

Q & A

1. What is exact size of machine and weight ?

Brutto machine size with carton box and pallet:

1550 mm wide x 910 mm deep x 2100 mm high

Brutto weight is 580 kg.

Netto machine size is:

1540 mm wide x 870 mm deep x 2015 mm high

Netto Weight is 560 kg.

2. What is recommended retail price of one portion across the world?

Recommended retail price is **2.00 EUR** in countries of European Union, **3.00 EUR** in Middle East countries. Also, price can be up to **5.00 EUR** in specialized and closed places like pools, stadiums, theme clubs etc.

3. What is the target selling price for a portion fries from the machine in Germany, Western-Europe?

2.00 EUR at day price, 3.00 EUR at night price.

4. Can price of portion be changed?

Prices can be set automatically over the Internet. Every machine is connected to the Internet and you can easily set prices over the web and set three different prices over the **24 hour periods**. So, for example, at night the price is higher than at noon and the least expensive in the evening, etc.

You define and set prices yourself.

5. How much does it cost to produce one serving of french fries?

The listed price is taken in 2021 from Croatian market. We advice each customer to independently calculate the price based on their own market. The production price is **0.38 EUR**.

The price includes a paper cup, potatoes, oil, electricity, salt and sauce.

What is calculation for 0.37 EUR cost / portion?

Consumption of cooking oil is 3-4 gram per portion.

Price of 1 Liter quality oil is 1.3 EUR.

1 liter of cooking oil have 930 gram.

Oil cost = 0.005 EUR.

Cup cost is 0.095 EUR.

Sauce 18 gram. 2.8 kg ketchup Manna brand, cost is 8.00 EUR.

Sauce cost is 0.05 EUR.

Frozen potato, Aviko, Julienne top class 7x7 mm, 1 kg is 1.2 EUR.

From 1 kg frozen fries, you can make 8 portions.

Total potato cost is 0.15 EUR.

Salt is 5 gram. 1 kg is 1 EUR.

Salt cost is 0.005 EUR.

Oil + cup + sauce + potato + salt + electrical power= 0.37 EUR.

Machine power consumption in 1 hour is 1.375 kWh. Energy consumption per portion is 0.22 kWh. Average electric price on EU market is 0.21 EUR per kWh. Cost for electrical power in 1 portion is 0.05 EUR.



6. What is oil consumption per one portion?

Oil consumption is 50 grams. This quantity includes everything, including the oil that needs to be changed, evaporation, and all other factors. With a 30-liter tank of high-quality oil, you can make anywhere from 550 to 650 servings. The specified quantity also depends on the type of frozen potatoes, whether they are of Class A or have a lot of water (ice), which can dilute the oil.

7. Which oil type and band do you recommend to be used in machine?

You can use any oil type that is specially designed for deep frying.

We recommend Delizio oils, you can find more info on their web page:

<https://delizio.eu/en/platinum-frying-oil/>

8. What reserve of oil does the machine hold?

There is 30 liter of oil in one tank.

From the main tank machine controller pumps oil into fryers using oil pumps. Machine has 2 fryers, each holding 6 liters of oil.

So, only 2x6 liters of oil is heated in the normal frying mode, and in the night mode, when there are not many customers, only 6 liters of oil is heated.

9. When do you need to change oil, after how much portions?

Oil is changed after 500 portions, if good quality oil is used for frying. After that you can add new oil into the tank which is mixed with old oil in the tank. Normally there is 8-10 liters residual oil in tank.

It should never be fried in a completely new oil, but the new oil is mixed with the old one.

10. Which french fries do you recommend to be used in machine?

Any frozen french fries can be baked in the machine, but they must not be longer than 70 mm. The best potato is with dimensions of 7 mm x 7 mm, as used by Burger King. Dipper fries are also great. We recommend following brands: Mydibel, Aviko, Juienne 7 mm.

<https://www.avikofoodservice.com/product-range>

<https://www.mydibel.be/en/products/frozen-belgian-potato-fries/potato-dippers>

<https://www.mydibel.be/en/products/frites-belges-surgelees/shoestring-77mm-14>

11. Can machine be remotely controlled?

That's right. The machine is connected to the Internet and through the web portal you access the machine and track its operation, sales, sales analysis, stock condition of raw materials, etc. You can browse the history and see each sale by date and time, at what price and how it was paid, cash or by credit card. The software used for the mentioned purpose is called iVend, developed by the company Integra. Currently, it is provided free of charge and is not included in the price of the vending machine.

12. Does the machine accept credit cards or cash only?

That depends on your decision, as the owner of the machine, what kind of billing system you will set up. The machine is delivered without a payment system, it is not included in the price of the machine, because we do not produce it. You buy the billing system from a distributor in your country and send it to us for installation.

The machine is MDB compatible (MDB standard).

13. What kind of payment methods are included with the machine?

Machine is sold without payment system.

You need to buy payment system from your national distributor and send to for for integration. For coins, we support MEI series 7x00, on MDB standard.

For paper money, we support ICT XBA and ICT XBA mini, also on a MDB standard.

For credit card, we support Nayax Onyx, Vianet SmartContact, Ingenico Self 2000 / CL, also on MDB standard.

14. What is the price of payment systems?

It depends on the country and region, but the prices are around 500 EUR for coin exchanger (coin), 350 EUR for bill validator (paper money) and around 650 for credit card terminal.

15. What are power requirements for the machine and how much power does the machine consume?

The power requirement of machine is 16 Ampere / 220-240V, you can plug it into a standard EU socket.

You do not need three-phase current, which is a very big advantage for setting up a machine. Consumption depends on the operating mode and ranges from 1 KW in stand by mode to 4 KW when double frying activity is running. As machine is not always in double fry mode, the average electricity consumption for frying one portion is 0.05 EUR and is calculated in the portion price of 0.37 EUR.



16. Can power consumption be monitored?

Yes, very easily. A consumption meter can be installed, in socket, which digitally records consumption, so machine consumption can be monitored per hour, daily, weekly, monthly, etc.

17. What is machines ROI (Return Of Investment)?

If the sale is 50 servings per day (average) and the selling price is 2.00 EUR, the net profit (excluding the cost of workers and the lease of the location) is $1.64 \text{ EUR} \times 50 \text{ servings} \times 30 \text{ days} = 2,460.00 \text{ EUR} \times 8 \text{ months} = 19,680.00 \text{ EUR}$. Profitability depends on many factors, including operating and occupancy costs, financing terms and most important, your ability to operate the business effectively.

18. What is our business conditions?

We send you Proforma Invoice.

Payment is 50% on order and 50% when is machine finish and ready for delivery. Payment is bank to bank.

19. What are running costs of machine?

The air filter is changed, once a month, depending on the number of servings.

If the machine is outside, the filter is not needed. The price of the filter is **40.00 EUR**.

Also, the oil filter is changed every 6 months, and the price is **20.00 EUR**.

We recommend that the customer immediately buys a few filters when buying a machine to have on stock for replacement. We also recommend to buy extra stainless steel tank. And two extra oil pans **80.00 EUR** each.

20. Is there any extra expenses for running machine?

No. In addition to cleaning, filling with raw materials and emptying money. Possible annual maintenance costs for the machine may arise if the user contracts support through the iVend system with the manufacturer. Currently, the manufacturer does not offer this to customers, but in case of its introduction, customers will be informed about the price and options. They can choose to accept or reject the offer based on their preferences.

21. How often does the machine need to be cleaned?

No cleaning. Just take out the oil pans and put in new ones.

Dirty oil pans are put in a bag and washed in the dishwasher in the workshop or at home. Recommended to slightly wipe outsides aesthetically with wet wipes, nothing special that would take a lot of time.

For general cleaning, after **30-60 days**, depends on the scope of use of the machine, it should be cleaned in more detail, but everything is resolved within **60 minutes**. So, general cleaning.

We recommend the customer to buy another set of oil pans, so that they can be swapped with clean ones, so while one set is in operation, other set is cleaned. The price of a set of two oil pans is **160.00 EUR**. The oil pans are made of Stainless Steel 304 material, food grade, made according to the Integra specification.

22. What can be used to clean the machine?

The machine is cleaned with wet wipes intended for cleaning surfaces that can be bought at any general store. Cleaners, any approved as food safe, can also be used.



23. What about training for machine operation, cleaning, maintenance and machine operation?

Integra provides each customer with free training at the Integra site, where the machine can be picked up as well as at users location.

Only, if the training is done at the user's location, the user needs to pay traveling costs, accommodation and food for our two technicians. Accommodation should be in a 4-star hotel with 3 meals per day, and the cost of the trip is return flight tickets to your location. If your place is close to us, then the cost of transport is transport by car to your location which is paid in the amount of 0.3 EUR x number of km to the user and back, plus the cost of all road tolls if any, also in both directions.

24. In case of failure, how is the machine repaired?

The possibility of failure is very small, almost non-existent.

Simply, the machine is designed and made to last and work without failure. If a malfunction occurs, our technicians can connect to the machine via the Internet and, by reviewing the diagnostics, determine exactly what the problem is, and consequently repair the machine remotely, if the item is in the software. If there is something about the hardware, our technicians will send a spare part and a video instruction on how to replace the part, since everything is made modular and easy to replace. At the same time, our technicians can come to your location, but you have to pay the cost of the trip. Repair and part is free.

You can also send the machine to our service, so we will return the machine to you for repair. Please note that the spare part and technician's time are free, but that the user pays for the transport of the technician or the transport of the machine to and from the service, at his own expense.

25. Manufacturer technical support

INTEGRA does the training of your technician, we train them to use the machine independently, to maintain the machine and, if necessary, to intervene if there is a malfunction. In cooperation with our technicians, he will be able to independently setup the machine and put it into operation.

26. Does the system shows real-time stock level or technical problems?

Yes. In our televend system - iVend.

27. What about Warranty period on the machine?

The warranty on the machine is 24 months.

The warranty includes all parts except the air filter, oil filter, heater elements and LED or light bulbs.

28. Which cups go to the machine and what is their price?

The cups with the following dimensions go into the machine. See Appendix 1.

The price of the cups is 1250 EUR for a minimum order of 10,000 pieces.

The price includes a high quality cups on Finnish paper and with color print, custom design which you provide to us or you can use our standard cup design. An example for designs can be found in Appendix 2.



29. What about custom machine print, company mark and OEM design?

If you want to put your own design on the machine, then you will need to submit it to us immediately after ordering and paying the deposit for making the machine.

An example of a design with dimensions can be found in [Appendix 3](#).

There is a left and right side (sticker) that sticks to the machine, and the front right and front left doors, which has translucent backlit paper, so that the LED lighting behind can pass through your printed design. Method of installation of design prevents paper from being damaged or smeared because it is in the space between two transparent Lexan sheets.

30. Fries, oil, cup, etc. Do they need to be purchased from you?

No. You can buy wherever you want.

For cups, we send you a drawings and you can buy from some other source. Our cup price is 1250 EUR for 10.000 cups, with full color print of your design, on a Finland paper (grease cannot pass through).

31. What kind of sauce is included? Is it possible to have different type of sauces in the machine at the same time?

Ketchup. You can use any sauce that is stable on a room temperature.

We use Manna slott sauce system with Slotts Portion Pump (SPP).

<https://www.manna.be/en/manna-for-professionals/packaging/professionals/slott-25l/>

32. What is weighting system tolerance?

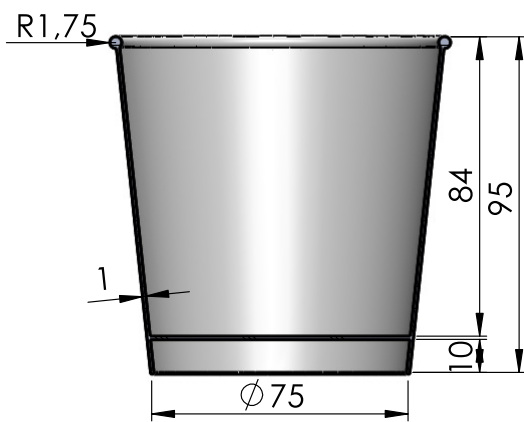
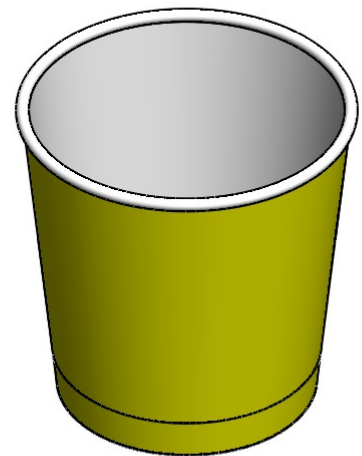
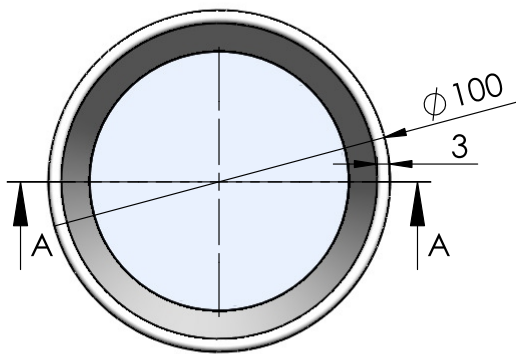
Weighting system tolerance is +/- 20 g (up to +/- 30 g when using uneven frozen fries types) on both scales.

33. Upon closer examination, we realized your system is 220-240 Volts. We have 120 Volts here in Canada / North America. Is there any way to convert it to 120 Volts?

You would need to hire an electrician to install the correct electrical receptacle. The electrician can install a separate plug for you. Electricity in Canada / North America is actually 2 lines with 120 Volts each. In order to get 240 Volts for use with heavy appliances such as dryers, ovens, water heaters, and some air conditioning units the electrician combines both lines together at the breaker panel to create a separate circuit which is double what the regular plugs are in the home. Most 240 Volt wiring in Canada / North America is 4 wires but the electrician can create a 3 wire connection and install a compatible plug for you.



● Appendix 1



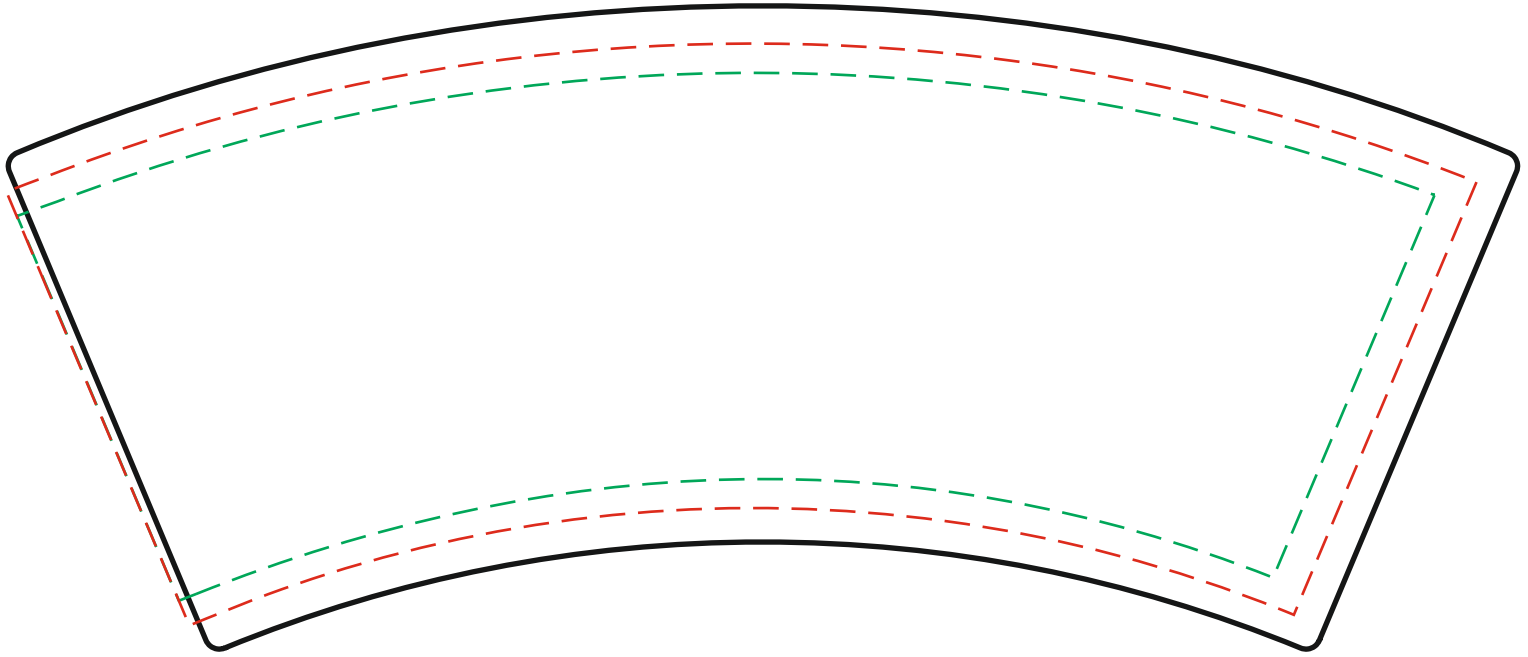
SECTION A-A



 Scale: M 1:2	Director:	Date:	Name:	Signature:	E-mail	
	Constructor:		Rajko Ivošević		info@integra-system.com	
	Production:		Maja Šušković		proces@integra-system.com	
ISO - TOL Ø 100 +0,5 -0,5 Ø 75 +0,5 -0,5		Integra d.o.o. Trg Kralja Tomislava 4 Varaždin OIB: info@integra-system.com			Material: Pine	
		Čaša I3		Quantity:	Mass(kg):	
		File name:	I3-3SO-000		100	0.01



● Appendix 2



● Appendix 3

LEFT SIDE
848x1920MM



LEFT DOOR
824x1809MM



RIGHT DOOR
558x1809MM



RIGHT SIDE
848x1920MM

