Solving customer challenges

As a custom manufacturer, we have been able to help several foodservice operators 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 and complete manufacturing to required deadlines. Our multi- source vendor network assured the necessary components arrived on time.

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

Customer Challenge: Owner had a concept, but no blueprint.

SRC Solution: We were able to create a CAD drawing and manufacture the cooler from the owner's hand sketched layout of his cooler idea.

Result: The customer received a custom cooler developed specific to his location.

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.





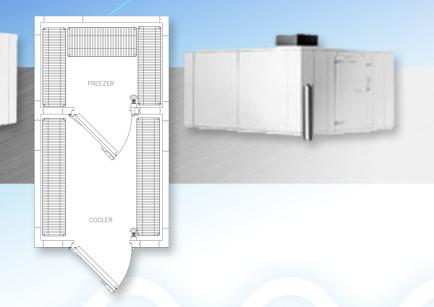


800-521-0398 or 586-254-0610 Fax: 586-254-0485 6615 Nineteen Mile Road Sterling Heights, MI 48314-2117 www.SRCrefrigeration.com

Decide with Confidence: D & B Duns: 02-656-9624 BBB Accredited Business / BBB Rating A+ STORAGE COOLERS STORAGE FREEZERS COMBO COOLERS/FREEZERS CUSTOM: SPECIAL HEIGHTS, ANGI WAREHOUSES

M: SPECIAL HEIGHTS, ANGLES, DESIGN AROUND BEAMS/COLUMS

SELF-CONTAINED REACH-INS: SOLID, GLASS, UNDERCOUNTER & BACK BAR



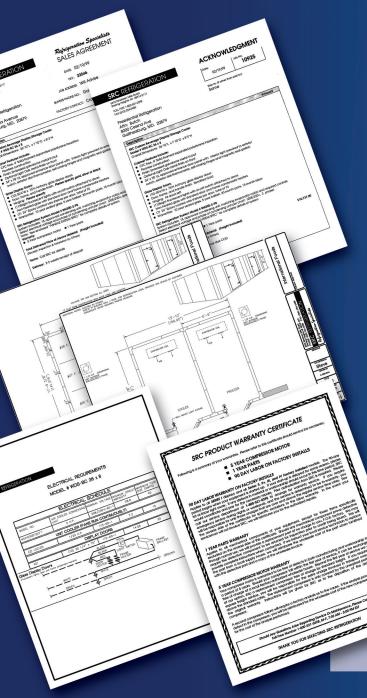
Foodservice Industry



The Refrigeration Specialists

STORAGE COOLERS STORAGE FREEZERS **COMBO COOLERS/FREEZERS** CUSTOM: SPECIAL HEIGHTS, ANGLES, DESIGN AROUND BEAMS/COLUMS WAREHOUSES WALK-INS AVAILABLE FOR INDOOR, OUTDOOR & BASEMENT APPLICATIONS SELF-CONTAINED REACH-INS: SOLID, GLASS, UNDERCOUNTER & BACK BAR

SRC's Total Process and **Documentation**



For over 30 years, SRC Refrigeration has been leading the industry in superior engineered refrigeration equipment for the foodservice industry. With over three decades of experience, we understand the unique challenges you face meeting your refrigeration needs, whether it's part freezer/cooler units, indoor/outdoor condensing units, or meeting NSF requirements. 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.

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 & labor

Refrigeration: 5 year compressor, 1 year parts

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

> When you work with SRC you can be assured of complete satisfaction because of our detailed project process, which includes:

- Sales Agreement
 Construction Drawing
- Acknowledgement
 Electrical Requirements
- Plan Drawing Product Warranty Certificate

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 existing space?

We design custom units to the exact dimensions you provide and you approve the drawing prior to manufacturing.

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 is 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 guotes, 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.

