See page 8 for details.



Kind Regards *Tim*



Tim Fletcher

TKR Sponsor Local Football Team

Here at TKR we are often able to help out our local communities. One of our latest initiatives is to provide the shirts for a local football team.

Tim, one of our engineers, plays for Huntley FC, a village team in the Forest of Dean. When he approached us about sponsoring the team in some way we were happy to oblige.

The photo shows the team wearing their new strip with Tim kneeling down at the right hand side end of the line.

NEW

SPECIAL OFFERS AT TKR

Did You Know?



At TKR, we always strive to give great value for your money.

That is why we have a dedicated special offers page on our website.

There is an option to lease your product for as little as **£5 per week**, take a look for yourself and visit:

tkrefrigeration.co.uk/special-offers

If you cannot see what you are looking for, call Mandy on 01452 739483 and it may be possible to locate the item for you.

So do not be put off by having to pay for your equipment up front, talk to us and we are sure we will be able to help.

TKR SPECIAL OFFERS



OFFER
EXPIRES
31 JAN

JANUARY OFFER
Drinks Merchandiser
£396.75 plus VAT
Alternatives available

OFFER
EXPIRES
28 FEB



FEBRUARY OFFER
Compact Counter
£710.50 plus VAT
Alternatives available

OFFER
EXPIRES
31 MAR



MARCH OFFER
Prep Counter
£909.50 plus VAT
Alternatives available

A DAY IN THE LIFE OF MANDY

Today my work day started early ... at 6am!!



I received a call from a desperate customer telling me their main walk in freezer had gone down and was in need of an urgent visit. It could have been worse. I have had calls at 3am before now, but that is all part of having the emergency standby phone. Thankfully it doesn't happen too often.

As soon as I arrived in the office I raised the service call paperwork for the customer and sent the engineer on his way to help our customer out.

First job of the day is sorting out where the engineers are going and ensuring they have any parts required for their planned visits. Once they are gone I can then get on with checking my emails and sorting out any queries that may arise from them.

I wear many hats throughout the day but the one that stays on the longest is the quoting hat. I quote all of the new installations, which includes air conditioning heat pump systems, cellar cooling systems and Ambient beer coolers.

I also quote new cabinets. Depending upon our customers' needs, it could be a new glass/dish washer that is required, an upright double door fridge or freezer, bottle coolers, display cabinets, blast chillers or ice machines amongst many other items. I always give two or three options to the customer and include photographs with the specification so the customer knows exactly what they are getting.

Once a quote is accepted I sort out all the paperwork involved, raise order numbers and contact the suppliers for the equipment or parts that are needed.

In between the quotes I am taking phone calls and responding to whatever they bring. As new jobs are coming in my service manager hat is popped on and I fit them on the works planner. The planned works are constantly changing based on the calls coming in and where the engineers are at that specific time. I have to prioritise the jobs, as a customer with a walk in freezer that is not working would take priority over a bottle cooler that is not cooling properly. This is based on the freezer having thousands of pounds of food that would be lost over a number of bottles not getting cold enough.

Throughout the day the engineers ring me once they have finished each job, in case their planned works have changed, it is a bit of a juggling act.

I process any card payments that come through, or deal with any cash payments given to the engineers. I arrange parking permits where necessary as it is difficult for the engineers to find somewhere near to the customer to park. I don't know why but they seem to complain if they have to carry their kit and gas bottles for half a mile or so, these young lads just don't have the stamina!!

At the end of the day I sit with Tim and go through all of the invoices that have been raised. We do this to ensure the customer is billed correctly.

I finished the day at 6pm and go home to walk the dog. I then had a call at 7.45pm to say a cellar cooling system was not working properly and the beer was warm.

So I ended the day as it began.



Mandy Roberts
Service Manager

NEW EQUIPMENT AT TKR ...

We are very excited to let you know that we now offer all types of catering equipment for sale. Here are a few examples that may be of interest.

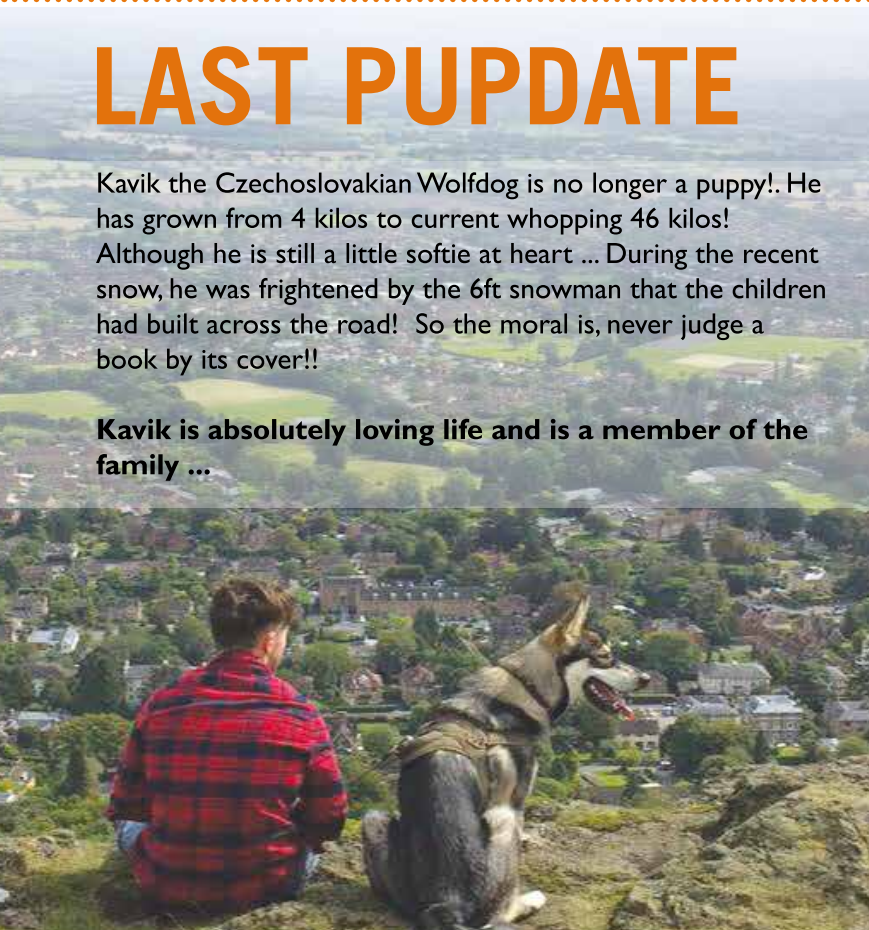
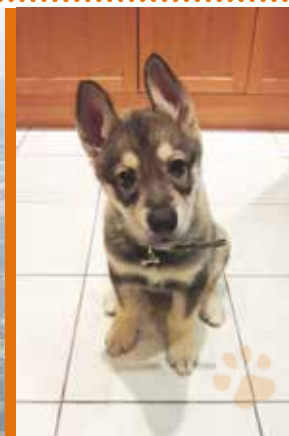


Call Mandy for all your catering equipment sales on 01452 739483. Mandy will be happy to talk you through availability and delivery.

LAST PUPDATE

Kavik the Czechoslovakian Wolfdog is no longer a puppy!. He has grown from 4 kilos to current whopping 46 kilos! Although he is still a little softie at heart ... During the recent snow, he was frightened by the 6ft snowman that the children had built across the road! So the moral is, never judge a book by its cover!!

Kavik is absolutely loving life and is a member of the family ...



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 covers 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 Officers (EHOs) 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.** *EHOs 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.



ICE MACHINES - DID YOU KNOW?

Ice machines do not like cold weather!!

When the temperature drops calls to ice machines not producing ice increase.

The fault usually turns out to be that the bin stat has prematurely switched off, thinking that the ice bin is full of ice, when in fact the machine has been fooled by the cold ambient temperature. We usually find these machines have been installed in unsuitable locations i.e. storerooms, sheds or even extremely cold cellars and rooms. All it takes is an adjustment on the thermostat to get the machine producing ice again. Unfortunately this does mean that when the temperature warms up we then get another call where we have to readjust the thermostat back to its previous setting.

Service calls to this type of "breakdown" are not covered by any form of warranty, even if the machine is still within the warranty period.

We are happy to send an engineer to your premises to show staff how to make this adjustment, thereby saving you the cost of repeated call outs, for a nominal charge of £50.00 plus VAT for this visit. One of the benefits of being a maintenance contract customer is this visit would be free of charge.

If you are interested in becoming a maintenance contract customer why not see page 8 on how to do so and if you sign up before March 2018 you will be entered into our **FREE PRIZE DRAW** for a

£50

Love To Shop voucher*.



*New contract customers only

MAINTENANCE CONTRACTS: SERVICE NOW - SAVE LATER

We know that if something goes wrong with your refrigeration or air conditioning system it can be a disaster for your business.

It is often difficult to tell if your equipment is operating at less than 100% efficiency. You may not be aware that there is a blocked condenser, for example. The compressor will operate twice as hard to compensate but this will only lead to further wear and tear and increase the amount of energy consumed, thus costing you more money.

Eventually it will fail and you run the risk of lost stock which will need to be replaced. That means more money spent and you may also have the added risk of lost custom while the equipment is replaced.

We have the answer:

A Maintenance Contract.

We will arrange to visit your site at a pre-arranged date and time twice a year to carry out a thorough assessment of your refrigeration equipment or air conditioning system. That way we can identify any likely problems before they occur.

Call us today on 01452 739483 and start saving time and money!



YOU ARE OUR No.1 PRIORITY

Become a Contract Customer and get listed for our Priority Service and stay ahead of the game!

Over the years we have established an extensive portfolio of valued contract customers. We are pleased to be able to offer them our new exclusive complimentary Priority Service.

If you have an urgent problem with your air conditioning or refrigeration system, we will prioritise your job and have an engineer with you as soon as possible.

As a maintenance contract customer we will have the details of the make and model of your equipment which will enable us to assist the engineer with fault diagnosis and repair if needed.

We understand that if your equipment isn't functioning to its optimum capacity then you run the risk of losing stock or custom.

Stay ahead of the game and become a contract customer.

Call us on 01452 739483, we would be happy to explain how you can benefit from this service.



ENTER OUR FREE PRIZE DRAW TO WIN A £50 “LOVE2SHOP” VOUCHER ...

How to enter:

Simply sign up and become a maintenance contract customer and you'll be entered into the FREE prize draw. The lucky winner will be announced on facebook and our next Cool Times.

GET YOUR FREE, NO OBLIGATION SITE SURVEY

Find out how much a maintenance contract would cost you. We will come along and carry out a comprehensive site survey. We will supply you with the details and show you just how much money you can save by our “service now, save later” maintenance contract. Oh, and don't forget, you will automatically be entered into our **FREE prize draw to win a £50 Love2Shop voucher!**

Good Luck!

Love2shop

The high street gift voucher

NEXT ISSUE:

- ▶ A day in the life of Chris Pass, Senior Engineer at TKR
- ▶ Charity spot
- ▶ Efficient fan motors
- ▶ Customer Spotlight
- ▶ and more ...

SPECIAL OFFERS:

Keep an eye out on our website for special offers!

DID YOU KNOW?

We sell brand new appliances - check our website for details or call Mandy on 01452 739483 for more information.

KIND COMMENTS ...

“I've been a client of Tim and the TKR team for many years. They sorted out 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. Margins in the business are so tight these days that any saving needs to be looked at. Tim told me about how the ambient beer cooler could save me money on my energy bills. I quickly realised it was a no-brainer. I have no hesitation in recommending TKR to any pub or restaurant.”

Mark Payne
landlord
The Bell Inn at Selsley



CONTACT US ...



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