

Calor proves a recipe for success for The Masons Arms



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Chris Filus

Pub landlord, The Masons Arms

A new pub landlord has turned to Calor to power his pub’s heating and cooking appliances during one of the longest and coldest winters for many years.

Nestled in the picturesque village of Wadborough, Worcestershire, The Masons Arms looks like the classic English country pub.

Catering to the local community and customers from further afield who are attracted by its culinary faire, “You drive to The Masons Arms – not past it!” said new tenant, Chris Filus.

Customer: The Masons Arms
Applications: Cooking and heating
Location: Wadborough, Worcestershire

Project highlights:

- Bulk LPG tank was delivered, installed, filled and working within 10 days
- LPG is used for cooking as well as for heating
- Enables pub to efficiently produce meals for 28 seat restaurant
- Think Tank® telemetry system for automatic reordering of gas



Chris and his wife Jean took over the tenancy in mid-March 2013. Chris had previously worked for a food company that supplied the licensed trade, so he knew something about the sector and saw it as a good investment, as well as a business that he and Jean could run together.

“Although the pub wasn’t luxurious it was adequate, and the size was right with a 28 seat restaurant,” said Chris. “Plus, we were able to live above the pub, which has proved essential, given the hours involved.”

Quickest service

One unpleasant surprise when taking over the tenancy was the empty space where the bulk LPG tank used to be. It had been removed.

Chris wanted to refurbish the premises in time for Easter, but found himself working in a freezing pub with no cooking facilities.

“We had all the LPG infrastructure, but no tank and no gas. We brought in LPG-powered industrial blowers, and I rang around to see who could give us a gas supply the quickest.

“I contacted most of the major LPG suppliers. Some companies didn’t even return my call, which I thought was pretty poor customer service. Fortunately, I managed to speak to the local Calor representative, who visited me the same afternoon. He did a site survey on the same visit, and arranged for the tank to be delivered by Calor’s customer engineering team. The tank was delivered, installed, filled and working within ten days, which is really good service.”

Hitch-free service

Calor installed a 1000-litre tank, which benefits from Think Tank® technology - Calor’s unique telemetry system that is designed to ensure customers should never need to worry about running out of fuel.

“The installation of the tank went without a hitch and the tank was filled straight away - then we were literally cooking on gas! We have automatic top-ups, which is great for a publican, as it’s one less thing to think about.”

The business is now back on an even keel, and has already received rave reviews. Did the reality of running a pub differ from what Chris had anticipated?

“I wasn’t anticipating the amount of hard work involved in running a pub,” Chris admitted. “It’s all consuming. You wake up, work, and go to bed.

“That said, it’s a lifestyle business, and it’s early days. We’re starting to get regular return diners, and when the business is properly established I plan to employ more staff. We have an extensive menu, which is vital for a pub such as this. The pub serves locals and people who have heard about us and are prepared to drive some distance for a meal. Plus we seem to attract a lot of cyclists. This is good cycling country, so I contacted the local clubs and let them know that cyclists are welcome here, which isn’t the case at every pub. Calor’s service has been superb - I have no complaints whatsoever,” Chris concluded. “In fact, the relationship to date with Calor has been one of the smoothest parts of taking over the pub.”