

flexeserve Zone<sup>®</sup>  
true hot-holding | flexible merchandising

Nuttall

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



# HOT EATS & SWEET TREATS

Prepared & cooked instore today







# **Flexeserve Zone® delivers on our promise ... like no other hot food display unit.**

**With the ever-increasing consumer appetite for hot food-to-go, we recognise that demand for a diverse menu and consumer expectations are rising.**

Consumers are in search of food that is visually appealing, with a 'just-cooked' taste and texture. They expect an offering of a variety of hot products spanning the full day part menus ... breakfast, snacks, lunch, sweet treats, and evening meals.

However, many of the hot-holding solutions currently on the market fall short of what's required. Limited by their technology, other heated display units negatively affect the integrity of the food from the moment it is placed inside.

Food continues to cook because traditional hot-holding technology is unable to preserve product quality, as it creates a hostile environment. Bread products dry out, soups and stews develop a skin, and delicate products such as eggs and pastries are unsuitable in these units.

**Products in this condition cannot ensure customer loyalty and, therefore, repeat sales fall.**

The philosophy behind Flexeserve Zone® is to provide flexible hot merchandising in one unit. We achieve this with our patented air flow technology which delivers true hot-holding and enables you to hold a wider variety of products as they are intended, for longer.

# Our unique technology.

Nuttall's patented, award winning technology is the result of over 25 years' research and development within the heated display industry.

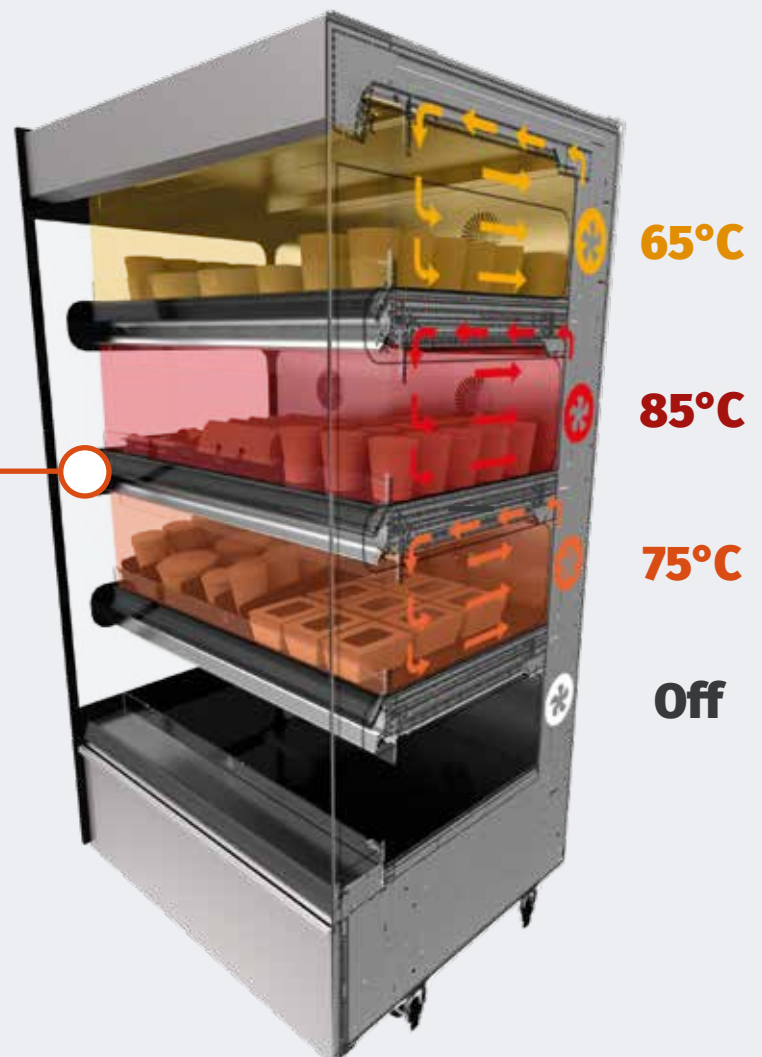
## Unique air recirculation technology

Flexeserve Zone® uses convection technology rather than relying on outdated contact heat. Hot air is continually circulated throughout the entire volume of each zone and creates a consistent and stable environment for your products.

This even distribution of air within each zone means food does not continue to cook, unlike in heated units that use conduction that acts like a hot plate. In Flexeserve Zone®, food is held at the appropriate temperature and product integrity is maintained - no hard bottoms, no soggy tops.

## Air curtains

The tight air curtains within Flexeserve Zone® retain the hot air within the unit. As well as making the unit extremely energy efficient, it also means that Flexeserve Zone® is tolerant to lower environmental store temperatures and does not allow heat to escape, which impacts store conditions.

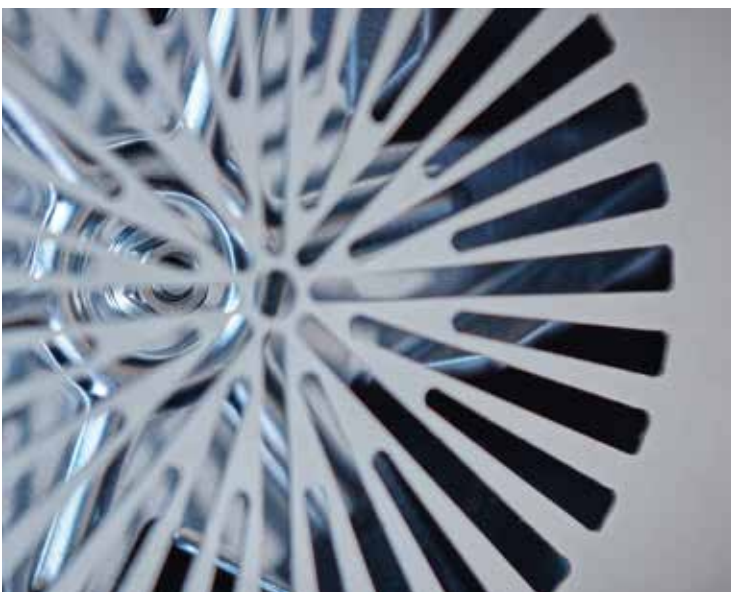






## With Flexeserve Zone®, you can ...

- Set a different temperature in each zone to suit multiple food items.
- Individually switch zones on or off, using only the energy you require.
- Truly hot-hold a wider range of products within one unit, utilising our unique, patented hot air technology.



## Zones

Each zone is individually controlled by a user-friendly control panel to create the perfect temperature for the range of 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, saving energy.

## Insulation

There is an insulated thermal barrier between each zone to prevent heat transfer from the zone above or below. The zones are also in direct contact with the double glazed end panels, further inhibiting the movement of hot air between zones. The end panels also prevent heat escaping through the sides of the unit, as well as ensuring external surfaces are safe to touch.

## Easy to clean and maintain

Flexeserve Zone® provides flat, easy-to-clean surfaces all round, as well as a range of merchandising accessories that are dishwasher safe. The unit can be simply wiped with a damp cloth and cleaned with a food safe sanitiser.

Maintenance of Flexeserve Zone® couldn't be simpler. The modular 'plug-and-play' design of the technology within each unit allows you to quickly and easily replace components with minimum disruption to service. As each zone has its own individual controller, if one was out of operation, the remaining zones work as normal allowing trade to continue.

## Environmental responsibility

We are committed to being ahead of the industry throughout our business and there is no exception with the environment. By considering a variety of factors, we work to reduce the carbon footprint of our products:

- Energy saving features.
- Reduced thermal impact on store environment.
- Reduced food waste.
- Reduced single-use plastic packaging.
- Promoting and co-developing recyclable and compostable food packaging.

## Flexeserve® Patents

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

# Benefits ... the bottom line.

**Flexeserve Zone®** offers a compelling range of benefits which revolutionise the way you serve food and run your business.

## True hot-holding

- Products held for longer.
- Core temperature consistency.
- Moisture preserving, no drying out of food.
- No sweating, no hot spots.

## Supports full day part menu

- Unique air recirculation technology enables you to hot-hold a wide variety of products.
- From 'food for now' to 'food for later', extend your breakfast offering, spice up your lunches and cater for the growing trend in evening meals on-the-go.



## Energy efficiency

- Double-glazed end panels for reduced heat loss.
- Reduced heat dissipation to the environment.
- LED lighting to each zone – energy efficient and long lasting.

## Support

- Foodservice Innovation Centre.
- Development kitchen and product testing.
- Menu development and packaging support.
- Temperature and organoleptic validation.

## Extends food shelf-life

- Product quality and temperature retained throughout the holding process.
- Cook larger batches less often.



## Individual temperature zones

- Accurate, individually-controlled temperature zones.
- Each discreet zone is thermally isolated, meaning no heat transfer.
- Hot-hold products with different requirements within one unit.

## Improved unit merchandising

- Flat shelf enables double stacking.
- Larger shelf footprint.
- Glazed end panels for improved product visibility.
- Wide range of accessories to improve capacity and product visibility.

## Safety and low maintenance

- Easy-to-use control panel.
- Robust, high-quality, plug-and-play components.
- Easy-to-clean, safe-to-touch surfaces.
- Easily manoeuvrable for cleaning and relocating.
- Integrated over-temperature fail-safes.
- Flat shelf display to reduce risk of hot liquid spillages.





## • SUPPORTING A TYPICAL DAY PART MENU •

*Hold a wide variety of food types with Flexeserve Zone®*

### **Breakfast**

Creamy porridge  
Poached egg and bean pot  
Sausage and egg muffins  
Bacon brioche  
Croissants

### **Lunch**

Burritos and wraps  
Curry and rice  
Mac 'n' cheese  
Chicken wings and ribs  
Fries and wedges

### **Dinner**

Lasagne  
Spaghetti and meatballs  
Pie and mashed potato  
Rotisserie chicken  
Burgers

### **Sweet treats**

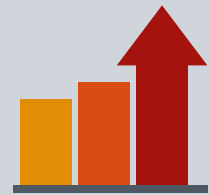
Apple pie and custard  
Warm doughnuts and  
chocolate dip  
American pancakes  
Danish pastries



**Double your soup sales by switching to grab-and-go**

### **Less waste**

Extended shelf-life  
reduces food waste



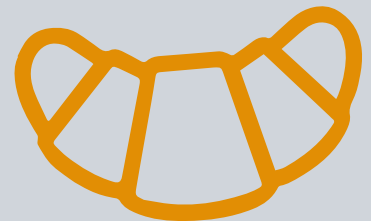
### **More sales**

Food-to-go sales  
outside of lunchtime  
are growing rapidly



### **On-the-go**

Millennials eat outside of  
the home more often than  
any other generation



**Out-of-home breakfast  
spend is the largest  
growth sector**

# 50%

**Flexeserve Zone® gives  
you up to 50% increased  
hold time**



### **Oui Chef!**

Menu support and  
development from our  
Foodservice Innovation  
Centre

# Your food ... fresh.

How do you hold the perfect toastie? Keep a croissant crisp?  
Muffins and brioche soft and springy? Poached eggs runny?  
Soup and gravy that won't develop a skin?  
Rice and porridge that maintain their texture?

Products with multiple components, such as stew with  
mashed potato, curry and rice, or creamy mac and cheese,  
will hold true and consistent.

And then the ultimate – French fries and pizza  
stay fresh and crisp for longer.

## The capabilities of Flexeserve Zone® are unrivalled.

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

The technology we have developed in Flexeserve Zone® enables you to  
hot-hold a wider variety of food that will keep your customers returning.  
You can serve products across all day parts using multiple temperature  
regimes in different zones.

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. Flexeserve Zone® is capable of doing this whilst also  
retaining the perfect texture, flavour and product integrity.











*Food for now, food for later.  
People want the freedom to  
eat anywhere, anytime.  
On the go, on the way there,  
on the way home ...*





# Increase your rotisserie availability.

**A supermarket staple and a best-selling item for many outlets, rotisserie chicken is a draw for customers and a profit centre for stores.**

The key to offering a high-quality rotisserie chicken whilst maintaining its optimum safe holding temperature, is the ability to retain moisture within the product. The unique air recirculation technology within Flexeserve Zone® achieves this in such a way that it extends your holding time beyond any other heated display unit, enabling you to cook larger batches less often and reduce food waste.

With its unrivalled merchandising capacity and ability to stack products, Flexeserve Zone® allows you to hot-hold and display a greater volume of rotisserie products. Individually controlled temperature zones also mean that you can hot-hold a wider variety of rotisserie products, including whole chickens, spicy chicken wings, BBQ drumsticks, ribs and more.

The unit can be manoeuvred easily to high footfall areas within the store to provide impulse-buy, grab-and-go, self-service merchandising – anywhere, anytime.



# Our mission is to improve the world of hot food-to-go.

As a Flexeserve Zone® customer, you'll receive an all-encompassing service. You'll benefit from our significant range of investments we have made in order to provide a complete solution.

The process to ensure that your food performs as it should within Flexeserve Zone® involves finding the perfect composition of five key elements ... product, operation, cook method, packaging and the Flexeserve Zone®. Our specialist on-site Development Chef will refine these fundamental factors for you to ensure your concept launches successfully.

Our state-of-the-art Foodservice Innovation Centre is the perfect place for you to research and develop products alongside our Development Chef. Here you can test all options to create the solutions needed to realise your menu aspirations.

The facility incorporates a range of cooking formats from combination and convection ovens to regeneration and commercial microwaves, as well as a modern cooking line. We also have a guest oven space so we can mimic your current operation as closely as possible.







### **The whole 'package'**

The key to preserving many food items and preventing moisture loss is to create the correct micro-climate within the packaging itself. The most appropriate packaging is determined by the ingredients within the dish, the ideal eating experience for the consumer and the target shelf-life.

Working together with packaging manufacturers, we create innovative packaging solutions as well as utilising off-the-shelf options to best suit each product. Through our innovative approach to packaging, equipment, menu development and in-store operations, we will help you to surpass customer demands.

We are also proactive in our selection of fully recyclable or compostable materials and are striving to avoid single use plastics.

### **The 'recipe' for success**

The chemical composition of foods in a heated display unit, particularly in food staples such as pasta and bread, is the foundation on which food will or won't be able to be preserved at satisfactory serving conditions. We have the knowledge of the ingredients that keep bread soft and springy, prevent pasta absorbing moisture and keep French fries crisp.

*"Through our innovative approach to packaging and the menu development services we provide, we help you to surpass the demands of your customers."*

# Make the most of your product display.

We have developed a range of accessories for Flexeserve Zone® that improve visibility, and increase both capacity and operational efficiencies.

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

## Merchandising Rack – Narrow

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



## Merchandising Rack – Standard

Perfect for displaying breakfast sandwiches, paninis, wraps and burritos. Double your product volume and improve visibility with one accessory.



## Angled Merchandising Insert

Angle products towards the customer's view to showcase colourful foods and create more visual impact.

## Dividers

Use the handy dividers to separate different foods on the angled merchandising insert. Highlight a clear divide between offers such as sweet or savoury, vegetarian or meat products or foods that suit special dietary requirements.

## Merchandising Tray

Merchandise your products back-of-house for an efficient way of filling 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.



## 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.



For the full range of accessories, visit our website, [www.flexeserve.com](http://www.flexeserve.com)



# A unit to suit you ...

## Customised header

The Flexeserve Zone® unit can be customised to maximise 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 utilised 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 colour requirements to enhance the overall appearance.

## End panel graphics

You can further enhance your Flexeserve Zone® unit by adding colour 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.

## Ticket edges

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

## 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 colour, or can incorporate magnetic graphics, vinyl signage or any other materials.





# Advancing technology with research and development.

Using our laboratory, we can simulate the thermal environments in which our units may be placed, and evaluate the performance of each of your products within a Flexeserve Zone® unit.

Our team, led by our world leading design engineer, builds and tests new retail food-to-go concepts for our clients, to map out the physicality of the sales process and simulate the exacting conditions of their particular serving environment.

A thirst for improvement and a need to stay ahead of the competition mean that we are always looking for ways to enhance our units. Our research and development team works to refine our technology, making advances in efficiency, reliability and quality.



# Manufacture and testing.

**We have invested greatly in our assembly lines to ensure we meet demand without compromise on quality or safety. This commitment continues through our testing area, where we test every unit before despatch.**

Our dedicated and highly skilled workforce shares our passion for creating an ethical and effective product and, together, we are focused on delivering a high quality service for you. Within our post-production testing area, we have implemented a quality control process that ensures reliability.

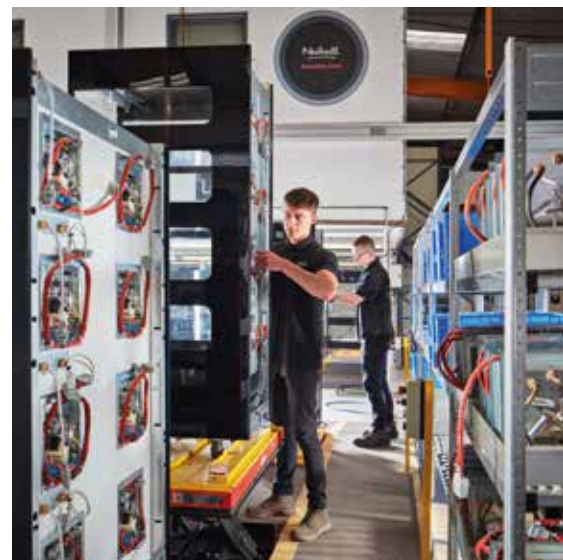
We make a point of being thorough. We rigorously test a variety of factors, including the impact of 'cold aisle syndrome' on our units, and the ability of Flexeserve Zone® to achieve uniform heat distribution across every product on the shelf. We're transparent on testing, and will provide all test data on request.




Compliance / approval to standards  
UL 197, CSA C22.2 No.109.



*"We are pioneering the techniques and standards within this industry, with the world's only cold testing lab for hot-hold units."*

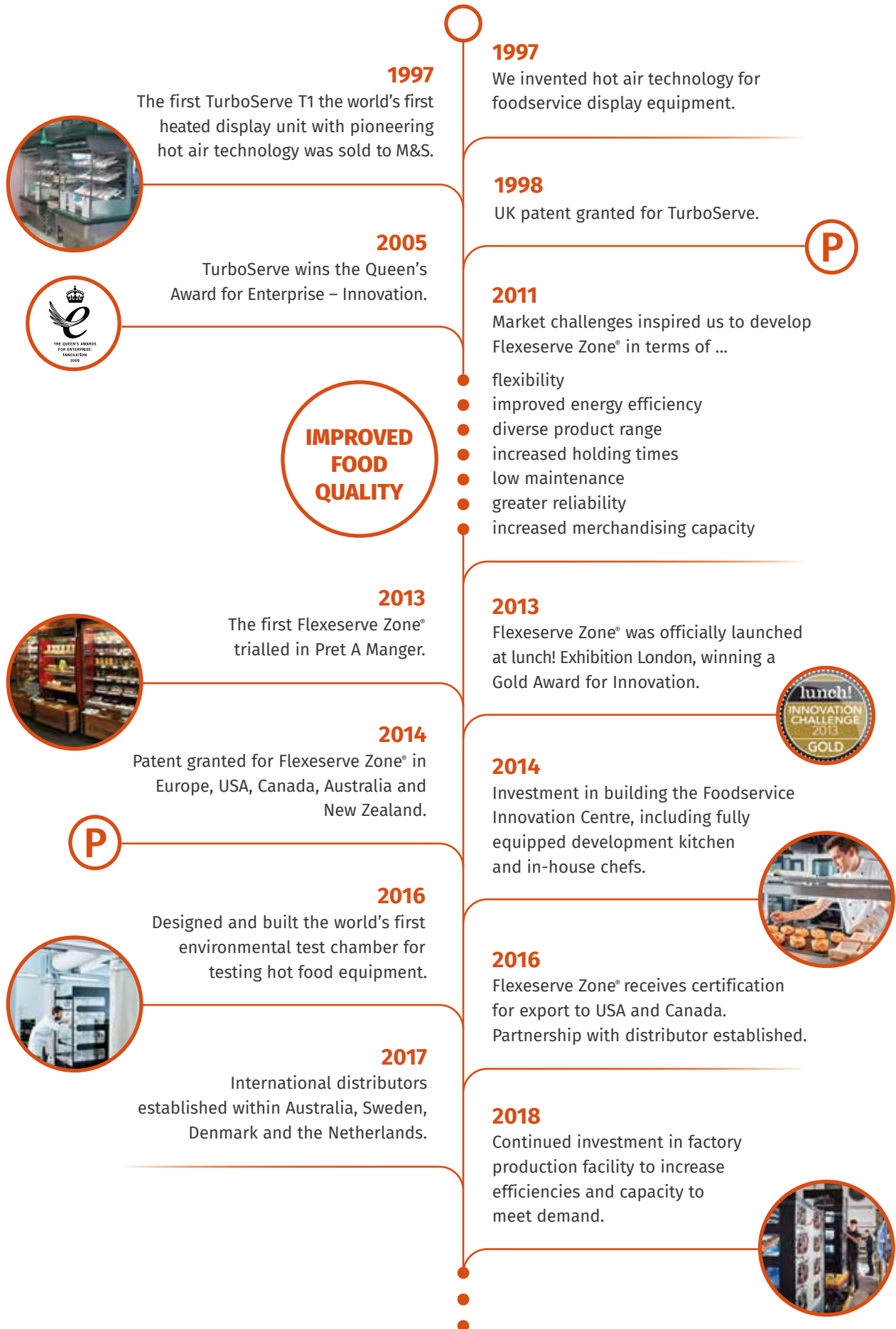






**Flexeserve Zone<sup>®</sup>  
is the pinnacle of  
25 years' work in  
heated display units.**

# Evolution of Flexeserve Zone®



Today we embrace new markets, new channels, new countries, new products ...  
we created the technology and continue to take high quality hot food globally.



# Specifications.



2 Tier Countertop, 600

## 2 Tier - Countertop

MODEL	400	600	1000
MODEL TYPE	SQUARE	SQUARE	SQUARE
HEIGHT	884mm	884mm	884mm
WIDTH	356mm	556mm	975mm
DEPTH	660mm	660mm	660mm
WEIGHT	74Kg	86Kg	126Kg

### ELECTRICAL INFORMATION

400 / 600 / 1000 - 13AMP Single Phase

## 4 Tier

MODEL	400	600	1000	400	600	1000
MODEL TYPE	CURVED	CURVED	CURVED	SQUARE	SQUARE	SQUARE
HEIGHT	1865mm	1865mm	1865mm	1865mm	1865mm	1865mm
WIDTH	356mm*	556mm	975mm	356mm*	556mm	975mm
DEPTH	865mm	865mm	865mm	855mm	855mm	855mm
WEIGHT	186Kg	210Kg	292Kg	189Kg	213Kg	298Kg

### ELECTRICAL INFORMATION

400 / 600 - 13AMP Single Phase or 16AMP 3 Phase

1000 - 32AMP Single Phase or 16AMP 3 Phase



4 Tier Square, 600



5 Tier Square, 1000

## 5 Tier

MODEL	600	1000	600	1000
MODEL TYPE	CURVED	CURVED	SQUARE	SQUARE
HEIGHT	1970mm	1970mm	1970mm	1970mm
WIDTHS	556mm	975mm	556mm	975mm
DEPTH	873mm	873mm	855mm	855mm
WEIGHT	220Kg	295Kg	223Kg	298Kg

### ELECTRICAL INFORMATION

600 - 16AMP Single Phase or 16AMP 3 Phase

1000 - 32AMP Single Phase or 16AMP 3 Phase

## 3 Tier

MODEL	400	600	1000	400	600	1000
MODEL TYPE	CURVED	CURVED	CURVED	SQUARE	SQUARE	SQUARE
HEIGHT	1520mm	1520mm	1520mm	1520mm	1520mm	1520mm
WIDTH	356mm*	556mm	975mm	356mm*	556mm	975mm
DEPTH	830mm	830mm	830mm	855mm	855mm	855mm
WEIGHT	132Kg	145Kg	230Kg	136Kg	148Kg	237Kg

### ELECTRICAL INFORMATION

400 / 600 - 13AMP Single Phase

1000 - 32AMP Single Phase or 16AMP 3 Phase



3 Tier Square, 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.



3 Tier Curved, 400



4 Tier Curved, 600



5 Tier Curved, 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 a consistent temperature throughout each zone, food quality is never compromised.

*\*Overall width 450mm to accommodate side wing stabilising brackets fixed to castors, these can be removed once in position.*

*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.*





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**Let's talk**

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**Nuttall**