



Costcutter[®]

reducing waste and saving energy

Brunel University own and operate a very popular Costcutter store, serving the needs of the university's staff and students. The retail team are focussed on providing excellent customer service and good quality, value for money products, without the inconvenience of having to leave campus. It's a busy shop, open for 15 hours a day midweek, and from 9.30am to 7pm at the weekend. The store, measuring 1600sq ft, processes a whopping 750k transactions a year!

Over the summer and particularly during hot weather, the 25.6m of Arneg open chillers were breaching the temperature threshold recorded by the data loggers, and frequently setting off the chiller alarms. This, alongside chiller breakdowns, triggered food quality concerns and caused food wastage. Often, the retail team had to move products around when chillers failed – a frustrating outcome for their regular customer base, who had to search out their usual grab and go purchases.

In August 2024, Head of Retail at Brunel University, Arnaud Leudjou turned to the Costcutter brand for advice. They suggested that DoubleCOOL retrofitted fridge doors could be the solution. After an initial chat with Zoe, a site survey was undertaken, and a proposal was made to install 41 Swing1 doors to the open chillers. Recognising that the benefits of the DoubleCOOL solution outweighed the capital cost, purchase approval was gained from the university, to solve the chiller temperature issues, improve food quality and customer satisfaction.



Despite some hesitation about the potential bottlenecks the hinged doors could cause, as the aisle width is only 1m wide and the doors are 60cm, it was decided to proceed with DoubleCOOL, with a caveat that they could always remove any doors that hindered customer flow.

During mid-October, the understanding and flexible DoubleCOOL installation team fitted the doors over a weekend when the store was less busy, to minimise impact on shoppers. By Monday morning the store opened as usual, with warmer aisles and sleek new-looking fridge doors. So sleek, that one university staff member asked, "How did you manage to get the budget to install new chillers?". The answer was that they hadn't, it was simply that the DoubleCOOL doors made the chillers look brand new!

As campus energy costs are centralised, it's difficult to ascertain exactly what the cost savings are, but Arnaud considers the decision to install DoubleCOOL doors as a "no brainer". The anticipated bottleneck issues were not realised, as shoppers instinctively move towards the chillers when using the doors, without hindering customer flow and all 41 smart new doors, remain in place.

Since installation, the store hasn't experienced any chiller breakdowns, fridge temperatures have remained constant, food wastage has reduced and customers are happy to shop without the chiller alarms ringing, and their favourite chilled products constantly moving locations. The DoubleCOOL doors have absolutely solved the chiller issues and have given them a new lease of life, pleasing the retail team and customers alike.



The installation of DoubleCOOL doors has truly revitalised our chillers. Before we made this upgrade, the temperature of our chillers would fluctuate unpredictably relative to varying weather conditions, making it challenging to keep our chilled food items within the necessary legal temperature limits, especially on hot days. However, since the installation, we've experienced a remarkable stability in our chiller temperatures. Both our staff and customers have noticed another benefit: the doors help maintain a more comfortable temperature on the shop floor. I am also eager to see how this improvement will positively affect our utility consumption rates moving forward. The installation process itself was incredibly smooth, thanks to Zoe and her dedicated team. They went above and beyond to ensure the project was completed on time and to the highest standard. Overall, the transformation has been outstanding!

Arnaud Leudjou
Head of Retail, Brunel University



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