

*Antalya*



**INDUSTRIAL KITCHEN EQUIPMENT**



# WHO WE ARE?

Founded in Antalya in 1996, Crystal rapidly expanded to become a Turkish manufacturer leader in professional kitchen equipment and a unique producer of ice cream machines and equipment. Our production plant is **100.000 sqm** with over **600 employees**.

As Crystal, our **mission** is to add value to our company for society and environment, by offering seasonable, high quality and balanced price.

Our **vision** is to be a preferred company in the market by keeping our high quality standards. To keep satisfaction of our customers and employees at the expected level will make us always happy and dedicate our business to produce the best machines and equipment in the market.



# OUR HISTORY

**1955**

Creation of the mother group Kilit, with investments in the hospitality sector and the launching of our first hotel

**1996**

Crystal Industrial is born to respond to Turkish market needs

**2000**

We become a market leader in the Mediterranean region

**2006**

Our new factory is built, and operates with the latest technology available in the world

**2008**

In order to be more competitive domestically and also respond to the world's rapidly growing demands, we start our export operations

**2014**

Expanded our ice cream product range

**2015**

Our factory reaches is production capacity of 10.000 cooling units/year

**2022**

Developing our oven line and rebranding as EXPERT

# OUR BRANDS



REFRIGERATION



DISHWASHERS



COOKING EQUIPMENT



**expert**<sup>®</sup>



COMBI OVENS



BAKERY OVENS



BATCH FREEZERS  
PASTEURIZERS  
GELATO SHOWCASES



SOFT ICE CREAM  
MILKSHAKE MACHINES



# CUSTOMER RELATION

- ◆ DISTRIBUTOR NETWORK
- ◆ HOTELS, RESTAURANTS, CAFES
- ◆ FRANCHISES
- ◆ END CUSTOMERS

In Crystal, where innovation meets reliability, and relationships matter. As we take you on a journey through our state-of-the-art facility, we want to highlight the core pillar of our success – our unwavering commitment to customer relations.

# CUSTOMER RELATION

**Transparent Processes, Transparent Partnership:** Transparency is the cornerstone of any successful partnership. We believe in open communication and clarity throughout our manufacturing processes. From raw materials to the final product, you will witness our commitment to transparency, ensuring you have a complete understanding of how our factory operates. We value your insight and welcome your involvement in every stage of production.

**Service Excellence, Always Within Reach:** Beyond the factory walls, our commitment to you doesn't end. Our customer service team is here to provide ongoing support, ensuring that your experience with our products remains seamless. From technical assistance to maintenance, we stand by you with a comprehensive suite of services designed to keep your operations running smoothly.

# AFTER SALES & SUPPORT

- ◆ SPARE PARTS PRODUCTION AND STOCK
- ◆ TECHNICAL SUPPORT TO WORLD TO WIDE

In the fast-paced world of restaurant operations, the reliability and efficiency of professional equipment play a crucial role in ensuring seamless service and customer satisfaction. At CRYSTAL , we understand the importance of minimizing downtime and maximizing performance for our clients. Our commitment goes beyond manufacturing high-quality restaurant equipment; we excel in providing top-notch technical service to keep your operations running smoothly.



# AFTER SALES & SUPPORT

**Dedicated Technical Support Team** -At the heart of our technical service is a team of highly trained and dedicated professionals. Our technicians undergo rigorous training to stay abreast of the latest technological advancements and industry best practices. Their expertise extends across our entire range of professional equipment, from cutting-edge kitchen appliances to sophisticated food processing systems.

**Preventive Maintenance Programs**-To avoid unexpected breakdowns and extend the lifespan of your equipment, we offer comprehensive preventive maintenance programs. Our team will work with you to develop a customized maintenance schedule based on the specific needs of your restaurant. Regular inspections and proactive repairs help identify potential issues before they escalate, reducing the risk of unplanned downtime.

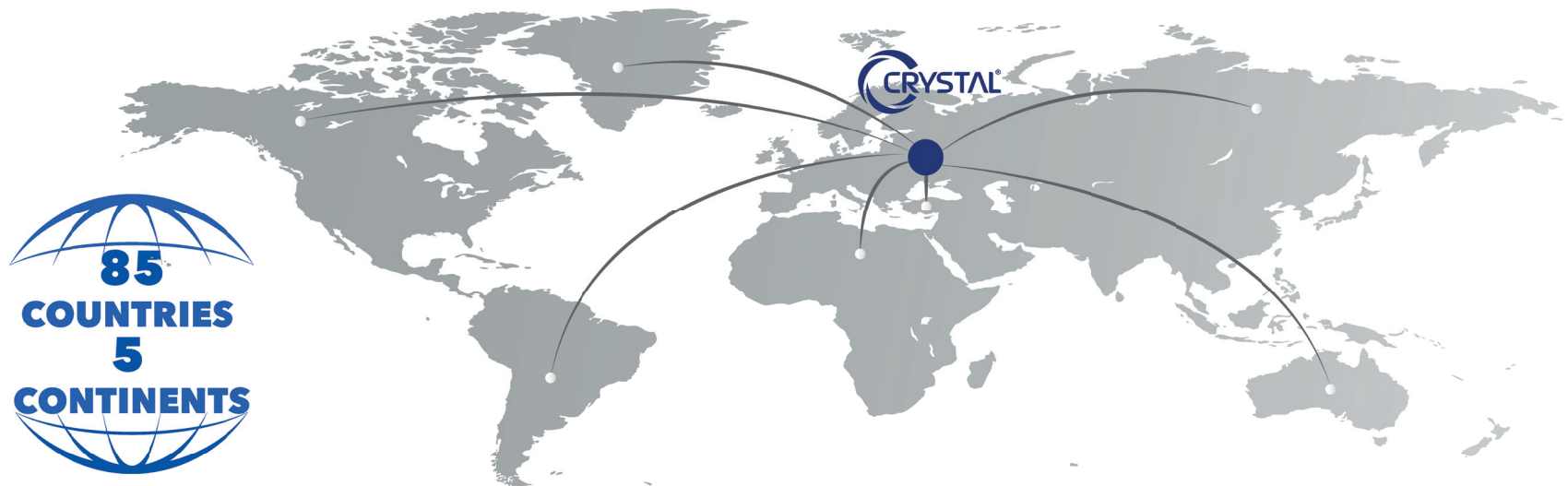
**Genuine Spare Parts and Upgrades**-When replacement parts are needed, we ensure the use of genuine components designed specifically for our equipment. This guarantees compatibility and maintains the high standards of performance and safety. Additionally, we offer upgrades to keep your equipment in line with the latest features and advancements, ensuring that your restaurant stays ahead in terms of efficiency and functionality.

**Customer Training Programs**-We believe in empowering our clients with the knowledge to operate and maintain their equipment effectively. Our customer training programs cover everything from basic operational instructions to troubleshooting common issues. By investing in the skill development of your staff, we aim to minimize the frequency of service calls and enhance the overall reliability of your restaurant equipment.

# OUR EXPORT NETWORK

Today, our equipment are successfully operating in 5 continents in over 85 countries

With our high circulation of goods around the world, we make sure to have the least transit time by providing any logistic and freight support to our customers. By our high sense of standards and principals in flexible manufacturing, wide product range, after sales service, technical support, spare parts stock control and on time delivery, we are able to expand our export network every year with the help of our valuable partners and clients.



# GREEN INDUSTRY & SOCIAL RESPONSIBILITIES

Reflecting its commitment to manufacturing excellence and delivering the highest levels of service and support, Crystal has secured new quality certifications: **ISO 14001:2015** and **ISO 9001:2015**.

- ◆ At Crystal, we:  
Use the latest technologies in our production units
- ◆ Use CFC-free components for insulation
- ◆ Recycle metal waste: we have a designated area to collect our metal waste, with separate tanks for each metal group
- ◆ Recycle wood waste: we have an area for useless pallets and wood production waste
- ◆ Have modern machinery and equipment for improved energy saving
- ◆ Test all our product in our testing center
- ◆ Ensure that our chemical waste is recycled in accordance to international standards and procedures



# OUR SIGNATURE

## HOTEL PARTNERS



# OUR SIGNATURE

**MOBILTHERM**

**B.PRO**  
CATERING SOLUTIONS

  
**IREKS**

**ggm**gastro

**Crispings**

CRYSTAL❄️ISLAND

**TESCO**

*delysium*  
Saborea el momento

**MULTIGASTRO**  
KOMPLEKSOWE WYPOSAŻENIE GASTRONOMII

**llaollao**©



**puño**  
HELADO



**smöoy**  
AUTHENTIC FROZEN YOGURT



**RQ** RESTOQUALITY



# OUR SIGNATURE



BAGATELLE  
BODRUM



# OUR SIGNATURE





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**KRİSTAL ENDÜSTRİYEL**  
**MUTFAK ÇAMAŞIRHANE MAKİNE PAZARLAMA SANAYİ VE TİCARET ANONİM ŞİRKETİ**

**HEAD OFFICE | FACTORY**

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