



Star Refrigeration Ltd Newcastle Branch

We are in business to secure a better future by using the best People, systems and technology to deliver quality temperature solutions.



17

Staff



31

Current
Customer
Sites



24

Call Out
Service Hours



10

Customer
Satisfaction /10

Your Local Branch for All Your Refrigeration Needs

Star Refrigeration - Newcastle branch has been established in the North East of England for over 35 years.

Star Refrigeration is the largest independent industrial refrigeration engineering company in the UK, established in Glasgow in 1970. With over 250 employees nationwide, we provide fast response and 24-hour technical support from a network of nine branches to customers throughout the whole of the UK.

Star prides itself on being unique within the industry by putting customers first. This is why all Star Branches, including the Newcastle Branch, are not just outposts of the head office. They are almost autonomous, and supported locally by a multi-disciplined team of sales, technical and administrative personnel. Business support systems and processes are standardised throughout the company and deploy the latest technology.

This professional local support is complemented by our complete range of services – from design through to commissioning and maintenance of cooling solutions which are proven to reduce energy consumption, increase efficiency and drive down lifecycle operating costs.

Many of our North East of England customers require rapid support when a Refrigeration/Production related problem arises. At all times we endeavour to provide onsite support within 2 hours of notification by employing skilled engineers from within the immediate geographical area.

Star Refrigeration promotes youth employment through its apprenticeship scheme and has been recognised as one of the top "100 Best Companies to work for" by The Sunday Times.



Customer Benefits

- Dedicated, fully qualified engineering team for the North East area
- Rapid response time, typically within 2 hours
- Aftercare to ensure continuous smooth operation
- Experienced management and engineer teams readily available 24/7
- Highest standard of Health & Safety with continuous improvement
- Mutually beneficial partnership: Maintenance Contracts are delivered to time, cost, quality standards and with minimum disruption to services
- Design and consultancy teams available for customer's new projects & energy initiatives
- Corporate level support for UK wide customer sites
- Security from working with a company recognised by industry as a benchmark in technology and innovation
- Continuous creation of employment & apprenticeship opportunities within the local community
- Peace of mind from working with an environmentally conscious, technically reliable and financially sound company

Newcastle Branch Staff

Regional Manager

Jeff Gurnett



Jeff joined Star in 2008 as Leeds Branch Manager. He then worked his way up to Operations management before reaching his current position as Regional Manager. In his current role, Jeff is responsible for the Manchester, Newcastle and Leeds branches. With 34 years in refrigeration, Jeff brings a wealth of experience to his role.

Key Account Manager - Sales

Danny McDougall



Danny started his refrigeration career with Star in 1988 as an apprentice. Danny worked his way up from Engineer to Senior Engineer before progressing to Applications Engineer and then to Technical Sales Engineer. In 2005 he further progressed to National Key Account Manager – Technical Sales and in this role he is responsible for a number of Star's food market sector national Key Account customers with whom he shares his 32 years of diverse refrigeration technical knowledge and experience.

Service Manager

Steve Rippon



Steve joined Star in 1993 as a Service/Installation Engineer before becoming one of the branch's Senior Engineers. He has been Branch Service and Maintenance Manager since 2010 and his responsibilities include managing our engineering teams' day-to-day site activities to ensure all works are completed safely and on time. Steve has a phenomenal level of hands on experience in the Industrial Refrigeration industry and is readily available 24/7 to offer his technical expertise.

Maintenance Manager

Michael Younger



Michael joined Star in 2005 as an apprentice refrigeration engineer and confidently advanced to become one of the branch's Senior Engineers. In 2017 Michael was promoted to the position of Contracts Manager where he is responsible for providing technical, project and site management support for Branch & Maintenance Contracts, whilst ensuring compliance with statutory and company procedures.

Service Controller

Andrea McLaren



Andrea joined Star in 2018 and is currently the branch Service Controller. She has many years' experience in the service industry through her previous roles before joining Star. Andrea is responsible for engineers' labour utilisation, maintenance contract renewals, and being the main point of contact for customers requiring spare parts.

Branch Administrator

Tracy Ward



Tracy started with Star in 2023 and supports the Operations team, looking after 45001 H&S system. She is involved in Maintenance and Spares, organising equipment and arranging site activities. She also liaises with customers and suppliers to ensure the smooth running of the office. Tracy also oversees engineer timesheets, expenses and the travel arrangements for all Newcastle employees.

Graham Whitfield

Service Supervisor



Graham is an experienced engineer who started at Star in 2010 and has since worked his way to achieve the position of Service Supervisor. Graham provides valuable support to the branch engineers and management by producing quotes, planning work, compiling H&S documentation and also works closely with all our customers ensuring the company values are met on a daily basis.

Lee Dixon

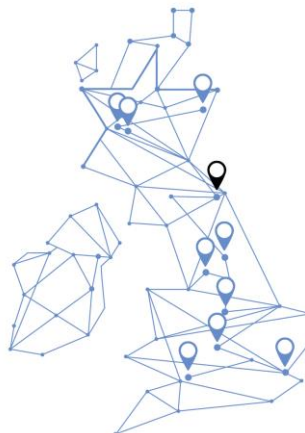
Service Supervisor



Lee started at Star as an apprentice in 2009 and has progressed through the engineer grading system and secured a Service Supervisor role in 2023. He is responsible for providing site support to the engineering team as well as managing site works, including quotes, H&S documentation and working closely with our customer base.



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