SARATOGA - UL

French Fries Vending machine

2026

FREQUENTLY ASKED QUESTIONS



INTEGRA SYSTEM
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DOCUMENT SERIES - V2
FAQ

FREQUENTLY ASKED QUESTIONS

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SARATOGA French Fry Vending machine

GENERAL INFORMATION

WHAT IS THE SARATOGA FRENCH FRIES VENDING MACHINE?

The Saratoga machine is a **fully automated vending system** designed to prepare and serve hot, freshly fried French fries **without the need for on-site staff**. It integrates all key processes - storage of frozen fries, portioning, frying, seasoning, and dispensing - into a single compact unit. The entire process is controlled by an onboard computer system, enabling fully autonomous operation during sales. The machine is built for continuous operation and functions as a **self-operating food service unit**, **requiring only minimal operator involvement** for restocking and routine maintenance.

WHO IS THIS MACHINE FOR?

The Saratoga machine is designed for a wide range of commercial users and business models, including:

- Investors looking for automated, low-labor income opportunities
- Vending operators expanding their portfolio with hot food solutions
- Hospitality businesses such as hotels, resorts, and campsites that want to offer food without kitchen staff
- Retail and high-traffic locations such as gas stations, shopping centers, and transport hubs
- Distributors and partners seeking scalable business opportunities in their region

The machine is suitable for any location with consistent foot traffic and demand for fast, hot food, while keeping operational complexity low.

IN WHICH COUNTRIES AND LOCATIONS HAVE SARATOGA MACHINES BEEN INSTALLED?

Saratoga machines have been installed in numerous countries worldwide, including Italy, Austria, Germany, France, Belgium, the United Kingdom, Iceland, Malaysia, Singapore, the United Arab Emirates (Dubai), and the USA, among others. Machines have been installed in a wide variety of locations, including 24/7 convenience stores, gas stations, restaurants, shopping centers, university campuses, hospitals, and other public and commercial environments.

HOW MANY SARATOGA MACHINES HAVE BEEN SOLD?

More than 500 Saratoga machines have been sold worldwide, reflecting our extensive experience in international markets.

HOW LONG HAVE SARATOGA MACHINES BEEN ON THE MARKET?

Saratoga machines have been on the market since 2016.

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DOES IT REQUIRE STAFF?

No - the machine **operates fully autonomously and does not require on-site staff** for daily sales. All key processes, including portioning, frying, and dispensing, are handled automatically. The system is designed to run independently, with only minimal operator involvement for restocking and routine maintenance. This **significantly reduces labor costs** while allowing continuous operation.

CAN IT OPERATE 24/7?

Yes - the machine is **designed for continuous 24/7 operation**. It automatically manages all processes and can operate throughout the day without supervision. With minimal operator involvement for restocking and maintenance, the machine can run reliably over extended periods. This enables uninterrupted operation in a wide range of commercial environments.

WHAT ARE THE DIMENSIONS?

The machine dimensions are:

- Net dimensions: 1540 × 890 × 2015 mm (W × D × H)
- Gross dimensions: 1550 × 910 × 2070 mm (W × D × H)

Thanks to its compact footprint, the machine can be easily installed in a wide range of commercial locations.

WHAT IS THE WEIGHT?

The machine weight is:

- Net weight: approximately 530 kg
- Gross weight: approximately 550–560 kg

Its solid construction ensures stability and durability.

CAN IT BE INSTALLED OUTDOORS?

Yes - the machine can be installed outdoors with appropriate protection. For optimal performance and long-term reliability, **it should be placed under a canopy or in a protected area** to avoid direct exposure to rain, snow, and sunlight.

WHAT TEMPERATURE RANGE IS SUPPORTED?

The recommended ambient temperature range is from a minimum of +15°C to a maximum of +30°C.

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HOW DOES THE MACHINE WORK?

HOW DOES THE SARATOGA MACHINE PREPARE FRESH FRIES IN JUST 35 SECONDS?

The Saratoga machine uses a patented double-fry system that combines pre-preparation and final frying into one continuous automated process. This allows the machine to deliver fresh, hot, and crispy fries in just 35 seconds.

Step-by-step process:

- Frozen product storage: Frozen fries are stored in a controlled cooling system inside the machine.
- Automatic dosing: The machine precisely measures and releases the correct portion.
- Pre-cooking (first fry – buffer stage): The product is partially pre-cooked and stored in a buffer system, ready for fast delivery.
- Final frying (second fry): When the customer places an order, the product goes through a second fry stage.
- Serving: Fresh fries are delivered in 35 seconds.

WHAT MAKES THIS SYSTEM UNIQUE?

The system is based on a patented process that combines pre-cooking and final frying into one continuous, fully automated flow. This ensures that every portion is freshly prepared while maintaining consistent quality and precise synchronization of the entire process.

WHY ARE THE FRIES ALWAYS FRESH AND CRISPY?

The machine uses the double-fry method:

- the first fry prepares the inside
- the second fry creates the crispy texture

This is the same method used in professional kitchens, ensuring consistent quality and optimal taste.

HOW IS IT POSSIBLE IN ONLY 35 SECONDS?

The speed is achieved by combining pre-preparation with an optimized final preparation stage. Part of the process is already completed in advance through the buffer system, while the final stage (final frying and reheating) ensures the product is ready quickly while maintaining quality.

CAN THE MACHINE PREPARE OTHER PRODUCTS?

Yes - the patented system supports preparation of various products, including:

- French fries / potato-based products
- other frozen finger-type foods

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IS THE PROCESS FULLY AUTOMATIC?

Yes - **the entire process is fully automated** and controlled by sensors and software. This ensures consistent preparation and quality for every portion.

CAN THE MACHINE'S FRYING PARAMETERS BE ADJUSTED?

Yes. The Saratoga machine allows operators to adjust frying time, frying temperature, portion size (grams), salt dosage, sauce quantity, and other preparation parameters according to personal preferences and the ingredients used.

WHAT IS THE KEY TAKEAWAY?

The Saratoga machine combines patented technology, the double-fry method, and full automation to deliver fresh, hot, and crispy food in just 35 seconds.

PERFORMANCE & CAPACITY

HOW MANY PORTIONS PER HOUR?

The machine can produce approximately **35–40 portions per hour**. This capacity includes the full preparation and serving process, making it suitable for locations with steady customer flow.

WHY NOT MORE?

The stated capacity includes the full real-world usage cycle, not just the technical frying time. It accounts for customer interaction, payment, portion delivery, and overall system flow. This ensures a realistic and consistent performance level in actual operating conditions.

HOW LONG PER PORTION?

The serving time depends on the selected operating mode. In Normal and Eco Modes, a portion is typically served in approximately **35 seconds** using a buffer of pre-prepared fries. In Night Mode, preparation takes approximately **2–5 minutes**, depending on the type of fries used, as each portion is prepared on demand without a buffer. In Turbo Mode, portions are dispensed in approximately **20 seconds** directly from the buffer, without the final frying stage.

CAN CAPACITY BE INCREASED?

Yes - capacity can be increased by adding additional machines. Each machine operates at a fixed output level, so higher demand is typically handled by installing multiple units. This allows you to serve more customers simultaneously and significantly increase total throughput at the same location.

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DOES IT SUPPORT HIGH DEMAND?

Yes - the machine is **designed to handle high demand** through its buffer system. This allows faster service during peak periods and helps maintain a smooth customer flow.

WHAT IS THE BUFFER SYSTEM?

The buffer system stores pre-prepared portions, allowing them to be delivered quickly when ordered. This significantly reduces waiting time during busy periods.

WHAT HAPPENS IF BUFFER IS EMPTY?

If the buffer is empty, the machine automatically prepares a new batch of portions. This ensures continuous operation, with slightly longer waiting time only in such cases.

WHAT HAPPENS IF PREPARED PORTIONS IN THE BUFFER ARE NOT SOLD?

Prepared portions in the buffer are **automatically removed** after a defined time period, typically set to 1 hour. This ensures that fries are only served within a controlled quality window. The timing can be adjusted depending on the type of product used, allowing flexibility while maintaining consistent product standards. This system guarantees that every portion served meets defined quality and freshness requirements.

CAN IT WORK IN LOW DEMAND?

Yes - the machine is optimized to operate efficiently even in low-demand conditions through dedicated operating modes such as Eco and Night mode. These modes **reduce production** and energy usage while keeping the machine ready to serve incoming orders.

SMART OPERATING MODES (KEY DIFFERENTIATOR)

DOES THE MACHINE HAVE DIFFERENT OPERATING MODES?

Yes - the machine supports multiple operating modes **designed for different levels of demand and usage scenarios**. These include Eco Mode, Normal Mode, Turbo Mode, and Night Mode, each optimized for specific operating conditios.

CAN THE MACHINE BEHAVIOR BE SCHEDULED?

Yes - the machine behavior **can be fully programmed and scheduled 24/7**. Settings can be adjusted remotely via a cloud system or directly on the machine, giving operators full control over how the system operates throughout the day.

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WHAT DOES THAT MEAN IN PRACTICE?

In practice, this means the operator can define how the machine operates for each hour of the day. This includes setting operating modes, performance behavior, and pricing, allowing the machine to automatically adapt both its operation and sales strategy throughout the day.

EXAMPLE (HOTEL USE CASE)?

For example, in a hotel environment, the machine can be configured to match meal times:

- 13:00–15:00 (lunch)
- 18:00–20:00 (dinner)

During these periods, the machine can be set to operate in Free Vend Mode (no payment) and Normal Mode for fast and efficient service. This allows hotels to offer automated food service during peak hours while maintaining full control over operation and cost.

WHAT HAPPENS OUTSIDE MEAL HOURS?

Outside defined meal hours, the machine can automatically switch to paid operation. It can run in optimized modes such as Night Mode or Eco Mode, depending on demand, ensuring efficient operation while continuing to generate revenue.

WHAT IS NORMAL MODE (35 SECONDS SERVICE WITH PRE-PREPARED BUFFER)?

Normal Mode is the standard operating mode in which the machine **delivers a portion in 35 seconds**. This is achieved through the double fry method, combined with a buffered system of **pre-prepared portions, typically set to 4 or 6** and continuously refilled. Using both fryers, the machine ensures fast, consistent service while maintaining product quality.

WHAT IS ECO MODE (35 SECONDS SERVICE WITH REDUCED BUFFER)?

Eco Mode operates in the same way as Normal Mode and **delivers portions in 35 seconds, but with reduced capacity**. The machine prepares smaller **batches of 2 portions** and maintains a buffer of 2 portions instead of 4 or 6. This allows the system to operate normally while reducing product waste during periods of lower demand.

WHAT IS NIGHT MODE (ON-DEMAND OPERATION WITHOUT BUFFER)?

Night Mode is an on-demand operating mode **designed for very low-demand periods**. In this mode, the machine **prepares one portion at a time** with no buffer, meaning each portion is made fresh upon request. This eliminates product waste while ensuring full availability. Preparation takes approximately 2–5 minutes, depending on the type of fries used, as different products require different frying times. Only one fryer is active in this mode, significantly **reducing energy consumption**.

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WHAT IS TURBO MODE (20 SECONDS HIGH-SPEED OPERATION)?

Turbo Mode is a **high-speed operating mode designed for maximum output**. It works in combination with Normal or Eco Mode, using a buffered system of pre-prepared portions (e.g. 2, 4, or more portions depending on configuration). However, portions are dispensed directly from the buffer without secondary reheating in the second fryer. This allows the machine to **serve portions in 20 seconds** while reducing energy consumption. Turbo Mode is best suited for high-demand situations where portions are sold immediately after preparation, ensuring optimal product quality.

CAN MODES BE COMBINED?

Yes - operating modes can be combined and scheduled throughout the day. The machine can be programmed for a full 24-hour cycle, allowing different modes to run at different times depending on demand and usage patterns.

CAN THE MACHINE ADAPT TO DIFFERENT CUSTOMER PATTERNS?

Yes - the machine is fully configurable and can adapt to different customer patterns throughout the day. By adjusting operating modes, buffer levels, and pricing for each hour, the system can automatically respond to peak and low-demand periods, ensuring optimal performance and efficiency.

DOES THIS IMPROVE PROFITABILITY?

Yes - smart operating modes directly improve profitability. By reducing product waste, optimizing energy consumption, and increasing operational efficiency, the system helps maximize revenue while keeping running costs low.

HOW DOES ENERGY CONSUMPTION DIFFER BETWEEN MODES?

Energy consumption varies depending on the selected operating mode:

- Normal mode: approx. 3.7 kWh
- Eco mode: approx. 2.2 kWh
- Night mode: approx. 1.3 kWh

This allows operators to optimize energy usage based on demand and time of day.

PRICING & ROI

WHAT IS THE MACHINE PRICE?

The machine price depends on order quantity. According to the current price list, the unit price is:

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- 1 machine - €29,900
- 2 machines - €28,660 per machine
- 3 machines - €25,710 per machine
- 4 machines - €24,830 per machine
- 5 machines - €23,680 per machine
- 10 machines - €21,860 per machine

Payment systems and design options are priced separately.

WHAT AFFECTS PRICE?

The final price depends on several key factors:

- Order quantity - larger orders reduce the price per unit, with the lowest pricing tier defined for orders of up to 10 machines
- Payment system - if purchased from us (cash, card, or combined solutions); alternatively, operators can source and install their own compatible systems
- Design and customization - branding, graphics, and visual modifications of the machine

WHAT ARE THE PURCHASE TERMS?

A proforma invoice is issued upon order. Payment terms are:

- 50% upon order
- 50% upon completion (before delivery)

Payments are made via bank transfer. Card payment is also possible, with an additional 3% processing fee applied to the total amount. The machine price is based on EXW (Ex Works) Integra terms, meaning that shipping is not included. We can organize transport on behalf of the customer, with shipping costs invoiced accordingly, or the customer may arrange their own transport.

WHAT IS THE COST PER PORTION?

The production cost per portion is approximately €0.65. This includes fries, oil, packaging, sauce, and energy consumption.

WHAT ARE THE RUNNING COSTS OF THE MACHINE?

The main running costs include:

- ingredients and consumables (fries, oil, packaging, sauces)
- energy consumption
- regular maintenance items (e.g. filters)

These costs are already reflected in the average cost per portion and remain relatively low, contributing to high overall profitability. Additional minor costs may include periodic replacement of consumable components such as air filters, as well as optional spare parts (e.g. extra oil pans), depending on usage and operator preferences.

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WHAT IS THE TYPICAL SELLING PRICE?

The typical selling price ranges from €2 to €5 per portion, depending on location, environment, and pricing strategy. Higher prices are commonly achieved in premium or closed environments such as hotels, events, concerts, festivals, or other high-traffic locations.

PROFIT MARGIN?

The profit margin is typically very high, often **exceeding 70%**, depending on pricing and operating conditions. This is made possible by low production costs and minimal labor requirements.

ROI EXAMPLE?

An example scenario shows an estimated annual operating profit of **approximately €19,680**. This is based on an average of around 50 portions sold per day and standard pricing. Actual results may vary depending on location, pricing strategy, and demand.

HOW MANY PORTIONS ARE TYPICALLY SOLD PER DAY?

Daily sales vary depending on the location, customer traffic, and market demand. While 50 portions per day is a reasonable reference figure, some machines have recorded approximately 150 portions sold in a single day during periods of high demand. Sales performance can vary significantly between locations.

STAFF COST?

Zero staff. The machine operates fully autonomously, with no on-site personnel required for daily sales. The operator is only involved in periodic refilling and basic maintenance.

LOCATIONS

BEST LOCATIONS?

The machine performs best in locations with high and consistent foot traffic, such as:

- gas stations
- hotels
- transport hubs (train/bus stations, airports)
- universities and campuses

WHY GAS STATIONS?

Gas stations operate 24/7 and have continuous customer flow, making them ideal for automated food service. They combine high traffic with constant demand for fast, convenient meals.

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WHY HOTELS?

Hotels have continuous demand throughout the day, including late hours when kitchens are often closed. The machine allows hotels to offer food service without additional staff, especially in areas such as buffets, pool zones, and late-night service.

WHAT DEFINES A SUCCESSFUL LOCATION?

A successful location combines consistent foot traffic with a clear demand for fast, convenient food. The best results are achieved where customers are already looking for quick meal options.

OPERATIONS

HOW DOES A CUSTOMER USE THE MACHINE?

The process is simple: pay → select → receive. The entire experience is fast, intuitive, and fully automated.

CAN THE CUSTOMER CUSTOMIZE THE PRODUCT?

Yes - customers can customize their portion by selecting options such as salt and sauces.

WHAT IS THE WEIGHING SYSTEM TOLERANCE?

The weighing system has a tolerance of approximately ±20 g. When using frozen fries with uneven size or shape, the tolerance may increase up to ±30 g. This applies to both weighing systems within the machine and is within standard operational limits.

HOW OFTEN DOES THE MACHINE NEED REFILLING?

Refilling is typically required daily or every few days, depending on sales volume and location.

WHAT IF THE CUSTOMER DOES NOT COLLECT THEIR ORDER?

Once prepared, the portion remains at the collection point until it is physically removed. The machine does not automatically discard uncollected orders.

WHAT IS THE FREEZER STORAGE CAPACITY AND TEMPERATURE?

The machine can store approximately 20 kg of frozen fries per refill. It is equipped with a compressor-based freezer with an adjustable temperature range of approximately -16°C to -28°C. Typical operating settings range from -16°C to -18°C, depending on the frozen product and storage requirements. Frozen fries should be stored according to the food manufacturer's recommended storage temperature and shelf life.

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HOW FAST DOES THE FREEZER RECOVER AFTER RESTOCKING?

During normal restocking, the freezer door is open only briefly, resulting in a minimal temperature increase. The freezer typically returns to its set temperature within a few minutes, depending on ambient conditions and the duration of door opening.

WHAT IS THE CAPACITY OF ONE REFILL?

The machine has the following capacity per refill:

- Frozen fries: approx. 20 kg (equivalent to around 100 portions, depending on portion size and product type)
- Cups: approx. 100 units
- Oil tank: approx. 30 liters (typically sufficient for 300–500 portions)

This allows the machine to operate for extended periods without frequent refilling.

WHAT NEEDS TO BE REFILLED, AND HOW LONG DOES IT TAKE?

The machine requires periodic refilling of: frozen fries, oil, cups, sauces, salt. A complete refill of all supplies typically takes approximately 10–15 minutes, depending on the operator's experience.

WHAT IS THE SAUCE CAPACITY AND COMPATIBILITY?

The machine supports a wide range of sauces. It is recommended to use sauces that are stable at room temperature to ensure consistent performance. The machine is equipped with an original 2.8 kg Manna sauce bottle, which can be refilled with any compatible sauce of your choice. The system supports one sauce at a time, which can be selected and configured depending on operator preferences. A full 2.8 kg sauce bottle typically provides approximately 100 portions or more, depending on the configured sauce dosage per portion. Sauce storage life depends on the specific product and should follow the manufacturer's storage instructions and shelf life recommendations, including after opening. The same principle applies to salt - one type can be used at a time.

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

The machine uses custom paper cups made from high-quality Finnish paper with full-color print. Cups are not included in the machine price and must be purchased separately.

- Reference price: €1,500 per 10,000 pcs

Custom designs are supported. A minimum order of 30,000 pcs applies for custom-branded cups. Customers may choose between their own design or a standard Integra design.

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IS OIL CONSUMPTION PER PORTION HIGH?

No - **oil consumption per portion is very low**, typically around 3–4 grams. This results in minimal oil absorption, lower operating costs, and consistent product quality.

WHAT IS THE OIL CAPACITY OF THE MACHINE?

The machine includes:

- main oil tank: approx. 30 liters
- frying system: 2 fryers × 6 liters (12 liters total heated)

In Night Mode and Turbo Mode, only one fryer is active.

HOW IS THE FRYING OIL MAINTAINED AND WHEN SHOULD IT BE REPLACED?

The Saratoga system is **designed for intelligent frying oil management**, ensuring consistent frying quality. During operation, a small amount of frying oil is naturally lost as it is absorbed by the fries. The system continuously maintains the optimal oil level by automatically refilling the fryers from the main tank when needed. The operator only needs to refill the main oil tank as required, while the machine automatically manages the oil level in both fryers. Because fresh frying oil is regularly added, the overall **oil quality remains consistently high** without the need for frequent full replacements. A full 30L tank typically supports 300–500 portions, depending on oil quality, potato type, and system settings. The system does not use automatic oil filtration. We recommend checking oil quality with a TPM meter during regular cleaning and replacing the oil as needed, based on the measured results and applicable food safety regulations.

WHICH FRENCH FRIES ARE RECOMMENDED FOR USE IN THE MACHINE?

The machine is designed to work with standard frozen French fries. For optimal performance and product quality, it is **recommended to use fries with a size of 6×6 mm or 7×7 mm**, with a maximum length of up to 70 mm. High-quality products such as McCain SureCrisp Max are recommended, although other equivalent brands can also be used (Mydibel, Aviko, Julienne, Dipper fries).

WHAT TYPE OF OIL CAN BE USED?

The machine supports standard deep-frying oils suitable for professional use. It is **recommended to use oil with antioxidant E321 and anti-foaming agent E900** to ensure stable performance and consistent frying quality. A commonly used option is high oleic cooking oil (e.g. FlavOil), although equivalent alternatives can also be used.

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CAN I USE MY OWN SUPPLIERS?

Yes - operators can use their own suppliers for all consumables, giving full flexibility in sourcing and cost control.

CLEANING

WHAT IS THE CLEANING FREQUENCY?

Cleaning is performed on a regular schedule, typically on a weekly and monthly basis. Weekly cleaning includes standard hygiene procedures, while monthly maintenance involves more detailed internal cleaning to ensure optimal performance and long-term reliability.

HOW LONG DOES CLEANING TAKE?

Basic daily cleaning takes approximately 3–5 minutes. More detailed cleaning and maintenance procedures, typically performed on a monthly basis, take around 60 minutes.

WHAT CLEANING MATERIALS ARE REQUIRED?

Manual cleaning requires only basic materials, including:

- water
- food-grade degreasing agents

All cleaning products used must be food-safe. A steam cleaner (e.g. Kärcher) can also be used for efficient cleaning. If any cleaning chemicals are used, all surfaces must be thoroughly rinsed afterward to ensure no residue remains.

AUTOMATIC CLEANING SYSTEM

WHAT HAPPENS DURING POWER FAILURE?

In the event of a power failure, any product inside the machine may remain temporarily in the system. Once power is restored, the machine **performs an automatic restart procedure**, during which all remaining product is safely cleared from the system and discarded. This ensures that only fresh product is served after restart.

DOES THE OPERATOR NEED TO CLEAN THE MACHINE MANUALLY?

The machine is **designed to minimize manual cleaning**. Most cleaning processes are automated, with only simple and quick manual steps required as part of regular maintenance. The machine automatically removes remaining fries from the internal product path, while the operator is responsible for wiping down the machine. We recommend replacing used oil pans with clean ones on-site and cleaning them separately to minimize downtime.

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DOES THE MACHINE SELF-CLEAN?

Yes - the machine **performs automatic cleaning cycles** as part of its operation. These processes automatically remove remaining fries from the internal product path, ensuring that the system remains clear and ready for use without the need for complex manual intervention. The automatic cleaning process does not require water, chemicals, or additional cleaning agents.

WHAT TRIGGERS CLEANING?

Cleaning cycles are automatically triggered in situations such as power restoration or system errors. This ensures that the machine always returns to a clean and safe operating state.

WHAT IS CLEANED?

The automatic cleaning process covers the entire product path, including: freezer, tunnel, fryer, buffer, full product flow system, ensuring the system is cleared and ready for the next production cycle.

WHAT HAPPENS TO LEFTOVER FRIES?

All remaining fries inside the system are **automatically removed and discarded** during the cleaning process. This completely clears the system, ensuring that every new production cycle starts fresh with newly prepared product.

DOES THE MACHINE RETURN TO ITS NORMAL STATE?

Yes - the machine is fully reset after the cleaning cycle. It **automatically returns to normal operation**, ready to serve fresh product without any manual intervention.

WHY IS THIS IMPORTANT?

This system ensures continuous and reliable operation by automatically recovering from certain interruptions. It minimizes the need for technician intervention, manual cleaning during the recovery process, and downtime, allowing the machine to **operate independently and consistently deliver fresh product**.

CLOUD & IVEND SYSTEM

IS THE MACHINE CONNECTED TO THE CLOUD?

Yes - the machine is connected to a cloud system - iVend. This enables remote monitoring and control of the machine, including automatic notifications in case of system errors.

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WHAT CAN BE MONITORED?

The cloud system allows full real-time monitoring of the machine, including:

- sales performance
- stock levels
- machine status
- system errors and alerts (with notifications, error codes, possible causes, and recommended solutions)
- temperatures (oil, internal and external air temperature)
- pneumatics air pressure

CAN THE MACHINE BE CONTROLLED REMOTELY?

Yes - the machine can be fully controlled remotely via the cloud system. Operators can schedule operating modes and pricing for each hour of the day, allowing complete control over performance and sales strategy. Additionally, remote access software (e.g. AnyDesk) is installed on the machine, enabling direct connection for advanced control and support when needed.

IS IVEND INCLUDED?

Yes - iVend (cloud system) is included free of charge for the first 2 years.

IS IVEND MANDATORY?

No - the machine can operate independently without the cloud system. However, iVend enables full remote monitoring, control, and advanced functionality.

ELECTRICAL

WHAT ARE THE POWER REQUIREMENTS?

The machine operates on a standard 220–240V power supply (single phase). It requires approximately 3.7 kW of power and a 16A dedicated circuit. A standard industrial or commercial power connection is sufficient for operation.

DOES IT REQUIRE A DEDICATED CIRCUIT?

Yes - a dedicated electrical circuit is required to ensure stable and safe operation.

DOES IT WORK IN THE USA?

Yes - the machine can be configured for use in the USA.

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DOES IT REQUIRE A DEDICATED CIRCUIT?

Yes - a dedicated electrical circuit is required to ensure stable and safe operation.

DOES IT WORK IN THE USA?

Yes - the machine can be configured for use in the USA.

WHAT POWER SETUP IS REQUIRED IN THE USA?

In the USA, the machine requires a 240V connection (2 × 120V).

CAN POWER CONSUMPTION BE MONITORED?

Yes - power consumption can be monitored by installing an external energy meter at the power socket. This allows tracking of electricity usage on an hourly, daily, weekly, or monthly basis.

SERVICE

WHAT HAPPENS IF THE MACHINE FAILS?

In case of a machine failure, remote diagnostics and software support are the first step and can resolve most issues. For hardware-related issues:

- replacement parts can be provided with video instructions
- the machine can be sent to a service center if needed
- on-site repair is also possible

During the warranty period, parts are provided free of charge. After the warranty expires, parts are billed accordingly. Travel and technician time for on-site service are covered by the customer.

WHICH ISSUES CAN BE RESOLVED AUTOMATICALLY OR REQUIRE ON-SITE INTERVENTION?

The machine can automatically recover from certain temporary operating conditions. It also automatically detects system errors and safely stops operation when necessary. Issues such as depleted supplies or mechanical and electrical faults require physical intervention. However, many problems can be diagnosed remotely and resolved by the operator with guidance from our technical support team, without requiring a technician visit.

WHICH PARTS REQUIRE PERIODIC REPLACEMENT?

Standard wear-and-tear components, such as air filters, are the main items that may require periodic replacement. Replacement intervals depend on usage intensity, operating conditions, and regular maintenance.

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HOW OFTEN DOES THE MACHINE REQUIRE TECHNICAL INTERVENTION?

Routine visits for refilling, cleaning, and cash collection depend on sales volume and are typically carried out every few days, or more frequently in high-demand locations. A more detailed inspection of the machine is recommended approximately once a month or every few weeks to check its overall condition and ensure proper operation. Additional technical assistance may be required if specific issues arise.

WHAT IS THE AVERAGE MONTHLY MAINTENANCE COST?

There are no fixed monthly maintenance costs, as the machine does not require mandatory monthly servicing. Preventive maintenance and component replacements are performed according to the operating lifetime and age of individual components, similar to service intervals in the automotive industry. Maintenance costs therefore depend on machine usage and the parts requiring replacement.

WHAT IS THE WARRANTY PERIOD?

The warranty period depends on the market:

- EU - 24 months
- USA - 12 months

The warranty covers defects in materials and workmanship under normal use.

IS KEEPING A SPARE PARTS KIT RECOMMENDED?

Yes - keeping a basic spare parts kit on-site is recommended, especially for customers located further away from our service center. Having essential spare parts readily available allows for faster repairs and minimizes downtime by avoiding delays associated with international shipping. A small standard service kit is available for approximately €650, covering a basic selection of essential spare parts.

IS SUPPORT INCLUDED?

Yes - remote technical support is included for all customers worldwide. Support is provided via **email and WhatsApp**, with a typical response time of up to 72 hours. Support includes guidance for operation, troubleshooting, and maintenance, as well as assistance for resolving technical issues.

Contact: support@integra-system.eu & service@integra-system.eu

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

Yes - training is included. **Free training is provided** either at Integra headquarters or at the customer's location. If training is conducted on-site, the customer covers:

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- round-trip transport (car or flight)
- hotel accommodation (4-star, with 3 meals per day) for 2 technicians
- On-site technician rate is €750 per technician per day.

PAYMENTS

WHAT PAYMENT OPTIONS ARE SUPPORTED?

The machine supports multiple payment options, including:

- coins
- banknotes (bills)
- card payments

These can be used individually or in combination, depending on the selected configuration. The machine can also operate without any payment system (e.g., free vend mode). The system is compatible with MDB Level 1, 2, and 3 protocols. For card readers, the always idle mode is not supported and must be disabled, meaning the device should initiate the session by clicking start on its display. The session timeout must be set to 400 seconds (required for night mode, which has long cooking times).

ARE PAYMENT SYSTEMS INCLUDED?

No - payment systems are not included and are configured separately. Operators can purchase them from us with full integration or source and install their own compatible systems.

WHAT PAYMENT SYSTEMS ARE RECOMMENDED?

The machine supports MDB-compatible payment systems. Commonly used and recommended devices include:

- Coin acceptors: MEI 7x00 series, CPI Gryphon G4G1 & G2B3
- Bill validators: ICT XBA / XBA mini
- Card terminals: Payter P68, Payter Apollo, Nayax Onyx

If purchased directly from us, the current reference prices are:

- Bill validator: €530
- Coin exchanger: €690
- Credit card terminal: €690

The final cost may vary depending on configuration and market conditions.

DISTRIBUTION

CAN I PURCHASE THE MACHINE DIRECTLY?

Yes - the machine can be purchased directly from us.

FREQUENTLY ASKED QUESTIONS

INTEGRA SYSTEM

CAN I PURCHASE THROUGH A DISTRIBUTOR?
Yes - the machine can also be purchased through authorized distributors, depending on your region.

WHAT ARE THE REQUIREMENTS TO BECOME A DISTRIBUTOR?
Distributor partnerships typically require a minimum order of 10 machines.

IS THERE AN OPPORTUNITY TO BECOME A DISTRIBUTOR IN THE BENELUX REGION?
No - the Benelux region already has an exclusive distributor, and new partnerships are currently not available.

CERTIFICATIONS

WHAT CERTIFICATIONS DOES THE MACHINE HAVE?

- CE (EU)
- UKCA (UK)
- MoCA
- NAMA

WHAT IS THE ETL STATUS?
ETL certification is currently in progress, with completion expected in 2026.

CUSTOMIZATIONS

CAN THE MACHINE BE BRANDED?
Yes - the machine can be fully customized with your branding. This includes exterior design, graphics, and visual identity, allowing the machine to match your brand or location.

CAN THE MACHINE BE CUSTOMIZED WITH OUR LOGO AND BRANDING?
Yes - full branding customization is available. After the initial deposit, customers can provide their design, which is installed behind transparent Lexan panels (front doors and side panels) with integrated LED backlighting. Custom branding is subject to an additional cost, according to the current price list.

BUSINESS MODEL

IS THE SYSTEM SCALABLE?
Yes - the system is fully scalable. Operators can expand by adding more machines across multiple locations, allowing the business to grow step by step.

FREQUENTLY ASKED QUESTIONS

INTEGRA SYSTEM

WHAT IS THE MAIN ADVANTAGE OF THE SYSTEM?

The main advantage is the combination of **full automation and high profitability**. It enables a food business with minimal labor, low operational complexity, and strong margins.

BIGGEST DIFFERENTIATOR?

The key differentiator is the combination of automatic self-cleaning and smart scheduling. This allows the machine to operate continuously, adapt to demand, and maintain consistent product quality with minimal human intervention.

FINAL STATEMENT

Saratoga is not just a vending machine. It is a fully automated, self-operating, remotely managed food business system designed for maximum efficiency, reliability, and profitability.

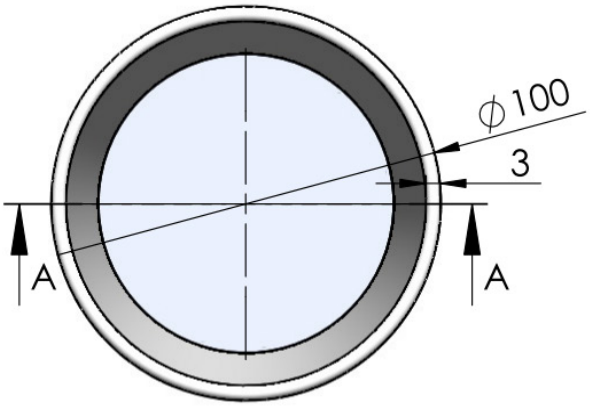
CUP DIMENSIONS

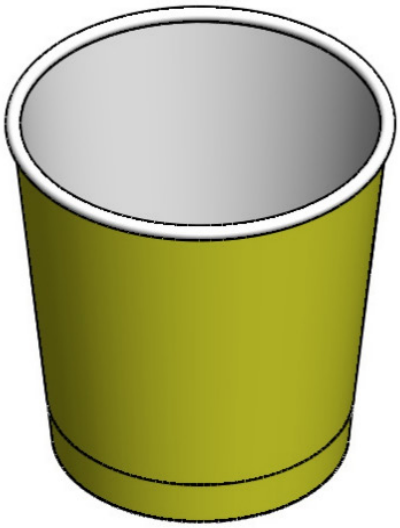
INTEGRA SYSTEM

CUP DIMENSIONS & DESIGN TEMPLATE

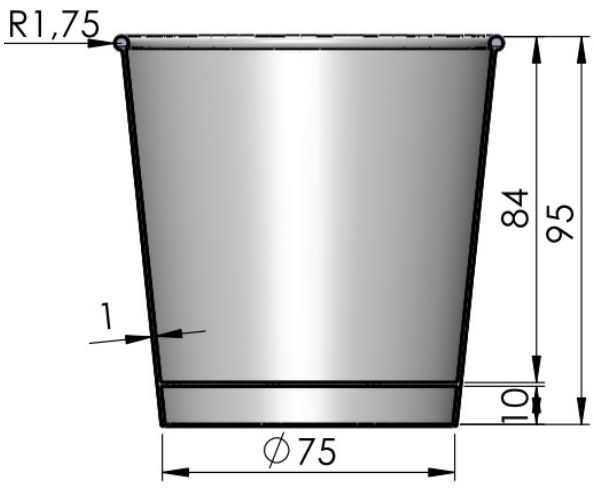
In the following section of this document, you can find the cup dimensions and the design template used for creating the artwork. The provided template is in real scale, and the design should be created within the marked boundaries. The cups are made from high-quality, Finnish water-resistant paper.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

TOP VIEW





SIDE VIEW

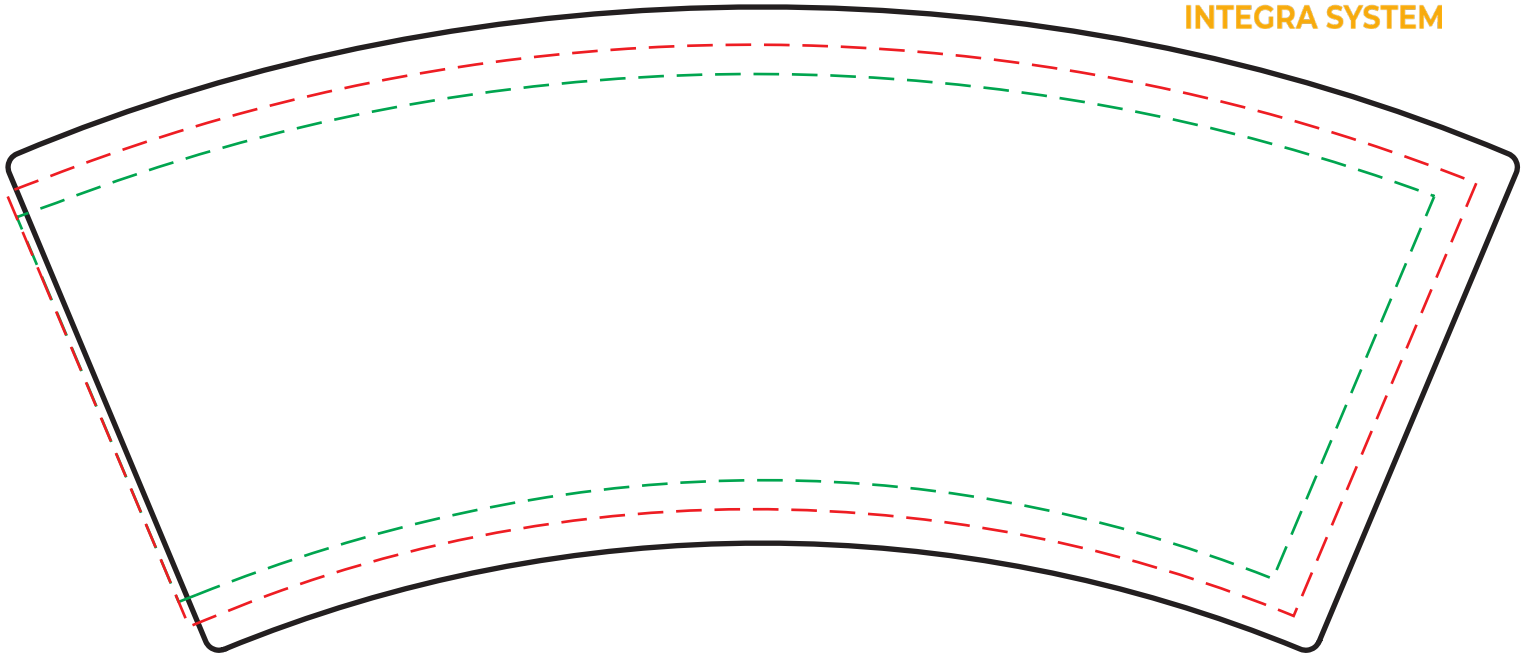


SECTION A-A



CUP DESIGN TEMPLATE

INTEGRA SYSTEM







GRAPHIC DESIGN DIMENSIONS

INTEGRA SYSTEM

FRONT ABOVE
1478x60mm

LEFT SIDE
900x1935mm



LEFT DOOR
825x1815mm



RIGHT DOOR
560x1815mm



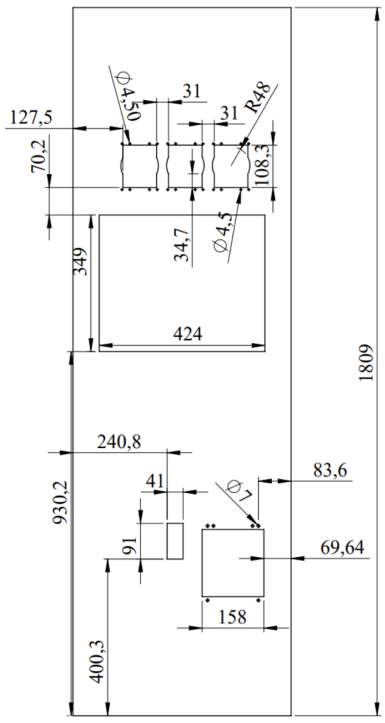
RIGHT SIDE
900x1935mm



FRONT ABOVE



RIGHT DOOR HOLE LAYOUT



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



INTEGRA SYSTEM

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