



PRODUCT CATALOGUE

ORDER LINE:
01226 720 482

Order before 12pm for next working
day delivery

Free postage for all orders over £75

Follow us on social media for all the latest
offers and updates



R S L

REFRESHMENT SYSTEMS LTD.



CONTENTS

5

OUR FAMILY

Our Projects
Carbon Zero
Our Sourcing Ethos

13

COFFEE

Balmforth & Co
Whole bean
Ground
Instant
Incup
Flavia

25

TEA

Yorkshire Tea
PG Tips
Cosy Tea
Recipes

31

MILK & CHOCOLATE

Balmforth & Co
Cadbury
Milk Pots

33

SYRUPS

Routin 1883
Recipes
Seasonal Drink Ideas

39

ANCILLARIES

Take Away Cups
Keep Cups
Crockery

47

CONFECTIONERY & SNACKS

Snacks
Cold Drinks

51

MACHINES

Traditional
Grinders
Capsule
Bean-to-Cup
Bulk Brew
Free Standing
Coffee-to-Go

59

SERVICE

Service Options
Cover

63

TRAINING

Coffee School
Barista Equipment
Cleaning

67

BRAND SUPPORT

Point-of-Sale
Site Branding
Brand Champions

75

CONTACT US

Order Ingredients
General Enquiries Line
Service Line



OUR FAMILY



Throughout the years we have remained a family run business with the same values and ethos ingrained in our roots.

With over 50 years of experience within the coffee industry, it's fair to say we know coffee.

Back in 1967, Duncan Balmforth made it his personal mission to understand what makes a delicious hot drink.

Several generations later we have worked hard to develop, craft and select our blends to create a range that we believe achieves this.

Completely independent with a full in-house operation from enquiry to graphic design and printing to installation and service, we have a seamless process with no need to outsource any part of the function meaning shorter lead times.

OUR PROJECTS

CARBON ZERO



We are on a journey to eliminate any negative impact that we have on the environment.

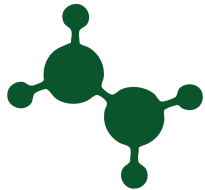
also provides families with a cost and time effective method to cook with.

Since 2008, we have been working with a carbon management company to calculate and offset our corporate carbon footprint in order to become carbon zero.

The reduced need for firewood also helps to prevent deforestation, in turn benefiting the wildlife in terms of their habitat. It is also a healthier method of cooking as it reduces indoor smoke by half. Indoor smoke is a serious problem in Africa and is dubbed the “kitchen killer”, as it is responsible for 1.6 million deaths in the country every year.

As a company, we chose to support the Kenyan Energy Efficient Stove Project. The project builds energy saving cooking stoves for villages in Kenya. Resulting in a 50% reduction in the need for firewood, helping prevent the amount of carbon being emitted from the stoves. In addition to carbon prevention it

OUR IMPACT



5,982tCO₂e
Carbon Saved



4,863 Tonnes
Wood Saved



1,863
Number of Stoves
Built



2,423
Number of Families
Helped



10,062
Total People
Impacted



5,776
Total Children
Impacted



1,863
Number of Elderly
Helped



15,652 Days
Working Time
Saved



2,739
Total Respiratory
Improved Cases



Through the Kenyan Stove project, we not only manage to offset our carbon footprint, but also deliver on 11 of the 17 UN Sustainable Development Goals. With this support it enables us to educate our employees, visitors and customers on how they can get involved and also work towards achieving a better and more sustainable future for all.



Our team can work with you throughout the process and help with any questions you may have.

SOURCING ETHOS



When you choose one of our Fairtrade coffees it means that our farmers not only build a better quality of life for their family and community, but also invest in the future of their farm and into a better quality bean.

Whether it be funding a teacher for children of the farm employees, donating books to a local school, or setting up a water well for the community.

However, you can be assured that even our non-certified blends are all sustainably sourced, with various initiatives taking place to reinvest in the local community where they are grown.



FAIRTRADE

OUR COFFEE



If you want to serve delicious refreshments to your customers or staff, we can help.

Balmforth & Co delivers a complete solution for cafés, restaurants and business sites by offering a carefully chosen range of products and equipment.

Based in Yorkshire, our coffee has been crafted to create a range of blends that cater for many palates. Whether you prefer 100% Arabica, Fairtrade or something with the kick of Robusta, we have a blend for you.

BALMFORTH & CO.
YORKSHIRE

OUR BLENDS

ENQUIRE TODAY:
01226 720 482

WHOLE BEAN

Balmforth & Co delivers a range of blends to suit a variety of tastes. This includes two certified Fairtrade options, two 100% Arabicas and a mountain water decaf. We really do go the extra mile to deliver something both delicious and responsible.



ONE



Arabica 100%
Whole Bean
Sustainably Sourced
Light/Medium Roast
Brazil/Rwanda

This blend produces a smooth dark chocolate flavour with hints of orange and vanilla. A well-balanced blend, perfect for drinking any time of the day.



NINE



Arabica 100%
Whole Bean
Fairtrade Certified
Medium/Dark Roast
Brazil

This blend has mild acidity with balanced notes of dark fruits and caramel. It is bold enough to cut through milky drinks, but will also deliver a delicious espresso.



SIX



Arabica 60% / Robusta 40%
Whole Bean
Sustainably Sourced
Medium Roast
Brazil/Vietnam

This is our strongest blend, with hints of liquorice and cinder toffee. It is perfect for longer drinks as it delivers a bold but smooth flavour.



SEVEN



Arabica 70% / Robusta 30%
Whole Bean
Sustainably Sourced
Medium Roast
Brazil/Vietnam

This blend has a slightly tart fruity and sweet acidity taste. It is perfect for drinking any time of the day, as it is finely balanced, with a complex taste.



TWO



Arabica 80% / Robusta 20%
Whole Bean
Fairtrade Certified
Medium Roast
Brazil/Vietnam

This blend has a surprisingly sweet flavoured milk acidity, with woody and sweet caramel notes. It is slow roasted to deliver a complex but balanced flavour.



ZERO



100% Arabica
Whole Bean
Sustainably Sourced
Mountain Water Processed
Decaffeinated Coffee
Medium Roast, Mexico

This blend is decaffeinated using pure mountain water and has a clean, crisp and mild taste. With its uncomplicated flavour profile it is perfect for drinking any time of the day.

GROUND & FILTER

ENQUIRE TODAY:
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GROUND COFFEE

For use in filter coffee machines or bulk brew equipment we have a range of sustainably sourced and Fairtrade blends. We also have decaf sachets available for traditional espresso and bean-to-cup machines.



BULK BREW
BBREW225
20 x 225g



**BULK BREW
(FAIRTRADE)**
BBREWFT225
20 x 225g



**BREAKFAST
FILTER**
BREAKFAST
50 x 57g



**BREAKFAST FILTER
(FAIRTRADE)**
FTBREAKFAST
50 x 57g



**BEAN TO CUP
DECAF SACHET**
B2CDECAFSACH
100 x 9.5g



**GRIND ESPRESSO
DECAF SACHET**
ESPDECAFSACH
100 x 7g

OTHER COFFEE

WHOLE BEAN



**LAVAZZA
CREMA E
AROMA**
LAVBGR
1kg



**KENCO
SUSTAINABLE
DEVELOPMENT**
KSUSTAIN8B
1kg



INSTANT



**RSL
INSTANT COFFEE**
SUITABLE FOR VENDING
CACOSTA
10 X 300g



**RSL
INSTANT DECAF COFFEE**
SUITABLE FOR VENDING
CACOSTAD
10 X 300g



**RSL
BRAZIL INSTANT COFFEE
(FAIRTRADE)**
SUITABLE FOR VENDING
FTBRAZ
10 X 300g



**NESCAFE
GOLD BLEND
INSTANT COFFEE TIN**
GOLDBLENDTIN
500g 750g



**NESCAFE
ORIGINAL TIN**
NESCAFETIN
500g 750g



**NESCAFE
DECAF TIN**
NESCAFEDECAFTIN
500g



**GOLD BLEND
COFFEE STICKS**
STICKSGB200
200



**GOLD BLEND
DECAF STICKS**
DECSTICKSGB
200



**NESCAFE
ORIGINAL STICKS**
STICKSNES200
200

INCUP

Serving in cup tea and coffee is a simple, hygienic, easy to stock and low maintenance solution. Each cup contains the optimum pre-dosed measure of coffee, tea or chocolate, so all you have to do is add hot water. We provide specialist, on-demand machines for both 73mm plastic and 76mm paper in-cups: a no fuss solution.

PAPER IN CUP 76MM

COFFEE

Kenco Cappuccino	K244733
Kenco Really Smooth White	K606541
Kenco Decaf White	K606543
Kenco Rich Black	K606544
Kenco Rich White	K606545

TEA

Pg Tips White	K751356
Pg Tips Black	K83436

OTHER

Cadburys Hot Chocolate	K606736
Maxwell House Smooth Blend	K751178
Bovril	K58456
Knorr Tomato Soup	K61806
Knorr Chicken Soup	K60350
Knorr Vegetable Soup	K751178

All paper in cup products come in 15 x 25 sleeves



PLASTIC IN CUP 73MM

COFFEE

Nescafe Gold Decaf Black	DCB73
Nescafe Gold Decaf White	DCW73
Nescafe Gold Coffee Black	GCB73
Nescafe Gold Coffee Double Cream	GCDC73
Nescafe Gold Coffee Double Cream with Sugar	GCDCW73
Nescafe Gold Coffee White	GCW73
Nescafe Gold Coffee White with Sugar	GCWW73
Nescafe Latte	LATT73
Cappuccino	CAP73
Premier Roast Black	PRB73
Premier Roast Cream	PRC73
Kenco Really Rich Black	RRB73
Kenco Really Rich White	RRW73
Kenco Really Rich White Strong	RRWS73
Kenco Really Rich White with Sugar	RRWW73
Kenco Really Smooth Black	RSB73
Kenco Really Smooth White	RSW73
Kenco Really Smooth White Strong	RSWS73

TEA

Tea Bag Black	TBB73
Tea Bag White	TBW73

HOT CHOCOLATE

Galaxy Chocolate	GAL73
Chocolate	C73

SOUP

Savoury Beef Drink	SBD73
Beef and Tomato Soup	SBD73
Chicken Soup	ST73
Vegetable Soup	SV73

All plastic in cup products come in 12 x 25 sleeves

FLAVIA

COFFEE



ALTERRA MILD ROAST COFFEE
FLAVAM24
100



ALTERRA RICH ROAST COFFEE
FLAVAR11
100



ALTERRA ITALIAN ROAST COFFEE
FLAVAL94
100



ALTERRA COLOMBIAN ROAST COFFEE
FLAVAC42
100



ALTERRA SUMATRAN COFFEE
FLAVAU19
100



ALTERRA SMOOTH ROAST DECAF COFFEE
FLAVAD57
100



ALTERRA SMOOTH ROAST COFFEE
FLAVAS01
100



ALTERRA ARTISAN ROAST COFFEE
FLAVAL54
100



ALTERRA ESPRESSO ROAST COFFEE
FLAVAE82
100



ALTERRA ETHIOPIAN COFFEE
FLAVAT66
100



ALTERRA HAZELNUT ROAST COFFEE
FLAVAH73
100

CHOCOLATE & MILK



FABULOUS FROTH REAL MILK
FLAVFF28
80



MARS FABULOUS FROTH
FLAVFF35
80



GALAXY CHOCOLATE
FLAVF307
72

TEA



ENGLISH BREAKFAST
FLAVBE12
140



EARL GREY
FLAVBB64
140



GREEN AND JASMINE
FLAVBG56
140



LEMON
FLAVBL37
140



ENGLISH BREAKFAST DECAF
FLAVBD33
140



SELECT GREEN
FLAVBG72
140



TAYLORS YORKSHIRE TEA
FLAVTH11
140

CUPS



FLAVIA PAPER CUPS
FLAVFB93
1000 (50x 20)



FLAVIA CUP LIDS
FLAVFB90
1000 (50 x 20)

MACHINES

Turn to page 53 for more information about the Flavia machines.





TEA

ENQUIRE TODAY:
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YORKSHIRE TEA

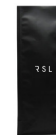
As a Yorkshire company we are proud to serve the best of Yorkshire products.



**YORKSHIRE TEA
CATERING BAG**
YORKTEA
600 Teabags
1.5kg



**YORKSHIRE TEA
CATERING BAG**
YORKTEAC1
1200 Teabags
3kg



**RSL
LOOSE LEAF TEA**
RSLLEAF
1kg

RSL LOOSE LEAF TEA

We have created our own RSL loose leaf tea. Perfect for everyday tea drinkers. Why not give it a try today?
Call our friendly team on
01226 720 482

PG TIPS



PG ENVELOPE TEABAGS
PGENV
200 Bags



PG LOOSE LEAF TEA
PGLEAF
1kg



PG STRING AND TAG TEABAGS
PG STRINGS
100



PG PYRAMID TEABAGS (CATERING SIZE)
PGPYRAMID
1kg

COSY



BREAKFAST
COSYB
20 TEA BAGS



EARL GREY
COSYEG
20 TEA BAGS



PEPPERMINT
COSYP
20 TEA BAGS



CHAMOMILE
COSYEC
20 TEA BAGS



BLUEBERRY
COSYBLUE
20 TEA BAGS



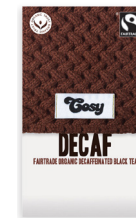
LEMON GREEN
COSYLG
20 TEA BAGS



JASMINE GREEN
COSYJG
20 TEA BAGS



ROOIBOS
COSYROO
20 TEA BAGS



DECAF
COSYDECAF
20 TEA BAGS



METAL DISPLAY STAND
COSYRACK



RECIPE TIME

ICED PEPPERMINT TEA

SERVES 10

WHAT DO I NEED?

10 tea bags
3 litres of water

Ice
Mint leaves

1 large glass jug

STAGE 1

Make concentrate

- 10 peppermint tea bags
- Add 1 litre of boiling water
- Brew for 5 mins
- Remove tea bags
- Store in fridge when cooled

STAGE 2

Serve to order

- 1 part concentrate into glass
- 2 parts cold water
- Add ice and mint leaves



MILK & CHOCOLATE



ENQUIRE TODAY:
01226 720 482

CHOCOLATE



**B&CO
HOT CHOCOLATE**
CHOC
10 x 1kg



**VAN HOUTEN HOT
CHOCOLATE 50% LESS SUGAR**
VHCHOC50
750g



**CADBURY DRINKING
CHOCOLATE TIN (ADD WATER)**
CADTINWATER
2kg



**CADBURY DRINKING
CHOCOLATE SACHETS**
CADBURYSACHET50
50 x 20g



**CADBURY DRINKING
CHOCOLATE TIN (ADD MILK)**
CADTINMILK
2kg

MILK



**B&CO SIMPLY PURE
100% POWDERED MILK**
Made from 100% pure
skimmed milk.
SIMPLYPURE
10 x 500g



**B&CO CAPPUCCINO
TOPPING**
Perfect for
cappuccinos & lattes
CAPTOP
8 x 750g



**LAKELAND MILK POTS
SEMI SKIMMED**
MIJGLSS
120



**MILK MAID MILK POTS
SKIMMED**
MIJG
120



CAFÉ MAID CREAM POTS
CMAID
120

SYRUPS



ENQUIRE TODAY:
01226 720 482

1883
de
Philibert Rostin

1L SYRUPS

Amaretto
Butterscotch
Caramel
Dark Chocolate
Cinnamon
Eggnog
Irish Cream
Peppermint
Gingerbread
Ginger
Hazelnut
Pistachio
Pumpkin Spice
Toasted Marshmallow
Vanilla
White Chocolate

SUGAR FREE SYRUPS

Caramel
Hazelnut
Vanilla

EXTRAS

Syrup Pump

ROUTINSA
ROUTINSBUT
ROUTINSC
ROUTINS
ROUTINSCIN
ROUTINSEGG
ROUTINSIC
ROUTINSFMINT
ROUTINSGB
ROUTINSGING
ROUTINSH
ROUTINSP
ROUTINSPUMP
ROUTINSTOAST
ROUTINSV
ROUTINSWC



ROUTINSCARF
ROUTINSHAZSF
ROUTINSVSF



PUMPSR



RECIPE TIME

12 EXCITING
RECIPES FOR
YOU TO TRY-
ORDER YOUR
FREE COPY TODAY



ICED VANILLA LATTE

WHAT DO I NEED?

2 Pumps of vanilla syrup
1 Cup of ice

238ml Milk
2 Shots of espresso

HOW TO MAKE

Prepare a glass of ice. Pour milk and syrup over the ice. Run the espresso and add to the glass. Serve.

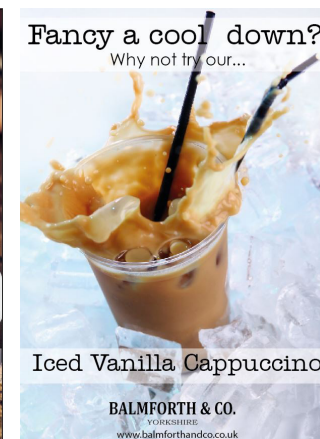
SEASONAL DRINKS

ENQUIRE TODAY:
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SEASONAL POSTERS

Our wide range of point-of-sale items will enable you to enhance your presence, promote your beverage offering and ultimately drive sales.

WE HAVE CREATED 12 POSTERS, ONE FOR EVERY MONTH OF THE YEAR



SPEAK TO OUR INGREDIENTS TEAM FOR MORE DETAILS

ANCILLARIES

ENQUIRE TODAY:
01226 720 482

TAKE AWAY CUPS



B&CO DOUBLE WALL 8/9OZ
BCHOTCUP9
640



RIPPLE CUP 8/9OZ
RIPPLE8
500



8/9OZ LID
RIPPLELID8
1000



SINGLE WALL 8/9OZ CUP
HOTCUPKING
1000



SINGLE WALL 12OZ CUP
HOTCUP12
1000



8/ 9OZ LID
HOTCUPLKING
1000



SINGLE WALL VENDING 8/9OZ CUP
RSLCUP9
1600



8/9OZ VENDING CUP LID
PROMA9SLID
1000



CUP CLUTCH 8/9OZ
CUPCLUTCH
1000



WOODEN STIRRERS
WOODS
1000



B&CO DOUBLE WALL 12OZ
BCHOTCUP12
460



RIPPLE CUP 12OZ
RIPPLE12
500



12OZ LID
RIPPLELID12
1000



SINGLE WALL 10OZ CUP
HOTCUP10
1260



SINGLE WALL 16OZ CUP
HOTCUP16
1000



12/16OZ LID
HOTCUP16L



SINGLE WALL VENDING 12OZ CUP
RSLCUP12
1625



12OZ VENDING CUP LID
HOTCUPKING
1000



CUP CLUTCH 12OZ
CUPCLUTCH12
1000



PLASTIC STIRRERS
STIRRER
1000

SUSTAINABLE CUPS



PEFC is the world's largest forest certification system. Their credible standards seek to transform the way forests are managed globally – and locally – to ensure that all of us can enjoy the environmental, social and economic benefits that forests offer.

The programme is run by an international non-profit, non-governmental organisation, dedicated to promoting Sustainable Forest Management (SFM) through independent third party certification.

All of our cups are PEFC accredited, so you can be assured that your coffee is being served in sustainably sourced cups.



KEEP CUPS & RECYCLING



With companies being more conscious of their impact on the environment, we have seen many of our customers moving to crockery or keep cups instead of the standard takeaway paper cup.

With a wide range of crockery options, plus our own keep cups, we can help you on your journey to cut down waste.

As our paper cups are recyclable, they can be collected, on mass, by a waste management company, or taken to a processing centre, where the paper part of the cup is separated

from the plastic lining of the cup, this is then ready for recycling into a new product.

There are various companies that will collect your cups, you just need to contact them and arrange the best way to do this.

We can also offer tailored recycling bins, as pictured on the right.



CROCKERY

BALMFORTH & CO.
YORKSHIRE

ENQUIRE TODAY:
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Matte grey finish designed for use with traditional espresso coffee machines.



B&CO 3OZ ESPRESSO CUP
BCESP
6



B&CO 3OZ ESPRESSO SAUCER
BCESP SAUCE
6



B&CO 7OZ CAPPUCCINO CUP
BC7CAP
6



B&CO 7OZ CAPPUCCINO SAUCER
BC7CAP SAUCE
6



B&CO 10OZ CAPPUCCINO CUP
BC10CAP
6



B&CO 10OZ CAPPUCCINO SAUCER
BC10CAP SAUCE
6



B&CO 14OZ LATTE MUG
BC14MUG
6

Shiny black finish designed for use with bean-to-cup coffee machines.



B&CO 3OZ ESPRESSO CUP
BSCESP
6



B&CO 3OZ ESPRESSO SAUCER
BSCESP SAUCE
6



B&CO 9OZ CAPPUCCINO CUP
BSC9CAP
6



B&CO 12OZ CAPPUCCINO CUP
BSC12CAP
6



B&CO CAPPUCCINO SAUCER
BSCCAP SAUCE
6



B&CO 12OZ LATTE MUG
BSC12MUG
6



B&CO 9OZ LATTE GLASS
BC9V LATTE
6



B&CO 16OZ LATTE GLASS
BC16V LATTE
6

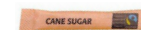
SUGAR & BISCUITS

ENQUIRE TODAY:
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SUGAR



**SILVERSPOON SUGAR
STICK WHITE**
SUGSTICK
1000



**FAIRTRADE SUGAR
STICK BROWN**
FTSUGSTICKB
1000



**SILVERSPOON SUGAR STICK
BROWN**
SUGSTICKB
1000



CANDEREL
CAND
1000



**FAIRTRADE SUGAR STICK
WHITE**
FTSUGSTICK
1000

BISCUITS



**LOTUS BISCUITS
(INDIVIDUALLY WRAPPED)**
LOTUS
300



BRONTE RED BISCUITS
BRONTERED
100



BRONTE PREMIUM BISCUITS
BRONTE
100



BRONTE MINI BISCUITS
BRONTEMINI
100

SNACKS & COLD DRINKS

ENQUIRE TODAY:
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SNACKS & COLD DRINKS

We have a large range of snack and cold drinks. Please enquire with our ingredients team to see the full range of products we do.



COCA COLA
CCOLA
24



DIET COKE
DCCOLA
24



DIET PEPSI
DPEP
24



PEPSI MAX
PEPMAX
24



COCA COLA
COLAB
24



DIET COKE
DECOLAB
24



PEPSI
PEPB
24



DIET PEPSI
DPEPB
24



PEPSI MAX
PEPMAX24
24



MARS BAR
MARS24
48



SNICKERS BAR
SNICK24
48



TWIRL BAR
TWIRL
48



TWIX BAR
TWIX25
25



**WALKERS READY
SALTED**
RSW32
32



**WALKERS SALT AND
VINEGAR**
SVW32
32



**WALKERS CHEESE
AND ONION**
COW32
32



**WALKERS QUAVERS
CHEESE**
QUAV32
32

MACHINES

TRADITIONAL

THE LA SPAZIALE S40

Traditional Espresso Machine



The S40 from La Spaziale is a top-of-the-line espresso machine with automatic dose settings. A technological marvel, the S40 is loaded with advanced features such as a thermal controller (accurate to 0.5°C), digital pressure sensors, and signals to let you know if you are grinding too fine.

THE LA SPAZIALE S5

Traditional Espresso Machine

The La Spaziale S5 traditional espresso machine brings you unique cutting-edge technology paired with handmade Italian beauty.

For more information please contact us on **0800 169 3686**



Both available in a range of colours to suit any environment.

GRINDERS



ANFIM PRATICA ON DEMAND GRINDER

The Anfim Pratica on demand grinder (digital display) is a high performance, high value burr grinder. It is a well built, heavy duty device made of hardened steel with 75mm flat steel burrs, stepped grind adjustment and a 2kg hopper.

ASTRO DOSING GRINDER

The Astro 12 is a manual coffee grinder, designed to cope with medium to high demand which can store up to 1.6 kg of coffee beans in the main hopper. It uses 65mm flat blades and has a telescopic press for tamping.

For more information please contact us on **0800 169 3686**



CAPSULE

FLAVIA 500 CAPSULE MACHINE

The Flavia 500 machine blends stylish design with enhanced drinks and menu display options making it easier than ever to create and enjoy the perfect brew.

Choose from a variety of single-serve drinks including fresh ground coffees, authentic espressos, cappuccinos, lattes, real-leaf teas and premium hot chocolate.

For ingredients for this machine please turn to page 22- 23



BEAN-TO-CUP



THE TOUCH

The Touch Coffee Machine has a super sleek look with an inbuilt 7-inch touchscreen display. The screen interface is compatible with Android systems and is also completely customisable depending on the user's requirements. This machine is capable of dispensing around 200 hot drinks a day, with the option of 30 programmable drinks.

RSL 300

The RSL 300 combines state-of-the-art technology with a simple to use interface and compact design. The machine is perfect for high volume sites as it has a double dispenser, enabling you to prepare two drinks at the same time.

For more information please contact us on **0800 169 3686**



BULK BREW



MARCO JET BULK BREW WITH GRINDER

The Marco Jet is an industry leading coffee grinder and brewer, ideal for hotels, busy cafés, restaurants and canteen environments. The Jet is the only machine in the market to produce SCAE Gold Cup quality coffee, ensuring that customers receive the quality that they deserve. It is made with 95% recyclable materials and is very low on energy consumption.

MARCO BRU F45 & F60

The Bru is an energy efficient pour and serve brewer with a compact footprint, which can either be plumbed directly into a mains supply or filled manually.

For more information please contact us on **0800 169 3686**



FREE STANDING



NEO

The NEO Espresso coffee machine offers you authentic Italian style espresso coffee, along with an extensive range of coffee shop style drinks, all in the comfort of your own office.

The machine is available in seven different specifications; instant, single fresh brew, double fresh brew, triple fresh brew, bean-to-cup, espresso and espresso barista.

VOCE MEDIA

The Voce Media is a free standing coffee vending machine that offers an extensive range of quality coffee shop style beverages at the touch of a button.

The machine is available in several variations including; instant, single fresh brew, double fresh brew, triple fresh brew, bean-to-cup, espresso, fresh brew tea, roast and ground coffee.

For more information please contact us on **0800 169 3686**



COFFEE-TO-GO



If you need an out-of-hours solution or even a coffee offering in an unmanned area, our coffee towers are perfect for you.

Coffee-to-go solutions are growing in popularity in a world where convenience is a sought-out commodity. The ability to provide customers, visitors and staff easy access to refreshments will only improve revenue, morale and reputation, making it a great solution for everyone.



SERVICE OPTIONS



With over 50 years of experience, we strongly believe that every customer should receive the service and support that they deserve.

We have grown as our customers have grown, and even though our coverage is national, we still have our local family values and offer customers a personal service.

Our team of dedicated engineers are all home-based and hold 80% of parts in stock, with the remaining 20% available on a next day parts service. All engineers are employed by RSL and are not sub-

contractors, this means that you will receive the same high level of service on every visit.

In the last year our engineers have resolved 80% of call-outs within 4 hours, and 99% in less than 8 hours.

With a wide range of cover available, you can choose the package that best suits your business.

SERVICE OPTIONS



BRONZE COVER

Includes; all call-outs and parts.



SILVER COVER

Includes; all call-outs and parts, filter change and annual service.



GOLD COVER

Includes; all call-outs and parts, filter change, annual service and pressure test.



BRONZE⁺ COVER

Includes; all call-outs and parts, plus 7 day cover.



SILVER⁺ COVER

Includes; all call-outs and parts, annual service, filter change and 7 day cover.



GOLD⁺ COVER

Includes; all calls-outs and parts, annual service, pressure test, filter change and 7 day cover.

COVER



	All Calls (inc. Parts)	Filter	Annual Service	Pressure Test	7 Day Cover
Gold +	✓	✓	✓	✓	✓
Gold	✓	✓	✓	✓	✗
Silver +	✓	✓	✓	✗	✓
Silver	✓	✓	✓	✗	✗
Bronze +	✓	✗	✗	✗	✓
Bronze	✓	✗	✗	✗	✗
PAYG	✗	✗	✗	✗	✗

There are 3 ways to pay:

- An annual one off payment (invoiced at the start of the agreement)
- Quarterly (the contract price + 2%)
- Monthly Direct Debit (the contract price +4%)



TRAINING



Let us take care of your staff barista training. One more task ticked off the list.

We can offer you and your employees thorough training on the machine you have opted for. Whether that is a bean-to-cup machine or a traditional espresso machine, the training will be tailored for you to get the most out of your equipment.

Our modern, state-of-the-art coffee school has an array of coffee machines and grinders to hand to enable us to help you really understand how to operate and clean the machine, along

with some basic troubleshooting.

In addition to this, if you are planning on purchasing our Balmforth & Co coffee, we can hold a tasting for you, giving you chance to pick the perfect blend for you and your organisation.

Here, you will see our passion for coffee and our beautiful blends, plus the traceability and origin information. We are proud of the brand we have built and continue to build, and want you to feel the same passion whenever you serve it.

BARISTA EQUIPMENT



TAMPER
53mm
JAG3810
58mm
JAG15892



SHOT GLASS
JAG1124



MILK THERMOMETER
JAG8968



CHOCOLATE SHAKER
SSSHAKER



DIGITAL SCALES
JAG22624



STEAMY WANDA BRUSH
JAG15883



STEAMJUG
Milk Steaming Jug
0.6 litre 1 litre
JAG3803



SPLAT TAMPER MAT BLACK
JAG18059



SHOT TIMER
JAG9581



GROUP-HEAD CLEANING BRUSH
JAG15881

CLEANING PRODUCTS



CLEANING TABLETS
Cleaning tablets for bean-to-cup coffee machine.
BREWCLEAN
100 tablets



BLANKING DISCS
Group head cleaning disc for traditional coffee machine.
JAG0347



MILK CLEANING SOLUTION
Milk cleaning solution for fresh milk bean-to-cup coffee machine.
EVOSOL
1ltr



CLEANING POWDER
Group head cleaning powder for traditional coffee machine.
JAG0131
900g



CHLORINE TABLETS
To help kill bacteria and clarify water.
SANTAB
200 tablets



DE-SCALE POWDER
For use on any coffee machine in particular bulk brew or boiler reducing build up of scale.
RENEGITE
15 x 50g

BRAND SUPPORT



When you choose Refreshment Systems to supply you with a coffee machine, vending machine or even a bank of machines, we offer 'The Branded Option', a whole host of optional extras to ensure that you are completely happy with the result and maximise the space you have.

closely with you to determine the look and feel that you would like to go for.

We would love you to become a 'brand champion', working in partnership in order to grow together.

We can offer a totally branded solution, including tailored menu boards, complete branding for walls, counters and machines, or simply a branded screen saver for your bean-to-cup coffee machine. What you opt for is totally up to you and we will work

POINT-OF-SALE

Our wide range of point-of-sale items will enable you to enhance your presence, promote your beverage offering and ultimately drive sales.



APRONS



12 POSTERS



A4 TABLE TALKERS



FLAT WHITE POSTERS



TAKE AWAY AVAILABLE HERE POSTERS



KEEP CUP



TABLE TALKERS



LOYALTY CARDS



COFFEE JOURNEY BOARD



A4 TABLE TALKERS



TSHIRTS



SWING SIGN



MENU BOARD

We have various packages available, so choose the one that is right for you.

Please see our website for more information on the point-of-sale packages, or contact us on 01226 720 482.

SITE BRANDING



Our wide range of printed graphics will enable you to enhance your presence, promote your beverage offering and ultimately drive sales.



BECOME A BRAND CHAMPION



Are you looking for a fully branded option?

The Coffee House Newark is an independent coffee shop based in the historic town of Newark.

The building is steeped in history and heritage and retains most of its original timber frame, beams and traces of its original decorative painting.

The current owners took over in 2016 and have not looked back since! Their passion for coffee is apparent with the high quality of drinks being served on a daily basis. The café has a strong regular

customer base, which has a lot to do with the teams friendly and professional approach.

“ **From the first time the Refreshment Systems team presented the Balmforth & Co concept to us, we just fell in love with it. It is just the perfect fit for the type of building we are in and looks stylish and current within the coffee shop industry.** ”



“ **We can't thank the team enough, from helping us with the colour schemes to menu boards and point of sale materials, they have just been brilliant!** ”

The team have seen a 15% increase in coffee sales since the re-brand.

- One of their biggest selling points (since the changes) is that their blend is now Fairtrade accredited.
- There has been a big jump in coffee consumption, especially with their take-out business.
- They have seen an increase in their customer base, due to word of mouth.

GET IN TOUCH

Order Ingredients



01226 720 482

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S75 1JL

General Enquiries



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Service Department



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