



Ice Cool
Servicing Ltd

About Ice Cool Servicing

We supply a wide range of commercial catering equipment and services that are carefully selected to meet the needs of businesses across the UK, both large and small.

As an authorised service provider, we proudly carry out warranty repairs on behalf of Manitowoc, Follett, Ugolini and Cornelius supporting end users and operators with fast, efficient, and factory-approved service.

Building on this foundation, we have also expanded our service portfolio to include products from Hoshizaki, Scotsman, Ice-O-Matic, and Carpigiani, allowing us to offer comprehensive support across the UK's most popular commercial ice and refrigeration equipment brands.

Proud to Partner With:



In 2025, we have continued to strengthen our relationships with leading manufacturers across the refrigeration and beverage industry. Our commitment to technical excellence and trusted service has enabled us to expand our capabilities and deliver even greater value to our clients.

This year, our team successfully completed specialist training on Cornelius drinks dispensers, further broadening our expertise within the beverage sector.

All of our engineers are fully trained and accredited on the complete Manitowoc and Follett ranges of ice machines and ice transport systems — ensuring we meet the highest standards of quality and reliability.

www.icecoolservicing.co.uk



Our Manufacturer Partnerships



As a certified service partner for Follett USA, ICS engineers are fully trained and approved to complete warranty, maintenance, and reactive service work. We also maintain stock of genuine Follett parts and ice transport systems, allowing for quick turnaround and minimal downtime.



Working alongside FEM, the UK reseller for Manitowoc, ICS installs between five and ten new ice machines each week. We stock essential maintenance parts, while FEM oversee machine and spare parts supply. ICS also handles repairs, servicing, and warranty support for all Manitowoc systems.



In 2023, ICS partnered with Hubbard Systems (HTG Trading Limited), the UK reseller for Scotsman, to install new Scotsman ice machines and hold maintenance stock. Hubbard manages the main spare parts inventory, while ICS provides maintenance and warranty support across the full Scotsman range.



In partnership with Marmon Foodservice Technologies, ICS manages the service and maintenance of all Cornelius equipment. Following comprehensive Cornelius training in March 2024, our engineers now deliver planned and reactive maintenance, as well as warranty support across the UK.



Since 2025, ICS has been an approved service partner for Foster Refrigeration, providing professional installation, maintenance, and warranty services for their refrigeration range. Our skilled engineers ensure all Foster units operate at peak performance.



ICS also delivers nationwide service support for Carpigiani and Ice-O-Matic ice machines, offering expert repairs and maintenance to ensure consistent performance and reliability for all customers.



From 2025, ICS became an authorised service partner for Ugolini, supporting their full range of frozen drinks and soft serve machines. Our engineers provide nationwide installation, planned maintenance, and warranty repairs, ensuring Ugolini customers receive reliable and efficient aftercare.



In 2025, ICS became an authorised reseller for True Refrigeration, offering their industry-leading range of commercial fridges and freezers to customers across the UK.

Our Client Base

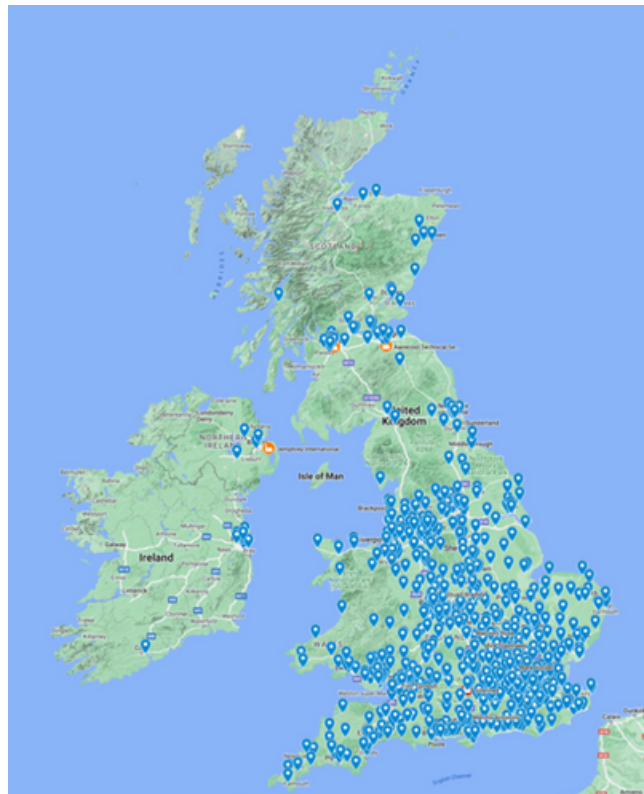
We have an excellent client base which includes Britvic, CBRE, John Lewis Partnership, Nando's and Costco.

Through our partners FEM, we also install/maintain for Subway, KFC, Burger King, Costa, Greggs, Pizza Express, Beefeater, Premier Inn and many more.

We are trusted by:



Our Client Locations



Our Company Certifications

To maintain our position at the forefront of the industry, we continue to invest heavily in staff training, manufacturer-led courses, and recognised industry certifications.

This ongoing professional development ensures that our engineers remain up to date with the latest technologies, service techniques, and compliance standards — guaranteeing a first-class experience for every customer.

F-Gas Certified

We are fully compliant with the regulations as set out within our Refcom F-Gas company certificate.



SafeContractor Accredited

We are committed to workplace safety as demonstrated by our 'Safety Schemes in Procurement' (SSIP) SafeContractor Accreditation.



CSCS Cards

All engineers who work on-site are affiliated with the Construction Skills Certification Scheme (CSCS). CSCS Skill Cards.

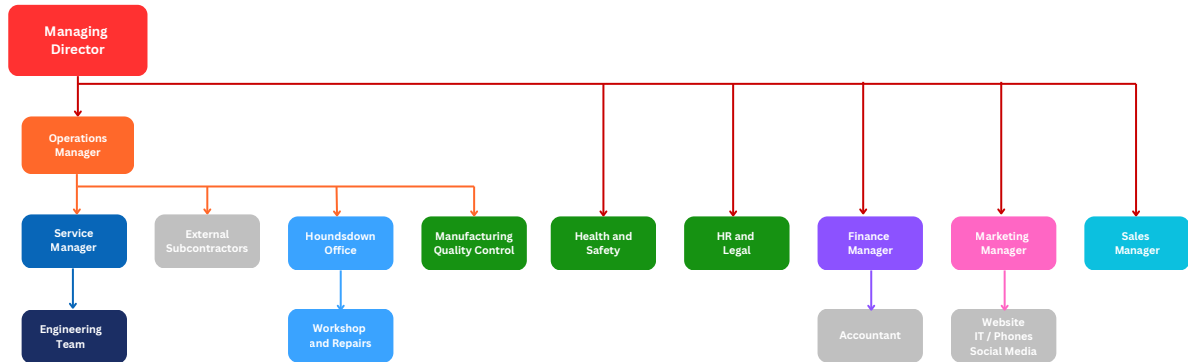


Sedex Member

We are an active member of Sedex (Supplier Ethical Data Exchange).



Company Structure



Our Service Department

At Ice Cool Servicing, our Service Department is at the heart of everything we do – ensuring our customers receive fast, reliable, and professional support every time.

Our dedicated team is led by our Operations Manager who works closely with the Service Manager, Sales Manager, a team of Refrigeration Engineers and trusted sub-contractors across the UK. Together, we provide nationwide coverage and a seamless service from start to finish.

From our warehouse, we manage stock and parts, carry out repairs, and top up gas in selected machines – ensuring we're always ready to respond quickly to customer needs.

The Service Department coordinates all aspects of our technical operations, including:

- Installations – professional setup of new equipment and environmentally friendly disposal of old machines (if required)
- PPMs (Planned Preventative Maintenance) – keeping your systems running efficiently
- Repairs and Call Outs – fast, expert response when you need it most
- Stock and Parts Management – maintaining availability of critical components

You can reach our team on 01869 247947 Opt 1 or email service@icecool servicing.co.uk

service@icecool servicing.co.uk



Our Online Shop

From purchasing a new machine, to subscribing to a monthly servicing plan, our shop is designed to make shopping with us even easier.

Our website is also packed with top tips, expert guidance, supporting documents and images from our product range.



Top Tips



New Machines



Online Support



Finance Options



Best Prices Online



Monthly Servicing Plans



www.icecool servicing.co.uk/shop



Follow us on social media for advice, offers, new products, latest news and more!

www.linkedin.com/company/ice-cool-servicing-limited



www.facebook.com/icecool servicing



Monthly Servicing Plans

Our proactive ice machine cleaning and servicing plans are designed to keep equipment safe, reliable, and fully compliant.

Alongside our standard pricing for servicing only, we offer three flexible tiers of maintenance plans designed to suit business needs and budget. Spreading the cost through a routine plan provides numerous benefits:

1. Cost Savings: Receive exclusive discounts on parts and labour, making ongoing maintenance more affordable.
2. Consistent Service: Regular visits ensure ice machines are always clean, efficient, and ready for business.
3. Peace of Mind: Avoid unexpected breakdowns and extend the lifespan of equipment with proactive care.

Each visit includes

- Deep cleaning, descaling, and sanitising
- Water filter replacement
- Safety checks
- Performance testing and production verification



Parts Discounts Per Plan

Gold Hoshizaki & Scotsman = 5 % Foster - 10 % Manitowoc & Ice-O-Matic = 15 % ICS & Follett = 20%	Silver Hoshizaki & Scotsman = 3 % Foster & Manitowoc = 5 % Ice-O-Matic, ICS & Follett = 10%	Bronze No parts discounts offered on the bronze plan
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www.icecoolservicing.co.uk/servicing



Emergency Repairs

At Ice Cool Servicing, we understand the importance of having a reliable source for urgent repairs, regardless of the time or day.

Our dedicated team of experienced engineers are available around the clock, ready to respond swiftly to emergency calls.

With our fast and efficient service, businesses can have their ice machine, or dispenser up and running again in no time, minimising any disruption to your business operations.

Businesses can call us out of hours on 01869 247947 for immediate assistance with urgent ice machine repairs.



[01869 247 947](tel:01869247947)



Parts Stock

We carry genuine components for major ice machine and dispenser brands, including:

- Follett – E7, Horizon, ITS, Symphony & more
- ICS / Triton – even for discontinued or legacy units
- Hoshizaki, Manitowoc, Scotsman, Ice-O-Matic – parts, sensors, compressors, pumps, valves, control boards, and accessories.

Feature	Benefit to You
Genuine / OEM-quality	Fits and functions as intended – no “compatibility guesswork”
Same-day dispatch (where possible)	Faster repairs, less disruption to your service
Expert support & part identification	You tell us the model or machine issue – we find the correct part
Wide cross-brand coverage	One supplier for many makes and models
Legacy & discontinued parts	We try to keep spares for older machines to extend their life

How to Order / Get Support

- Identify your make & model – send the machine serial number or part number if available.
- Contact us on 01869 247947 or email with your parts request.
- Get a quote – we’ll confirm price, availability, and lead times.
- Order – many parts ship the same or next working day.
- Support – we can provide advice on installation, or send a quote for installation, or advice

www.icecoolservicing.co.uk/parts





Complete Refrigeration Solutions



Commercial Ice Machines

We offer commercial ice machines engineered for high-demand environments where consistent ice production is crucial.



Frozen Drinks Machine

Serve refreshing, crowd-pleasing beverages all year round with our premium range of frozen drinks machines.



Refrigeration Machine

We provide upright and under-counter fridges, blast chillers, and display units tailored for the fast-paced needs of commercial kitchens.



We are proud to unveil the IF200 Series – our newly developed flake-ice machine range, created in response to what our customers told us they really need. Built from the ground up with performance, efficiency and reliability at its core, the IF200 Series marks a new chapter in commercial ice production.



The IF200 Series Ice Flake Machine

The IF200 Series has been engineered to overcome industry frustrations and deliver what customers have been asking for:

- Reliable, consistent ice production
- Designed for day-in, day-out performance you can depend on.
- Energy-efficient & cost-effective
- Modern, efficient technology that helps reduce running costs and supports a greener operation.
- Compact, strong & hygienic design
- A robust stainless-steel build with a clean, professional look – made to last in demanding environments.
- Fits a wide range of bins
- Perfect for food counters, hospitality, healthcare, labs and any setting that needs soft, high-quality flake ice.
- Easy to install, use & maintain



Feature	Specification
Model	IF200-HC Flake Ice Machine
Daily Ice Production	Up to 195 kg / 24 h (under ideal conditions: 10 °C ambient and water temperature)
Dimensions (H × W × D)	624 mm × 370 mm × 636 mm
Refrigerant	R290, 150 g mass
Operating Ambient Temp	Operating Ambient Temp
Construction	Exterior: Grade 304 stainless steel, brushed finish





Follett Products, LLC are market leaders in designing and manufacturing ice storage bins, ice storage and transport systems, commercial ice machines, ice and water dispensers, ice and beverage dispensers, and medical-grade refrigerators and freezers for the food service and healthcare industries.





Manitowoc is dedicated to providing more opportunities for an effortless workflow in the restaurant and hospitality business, harnessing their engineering and expertise for streamlined designs and functionality. From modular systems to remotely-controlled units, Manitowoc constantly innovates to provide businesses with reliable solutions for commercial ice machines that are built to last and withstand the daily pressures of food service demands.





True Refrigeration is a world leader in commercial refrigeration, renowned for exceptional build quality, energy efficiency, and long-lasting performance. Designed and manufactured in the USA, True's products are trusted globally by chefs, retailers, and hospitality professionals who demand reliability and precise temperature control.





Cornelius is a global leader in beverage dispensing innovation, known for reliability, performance, and cutting-edge design. The Enduro and IDC ranges set the standard for quality and efficiency in post-mix and cold-drink dispensing. Engineered for consistent pour control and effortless operation, Cornelius systems are trusted by major hospitality, retail, and leisure brands worldwide.



ugolini[®]

made in Italy

Ugolini is a leading Italian manufacturer renowned for its high-quality frozen drinks and soft serve machines. Designed for reliability, efficiency, and ease of use, Ugolini equipment delivers consistent performance in busy foodservice environments. From frozen beverages to creamy soft serve, their innovative technology ensures a premium product with every serve.



www.icecool servicing.co.uk/ugolinimachines





Foster Refrigeration is a trusted UK manufacturer known for its premium range of commercial fridges, freezers, and blast chillers. Built for performance, energy efficiency, and durability, Foster products are designed to meet the demands of professional kitchens. Their advanced temperature control technology ensures reliable food preservation and consistent results in every environment.



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