



Always in total control



First-Class Refrigeration Solutions
Design • Installation • Service • Maintenance

A first-class solution specialist

Royale Refrigeration is a well-established company, located in the Thames Valley and working across the UK.



We are focused on providing excellent customer service along with a strong engineering and design capability.

These are just some of the many reasons why our customers have repeatedly chosen to work with us over the last 30 years as their preferred refrigeration partner.

Royale offer a wide range of commercial refrigeration solutions including design, installation, maintenance and repair of:

- Refrigerated display cabinets and counters
- Commercial and catering fridges
- Commercial freezers
- Freezer rooms and cold rooms
- Production rooms
- Dry-aged meat cold rooms with humidity control
- Beer and wine cellar cooling systems
- Ice machines
- Bespoke refrigeration units.

Royale deliver innovative, practical and reliable solutions, which fulfil our customers' needs.



We care passionately about the service we provide and we only install the highest quality products from well-known and respected brands to ensure that our installations work to their optimum efficiencies.

Our specialist team of engineers and project managers provide a range of tailored refrigeration solutions to customers across the UK delivering design, installation, and planned preventative maintenance service on all refrigeration applications.

Our reputation is built on:

- **Listening** and **understanding** each client's precise needs
- **Advising** at the specification stage to ensure each solution performs as specified
- **Delivering** refrigeration solutions on time and within budget
- **Ensuring** that our work is thoroughly tested before 'handover'
- **Guaranteeing** our work is always conducted in a totally **safe manner**
- **Servicing** your systems to keep them running at **optimum efficiencies**
- and **always going 'the extra mile'** to ensure our customers are completely satisfied at all times.

All of our refrigeration systems are installed and maintained **24/7** by first class, 2079 City & Guilds qualified engineers, who each hold construction industry recognised training (such as CSCS Skill Card, IPAF, PASMA and UKATA asbestos awareness training). They are managed by fully trained project managers.

We work with carefully selected strategic partners to ensure a UK-wide installation, repair and maintenance service.

Call us today, Newbury **01635 551446**

Simple steps to perfection



A wide range of applications



Royale have considerable experience in the design, specification, installation and servicing of all refrigeration equipment used by the retail sector to food production and high-end kitchens.



Specialists in many sectors



We work with sectors such as fast food outlets, hotels, pubs, restaurants, convenience stores, schools and public sector properties.

We understand each customer's individual needs and that our solution is often critical to the success of their business. Our engineers carry a wide range of parts in their vehicles and work hard to fix a problem on the first visit.



Free site survey and comprehensive analysis



Wherever you are in the UK, we will come to you, listen carefully to your needs and assess your refrigeration requirements.

We provide a full site survey and comprehensive analysis of the most appropriate solution, all completely free of charge and without obligation.

F-Gas, CSCS Skill Card certified



We are fully committed to excellent customer service



Fully detailed quotation



Royale's project planning specialists will then provide you with a quotation for the work specified, including value-engineering options where budget is a major consideration.

We will give you a project programme schedule, which forms the basis of our commitment to you.



Careful planning and full project management



All of our installations are carefully project managed.

The project manager will coordinate the activities of our fully qualified installation engineers, keep you fully informed of progress and ensure any disruption to your day-to-day operations is kept to an absolute minimum.



Fully qualified engineers



Friendly, fully trained and qualified engineers carry out all work.

They are installation approved and have the latest 2079 City & Guilds refrigerant handling certificates (e.g. F-Gas, CSCS Skill Card certificated), leading to high quality, reliable solutions with excellent after-care service.

Call us today, London **02037 936271**

Our service is second to none



Emergency 24/7/365 attendance service



We understand the importance of timely servicing and maintenance of refrigeration equipment; a breakdown can often be avoided with regular servicing. Because we understand the need for your equipment to be operational at all times, we offer an emergency 24 hours a day, 365 days a year attendance service for those times where a fast response is needed and the problem cannot wait until the following day.

Our experienced service coordinators will ensure an engineer is quickly dispatched to diagnose and resolve the problem. Please note: this service is only for customers who have a maintenance contract with us, with a guaranteed response time of four hours from notification being received*.



Service and maintenance contracts



We recognise the critical importance of keeping refrigeration equipment in excellent working order at all times.

We offer flexible preventative maintenance contracts to keep everything running smoothly and emergency attendance if a system fails. Each maintenance contract package is tailored to your individual needs.



Planned Preventative Maintenance (PPM)



Cutting back on maintenance can be a false economy and not a route we recommend.

A proactive approach to maintenance can significantly increase a system's life cycle. Ignoring maintenance is not only potentially against the law, equipment can become inefficient and not perform for what it was originally designed to do. Furthermore, costs could increase due to premature component failure and inefficient energy use. We know from experience that regular planned preventative maintenance (PPM) is essential to ensure efficient, trouble-free running of refrigeration equipment and we offer PPM packages to suit the needs of all customers' needs.



How we ensure a perfect result for every customer



Rapid response service



Our in-vehicle field service CRM system enables us to manage our fleet of vehicles to save time, money and reduce our carbon footprint.

The system schedules the most efficient routes from our engineers to our customer location meaning that we get to each customer swiftly and efficiently.



The Royale guarantee – 'going the extra mile'



We guarantee to always do the following:

1. **Free site survey** – we offer free, no obligation site surveys and quotations before we start work
2. **Price competitive** – we always strive to be as competitive as possible
3. **Project engineer** – we will allocate your own account manager to look after your equipment
4. **Simply the best solution** – each new installation is tailored using the best and most appropriate equipment and we only use original parts when repairing equipment
5. **24 hour service** – Royale guarantee you quality service from our fully trained, qualified and experienced engineers on call **24/7/365** days a year.



Flexible maintenance contracts, keep everything running smoothly

Call us today, Manchester **0161 452 4762**



Installed to high standards



Health & safety and security



The company's health & safety record is exemplary and all projects are fully risk assessed before they start.

We are certified members of the Alcumus Safe Contractor Scheme and are CHAS accredited.



Testing prior to handover



Every new installation is fully tested before being commissioned and officially 'handed over' to the customer.

We always follow our comprehensive testing process, which includes the following essential checks:

- Pre-commissioning check list
- Pipe work strength and pressure test to each manufacturer's standards
- Refrigeration applications specific commissioning documents.

Service management software





The world matters to us and our customers



Energy efficiency



Royale ensure your solution uses energy efficient units, which will provide excellent functionality. We also will maintain the systems to keep them running at their optimum efficiency for as long as possible.



Environmentally friendly



All our equipment comes only from leading refrigeration equipment manufacturers, incorporating all the very latest technology ensuring low energy consumption, ozone-friendly cooling systems.

We stay up-to-date with legislation and ensure that all of our installations, servicing and working practices are 100% compliant. We take environmental issues relating to refrigeration gases and products very responsibly and always ensure that every installation is fully compliant to all regulations governing the use and disposal of refrigeration products.



Decommissioning service



Royale have specialists who can uninstall, decommission and remove redundant equipment and refrigerant. It is essential that this work is carried out by qualified and experienced engineers to guarantee the safe removal and disposal of the refrigerant in line with UK, European, F-Gas and REFCOM legislation.

We aim to recycle up to 90% of the equipment itself, and provide full waste notes for removed plant.



email us today: info@royaleref.com

Our customers
told us...

Eskimo Ice

peace of mind cover...”

Royale Refrigeration has provided **bespoke design and build refrigeration solutions** to Eskimo Ice offices, manufacturing and distribution sites across the South of England for the past 20+ years. They not only provide full turnkey solutions on both commercial and industrial refrigeration applications, they also take care of our F-Gas legal requirements providing detailed audits and fully compliant maintenance visits each year.

Due to the nature of our manufacturing side of the business some of our industrial refrigeration plant uses ammonia. Royale provides 365 days a year emergency cover with fully qualified ammonia-trained engineers on continuous standby, **providing myself and the rest of the team with peace of mind cover.**

Gavin Marks

Director, Eskimo-Ice (London) LLP

“ quick to respond...”

Two Cocks have been using Royale for over many years to both install new cellar cooling and chiller equipment as well as maintaining all our refrigeration equipment – from cold room chillers to freezers and fermenter chillers.

We have not got a bad word to say about them – they are **always really fast to respond in emergencies and the team are really helpful, knowledgeable and friendly.** We can't recommend them highly enough.

Two Cocks Brewery



”



go that extra mile...

R.A. Bevan & Co have been working with Royale for many years and they really understand what we need. We have had some very complex issues arise over that time and **Royale have always found a solution for us, without their help we wouldn't be able to display and operate as we do.**

Other 'professional' installation companies have fitted brand new equipment for us and when it hasn't worked we have turned to Royale for their advice and expertise. If there is ever an emergency we know that they are only a call away and they really will go that extra mile to make sure that we are taken care of, **we wouldn't ever consider looking for an alternative supplier / partner.**

Steve Johnson / Director
R.A. Bevan & Co Ltd

“ a great relationship...

We have used Royale Refrigeration for around 30 years.
The service, help and advice that we have received over the years has been excellent.

During that time they have replaced our refrigerated retail display units, (counters, etc.) on two occasions, fitting the work into time frames that minimised shop closure. They have also installed and refurbished cold rooms, again keeping the disruption to a minimum and they installed our air conditioning.

Royston G. Hine
Greens of Pangbourne



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If you would like advice on any aspect of **Refrigeration** or from servicing or repairing existing equipment to installing a brand new system

please contact us

Royale
REFRIGERATION

www.royalerefrigeration.uk
E: info@royaleref.com

Newbury **01635 551446** London **02037 936271** Manchester **0161 452 4762**

Royale Refrigeration

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Our accreditations and affiliations



ENGINEERING
TOMORROW

