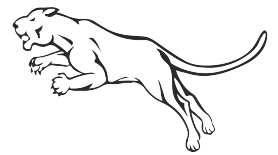


FREQUENTLY ASKED QUESTIONS



INTEGRA SYSTEM

SARATOGA French Fry Vending machine

DIMENSIONS & WEIGHT

1. WHAT IS EXACT SIZE OF MACHINE AND WEIGHT ?

- Brutto size & weight: 1550 mm x 910 mm x 2070 mm (WxDxH), 550 kg weight
- Netto size & weight: 1540 mm x 890 mm x 2015 mm (WxDxH), 530 kg weight

PRICING & PROFITABILITY

2. WHAT IS RECOMMENDED RETAIL PRICE OF ONE PORTION ACROSS THE WORLD?

The recommended retail price is:

- 2.00 EUR in European Union countries
- 3.00 EUR in Middle Eastern countries
- Up to 5.00 EUR in specialized or closed environments such as pools, stadiums, theme parks, clubs, etc.

3. WHAT IS THE TARGET SELLING PRICE FOR A PORTION OF FRIES FROM THE MACHINE IN GERMANY AND WESTERN EUROPE?

Target prices align with the recommended retail pricing: 2.00 EUR during the day, 3.00 EUR at night, depending on location and time.

4. CAN THE PRICE OF A PORTION BE CHANGED?

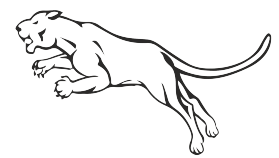
Yes. Each machine is connected to the Internet, allowing you to remotely adjust prices. Up to three different prices can be set over a 24-hour period.

5. HOW MUCH DOES IT COST TO PRODUCE ONE SERVING OF FRENCH FRIES?

The estimated cost per portion (100–120 g) is 0.37 – 0.38 EUR, broken down as follows:

- Oil consumption: 3–4 grams per portion → 0.005 EUR (1L = 930g, 1.3 EUR per liter)
- Paper cup: 0.15 EUR
- Sauce: 18 g → 0.05 EUR (2.8 kg of Manna ketchup = 8.00 EUR)
- Frozen fries (Aviko Julienne 7x7 mm): 1 kg = 1.2 EUR → 0.15 EUR per portion (8 portions per kg)
- Salt: 5 g = 0.005 EUR (1 kg = 1 EUR)
- Electricity: 0.22 kWh per portion = 0.05 EUR (based on 0.21 EUR/kWh in EU)

FREQUENTLY ASKED QUESTIONS



INTEGRA SYSTEM

6. WHAT IS THE RETURN ON INVESTMENT (ROI)?

Example calculation:

- 50 portions/day × 1.64 EUR net profit = 2,460 EUR/month
- 8 active months/year = 19,680 EUR/year net profit (excluding labor/location lease)

7. WHAT ARE YOUR BUSINESS CONDITIONS?

- Proforma Invoice issued upon order
- Payment terms: 50% on order, 50% upon completion, via bank transfer

8. WHAT ARE THE RUNNING COSTS OF THE MACHINE?

- Ingredients and energy (approx. 0.37–0.38 EUR per portion)
- Regular filter replacements (see below)

9. ARE THERE ANY ADDITIONAL EXPENSES FOR OPERATING THE MACHINE?

- Air filter: Replaced monthly → 40 EUR
- Extra oil pans (recommended): 80 EUR each (2 pieces recommended = 160 EUR)

FOOD & INGREDIENTS

10. WHAT IS THE OIL CONSUMPTION PER ONE PORTION?

3–4 grams per portion, depending on oil quality.

11. WHICH TYPE AND BRAND OF OIL DO YOU RECOMMEND FOR USE IN THE MACHINE?

Use any deep-frying oil with antioxidant E321 & anti-foaming agent E900.

Recommended brand: FlavOil High Oleic Cooking Oil.

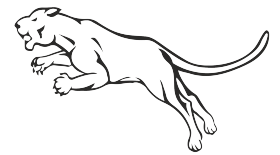
12. WHAT IS THE OIL RESERVE CAPACITY OF THE MACHINE?

- Main tank: 30 liters
- Fryers: 2 fryers × 6 liters = 12 liters total heated
- Night mode heats only one fryer (6 liters)

13. WHEN SHOULD THE OIL BE CHANGED AND AFTER HOW MANY PORTIONS?

- After 500 portions if high-quality oil is used
- Add fresh oil into the tank to mix with the remaining oil (3–5 liters residual oil always remains)
- Never fry using only new oil

FREQUENTLY ASKED QUESTIONS



INTEGRA SYSTEM

14. WHICH FRENCH FRIES DO YOU RECOMMEND FOR USE IN THE MACHINE?

- Frozen fries, max length 70 mm
- Best size: 7x7 mm (Burger King style)
- Recommended brands: McCain, Mydibel, Aviko, Julienne, Dipper fries

15. WHAT KIND OF SAUCE IS INCLUDED, AND CAN MULTIPLE TYPES BE USED AT ONCE?

- Use any sauce that is stable at room temperature
- Default: Manna Sauce

16. DO FRIES, OIL, CUPS, ETC. NEED TO BE PURCHASED FROM YOU?

No. Customers may buy consumables from their own suppliers. Cup dimensions are provided at the end of this document.

MACHINE OPERATION & TECHNOLOGY

17. CAN THE MACHINE BE REMOTELY MONITORED?

With the iVend software, you can monitor things like sales, stock levels, machine errors, temperature, and overall machine activity, etc.

18. CAN THE SYSTEM DISPLAY REAL-TIME STOCK LEVELS OR TECHNICAL ISSUES?

Yes, with the iVend software it's possible.

19. CAN THE MACHINE BE USED IN COUNTRIES WITH 120V ELECTRICITY (E.G., NORTH AMERICA)?

Yes, but requires electrician installation of a 240V plug (combining two 120V lines). Canadian/North American homes use 4-wire 240V; compatible plugs can be installed.

PAYMENT SYSTEMS

20. DOES THE MACHINE ACCEPT CREDIT CARDS OR ONLY CASH?

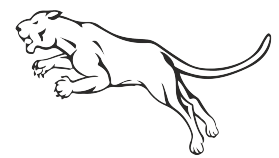
Depends on the installed payment system. Supports both.

21. WHAT TYPES OF PAYMENT METHODS ARE SUPPORTED?

MDB-compatible systems:

- Coins: MEI 7x00 series
- Banknotes: ICT XBA / XBA mini
- Credit cards: Payter P68, Nayax Onyx

FREQUENTLY ASKED QUESTIONS



INTEGRA SYSTEM

22. WHAT IS THE PRICE OF PAYMENT SYSTEMS?

- MEI coin exchanger: ~670 EUR
- ICT XBA bill validator: ~530 EUR
- Credit card terminal (Payter/Nayax): ~690 EUR

23. IS THE PAYMENT SYSTEM INCLUDED WITH THE MACHINE?

No. Machine is delivered without a payment system. Customers purchase a device from a local distributor and send it to Integra for installation.

ELECTRICAL & ENERGY USE

24. WHAT ARE THE POWER REQUIREMENTS AND CONSUMPTION OF THE MACHINE?

Voltage: 220–240V, 16 A (standard EU socket), single-phase connection

Power Consumption per Hour:

- Normal Mode (Double Fry Method): 3.5 kWh
- Normal Mode – Standby: 0.92 kWh
- Turbo Mode: 2.84 kWh
- Night Mode (Single Fry Method): 1.77 kWh
- Night Mode – Standby: 0.72 kWh
- Standby - H fuse is off (heaters are off): 0.050 kWh

25. CAN POWER CONSUMPTION BE MONITORED?

Yes. Install an external meter in the socket to track hourly, daily, weekly, and monthly consumption.

CLEANING & MAINTENANCE

26. HOW OFTEN SHOULD THE MACHINE BE CLEANED?

- Oil pans: remove and replace regularly (every 1-2 times in week), duration 3-5 minutes
- General cleaning: every 30–60 days, duration ~60 minutes

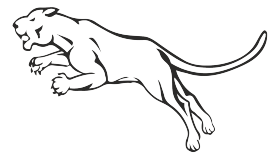
27. WHAT CLEANING MATERIALS SHOULD BE USED?

- Wet wipes for general cleaning
- Any approved food-safe cleaning products

28. IS TRAINING PROVIDED FOR MACHINE OPERATION, CLEANING, AND MAINTENANCE?

Yes. Free training at Integra HQ or customer location. If on-site, customer pays for:

FREQUENTLY ASKED QUESTIONS



INTEGRA SYSTEM

- Round trip transport (by car or flight)
- Hotel (4-star, 3 meals/day) for 2 technicians
- The technician's rate is €750 per technician per day.

29. WHAT HAPPENS IN CASE OF MACHINE FAILURE?

Remote diagnostics and software repairs are standard

For hardware issues:

- Free replacement parts & video instructions
- Option to send machine to service center
- On-site repair possible (customer pays travel & technical time -parts under warranty are free of charge, but if the machine is no longer under warranty, parts are billed additionally.)

30. DOES THE MANUFACTURER OFFER TECHNICAL SUPPORT?

Yes. Includes training for customer technician to independently handle setup and troubleshooting with Integra's guidance.

31. WHAT IS THE WEIGHING SYSTEM'S TOLERANCE?

The weighing system has a tolerance of ± 20 g (up to ± 30 g when using frozen French fries of uneven size) on both scales.

CUSTOMIZATION & ACCESSORIES

32. WHAT IS THE WARRANTY PERIOD FOR THE MACHINE?

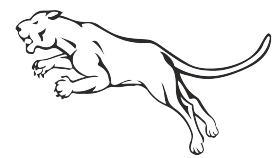
The warranty is valid for 24 months from the date of purchase for all parts, except for specific components subject to wear and tear, as outlined below. For the following components, the warranty period is 12 months: Air filter, Oil filter, Heating elements, LEDs/light bulbs etc.

33. WHICH CUPS ARE COMPATIBLE WITH THE MACHINE AND WHAT IS THEIR COST?

- Custom paper cups made of Finnish paper with full-color print
- Price: 1500 EUR for 10,000 pcs
- You may use your own design or standard Integra design

34. CAN I CUSTOMIZE THE MACHINE DESIGN WITH OUR LOGO AND BRANDING?

Yes. Provide design after deposit payment. Design is installed behind transparent Lexan sheets (front doors, left/right sides) with backlit LED. There is an extra charge for custom design, according to our current price list.



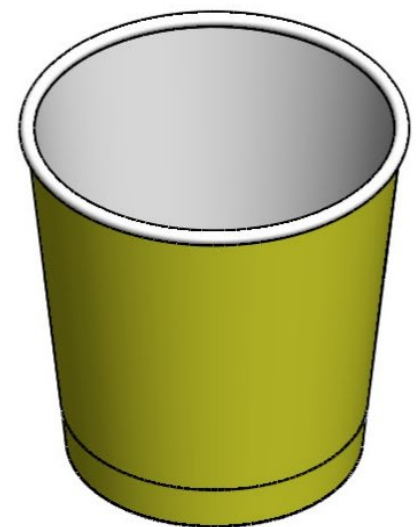
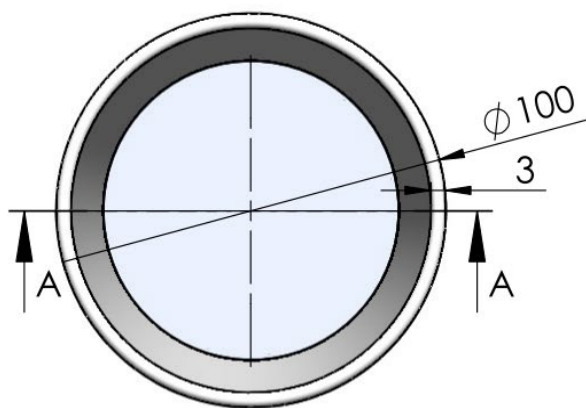
INTEGRA SYSTEM

CUP DIMENSIONS

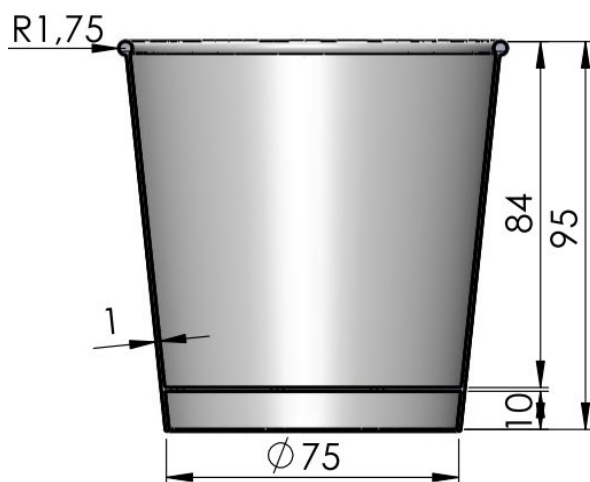
CUP DIMENSIONS & DESIGN TEMPLATE

In the following section of this document, you can find the cup dimensions and the design template used for creating the artwork. The provided template is in real scale, and the design should be created within the marked boundaries. The cups are made from high-quality, Finnish water-resistant paper. The graphic design must be delivered in PDF format, in CMYK color mode, with a resolution of 300 dpi.

TOP VIEW



SIDE VIEW



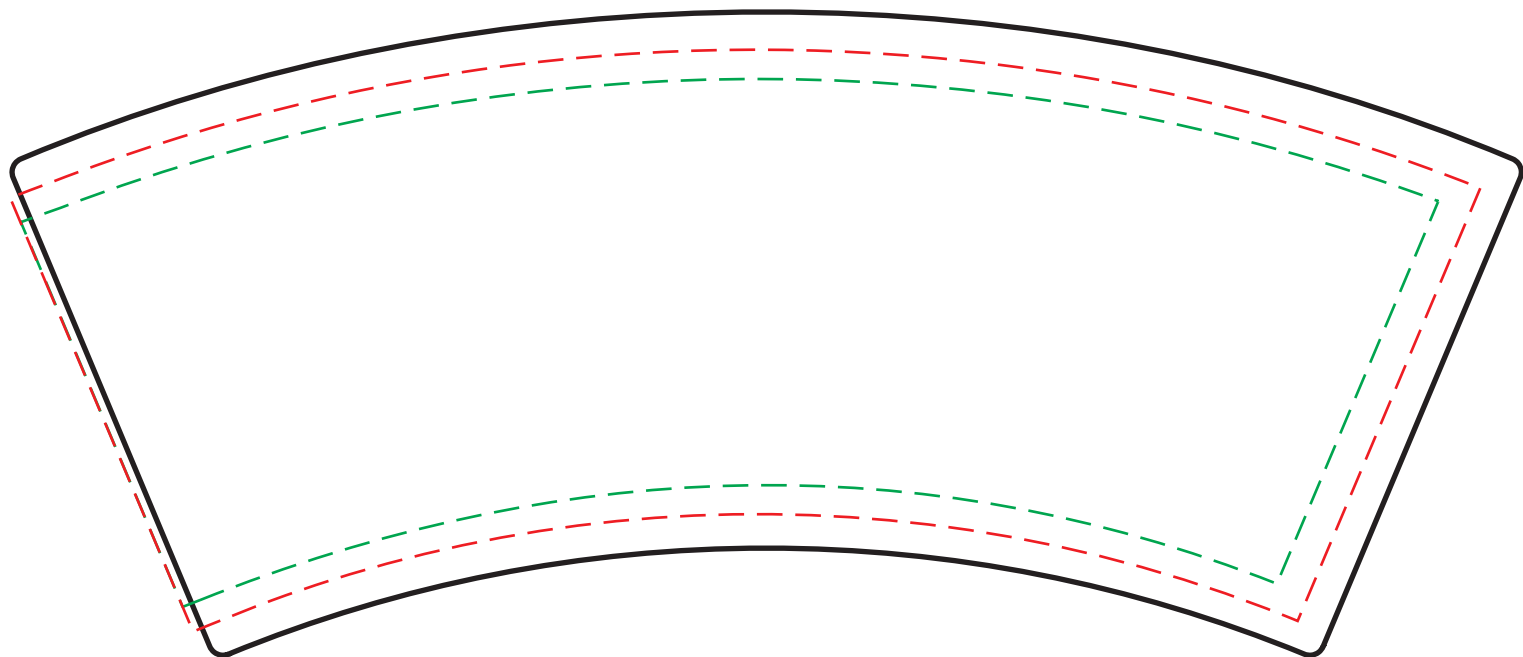
SECTION A-A



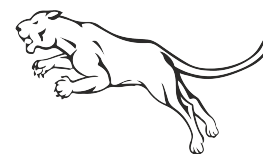
CUP DESIGN TEMPLATE



INTEGRA SYSTEM



GRAPHIC DESIGN DIMENSIONS



INTEGRA SYSTEM

FRONT ABOVE
1463x60mm

LEFT SIDE
900x1935mm



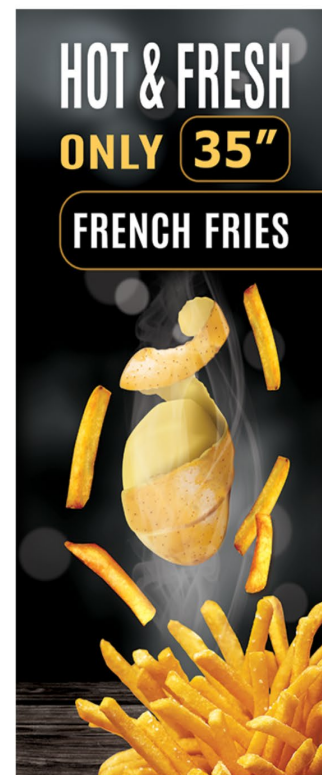
LEFT DOOR
825x1815mm



RIGHT DOOR
560x1815mm



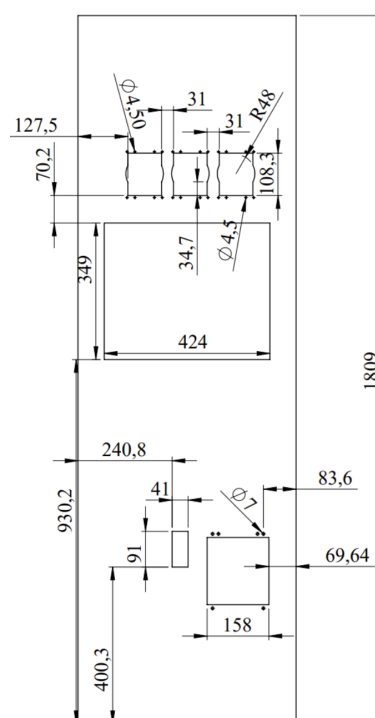
RIGHT SIDE
900x1935mm



FRONT ABOVE



RIGHT DOOR HOLE LAYOUT



The graphic design must be delivered in 5 separate PDF files (CMYK, 300 dpi).