



**A shortage of skilled workers in the refrigeration sector –**  
The industry is facing major challenges. Let's tackle them!



## Dear Reader

A demanding year is coming to an end. Not only are we being delayed by the coronavirus, but also by a procurement crisis that we have never experienced before in our company's history.

Excessively long delivery times or missing deliveries of important components cause a considerable amount of coordination work.

The shortage of the following components has kept us in suspense for at least six months:

- Chips & Relays – have repercussions on the availability of electronic components. This bottleneck in electronic components is unfortunately set to continue in 2022. You can read how our partner Wurm Systeme is coping with the situation on pages 04/05.
- Plastics – affects frequency converters and cable
- Coils & sensors – effects on refrigeration cabinets
- Injection valves – delivery time of up to 60 weeks
- Frequency converters – expansion to a four-supplier strategy

Despite all these challenges, we have been able to find solutions for your orders. Close coordination between you, our departments and suppliers, increased stock levels and predictable forecast figures have contributed to delivery reliability. We will continue this strategy in 2022.

The situation is new for all of us and we will need to draw on considerable strength, perseverance and continued good, partnership-based cooperation.

Nevertheless... Christmas is just around the corner! Take the opportunity to recharge your batteries and spend some peaceful days with your loved ones.

Best wishes for the New Year – hopefully a year that will be less frantic. We look forward to hearing from you in 2022 and, if at all possible, meeting you again in person.

  
Edgar Holzhäuser

  
Andreas Meier

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# This is affecting everyone...

The procurement crisis is also keeping our partner Wurm Systeme in suspense

Article from the Wurm magazine FRESH UP 02 2021  
(published in summer 2021)

## Ongoing procurement crisis for materials and components is also affecting our production facility

In fact, the material bottlenecks for components, raw materials and accessories have occurred at a level far exceeding past cyclical waves of demand (allocation). There has never been a time when so many companies both worldwide and industry-wide have been affected; even the listed "big players" have had to stop some of their production. There has never been a time when the supply of so many different materials has come to a halt, if not to a standstill, so that even cables are hardly available for our switchgear construction, for example. And there has never been a time when the world economy has been hit by so many different exceptional events as it is now – from the pandemic and its consequences to Brexit and the booming Asian economy.

Thanks to its high stock policy (something not typical in the industry) Wurm can ensure its deliveries, and we have thus been able to supply anticipated allocation phases. But, as with almost all market participants, our room for manoeuvre is now drastically limited in the aggravated situation. Since the ability to deliver (and price reliability) for our customers and partners takes top priority at Wurm, we are pulling out all the stops to keep the effects as low as possible for you. Whether through continual demand analyses in exchange with you, through constructive adjustments in our development department or situation-dependent prioritization of the production lines.



Zur FRESH UP:

[www.wurm.de/en/freshup-22021](http://www.wurm.de/en/freshup-22021)



Operations Manager Marius Kurtz has been with Wurm since 2011 and ensures that all relevant processes in the entire company function smoothly and are optimised if necessary. With his in-depth knowledge of all areas of the company, in this interview he answers questions about the coronavirus effects on Wurm:

**The critical procurement situation harbours so many unpredictable influencing factors. So how is Wurm dealing with this?**

A high degree of creativity and flexibility is required. If well-established processes are not working, we try to find the best possible solution. If, for example, a certain component is unavailable, other parts of the same design must be found to match. If a supplier fails, we have to procure new sources. Support from colleagues at Bitzer China, who provide us with direct access to the manufacturer, is therefore all the more valuable. Nevertheless, with some devices, our hardware development needs to produce redesigns under tight time pressure. This is how we are able to use components with different technical properties but that have the same high quality and reliability.

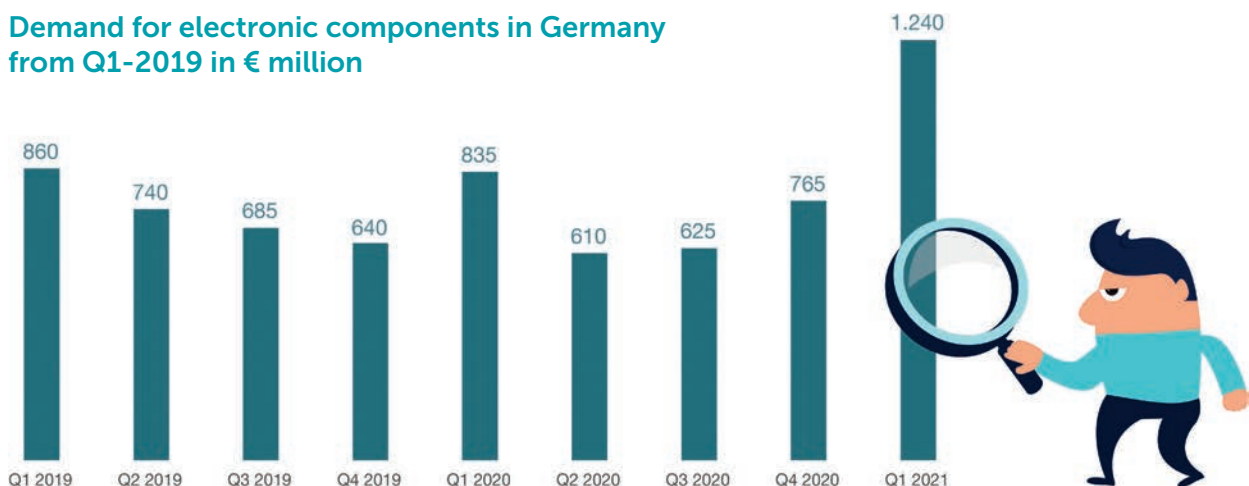


**How can one still plan and act with so many international imponderables?**

At present, this is more difficult than ever. For example, the coronavirus is also affecting the sales situation: Since the demand for preliminary products has drastically increased due to the pent-up demand, some of our competitors are no longer able to deliver. At Wurm we are therefore seeing significantly higher demand, but this demand is not predictable in the least. In addition, due to the pandemic, we have had to significantly reduce the number of jobs in switch cabinet construction in order to meet the safety margins. To compensate for this, we have rented an additional production area in Remscheid. All this taken together means an enormous logistical challenge with a significant increase in coordination effort. We have to be even better at planning what, where and when we will produce – and react flexibly at any time if the situation requires it. Unfortunately, due to the coronavirus, we often have to be reactive rather than proactive. In addition to the overall tension, solution-oriented work demands a great deal from each individual.

We very much hope that the situation will ease noticeably once again in the coming year – and that we can concentrate once more on the further development and new development of products. Because we would far rather tell you about our exciting new products.

### Demand for electronic components in Germany from Q1-2019 in € million



# Carrefour e-Commerce Centre

## ROXSTA G6 cools an innovative distribution centre in Belgium

For Belgian consumers, e-commerce in groceries is not just a coronavirus-related trend, but has become a genuine habit. In response to this exponential growth, Carrefour Belgium announced in September 2020 that it had entered into an exclusive partnership with international company Food-X Technologies Inc. in order to benefit from their cutting-edge software. By 2026, Carrefour aims to advance its digital strategy and triple its sales in the e-commerce sector to 10 billion euros.

In May 2021, the company announced a new milestone in the development of its e-commerce: a brand new distribution centre for online orders in Willebroek (Belgium). This new, semi-automatic warehouse with an area of 8,350 m<sup>2</sup> has capacity for more than 5,000 orders with around 16,000 items per day. Customers can do their shopping online and have their goods delivered to their home or to one of the 230 drive-in collection points.

The distribution centre is not only characterized by its size, but also by its innovative character: the receivers that are used to pick the orders run automatically on a conveyor belt and are durable and reusable. The online orders via the web shop are picked into these boxes by the Carrefour staff. This is not done automatically by a robot system, but by hand and is divided into product areas in which the individual packing steps take place. Using one person to put the orders together would not be efficient. The goods are then collected on large loading ramps via the sender.

### Refrigeration Technology Implementation

In April 2021, the commissioning of the refrigeration technology took place at our Belgian partner Sabcobel. The ROXSTA G6 – built into the housing – and the gas cooler with water sprinkler system are installed outside the building.

The CO<sub>2</sub> refrigeration unit cools three large normal cold rooms (total 1,072 m<sup>2</sup>) and a low temperature room (324 m<sup>2</sup>). Special features of the unit are heat recovery, integrated hot gas defrosting and a liquid separator in the LT suction line.



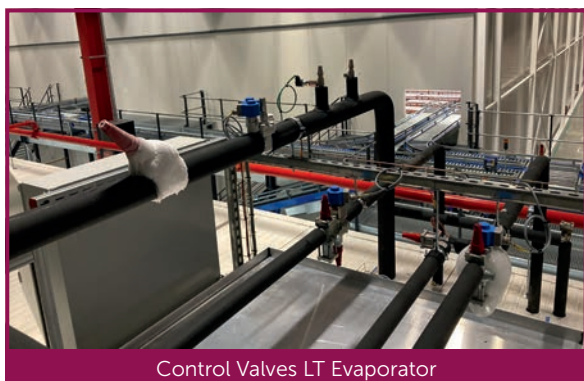
Adiabatic Gas Cooler & ROXSTA G6 in housing



## Hot Gas Defrosting

In this project, a special hot gas defrosting system is used, which is fed by the MT compressors. Here, the hot gas is first expanded to a lower pressure in order to maintain the engineering design pressures of the evaporator. The hot gas is then fed through the low temperature evaporator and the corresponding drip pan during the defrosting cycle, where it condenses at a constant +10 °C. The liquefied gas is returned to the medium-pressure tank via a constant pressure valve. The entire latent amount of heat in the refrigerant (CO<sub>2</sub>) can be used to melt the ice quickly and efficiently. The additional components are adapted in the form of another module on the side of the multi compressor system and are controlled in a demand-based manner by the main controller of the refrigeration unit.

*Continued...*



Control Valves LT Evaporator

## Description of the system technology

### Numbers & Facts

- Total surface area of the warehouse 8,350 m<sup>2</sup>
- Capacity for 5,000 orders per day
- 16,000 items per day

### Cold Rooms

- 3 MT rooms – total area 1,072 m<sup>2</sup>
  - Packaged goods 2-4 °C
  - Fruit & vegetables 12 °C
  - Fruit & vegetables 2-4 °C
- 1 Cold room -21 °C – area 324 m<sup>2</sup>

### Refrigeration System

- ROXSTA G6 in soundproof housing
- Refrigerant R 744 (CO<sub>2</sub>)
- **Medium temperature cooling**  
4x Bitzer Compressors  
(1<sup>st</sup> Comp. with FC / incl. Parallel Comp.)  
175 kW (to -8 °C / t<sub>GC</sub> out 42 °C)
- **Low temperature cooling**  
3x Bitzer Compressors  
(1<sup>st</sup> Comp. with FC)  
40 kW (to -33 °C / t<sub>c</sub> -8 °C)

### Technical Features

- Heat recovery COOL2HEAT (MT/LT)
- Hot Gas Defrosting
- LT Liquid Separator
- Parallel Compression
- Lead Compressor frequency-controlled
- Adiabatic Gas Cooler

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## LT Liquid Separator

In order to protect the low temperature compressor from any remaining liquid when the evaporator is switched on again following a defrost cycle, the suction line is also provided with a liquid separator. The liquid contained in the suction vapor is separated in the separator and can safely evaporate.

## Heat Recovery

The waste heat from normal cooling operation is fed into the cleaning unit of the picking boxes for use as process water. The heat recovery of the low temperature operation is used to heat the ventilated floor of the LT cell. This prevents the condensation of humidity below the cold room and protects the foundation.

## Adiabatic Gas Cooler

The gas cooler with water sprinkling system increases the efficiency in transcritical operation during the summer. This regulates the flow of water in such a way that no more water is required than can be absorbed by the air. This reduces water consumption to an optimal minimum and exempts from further technical measures according to the Water Resources Act.

## About Carrefour Belgium

In Belgium, Carrefour has 786 stores with a total of 11,300 employees in various formats: Hypermarkets, supermarkets, express convenience stores and 230 pick-up points.

In addition, Carrefour aims to lead the way in changing diets for everyone with its **Act For Food** program. The group is committed to taking concrete measures to protect the environment and ensure access to quality food for all.

In spring 2021 Carrefour Belgium signed the government's **9th Green Deal** – an initiative of associations dedicated to the reduction of fluorinated gases in supermarkets and grocery stores. Since sustainability is a central part of the company's strategic decisions, it was only natural that Carrefour Belgium would get involved and sign the agreement.

Carrefour Belgium –  
Commitment regarding  
Climate Change:



www.carrefour.com/en/csr/commitment/reducing-ghg-emissions





# Trade Fairs 2021

## Once again live and in real life!

We were not expecting any live events in 2021. And then suddenly three trade fairs, which had originally been planned for 2020, took place in November.

### Refrigera, Bologna

We started with Refrigera in Bologna from 3<sup>rd</sup> to 5<sup>th</sup> of November. The event revolved around everything related to the entire production chain of industrial, commercial and logistic refrigeration technology.

Our colleagues Alberto Caccia and Roman Weingart had interesting discussions with many customers from the industrial sector. These customers currently mainly use ammonia or F-gas units and they showed great interest in CO<sub>2</sub> technology.



### Gulfood Manufacturing, Dubai

Then we were off to Dubai. At Gulfood Manufacturing from 8<sup>th</sup> to 10<sup>th</sup> of November, TEKOPRIMA presented solutions with natural refrigerants at the shared stand of the German Pavilion. There seems to be a significant rise in market interest and market need for it – we received many inquiries about the refrigerant CO<sub>2</sub>.

### SIFA, Paris

The last stop on our trade fair trip took us to Paris. From 16<sup>th</sup> to 18<sup>th</sup> of November, we met customers and interested parties at SIFA – THE French trade fair for everything related to refrigeration, air conditioning and thermodynamics.

The fair was a stunning success – because, as is customary in France, it was finally possible to again have personal conversations "at a table". Hassan Abbou and Roman Weingart took advantage of the opportunity to talk to customers about ongoing projects, exchange ideas about future projects and also win over new interested parties to our CO<sub>2</sub> solutions.



# The TEKO team

## New colleagues



**Patrick Heiß** started as **Project Manager for Internal Logistics** at TEKO in January 2020. In this function, he analyses and optimises processes, interfaces and procedures in the internal logistics area. In May 2021 he also took over the **Operational Management of External Logistics**.

Before joining TEKO, Mr. Heiß was already 10 years in the forwarding world. He has immense know-how in the field and is therefore a great asset to our team.

Incidentally, he is following in the footsteps of a real TEKO veteran: **Tahir Saadat**. This started in 1979 at Prestcold GmbH, from which TEKO GmbH emerged in 1982. 42 years later he said goodbye to his position as logistics manager and went into well-deserved retirement... almost!

Mr. Saadat will stay with us for a while to look after some OEM customers. Fortunately, it's not a real farewell yet.

**Dominik Bielefeld** has been supporting our team on the **Technical Support Wurm Hotline** since January 2021. Its main task is to provide technical advice via the Wurm hotline with a focus on Wurm control for CO<sub>2</sub> units.

He has 17 years of experience in refrigeration technology and has already worked in various areas: as a refrigeration system builder, foreman, service technician, commissioning technician, project management, internal service, hotline, project planning & sales... Who could be better suited for this job?



In March 2021 **Manuel Ruopp** started his activities in **After Sales Service**. Here he is primarily responsible for quality assurance, commissioning support and customer support.

The trained refrigeration system builder and state-certified refrigeration technician previously worked for a refrigeration specialist as a service fitter and in the technical planning and assembly of refrigeration systems. He thus knows the needs of our customers firsthand and can provide them with the optimal response.



Get to know your new colleagues:

[www.teko-gmbh.com/news-portal/en/category/team](http://www.teko-gmbh.com/news-portal/en/category/team)



**Felix Brosch** has been working as a **Technical Employee in the field of Work Preparation** since April 2021. Here, among other things, he is responsible for processing internal operating orders. That means: Creation of parts lists, work plans and variant kits for series and special systems. He is also the point of contact for colleagues from production and other areas – especially when it comes to technical issues.

With his technical background, he is ideally suited for the position. He has completed training as an industrial mechanic with subsequent further training as a state-certified technician – specialization: Machine technology.

**Natchapol Chogratin** has been part of the TEKO team since May 2021. He comes from Thailand and will be trained as a **CO<sub>2</sub> Specialist** at TEKO over the next two years. His main task here is technical support.

He also completed a major part of his training in the field of technology development. The aim is to provide him with comprehensive know-how about the refrigerant CO<sub>2</sub> – from calculations technology, unit design, and customer advice – to be able to subsequently transfer this knowledge onto the Thai market.



In June 2021 **Elena Muhin** started as **SQL Programmer** in our new area "Automation". Through her studies with a degree in Business Mathematics B. Sc. – Analysis, stochastics, programming, she is the ideal addition to the team.

Ms. Muhin is responsible for maintaining and expanding the TEKO calculation tools. This includes the constant implementation of new functions and series products. She also takes care of the automation of internal workflows and handling processes.

The subject of "training" is a matter close to our hearts. We are all the more pleased that every year young people start on their career path at TEKO – and in 2021 five started at the same time! This was not only a new phase for the trainees and students, but also for TEKO. After all, we have expanded our range of training and study programmes and are providing training in new areas.

## Training at TEKO



Apprentices (from left): Alicia Ciotta, Nick Volz, Michelle Eckers

**Nick Volz** is also doing an apprenticeship as an **Industrial Clerk** – in combination with a **Joint Degree in Innovation Management BA** at the BGBA Hanau ([www.bg-ba.de](http://www.bg-ba.de)). The prospective Innovation Managers learn to act as a link between research, technical development, production, marketing & sales, controlling and corporate management and successfully develop innovations in the company.

**Alicia Ciotta** began her commercial training as an **Industrial Clerk**. This is very varied – the trainees go through all job-relevant areas, which provides them with a comprehensive insight into the entire company and they can discover for themselves what is most important to them.

**Michelle Eckers** started her apprenticeship as a **Technical Product Designer**. This is the first time we are offering this training. It covers, among other things, the creation of technical documentation, computer-controlled construction of 3D models using CAD programs, materials science and industrial design. This training includes a technical aspect – all designs must be feasible in production of course. That is why constant communication with the areas of work preparation, production and product management forms a crucial part of this job. Ms. Eckers switched directly to the second year of training in December and shortened her training by at least a year.



Since mid-November we have been training **Jan Arnold** to become **IT Specialist for System Integration**. In the second year of his apprenticeship, Mr. Arnold moved from another company to TEKO in order to complete his training with us. The job revolves around the planning and configuration of IT systems – this is extremely important, not least in view of the advancing digitization. And having another sector specialist on-site is ideal for TEKO.

# The TEKO team

## Trainees & Students

### Joint studies

In addition to commercial training, the development of the refrigeration industry is of course extremely important to us – because we are all conscious of the ongoing shortage of skilled workers in the refrigeration and air conditioning sectors. This is why we offer the 3-year **joint study program leading to a Bachelor of Science – Refrigeration System Technology**. In October **Florian Roos** began studying at the European Study Academy for Refrigeration, Air Conditioning and Ventilation (EsaK), which alternates with practical phases at TEKO. In this way, he can put his theoretical knowledge directly into practice and internalize it.



In January 2021 it was that time again: End of training and examination time! **Denise Ritschel** and **Jana Schäfer** both shortened their training as industrial clerks from three to 2.5 years and passed their exams with flying colours. We are pleased that both of them will remain part of the TEKO team and will support us in different areas immediately after their training.



After completing her training, **Jana Schäfer** started working in sales (quotation and order management). In her position, she is the direct contact person for our customers, creates offers, records orders and takes care of all other issues that involve order processing.

**Denise Ritschel** was able to gain a lot of experience in financial accounting in the last few months of her training and was then permanently taken on in this area. In addition to asset accounting and recurring bookings, she is responsible for travel expenses and credit card accounts as well as cash management.



# New specialists for the refrigeration industry

## Interview with ENT-TRO GmbH

Skilled workers in the refrigeration industry are in short supply. The job description for Mechatronics Technician for refrigeration technology is poorly known and does not exactly rank in top position for apprenticeships in demand. So we, in the industry, still have our work cut out to improve this situation.

Our long-term customer and partner ENT-TRO GmbH has recognized this and is active when it comes to training for Mechatronics Technicians for refrigeration technology. Find out more about their activities in this area in the interview with Managing Director Thomas Vian.



Holger Schemm and Thomas Vian  
(Managing Directors ENT-TRO GmbH)

that rarely happens. We directly address 60 percent of the people who walk past us – even if it is just to say something like “Don’t you want to learn about something really cool?”. We also often talk to the parents of the young people. This is very effective as they usually have a great

influence on their “children”.

### Since when has ENT-TRO been training?

For all intents and purposes ENT-TRO has been training people since the company was founded in 1995. But from 2010 to 2015 we only had a few trainees. For this reason, we have been actively looking for trainees since 2015.

### How many trainees do you currently employ?

We currently have nine young men training to become mechatronics engineers for refrigeration technology – that is, three apprentices per apprenticeship year. Out of 40 employees, that’s not a bad proportion. By the way, every year we are newly motivated to take on board a young woman for the apprenticeship. Unfortunately we have not been successful so far... but we are not giving up. ☺

### You said “active trainee search”. What does that mean? Where do you find your trainees?

We attend regional training fairs three to four times a year. It quickly became clear to us that there was no point in just standing there and hoping that the interested parties would come up to you of their own accord...

Once or twice a year we take part in the training day at a secondary technical school in our area. As a rule, we take on board one trainee here per year of apprenticeship.

### If someone is interested in the job, what happens next?

Anyone who is interested in the job can do an internship with us. Usually three to five days are enough to get the interns keen as mustard. This is almost certainly also due to the fact that we have a really great team of trainees and employees.

### You have been very active in social media his year. How did it come to this?

Given that no training fairs have been able to take place during the coronavirus and since social media is in any case interesting for the younger generation, we created profiles on Facebook and Instagram. We also shot a training video and advertised it on Facebook, and within a very short time we had 25,000 views.





### What special services do you offer the trainees?

Good pay, a pool of vehicles that the trainees can use and of course high-quality tools and work clothes.

Our "Apprentice Friday" takes place once a month. Our trainer Florian Hochreuther trains the trainees in various topics – mostly theory and practice combined, because we have a CO<sub>2</sub> training unit where what has been learned can be put into practice.

Every now and then we organize trips like the one to TEKO in September. Our trainees were able to get an insight into TEKO production. In this respect, the subject of "Compressor Diagnostics", in which the compressors and their individual parts were carefully examined, was of particular interest.

We also organize a trainee excursion once a year, where we can spend time together away from work and do something enjoyable.

### What are the future prospects for your trainees?

We have a very high take-on rate of 90 percent. Of course, we would like the apprentices to remain part of our team at the end of their training.

Thank you for talking to us, Mr. Vian! It was very interesting to hear how much commitment you show when it comes to training and we hope that many more companies in the refrigeration industry will do the same. Because we all want our industry to be better known by and more interesting for young people!



Compressor Appraisal at TEKO

### About ENT-TRO

- Refrigeration and air conditioning company founded in 1993 in Fürth, Germany
- 40 employees, including 9 trainees.
- Sectors: Industry, trade and building control systems.
- Highlights: Planning, execution, support and maintenance of energy-efficient refrigeration, air conditioning and heat pump systems

# Technical Change

## Extension of our R&D Test Laboratory

The history of industrial refrigeration technology has been shaped by many attempts to render commercial refrigeration efficient. In addition to various unit constellations, different refrigerants and refrigerant mixtures have been used. After almost 150 years of industrial refrigeration, a serious intervention in the market came into force with the establishment of the F-Gas Regulation and the Ecodesign Directive. This upheaval in the field of refrigeration is more pertinent than ever. Due to the shortage of refrigerants and the prohibition of the use of certain refrigerants, a rethink became necessary and inevitable. Not only manufacturers of refrigeration units, but also operators and refrigeration unit builders had to rethink their applications and allow for new orientations.

Report by Andreas Schmitt and Lukas Beier



Andreas Schmitt (Head of Research & Development) and Lukas Beier (Technology Development)

Many years ago, we at TEKO began to dedicate ourselves to the subject of "natural refrigerants". What started about 15 years ago as a test project with limited demand has developed over the years into our core competence. With our CO<sub>2</sub> series, we offer future-proof and environmentally friendly solutions in the megawatt range of less than 1 kW to large industrial solutions.

Our main focus is always on innovative and standardized solutions. Our research and development department often lays the foundation for possible innovations. Based on theoretical considerations, our development team plans projects and implements these in practical test assemblies. This implementation takes place within the company's own test laboratory. In addition to material tests and smaller test setups, the test laboratory's area of responsibility extends to complete unit tests.

**TEKO & Wurm –**  
Working together for the best result 

Our main priority is to deliver the best possible quality with the highest efficiency. Therefore, the control systems of our long-standing partner Wurm Systeme is an integral part of our research and development. Historically, we have been able to jointly develop control strategies and innovative solutions while supporting each other in our partnership. Some Examples of this are the estimated product temperature of the goods, Smartflow+ and Frigotakt+.

In order for us to keep up with the rapid pace of technological developments in our industry and make the right future-oriented investments, we have upgraded our test laboratory, leading the industry both locally and internationally in product and technology development.

### Innovative Measuring System

We have set up an innovative measuring system which allows for component- and manufacturer-independent data acquisition. This step enables the central documentation of all the relevant measuring points including operating data from different components, such as frequency converters. In addition, several load profiles can be simulated via the system in order to more precisely test the dynamic behaviour of a unit.



## Component Diagnostics

The expansion of the premises allowed us to integrate the "Component Diagnostics" area into the test laboratory. In this way, we can gain immediate insights from the test runs and have the opportunity to incorporate these in an individually adapted way into the development process. Not only can we determine damage or wear on compressors, but also on other components such as valves, and identify possible causes of damage here at TEKO and initiate the necessary steps.

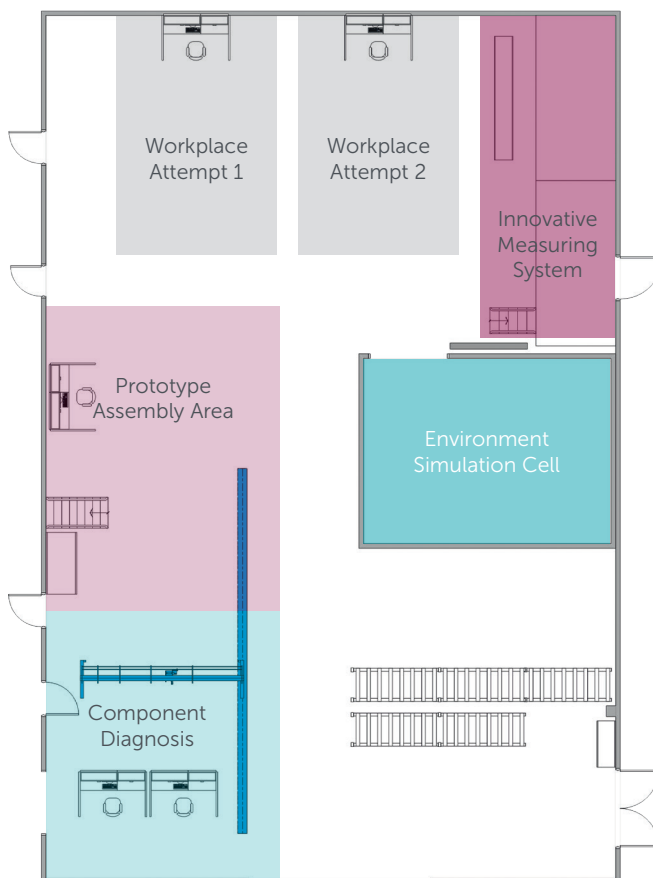
## Environmental Simulation Cell

In order to specifically examine the effects of different ambient conditions on heat exchangers and the resulting behaviour of the unit, it is necessary to simulate air humidity and temperature. For this purpose, we set up an environmental simulation cell in our in-house test laboratory at the beginning of the fourth quarter of 2021. With a size of 6x8x5 meters, this cell offers sufficient enough space to create various ambient conditions and is ideally suited for the test operation of refrigeration units. This investment allows us to put our system solutions through their paces under real summer and winter conditions and gain information on pulsations, vibrations and sound emission.

With a view to the test options gained, this step was necessary in order to be able to react individually to the various customer-specific challenges in the future.



Environment Simulation Cell



## Installation Space for Prototypes

With the change in technical possibilities, it has become necessary to implement various reality-based approaches – not only through simulated test setups, but also through real prototypes. For this purpose, we have made a prototype assembly area part of the test laboratory. New types of units as well as optimisations of existing units will be tested here, also with regard to the series production capability of our products. Our focus is on a sustainable way of working. It was therefore important to develop a modular connection technology that enables a resource-saving implementation of different assemblies and pipe designs. This is based on prefabricated sheets, pipes and transitions that are connected to one another by means of detachable screw connectors.

## Conclusion

All in all, we can say that TEKO has not remained unaffected by technical change, and the necessary steps have been taken to meet the expanded requirements.

# Returns & Complaints

## made easy

Each day we work hard to manufacture our products according to the highest technical standards. And of course this also includes a careful check before delivery.

Should you still wish to complain and/or return a product, we have made this process as quick and efficient as possible for you. Simply use our **online form on the TEKO homepage**:



The form is currently only available in German, but it **will soon be available in English as well**.

The form guides you **step by step** through all the information required so that our colleagues in After Sales Service are able to process your request as quickly as possible. You will receive a **process number** that you can refer to at any time should you have any questions.

Another advantage for you is the **uncomplicated return of goods**. You can send parcels directly through the parcel service GLS. You will receive your parcel label via a link on the GLS platform, which you can use to hand in your parcel at any GLS point.

For **larger deliveries, we can organize collection for you** by a forwarding agent. To do this, please enter the shipping information in the form. A TEKO employee will then contact you and organize the pick-up.

# "TEKO Forest" extension

## We are donating for additional saplings

### Do you remember our "TEKO Forest" campaign from 2020?

To support the forests in our home region, we donated money for the planting of almost 2,000 young deciduous trees last year. Together with the municipality of Altenstadt and the forest ranger, an open area of around 0.3 hectares was selected in November 2020 and the saplings (red oak, beech, sessile oak and winter linden) were planted in April 2021 and protected against over-browsing with a fence. Our donation also included the cultivation of the young plants and is secured for the years to come.

We were there in person in November to take a look at the development of the TEKO forest. The young saplings are developing well and gradually growing into beautiful and healthy trees.

This is why we have decided to further expand the forest and are donating another € 5,000 this year for the planting of additional young trees. As in the previous year, these will be planted in the coming spring and then protected and cared for.

We are excited about every newly planted tree that helps improve the climate!



**TEKO Kältetechnik**

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