



**fri-service**

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Company introduction

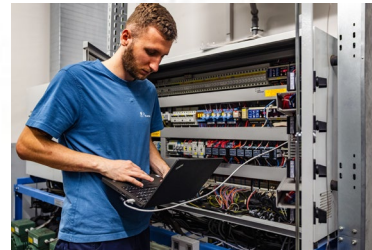
**We know Retail. We take care of your stores. Responsibly.**

# Fri-Service Czech Introduction

- Fri-Service Czech focuses on the design, installation, service, and consulting in the field of refrigeration and freezing technologies and equipment for retail stores of all sizes.

## Company profile

- Fri-Service Czech is part of the Epta Group, one of the largest providers of refrigeration and freezing solutions for the retail sector not only in Europe, but also on a global scale
- Fri-Service Czech is a specialized company providing services in the field of food retail refrigeration, including integrated solutions with store heating and cooling systems
- It is one of the largest providers of these services in the Czech Republic, servicing over 800 stores (supermarkets and hypermarkets), and has successfully completed more than 400 refrigeration system installations in stores of all sizes since the beginning of its operations in the Czech Republic
- Fri-Service Czech operates in the Czech Republic from its headquarters in Brno, with a branch office in Prague, and has more than 100 employees.



# Vision of Fri-Service

Our vision is to build-up the company:

- Which is a leader in the industry, focusing on the high quality of provided services, delivered technologies and equipment, as well as on the long-term sustainable lifespan of the designed and maintained refrigeration systems.
- The company is environmentally responsible – from the design concepts and supplied products to ongoing maintenance, service, and consulting.

**Our services** include:

- Projects design and advisory
- Conceptual & Technology Planning
- Engineering, Equipment Installation & Projects Execution
- Service and maintenance of store equipment
- Distribution of store equipment
- Logistics services (related to equipment installations and servicing)
- Assistance & Advisory regarding local legal requirements



# Fri-Service

## Business description

### Divisions:

- **Projects and installations** - engineering, projects and installations of projects in the field of cooling and freezing technologies and equipment
- **Service** - servicing of cooling and freezing technologies and equipment, 24/7 service and helpdesk, and arrival at locations within 4 hours throughout the Czech Republic in the event of an outage and urgency
- **Equipment sales / logistics** - sale and distribution of cooling & other type of retail equipment and spare parts, including logistics, installation and servicing
- **2 locations, Prague, Brno**, more than 100 employees + 50 installation workers



# Service portfolio and technologies & equipment

Specialized on all technologies and equipment type – our product is integrated retail service

## Service offer overview

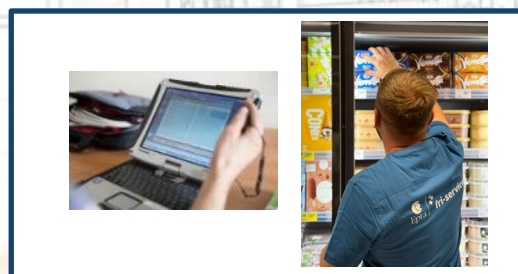
Exclusive representation of refrigeration equipment



Projects and installation  
Equipment sales



Refrigeration service and  
maintenance



## Examples of serviced technologies and equipment

CO2 / CO2 cascade / Glycol / Indirect / Daikin ...



# Key customers



Ahold Delhaize



Globus

**BILLA**

**PENNY.**

Rewe Group



Schwarz Group

**makro**

Metro Group



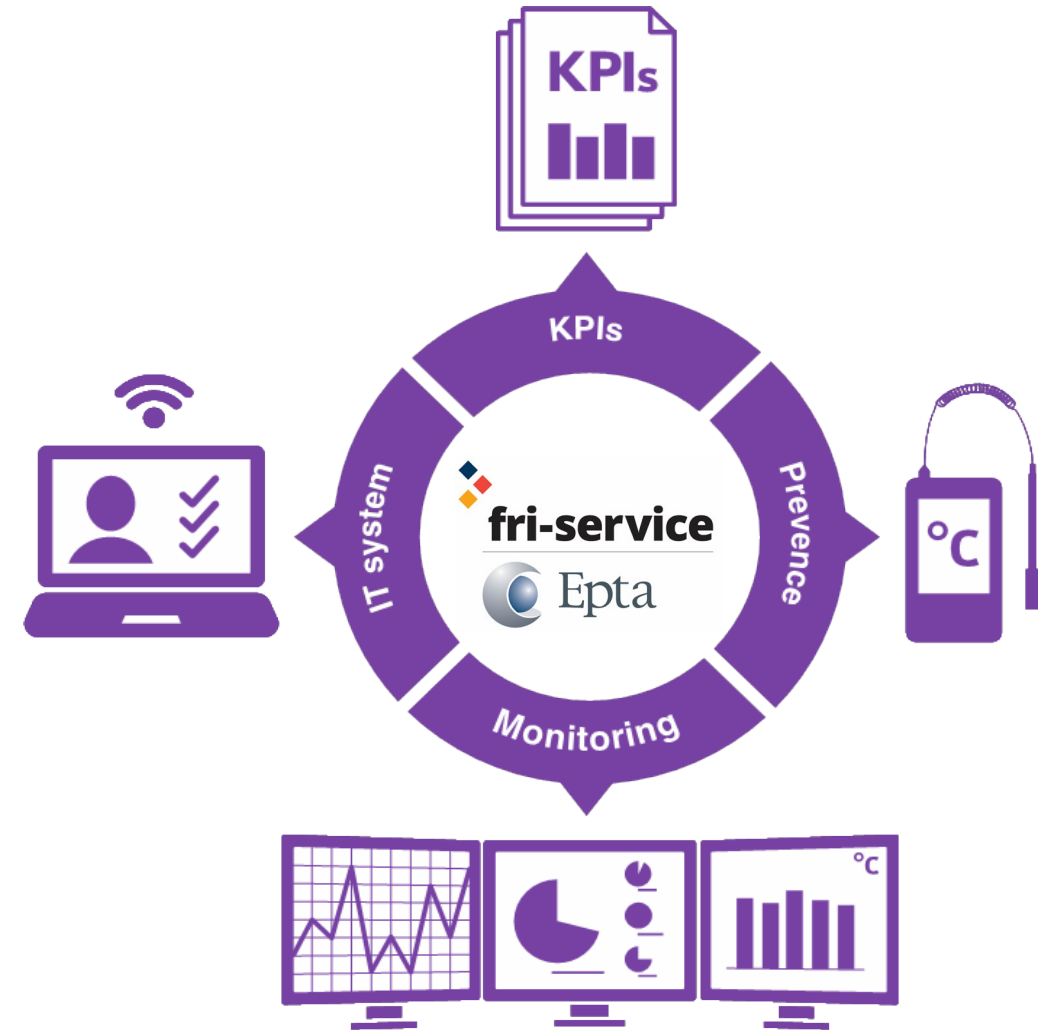
Tesco



# FSCZ Business Description

Our services operations - sophisticated, IT-managed, traceable and documentable, KPI-managed solution

- SLA-type contracts (fixed monthly fee), or call on type or combined
- KPIs - measurable results set by the client
- Preventive maintenance (including activities required by law)
- Service technicians throughout the country, online connected
- Incidents and fault reports from all over the Czech Republic are received centrally by the ICT helpdesk
- The activities of service technicians in the field are managed and controlled by the helpdesk and dispatch centre online
- Instant and electronic sending of service sheets and reports
- Service technicians are fully responsible for repairs / KPI fulfilment - **our employees**
- 4-hour reaction time / 24/7 service duty
- 24-hour monitoring of stores
- Special ICT operational software



# Benefits

Cooling service integrated with one supplier.  
We provide a complete service and smooth operation of cooling systems in your stores.

# Our challenge

First time right!  
Always on time!





Epta



**fri-service**

Thank you for your attention

<https://www.friservice.cz/en/>

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