

The questions everybody asks.

The same answers we give on WhatsApp, written down so you can read them before deciding anything. Nothing here depends on your site or your numbers — those come later, in writing. Every figure excludes VAT.



Our own machine, trading since June 2026.

THE MONEY

Whose stock, whose takings

Who owns the stock, and who keeps what it takes?

You do, both. You choose the range, you set the prices, and every penny the machine takes is yours. We put none of our own stock in it and take no share of your sales.

What does it cost to run each month, apart from the machine?

The AI service fee, card payments, electricity and insurance come to roughly £39 a month on site Wi-Fi, plus up to 1.6% and about 8p a sale. None of that is paid to us. The electricity in that figure is a Pro 542 at around £20 a month; the Freezer 550 and the Ultra 1200 draw materially more, and the specification sheet gives the monthly figure for each.

Is the back office compulsory?

No. Maimava is free for six months, then 1% of gross takings with a £5 monthly minimum, and it is optional throughout — the fridge works without it, and you can stop paying for it without giving the machine back.

COMMITMENT

Getting in, and getting out

How long am I committed for?

On a lease, 12 months minimum and then three months' written notice whenever you want out. If you buy, not at all — it is your machine from the day you pay for it. The software alone is month to month.

What does the £900 commissioning charge cover?

One fixed charge, the same wherever you are: site survey, delivery and positioning, the card facility, the lane layout, the product catalogue built from your own invoices, installation, first fill and training, and 90 days of support while it beds in.

Can I end up owning a machine I lease?

Yes. Three quarters of every rental comes off the price of the machine, so you can buy it outright whenever you like — the longer you lease, the smaller the balance.

What if it doesn't work out?

After the minimum period: three months' notice, a fixed £300 collection charge, and nothing else. You keep everything the machine took.

Am I signing anything personally?

If you lease through a limited company, a director's guarantee — capped at the rentals to the end of the minimum period plus the collection charge, and nothing beyond that.

THE WORK

What you actually need, and what you actually do

How much of my week is this?

For one box trading steadily: a restock run once or twice a week, a cash-and-carry trip every week or two, and a few minutes watching alerts. The software removes the admin, not the driving.

What do I need in place before I start?

Somewhere dry and cool to keep stock between runs — a garage or a spare room is enough for one or two boxes — a car that fits the stock, and a site. Getting the site right matters more than anything else.

What does the machine need where it stands?

Under a square metre of floor and one standard 13A socket. Nothing is plumbed and nothing is bolted down.

What happens if it breaks?

The care plan is free for the first 12 months, including one site visit a year, then £360 a year if you renew. It covers continuous monitoring, remote diagnosis, price and product changes, and recognition training as you add lines. We raise and chase every warranty claim with the factory ourselves.

RULES

What the law asks of you

Do I need a licence to sell food from a machine?

Not a licence, but you do have to register as a food business with the local authority for the area the machine stands in. Registration is free and has to be done at least 28 days before you start selling. If you are the host rather than the operator, none of this falls on you.

Do I need insurance?

Public liability, and the machine itself added to a policy. It is one of the cheaper lines in the monthly running cost.

Is anything changing that I should know about?

Two dated changes, and anyone selling you a machine ought to mention them.

From April 2027, high-cafeine drinks cannot be sold from a vending machine at all. Not restricted to over-16s — banned outright, whoever is buying, because an unattended machine cannot check an age. It covers drinks other than tea and coffee above 150 mg of caffeine per litre, so most of the energy-drink category. The offence falls on whoever controls the premises the machine stands in, which is worth knowing if you are sitting in somebody else's building. Subject to Parliament, but the government confirmed the decision in July 2026.

The Deposit Return Scheme starts on 1 October 2027, adding a 20p deposit to most single-use drinks containers.