



You've got questions. We've got answers.

Frequently Asked Questions (1 of 3)

Food & Food Preparation

Where does the food come from?

All meals are prepared in a certified commercial kitchen following strict food safety and quality standards.

Are the meals fresh or frozen?

Meals are freshly-made and stored in the machine, which is temperature-controlled. This ensure we're able to maintain quality and taste when heated in the machine.

How is food safety handled?

We follow strict food safety protocols which include:

- Temperature-controlled storage and transport
- Clearly labeled expiration dates
- Regular inventory rotation
- Routine quality checks during every service visit

How long do meals stay in the machine?

Each item has a defined shelf life. Our technology tracks inventory and ensures:

- All products in the machine available for purchase, remain fresh
- Items are rotated regularly

What types of meals are offered?

We offer a variety of restaurant-quality meals, which may include:

- Breakfast, lunch, and dinner options
- Healthy and dietary-specific meals (depending on location demand)
- Menus can be customized based on your location's preferences

How does the process work?

The machine heats meals on demand using built-in heating technology. Customers receive a hot, restaurant-quality, ready-to-eat meal in 60-110 seconds for most meals.

Service, Maintenance & Operations

How often are machines serviced?

Machines are typically serviced daily, depending on usage and demand.

What does a service visit include?

During each visit, our team:

- Restocks fresh meals
- Cleans and sanitizes the machine
- Checks temperature and functionality
- Performs minor maintenance if needed



Frequently Asked Questions (2 of 3)

Service, Maintenance & Operations (cont.)

What happens if the machine stops working?

Our wi-fi connected machines are monitored in real time. If an issue occurs:

- We receive an alert immediately
- A technician is dispatched promptly
- Most issues are resolved quickly to minimize downtime

Does the host location need to service or maintain the machine?

No. We provide a fully managed service. Your team is not responsible for.

- Stocking
- Cleaning
- Maintenance
- Repairs

How clean are the machines?

Cleanliness is a top priority. Machines are:

- Cleaned and sanitized regularly
- Maintained to food-service standards
- Inspected during every service visit

Equipment & Technology

How much space does the machine require?

In terms of space, our machines are similar to traditional machines-H: (76.3 in.) x W: (53.9 in.) x D: (50.03 in.).

What are the power requirements?

Our machines require a 220V outlet. These are slightly larger than a standard 110v outlet in our homes.

Does the machine require Wi-Fi?

Wi-Fi is required for real-time monitoring, but we can provide connectivity solutions if needed.

How do you know when to restock?

Our machines are wi-fi connected and provide real-time data on:

- Inventory levels
- Sales activity
- Machine performance

This allows us to restock proactively.

How do customers pay?

Wi-fi is required for real-time monitoring, but we can provide connectivity solutions if needed.

Is the machine secure?

Yes. Machines are designed with built-in security features to protect both the equipment and inventory.



Frequently Asked Questions (3 of 3)

For Host Locations

What is required from us?

Very little:

- Power outlet (220V)
- Small amount of space
- Optional Wi-Fi access

Is there any cost to host a machine?

Our machines are provided to qualified hosts for free, but typically require a small deposit for setup, which can be returned after the initial term.

Does this create work for our staff?

No. This is a fully managed solution. Your team does not need to interact with the machine.

What are the benefits to our location?

It depends on the location, but there are many:

- Convenient, on-demand food access for employees, customers or residents
- No operational burden
- Modern amenity that enhances your space

What if a customer has an issue with the machine?

We encourage customers to report issues via a QR code on the machine, which allows for immediate reporting and resolution.