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## FAQ's for 1<sup>st</sup> Time Buyers

### 1) How much does a vending machine cost?

Please refer to our website and see prices on both New AND Re-Furbished vending equipment.

### 2) Are smaller machines cheaper?

There are a few different sized machines and the critical factor in vending is the correct machine for the right application - All dependent on the number of people.

In Vending -smaller does not necessarily mean cheaper.

All quality machines are imported.

### 3) Does your vending machine price include Delivery?

No, delivery and installation are billed separately - See Technical Menu

### 4) I am an individual or potential entrepreneur and I have won a tender to supply vending machines - Can I RENT from you?

Unfortunately we do not offer rental to individuals - Only corporates qualify, subject to T&Cs.

Similarly one is unable to rent a fast food franchise for a few months to test it out ?

### 5) I have an exhibition or trade fair and would like to rent a vending machine for 3 days

Unfortunately we do not offer short term rentals - Our shortest contract is 12 months.

### 3) What cost would be involved in moving one of my machines to a new site in the future?

Once you are an established operator and require your vending machine moved - you would need to complete our Movement Waiver and we charge R2280.00 inc. Vat; an additional R1200.00 inc. Vat if the unit needs to go up stairs.

### 2) Where is the best place to buy products for these machines?

Most of our operators purchase their stock from a very competitive wholesaler (School Food Marketing) in Strijdom Park, Randburg. They have a telephonic order service where you can place your order, it is also important for you to shop around and compare prices at Makro and Trade Centre.

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### 3) Can I buy directly from ABI or are minimum volumes required?

YES you certainly can, however we have found that the wholesalers tend to offer a better deal "per basket".

### 4) At what volumes would ABI deliver to my warehouse or home?

Answered above

### 5) Do you suggest UPS? s on each machine to cater for power outages?

It certainly has merit; however the cost implication outweighs the merit, however we do recommend surge protector plugs.

### 6) What maintenance or breakdown support do you offer?

(See Tech Menu for full details)

We do provide full training on handover of each unit. Most of the problems that occur in vending are operator related due to incorrect re-stocking procedures. As an operator YOU would be in a position to sort these out swiftly. In instances where you are faced with a problem that you cannot resolve yourself, and after having read the manual or utilising the internet, you are encouraged to contact our offices and a technical call-out will be logged.

### **New Equipment**

12 Month warranty on a parts replacement basis.

3 Months warranty on labour

**3** Year warranty on vend motors

### **Re-furbished Equipment**

6 Month warranty on a parts replacement basis.

3 Months warranty on labour

**3** Year warranty on vend motors

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### 7) How available are spares for machines?

We carry a full range of all spare parts for the machines that we sell, both new and refurbished, at our offices in Randburg. We do not sell all makes and models of machines for the very same reason, that we cannot get spare parts and have no confidence in certain makes of units.

### 8) Can I do repairs myself?

After training and when you are confident in the machine, you will be in a position to do small repairs yourself. We encourage it.

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### 9) What does the above maintenance and breakdown support cost?

If you are not in a position to sort a particular problem out yourself, we would assist with a call out - Under warranty we would only charge for labour at R 695.00 (See Technical Menu) Any spares outside the Warranty Period would be an additional Cost.

### 10) My Fridge has stopped working - WHAT NOW??

Exactly as in the motor industry, we are vending machine specialists and although our technicians have been trained in the fundamentals of fridge repairs, we are not Refrigeration specialists. We out-source the repairs of fridge units to the specialists. Refrigeration is a skilled and complex trade.

We suggest that you source your own reliable fridge mechanic. We use Almag Fridge specialists .

Tel no: 011 791 3099.

### 11) I am unable to find a fridge technician

In this instance we would book a call-out - Remove the fridge unit from your machine, deliver to the fridge repair specialist - and return the fixed unit. Please be aware that we are obliged to charge you for 2 call-outs - We do not add a mark-up to the fridge repairs as this is service is simply an add value our customer base.

### 10) Do you offer Technical Support via the telephone?

Unfortunately due to time constraints on our technical staff, we are unable to offer in-depth tech support via telephone. Whilst we try to be reasonable and accommodating, we also ask you to be reasonable.

### 11) Is there a limit to the number of machines one buyer can purchase?

There is no limit, but we would recommend that you start off with an investment that would be very area specific, a mix of new and refurbished machines with a good monthly turnover and ROI with all machines combined, and then grow your business from there as you need to enjoy it and ensure that it does not impact negatively on your present lifestyle or career. As a secondary source of income with little time and attention, two or three locations would be ideal. As a full time business, we would not recommend growing into more than about 25 machines. It is a cash business, so if it comes to the situation where you are not physically calling on the machines yourself, you would need to invest in people where good checks and balances would need to be implemented.

### 12) What stock control measures do vending machines have?

Yes, most vending machines are equipped with sales analysis data, detailing sales volumes, cash received. Our Excel Spreadsheets that we provide you with will also assist in this regard. The importance of visiting and replenishing yourself is vital as this allows you to build the relationship with your customers. Vending is like any other business; Location, attention to detail, purchasing the stock at the best possible price and customer relations.

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13) Do machines have technology to access stock levels remotely via satellite and Internet?

There is, and the system NAYAX has full telemetry as well as a credit card facility embedded.

(See [NAYAX](#))

14) This is a cash business, how do I prove turnover for tax purposes?

I am not a specialist in this regard, all of our operators are doing what is best for them.

15) Am I able to visit your show room or sales office?

Yes, however to ensure that you receive the Attention you deserve, we ask you to PLEASE make an appointment. It is very important as it allows us the opportunity of providing you with further details, showing you different machines, and allowing you the opportunity of assessing us as a company that you would feel confident in investing with.

16) Please supply address of show room or sales office

See our website for Map with Directions.

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