

## Award winning café chooses ANSUL® R-102

### Case Study



Customer:  
**The Real Food Café**

Region:  
**Tyndrum in Perthshire,  
United Kingdom**

Product Solutions:  
**ANSUL® R-102 Restaurant  
Fire Suppression System**

### Profile

The Real Food Café in Tyndrum, Perthshire opened in 2005, on the site of a former Little Chef. The café is a popular fish and chip restaurant with locals and is a welcome stop for tourists making their way to Fort William, Argyll or the isles of Skye and Mull.

Owner Sarah Heward takes great pride in sourcing the very best of local ingredients and ensures its fish comes from sustainable stocks in the North East Arctic. This attention to detail has helped it build its strong reputation and win a number of awards including recognition in the National Fish and Chip Awards.

The Real Food Café has a staff team of 25, supplemented by seasonal workers at peak times, who can serve more than 1,500 customers on a busy day.

### Scope of Works

The restaurant's internal design includes a semi-open kitchen adjacent to the seated customers, reflecting its previous use as a Little Chef.

The potential advantages of installing a fire suppression system first came to the attention of owner, Sarah, when she attended a trade show and learnt how such a system can extinguish a fire quickly and efficiently.

Restaurant manager Colin McGeoch, who is also a part-time fireman, is acutely aware of the fire hazard of using open ranges and the hot oil needed to cook the fish and chips:

"We have always placed great emphasis on giving all permanent and seasonal staff training and advice to prevent and deal with flash points and oil fires.

No matter how many precautions you take, you are never sure how individuals will react if a fire happens. As a public facing business we have to be confident we can deal with an incident quickly and efficiently.

Having seen how the fire suppression system could make our working environment safer, there is no doubt that the decision to install a system was the right business decision for us."

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## Peace of mind with Wrapped Insurance



### Benefits at a Glance

- Cools grease and surrounding cooking surfaces
- Rapid flame knockdown
- Helps prevent reflash
- Aesthetic design complements kitchen decor
- Non-corrosive agent

**“This has been reflected in lower insurance premiums so that over time the savings made will see the system pay itself.”**

### Solution

ANSUL R-102 Fire Suppression System was specified for the Real Food Café and it was installed during the week the café closes for its annual refurbishment. The system has discharge nozzles positioned above each open pan and the extract duct. An automatic detection system will depress a fire using a low pH liquid fire suppressant to knock down the flames and cool hot surfaces while a tough vapour-securng blanket prevents any re-flash.

### Benefits

R-102 Kitchen Fire Suppression Systems are designed to extinguish fires quickly and efficiently.

“It is dangerous working with hot oil and incidents escalate quickly. No matter the training staff receive, the reality is people panic when situations happen and can forget what they are taught.

“Should there be a fire we know it will be out quickly so reducing damage and importantly limiting exposure to danger for staff and customers. If an incident does occur, disruption to the business and, hence cash flow, will be minimised. The worst case scenario is likely to be we would be closed for a day while we clean up,” added Colin.

The installation of the R-102 Fire Suppression System has also reduced the Real Food Café’s insurance premiums with Wrapped, an insurance policy specialising in the fish and chips sector.

“I have heard several alarming stories of insurance claims being declined simply because the policy bought was a general restaurant policy providing inappropriate cover,” said Colin. “In the case of Wrapped, it’s the only policy that actually reflects the day-to-day working practices of the industry.

**“It has given a safer environment for our employees and, above all, customers while we can have the peace of mind to focus fully on running the business.”**

“This has given me much more peace of mind and I also get regular reminders to get all those essential jobs done, like duct cleaning, that are so easy to forget. Wrapped, along with the ANSUL system, makes my business safer.

“This has been reflected in lower insurance premiums so that over time the savings made will see the system pay itself.”

Colin summarised: “Installing the fire suppression system means we have been able to make savings in time spent in providing fire training. It has given a safer environment for our employees and, above all, customers while we can have the peace of mind to focus fully on running the business.”

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