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R&Y Engineering
PO Box 6166
West Gosford NSW 2250

Re: Recommendation for R & Y Engineering (Kleenburn)

To whom it may concern:

France Family Funerals installed an R & Y Engineering (Kleenburn) cremation unit in December 2016 and I cannot praise its benefits enough.

After examining the products available from several manufacturers and suppliers, the decision to purchase our equipment from R & Y Engineering (Kleenburn) was made initially on the recommendation of other users as well as the overall cost in comparison to other manufacturers, coupled with the benefits of having a local Australian based manufacturer available for prompt servicing and repairs should any issues ever arise.

Ray Moore's extensive experience was also beneficial throughout the development application process by providing us with reports and data to satisfy any queries raised by local government authorities promptly, and with minimal fuss.

The installation and commissioning process was made seamless due to Ray's site visit and forward planning, as well as his liaison with tradesman involved in the install. Training was carried out with all staff at a time suitable to us, which allowed all concerned to have any queries answered first hand and directly by the source. Having said this, knowing that Ray is only a phone call away should we have any questions, and can easily attend our site at short notice if necessary, has instilled a sense of security in our investment.

Since we began operating, we are pleased to say we have had no issues whatsoever and the performance of the equipment has far exceeded our initial expectations. The unit is easy to operate and is not over complicated by complex computer programming which so often limits flexibility during the cremation process and can cause extensive problems and delays when they fail.

We have found the cremation process to be very clean, ensuring the unit continues to operate efficiently. Due to the efficiency and cleanliness of the process, cremated remains are a clean whitish colour rather than a dirty grey as is often found with other cremation units, this has received positive feedback from families as they appreciate this point, particularly when scattering the remains.

After learning of the difficulties and issues operators of other cremation unit's face, we have been pleasantly surprised to discover the cremation unit offers the utmost in safety features. The outside of the cremator remains cool to touch throughout the entire process and has no issues and risks from leaking residue from inside the chambers. Our staff have no hesitation operating the unit alone and are more than satisfied with its safety features.



We knew the purchase and installation of a cremation unit would be one of the most crucial business decisions we would make, and I am pleased to say dealing with R & Y Engineering (Kleenburn) has proven to be one of the best decisions our business has ever made. Our business now has total control over our cremations and no longer has to work with third party suppliers who are in direct competition to us. The financial benefits have been compounded by the time savings we have found by not having staff and vehicles committed to travel back and forth to external crematoriums. This has in turn, freed up funds to improve our own facilities such as chapels and function areas which will subsequently be complemented by having our own cremation facility.

I would highly recommend R & Y Engineering (Kleenburn) to anyone considering purchasing a cremation unit without hesitation. Their professionalism, expertise and experience in this industry is second to none.

Yours faithfully



Andrew France
Managing Director
France Family Funerals