

To whom it may concern,

We recently partnered with ROCS Africa on the installation of a new walk-in freezer for Happy Hounds, and the impact on our operations has been significant.

From the outset, their team took the time to properly understand our operational requirements and the realities of our space. They designed a bespoke solution that works for how we run our production, rather than trying to fit us into a standard approach. The system was also thoughtfully designed to integrate with our solar setup, with a strong focus on energy efficiency.

Their technical expertise, combined with a pragmatic and solutions-focused approach, resulted in a refrigeration system that has been genuinely game-changing for us in terms of production flow, storage, and overall efficiency.

Their attention to detail — particularly around quality, safety, and overall finish — was excellent throughout.

The installation itself was handled with a high level of professionalism. Their on-site teams were consistently polite, helpful, and accommodating, which made a big difference given that the work was being done within an active, working kitchen. They were respectful of the space and mindful of minimising disruption wherever possible.

What stood out most for me was their level of customer service. There was a genuine willingness to solve problems, communicate clearly, and take responsibility — which is not always a given and really sets them apart.

The system is running exceptionally well and has already made a meaningful difference to how we manage production and storage.

We would happily recommend ROCS Africa to other businesses looking for a reliable and considered approach to refrigeration.

Warm regards,

Emma Kaye

Founder, Happy Hounds



Emma Kaye

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Happy Hounds

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