

# THE QUARTERLY CHILL

REFRIGERATION WHEN YOU NEED IT, WHERE YOU NEED IT

*Crikey it's getting a bit hot in my big fur coat, but don't worry about me, it's you that I'm here to keep cool. I hope you are all keeping well and most importantly staying cool. Coolio x*

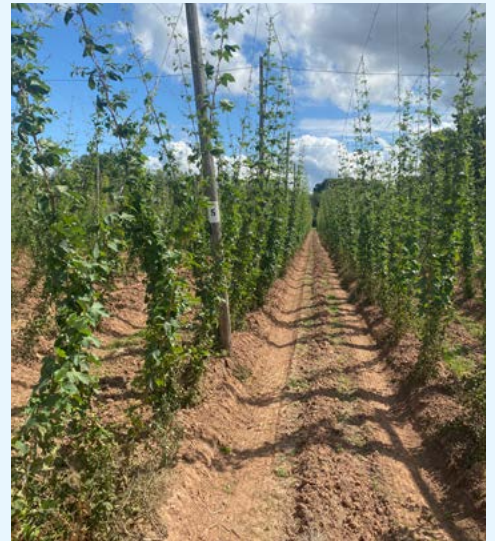
All of our guys are busy with the hot weather, here is the latest cool stuff we have been up to.

## CASE STUDY | Gareth @ Brook House Hops



Brook House Hops is a young company having only been running for just over 2 years. Being closely linked with Brook House Farm, they are the largest producer of hops in the UK.

Founder Will Kirby, much younger than the average hop grower, wanted to shake the industry up. Will started growing hops 6 years ago and was completely new to the industry. Now they not only sell their own hops, but also sell hops imported from across the globe. Traditionally hops would be grown and harvested by hop growers. They would then be valued by hop merchants, who would sell them to the breweries and take a commission. Will decided to cut out the middle-man and deal directly with the breweries.



Growing at a rapid rate, they have now taken on a second farm where they are building new cold store facility with around 20,000sqft of floor space and new offices. The offices are an old 17th century barn which they have built inside of to leave the exterior all original.

Gareth had £350k of hops in two 40ft artic refrigerated trailers and he came in to find them both broken down on a Monday morning. This happened in the middle of the heatwave in June. Gareth called several service engineers and eventually managed to get someone out to look at his units. They said one unit they could just about save and the other was beyond economical repair. That is when Gareth contacted Team Refrigeration and we quickly organised the delivery of a 40ft refrigerated container.



*"I wouldn't hesitate for a second in the future, if I need additional cold storage, you will be the first people I call."*

Gareth, Brook House Hops

They did not have long to seek a resolution as, if left outside of chill for too long, the hops start to degrade and this has a financial impact to the business. Thankfully we, at Team Refrigeration, were able to respond in the nick of time and give them the solution.

Gareth said "You saved our bacon" and commented "The service we had from you from the start and all the way through to delivery and the commissioning visit from the engineer, I just couldn't fault it". The refrigerated container has been a great solution, he said "It's ideal for us, we can put pallets down one side of the unit and use it as a chilled picking unit".

# Quarterly FAQs

## How quickly can you deliver?

With our refrigerated trailers our promise is to get emergency refrigeration to you within 2-4 hours of your call. In rare times of exceptional demand, when this is not possible, we will make you aware of this up front and guarantee a delivery time.

**“Emergency refrigeration to you within 2-4 hours of your call.”**



When it comes to our larger refrigerated containers these can take a little longer for delivery. This is due the need for a haulier with a lorry and hiab crane to make the delivery. Our usual delivery times for a refrigerated container are 3-7 working days. However it's not unheard of to be able to get a delivery slot within 24-48 hours if the hauliers have availability.

## Is a refrigerated trailer secure?

When our refrigerated trailers are delivered, the driver will secure the unit by lowering stabilisation legs to stop it from moving. They will also place locks on both the tow hitch and one of the wheels. There is a lock on the door to keep the contents safe and secure.



This allows for our trailers to be sited just about anywhere a 4x4 can deliver it with peace of mind that both the trailer and the contents are secure. For further safety we also have inside door handles on all our refrigerated trailers to avoid anybody getting trapped should the door shut whilst they are inside.

# Win a baby Coolio!

Prize for the coolest Google review by 30th September.

## How to Enter

Leave a cool Google review, take a screenshot (so he knows to enter your review) and send it to:

**[coolio@teamrefrigeration.co.uk](mailto:coolio@teamrefrigeration.co.uk)**

Winner announced in our next newsletter.



**Team Refrigeration**

## Latest Winner

**Tracey @ McDonald's**

*"Fabulous service as always! Thank you Ricky and team."*



# Coolio saves the day

We received a call on a Monday morning from Andy at Bristol Veg Boxes who needed some extra cold space in a hurry. His plan to move premises that day changed at the very last minute and he was at risk of throwing out all his stock. Within a couple of hours we had a chiller trailer outside and ready to use, his stock was saved and the panic was over.



Andy said "We were in the middle of moving premises when our move was delayed causing us to be half in and half out. The chiller trailer was essential to keep our produce from spoiling - without the quick delivery we would've been in the s\*\*t!" – Naughty Andy, we must not teach Coolio bad words!

Bristol Veg Boxes is a family business who pack organic local food into veg boxes and deliver them across the whole of Bristol. We are proud to say we helped Andy not only save his stock, but also keep the people of Bristol fed with his fantastic local organic produce!



*"Saved me from ££££s worth of veg going bad. They delivered a fridge trailer to me within 2-3 hours of making the call!"*

Andy, Bristol Veg Boxes



## Meet the team

### Simon Saverton Data and Systems Guru

I've been working with Coolio for over 7 years and my role is to make sure everything runs smoothly. I manage our systems and all the data within it to make life easier for Coolio and Ricky when sorting out your refrigeration requirements. I also help with the marketing, updating our social media and I have even delivered our trailers when Coolio was keeping other customers cool.

**Team Refrigeration**

Simon

# Free cool stuff

As we have such positive feedback about our emergency action plan stickers, we are continuing to send these out free of charge. Please drop Coolio an email with your name and address if you would like some sent to you.

[coolio@teamrefrigeration.co.uk](mailto:coolio@teamrefrigeration.co.uk)

**Emergency refrigeration breakdown steps**

In the event of a fridge/freezer breakdown, follow these steps:

1. Keep doors shut ☒
2. Turn off lights ☒
3. Check power supply (fuses/trips) ☒
4. Call your fridge engineer ☒
5. Transfer stock to another fridge if available ☒

If all else fails, call the helpdesk on:  
**01934 245060**  
They will be able to help you and organise emergency refrigeration if you need it.

**Team Refrigeration**

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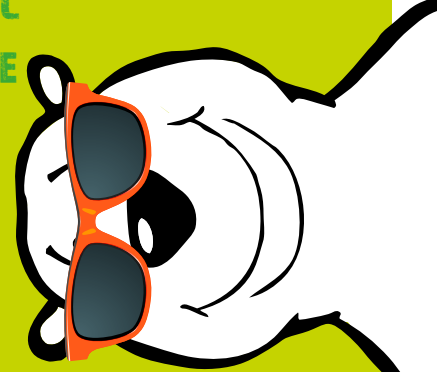
**Team Refrigeration**

## Coolio's cocktail FROZEN LIME DAIQUIRI

### INGREDIENTS



TRIPLE SEC  
LIME JUICE  
SYRUP  
RUM  
ICE



### DIRECTIONS

GATHER ALL INGREDIENTS AND PUT THEM IN THE BLENDER

WHIZ UNTIL SMOOTH

POUR INTO CHILLED GLASSES

GARNISH WITH A LIME WEDGE AND ENJOY

## Win a bottle of Coolio's champers

Would you like to feature in our newsletter as our customer of the quarter? If so drop us an email telling us how Coolio helped you keep cool and win a bottle of Coolio's Champers.



That's all for another quarter, we hope you are still staying safe and most importantly staying cool. As ever if there is anything we can help with, please get in touch and we'll be more than happy to help.

*Ricky*

Tel 01934 245017

or email [ricky@teamrefrigeration.co.uk](mailto:ricky@teamrefrigeration.co.uk)



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where you need it.

