



# CoolRepair

Scientific UK Ltd

0115 9753743  
[www.coolrepair.co.uk](http://www.coolrepair.co.uk)

## The Ultra Low Freezer Specialists

Refrigeration  
Service &  
Maintenance

Refrigeration  
Repairs &  
Breakdowns

Freezer  
Sales & Lab  
Equipment

Freezer Hire  
& Transport



## About us

Cool Repair is a 'one stop shop' for all your laboratory refrigeration needs, such as +4°C fridges and -20°C freezers, low temperature -40°C freezers, ULT -80°C, cryogenic -150°C and liquid nitrogen (LN2) - 190°C. Sales of new and reconditioned equipment, refrigeration maintenance, repair, service, validation and calibration. Providing effective cover 24/7, 365 days a year.

## Refrigeration Service & Maintenance

### EQUIPMENT SERVICE

Regular maintenance of your equipment is proven to extend its life. Well maintained units and correct ambient conditions will help you save up to 30% on annual fuel bills.

Cool Repair offer a range of service levels which have been developed to cater for your needs.

Our services are divided into two levels of support:

- Refrigeration equipment services
- Refrigeration equipment breakdown cover 24/7, 365 days a year

### CONTRACT TYPES

#### HEALTHCHECK BASIC (HCB)

Cool Repair's most rudimentary service and has been designed as a second service. It involves a basic operational check and visual inspection, followed by cleaning the filter and air condenser allowing the freezer to breathe. The engineer will highlight any major faults that need immediate attention.

#### HEALTHCHECK PLUS (HCP)

Cool Repair has identified that some clients require a service without the added expense. The HCP is designed to pick up any major problems and to highlight potential faults that may require future investigation.

#### HALF YEAR HEALTHCHECK (HYH)

An intermediate service carried out between your full annual service. Servicing every 6 months will optimise the efficiency of your cabinet and

increase sample safety. During the intermediate service the engineer will identify any major faults and specific areas which may need to be monitored for future inspection.

#### COMPLETE REFRIGERATION SERVICE (CRS)

This is the most comprehensive service at our best possible price. Over 40 techniques have been designed by Cool Repair to ensure the best possible performance of your freezer.

#### CALIBRATION CERTIFICATE SERVICE

Many laboratory and medical practices, i.e. Tissue banks, are covered by strict regulations which include the need for regular servicing and calibration of critical equipment. Freezers holding such valuable samples can be calibrated during your annual service and Cool Repair will issue a calibration certificate along with the detailed service report. Cool Repair instruments used for calibrating the freezers are certified to UKAS and MHRA standards.

#### VALIDATION & TEMPERATURE MAPPING SERVICE

Companies who may be working to strict GMP regulations will often require more than just a calibration. The full validation includes: IQ, PQ and OQ testing for each freezer and temperature mapping at least once a year. Mapping will highlight any temperature variances within your equipment due to mechanical performance and environmental changes, even as far as the impact of the room temperature where the freezer is situated.

## Refrigeration Repairs & Breakdown

### EQUIPMENT REPAIRS

With over 20 years of experience in this industry, Cool Repair prides itself on a fast and efficient repair service. The Cool Repair engineering team is certified according to UK and European laws as Ultra Low Temperature refrigeration specialists.

Cool Repair is also a member of the Institute of Refrigeration and Air Conditioning Industry Board.

### WARRANTY

As an additional benefit, Cool Repair automatically provides a one year warranty on all repairs carried out. Cool Repair has built a solid working relationship with a number of freezer manufacturers over the years and are contracted to undertake warranty repairs and replacement work if a freezer breaks down during the manufacturer's warranty period.

### CALL OUT

If your freezer is showing signs of malfunction our call out service is available between 8am and 5pm. Should you require an engineer on site, this can be arranged in some cases the same day or usually within 24 hours. If you have a contract with Cool Repair, you will always have priority.

However, should your cabinet suddenly break down, we offer a 24 hour emergency call out service. An engineer will be available 24/7, 365 days a year to support you with your emergency. Cool Repair offer back up cabinets, disaster recovery and freezer hire services for your piece of mind.

### REPAIRS

During a call out, Cool Repair's experienced engineers can often carry out minor or emergency repairs quickly onsite, saving time, money and your samples. On occasion, faults may require the freezer to be brought into the workshop to be inspected in more detail. The workshop is fully equipped to diagnose the fault, repair and return the cabinet as soon as possible. The cabinet will only be returned after undergoing an acceptance test. Transport will be organised for collection and delivery, and if required a hire cabinet can be provided.

### GOING GREEN IN REPAIRS

We can now repair all equipment with green compressors and can even turn your older equipment into green equipment. The benefit of this is up to 30% reduction in electricity used, meaning an average reduction of 3-6 KVA/hr a day that could be a saving of £175 per year. Plus the life of your freezer will be extended by having new compressors, lower power/energy load on your electric system, backup generator and cooling system.

### PARTS

We carry a wide range of spare parts for sale and for our own use in repairs. We can also source parts for almost every freezer on the market.

### CONSULTANCY SERVICE & ADVICE LINE 0845 6711 091

As the operation of the freezer is the most important part of your sample management, Cool Repair has launched a consultancy service if you need to set up a freezer room, bio bank or an independent expert to audit your current service and operations. An advice line is available for any client enquiry concerning supply or repair of their freezer. This service is available during normal office hours and is staffed by our experienced engineers.



## Freezer Sales & Equipment

### SAMPLE REFRIGERATION SOLUTIONS

We are able to offer new and reconditioned freezers, including trade-in options, all at very competitive rates. In order to comply with increased environmental regulations, Cool Repair recommends a safe and convenient disposal service.

### NEW FREEZERS

Cool Repair supplies a full range of upright and chest freezers. The new freezers are within the -20°C, -40°C, -80°C and -140°C / -150°C temperature ranges.

Working closely with a variety of manufacturers, our engineers have a wide range of experience. Cool Repair are confident in supplying the most reliable, durable and highest quality cabinets to meet your requirements.

### CRYOGENIC FREEZERS

Cool Repair also supplies Statebourne® cryogenic freezers, if your samples require storage in liquid nitrogen or liquid nitrogen vapour. They are the UK's leading company for the design and manufacture of cryogenic liquid storage containers, cryogenic pressure vessels, dewar's and refrigerators.

### RECONDITIONED FREEZERS

The reconditioned freezers available from Cool Repair come in a range of temperatures covering +4 to -20, -40, -80 and -140°C.

Cool Repair's engineers have built the company's reputation for a fast, efficient and knowledgeable repair service, using their expertise to strip down, repair and improve freezers to a very high standard; or updating freezers to ensure they are suitable for the new CFC and HCFC gases. Working regularly on all the main freezer brands, enables our engineers to gain extensive experience and knowledge, which in turn gives us an advantage over the main manufacturers, who will mostly only support their own brand.

Our range of reconditioned freezers cover IIShin, Forma, Revco, Harris, Thermo, Sanyo, New Brunswick, NuAire, Napco, Heto, Lab Impex,

Current stock can be found on our reconditioned freezer page on our website - [www.coolrepair.co.uk](http://www.coolrepair.co.uk)



### TRADE IN

We are always happy to provide a 'trade in' price for your old, unused or broken cabinets.

### DISPOSAL

We can arrange for the disposal of your old equipment including transport.



Freezer Sales & Lab  
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Freezer Hire &  
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## Freezer Hire & Transport

### HIRE

As well as purchasing freezers, there is also the option of short term hire for a few weeks during freezer repairs or while you are defrosting your existing freezers. For important projects or temporary overflow, freezers can be hired for any period from a minimum of two weeks or a few months, up to years.

We offer the following hire options:

- A back up freezer as part of the repair service: This can be arranged at a fixed cost and includes transport of the freezer to your facility.
- A back up freezer as part of a service contract: There is a fixed cost inclusive of transport and maintenance, for the duration of the service contract.
- Short term hire up to 3 months: This is ideal for defrosting and cleaning your freezer. Or where there is a sudden high influx of samples to process requiring short term extra space, this is an ideal solution, cheaper and quicker than buying a new freezer.
- Medium term up to 6 months: This is ideal for short term clinical trial projects which require extra storage space during the trial. It is cheaper than purchasing a new freezer and the service and maintenance is all included in the price.
- Long term hire: This option is ideal if you have requirements for a freezer but no capital expenditure to purchase new. All servicing and maintenance is included in the price.
- Flexi hire: You select a type and size of freezer, you tell us how many weeks you need it for and the frequency of having the cabinet on site. We make a dedicated contract for you, this saves the process and time generated by a paper trail with order forms etc.

### TRANSPORT

This service is available to transport your freezers anywhere in the UK, we can transport any type and size of fridge, freezer or liquid nitrogen tank with our 7.5 tonne truck, which is fitted with a tailgate and an on board generator to keep your equipment running during transport if required.



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# MTS Cryo Stores

## MTS CRYO STORES DISASTER RECOVERY SERVICE

The foundations of the company are built on our ever increasing knowledge of the industry as a whole, which then enables us to support our clients. We take a pro-active approach with our clients providing effective solutions to their requirements 24/7, 365 days a year.

Set up at the request of clients who wanted to have a contingency plan in place for their samples, should the worst happen. For instance, fire in the laboratory, general power failure, floods or any other damage to the facility.

Emergency storage capacity is always available in case you need it. Cool Repair and MTS Cryo Stores will be here to keep your samples safe for as long as necessary. We collect the samples and/or samples and freezers, we keep the freezers running in our generator powered truck. On arrival the freezers are placed within our storage facility and hooked up to our support and monitoring system. This gives you peace of mind that your samples are safe and being monitored by experienced staff.

## OFFSITE STORAGE

MTS Cryo Stores is the sister company of Cool Repair and is used for the safe and secure storage of samples at low temperatures. We can store samples from +4°C down to -196°C.

Whether it is a single box or 1,000's of samples, we apply the same high levels of security and service to all our customers. Using ItemTracker as our sample management tracking system and having Cool Repair engineers on hand, ensures the ultimate safety of your samples whilst in storage. MTS Cryo Stores is licenced to store under the HTA 2004 Act; Licence Number 22499"

## SHORT TERM

Short term storage may be used when you have scheduled repairs on your freezer or if you have a sudden influx of samples you do not have space for. It could also be used for short term project work. You can choose your time period for storage from a few days, up to 12 months.

## LONG TERM

Long term storage is generally used for longer projects and archiving. The time period for storage requirements is anywhere from 12 months to several years.

## TRANSPORT

Transport is available for your samples at any time. We can arrange to collect your samples via a specialist courier on dry ice or by using a temperature controlled van. We can also collect the complete freezer including samples and connect to the on board electric diesel generator in the truck.

For full details follow the link [www.mtscryostores.co.uk](http://www.mtscryostores.co.uk)

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# Why Cool Repair

## OUR SERVICES

- We tailor our services to meet the needs of individual clients
- We offer a range of service and break down contracts
- We sell new and reconditioned units
- We have a truck with an on board generator so freezers can be transported whilst still maintaining temperature
- Disposal or part exchange of old units

## OUR KNOW HOW

- Our dedicated engineers have over 20 years refrigeration experience
- We can turn your freezers into green freezers, reducing your carbon foot print and lowering your electricity bills

- We offer free advice on maintaining your freezers and making sure they are running at their optimum

## PEACE OF MIND

- Our engineers are available 24/7, 365 days a year
- We are committed to ensuring your freezers are repaired and maintained to the highest standard.
- We will not return a freezer until we are 100% happy with its performance

## CLIENT BENEFITS

- We offer a friendly and approachable service
- We offer competitive prices
- Discounts are available on larger contracts and for long serving customers



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**The Ultra  
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**“We will respond to your  
call out whatever the  
weather, wherever you are”**



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