### Solving customer challenges

As a custom manufacturer, we have been able to help several florists to find solutions to their refrigeration challenges, such as:

**Customer Challenge:** To meet a grand opening date, a fast turnaround was needed.

SRC Solution: We were able to open our fabrication schedule, rely on our multi-source vendor network and locate a local contractor to do installation.

**Result:** Unit was installed in time for the grand opening.

**Customer Challenge:** During relocation the existing walk-ins needed to be used.

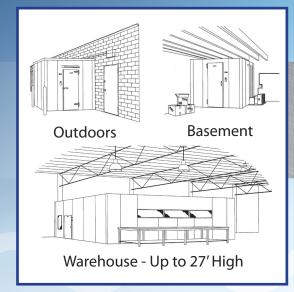
SRC Solution: We were able to reuse and seamlessly incorporate the existing walk-ins into a much larger project.

**Result:** The customer enjoyed significant cost savings.

**Customer Challenge:** Need a simple installation process.

SRC Solution: We provided a totally self-contained unit, which need no refrigeration hookups, no direct drain and a prewired cord & plug.

**Result:** The reach-in display cooler was immediately put in use.





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# CUSTOM WALK-INS...DISPLAY ONLY, DISPLAY/STORAGE & CUSTOMER



For over 30 years, SRC Refrigeration has been leading the industry in superior engineered refrigeration equipment for florists. With over three decades of experience, we understand the unique challenges you face meeting your refrigeration needs, whether they are a reach-in, self-contained or combo. Our products are designed and cost balanced to maximize the value between upfront cost and operating costs. We offer green products throughout the design such as high R-value, eco-friendly insulation, EC and PSC motors as well as the latest approved refrigerant equipment. Simply put...when you have a question SRC has the answer.



REACH-IN DISPLAY COOLERS... ECONOMICAL, UPSCALE & CUSTOM STORAGE WALK-INS...INDOOR, OUTDOOR, BASEMENT & WAREHOUSE WALK-IN DISPLAY COOLERS... DISPLAY ONLY, DISPLAY WITH STORAGE & CUSTOM

#### Extend product life with SRC

One of the critical concerns of any florist is the life length of your flowers. Nearly twenty-eight years ago, SRC Surround Air <sup>™</sup> received the seal of approval from Chain of Life and is still the industry leader in prolonging the life of your product. As an added feature to protect your flowers, we have introduced our Ethylene Gas 1st Year Filter Program.





(U.S. Patent and Trademark Office Registration #2,377,379) The important factor for keeping flowers fresh longer is the velocity of the air as it exits the face of the coil. This is the air you can feel with your hand or "face velocity." Surround Air™ coils have up to 62% lower "face velocity" than competing equipment, producing the highest humidity levels in the floral industry. Surround Air™ systems create the optimum balance between our cabinet, the refrigeration system and your flowers. We take into consideration proper air flow, equipment cycle rates and both the temperature and humidity levels needed to improve customer service and profits. You will see, feel and hear the difference with Surround Air™ coils.

#### Ethylene Gas 1st Year Filter Program

As a professional florist, protecting your investment from ethylene gas damage eating into your profits is essential. This odorless gas increases the aging process and can be responsible for as much as 30% of losses. Cut flowers not exposed to ethylene gas look fresher and last longer, resisting discoloration, wilting, spotting and dropping of petals and



leaves. SRC is the only supplier to offer you ethylene gas filtration at no cost for the first year with the purchase of a new cooler.

### I'm not a refrigeration expert...how do I know I'm getting what I need?

SRC will provide technical documentation, CAD drawings and specifications for the equipment up front for your approval...with a performance guarantee on our design and workmanship.

### How do I get a complete system to store my product?

Tell us the storage requirements, dimensions, power and space availability and we will design the complete system...including the unit, shelving, lighting, and other necessary components.

# Can I get a unit to fit the unique shape of my store?

We design custom units to the exact dimensions you provide and you approve the drawing prior to manufacturing. SRC understands that your cooler needs to compliment the aesthetics of your shop... we design great looking coolers with a very "today" appearance, clean lines and a choice of metal finishes.

### Will the equipment pass inspections and meet code?

Our products satisfy all national safety, sanitation and smoke & flame fire ratings. We can provide documentation to local building departments when requested.

### What if I don't know a contractor to perform the installation?

We can recommend qualified contractor in your area who have done business with us from our national network.

# I have a cooler and it's not big enough, can you help?

SRC can produce expansion kits to expand your cooler to meet your needs. We also sell replacement doors and components for upgrading existing coolers, glass doors and new refrigeration systems.

# How do I know what to budget and is the quoted price the total cost?

We can provide "budget pricing" to help you with your budgeting process. SRC manages all costs and freight coordination to the customer's location... including all components for installation.

### I'm behind schedule...can I get my unit fast?

SRC can work with an open fabrication schedule, relying on our multi-source vendor network to quick-ship necessary items. SRC will keep your project on schedule to meet tight completion dates. While we deliver fast quotes, we also have the "patience" to develop a quote that meets all your needs...there will be no surprises.

### I need this equipment, but can I afford it?

We can incorporate lower cost components, but we will not sacrifice quality. We use top quality on glass doors, refrigeration components and our hardware. If needed, we can offer a lease program.

### I really want to work with SRC, but a competitor has a lower price...what do I do?

Call us and let us tell you about our "Best Price" Guarantee. We will explain why we are the best value to your satisfaction...or we will match the competitor's price.

### **Best in the Industry Warranties**

We know that the best way to judge a company is by the way they stand behind their product. That's why we offer the best warranties in the industry. SRC warranties include:

Panels: 10 year, 1 year all parts

Glass Doors: 10 year sealed glass, 15 months parts and labor

Refrigeration: 5 year compressor, 1 year parts

Self-contained portable refrigeration units: 5 year compressor, 1 year parts and labor

