



INVESTOR IN PEOPLE



0141 556 7691 www.acerefrigeration.co.uk

▶ *Trusted*

▶ *Innovative*

▶ *Independent*

Refrigeration Engineering Excellence – Established 1951

“...it was reassuring to know they would go the extra mile for us...”

Geoff Bates, Maintenance Manager, Sheraton Grand Hotel & Spa, Edinburgh

Background

Established in Glasgow in 1951, our knowledge, breadth of experience and professional indemnity set us apart from others and enable us to have a very flexible approach to projects and working partnerships.

Service & Maintenance

Our service & maintenance departments have dedicated teams of fully qualified service & maintenance engineers who work together to achieve a service which is fast, effective and reliable. Our reputation has been built upon our attention to detail and rapid reaction times. To help minimise equipment breakdown and the inevitable disruption to your operation, we offer highly competitive maintenance contracts, individually tailored to meet your needs. We recognise our staff as one of our biggest assets, that's why we continually strive to help them improve the service they give to our customers by investing in their training and personal development.

Our Customers

We are proud to support clients throughout the UK and beyond in the hotel and restaurant business, the NHS, higher education, food processing, food distribution and wholesale sectors as well as catering, hospitality and retail industries.

High Standards

We are Safe Contractor certified and have a team of fully trained, qualified and highly experienced engineers plus our own in house design team who can tailor solutions to fit customers requirements. Our engineers have all undergone thorough health & safety and risk assessment training and we invest in their on-going training & development to ensure we maintain our high standards. ACE Refrigeration Ltd also holds a Real Zero Gold Certificate obtained after embracing the principles of the Institute of Refrigeration Real Zero campaign. Developed in the UK and now rolled out throughout Europe, Real Zero provides a belief that no refrigerant leakage is acceptable and supplies a methodology in how best to achieve this.

ACE Business Management

ACE Refrigeration uses Klik 4 Service Support System for best practice business management. Key Benefits include same day reporting and quotations supplied through Klik 4 Service Support System and ACE help Desk. Client remote internet access to Klik 4 Service Support System for reviewing:

- Job Status
- Quotation status
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R22 Deadline

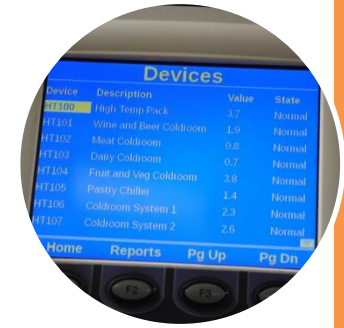
The use of virgin R22 gas is already prohibited and the use of recycled and/or reclaimed gas will be prohibited after 31st Dec 2014. Best options for its replacement depend on a number of factors including the age and condition of your equipment. For some of our customers in the UK, we have been able to help secure substantial grant funding for the replacement and renewal of outdated plant.

What the Customer has to say...

The Sheraton Grand Hotel & Spa in Edinburgh is the UK's Flagship Sheraton Hotel and part of the Starwood Hotels & Resorts Group, with more than 1,000 hotels worldwide in 100 Countries. As their long-standing service and maintenance partner, ACE were first choice when it came to the design & build of their new banqueting kitchen with an energy saving design and management control systems at its core. This included nine walk in chills, two walk in freezers, 1 blast chill and chilled displays as well as chilled preparation areas including the specialist banquet preparation area, pictured above.

Geoff Bates, Maintenance Manager at the Sheraton Hotel, said: "Having relied on ACE Refrigeration for six years to service and maintain our refrigeration equipment, it was reassuring to know they would go the extra mile for us in the energy saving design of our new refrigeration requirements."





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Hotel Industry

Reliability and efficiency are the key words in the hospitality industry, we know you cannot afford wastage and need to keep your customers happy. We work to ensure your facilities adhere to HACCP and food hygiene guidelines. Planned Preventative Maintenance is the key to avoiding hefty repair bills and reducing the overall operational cost of your refrigeration equipment. ACE Maintenance packages are tailored to suit our customers individual financial and operational situations. At ACE, we can help you achieve the following:

- **F-Gas Compliance**
- **Health & Safety Compliance**
- **Reduced Liability Insurance Premiums**
- **Lower Life Cycle Costs**
- **24/7/365** – As an ACE PPM customer you are guaranteed priority service 24 hours per day, 7 days per week, 365 days per year

Our Customers in the Hotel Industry include:

- Sheraton Grand Hotel & Spa, Edinburgh
- Turnberry Resort, Ayrshire
- Jury's Inn, Glasgow
- Radisson Hotel, Glasgow
- Copthorne Hotel, Aberdeen
- Blythswood Hotel, Glasgow
- Marriot Hotel, Glasgow



Customer Service

We are proud to support clients throughout the UK and beyond in the hotel and restaurant business, the NHS, higher education, food processing, food distribution and wholesale sectors as well as catering, hospitality and retail industries. See our client testimonials on our website www.acerefrigeration.co.uk. We offer a range of service and maintenance contracts tailored to the needs of your business. If you are having problems with any of your air conditioning or refrigeration equipment then you can contact our helpdesk on **0141 556 7691** or by emailing technicalsupport@acerefrigeration.co.uk Or simply contact us to get a quote or arrange a free site visit to evaluate your maintenance requirements.



Sheraton Grand Hotel & Spa, Edinburgh



- ACE Refrigeration has been providing crucial service and maintenance to this flagship hotel, part of the Starwood Group, since 2005
- We look after 88 refrigeration units including coldrooms, refrigerated displays, ice machines and blast chillers
- Our proven reliability and attention to detail helped us land the contract to design and build the refrigeration in the new banqueting kitchen including nine walk in chills, two walk in freezers, 1 blast chill and chilled displays as well as specialist chilled preparation areas

“ACE Refrigeration has been our service and maintenance partners for some 10 years and we have always found them to be extremely reliable and always willing to go the extra mile to attend to our needs. We were extremely happy with the installation work carried out by ACE Refrigeration and continue to be impressed with the first class service they provide to us as service and maintenance partners.”

Geoff Bates, Maintenance Manager, Sheraton Grand Hotel & Spa, Edinburgh

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Turnberry Resort, Ayrshire



- ACE Refrigeration has been providing crucial service and maintenance to this famous Resort on the Ayrshire coast, part of the Starwood Group, since 2003
- We look after 87 refrigeration units including coldrooms, refrigerated displays, ice machines and blast chillers as well as split air conditioning units
- Our proven reliability and efficiency also helped us land the refrigeration renovation contract during the hotel refurbishment ahead of the 2009 British Golf Open

“ACE Refrigeration were delighted to support the Turnberry Resort as the preferred Refrigeration Contractor for the hotel renovations ahead of the 2009 Open Golf Championship, following a number of years as refrigeration and air conditioning Service and Maintenance provider.”

Shane McKenzie, Director, ACE Refrigeration

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Blythswood Hotel, Glasgow



- ACE Refrigeration provides key service and maintenance support to this five star spa hotel in the centre of Glasgow's style mile
- ACE Refrigeration came to the rescue when the hotel had an issue with excessive temperatures within their changing areas, less than a year after opening. The team at ACE installed temporary cooling while they designed and installed a permanent solution - two 6kW Mitsubishi Heavy Industries ducted heat pump systems to the male and female changing rooms within schedule and budget
- Hotel management were so impressed with our professionalism and the reliability of our work, we were handed the service and maintenance contracts for all the air conditioning within the hotel as well as all the refrigeration equipment within the kitchen and bars

"ACE Refrigeration has also carried out all our pre-planned maintenance and reactive service on all our air-conditioning and refrigeration equipment and we have always found their level of service to be second to none. I have no hesitation in recommending ACE as a reliable and experienced company with the ability to deal with all aspects and scale of air conditioning design, installation and maintenance. I look forward to working in partnership with ACE Refrigeration in the future."

Alan McGowan, Maintenance Manager, Blythswood Hotel

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Jury's Inn, Glasgow



Service & Maintenance Packages

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- ACE Refrigeration were awarded the contract to service and maintain the refrigeration equipment in the kitchens and bars of this city centre hotel in 2008
- In 2010, management approached ACE regarding providing service and maintenance to the VRV air con systems operating in their 300 bedrooms as they were not happy with their incumbent service provider. ACE carried out a technical survey of the 36 systems operating the 300 bedrooms providing a technical report detailing what repairs were required. After successfully carrying out the repairs to the VRV air con systems, ACE Refrigeration secured the service and maintenance contract for the 36 VRV air con systems within the hotel

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Radisson Hotel, Glasgow



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- ACE Refrigeration has been providing key service and maintenance to this busy hotel since they approached us in 2010 regarding their refrigeration equipment within the kitchens and bars. Unhappy with their existing service contractor, they placed a number of reactive calls to test the level of service we could provide
- Within 3 months we had secured a maintenance contract with the Hotel due to the high level of reactive service provided by ACE Refrigeration during that time
- We look after 67 refrigeration units including coldrooms, refrigerated displays, ice machines and blast chillers

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Marriot Hotel, Glasgow



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- ACE Refrigeration has been providing key service and maintenance to this busy hotel since 2010
- We look after 10 split air conditioning units
- We cover 66 refrigeration units including coldrooms, refrigerated displays, ice machines and blast chillers

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Holiday Inn, Glasgow



- ACE Refrigeration has been providing key service and maintenance to this busy hotel since 1998
- We look after 15 VRV air conditioning units for the hotel's bedrooms
- We cover 15 refrigeration units including coldrooms, refrigerated displays, ice machines and blast chillers

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ACE Preventative Planned Maintenance Contracts

Call Today for a FREE Site Survey & Quotation!



ACE Silver Care



ACE Gold Care

Scheduled Maintenance Visits - 1,2 or more per annum.	✓	✓
41 Point Inspection Check List	✓	✓
Copy of Comprehensive Engineers Report & Recommendations.	✓	✓
Fully Qualified Specialist Personnel.	✓	✓
Priority Response to Emergencies.	✓	✓
No Labour/Call Out Costs in Normal Working Hours	✗	✓
Discounted Rate for Non Contract Call Outs	✓	✓
No Mileage Charges	✗	✓
FGas Leak Tests Included	✓	✓
FGas Log Included	✓	✓



ACE Business Management

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Key Benefits include:

- Same day reporting and quotations supplied through Klik 4 Service Support System and ACE help Desk
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Quotation status

Parts awaiting status

Engineering field service reports

Planned maintenance schedules

- Klik 4 Service Support System holds site and customer profiles including:

SLA (Service Level Agreements)

KPI (Key Performance Indicators)

F-Gas Registers

Plant and equipment details

0141 556 7691 www.acerefrigeration.co.uk



Service & Maintenance Department

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