

1. How long do the oranges stay in the machine before going bad?

There is a refrigerator inside our equipment, and the temperature inside the box is kept at about 3 °C. Under normal circumstances, the fruit can be kept fresh for about a week.

2. Does the machine know how to squeeze only 350ml or we can also be programmed for 200-250-350ml?

Regarding the capacity issue, it can be set according to the needs of different markets.

3. What type of cups takes? Just to see what manufacturing we require.

Plastic or paper cups.

Normally there are two types of cups, plastic & paper

4. Is the lid sealed? Do you have any distributor who provides the cup and plastic layer of lid?

It is sealed. We have long-term suppliers with materials such as cups, straws, sealing films, etc. You could purchase them from us and it will be shipped with the equipment.

Of course, you can also purchase materials locally

5. Can the cup be customized and also the buddy of the cup?

As to the cup, we do offer customization service, like adding your brand logo or produce it with your own design. But it has MOQ requirement, it should be no less than 50,000 pieces

6. What is the fruit size (min/max) the cutting system can fit, e.g 60- 90 MM? => important because if we have bigger oranges, they won't fit and the orange goes to waste.

The best size for oranges is 65mm to 85mm.

7. I can't see from the picture where the straw pick up is? Also does the machine gives one straw once the orange juice is produced?

Our equipment is equipped with a straw pick up outlet, and the straws are either individually packaged or individually packaged. Consumers could take the straw on their own.

8. What is the best setup for the clean of the machine you recommend after x number of cups

x amount of time per day (e.g at 8:00AM, 12:00, 18:00)

every 3hr => this I don't think is good since no cup might have been produced.

Regarding automatic cleaning, it can be flexibly set according to the time interval and after how many cups are squeezed. We suggest that you can set it to automatically clean after a certain number of cups, for example, after 10 cups.

9. From where is taking the water for cleaning the machine, is an incorporated water tank or it needs to be connected to water pipe?

Our equipment are equipped with a bucket and the water pipes have been connected. You can operate the equipment directly after receiving it.

10. How much water, in Liters, consumes one cleaning?

Normally, the amount of water required for each automatic cleaning is about 300ML, which is about the same amount as a cup of juice. However, the cleaning time also can be set. If the cleaning time is longer, the water consumption will be more.

11. For the produce of the orange juice, is it used any water or only the squeezed orange juice?

100% freshly squeezed pure juice, without adding a drop of water, also, no sugar added.

12. How many oranges approximately is used for a 350ML of cup?

Generally speaking, to squeeze a cup of 350ml juice, it may need 5-6 oranges about 70mm in size. Weight is about 1.5 catties

13. MAINTENANCE ACTIVITIES: Does the Ozone sterilization device require any maintenance, if yes, how?

Generally, there is no need for maintenance. The air outlet hose needs to be replaced regularly. Ozone sterilizers also have a lifespan. When the lifespan is up, replace them with new ones.

14. MAINTENANCE ACTIVITIES: Does the Ozone sterilization require any refill, if yes, how and how often?

No need to add anything, just replace it when its lifespan expires. It is controlled by a built-in chip.

15. MAINTENANCE ACTIVITIES: Can you share a manual showing all maintenance activities the machines require daily, weekly, monthly and yearly?

The APP remotely monitors. For example, when oranges and cups are almost used up, there will be an alarm prompt. At this time, manual replenishment is required. It is also necessary to pour out sewage, peel, and it is best to clean it manually a second time. Based on the passenger flow of the operation point. If the sales are very good, we suggest that you perform maintenance every day.

16. LANGUAGE: Are the menus in the machine in Chinese language only?

The language of the Android display interface is customizable. It can be set according to the local common language. We have developed English/Arabic/Thai etc , Some languages for new markets will take some time to newly develop.

17. Does the ordering monitor support languages like Czech?

The monitored APP will automatically switch according to the local language

18. Do the machines come with wheels?

Yes, it is designed with wheels, it is easy to move.

19. Can I remove the top monitor as people may break it and may require more efforts to maintain the machine?

Do you mean the signal receiver?

20. PAYMENT TRANSACTION AUDIT: As people may complain that they paid but didn't receive the drink, does the machine creates report showing payment done by card xxxxx was given cup number 233? In Europe due to customer protection companies are required to prove that the goods were provided if the payment was done.

If the machine does not successfully produce juice after the customer pays, there are two situations: 1. The machine fails. At this time, the machine will upload a fault code to the PC and automatically refund the money; 2. The payment time is too long, this situation may There will be a delayed juice extraction. You can check the order completion time on the PC to determine whether the customer has received the juice.

21. PAYMENT: Is the machine smart to stop the purchase (not take money) if the vending machine is low on oranges, cups, plastic covers or straws?

It will automatically stop operating under these situation.

22. Sales Performance: Can you please share a view of the report of Sales data? Does the access of those data happen through a mobile app?

It can access of those data happen through a mobile app.

23. SUPPLY MANAGEMENT: Do you have an app showing the level of oranges, cups, lids left?

Yes, there is.

24. SUPPLY MANAGEMENT & NOTIFICATIONS: Can you setup an alert to notify you if the machine has reach low threshold of oranges or KG, cups, straws.

It can be set.

25. TECHNICION SUPPORT & PARTS: How you provide support and parts, how fast parts can come to Europe, do you have any distributor or technician in Europe?

We don't have a distributor in Europe yet. It has been ten years since the equipment was developed, produced and optimized, and the equipment is running very stably now. We will provide a one-year warranty period. During the warranty period, we will analyze the cause of the failure and provide replacement parts as after-sales support if necessary.

26. COST: How much is the cost of one machine?

The price of one sample VA1 orange juice vending machine is \$ 7100. What is the local daily preferred payment method? Receive banknotes and return coins or pay by credit card ? Additional costs will vary.

27. TRANSPORT COST: How much is the cost till Europe?

We can arrange door to door or to port. Please provide the specific delivery address and zipcode so that can check the shipping cost for u. Because our equipment is very heavy, we usually use sea transportation, which can reduce freight costs.

28. DELIVERY TIME: If we order next week a test unit, how long it takes production and delivery till Europe?

If it is a regular machine, there are no customization requirements, and it can usually be delivered within 30 days. Because we still have many orders in the pipeline for production.

29. Orange Supply: Do you have any partner in Europe that can deliver oranges, we are in contact with some, but happy to see if you have any?

Currently we have no access to local orange supply.