

# 101 THINGS MUST KNOW

— BEFORE BUYING A —

# VENDING MACHINE



### 53. Moving a machine is expensive

Do relocation at cype out a month's profit.



### 54. Not all products are allowed everywhere

Some le eggs on its s one ctylelition sogee places prohibit certain snacks or drinks.



# Table of Contents

Before You Buy a Vending Machine  
*101 Things No One Tells You About Running a Vending Business*

## **PART I – Getting the Basics Right (1–10)**

1. Location matters more than the machine
2. Foot traffic beats aesthetics
3. You still need permission
4. Rent or commission is normal
5. Not all machines sell snacks
6. Electricity is not always free
7. Maintenance is your responsibility
8. Technician requests have a fee
9. Cashless payment is almost mandatory now
10. Stock selection decides profit

## **PART II – Money, Margins & Reality (11–20)**

11. Margins vary by product
12. You need working capital
13. Refilling takes time and effort
14. Weather and season affect sales
15. Vandalism and theft exist
16. Machine size affects placement options
17. Used machines can be risky
18. Warranty and after-sales support are crucial
19. Cloud system sales tracking matters
20. ROI is not instant

# Table of Contents

Before You Buy a Vending Machine  
*101 Things No One Tells You About Running a Vending Business*

## **PART III — Daily Operations (21–30)**

- 21. Vending is a business, not a gadget
- 22. Product expiry is your problem
- 23. Slow sellers block fast sellers
- 24. Restocking frequency affects profit
- 25. You need products people actually want
- 26. Machine layout affects buying behavior
- 27. Pricing must match the location
- 28. Impulse pricing works best
- 29. Refund handling is part of the job
- 30. Prepare a customer support phone

## **PART IV — Trust, Systems & Control (31–40)**

- 31. You need a contact number on the machine
- 32. Cleaning affects sales more than you think
- 33. Lighting inside the machine matters
- 34. Transport and installation cost extra money
- 35. You must track shrinkage
- 36. Insurance can be necessary
- 37. Scaling requires systems
- 38. Cloud system software helps you manage remotely
- 39. Location strategy matters
- 40. Dependable suppliers matter

# Table of Contents

Before You Buy a Vending Machine  
*101 Things No One Tells You About Running a Vending Business*

## **PART V — Suppliers & Business Discipline (41–50)**

- 41. Suppliers must provide guides beyond manuals
- 42. Know your machine parts in advance
- 43. Suppliers can help with location sourcing
- 44. Suppliers should help with moving or storage
- 45. Exit strategy matters
- 46. You are running a micro-retail store
- 47. Branding affects trust
- 48. Machines don't sell themselves
- 49. Respect in supplier relationships matters
- 50. Prime spots are rarely free

## **PART VI — Contracts, Rules & Compliance (51–60)**

- 51. Negotiation skills matter
- 52. Contracts protect you
- 53. Moving a machine is expensive
- 54. Not all products are allowed everywhere
- 55. Restricted products require permits
- 56. Age verifier add-ons cost extra
- 57. Fragile products require elevator systems
- 58. Customer behavior changes by time of day
- 59. Machines need regular testing
- 60. Weekly machine testing prevents silent losses

# Table of Contents

Before You Buy a Vending Machine  
*101 Things No One Tells You About Running a Vending Business*

## **PART VII — Maintenance & Electrical Reality (61–70)**

- 61. Monthly machine testing prevents breakdowns
- 62. Quarterly deep maintenance extends lifespan
- 63. Simple maintenance rules for beginners
- 64. Testing frequency prevents costly repairs
- 65. Check for pinched or rubbed wires
- 66. Check for cracked or exposed insulation
- 67. Check for corrosion or oxidation
- 68. Check wiring strain on moving parts
- 69. Burn marks signal serious electrical danger
- 70. Ground wire and power cable checks matter

## **PART VIII — Advanced Operator Knowledge (71–101)**

- 71. Every breakdown starts as a small warning
- 72. Downtime costs more than repairs
- 73. High-traffic locations demand faster response times
- 74. Your best-selling product will change over time
- 75. Customer complaints are data, not attacks
- 76. Refilling schedules should match demand, not habits
- 77. Overstocking ties up cash unnecessarily
- 78. Understocking kills momentum
- 79. Product pricing must absorb losses and refunds

# Table of Contents

Before You Buy a Vending Machine  
*101 Things No One Tells You About Running a Vending Business*

80. Machines age faster in harsh environments
81. Humidity shortens machine lifespan
82. Heat increases electrical and cooling failures
83. Cold environments slow impulse purchases
84. Not all locations deserve your best machine
85. Older machines need more hands-on monitoring
86. Cashless failures lose more sales than coin jams
87. Software alerts are only useful if acted on
88. Remote monitoring reduces guesswork
89. Preventive maintenance is cheaper than emergency calls
90. Every service visit should be documented
91. Logs protect you during disputes
92. Staff at locations influence customer behavior
93. Good relationships protect your placement
94. Location contracts should include exit terms
95. Never rely on verbal promises alone
96. One bad location can drain multiple machines
97. Scaling too fast amplifies mistakes
98. Systems must grow before machines do
99. Know when to relocate, not just endure
100. Long-term profit beats short-term excitement
101. Vending success is consistency, not luck

# 1. Location matters more than the machine!



A bad location = **no sales**,  
even with the best machine.

## 2. **Foot traffic** beats **aesthetics**

**Busy, boring places often sell more than “nice” ones.**



**BUSY, BORING.**

**HIGH SALES**

**BEAUTIFUL, QUIET**

**LOW SALES**

**Busy, boring places often sell more than “nice” ones.**

# 3. You still need permission

Malls, offices, condos, gyms—  
all require approval or contracts.



**BUSY, BORING.**  
**HIGH SALES**

Malls, offices, condos, gyms—ell require approval or contracts.

# 4. Rent or commission is normal

Expect to share 5–20% of sales or pay monthly rent.

**PAY COMMISSION**



**5–20%**



**PAY MONTHLY RENT**



**MONTHLY**



Expect to share 5–20% of sales or pay monthly rent.

# 5. Not all machines sell snacks

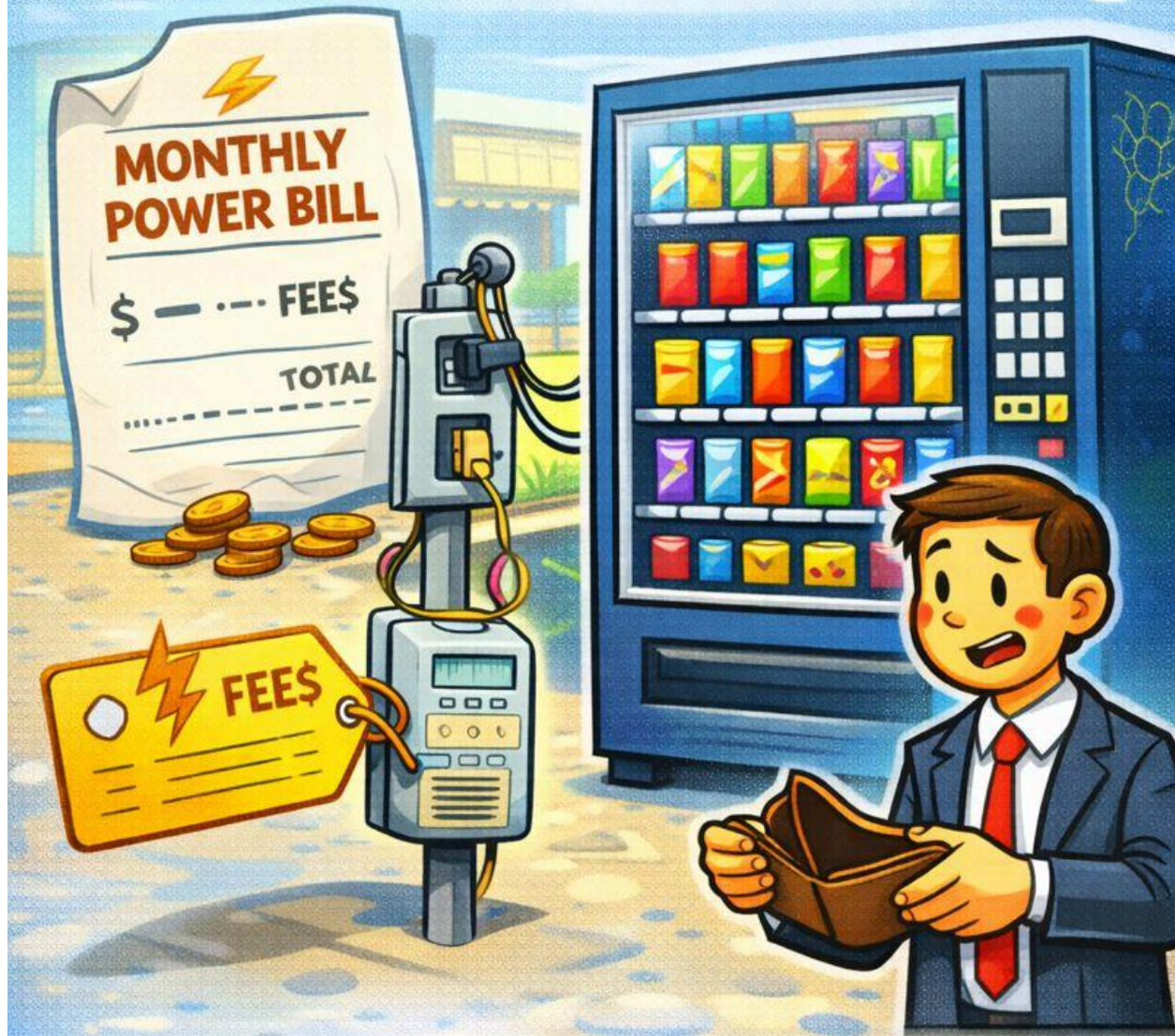
You can sell drinks, frozen food, PPE, cosmetics, tech, flowers, even meals.



Expect to share 5–20% of sales or pay monthly rent.

# 6. Electricity is not always free

Some locations charge  
monthly power fees  
+ submeter installation.



Some locations charge monthly power  
fees + submeter installation.

# 7. Maintenance is your responsibility

Motors, coin acceptors, bill validators will eventually fail.



Motors, coin acceptors, bill validators will eventually fail.

# 8. Requesting a technician has a fee

+Transport & food if location is far



+Transport & food if location is far

# 9. Cashless payment is almost mandatory now

Cards, QR, e-wallets increase sales significantly. But you need to have a complete business permit from dti/sec, mayors and Bir.



+Transport & food if location is far

# 10. Stock selection decides profit

Popular, fast-moving items win over “unique” products.

POPULAR PRODUCTS



HIGH PROFITS

UNIQUE PRODUCTS



LOW PROFITS

Popular, fast-moving items win over “unique” products

# 11. Margins vary by product

Snacks = lower margin,  
specialty items = higher margin.

LOW MARGIN



LOW MARGIN

HIGH MARGIN

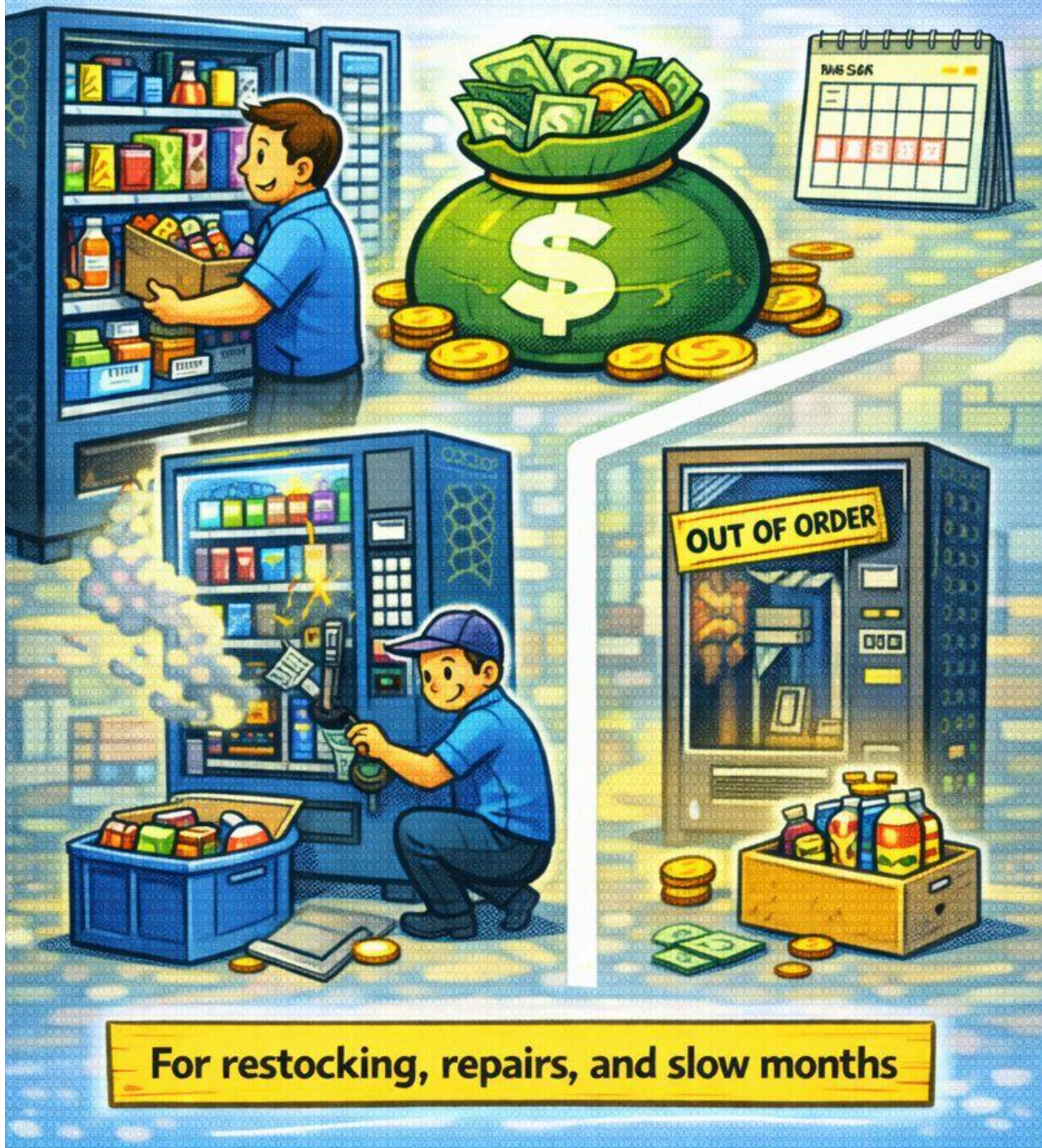


HIGH MARGIN

Snacks = lower margin, specialty items = higher margin.

# 12. You need working capital

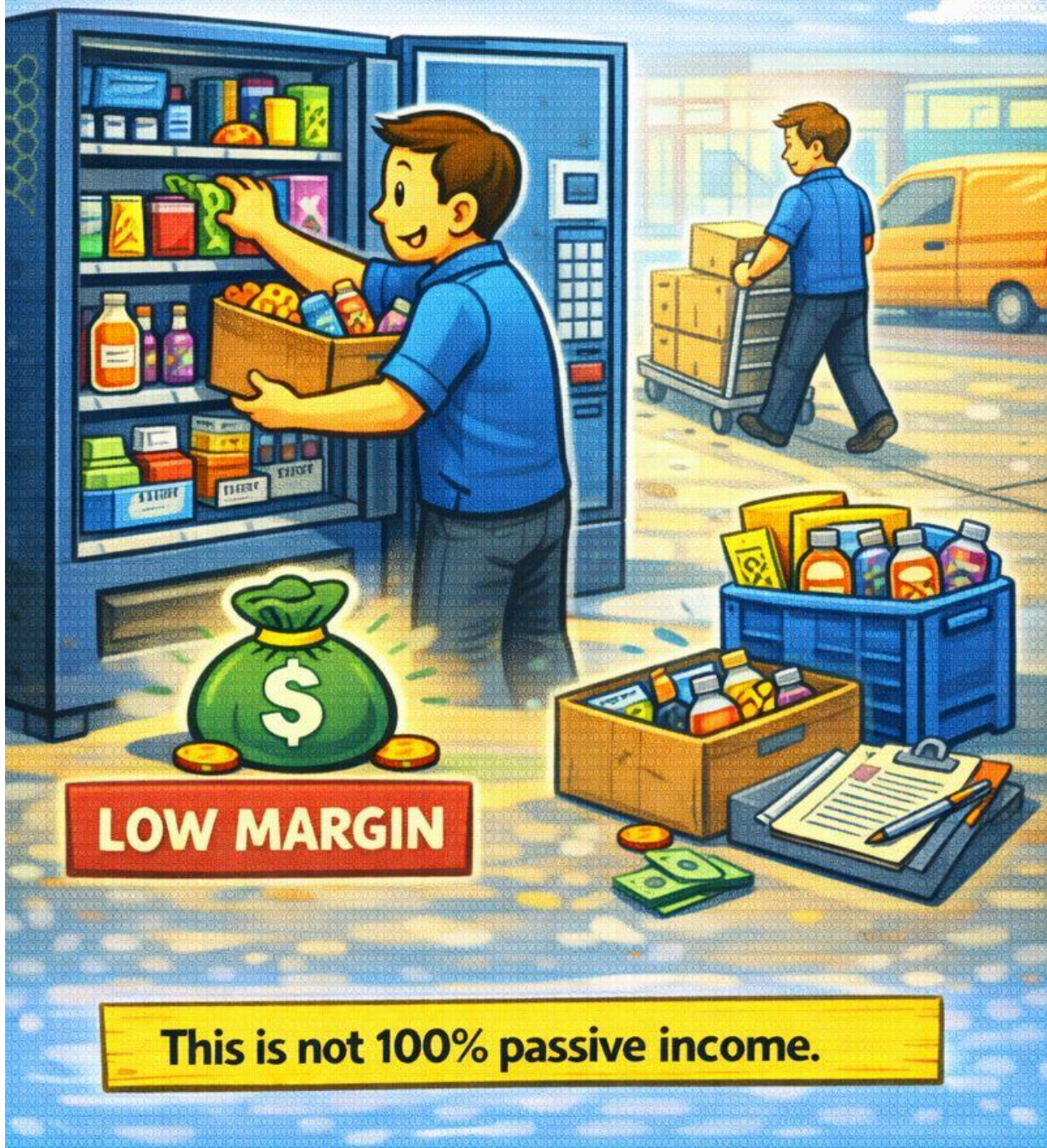
For restocking, repairs,  
and slow months.



For restocking, repairs, and slow months

# 13. Refilling takes time and effort

This is not 100% passive income.



**LOW MARGIN**

This is not 100% passive income.

# 14. Weather and season affect sales

Cold drinks sell less in winter,  
hot food sells more.



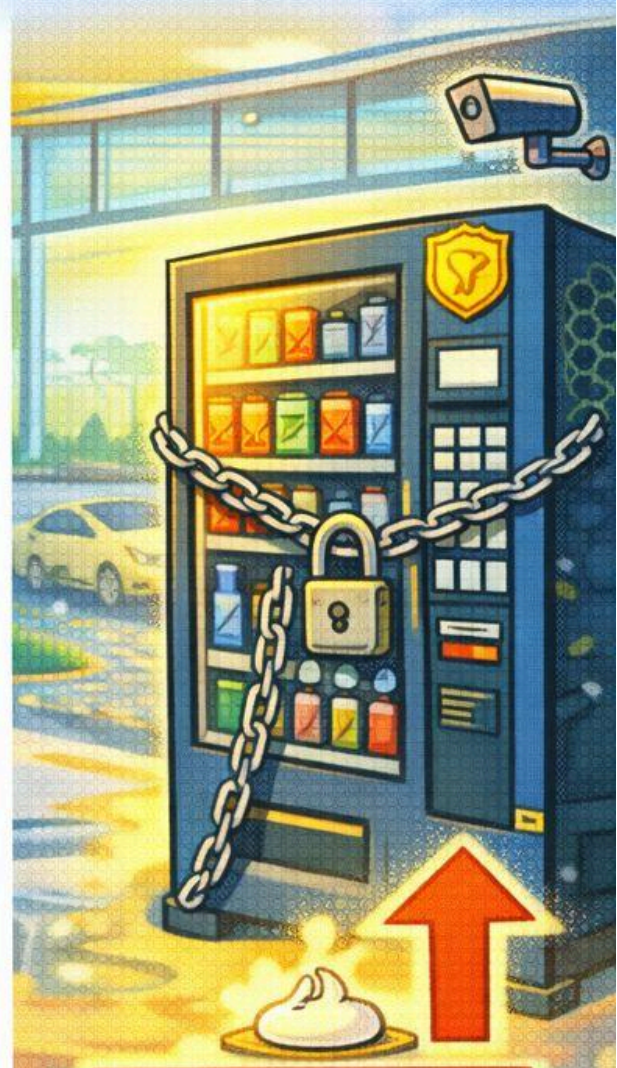
For restocking, repairs, and slow months.

# 15. Vandalism and theft exist

Secure placement and strong locks matter.



**LOW SALES**



**HIGH SALES**

**Secure placement and strong locks matter:**

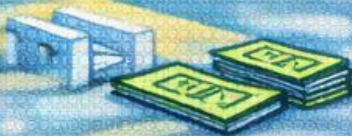
# 16. Machine size affects placement options

Bigger machines earn more  
but fit fewer locations.

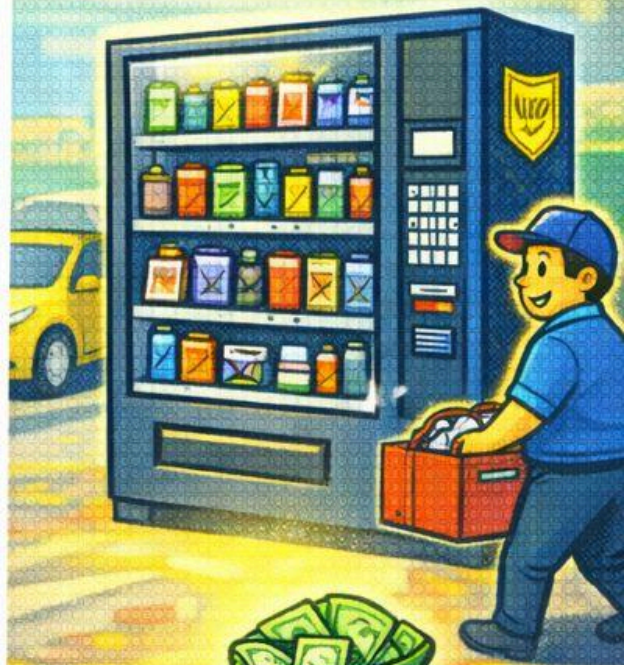
**SMALLER MACHINE**



**MORE LOCATIONS**



**BIGGER MACHINE**



**MORE EARNINGS**

**Bigger machines earn more but fit fewer locations**

# 17. Used machines can be risky

Cheaper upfront, but repairs can cost more later.



# 18. **Warranty** and after-sales support **are crucial**

Local support saves money  
and stress.



Local support saves money and stress.

# 19. Cloud System

track Sales data matters

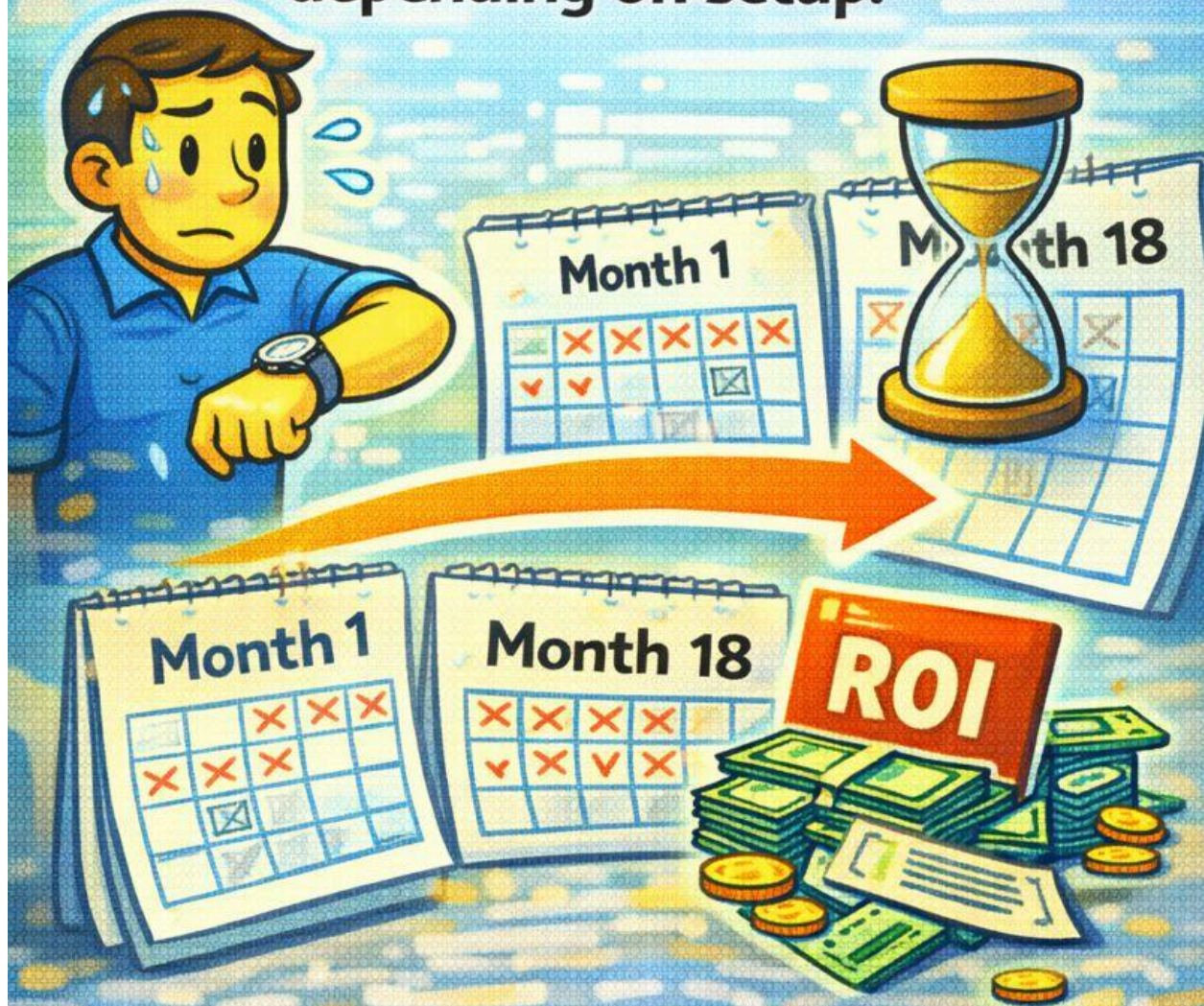
Machines with tracking  
help you restock smarter.



Machines with tracking help you restock smarter.

# 20. ROI is not instant

Expect 6–18 months  
before full return,  
depending on setup.

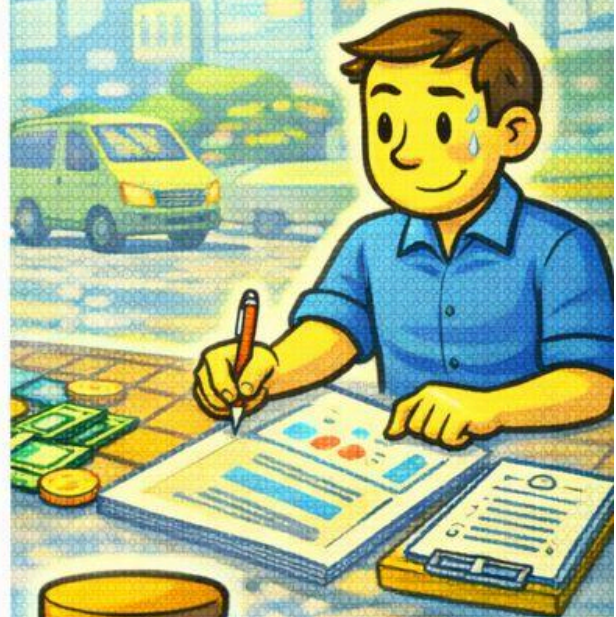


Expect 6–18 months before full return, depending

# 21. Vending is a business, not a gadget

Success comes from planning,  
not impulse buying.

**BAD IDEA!**



Success comes from planning, not impulse buying.

## 22. Product expiry is your problem

Expired items = losses,  
refunds, and unhappy customers.



Expired items = losses, refunds, and unhappy customers.

# 23. Slow sellers block fast sellers

One bad product can  
kill the whole row.



# 24. Restocking frequency affects profit

Too often = high effort,  
too slow = lost sales.



# 25. You need products that the people in the location wants

Happy customer = \$\$\$



# 26. Machine layout affects buying behavior

Eye-level items sell faster than bottom rows.



Eye-level items sell faster than bottom rows.

# 27. Pricing must match the location

What sells in a school  
won't sell in an office.

The image shows four vending machines arranged in a 2x2 grid. The top row shows a school location with a boy buying a drink and an office location with a man looking stressed. The bottom row shows a school location with a boy buying a drink and an office location with a man looking stressed. A yellow banner at the bottom contains the text: 'What sells in a school won't sell in an office.'

Location	Item	Price
SCHOOL LOCATION	Milk	P25
	MILLA ASIAN	P25
	COFFEE	P20
OFFICE LOCATION	SAPPEE	P40
	COFFEE	P40
	FINCHIE CHACKERS	P60
SCHOOL LOCATION	Milk	P25
	COFFEE	P25
	CRISPS	P20
OFFICE LOCATION	SARKIE CANNIS	P40
	SARIC Aspirin	P30
	SANDWICH	P20

# 28. Impulse pricing works best

Clean, simple prices  
trigger quick decisions.

Odd or complicated pricing kills impulse buys



Odd or complicated pricing kills impulse buys.

# 29. Refund handling is part of the job

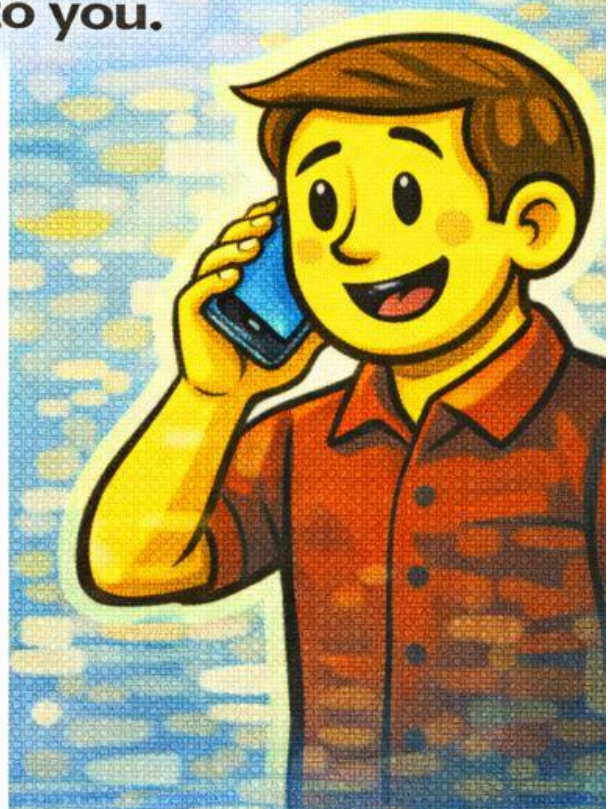
Customers will message you when items get stuck.



Customers will message you when items get stuck.

# **30. Prepare an extra phone for customer support**

Ask supplier to put the phone number  
in the sticker of the machine  
so customers can easily reach  
out to you.



Ask supplier to put the phone number in the  
sticker of the machine so customers can  
easily reach out to you.

# 31. You need a contact number on the machine

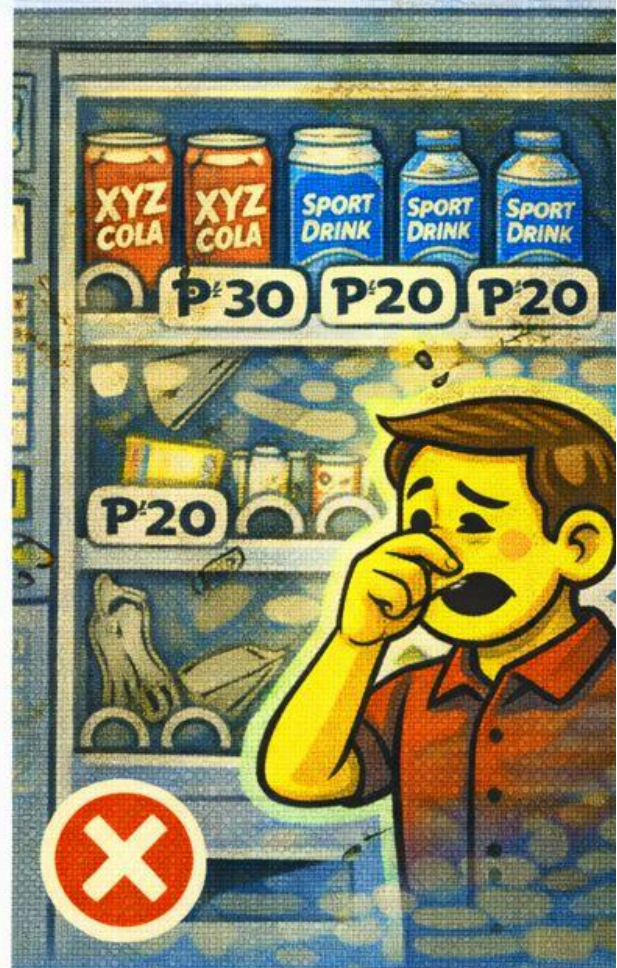
This builds trust and avoids complaints.



This builds trust and avoids complaints.

# 32. **Cleaning** affects sales **more than you think**

Dirty machines reduce repeat buyers.



Dirty machines reduce repeat buyers.

# 33. **Lighting inside the machine** **matters**

Bright machines sell more.



Dirty machines reduce repeat buyers.

# 34. Transport and installation cost extra money

Crane, stairs, elevators

— plan ahead.



Crane, stairs, elevators — plan ahead.

# 35. You must track shrinkage cost extra money

Missing items happen  
even in "safe" places.



Missing items happen even in "safe" places.

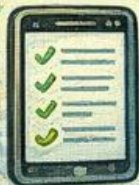
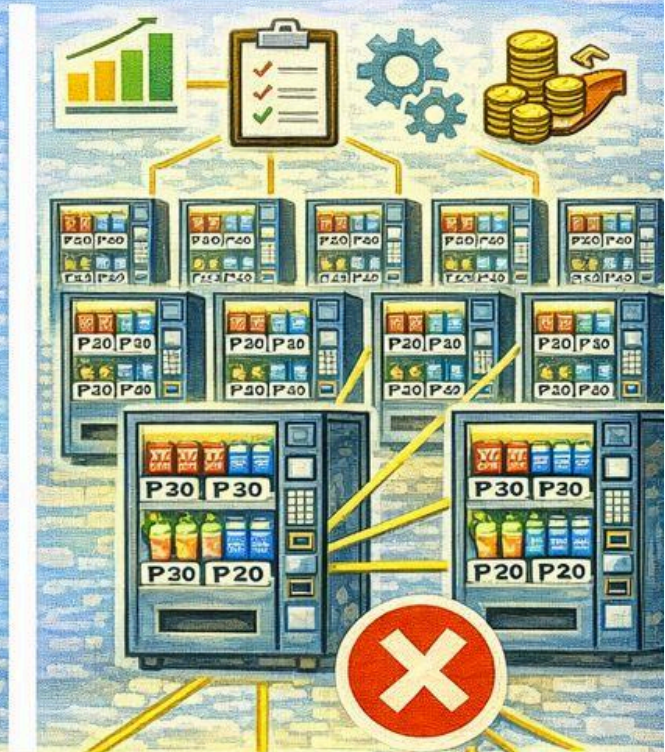
# 36. Insurance can be necessary

Some locations require insurance.



# 37. Scaling requires systems

One machine is easy;  
ten need structure.



# 38. A cloud system software

See your sales, stocks and jams  
online thru your laptop and phone.



# 39. Location Strategy

Don't put your vending machine  
in a location where it already  
have another vending machine.



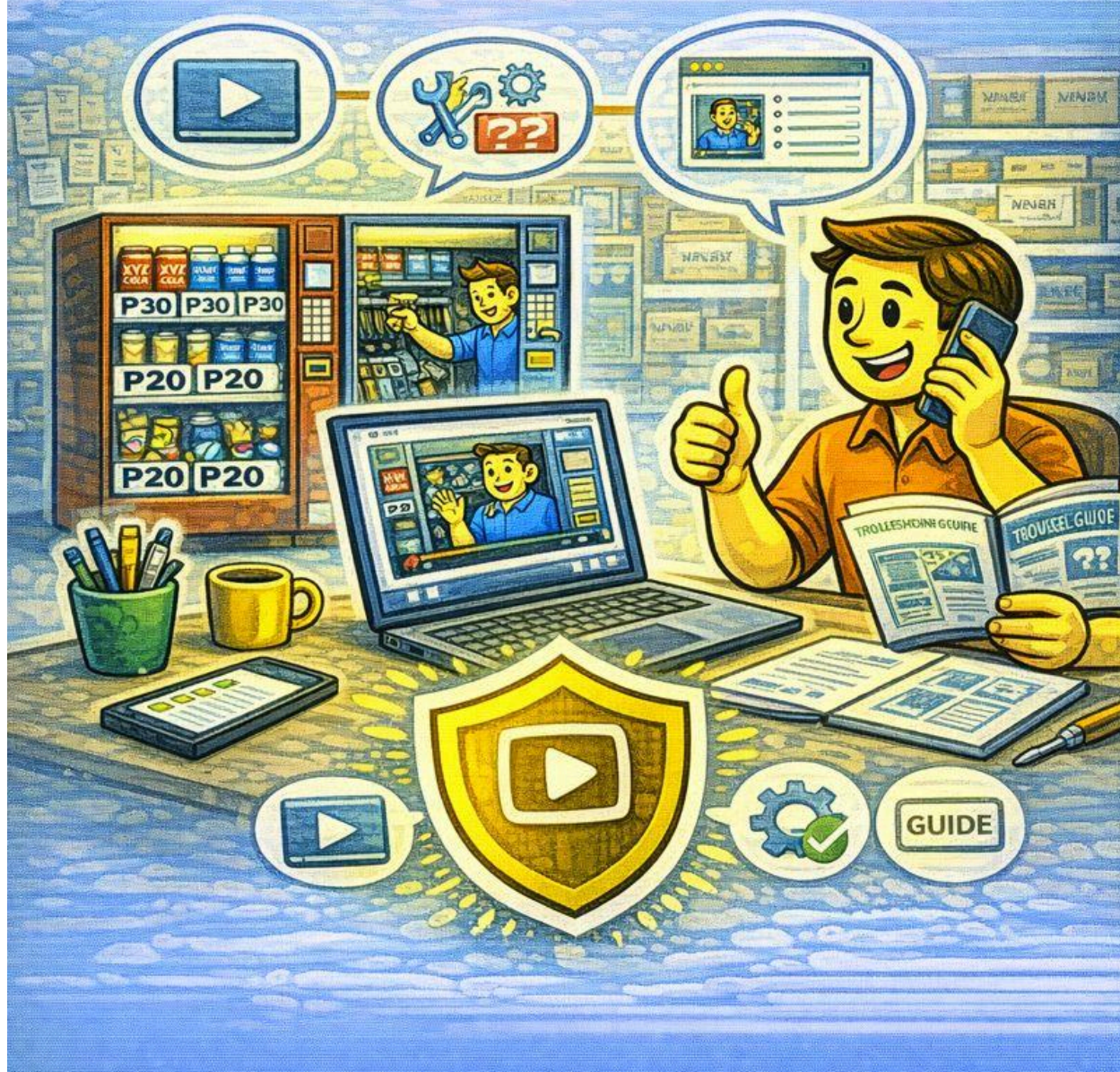
# 40. Dependable supplier

Purchase a vending machine only to a supplier that responds and quickly answers to your questions and inquiries.



# 41. Dependable supplier

Purchase a vending machine only to a supplier that can provide you troubleshooting guides in advance for potential problems and guides to everything about the vending machine aside from the manual. Ask for video guides and guides in the website so you can access anytime.



# 42. Dependable supplier

Purchase from a supplier that can provide you in advance the list of parts in your vending machine, so you understand your machine.

Know the prices and days of delivery when you need



# 43. Dependable supplier

Purchase from a supplier that can help you find location for your vending machine.



# 44. Purchase from a supplier

Purchase from a supplier that can help you move around or store your vending machine when needed.



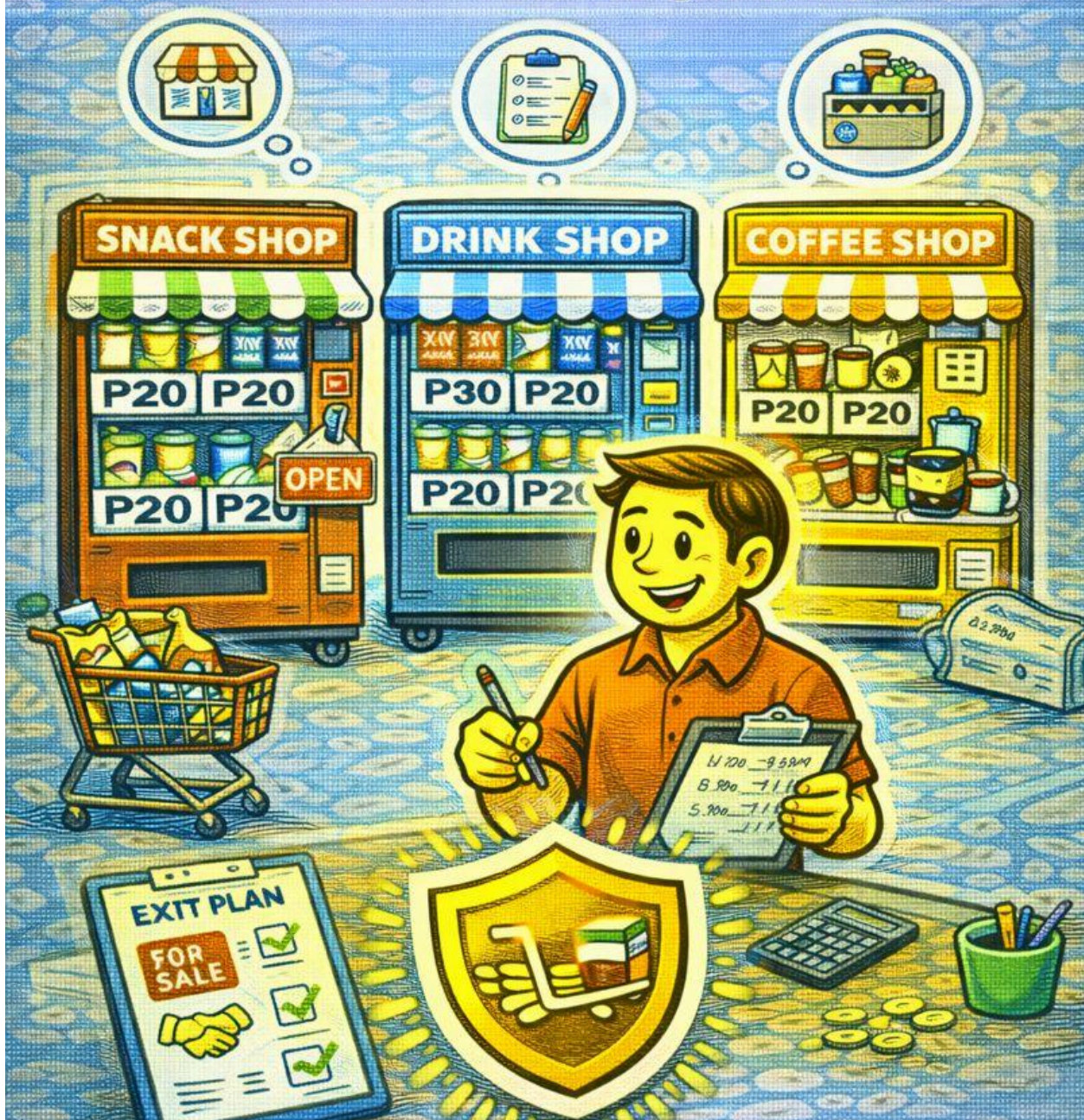
# 45 Exit strategy matters

Know how and when you'll move  
or sell the machine.



# 46. You are running a micro-retail store

Every machine is a mini shop that needs management.



# 47. Branding affects trust

Branded machines sell better than plain ones.



# 48. Machines don't sell themselves

Promotion inside the location increases sales.



# 49. Always maintain respect when dealing with suppliers.

Avoid shouting, cursing, or unprofessional behavior. If a supplier chooses to stop responding, it signals the end of the business relationship.



# 50. Prime spots are rarely free

Best locations already have vendors



# 51. Negotiation skills matter

Better deals = higher profit, same sales.



# 52. Contracts protect you

Verbal agreements often fail.



# 53. Moving a machine is expensive

One relocation can erase a month's profit.



# 54. Not all products are allowed everywhere

Some locations like schools ban sugar, alcohol, or energy drinks.



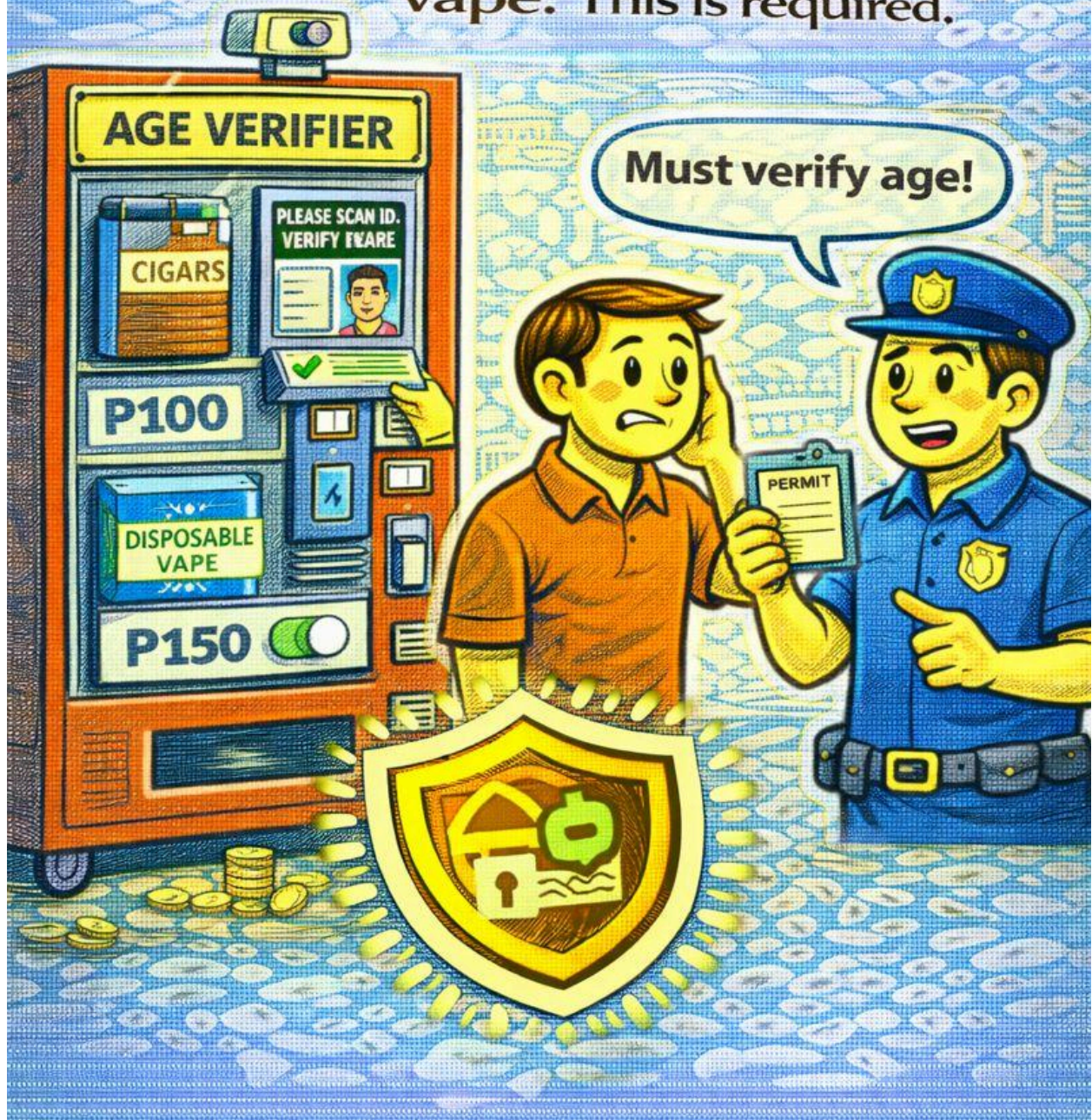
# 55. Not all products are allowed

No liquor, no cigarettes unless you have a permit to sell.



# 56. **Extra fee.**

Add on age verifier unit in the vending machine if you plan to sell cigar and vape. This is required,



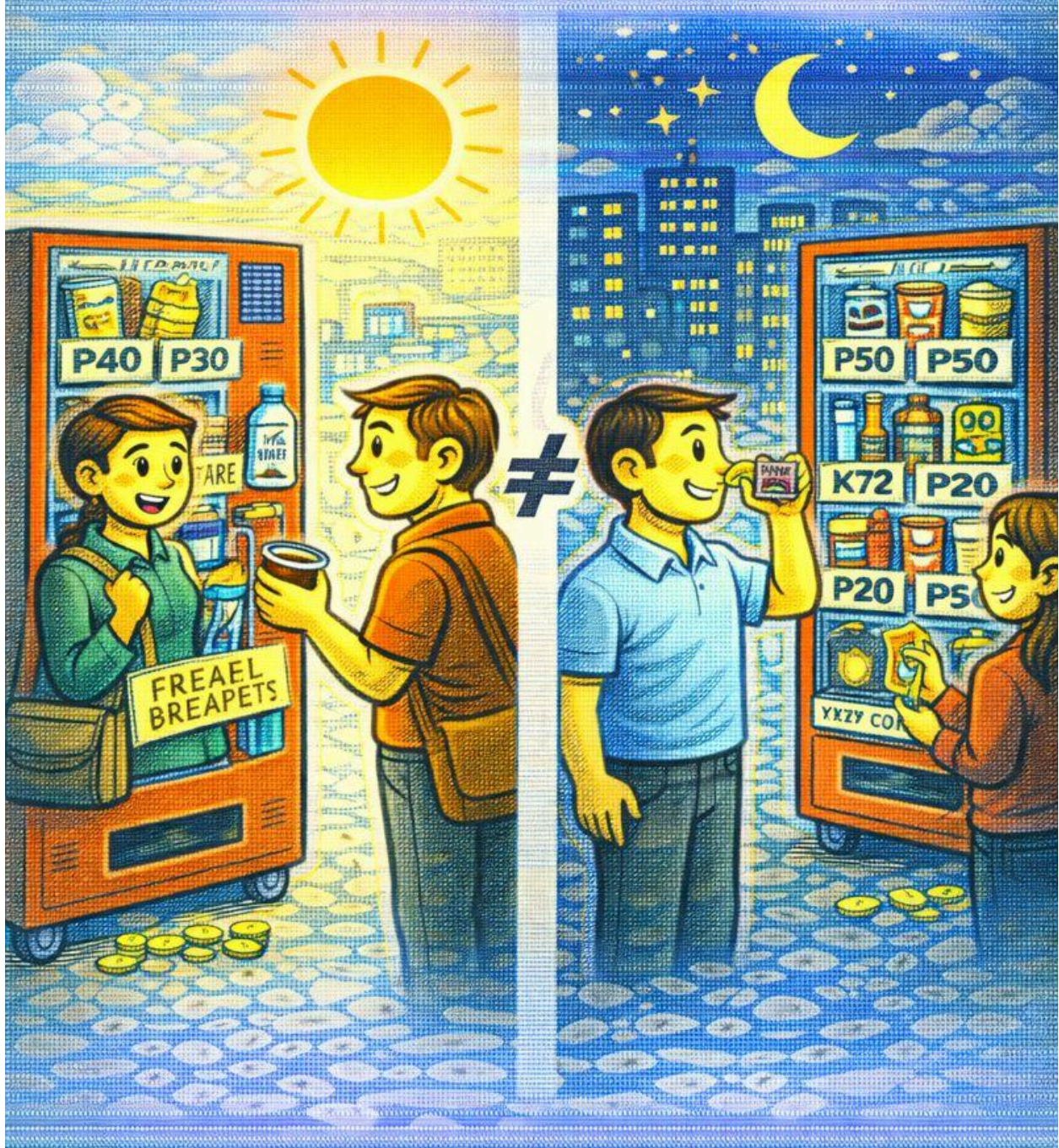
# 57. **Extra fee.**

Purchase elevator add on if your products are fragile like toys, liquors, or make up in bottles.



# 58. Customer behavior differs by time of day

Morning  $\neq$  night sales patterns.



# 59. **Machines need regular testing**

Buttons, sensors, and payment systems  
fail quietly.



# 60. Machine regular testing

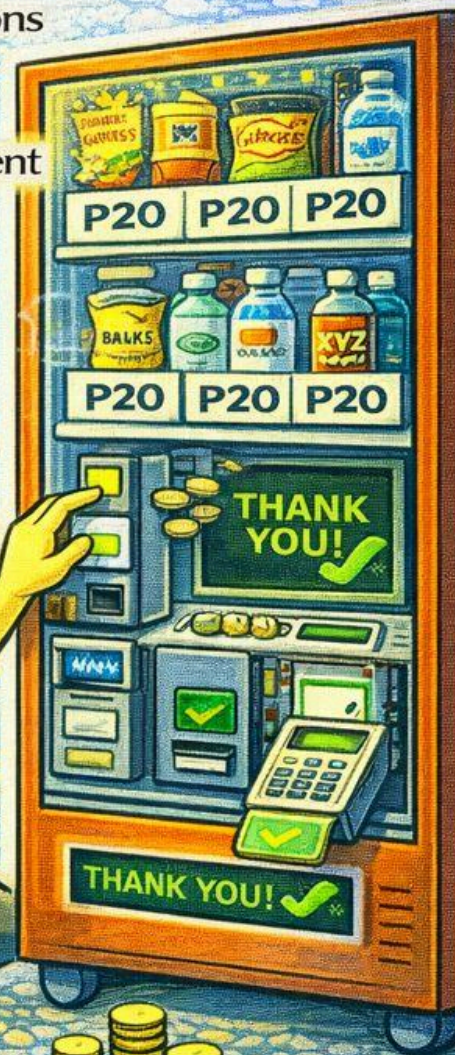
## Quick test once a week

What to test (5–10 minutes):

- ✓ Press multiple selection buttons
- ✓ Make 1 test purchase
- ✓ Check coin, bill, cashless payment
- ✓ Confirm item drops properly
- ✓ Check screen / lights / error messages

### Reason:

Small issues (stuck buttons, failed sensors, offline cashless) happen quietly and cost sales daily.



# 61. Machine regular Monthly test

**Full test: once a month**

Do this during restocking.

## What to test:

- All payment methods
- All motors / spirals
- Elevator or drop mechanism (if installed)
- Coin return & bill acceptor
- Cashless terminal connection
- Door sensors & cooling (if applicable)

## Reason:

Monthly checks prevent refund complaints and surprise breakdowns,



# 62. Quarterly Machine Maintenance

**Deep inspection:** quarterly (every 3 months)

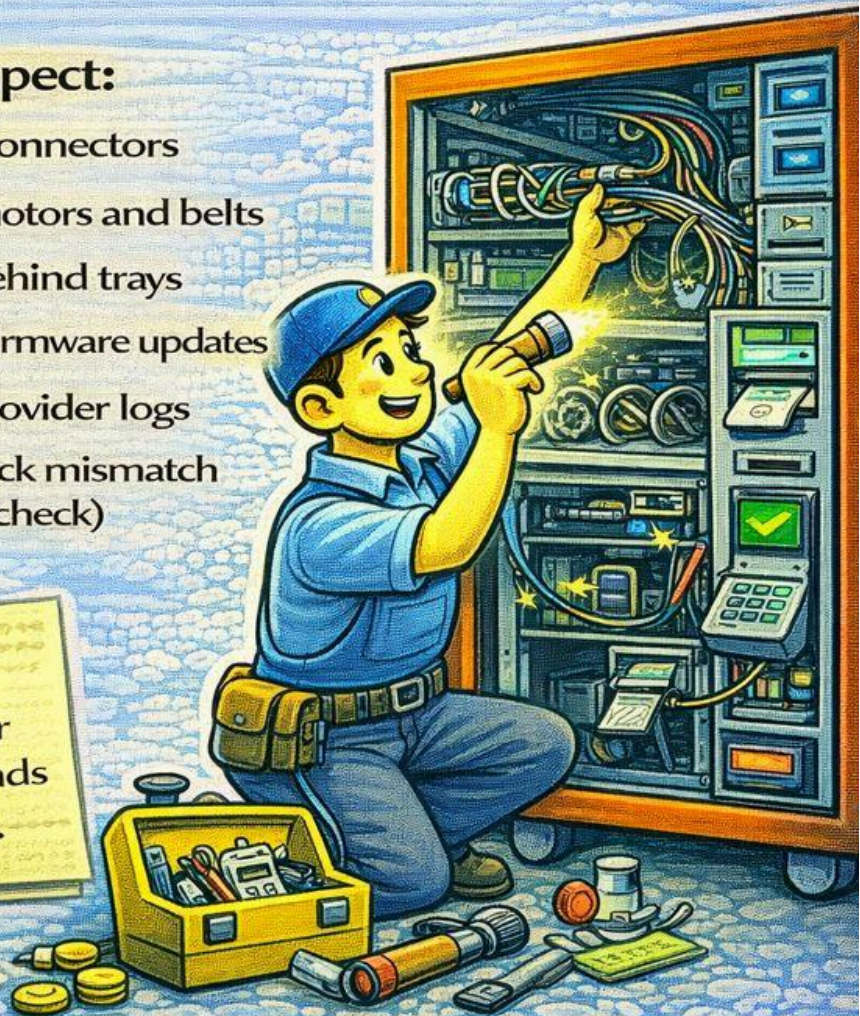
Especially important for high-value or fragile products.

## What to inspect:

- ✓ Wiring & connectors
- ✓ Wear on motors and belts
- ✓ Cleaning behind trays
- ✓ Software / firmware updates
- ✓ Cashless provider logs
- ✓ Sales vs stock mismatch (shrinkage check)

### Reason:

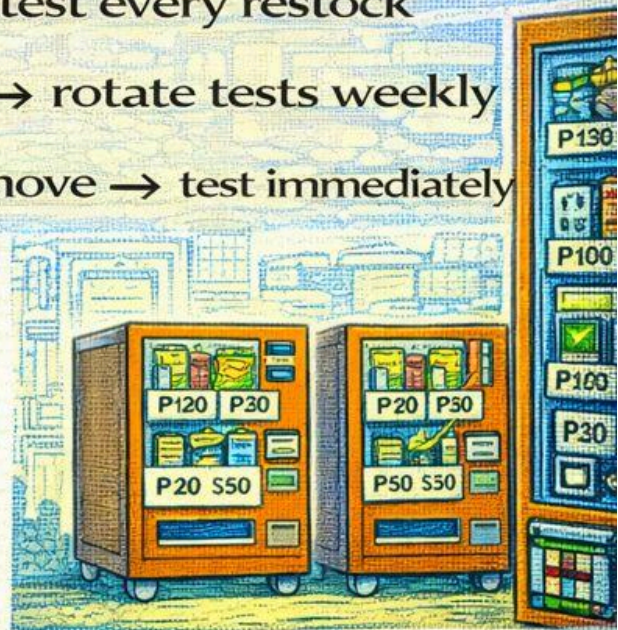
This avoids major failures and extends machine lifespan.



# 63. Machine Maintenance

Simple rule to remember (for beginners).

- ✓ Busy location → test weekly
- ✓ Normal location → test every restock
- ✓ Multiple machines → rotate tests weekly
- ✓ After any repair or move → test immediately



## Reason:

This avoids major failures and extends machine lifespan.



# 64. Machine Maintenance



Weekly testing



Monthly testing



Quarterly testing

**Weekly testing** prevents silent failures.

**Monthly testing** prevents angry customers.

**Quarterly testing** prevents expensive repairs.

# 65. What to check in the wiring during maintenance

## Pinched or rubbed wires (HIDDEN DAMAGE)

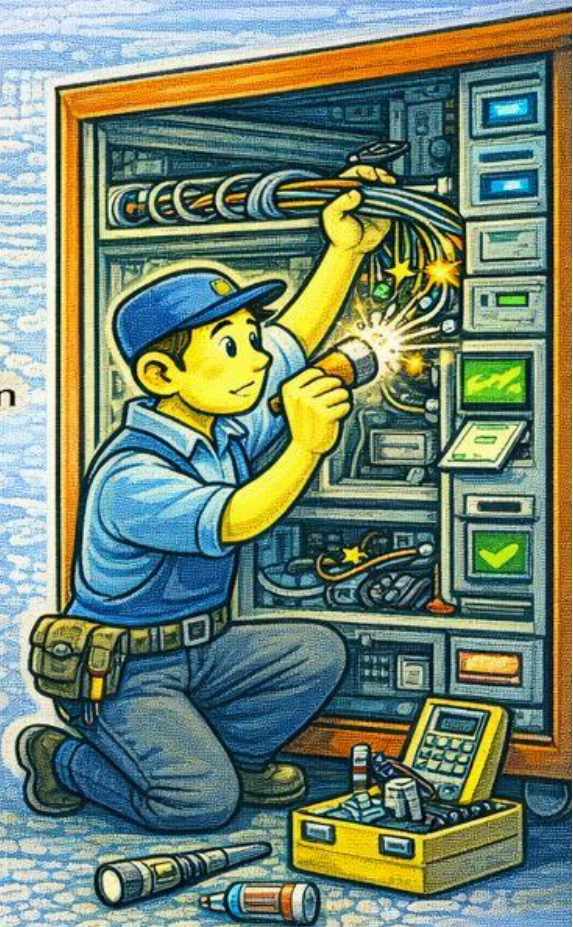
### What to check:

- Wires caught:
  - Behind trays
  - Under spirals
  - Near door hinges
  - Around elevator mechanisms
- Look for flattened insulation

### Red flags:

- Short circuits
- Blown fuses
- Random errors after restocking

This happens when trays are pushed back carelessly.



# 66. What to check in the wiring during maintenance

## Cracked, brittle, or exposed insulation

### What to check:

- ✓ Especially near:
  - Compressor area (heat)
  - Power supply
  - LED lighting wires
  - Around elevator mechanisms
- ✓ Look for flattened insulation

### Red flags:

- 🚩 Burning smell
- 🚩 Intermittent power loss
- 🚩 Tripped breakers

🚩 Heat + vibration kills insulation over time.



# 67. What to check in the wiring during maintenance

**Corrosion or oxidation** (especially in humid areas)

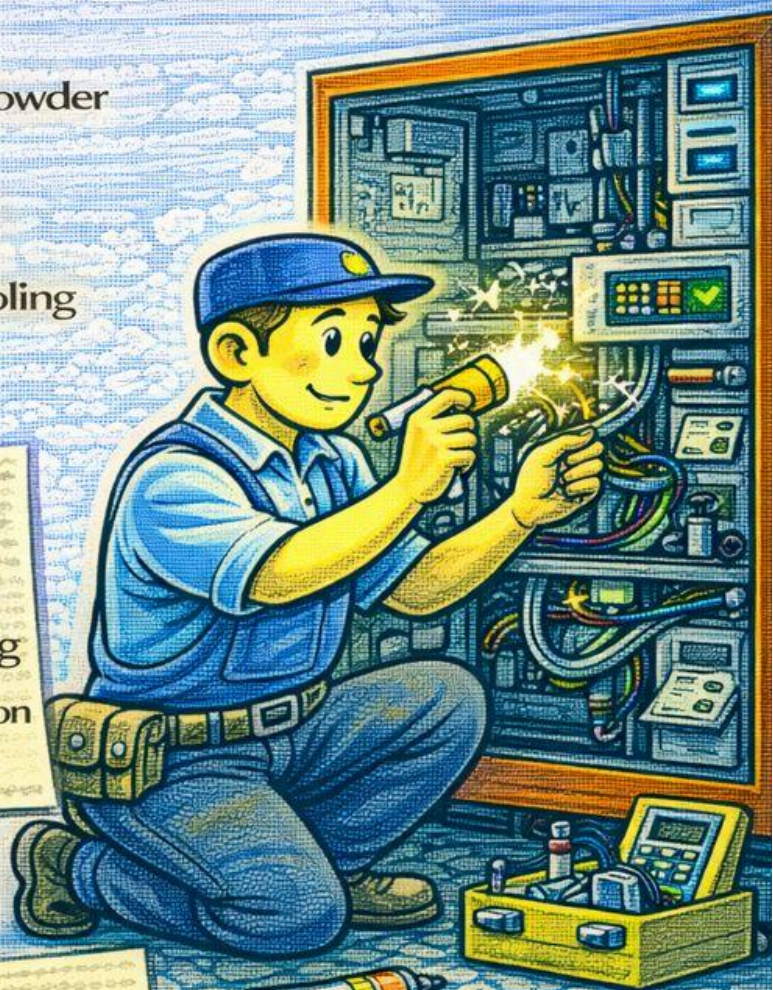
## What to check:

- ✓ Green or white powder on connectors
- ✓ Rust on terminals
- ✓ Moisture near cooling unit wiring

## Red flags:

- ✘ Payment errors
- ✘ Sensors misreading
- ✘ Board communication issues

✘ Very common in coastal or humid locations



# 68. What to check in the wiring during maintenance

## Strain on moving parts

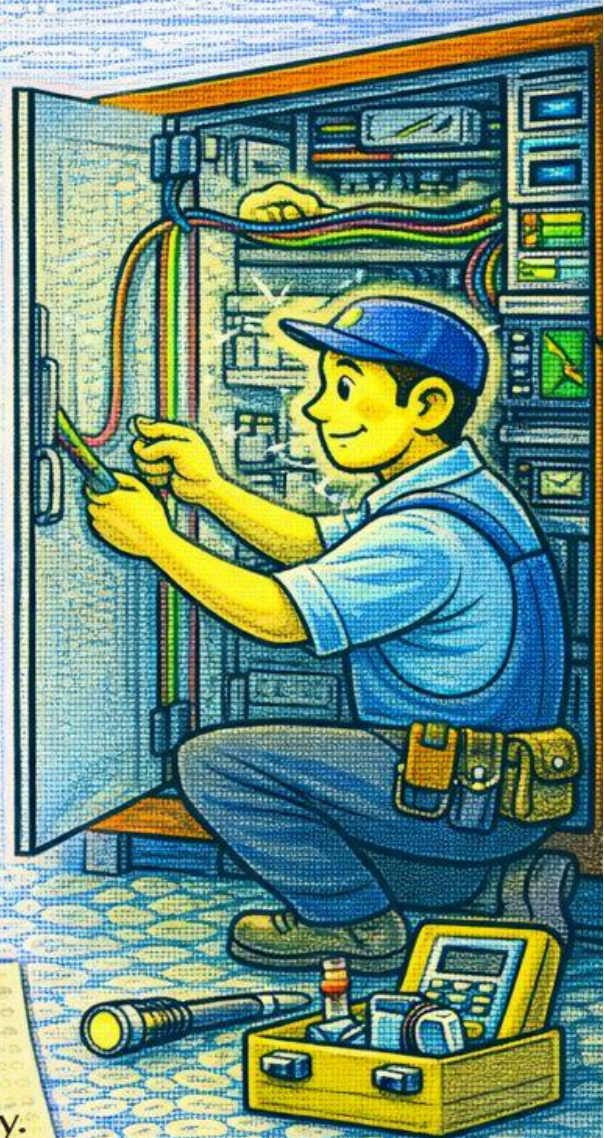
### What to check:

- ✓ Wires attached to:
  - Doors
  - Elevators
  - Bill validator slides
- ✓ Make sure there's slack, not tension

### Red flags:

- 🚩 Works when door is open, fails when closed
- 🚩 Failure after refilling

🚩 Repeated opening/closing slowly breaks wires internally.



# 69. What to check in the wiring during maintenance

## Burn marks or heat discoloration (SERIOUS)

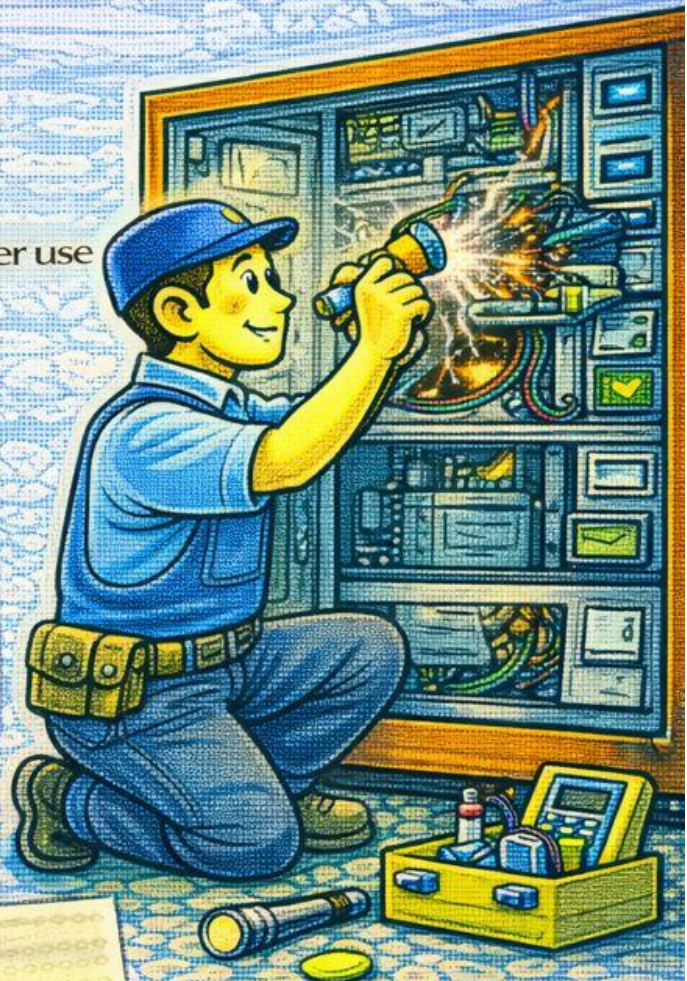
### What to check:

- ✓ Darkened plugs
  - Melted plastic
- ✓ Warm connectors after use

### Red flags:

- ⚠ Imminent failure
- ⚠ Fire risk
- ⚠ Expensive board damage

📌 If you see this →:  
stop using the machine  
and call a technician.



# 70. Ground wire & power cable

## Ground wire & power cable

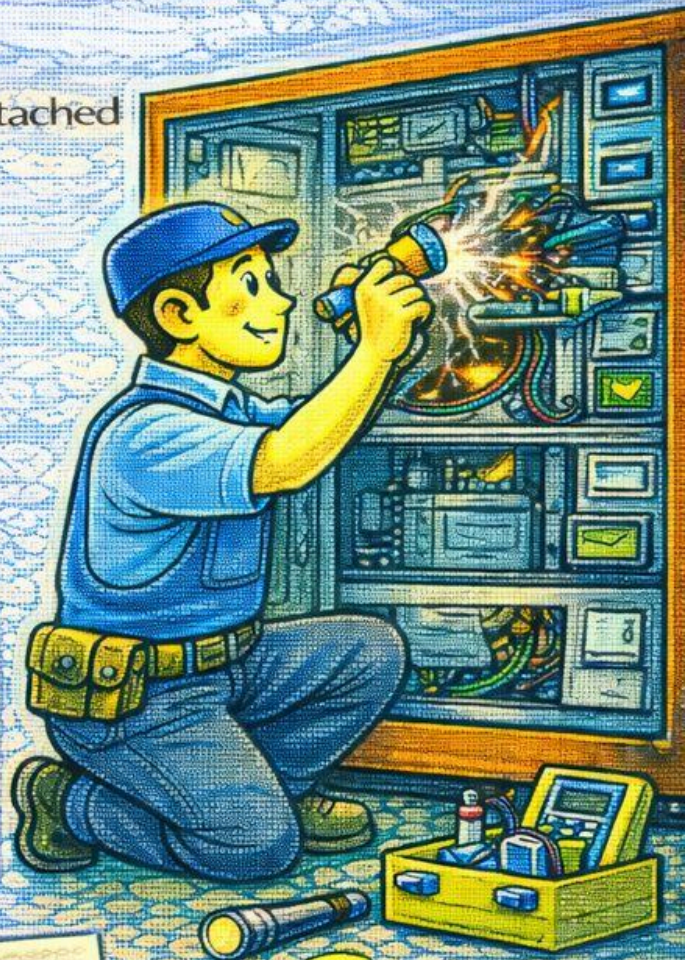
### What to check:

- ✓ Ground wire firmly attached
- ✓ Power cord not:
  - Cracked
  - Flattened
- ✓ Warm to touch

### Red flags:

- 🚩 Imminent failure
- 🚩 Fire risk
- 🚩 Expensive board damage

🚩 Grounding issues cause sensor errors and cashless failures.



# 71. Every breakdown starts as a small warning



Small issues cause odd noises, heat, odors, or error codes.

# 72. Downtime costs more than repairs



Small issues cause odd noises, heat, odors, or error codes.

# 73 High-traffic locations demand faster response times



Busy locations get upset faster  
and cost you customers.

# 74. Your best-selling product will change over time



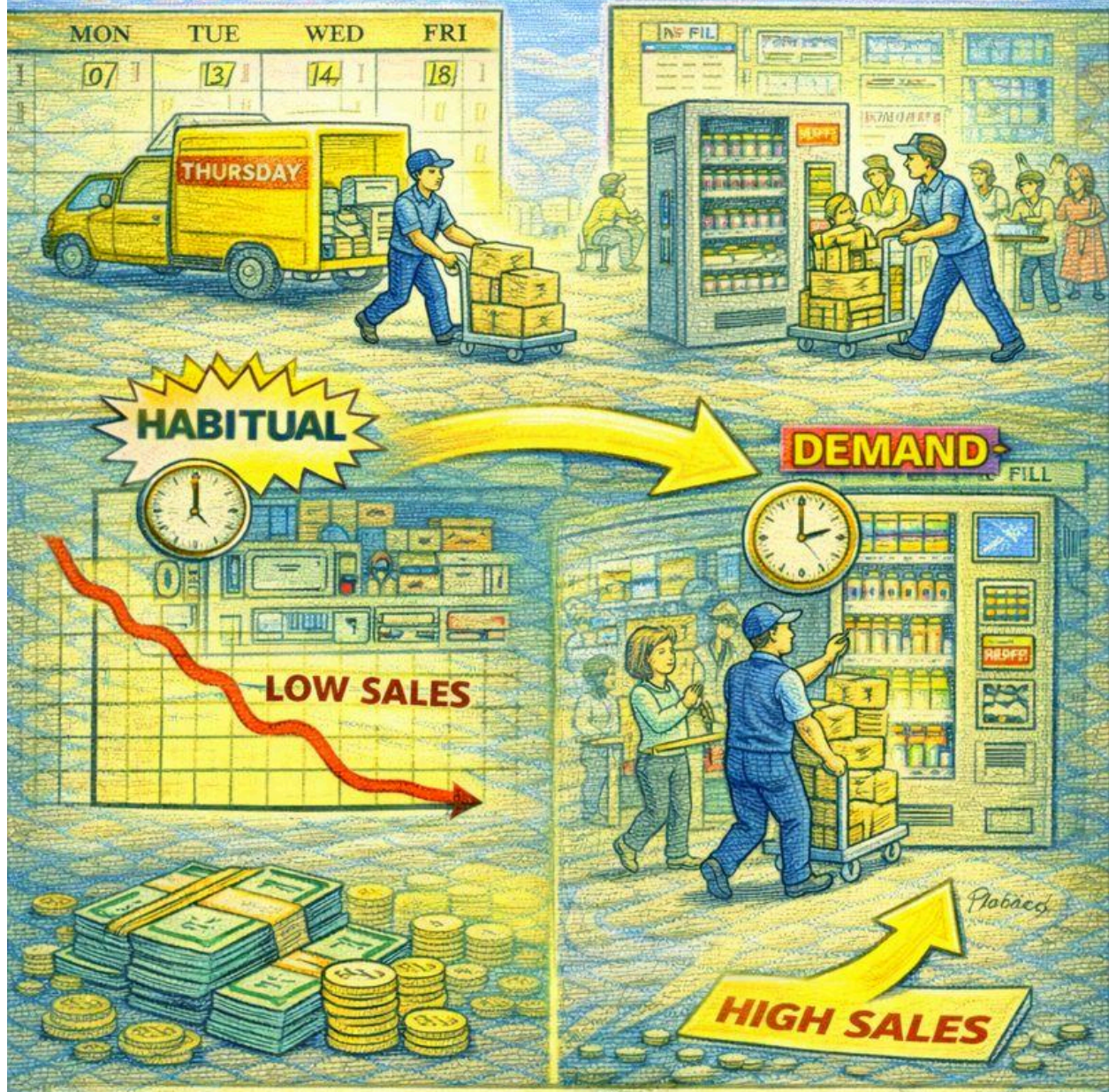
Consumer preferences change along with trends and seasons.

# 75. Customer complaints are data, not attacks



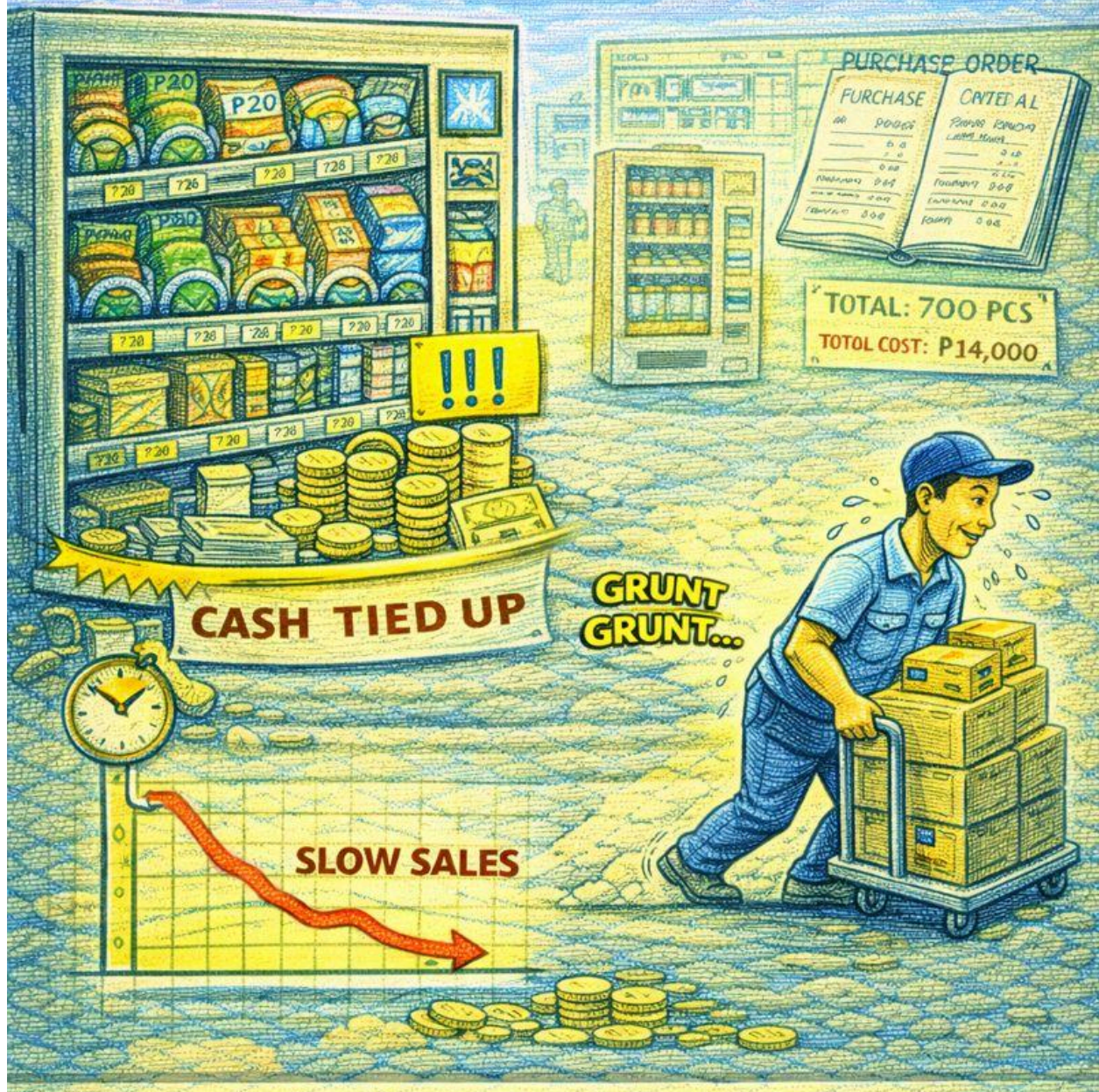
Listen for common problems  
and trends to fix.

# 76. Refilling schedules should match demand, not habits



Let peak times determine when you refill.

# 77. Overstocking ties up cash unnecessarily



Stagnant products prevent growth and tie up funds.

# 78. Understocking kills momentum



Empty slots drive customers and money away.

# 79. Product pricing must absorb losses and refunds



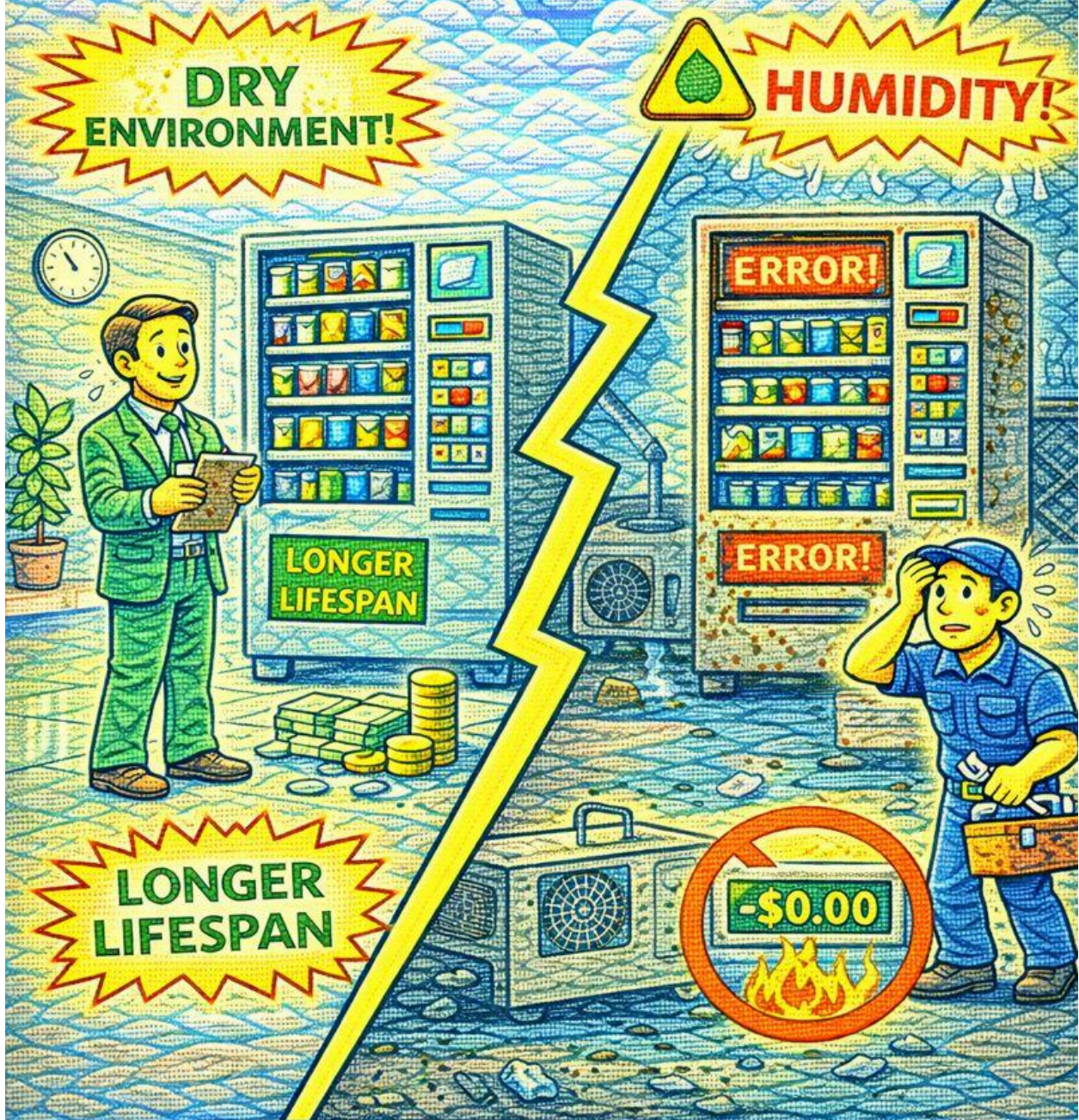
Price your products to cover costs and risks.

# 80. Machines age faster in harsh environments



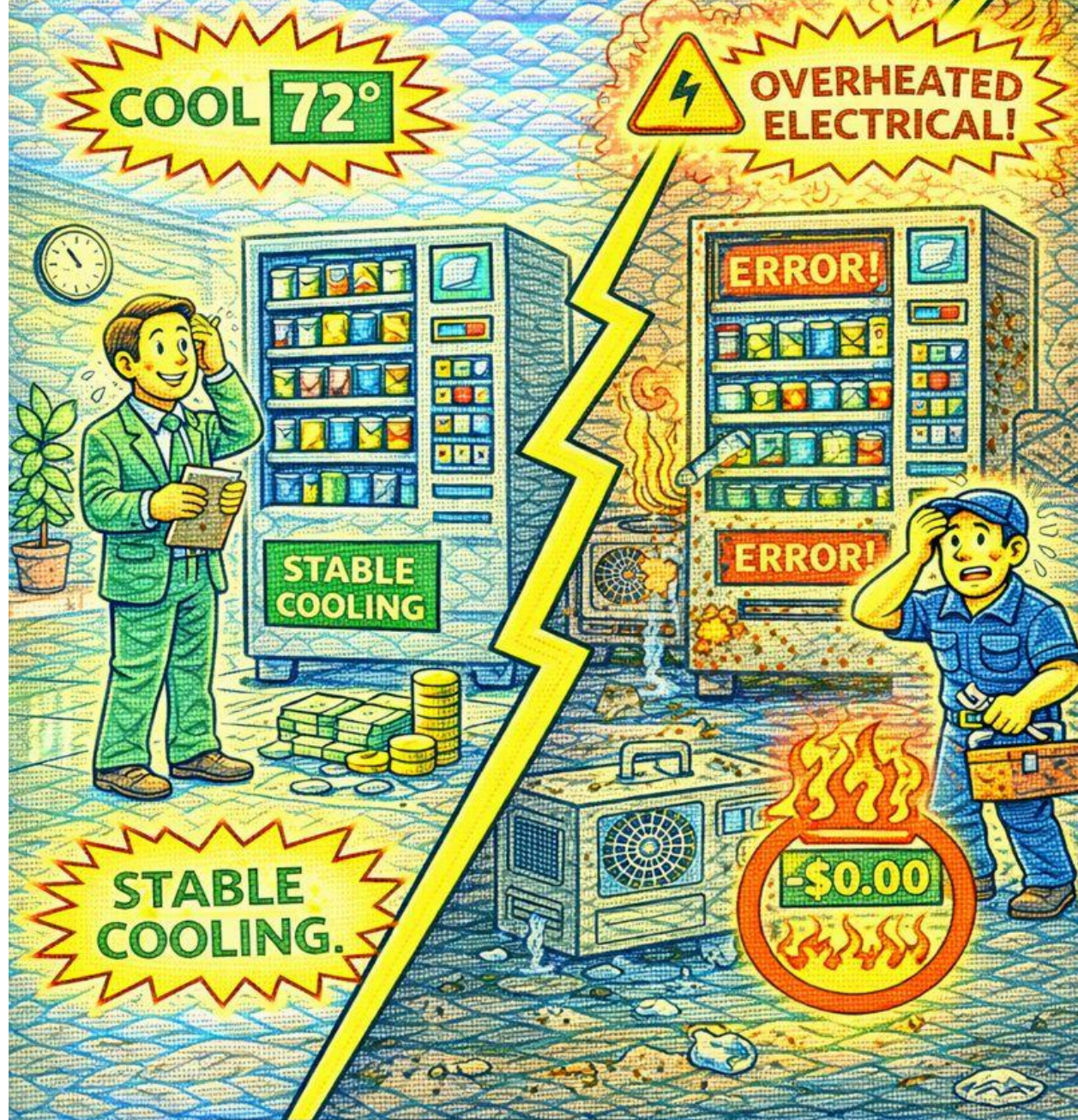
A system's durability depends on the environment.

# 81 Humidity shortens machine lifespan



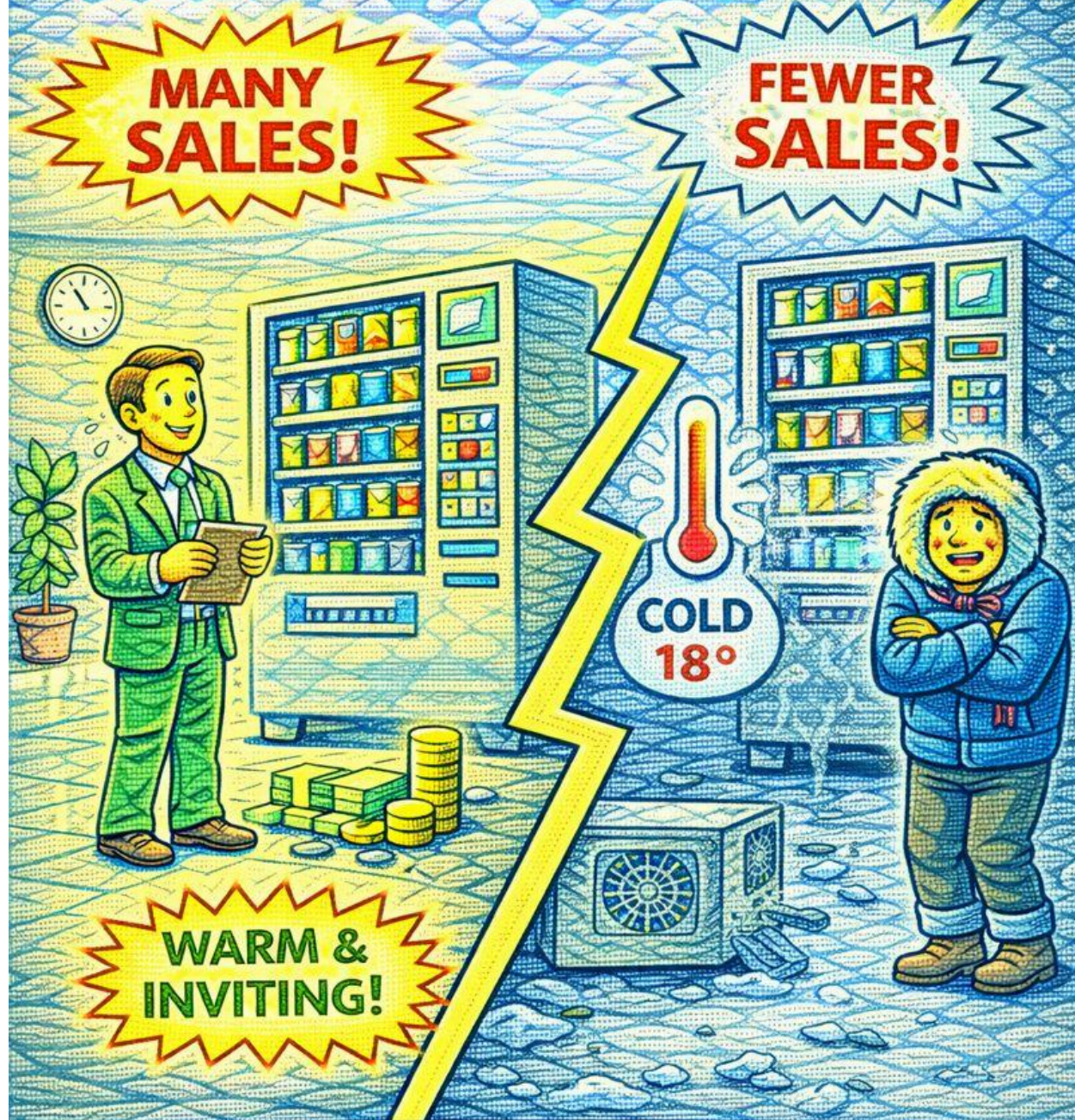
Vending machines have trouble with moisture.

# 82 Heat increases electrical and cooling failures



High temperatures are tougher on vending machines.

# 83. Cold environments slow impulse purchases



Cold weather discourages purchases.

# 84. Not all locations deserve your best machine

**TOUGH LOCATION!**

**TOP LOCATION!**



Place your best machines in your best locations.

# 85. Older machines need more hands-on monitoring



Outdated machines may require extra attention.

# 86. Cashless failures lose more sales than coin jams



Process cashless payments smoothly to keep.

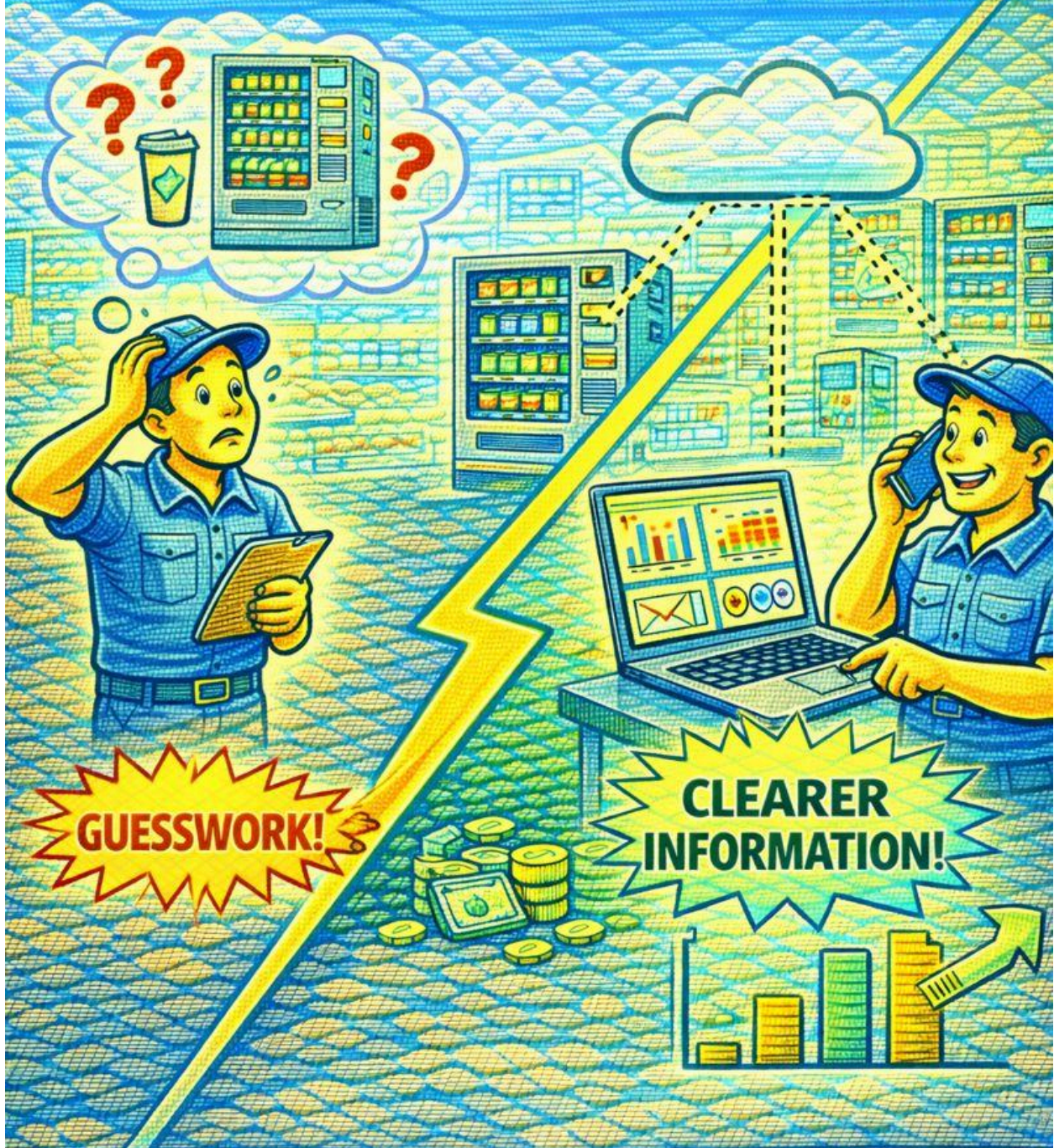
businessuccess

# 87 Software alerts are only useful if acted on



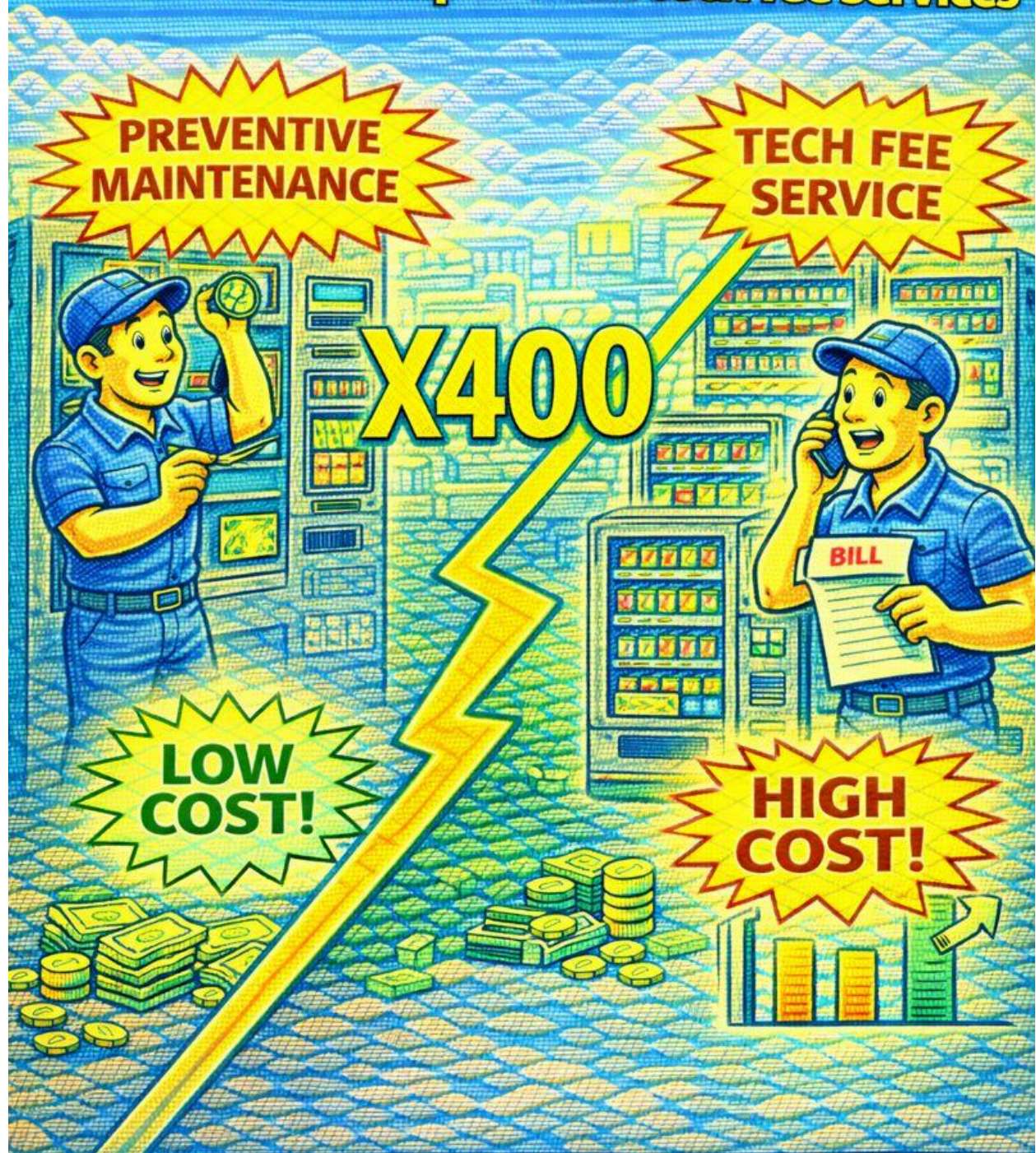
Take action before problems turn into losses.

# 88. Remote cloud system monitoring reduces guesswork



Reliable data makes support fast and accurate.

# 89. Preventive maintenance is cheaper than tech fee services



Stay ahead of problems and avoid costly repairs

# 90. Every service visit should be documented



Lay out every step in writing, including charges and outcomes

# 91 Remember that requesting a technician has a fee



Must know before you receive invoice.

# 92 Staff and the people at locations influence customer behavior

**BAD ENVIRONMENT!**

**GOOD ENVIRONMENT!**



Select good locations and treat customers well.

# 93. Good relationships with the location and supplier protect your placement and business

**PROTECTED!**

**RENEWED!**



Strong relationships keep you in demand.

# 94. Location contracts should include exit terms.

Early pull out if no sales.



Know when it's safe and necessary to shut down

**95.** Do not choose a location with stairs, it's difficult to move the machine



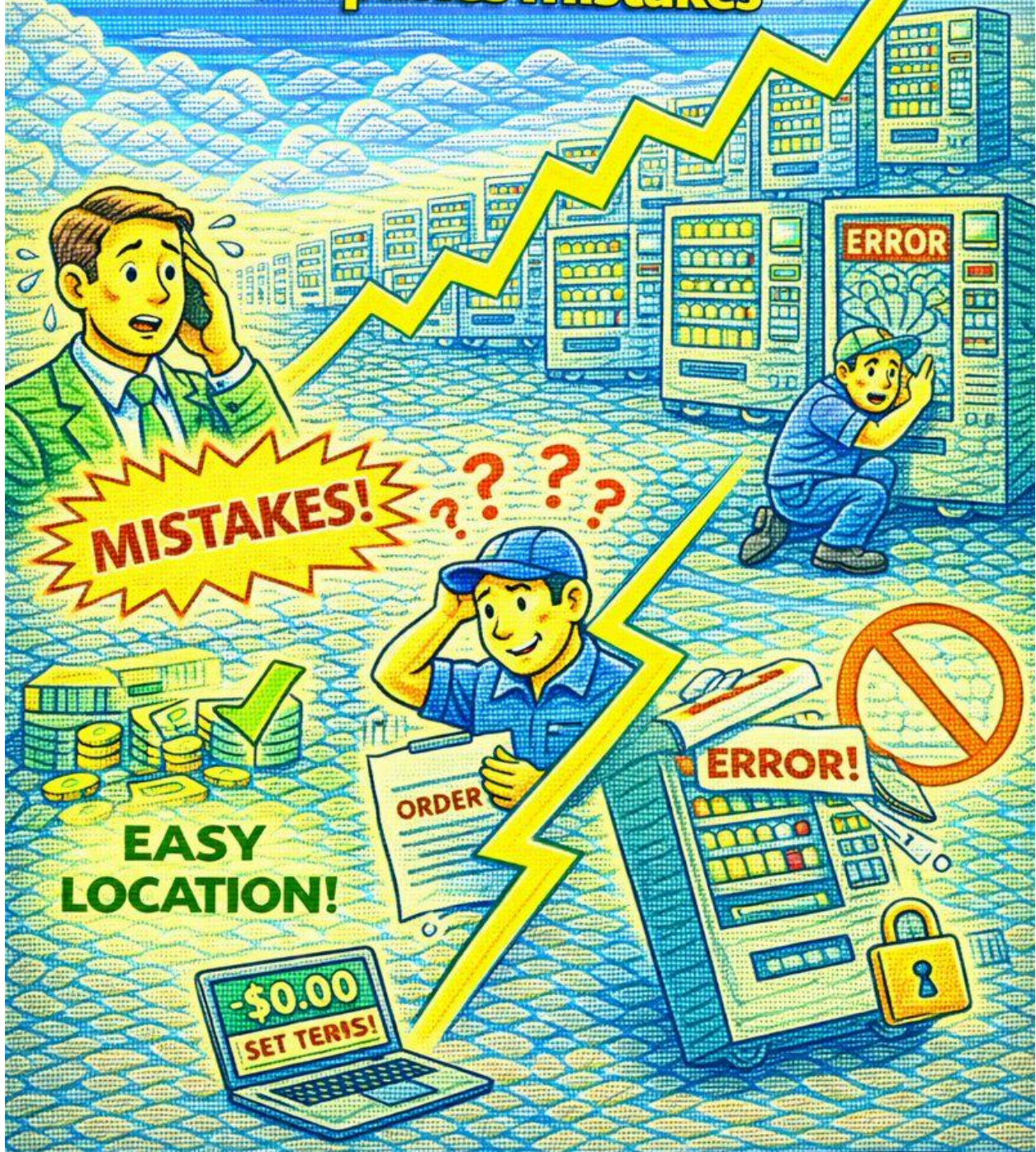
Select locations that make servicing easy.

# 96. One bad location can drain multiple machines



One weak performer affects the entire operation.

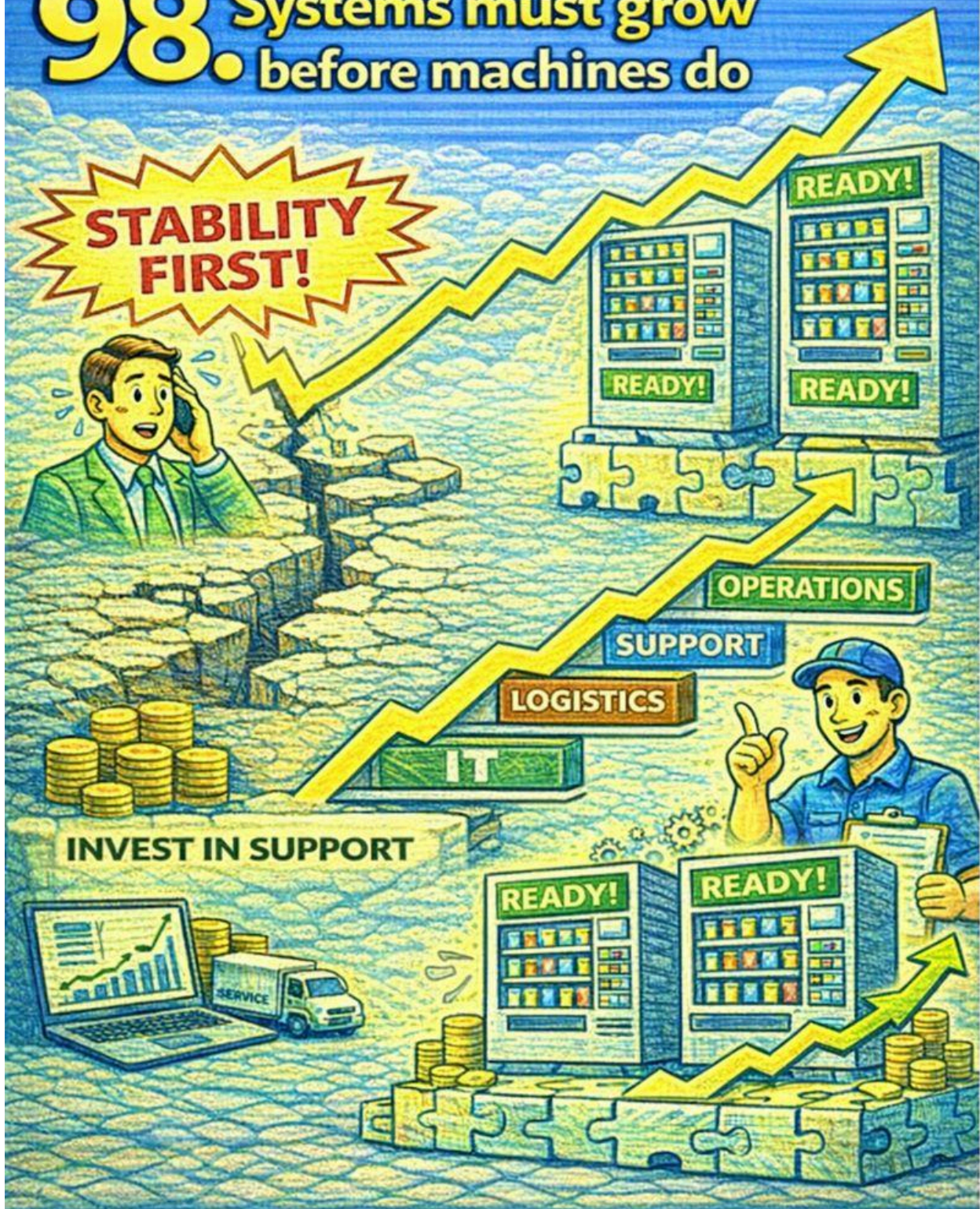
# 97. Scaling too fast amplifies mistakes



Take time to grow carefully and correctly.

# 98. Systems must grow before machines do

**STABILITY FIRST!**

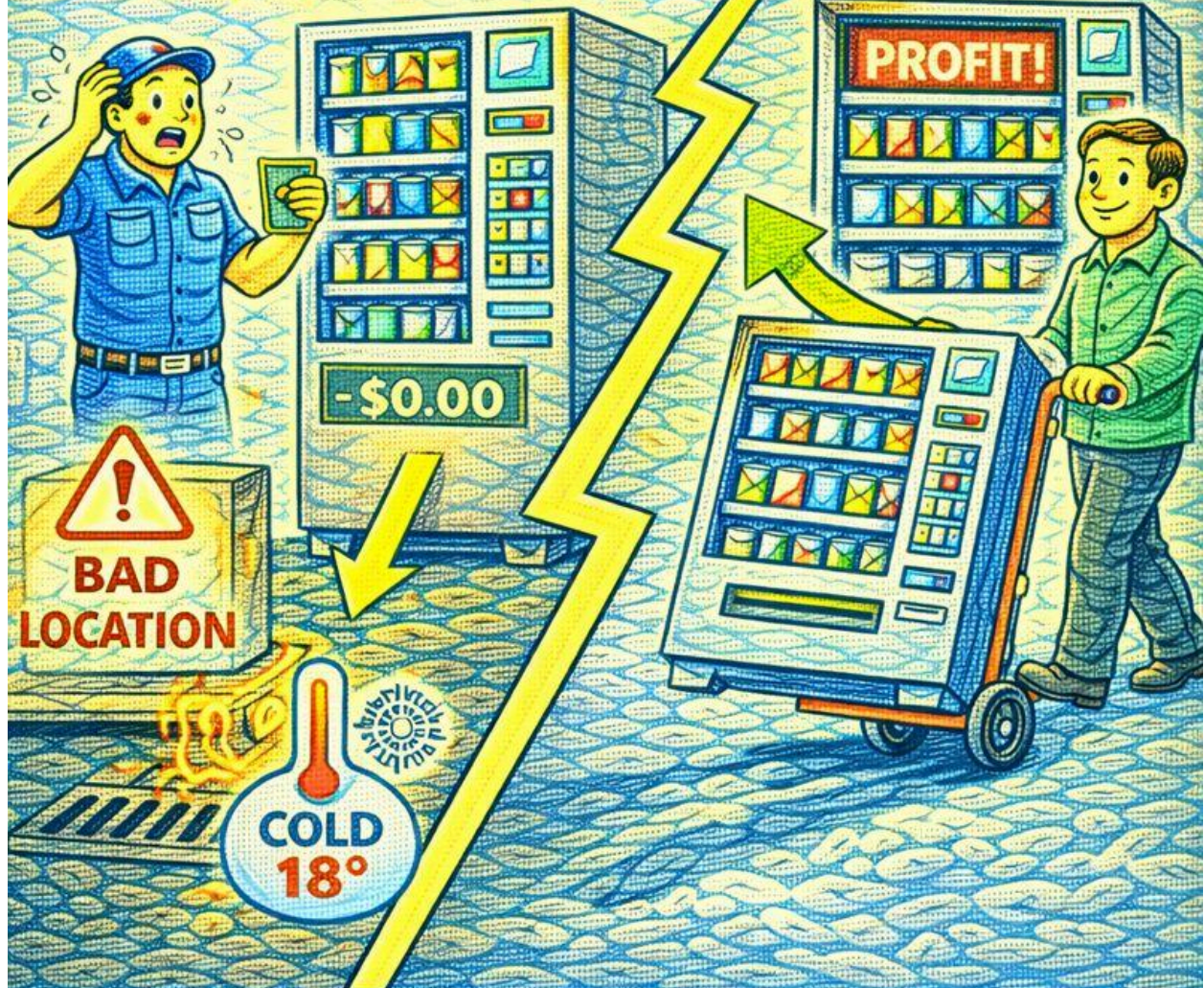


> Invest in the foundation of your business.

# 99. Know when to relocate, not just endure

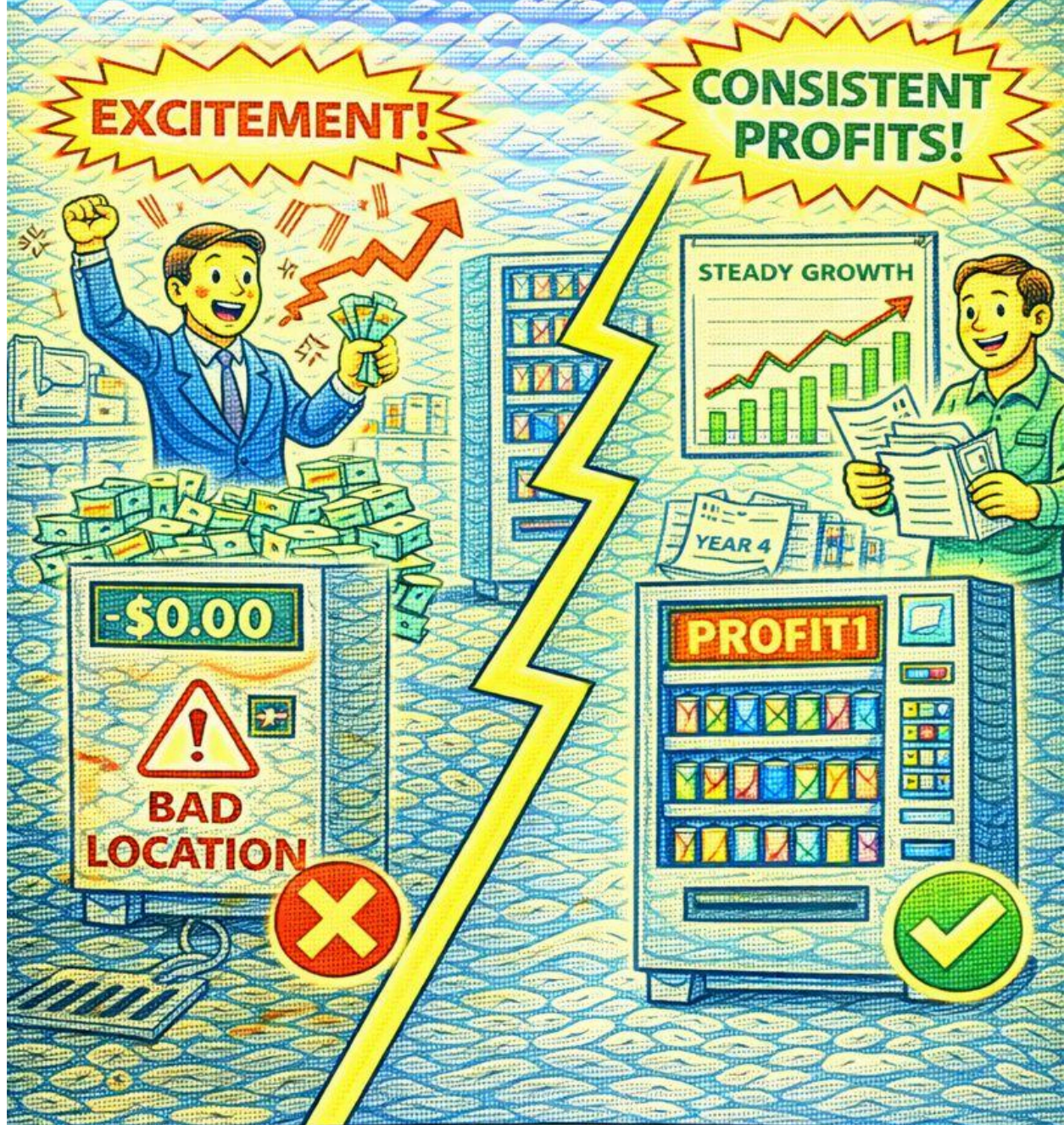
**ENDURE  
LOSSES!**

**MOVE TO  
PROFIT!**



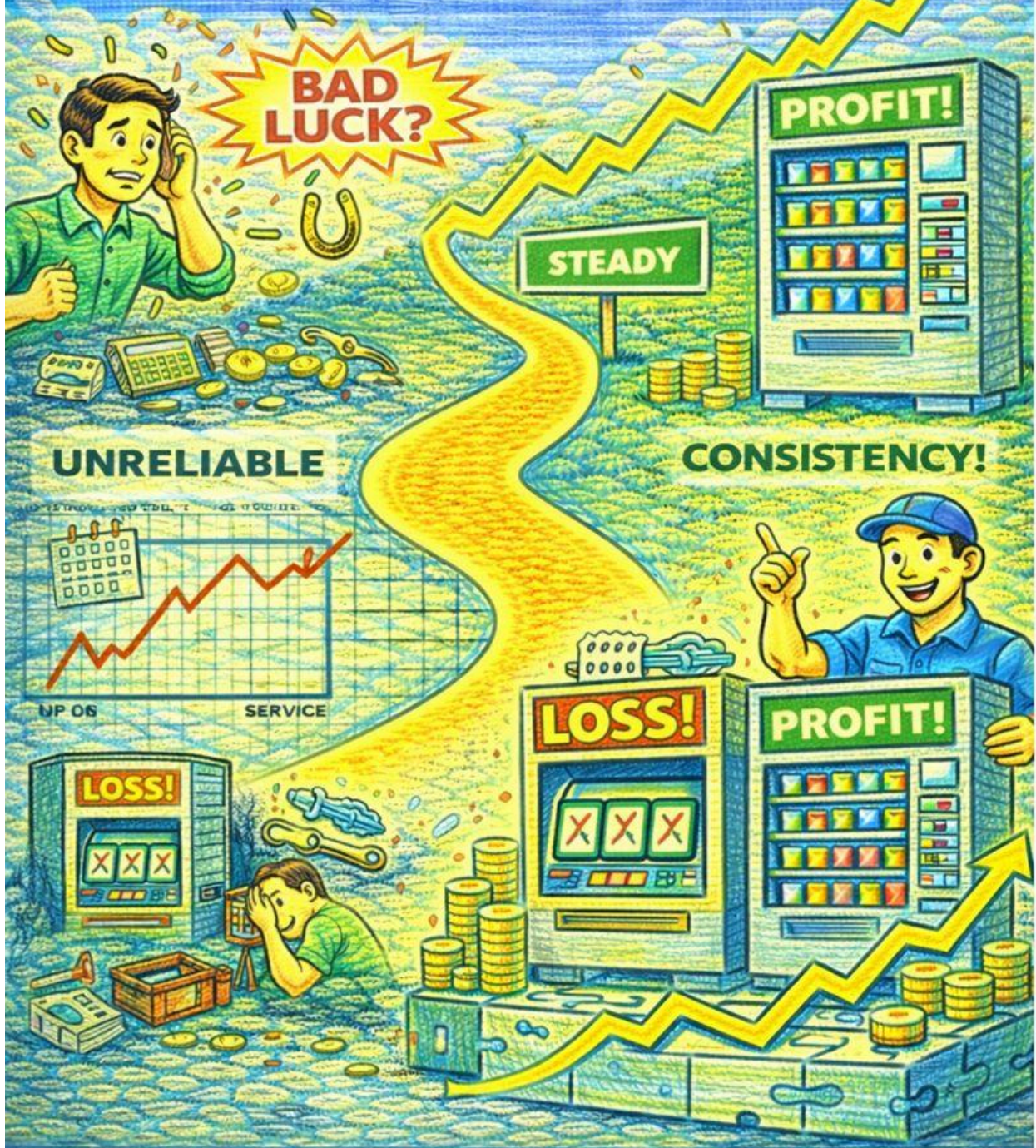
Sometimes it's wiser to relocate a poorly performing machine.

# 100. Long-term profit beats short-term excitement



Prioritize sustained growth over sudden spikes in income.

# 101 Vending success is consistency, not luck



> Build success with discipline and regularity.

**Thank You!**

