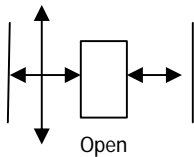


25 Important Questions You Need Answered Before You Buy A Used Soft Serve Freezer On-Line

1. Determine if you need a single flavor or a 2 flavor/twist model.
2. Do you need a countertop or a floor model?
3. Do you need a low, medium, or high volume freezer? If you determine you need super high volume then consider an AIR pump model.
4. Determine what type of electrical service you have available: 115v only, 208v, 230v, or 240v. If you are unsure, call your local electrical utility company and they can determine what you have. Ask them if you have 1 phase or 3 phase service. This is critical as each freezer is set up differently. If your area (most rural and semi-rural) has 240v you may need an auxiliary "buck-boost transformer" (one for each compressor) to be installed.
5. Determine if you need an air cooled or water cooled freezer. Here is an easy guide:



You need a minimum of 6" clearance on each side of the freezer and it must be open at the front and back for an air cooled machine. If the space is closed or tight, select water cooled. For multiple machine placements allow double the clearance for air cooled or select water. ENSURE YOUR LOCALITY ALLOWS WATER COOLED EQUIPMENT AND BE AWARE OF THE OPERATING COST IN ADVANCE.

6. Request a picture of the **Data Plate** from the unit you are considering. The serial number, voltage, phase, and cooling will all be stamped on the data plate. Check the serial number to determine the age and contact the manufacturer to see if a service history may be available from them or your local agent. (NOTE: Manufacturers typically only have service history on items covered under warranty. The local service agent or distributor may have better records that could reveal quite a bit about the condition of the machine).
⊗ **CAUTION: DO NOT CONSIDER A FREEZER WITH A MISSING DATA PLATE.**
7. Request a picture of the casters on any floor model. There are 2 things to be wary about: 1- flat spots on the bottom of the casters - this indicates that the freezer has been sitting for a long period and has not been properly serviced; 2-new casters on old freezers - this may be a red flag.
8. Request a picture of the power cords and plugs. Look for breaks, cracks, frays, or exposed wires.
9. Request a picture from above the hoppers. Inspect for cracks along the hopper welds, excessive milk-stone buildup, holes, deep scratches that will harbor bacteria, and other wear, damage, or missing parts including hopper lids and mix feed tubes. **Missing feed tubes will cost about \$150 to replace.**
10. For air pump models, request a picture of the pump. **Missing or damaged pumps can cost several hundred dollars each.**
11. Request a picture of the front of the freezer with the dispensing door removed. Verify that the beater assembly, including any blades is included. The cost of **bent, broken, or missing beaters can also cost \$200-\$300 or more depending on the model.**
12. Request a picture of the unit with the power switch in the **ON** position. Make sure the proper lights are illuminated.

(Continued)

13. Request a picture of the inside of the freezing cylinders (barrels) while the machine is in the **AUTO** mode. This is a "*frost test*". While this does not guarantee the machine works properly under full load, if you don't see a thin white frosty crystalline coating covering the wall of each barrel, the unit may have a bad **shell and hopper assembly** or a bad compressor, or other component failure in the refrigeration system. A shell and hopper assembly can cost several thousand dollars while a compressor can cost \$500 or more. These are component costs only and do not include the labor to replace them or the cost to ship them.
14. Inspect the inside of the barrels for grooves, scratches, and scores which indicate the unit has seized-up.
15. Request a picture of the front with the dispensing door in place. **A missing or damaged door can cost you about \$400 or more. Also, look for the drip trays, prime plugs, draw valves, and door handles.**
16. Request a picture with the side panels and rear panels removed. Inspect the general appearance for dried mix, dirt, dust, and make sure all belts appear to be in place and are not frayed.
17. Insist on a 30 day parts and labor guarantee in case things go wrong soon after your purchase. Also, be aware that any remaining manufacturer's warranty is valid for the **ORIGINAL OWNER** only.
18. **Get the shipping costs in writing.** Costs will vary based on shipping distance. Unless you have a loading dock, make sure that you specify that the delivery truck that brings your freezer has a lift gate or you won't be able to unload the freezer.
19. Make sure you have a local source for parts and service. *Remember Used is Used!*
20. Be sure parts are still available for a machine of this age and model number.
21. Be aware that your local soft serve distributor will not train you to operate or evaluate your purchase for free. Standard rates for this service range from \$95 to \$120 per hour plus travel. Plan for at least 3 hours.
22. Know your seller. Make sure that your money is held by a third party that will not release your funds until you have received, **uncrated**, inspected, and tested the freezer with mix and under full production.
23. If the seller claims the machine is "Manufacturer Refurbished" it is **not true**. None of the major brand equipment manufacturers of soft-serve equipment offer factory refurbishing.
24. Before you spend your money make sure you understand the terms that will allow you to return the freezer. You could get caught paying for shipping both ways. *Always get all terms in writing.*
25. Contact the local authorized distributor about alternatives to on-line/auction equipment. They often have fully reconditioned units with excellent warranty coverage, as well as financing assistance and excellent service support.

**If you are looking for a "Safe" Purchase Backed by the industry leader,
CALL 800-999-2422 Today.**