

FAQ's

Q: How much space do I need to place a machine?

A: answer from specs

Q: Can I brand the machine with my own graphics?

A: Yes, you can provide your own or we can assist in developing your look.

Q: Can this easily be placed internationally?

A: Yes, currently over 1/3rd of our machines are placed internationally into 25+ countries.

Q: How many different products / overall capacity of products can the freezer hold?

A: Standard freezer holds approx. 150pc of novelty style ice cream products (cups, cones, bars etc.) but we can easily calculate capacity for all custom projects and products.

Q: What is the max weight that can be vended?

A: We use 2lbs as standard but can be configured with a larger object for greater weight.

Q: Can the machine accept different currencies?

A: Machines are compatible with any MDB compliant manufactured payment systems.

Q: How do you change product and display cards?

A: Bins are designed to open and fill from the bottom. Always ensuring FIFO. Cards are applied to standard holder using an adhesive tape or you have the option of digital images on a screen etc.

Q: Where do I buy product?

A: Large buying group, such as Vistar or your local wholesaler.

Q: How long is the warranty on the machine?

A: 5 years for parts, 2 years for freezers

Q: Who services the machine?

A: Operators generally service their own equipment. Our technical support group can assist via phone, email, Skype etc.

Q: Lead time on new equipment?

A: Typically 2 weeks, subject to any custom items.