



flexserve Zone[™]
True hot-holding | Flexible merchandising

“Together we advance the world of food-to-go with our unique and innovative Flexeserve Solution.”



4 Tier - Floor Standing, Model 1000



Flexeserve Zone is a revolution in hot food-to-go

Consumers expect a food offer with more quality, visual appeal and choice of cuisine than ever before. Unlock all of this with Flexeserve Zone.

Offering a full day part menu is now essential to meet their expectations and realize every opportunity for breakfast, lunch, hot snacks, sweet treats and evening meals.

Most hot-holding solutions currently on the market fall short of what is required to deliver on the latest demands and offer such flexibility. Limited by outdated technology, other heated displays negatively affect the integrity of the food from the moment it is placed inside.

In such a hostile environment, food continues to cook, and product quality is drastically reduced. Bread products dry out, soups and stews develop a skin, rice and pasta continue to absorb moisture and holding delicate products, such as eggs and pastries, is simply not possible.

Food served from these inferior heated displays will not ensure customer loyalty.

Only Flexeserve Zone combines the ultimate in convection technology with flexible merchandising in one display. We achieve this with our unique, patented hot air technology, which delivers true hot-holding and enables you to hot-hold a wider variety of products as they are intended, for longer.



Still runny



2 hours



165°F

Our unique technology

Our patented and award-winning technology within Flexeserve Zone is the result of over 25 years of research and development within the heated display industry.

Unique air recirculation technology

Only Flexeserve Zone delivers true hot-holding. Utilizing patented, game-changing convection technology, heated air is continually circulated throughout the three-dimensional volume of each zone. This creates a consistent and stable environment for your products.

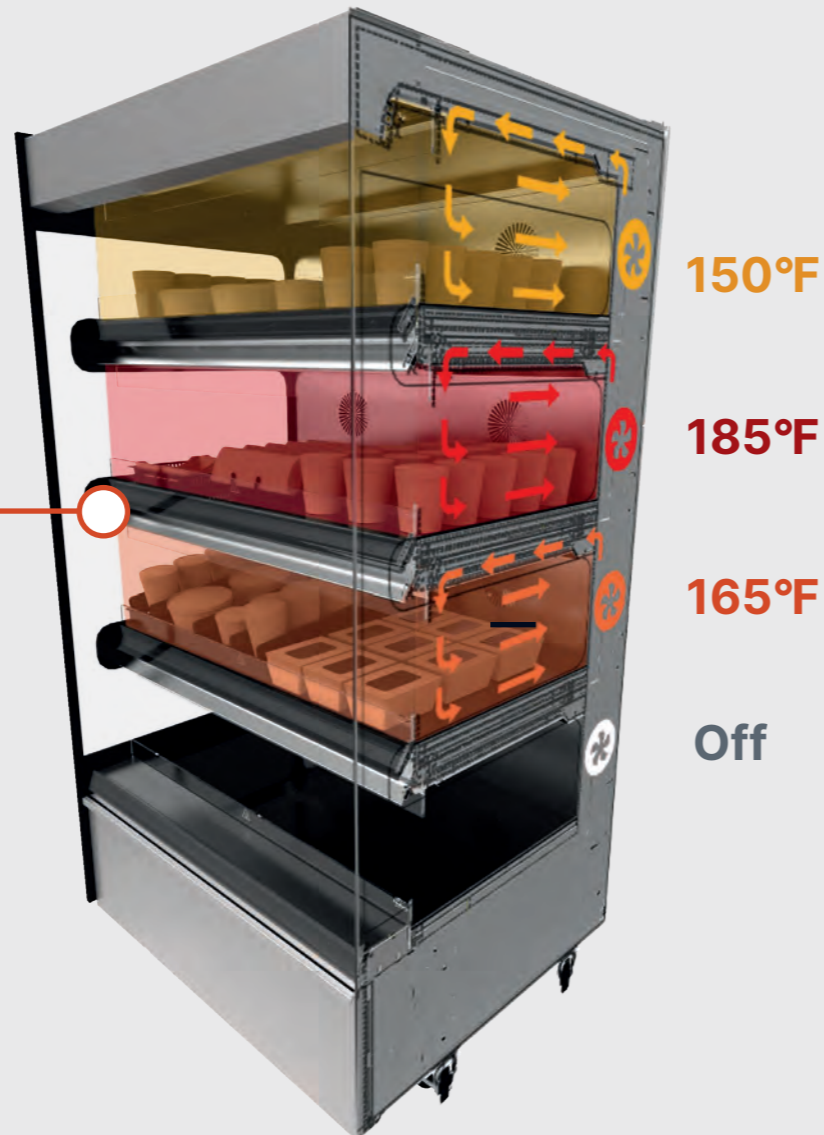
The even distribution of hot air, which can be set to the required temperature, means food quality is maximized. Whereas other heated displays use outdated conduction that continues to cook food, in Flexeserve Zone, product integrity is maintained, resulting in performance and food quality unlike anything you've ever seen.

Air curtains

The tight air curtains within Flexeserve Zone retain the hot air within each individual zone. As well as achieving industry-leading energy efficiency, it also means that Flexeserve Zone is more tolerant of lower environmental temperatures and external effects, such as air conditioning and cold aisles.

Furthermore, the velocity of the air curtains ensures that hot air does not escape the zones, which would otherwise impact store conditions.

A flexible temperature setup



Scan me to watch Our Unique Technology video.



Flexeserve Zone is unrivalled in ...

- * Ease of use
- * Safety features
- * Low maintenance
- * Energy efficiency

Independent zones

Each zone is individually programmed with a user-friendly control panel to tailor the temperature specifically for the requirements of the products you are serving. Zones can have their own set temperature, and you can also switch them off independently to suit different trading patterns throughout the day, greatly reducing energy usage.

Insulation

An insulated thermal barrier between each zone prevents heat transfer from above or below, to enable accurate temperature control. The zones are also fully sealed by double-glazed end panels, completely inhibiting the movement of hot air between each tier of the unit. In addition, the end panels minimize heat escaping through the sides of the unit, which enables you to position Flexeserve Zone directly next to a refrigerated display. Furthermore, this ensures that external surfaces are safe to touch.

Easy to clean and maintain

Flexeserve Zone is designed to the highest standard for food safety and is certified by NSF, meeting all the stringent sanitation requirements. The sealed zones allow for easy, efficient cleaning and zones can simply be wiped down and cleaned with a food-safe sanitizer.

Maintenance of Flexeserve Zone could not be more straightforward. The modular 'plug-and-play' design of the technology allows you to quickly and easily replace components with minimal disruption to service. As each zone is completely independent, if one were to fail, the remaining zones would work as normal, allowing trade to continue.

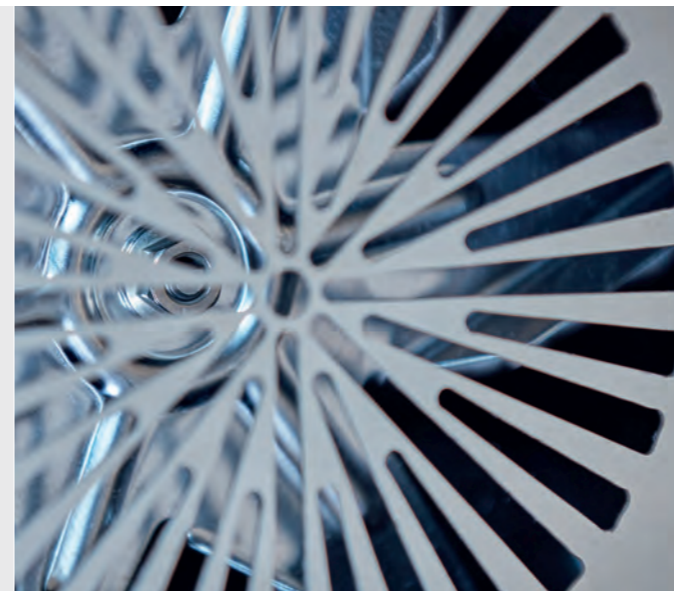
Environmental responsibility

We are committed to staying ahead of the industry with everything we do and there is no exception with the environment. Various factors have been considered to ensure we limit the impact of our products on the environment:

- * Industry-leading energy saving features.
- * Reduced thermal impact on store environment.
- * Improved shelf life and reduced food waste.
- * Limited use of single-use plastic packaging.
- * Innovative recyclable shipping crates.
- * Promoting and co-developing recyclable and compostable food packaging.

Flexeserve patents

WO2014072693, WO2015044637, EP2916692, EP3048931, GB2509207, GB2518524, US2016213168, US2016235218, HK1193011, CA2925157, AU2014326399.



Your food ... fresh

How do you hot-hold the perfect soft poached egg?
Keep a croissant crisp or muffins and brioche soft
and springy? Stop soup and gravy developing a skin?
Maintain the texture of rice dishes and creamy porridge?

With Flexeserve Zone, products with multiple
components such as stew with mashed potato,
curry with rice, or mac and cheese, will hot-hold
as if they had just been served.

And then there's the ultimate – French fries and pizza
that stay fresh and crisp for longer than you've ever seen.

**The capabilities of Flexeserve Zone are
unrivalled.**

Each product has its own optimum conditions for maintaining both food quality and the required temperature. By developing a truly unique and patented flexible hot-holding solution, we are revolutionizing the world of hot food-to-go.

The science of true hot-holding is not just about temperature alone, it is actually as important to retain moisture within products to keep them stable and maintain optimum quality. Flexeserve Zone can do this whilst also retaining the perfect texture, flavour and product integrity.

We understand the importance of your products to you and how they are served to your customers. Together with our technology, we can assist you with finding the correct packaging for your products to create the appropriate microclimate and extend shelf life.



Still wholesome



4 hours



175°F

Life with Flexeserve Zone

Flexeserve Zone will revolutionize the way you serve hot food with its unique technology.

Unlocking the day parts

Flexeserve Zone is the only heated display that is capable of true hot-holding and displaying multiple food types, with different temperature requirements, in one unit. This truly unique and patented technology enables you to serve a wider variety of products for record hold times – without compromising food quality.

By utilizing the flexibility of Flexeserve Zone, you can capitalize on all day parts – improve your breakfast offering, optimise bakery goods, spice up your lunches and extend your rotisserie menu to include side dishes and accompaniments. The unit also opens up new opportunities throughout the day, such as afternoon snacks and sweet treats, or evening shoppers looking for a great quality dinner to take home.

The technology used within Flexeserve Zone, combined with the correct packaging, enables you to maximize shelf life whilst still maintaining food quality. This means you can cook larger batches less often and drastically reduce your food waste and operating costs.

"The unique Flexeserve Zone hot-holding units make it easier for food retailers to broaden their horizons."

"They enable brands to offer safe and great quality hot food-to-go products to a diverse range of consumers."

Simon Chiremba, Product Development Controller at Greencore Food to Go



A typical day part offer

Realize the versatility, hold a wider variety of foods and sell more product by unlocking the day parts.

Wider variety

Using Flexeserve Zone, retailers can deliver on consumer demand for a visually appealing, innovative and extensive range of food-to-go that tastes as fresh as the moment it was made. The unique hot air system preserves moisture in products, which is key to maintaining quality and temperature during hot-holding.

The individually controlled zones maintain a consistent temperature that is tailored specifically to your products for optimum performance. This allows for a wider variety of foods to be held within the same unit.



Eco-friendly
Extended shelf life
reduces food waste



Energy efficiency and reduced waste

The unique design of Flexeserve Zone and its hot air system means there is no heat dissipation into the surrounding environment, and the unit recycles the same air within each zone. This, along with double-glazed end panels, LED lighting and the insulative material used in its construction, enables Flexeserve Zone to deliver industry-leading energy efficiency.

The ability to hold hot food at optimum quality for longer, increases the window of opportunity for purchase. The result is that retailers can significantly reduce food waste and increase profitability.

Complete flexibility

Flexeserve Zone is designed with flat shelves as standard to allow for double-stacking and reduce the risk of hot liquid spillages. A larger shelf footprint provides greater capacity than competitor units, and the double-glazed end panels give maximum visibility.

Our innovative range of merchandising accessories has been specifically designed for Flexeserve Zone to maximize product visibility, increase capacity and improve operational efficiencies.

100%

Flexeserve Zone gives you up to 100% increased hold time



Safety and low maintenance

The easy-to-use control panel and integrated over-temperature fail-safes make Flexeserve Zone safe and simple to operate. The units are easy to clean with safe-to-touch surfaces, so maintaining the unit is effective and straightforward.

Robust, high-quality, plug-and-play components in Flexeserve Zone ensure reliability and provide quick and easy maintenance.

The perfect complement

The increasing demand for hot food-to-go represents a substantial opportunity for operators of all sizes.

Creating an impactful destination for drinks and food-to-go is critical for maximizing the potential sales from customers in a hurry. Hot food now plays a vital role in all day parts, and continues to dominate breakfast sales.

Incorporating Flexeserve Zone is an excellent way to add a new dimension to your retail environment and broaden your customer base. Simply by offering link sales across food and drinks, you can instantly increase the average spend in-store and improve your profit margins.

Versatility holds the key within a compelling food-to-go offer and consumers are now demanding far more than a simple sandwich and drink.

Food trends are constantly evolving and only Flexeserve Zone can meet the needs of delicate bakery goods and a wide range of breads, complex vegan and vegetarian products or hot food staples, such as hot wraps, crispy snacks and complete meal solutions.

"Flexeserve Zone, combined with our Flexeserve Solution, makes it easy to expand your food-to-go offer with an exciting range of high-quality hot food."



4 Tier - Floor Standing, Model 600



Flexeserve Solution

Our holistic approach unlocks the opportunities of hot-holding. Based around our extensive expertise, it will revolutionize your hot food products and operation.

Product

In true hot-holding, **your products must always come first**. Working with your team, our Development Chef and specialist culinary team will refine recipes and optimize holding temperatures. From our Foodservice Innovation Centre and Development Kitchen, we create new products and entire menus that **exceed consumer expectations**.

Cook method

We'll identify the best cook process for each food item, allowing you to deliver consistent, delicious products to your consumers at every location. Our Development Kitchen is well-equipped to enable you to replicate your current on-premise operations.

This work by our expert team will maximize shelf life to reduce waste and ensure your products last a whole day part at optimum quality. This all means **more profit for your business**.

Packaging

The right packaging will create the correct microclimate to **preserve food quality**. The most appropriate packaging is determined by product ingredients, desired customer experience and shelf life. With our expertise and knowledge of food packaging, we make recommendations for each of your products.

Working with a range of leading manufacturers, we have co-developed packaging specifically to benefit from Flexeserve technology.

We also ensure that packaging delivers **excellent food security**, limiting contact before consumption – all whilst **reducing single-use plastics**.

"Our customers all share one passion ... to serve hot food-to-go, as fresh as the moment it was made."



Our holistic approach ...

- ⊗ Maximizes efficiency
- ⊗ Reduces waste
- ⊗ Improves quality
- ⊗ Expands range
- ⊗ Exceeds consumer expectations
- ⊗ Increases sales and profit

Technology

Our patented Flexeserve Zone makes it all happen. It's the only system capable of **true hot-holding**. Our unit will transform your hot food operation, with our unique air recirculation technology that delivers unrivalled hold times.

Flexeserve Zone is the only heated display that can hold such a wide variety of foods in one unit. With its ability to generate and maintain multiple temperatures, in its individual zones, the unit can hot-hold foods with a range of different requirements. This means you can **offer more choice** to your customers **at any time of day**.

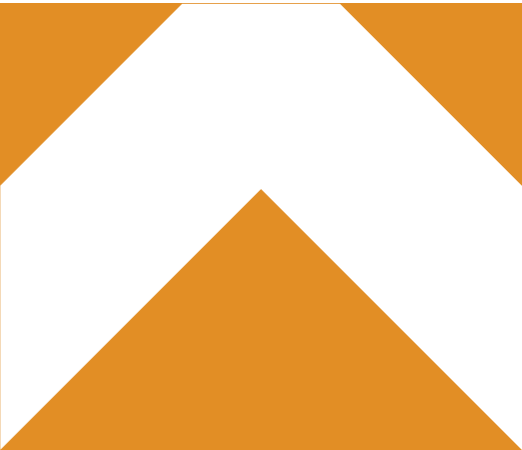
In-store service

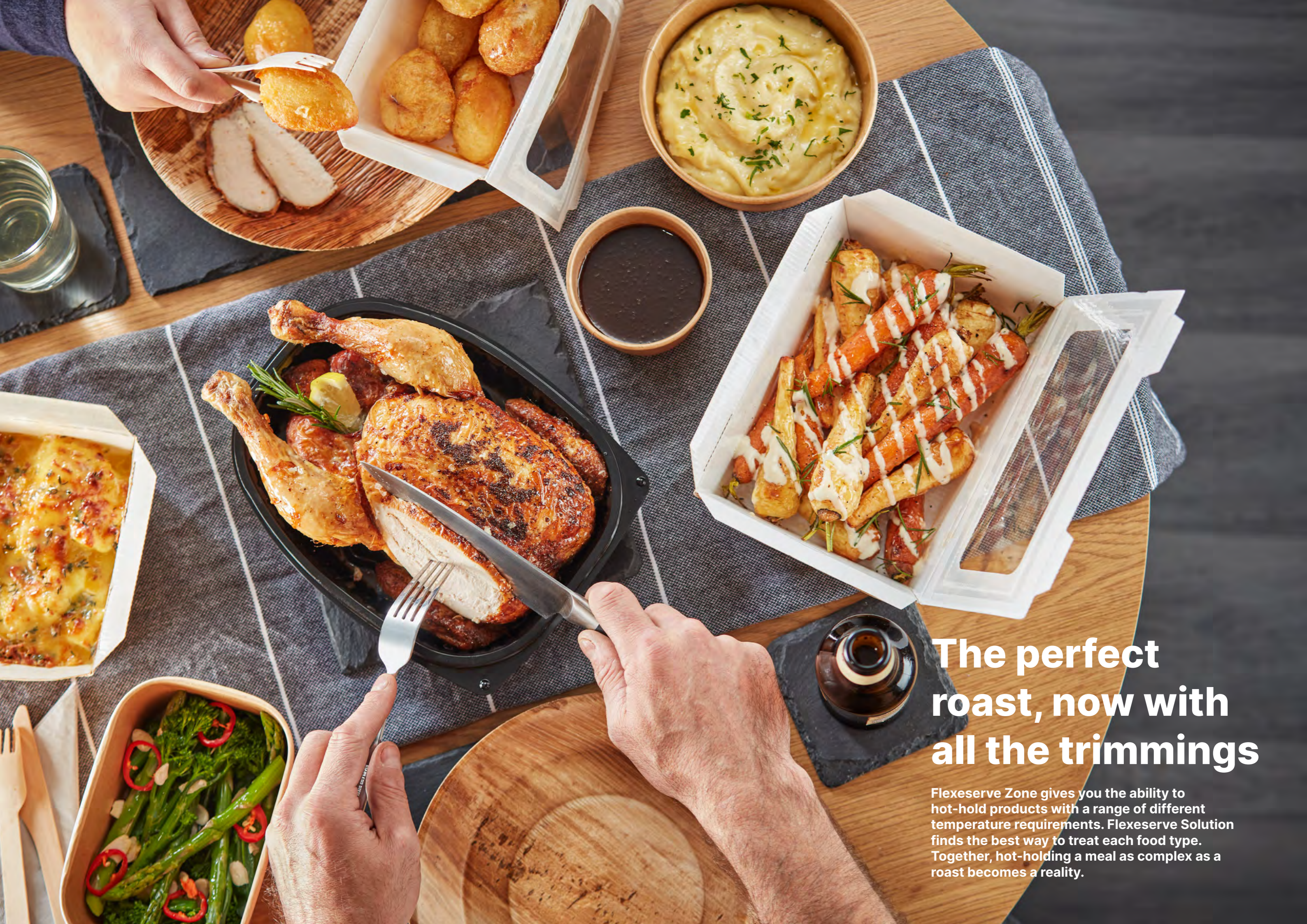
We help make your hot food preparation as **simple, efficient and effective** as possible. By replicating your in-store concepts, we can find the best ways to streamline your efficiencies. Jointly, we can also develop processes that increase batch cooking.

Take full advantage of Flexeserve Zone for a greater return on investment. We can refine the way you merchandise hot food-to-go, providing POS customization to maximize impact, and accessories that offer greater visibility, capacity and efficiency.

Scan me to watch Our Holistic Approach video.

Flexeserve Zone helps you introduce greater food security to your foodservice or hot grab and go offer





The perfect roast, now with all the trimmings

Flexeserve Zone gives you the ability to hot-hold products with a range of different temperature requirements. Flexeserve Solution finds the best way to treat each food type. Together, hot-holding a meal as complex as a roast becomes a reality.



Improve your rotisserie offer

The key to offering a high-quality rotisserie product whilst maintaining the optimum safe hot-holding temperature, is the ability to retain the product's moisture.

With the air recirculation technology of Flexeserve Zone together with our Flexeserve Solution, we can achieve this whilst extending your hold time beyond any other heated display. This enables you to cook larger batches less often, reduce waste and minimize operating costs.

"Food for now, food for later. People want the freedom to eat anywhere, anytime."

With its unrivalled merchandising capacity and ability to stack products, Flexeserve Zone allows you to hot-hold and display a significant volume of rotisserie products.

The unit can also be easily manoeuvred into high footfall areas within the store to provide impulse-buy merchandising, any time of day.

Serve so much more than chicken

Discover the potential of food for later. Flexeserve Zone opens up a variety of opportunities for you to make rotisserie a true destination within your supermarkets.

You can create a 'one stop shop' for an entire meal – starters, mains and desserts – for even whole families to grab, go and plate up at home.

We're not just talking about roast chicken here either. **Try joints of meat, spicy wings, drumsticks, ribs, chicken skewers and kofta kebabs.**

Take advantage of the flexibility. Being able to control the temperature of individual zones means you can now offer side dishes, starters and desserts.

Your rotisserie section can become somewhere your customers will go to for a complete meal solution, including **hot fries, roasted vegetables, mac n cheese and mashed potato** – for example. They'll even pick up warm donuts, melt-in-the-middle chocolate puddings or pancakes with fresh fruit for something sweet.



Flexeserve Zone Rear Feed – a new angle on our solution

For those that want the convenience of re-stocking from behind the counter, with the benefits of Flexeserve Zone technology, we've got you covered.

We have worked tirelessly to design the Flexeserve Zone Rear Feed range from the ground up, to bring the benefits of our technology to a new audience. An entirely new construction, using innovative materials, assists in delivering the best energy efficiency ever seen in the market.

This, coupled with our custom-built cloud-based controller, makes Flexeserve Zone Rear Feed the most advanced heated display that we have ever built.



2 Tier - Countertop Rear Feed, Model 1000



3 Tier - Counter Rear Feed, Model 1000



3 Tier - Counter Rear Feed, Model 600

Intelligent features

Our new cloud-based controller is the first of its kind in heated displays and has been designed in partnership with a leading manufacturer of commercial kitchen temperature controllers. The bespoke Flexeserve system allows users to remotely operate the unit, set recipe schedules and monitor usage and component lifespan.

By developing Flexeserve Zone Rear Feed, we are opening up the capabilities of true hot-holding to an entirely new audience.

The Rear Feed range integrates our unique, patented Flexeserve Zone hot air technology into an all-new door system. The fans shut off when the doors are open, and the controller indicates when the doors have been open for too long. Temperature recovery is lightning fast, and the new controller system constantly monitors the performance of the unit to react to the operation.

Make an impact

Our innovative range of accessories increases visibility, capacity and operational efficiencies. Complement your brand and store environment with bespoke options for customization.

Merchandising Racks – Narrow and Standard

Present your hash browns, pizza slices, flatbreads and more in the perfect way for visual impact, whilst at the same time increasing capacity.



Angled Merchandising Insert and Dividers

Enhance the view of your products to showcase colourful foods and create more visual impact.

Dividers are used to separate different product lines on the Angled Merchandising Insert, creating a clear divide between offers such as sweet or savoury, vegetarian or meat dishes, or foods that suit dietary requirements.



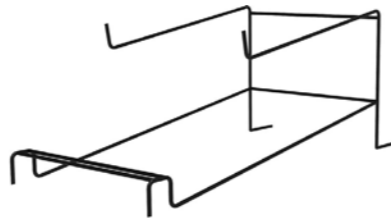
2 Tier Rack

Increase both product visibility and merchandising capacity with our 2 Tier Rack.



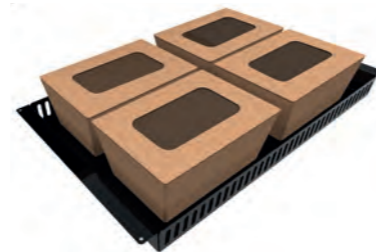
Condiment Basket

The ideal way to offer impulse add-on sales of jams, honey, sauces and dressings to complement your hot products. Simply hook onto the shelf in front of your porridge, breakfast sandwiches, fries and more.



Merchandising Tray

Merchandise your products back-of-house for an efficient way of stocking Flexeserve Zone. Merchandising Racks easily click into the Trays for a safe way of transporting to front-of-house. Trays can also slot into the Angled Merchandising Insert for improved product visibility.



Night Blind

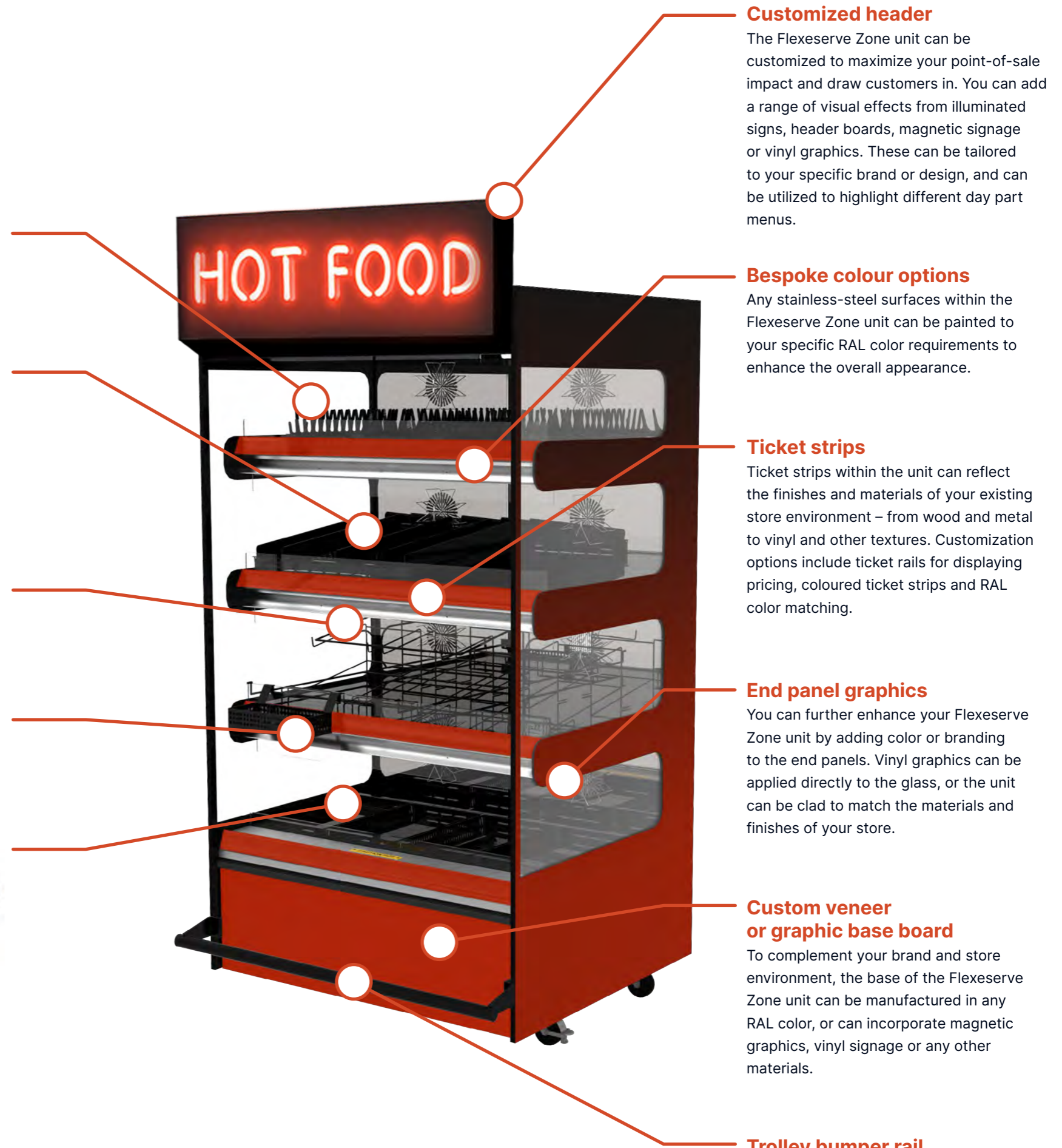
When Flexeserve Zone is not in use, the Night Blind provides protection for the unit and a further opportunity to customize it with your branding. The blind can feature a bespoke print to advertise or inform customers of other products that are available.



Our range of accessories has been developed to be interchangeable and compatible with each other.



Scan me to see the full range of accessories.



Customized header

The Flexeserve Zone unit can be customized to maximize your point-of-sale impact and draw customers in. You can add a range of visual effects from illuminated signs, header boards, magnetic signage or vinyl graphics. These can be tailored to your specific brand or design, and can be utilized to highlight different day part menus.

Bespoke colour options

Any stainless-steel surfaces within the Flexeserve Zone unit can be painted to your specific RAL color requirements to enhance the overall appearance.

Ticket strips

Ticket strips within the unit can reflect the finishes and materials of your existing store environment – from wood and metal to vinyl and other textures. Customization options include ticket rails for displaying pricing, coloured ticket strips and RAL color matching.

End panel graphics

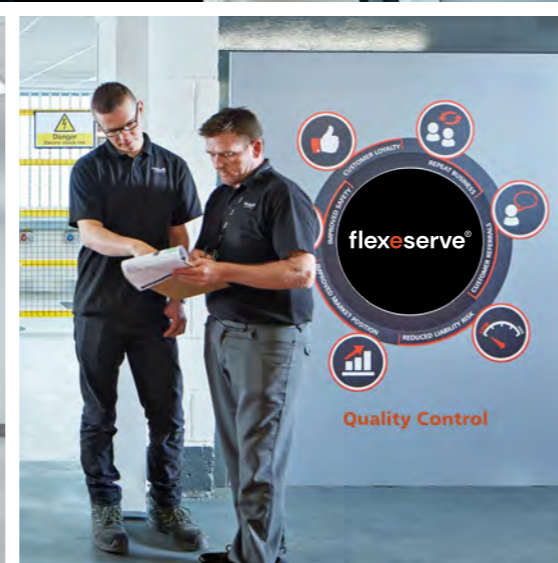
You can further enhance your Flexeserve Zone unit by adding color or branding to the end panels. Vinyl graphics can be applied directly to the glass, or the unit can be clad to match the materials and finishes of your store.

Custom veneer or graphic base board

To complement your brand and store environment, the base of the Flexeserve Zone unit can be manufactured in any RAL color, or can incorporate magnetic graphics, vinyl signage or any other materials.

Trolley bumper rail

Our trolley bumper rail will safeguard your investment and protect the Flexeserve Zone unit from potential impact with supermarket trolleys.



Manufacture and testing

We have made significant investments in transforming our manufacturing processes to ensure we meet demand, without compromising quality or safety. This commitment continues in our testing facility, where we test every unit before despatch.

Our dedicated and highly skilled workforce shares a passion for creating the best heated display units in the world. Together, we are focused on delivering a high-quality solution for all our customers.

Flexeserve Zone is manufactured in compliance with the most stringent accreditations for export to Europe, USA, Canada and fifty CB Scheme member countries around the globe. Not only is our equipment tested to the highest standard of them all, NSF, our manufacturing facility is also approved for production at this level. This provides complete assurance that Flexeserve Zone meets the requirements of strict health and safety legislation.

Within our post-production testing area, we conduct a thorough quality control process that ensures reliability. We rigorously test every unit that is manufactured, and even replicate the voltage and frequency of the destination country to ensure the unit will plug-and-play, no matter where it will be operating.



Conforms to Standard UL 197 and NSF-4. Certified to CSA Standard C22.2 No. 109.

Advancing technology with research and development

Our Research and Development team, led by our pioneering Technical Director, is pushing the boundaries of what is possible in the world of food-to-go.

Using our custom-designed and world-first Environmental Test Chamber for hot food display equipment, we are setting the benchmark. This chamber plays a key role in advancing the possibilities of what can be achieved in Flexeserve Zone.

We can simulate the conditions that our equipment is used within. This enables us to stress-test Flexeserve Zone and ensure that it can cope with the factors that may affect it. The katabatic air system pools cold air inside the test chamber and a 'car wash' system replicates wind being blown across the face of the unit from an open door or from an air conditioning unit.

With these systems, we can understand how our equipment copes with the challenges of a typical store. We monitor the performance of the unit and how each zone deals with these conditions, so we can continue to fine-tune and improve performance.

A hunger for improvement and a need to stay ahead of the market mean that we are always exploring ways of enhancing our technology. Our Research and Development team works to refine Flexeserve Zone, making substantial leaps in efficiency, reliability and quality.



Specifications



2 Tier - Countertop, Model 1000

2 Tier - Countertop

MODEL	400	600	1000
MODEL TYPE	SQUARE	SQUARE	SQUARE
HEIGHT inches	34.8	34.8	34.8
WIDTH inches	14	21.8	38.3
DEPTH inches	26	26	26
WEIGHT lb	163	190	278

ELECTRICAL INFORMATION

400 / 600 - Nema 6-15P Plug - 208V 2 Wire + Ground (1Ph), 60Hz

1000 - Nema 6-20P Plug - 208V 2 Wire + Ground (1Ph), 60Hz



3 Tier Square, Model 600

3 Tier - Floor Standing

MODEL	400	600	1000	400	600	1000
MODEL TYPE	CURVED	CURVED	CURVED	SQUARE	SQUARE	SQUARE
HEIGHT inches	59.8	59.8	59.8	59.8	59.8	59.8
WIDTH inches	14*	21.8	38.3	14*	21.8	38.3
DEPTH inches	32.6	32.6	32.6	33.6	33.6	33.6
WEIGHT lb	291	320	507	300	326	522.5

ELECTRICAL INFORMATION

400 / 600 - Nema 6-15P Plug - 208V 2 Wire + Ground (1Ph), 60Hz

1000 - Nema 6-30P Plug - 208V 2 Wire + Ground (1Ph), 60Hz

4 Tier - Floor Standing

MODEL	400	600	1000	400	600	1000
MODEL TYPE	CURVED	CURVED	CURVED	SQUARE	SQUARE	SQUARE
HEIGHT inches	73.4	73.4	73.4	73.4	73.4	73.4
WIDTH inches	14*	21.8	38.3	14*	21.8	38.3
DEPTH inches	34	34	34	33.6	33.6	33.6
WEIGHT lb	410	462.9	643.7	416.6	469.5	650.3

ELECTRICAL INFORMATION

400 / 600 - Nema 6-20P Plug - 208V 2 Wire + Ground (1Ph), 60Hz

1000 - Nema 6-30P Plug - 208V 2 Wire + Ground (1Ph), 60Hz



4 Tier Square, Model 600

Our most popular unit

Extremely versatile and operating off a normal domestic supply, the 4 tier square unit is the most popular unit for mid-size food-to-go outlets. Fitting into a variety of locations and aligning with fridge units, the 4 tiers enable an even split of full day part menu items.



5 Tier Square, Model 1000

5 Tier - Floor Standing

MODEL	600	1000	600	1000
MODEL TYPE	CURVED	CURVED	SQUARE	SQUARE
HEIGHT inches	77.5	77.5	77.5	77.5
WIDTH inches	21.8	38.3	21.8	38.3
DEPTH inches	34.3	34.3	33.6	33.6
WEIGHT lb	66.1	88.2	66.1	88.2

ELECTRICAL INFORMATION

600 - Nema 6-15P Plug - 208V 2 Wire + Ground (1Ph), 60Hz

1000 - Nema 6-30P Plug - 208V 2 Wire + Ground (1Ph), 60Hz

*Overall width 17.7" to accommodate side wing stabilising brackets fixed to castors; these can be removed once in position.



3 Tier Curved, Model 600

4 Tier Curved, Model 600

5 Tier Curved, Model 1000

One size doesn't fit all

We know this, that's why Flexeserve Zone is available in a range of shapes and sizes. You can select the unit that works for your business, premises and product range, be it a stand-alone floor unit that sits alongside your fridges – holding a wide range of savoury meals, or a smaller countertop unit filled with pastries.

With features such as double stacking you can achieve a high capacity of stock for the unit's size and, because Flexeserve Zone creates the same temperature throughout each zone, food quality is never compromised.

All product specifications and data are subject to change without notice to improve reliability, function, design or otherwise. The intention of this information is to provide a reasonable description of products, procedures and capabilities. All rights reserved.

Rear Feed specifications

Available in four sizes, Flexeserve Zone Rear Feed features rear feeding doors, so it can be operated and restocked from behind the counter.

2 Tier - Countertop Rear Feed

MODEL	600	1000
MODEL TYPE	SQUARE	SQUARE
HEIGHT inches	35.8	35.8
WIDTH inches	23.6	39.3
DEPTH inches	28	28
WEIGHT lb	227	1350
ELECTRICAL INFORMATION		
600 - Nema 6-15P Plug - 208V 2 Wire + Ground (1Ph), 60Hz		
1000 - Nema 6-20P Plug - 208V 2 Wire + Ground (1Ph), 60Hz		



2 Tier - Countertop Rear Feed Model 1000



3 Tier - Floor Standing Rear Feed Model 600

3 Tier - Floor Standing Rear Feed

MODEL	600	1000
MODEL TYPE	SQUARE	SQUARE
HEIGHT inches	54.3	54.3
WIDTH inches	23.6	39.3
DEPTH inches	28	28
WEIGHT lb	365.9	540.1
ELECTRICAL INFORMATION		
600 - Nema 6-15p Plug - 208V 2 Wire + Ground, 60Hz		
1000 - Nema 6-30p Plug - 208V 2 Wire + Ground, 60Hz		



3 Tier - Counter Rear Feed, Model 1000



flexeserve™

For further information

info@flexeserve.com | flexeserve.com

