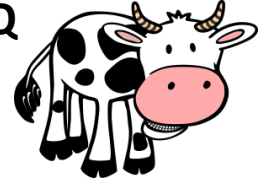


JillyBean Ice Cream Soft Serve Machine FAQ

JillyBean Ice Cream, LLC

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Q: Is ice cream mix included in my rental?

A: Yes, we provide ice cream mix, cups, and spoons to cover the number of servings you have ordered.

Q: How much mix does the machine hold?

A: The hopper above the freezing chamber holds approximately 3 gallons of ice cream mix. That's about 90-120 servings, depending on the amount dispensed.

Q: When do I add more mix to the hopper? What does the Mix Low or a flashing "Freezing" message mean?

A: The Mix Low message will appear on the LED display to alert you that there is approximately one gallon of mix left in the hopper. If the machine is in a freeze cycle (indicated on the LED by the word, "FREEZING"), the entire LED will be flashing, which is also an indicator that the machine needs additional mix. You should either add more mix or make sure that you are monitoring the machine so that it does not operate empty. (When the freeze cycle has completed, the MIX LOW message will again appear on the LED display). Please add only one gallon of mix at a time.

Q: Can I keep any of the ice cream in the machine after my event?

A: Yes, of course. You can dispense any remaining ice cream into freezer safe containers. If you plan to keep any of the remaining mix, *please plan to start draining the mix 15-30 minutes prior to your pickup time*. You will want to give the machine time to freeze the mix adequately as you draw the remaining ice cream. Plus, during peak times (graduation, summer, e.g.), we may have events booked back-to-back to accommodate as many clients as possible.

Q: What delivery area do you cover?

A: We deliver within a 10-mile radius from our south Lincoln location, at no-charge. Additionally, we deliver within a 50-mile radius from our south Lincoln location for a fee, based on mileage (and potentially time); this includes the Omaha area. Beyond 50 miles, subject to availability, we have a minimum order quantity of 150 servings plus additional fees to cover our travel and time expenses, as described below.

Q: What options do we have for delivery beyond 10 miles?

A: For deliveries outside of our local area, we provide delivery on a distance and/or time basis. For events beyond 10 miles, transportation charges apply for both the drop off trip and the pickup trip. If the distance is greater than 50 miles and we are not able to make a return trip back to our location, an hourly wait charge, in addition to transportation charges apply.

Q: Can I pick up the machine at your location?

A: No. As much as we would like to allow you to pick them up, our machines are heavy – they are commercial grade – 225 lbs. and quite heavy; they can be awkward to maneuver. The machines will not fit in a van or SUV. We provide delivery and pick up with our service.

Q: Can I use a generator?

A: Possibly. Small household power generators will not work. Commercial and industrial generators that are equipped to handle the power requirements may be used. You must discuss your plans with us prior, if you think you will need to use a generator. Clean, reliable power from a household or business entity is preferred to operate the machine. *Our preference is that you do not use a generator.*

Q: Can I use an extension cord?

A: Yes, but ONLY the one that we provide at NO CHARGE. This machine requires a heavy-duty extension cord (10 or 12 gauge is preferred), not an ordinary household extension cord. *For safety reasons, please tell us if you need an extension cord and only use our approved cords.* The machine will not operate properly without the right extension cord to handle the power requirements. We have 25', 50', and 100' heavy duty extension cords available for use.

Q: Can we use the ice cream machine at a social hall, wedding venue, conference center, hotel, etc.?

A: Yes, of course. It is, however, your responsibility to make sure you have approval from the venue owner or manager and have provided a contact to us so that we can coordinate with them. You must also make sure the venue owner understands the power requirements and that we have a flat surface entrance.

Q: Can I move the machine after it is set up?

A: You can, but it is not recommended. Determine where you want the machine for your event and then lock the cartwheels in place for the duration. If the hopper is full of ice cream mix, moving the machine will assuredly cause mix to spill out. If you must move the cart, be cautious as the machine is not secured on the cart. Moving the cart over bumps and rough surfaces may cause the machine to slide which increases the risk of falling off or personal injury.

Q: Do you position the machine before use?

A: Yes, provided you direct us to where the machine will be placed, or in the event you are not available when we deliver, you have provided us information prior to our arrival. Please note: Our machines are commercial grade machines, and they weigh upwards of 275 lbs. They are **extremely heavy** and can be awkward to move. They are not attached to the cart they are delivered on. **Absolutely no full flights of stairs, regardless of how many people you have available to help.** Please review your agreement regarding **Steps, Obstacles, and Positioning**. Backyard patios and pool decks often require us to roll the machine over rough and/or heavily sloped terrain – please discuss with us your plans prior. We reserve the right to refuse service if we cannot accommodate your desired location. Please plan with us so that you are well informed and know what to expect before we arrive.

Q: Can I leave the machine outside overnight?

A: No, you cannot. Operating or unplugged, you cannot leave the machine outside overnight. These machines have expensive, electronic controls and as such, they are easily damaged by condensation from night moisture. You are responsible for repairs or replacement of components if we determine that you left the machine outside during your rental.

Q: How much is it to rent the soft serve ice cream machine?

A: Much like a catering service, our prices are determined by the number of “servings” you intend to provide to your guests. See our rate document for current pricing.

Q: When do I need to confirm serving quantities?

A: We will need to know about five to seven business days prior to your event to allow for ordering mix. For frozen yogurt, special flavors, or Dole Whip mixes, we need a minimum of two weeks.

Q: When is my deposit and payment due?

A: Your deposit is due when you make your reservation. We provide a courtesy hold for one-week after you have made your reservation. If your deposit is not received by then, you run the risk of having someone else book the date and time you initially requested.

For individuals, payment is due at or prior to delivery. **For weddings, your full payment is due seven days prior to your event or your risk cancellation.** If you will not be meeting us for delivery and setup, please plan for payment prior to delivery. For businesses and organizations, payment is due net/15. Your prompt payment is appreciated.

A 3% late fee is added to delinquent accounts. A \$30 charge is applied to returned checks.

Q: What forms of payment are accepted?

A: We are a cash business and try to provide you the best possible service at an affordable price. As such, we prefer to receive payment in the form of cash or check. We do, however, accept Venmo, PayPal, and Credit Cards (Visa, MasterCard, and American Express). Please note:

- *PayPal*. If you are using PayPal, please select “send to family/friends”, otherwise PayPal charges us a Merchant Fee, which we will bill back to you.
- *Venmo*. If you are using Venmo, please do not send payment using their “buyer protection option”, which incurs a fee on our end and will be billed back to you.
- *Credit Cards (Visa, MasterCard, and American Express)*. If you are using a credit card, we add a 3.5% convenience fee to cover the processing costs charged to us by the credit card companies.

Payment choice is up to you, however if you choose a payment option other than cash or check, and there is a fee associated with your payment, we will bill you or ask you to cover the expenses associated with the transaction. We prefer not to charge for electronic transactions, but given our model, we hope you understand.

We know that credit cards and electronic transactions offer more convenience, and we are happy to accept them with the transaction fees listed above covered by you as the renter.

Q: Can I get a refund on unused mix, cups, or spoons?

A: No, we order and supply you with the anticipated amount of fresh mix, cups, and spoons. For that reason, we will help you determine the number of servings that you should plan for.

Q: Is the ice cream machine easy to use?

A: Yes, it is easy. When we deliver the ice cream, we show you how to get started as well as provide reference instructions on the back of the machine. Just pour the ice cream mix (it comes in ½ gallon or 1-gallon containers) in the hopper; once the freezing chamber is half full (as visible on the front glass of the machine) of mix, you can turn the machine on and press “Press to Freeze”.

Q: Can kids use the machine?

A: Yes, kids can use the machine. Making your own ice cream treat is fun. We do ask that adults supervise. The machine is not attached to the cart and climbing or playing on the cart or near the machine can be a hazard. We want everyone to have the opportunity to use the machine, albeit safely and responsibly. For safety reasons, *please supervisor children*.

Q: How long does it take to make ice cream?

A: It takes as little as 10 minutes to an average of 12-15 minutes to freeze the mix down to soft serve. It's fast.

Q: What is a typical serving?

A: An average serving is 4 oz. – similar in size to a McDonald's sundae. We can accommodate larger serving sizes – just let us know.

Q: Can I use the ice cream machine outside?

A: Yes, but keep in mind that temperature and humidity impact the machine's performance and ability to generate a consistent and desirable product. You can use the machine outdoors if you make sure it is kept in the shade and covered from the elements. Direct sun will severely hinder the machine's performance. We do not recommend using the machine outdoors when temperatures are above 80 and when the relative humidity is 70% or greater. If you are planning an outdoor occasion, please consider the temperature and humidity prior to your event so as not to be disappointed with the product results. For outdoor consideration, a level surface is necessary for proper operation. Obstacles, uneven or steep surfaces may require additional assistance to position the machine in your desired location.

Q: Do I need to have someone run the machine throughout the party?

A: No. The whole idea of having the machine is to allow guests to “do it themselves”. Your guests will have FUN making their own sundae or cone. We do, however, suggest that you have a designated attendant – someone who checks on the machine to make sure that it has plenty of mix and is operating properly.

Q: When should I have an attendant for my event?

A: For wedding receptions, large groups, or events where you want to offer a more catered-like experience, you may consider an attendant for the busy portion of the event to help expedite your guests through the line. An attendant will provide consistent servings and help expedite people going through the line.

Q: When should I rent an additional machine?

A: You might consider adding an additional machine to your event if you will have a large number of people throughout the day/evening, if you need to serve a large number of people quickly, or you would like to offer your guests multiple flavors. We consider the number of guests you plan to serve and the time span in which you wish to accommodate them; we can then help you decide when you need to add additional capacity. Of course, offering an additional flavor of ice cream or frozen yogurt is always a nice touch.

Q: What is the capacity of the machine?

A: A single machine has the following estimated capacities, which can vary depending on product mix, butterfat content, temperature, humidity, and other varying factors. We have done events with well over 400 servings in a 3-4-hour time frame. In general, with a single machine, you can expect:

- ✓ Approximately 120 4 oz. servings/hour (2 per minute)
- ✓ Approximately 140 3.5 oz. servings/hour (2.5 per minute)
- ✓ Approximately 160 3 oz. servings/hour (3 per minute)

Q: How long will the ice cream last before I must make another “batch”?

A: There are no real batches, if the reservoir (hopper) on the top of the machine is kept filled. The machine will continually make ice cream provided there is mix in the refrigerated hopper. Depending on the size of your event, you may have to add more mix after the initial startup.

Q: How will I know when to fill the machine?

A: The machine has a MIX LOW indicator on the LED that will come on to indicate you need to add more mix if you anticipate using more than the remaining gallon in the hopper. Alternatively, if the machine is in a freeze cycle, the LED indicator will display “FREEZING” and if the entire LED is flashing, that is an indicator that you need to add more mix. The MIX LOW indicator will display again once the freeze cycle is complete.

Q: What kind of outlet do I need?

A: A standard 115-volt household outlet will work. This is important -- each machine draws about 14 amps of power; be sure your circuit can handle the load. If multiple items are plugged into the same circuit, (e.g., a crock pot, blender, TV, etc.), you risk the circuit breaking. If you are renting multiple items from us (e.g., an ice cream machine and a frozen beverage machine, a single 15-amp circuit will not accommodate everything on the same circuit.

Q: Do I have to clean the machine?

A: No, for same day deliveries and pickups, you do not need to clean the machine. We'll take care of that. If you are keeping the machine overnight, we will provide you with overnight instructions, which includes draining and rinsing the machine. When we pick up the machine, we take care of thoroughly cleaning and sanitizing it for the next client.

Q: Where can we put the ice cream machine?

A: Due to weight and the gravity-fed nature of the machines the equipment must reside on a level surface. If your desired location is on an upper/lower level, an elevator is required to maneuver the machine to your desired location. The machine is heavy (remember, it's close to 300 lbs. with the cart) and awkward to move up stairs, over rough terrain, hills, or slopes, cracked or uneven sidewalks. If you desire to have the machine in a location that requires movement over any of these unique

circumstances, extra muscle from your team will be needed. One or two steps are generally feasible but require a minimum of two additional people. Absolutely no flights of stairs!

Q: Do you rent dual flavor/twist machines?

A: Currently, due to the weight and power requirements, we do not rent dual flavor/twist machines. You can rent two machines to provide different flavors (e.g., vanilla and chocolate or one of our frozen yogurt flavors).

Q: When should we rent?

A: Summer weekends are always busy as well as May graduations and summer weddings. Make your reservation as early as possible to avoid missing out on the opportunity to make your event unique. We book current year graduations starting in January. We sell out! Every graduation weekend, starting in late April through early June will be booked with all our machines. Don't wait to confirm your reservation.

Q: What flavors do you offer?

A: We offer vanilla and chocolate low-fat soft serve, as well as Dole Whip Pineapple (the same as served at Disney resorts). We offer over 25 different flavors of ice cream, available with advanced notice. We also can provide a non-dairy mix (special order) as well as other Dole Whip flavors: Orange, Raspberry, Lemon, Lime, Mango, and Strawberry. And if frozen yogurt is your thing, we can offer Danon YoCream Frozen Yogurt flavors. Flavors vary with seasonality. Check with us for current availability.

Q: Do you provide dishes and spoons?

A: Yes, we provide dishes and spoons for your event to cover the anticipated number of servings. We do not provide a credit or refund if you decide to use your own.

Q: Do you provide toppings or cones?

A: As an added convenience, we can offer a topping bar and/or provide cones for an additional fee. You can however, put together your own topping bar or provide your own cones. We have seen a lot of creative ideas for topping bars.

Q: What are the most requested toppings?

A: We see a variety of toppings -- here is a list of some of the most requested toppings:

- Crushed Oreos
- Mini M&Ms
- Brownie Bits
- Mini Chocolate Chips
- Nut Toppings
- Crunch Cote
- Chocolate Syrup
- Caramel Syrup
- Crushed Twix
- Gummy Bears
- Cookie Dough
- Waffle Cone Bits
- Sprinkles
- Whipped Cream
- Pineapple
- Crushed Heath Bars
- Maraschino Cherries
- Reese's Peanut Butter Cup

Q: What ice cream cones do you recommend?

A: Cake cones are good, but we recommend waffle cones. Soft serve can be, well, soft. A waffle cone will hold ice cream in the cone itself and is less apt to "top over" than a traditional cake cone.

WEDDING RECEPTION TIPS FOR BRIDES AND GROOMS

For wedding receptions, it is important to remember that you will be busy with all the activities of your special day and enjoying your guests. We highly recommend that you assign a family member, friend, or host to be responsible for and look after the machine during the reception.

- Please make sure you have prior approval from the venue manager regarding your intent to bring in an ice cream machine. Most will be amenable to the idea and it is best to make sure they are on board so that there are no surprises or challenges upon delivery. A contact name and number at the venue will be requested as your reception date approaches.
- **For weddings, your full payment is due seven days prior to your event, or you risk cancellation.**
- It is **YOUR** responsibility to share the power requirements, desired position of the equipment and other items noted in the FAQ with the venue manager. Not understanding the power requirements are the biggest challenges encountered. For wedding reception deliveries, we often set up when you are not there – please make sure you have shared this FAQ with the venue manager and with whoever will be in charge at the venue on the day of your event.
- Make sure that you have shared the instructions and FAQ documents with your assigned attendant or host prior to the event – Relatives or friends who are monitoring the machine should take a few minutes to read through the Instructions and this FAQ.
- The machine will need to be refilled with more mix as ice cream is served. The hopper holds three gallons and the “MIX LOW” indicator will start flashing or if the machine is in a freeze cycle, the entire LED will flash, when the reservoir goes below one gallon. Additional mix is stored in the cooler(s) underneath the skirted cart or can be stored in an on-site refrigerator.
- Mix is provided in half-gallon or one-gallon plastic jugs. Your attendant simply needs to add mix to the hopper by giving the jugs a few shakes, open the container, and pour it into the hopper – easy. The machine will continually produce ice cream if there is mix in the hopper. Your attendant should be monitoring the machine for the LOW MIX message or a Flashing LED when the machine is in a freeze cycle.
- Decide where you want to place the machine ahead of time. If you will not be there, please make sure you have indicated to us the space you would like the machine to be positioned. We bring the machine on a cart where it will stay – the machine is too heavy to be supported by most tables.
- Consider placement near an electrical outlet. The machine and has a 6-foot power cord. We have 25’, 50’ and 100’ heavy duty extension cords that we can provide (free of charge) to reach the nearest outlet. **Important -- Using any other extension cord other than the ones we provide may cause damage to the machine, prevent the machine from operating normally, or present a fire hazard.**

- The machine should not operate empty. Once empty, please shut it off to avoid damage to the machine.
- We plan on a pickup time of no later than 10:00 p.m. for wedding receptions. Our experience is that everyone is done with food, cake, and desserts by 9:00 p.m. and onto dancing and refreshments after that. For pickups after 10:00 p.m., there is a \$30/hour fee.

No One is Unhappy Enjoying Soft Serve!

We want you and your guests to enjoy the experience of having a soft serve machine at your event. If you are pleased with our service and would be willing to provide a short, positive review on our Facebook page (www.facebook.com/jillybeanicecream), we would appreciate it.

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