

The Perfect Serving

Summer of Ice Cream:
McFlurries, Milkshakes &
Soft Serve Sandwiches,
OH MY!



TFI Food Equipment Solutions

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The Summer of Ice Cream

President's Note

As we step into the vibrant season of spring and eagerly anticipate the warmth of summer, I am thrilled to share with you some exciting developments at TFI.

First and foremost, I am delighted to announce the addition of the Icetro soft serve and slush machine line to TFI's offering. This expansion reflects our commitment to providing our customers with cost effective soft serve and slush products in the industry. With the Icetro line, we are poised to elevate the soft serve and slush experience to new heights, offering unparalleled quality and versatility.

In line with this exciting addition, we also bring you the latest in soft serve ice cream trends. As consumers continue to seek unique and indulgent treats, we are witnessing a surge in demand for artisanal flavors, customizable options, and healthier alternatives. Keeping pace with these trends, TFI is proud to highlight the emergence of the vegan soft serve trend, catering to the growing preferences for plant-based delights.

As we gear up for the bustling spring and summer months, I want to assure you of TFI's unwavering commitment to service excellence. Our dedicated team is fully equipped and prepared to support you every step of the way, ensuring seamless operations and unparalleled customer satisfaction.

Publisher

Michael Cheung

Editor/Creative Director

Jennifer Sgro

Design

The Town Collective

Culinary Director

Danny Dias

Photography

Hillier Marketing Co.



One of the cornerstones of our commitment to service is the TFI Total Care program. This comprehensive service coverage is designed to provide you with peace of mind, offering proactive maintenance, rapid response times, and personalized support tailored to your unique needs.

Reflecting on our rich history, I am reminded of TFI's pivotal role in launching McDonald's iconic McFlurry. It is a testament to our enduring partnerships and relentless pursuit of innovation. As we celebrate this milestone, we are inspired to continue pushing boundaries and setting new standards of excellence.

In addition to indulging in frozen delights, summer is also the perfect time to savor the latest coffee trends. From refreshing iced coffees to decadent specialty blends, the possibilities are endless. At TFI, we are proud to showcase our Franke automatic coffee machines, renowned for their precision, reliability, and unparalleled quality. Whether you're craving a classic espresso or a trendy cold brew, our Franke machines deliver an exceptional coffee experience every time.

As we embark on this exciting journey together, I invite you to join us in embracing the joys of summer and savoring the delights that TFI has to offer. Thank you for your continued support, and here's to a season filled with delicious moments and unforgettable experiences.

Warm regards,

A handwritten signature in black ink that reads "Michael Cheung". The signature is written in a fluid, cursive style with a large, sweeping "M" and a long, trailing "g".

Michael Cheung

President, TFI Food Equipment Solutions





Inside Scoop

TFI Food Equipment Solutions is expanding their equipment offerings to include ICETRO, maker of ice, soft serve and slush machines that are used worldwide in commercial foodservice. “The soft serve and slush machines enhance our existing product lines with a collection of entry-level floor and countertop equipment,” said Michael Cheung, President of TFI Food Equipment Solutions. “ICETRO soft serve technology has heat-treat pasteurization capabilities addressing food safety issues, while reducing cleaning and labour requirements.”

Not only is TFI committed to providing high-performance frozen food equipment products to satisfy our customer’s needs, but to also add value to their equipment investment with the economical ICETRO line.



ISI-163



ISI-203SN



ISI-163TT



ISI-161TI

The Perfect Serving

Trending Now! Easy Soft-Serve Stuffed Bomboloni

If you don't already know, bombolone is a stuffed Italian doughnut. Follow the lead of trendy cafés by stuffing these delicious pastries with creamy soft-serve. Create an eye-catching range of colourful options for summer and make it fun and customizable by offering a variety of toppings such as sprinkles, coconut flakes and chocolate chips.



Service Calls

When problems arise, waiting for a technician could mean thousands of dollars out the door in sales. TFI Food Equipment Solutions is solving that problem with their FREE technology—Blitzz. Set up service calls at your most convenient time and have equipment assessed within minutes

How Blitzz Works

Our virtual troubleshooting platform, Blitzz has had a remarkable surge in user engagement over the past six months, delivering significant time and cost savings for our valued customers who rely on seamless equipment operation.

Establishing a team of three Senior In-House Technicians with the support of this innovative tool not only aims to minimize service calls requiring an onsite technician, but also significantly reduces equipment downtime. Through initial service consultations via Blitzz, our senior technicians efficiently diagnose issues, guide staff through simple fixes, and enhance equipment proficiency for your team.

Additionally, our team will identify required parts and generate detailed reports and pictures of the equipment for onsite technicians when necessary, ensuring swift resolution of complex issues, if the issue cannot be resolved via video call.

Save Money with Virtual Troubleshooting

Not only does virtual troubleshooting allow for quicker fixes, but it also saves money by reducing unnecessary service calls.

ACCESSIBILITY

Regardless of their physical location, virtual troubleshooting allows you to connect with technical experts or support

teams remotely, eliminating the need for scheduling an on-site visit or waiting for a technician to arrive, which results in quicker response times.

REAL-TIME ASSISTANCE

Virtual troubleshooting enables real-time communication between you and the technical expert. Through video calls, screen sharing, or remote desktop access, the expert can visualize the issue directly on your machine, observe the symptoms, and

guide you through the troubleshooting steps. This immediate interaction reduces delays and enables faster problem-solving.

RAPID IDENTIFICATION OF ISSUES

By connecting virtually, the technical expert can quickly identify potential problems or errors based on the symptoms described or observed. They can ask targeted questions, analyze error logs or diagnostic reports, and provide specific instructions for troubleshooting. This focused approach helps expedite the diagnosis process.

REDUCED DOWNTIME

Traditional troubleshooting methods often require waiting for replacement parts or scheduling repairs, which can lead to significant downtime. However, virtual troubleshooting minimizes this downtime by identifying software-related issues, misconfigurations, or user errors that can be resolved remotely. Quick resolutions mean less time spent with a malfunctioning machine and a faster return to normal operation.

COST-EFFECTIVENESS

Virtual troubleshooting eliminates or reduces expenses associated with on-site visits, such as travel costs and time. By leveraging remote connectivity, businesses can optimize their resources and provide

support more economically. Moreover, virtual troubleshooting can often resolve issues without the need for physical repairs or replacements, saving both time and money.

Save time and money with Blitzz
tficanada.com/support



Tune Up with TFI Total Care

When restaurant equipment goes down, so do sales. That's why TFI Food Equipment Solutions is changing the way we think about Reactive Service and Preventative Maintenance with their Total Care program and eliminating issues before they happen.

Commercial kitchen equipment is the workhorse of all restaurant and foodservice operations. Ensuring your equipment is in pristine condition will help keep your operation running efficiently and prevent equipment downtime and decreased profitability.

Understanding equipment failure—what happened and WHY it happened—is the first step in reducing the risk of equipment failure.

Little to No Maintenance

Your equipment manual should be your best friend. All new equipment comes with a manual detailing the equipment's usage

"The TFI Total Care program has proven to be a tremendous asset to our business. The peace of mind it provides is invaluable – the assurance that if an issue arises, the response time is swift, and the associated costs are significantly reduced compared to our experiences before we were enrolled."

National Account Owner/Operator – Southwestern Ontario

and maintenance. Keep this easily accessible and review it periodically. Proper maintenance, including preventative maintenance, helps to reduce downtime and keep the equipment operating efficiently.

Without preventative maintenance, the signs of slow performance or inadequate output from the equipment may go

unnoticed and lead to more expensive repairs down the line. A lack of preventative maintenance over time will eventually reduce the lifespan of your equipment. Our factory-trained technicians only service our brands. Whether it's Franke, Henny Penny, Taylor or LightFry, our certified technicians know everything there is to know about your equipment. Not only



do they inspect, clean and maintain key components, but they can identify any problems or concerns before an unplanned emergency occurs.

Planning is Key

Planned maintenance is preventative maintenance. At TFI, we aim to put in place a maintenance schedule that takes care of any equipment issues before they occur. Your planned maintenance schedule will reduce equipment downtime by having a certified technician, all equipment parts and a strategy in place to minimize any service interruptions.

“TFI Total Care is a comprehensive program, with a core objective to fortify and deepen our

partnership with our TFI customers by offering a straightforward, dependable, cost-effective partnership-based service platform. TFI Total Care (TTC) aims to

rate subscription model. It encompasses all planned maintenance visits, parts mailers (including cleaning supplies), and reactive service work. The monthly

“Our market has been enrolled on TTC for two years and the results have been outstanding. Our equipment uptime has seen a remarkable increase. In an industry flooded with different service programs that may not live up to expectations, TFI Total Care stands out as a great offering!”

National Account Operations Manager – GTA

bolster equipment uptime and curtail maintenance and repair (M&R) expenses,” explains Dan Plater, Director of Strategic Accounts.

This program, available in most regions across Canada, operates on a convenient monthly flat-

rate invoices are generated once a month, with standard pricing taking effect at the beginning of each New Year. Owners and operators will receive a 30-day advance notice of any scheduled changes for the upcoming year.



"TFI Total Care has been a great investment, not only guaranteeing peace of mind, but also ensuring seamless operation of your Taylor/Henny Penny equipment through a combination of regular maintenance visits and the hassle-free auto-shipment of essential wear parts. In addition, the program provides more seamless and efficient service delivery – for example, eliminating the quoting process has significantly improved repair time, increasing overall uptime."

*National Account Owner/Operator
– Southeastern Ontario*

The TTC program is meticulously designed to deliver customer-centric outcomes. This includes fewer service calls, reduced downtime, minimized missed sales opportunities, and controlled M&R expenses. Additionally, it fosters an environment of innovation and continuous improvement. The Total Care support ecosystem actively seeks opportunities to enhance operational efficiency, collaborates with stakeholders to identify solutions, and collectively solves

problems. By eliminating unexpected invoices and disputes, the program promotes win-win solutions. Leveraging our combined expertise and shared responsibility for equipment performance, we can further enhance guest satisfaction, capitalizing on the strengths of both organizations.

For more information
on TFI Total Care or
how to enroll, email
**totalcare@
tficanada.com**

At its core, TFI Total Care places a strong emphasis on equipment uptime and operates within **three key areas**.

1. Dedicated Account Manager: Each Total Care user is assigned a dedicated account manager as the TFI liaison, ensuring a seamless and personalized experience, including routine equipment and program performance reporting.

2. Technical Consultant Support: To reduce and eliminate downtime, technical consultants are designated to provide end-users with operational training and virtual troubleshooting assistance.

3. Routine Planned Maintenance: Routine planned maintenance, is a proactive approach to keeping equipment, machinery, or systems in optimal working condition. It involves regular, predetermined checks, inspections, and servicing to prevent breakdowns, extend the lifespan of assets, and ensure safe and efficient operation. This practice minimizes unexpected downtime, reduces repair costs, and helps maintain the reliability and performance of equipment over time. Scheduled maintenance can encompass tasks such as cleaning, lubrication, calibration, replacement of worn parts, and software updates, among others, depending on the type of equipment or system being maintained.

The Making of the McDonald's McFlurry

In this issue of *The Perfect Serving* magazine, we spoke with Judi Saliba, National Sales Executive with TFI Food Equipment Solutions, who shared her delicious experience in helping create McDonald's sweet treat—everyone's favourite—the McFlurry.

As far as fast-food indulgences go, few treats hold as iconic a status as the McDonald's McFlurry. A combination of creamy soft-serve and delectable mix-ins, this beloved dessert has captured the hearts and taste buds of millions around the world. But what many don't know, is that the McFlurry came to life thanks to a dedicated TFI sales rep, a McDonald's franchisee and one specialized mixing machine, right here in Canada.

The McFlurry's origin story is one steeped in innovation, culinary creativity, and a keen understanding of consumer preferences. In the early 90s, McDonald's, already a powerhouse in the fast-food industry, sought to elevate its dessert offerings, with a hope of providing customers with greater variety and

indulgence. McDonald's Canada teamed up with suppliers and culinary experts to bring their vision to life. Central to the McFlurry's success was the customization concept—customers could tailor their dessert experience with a range of mix-ins—from crushed cookies to candy pieces.

McDonald's might have come from the U.S., but America can't take credit for everything that's good and wholesome about the menu under the Golden Arches. The McFlurry was actually invented in Canada by a franchisee named Ron McLellan, so make sure you thank him for his ingenuity. McLellan invented the McFlurry at his location in Bathurst, New Brunswick, in 1995 using TFI's Taylor soft serve equipment and word quickly spread. McLellan remained modest through it all, saying, "I never expected that my creation would circle the globe with countries mixing together their own unique flavors."

Fast forward to the summer of 1996 and the test market for the McFlurry was London, Ontario. TFI Food Equipment Solutions rented a truck and Judi along with two other TFI reps Kathy Vukobrat and Alan Mills delivered the blenders, spoons and marketing materials to

13 London McDonald's restaurants. The next day those very same TFI reps returned to train restaurant staff. "With no advertising other than drive-thru menu boards and in-store clings, McDonald's began selling on average, 300 units per day," said Saliba, "proving the concept worked and providing McDonald's with enough data to pull the trigger on the McFlurry."

Even though the success of the McFlurry was evident, there were still a few obstacles standing in the way, recalls Saliba. "The cost of the agitating serving spoon that was manufactured by the Flurry company was too high, so McDonald's challenged the Taylor factory to purchase the company to reduce the cost of the spoons, and in record time, the sale was negotiated and completed."

The second obstacle was the tremendous volume of sales. "The production time was a having a negative impact on restaurant operations so a staging freezer was added to the equipment package," said Saliba. "This allowed for blank soft serve to be prepared in advance, which were then blended into the customer's order choice."

The McFlurry became the second most successful product launch in

McDonald's history (after the Big Mac), and McDonald's took over the Skydome to celebrate its launch.

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AROUND THE WORLD WITH THE MCFLURRY

Japan has a pretty incredible Matcha McFlurry, that's just as green as you'd expect. Head to Argentina and you can pick up a Vauquita McFlurry, which is filled with dulce de leche and chocolate. South Africa added a lime and chocolate McFlurry. If you happen to be in Indonesia, you can choose between coconut charcoal and a strawberry cheesecake.

Hop over to Thailand for a tiramisu version, then stop in at the Philippines for a green tea KitKat dessert. Of course, Canada has the Apple Pie McFlurry, along with other classics, Oreo, Skor and Smarties.



The Scoop on Vegan Ice Cream:

A Cool Evolution in Frozen Treats

In the world of frozen desserts, a quiet revolution is taking place. No longer relegated to a niche market, vegan ice cream has emerged as a delicious, innovative alternative to traditional dairy treats. This issue, TFI Food Equipment Solutions explores the ever-expanding landscape of vegan ice cream and uncovers the delicious possibilities that await.

Embracing Plant-Based Indulgence

Gone are the days when vegan ice cream was synonymous with bland and uninspired flavours. Today, thanks to advances in culinary techniques and a growing demand for plant-based options, vegan ice cream has undergone a remarkable transformation. Made from ingredients like coconut milk, almond milk, cashew cream, and even avocado, these dairy-free delights offer a

creamy texture and rich taste that rival their dairy counterparts.

Innovation Knows No Bounds

One of the most exciting aspects of vegan ice cream is the boundless creativity it inspires. From classic flavours like chocolate and vanilla to more adventurous combinations such as salted caramel pretzel and peanut butter fudge swirl, vegan ice cream artisans



are pushing the boundaries of flavor innovation. And with the rise of boutique ice cream shops and artisanal producers specializing in vegan offerings, the options are virtually limitless.

The Future Looks Sweet

As the popularity of plant-based eating continues to soar, the future of vegan ice cream looks brighter than ever. With a growing number of consumers embracing veganism and seeking out cruelty-free alternatives, the market for vegan ice cream is poised for continued growth and innovation. And with new flavours, ingredients, and techniques constantly being

explored, the possibilities for vegan ice cream are truly endless.

Indulgence Without Compromise

For those with dietary restrictions or ethical concerns, vegan ice cream offers a guilt-free indulgence that doesn't compromise on taste or texture. Vegan ice cream provides a satisfying solution that allows you to enjoy all the pleasures of a frozen treat without any of the drawbacks.

Create the best vegan softserve with
our Taylor softserve equipment
tficanada.com/landing/taylor



What's in Your Cup?

Summer's Biggest Coffee Trends

With each passing year, coffee culture evolves, introducing new trends and flavours that define summer sipping. Summer 2024 is no exception, as the coffee world continues to innovate, offering an array of beverages to keep us cool and caffeinated during the hottest months of the year.

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ICE COFFEE RENAISSANCE

Iced coffee has long been a summer—and for some, even a winter—staple, but in 2024, it's exploding like never before. From classic cold brews to creative espresso-based concoctions, there's an icy treat to suit every palate. Expect to see an abundance of iced lattes, flat whites, and

Americanos, all served over ice and bursting with flavour. Additionally, coffee shops are experimenting with innovative brewing methods and flavour infusions to elevate the iced coffee experience to new heights.

COLD BREW REVOLUTION

Cold brew remains a reigning champion of

summer coffee culture, and in 2024, it's evolving in exciting new ways. This year, we're seeing an explosion of creativity with cold brew infusions, from fruity blends to botanical twists. Expect to find cold brews infused with flavours like watermelon, peach, and mint, offering a refreshing escape from the heat. Additionally, nitro cold brew continues to gain popularity, with its smooth and creamy texture elevating the cold brew experience to new heights.

RISE OF COLD BREW COCKTAILS

Cold brew coffee has been a staple during summer months for years, but in 2024, it's taking on a new form: the cold brew cocktail. Mixologists

and coffee enthusiasts are experimenting with combining cold brew with various spirits, liqueurs, and flavours to create refreshing and sophisticated beverages perfect for warm evenings and brunch gatherings. From espresso martinis with a cold brew twist to creamy coffee-infused White Russians, the possibilities are endless, combining the best of coffee culture and mixology.

NITRO AND SPARKING COFFEE REVOLUTION

Nitro coffee has been gaining popularity, but 2024 is set to witness a sparkling coffee revolution. Fizzy, carbonated coffee beverages are making

their mark, offering a refreshing twist to traditional cold brews. Get ready to experience the effervescence in your daily pick-me-up.

SMART SUSTAINABLE PRACTICES

Coffee brands are integrating smart technologies to optimize the entire supply chain, from bean sourcing to brewing. These innovations not only enhance efficiency but also contribute to sustainable practices by reducing waste and energy consumption.

Elevate your customer's coffee experience with Franke, head to tficanada.com/landing/franke

What's Brewing

Prepare to transcend the ordinary and embrace a new era of coffee craftsmanship. Introducing Mytico, the inaugural product line in Franke's revolutionary category of professional coffee machines, poised to redefine the standards of excellence in coffee brewing. Crafted at the intersection of impeccable Italian design and Franke's renowned Swiss quality, Mytico represents the pinnacle of coffee innovation—a game-changing solution designed to elevate your



business to new heights. To learn more about the Mytico line, contact sales@TFIcanada.com

Redefining the Experience of the Specialty Coffee Industry with the Franke A1000 Flex



In the dynamic world of specialty coffee, the Franke A1000 Flex is setting new standards for precision, versatility, and user experience. Combining advanced technology with intuitive design, this coffee machine offers a myriad of opportunities for coffee professionals to craft exceptional beverages and elevate their offerings. Take a closer look at how the A1000 Flex is reshaping the landscape of specialty coffee.

Precision Engineering for Consistent Quality

Crafted with meticulous attention to detail, the Franke A1000 Flex boasts state-of-the-

art engineering that ensures unparalleled consistency and quality in every cup. From its precision brewing mechanisms to its customizable parameters, this machine empowers baristas to extract the full potential of their coffee beans, resulting in flavors that are rich, nuanced, and perfectly balanced. Whether it's an espresso, a latte, or a specialty beverage, the A1000 Flex delivers exceptional results with every pour.

Flexibility to Meet Diverse Demands

One of the key features of the Franke A1000 Flex is its adaptability to a wide range of preferences and requirements.

With customizable settings for grind size, extraction time, milk texture, and more, this machine gives coffee professionals the flexibility to tailor each drink to suit individual tastes. Whether serving a bustling cafe or a specialty coffee shop, the A1000 Flex can effortlessly meet the diverse demands of customers, ensuring satisfaction and loyalty.

Streamlined User Interface for Efficiency

Despite its advanced capabilities, the Franke A1000 Flex remains user-friendly and intuitive, thanks to its sleek interface and streamlined controls. The touchscreen display provides easy access to all settings and functions, allowing baristas to navigate with confidence and efficiency. Whether adjusting parameters, monitoring brewing progress, or conducting routine maintenance, the user interface simplifies the workflow, saving time and minimizing errors in a fast-paced environment.

Enhancing the Coffee Experience

Beyond its technical prowess, the Franke A1000 Flex is designed to enhance the

overall coffee experience. From the enticing aroma of freshly ground beans to the velvety texture of steamed milk, every aspect of the brewing process is optimized to delight the senses and create memorable moments. With the A1000 Flex, coffee becomes more than just a beverage—it's an expression of craftsmanship and passion that resonates with discerning coffee enthusiasts.

With its precision engineering, adaptable features, intuitive interface, and focus on enhancing the coffee experience, the A1000 Flex is poised to redefine the standards of excellence in the specialty coffee industry. As the coffee industry continues to evolve, the Franke A1000 Flex stands ready to lead the way towards a future of unparalleled coffee excellence.



Create your own specialty
coffees with Franke
tficanada.com/landing/franke



iQFlow

Groundbreaking technology that extracts more flavour for unrivaled in-cup-quality.



FoamMaster

For perfect foam every time.

This Mother's Day, Craft the Perfect Board for an Elevated
Family-Style Brunch

The Brunch Brigade



The beauty of brunch boards lies in their versatility. Whether it's a savory spread or one with a sweeter touch, there are endless possibilities for creating a board that caters to differing tastes. Here are some tips for crafting the perfect Mother's Day brunch board.

benedict, pancakes, bacon, sausages, frittatas and grilled veggies for an elevated breakfast experience.

it comes to brunch boards. Arrange the ingredients in an artful manner, using different shapes, colours, and textures to create visual interest. Consider adding fresh herbs, edible flowers, and decorative garnishes to enhance the board's aesthetic appeal.

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The Fastest Growing Breakfast Ingredients

Trend Report

Breakfast menus have seen a notable uptick of almost 7 percent this past year, showcasing a trend towards both decadent and plant-based options and offering a delicate balance between indulgence—brunch

anyone?!—and a healthy option for those early risers.

Lobster has emerged as the fastest-growing ingredient in breakfast fare, a departure from its usual placement in lunch and dinner menus. Making its mark primarily in egg-

centric dishes like omelettes and eggs Benedict, lobster is adding a touch of luxury to the morning meal.

Other notable indulgent additions include salted caramel, and it's not just in specialty coffee beverages anymore. This sweet treat



is now being drizzled over waffles and pancakes, elevating them to an extra decadent breakfast choice that's sure to satisfy any sweet tooth.

In beverage news, the rise of plant-based options continue, with soy and

oat milks increasing in popularity. Typically featured in specialty coffee drinks, these dairy alternatives are also finding their way into smoothies, reflecting a growing demand for plant-based options. Notably, plant-based milk now

constitutes just under 40 percent of all plant-based products featured on Canadian menus, reflecting a broader shift towards more sustainable and inclusive dining options.

The sizzle behind Taylor Grills



In the dynamic landscape of the restaurant industry, where precision, efficiency, and taste reign supreme, the choice of equipment can make all the difference. For many culinary professionals, Taylor Grills have become the ultimate tool for achieving culinary perfection. With their innovative technology, exceptional craftsmanship, and unmatched performance, Taylor Grills are setting a new standard in commercial kitchens worldwide.

Innovative Technology

At the heart of every Taylor Grill lies a commitment to performance excellence. Whether it's searing steaks, grilling vegetables, or charring seafood, these grills deliver consistent results with unparalleled precision. Advanced temperature control

systems ensure even heat distribution, allowing chefs to achieve the perfect sear every time. With customizable settings and intuitive controls, Taylor Grills empower chefs to unleash their creativity and push culinary boundaries.

Unparalleled Performance

Taylor Grills are not just cooking appliances; they are technological marvels designed to revolutionize the kitchen experience. These super-easy, pre-programmable two-sided grills cook from both the top and bottom for better results, safer food, while maximizing efficiency and flavour. Features such as programmable cooking presets and automatic temperature monitoring streamline workflow, saving time and labour costs while maintaining impeccable quality standards.

Durability and Reliability

In the fast-paced environment of a commercial kitchen, durability and reliability are non-negotiable. That's why Taylor Grills are built to withstand the rigors of daily use in demanding food service settings. Easy-to-clean surfaces and minimal maintenance requirements further enhance their appeal, allowing chefs to focus on what they do best – creating extraordinary and delicious dining experiences.

Support and Service

Beyond just providing top-of-the-line equipment, Taylor is committed to supporting its customers every step of the way. From initial installation to ongoing maintenance and support, their team of experts is dedicated to ensuring a seamless experience for restaurant owners and chefs alike. With comprehensive training programs, prompt service response times, and a commitment to customer satisfaction, Taylor sets the standard for excellence in customer support within the industry.



Key Features

Weighted Platens

The weighted platen is designed to compress a fresh hand formed product to a patty, while maintaining the juices and quality of the product along with the desired sear

Programmable Controls are programmable for simplified operator operation. Offers flexibility for future menu items and product specification changes at the restaurant level. Customizable to offer multi-stage settings per product, standby alert to conserve energy, and four timers that can be used specifically for flat grill cooking.

Cooking Zones

Two separately controlled cooking zones. Two independent controlled gas infra-red burners heat the lower cook surface. Each upper platen contains two independently controlled electric heating elements. Together these thermal systems provide even-plate temperatures and quick recovery.

Upper Platens

Upper platens will close automatically to the preset gap setting with the touch of one button. Air cylinder system provides quiet, simple, trouble-free operation of the upper platen.

Features One-Touch Menu

selection automatically provides accurate TIME, TEMPERATURE, and GAP settings for every product.

Precise Automatic Gapping Solid platform with 3-point reference plane and fixed (home) reference point. Once programmed, the upper platen automatically achieves accurate and consistent gaps, every time. Precise, repeatable gapping assures product safety and better-quality finished product.



External USB Port

External USB port allows user access to upload new menu and promotional items. Menu changes can be sent electronically to other store locations, saving time and eliminating operator error.

Make burgers your way with
the Taylor line of grills
tficanada.com/landing/taylor



Any Burger, The Taylor way



An irresistible aroma fills the air as sizzling beef patties hit the hot grill, creating the culinary masterpiece known as the smash burger. The weighted platen forms an irresistible crust, its edges crisping up to golden perfection. The thin, delicate patty, adorned with caramelized edges and a juicy interior, is nestled between soft, toasted buns, waiting to be customized with each customer's specific toppings. From gooey melted cheese to tangy pickles and crisp lettuce, each component adds its own note to the medley of flavours. With its simple yet irresistible allure, the smash burger is more than just a meal – it's a delicious experience that leaves taste buds wanting more.



The portobello burger, a savory alternative to its meaty counterpart. Grilled to perfection, it transforms into a rich, velvety texture, infused with smoky nuances that tantalize the taste buds. Each bite reveals a medley of flavours – from the subtle umami notes of the mushroom itself to the charred essence imparted by the grill. Nestled between two toasted buns, the portobello burger is customized with

creamy avocado slices, tangy roasted red peppers, and a drizzle of balsamic glaze that adds a touch of sweetness to the savory ensemble. With its robust flavours and hearty texture, the portobello burger offers a culinary experience that satisfies even the heartiest of palates.

Make burgers your way with
the Taylor line of grills
tficanada.com/landing/taylor



The Summer of Ice Cream



Whether you're looking to elevate your summer ice cream offerings or create the most indulgent treats, all year round, TFI Food Equipment Solutions has you covered.

When it comes to beating the heat and satisfying cravings, few treats are as universally beloved as ice cream. But in a world filled with frozen delights, three classics stand out for their irresistible appeal: ice cream sandwiches, dipped soft serve cones, and fully loaded milkshakes. Join us on a mouthwatering journey as we explore these frozen favourites.

Ice Cream Sandwiches: The Perfect Combination

There's something undeniably nostalgic about sinking your teeth into an ice cream sandwich – that perfect marriage of creamy ice cream nestled between two soft, chewy cookies. Whether it's the classic combination of vanilla ice cream and chocolate wafers or more adventurous pairings like salted caramel ice cream and snickerdoodle cookies, there's a flavour combination to suit every palate. With endless possibilities for customization, from cookie selection to ice cream flavour, the humble ice cream sandwich offers a world of indulgence waiting to be explored.

Dipped Soft Serve: A Twist on Tradition

For those seeking a more interactive ice cream experience, dipped soft serve cones are the perfect choice. Starting with a swirl of velvety soft serve ice cream, these cones take things to the next level by dipping them in a luscious coating of chocolate, caramel, or even colorful candy coatings.

The result? The perfect creation of creamy, melt-in-your-mouth soft serve encased in a crisp, indulgent shell. Whether you prefer the classic simplicity of chocolate-dipped vanilla or the playful decadence of rainbow sprinkles, dipped soft serve cones offer a fun and flavourful twist on a timeless treat.

Fully Loaded Milkshakes: The Perfect Sip

If you're in the mood for a dessert that's as indulgent as it is Instagram-worthy, look no further than fully loaded milkshakes. These towering creations take the humble milkshake to new heights, piling on a dizzying array of toppings, mix-ins, and garnishes to create a dessert masterpiece like no other.

From candy bars and cookies to fresh fruit and whipped cream, the possibilities for customization are endless. With flavours ranging from classic chocolate and strawberry to inventive combinations like salted

caramel pretzel and birthday cake, there's a fully loaded milkshake to suit every taste preference.

But what truly sets fully loaded milkshakes apart is their over-the-top presentation. Served in oversized glasses adorned with everything from candy floss to whole slices of cake, these indulgent treats are as much a feast for the eyes as they are for the taste buds. Whether enjoyed as a solo indulgence or shared with friends, fully loaded milkshakes are guaranteed to make any occasion feel extra special.





Perfect Sous Vide Eggs for any Occasion

Ingredients

- 12 eggs
- 1 recipe Hollandaise

Add-ons:

- Cured salmon/ham/lobster
- Toast points/English muffins

Start generating 60-80% profits
with Henny Penny Combi Ovens
Combi Ovens
tficanada.com/landing/henny-penny

Directions

*Prepare In the FlexFusion
Combi Oven Platinum Series*

Step 1

Set Combi to Moist 145 F
100% 55 min

Step 2

Load when prompted

Step 3

Remove when prompted

Step 4

Use immediately (crack
and serve) or store under
regulated temperature (145F)
for 4 hours

Step 5

When ready to serve, open
vaccum seal pouch and fry for
90 seconds at 350 degrees.
Serve over your choice of
cam, cured sallmon or lobster

*Recipe courtesy of HennyPenny.com

Contact Us

Customer Support

For Service Requests, please get in touch with us at 1-800-387-2529 or via email at customercarecc@tficanada.com.

To schedule your virtual troubleshooting appointment, visit our website [here](#).

Discover the Value of VR Troubleshooting for Your Business

- Expedite equipment restoration, bypassing the wait for a technician.
- Ensure customer satisfaction.
- Eliminate service fees.
- Enhance your understanding of your equipment.
- Enable us to prepare for service calls, increasing the likelihood of a first-time fix.

Financial Matters

- **Invoice Disputes:** Customers have a 60-day window to dispute a service from the invoices posted date. Disputes beyond this period will not be reviewed.
- **Zone Charges:** Zone or travel charges apply to each service call. The zone charge is waived if we return to the site due to a lack of regular truck-stocked items. It is applicable when we return with non-standard truck stock parts. However, it is not applied if we return for the same issue.

Don't forget to sign up for our convenient online payment portal, VersaPay, if you haven't already. It streamlines invoice payments and records your equipment service history.

Register [here](#).

Seeking more details?

Connect with us to schedule a complimentary equipment demonstration and experience the innovation firsthand.



Share your Perfect Serving



Here at TFI we love seeing what you're cooking up and we want to share the love—and yumminess—with everyone else!

Tag [@TFIcanada](#) while using your Henny Penny, Franke, Taylor or LightFry equipment—make sure we can see the equipment! — and not only will we share your hard work and showcase all your delicious food, but you'll be entered to **WIN \$150 GIFT CARD** at the end of each month Because we think YOU deserve a treat too!



Don't forget to scan the QR code to follow us on Instagram!



Leave a Review



Love what you've read or experienced?

Let us know your thoughts on your service experience, equipment or The Perfect Serving magazine. We appreciate your time and look forward to serving you again soon!



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