

Hands-Free Blizzard Machine - Frequently Asked Questions

QUESTION	ANSWER																									
What are the mix times?	The mix cycle varies depending on the type of treat being mixed and the cup size. Please refer to the chart below for specific mix times. With the Hands-Free Blizzard Machine, your crew member is not tethered to the equipment while it mixes. In fact, he/she is free to prepare the next treat or blend another Blizzard using your traditional mixer simultaneously. It's like getting an extra employee to help with the rush without sacrificing quality. <table><thead><tr><th></th><th>mini</th><th>Small</th><th>Medium</th><th>Large</th></tr></thead><tbody><tr><td>Regular Blizzard</td><td>15 seconds</td><td>19 seconds</td><td>21 seconds</td><td>30 seconds</td></tr><tr><td>4 Ingredient Blizzard</td><td>19 seconds</td><td>22 seconds</td><td>29 seconds</td><td>39 seconds</td></tr><tr><td>Royal Blizzard</td><td>20 seconds</td><td>22 seconds</td><td>25 seconds</td><td>33 seconds</td></tr><tr><td>Shake</td><td>N/A</td><td>37 seconds</td><td>41 seconds</td><td>42 seconds</td></tr></tbody></table>		mini	Small	Medium	Large	Regular Blizzard	15 seconds	19 seconds	21 seconds	30 seconds	4 Ingredient Blizzard	19 seconds	22 seconds	29 seconds	39 seconds	Royal Blizzard	20 seconds	22 seconds	25 seconds	33 seconds	Shake	N/A	37 seconds	41 seconds	42 seconds
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Will HFBM eliminate the need for other spindle mixers?	The HFBM is intended to be used in addition to traditional spindle mixers and will allow your crew to work more efficiently. During peak times the HFBM will help you increase output by using it in conjunction with spindle mixers. During slow times crew members can let the HFBM do the mixing while they tend to other tasks.																									
What is the rinse time and water usage?	The rinse cycle will automatically run when a mixed treat is removed from the mixing chamber and the door is closed. The rinse runs for 6 seconds. The amount of water depends on the water pressure but is in the neighborhood of 11 oz or 0.3L. If you include the time for the spindle to lower, rinse, and raise to the upper position, the total rinse takes 15 seconds. The rinse cycle is performed when a Fan is being served, so this time does not add to speed of service.																									
What is the flush time and water usage?	The "Flush" cycle is required for start-up and daily cleaning. The unit will prompt a crew member to run a "Flush" which lasts for 20 seconds. The amount of water used in a Flush cycle depends on the water pressure, but is in the neighborhood of 34 oz or 1L. If you include the time for the spindle to lower, flush, and raise to the upper position, the total flush cycle takes 30 seconds.																									
What is the daily cleaning process?	The machine has several parts (mainly the door, cup lid and cup holder assembly) that remove without tools and can be cleaned in a 3 station sink as you would other items. The inside of the machine can be cleaned by running a blend cycle with a cup of sanitizing solution. The daily cleaning takes approximately 10 minutes. Please let us know and we can send you the entire cleaning instructions guide if you would like to review it as you consider.																									
Do I need to use a paper collar? What about shakes?	Yes. For Blizzards, they use a collar as you would today. For Shakes, MooLattes and Frappes, these will also require a collar to prevent splashing.																									
Can a metal collar be used instead of a paper collar?	The blend cycle must be programmed to the height of the cup for proper blending, and is calibrated for the standard paper collar. It is not currently programmed for a metal collar.																									
Can the machine blend extra large (32 ounce) Blizzards?	The Hands-Free Blizzard Machine will not blend a 32 oz Blizzard																									
If a Blizzard is underfilled and needs to be topped off and re-blended is there a short cycle for that?	There is no short cycle for partial blending.																									
Are there different cycle times for Blizzards with dry toppings like Oreo	The user interface has a button for Blizzards and "Blizzard +". The "Blizzard +" option is prescribed for 4 or more ingredients																									
Does this machine remove the risk of allergen transfer?	No. The machine does greatly improve the overall operational cleanliness of making Blizzards. It rinses between each treat, it does not sanitize between treats, and does not guarantee the prevention of allergen transfer.																									
Are there age limits or requirements for operation?	There are no specified age limits for this equipment.																									
Why is cup holder designed as two pieces?	It is necessary for the cup holder to be built as two pieces to accommodate cup sizes (mini to Large Blizzards and small to large shakes) and be easily cleanable.																									
What are the requirements before installation?	The machine needs the five items below for a successful installation. Please refer to the Requirements for Installation featured in this page: https://info.hamiltonbeachcommercial.com/dairy-queen-hands-free-blizzard 1. A 120V electrical outlet 2. A water supply line, ready to receive ¼" diameter semi-rigid polyethylene tubing, with a dedicated water shutoff valve. The machine includes a 10' length of tubing. 3. A water filter installed in the tubing between the water supply and the machine 4. A nearby floor drain 5. A securement method to the countertop (either bolts, or a c-clamp that does not require the countertop to be drilled)																									
The units look top heavy. Will they tip over?	The units have brackets at the back allowing them to be bolted or clamped to the table to prevent tipping.																									
Who does Technical Support in XXX city?	When technical issues arise, stores should call or email us directly at 866-285-1077 or commercial.support@hamiltonbeach.com. Most often, we can troubleshoot the issue remotely. When on-site technical support is necessary we contract with Tech24, a nationwide provider who deploys one of their technicians or contracts with one of their partner firms. We can also train your trusted providers if this is preferred.																									
What is the warranty?	The unit comes with a 1 year parts and labor warranty, with option to purchase an extra year. If any service issues arise, please take the following steps: 1. Call or email Hamilton Beach Commercial at 866-285-1087 or commercial.support@hamiltonbeach.com. Please have the serial number handy (it can be found on the inside of the control panel cover) 2. Hamilton Beach Commercial technicians will attempt to troubleshoot the issue by phone or email. Most often issues are resolved in this manner. 3. If an issue cannot be resolved remotely, Hamilton Beach Commercial will schedule an onsite visit with an authorized 3rd party service technician.																									
Display shows "1-3 A-C" (not the correct display)	Turn power switch off, and then turn it back on. After unit has re-booted, open door on display by lifting the metal tab above it, and press the up arrow on the touchpad (below the 4-ingredient Blizzard button).																									
How do they fit and ship on a pallet?	It is secured to a standard pallet, typically 48"x40". The height is estimated at 53" (53" includes the pallet). The weight for one unit is estimated at 170 pounds (including the pallet). Up to three units can fit on a single pallet.																									
Can I get a discount for ordering more than one unit?	There are no discounts for purchasing multiple units.																									