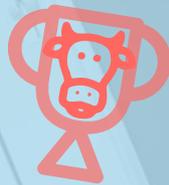


HOW TO GET THE BEST OUT OF YOUR MILK VENDING MACHINE



Put fresh milk in your machine daily. This is to ensure your customers always get the freshest product possible with the longest shelf life.

Let us know when you plan to open so we can be available to fully support you through the process.

Always make sure you clean your machine properly daily. At different times of the year, as butter fat % increases be aware that you may need to adjust your cleaning routines to accommodate this. You may also need to change the impulses it takes to fill a set quantity for the same reason. Some trial and error may be required so you get the required level and avoid either under or overfilling.

We know it's dull, but we recommend you read the manufacturer manual; think of it as an alternative to counting cows whilst trying to sleep. If you haven't got one, please contact us so we can send you one. We have created loads of useful video's and help guides which will soon be available on the new logged in section of the website, in the meantime, we are on the end of the phone if you need us!

Pipework – we would recommend at least annually replacing all pipework on the machine.

If you have a 200l tank, you can put as much or as little milk in it as you want. We would recommend you only fill it with what you are going to sell in a day.

When getting a new machine, allow time to do some test runs! A new machine is going to be a learning curve, even if you are an experienced milk vending operator. We would always suggest allowing plenty of time for test runs (a week) so that you get used to the new processes involved. This should also include any payment methods (Contactless terminal, coin mechanism etc)

Before any parts can be ordered under warranty, the manufacturers require the serial number of your machine. Serial numbers are found inside the doors of the machines.

During periods of non-use (overnight for example) the milk within the flow meter and pipework is not agitated and will separate. If the machine is not cleaned in the morning, butter fat residue can coagulate on components and can cause blockages, under or overfilling of bottles due to sensor issues within the machine's components, putting the machine out of service.

Keep an eye on your filters... High fat content can make these block quickly so it's best to remove and check them periodically. They can be removed, however before doing so you need to check with your EHO as to whether an alternative filtering method may be required in its place (sock filters when filling for example)

Make sure the machine is on a consistent electrical supply. Dips or surges in the supply can make the machine go out of service. This can be caused by other machines on the same supply. If in doubt, discuss it with a qualified electrician.

Think about how you are going to move milk from one place to another. Not all tanks are on wheels so may require lifting aids, trollies, or smaller vessels to transport milk in a more manageable way. Your process, which includes how you transport your milk, will need to be agreed with your EHO and are included in your HACCP. If you need some ideas to get started in terms of options for transporting, please do let us know.

Your machine has electrical connections – make sure you do not get them wet, especially when cleaning, as this could cause them to fail.

Our machines are hardy however they do need protecting from the elements, rain in particular. We would recommend if you are placing them outside, we would always recommend that they are sited within a shed unit. When looking at a shed, it needs to be big enough to gain access all the way around the machine and with enough space to allow air to circulate.

The machines are designed, like most refrigerated units, to hold their contents at a low temperature. All machines are designed to have milk put in them at a maximum temperature of 4°C. They are not chiller units for warm milk. Putting anything in above that temperature can cause stress on the machine and stop it working.

Do not forget, marketing your business is important! Signage on the roadside (potential approvals required) to draw people in, social media or local newspaper adverts work well. Clear instructions on how to use the machine are vital to ensure people have the best experience. Again, we are more than happy to help here.

