



Frequently Asked Questions

- **Why should my campus consider an Open24 store?**
 - The Open24 provides 24 hour service to your customers; increased revenue, lower operating costs compared to traditional “C” stores, greater variety of products, advanced remote technology, and can accept Cbord student cards.
- **What are the dimensions of an Open24 Market?**
 - 80.75”high by 154.75” wide by 40” deep. Each module weighs 725lbs for refrigerated modules and 624lbs for ambient modules. The control tower weighs
- **How many items can a typical Shop24 merchandise?**
 - The Open24 can front as many as 200 items but typically faces 170 prox.
 - The Open24 can dispense items weighing from 1oz to 8lbs.
- **What forms of payment does the Open24 accept?**
 - Cash, Credit Cards, Debit Cards, Campus Cards and custom options.
- **Where can an Open24 be located?**
 - Anywhere outdoors or in where there is a high level of foot traffic and a floor or slab with electric that meets the specs.
- **Does Open24 provide service or maintenance to support the Open24 store?**
 - Yes. At installation we provide service and support to train a key operator. A first year maintenance program is included in the cost. We also provide “on call” service to support any technical or maintenance issues.
- **Why should my campus consider an Open24 store for our campus?**
 - The Open24 C store provides your students 24 hour service, 7 days per week. It can provide increased revenue with a greater variety of products than a typical C store combined with substantially lower operating costs. It can be managed remotely and accepts the student card used on campus.
- **Must the Open24 be purchased or can it be leased?**
 - Typically the Open24 is purchased directly by the campus. In some cases lease to own financing can be arranged.
- **What are the campus obligations to install an Open24 store?**
 - The school is responsible for any site construction costs (110 volt 15amp dedicated circuit for each refrigerated module and 10 amp for ambient modules and the MSK control unit), freight to the site from a local dock, and campus labor required by the campus or local authorities for installation. Additionally it is recommended that a “key” operator be appointed to take responsibility of the day to day operation of the store.
- **What is the warranty of an Open24 store?**
 - The Open24 is warranted for 24 months. The refrigeration compressor is warranted for 24 months.

- What type of area treatment can Open24 provide?
 - Open24 has a graphic designer and can design a wrap for the client or the client can provide their own design. The cost to wrap the 4 modules and the MSK is prox. \$1500
 - Open 24 can also provide an enclosure designed to the customer's specifications and can be quoted accordingly.
- What type of modules are included in a typical setup?
 - The standard Open24 Market includes 2 refrigerated modules and 2 ambient modules along with the MSK control module.
- What type of currency handling options are there?
 - The standard recommended cashless set up is the Nayax platform with 4G cellular technology accepting EMV "chip" cards, Apple Pay, debit & credit, Google Wallet and NFC. Other options are available. The standard cash acceptance package includes the Jofemar bill acceptor and a 5 tube coin acceptor.
- What type of management software does the Open24 Market provide?
 - The Open24 Market platform provides a user friendly comprehensive management platform in order to monitor the daily performance as well as inventory requirements. It is recommended that a key operator be nominated to be trained in its use. The Open24 operator portal derives its data from the MDB protocol.
- Are the Open24 Market modules green / energy efficient?
 - Injected foam cabinet provides an energy efficient environment favorable to low power consumption. LED lighting that turns off automatically during non-operational periods.
- Can I easily adjust the shelves to change the product configurations?
 - There are NO spirals to change out. Easily change from one product to another with the EasyFlex system that incorporates a conveyor delivery system provides increased capacity.
 - The SmartVend feature detects product delivery and eliminates double vends and provides security for high value items.