

## TOAST EZ Frequently Asked Questions

### Q1: What types of bread products can be toasted on Toast EZ?

A: Toast EZ can accommodate a wide range of breads carriers up to 5.5" wide in single lane mode or up to 12" wide in dual lane mode, including buns, bagels, croissants, English muffins, and sliced bread.

### Q2: What are the average expected toast times?

A: For the most common bread types, Toast EZ on average toasts 6-11 seconds (24-48%) faster than a major competitor as follows:

Bread Type	Toast EZ Avg. Toast Time	Competitor Avg. Toast Time	Toast EZ Advantage
Croissant	9 sec.	15 sec.	6 sec. (40%)
English Muffin	21 sec.	32 sec.	11 sec. (34%)
Sourdough	29 sec.	38 sec.	9 sec. (24%)
Bagel	14 sec.	22 sec.	8 sec. (36%)
Biscuit	12 sec.	23 sec.	11 sec. (48%)
Burger Bun	14 sec.	NA	NA

### Q3: How easy is it to change the toast shade if a customer wants a lighter or darker toast?

A: The bread can be toasted lighter or darker with a simple tap on the screen.

### Q4: What is the range of toast times that can be programmed?

A: Toasting times can range from 6 to 90 seconds, depending on settings.

### Q5: How many different bread times can be pre-set?

A: The unit supports 32 easy-to-program toast presets, allowing for maximum menu flexibility.

### Q6: Is Toast EZ energy efficient?

A: Yes, the toaster has an energy save mode which can be turned on or off using a pass code. The default time before entering energy save is 15 min and can be adjusted as desired. If the touch screen has not been touched within that time, the unit will start a countdown timer and then enter energy save. While in energy save mode, the screen will show a yellow bar letting the crew know that the toaster is in energy save mode, and the heaters will be at 25%. Next time the crew interacts with the screen, the unit will exit energy save and the heaters will warm up to the target temperature. During the few minutes it takes for the heaters to warm back up, a software algorithm transitions the toast time (belt speed) to match the actual heater temperature. This allows the crew to start toasting right way with just 5-6 seconds added to the toast time until the target temperature has been reached.

**Q7: How user-friendly is the Toast EZ?**

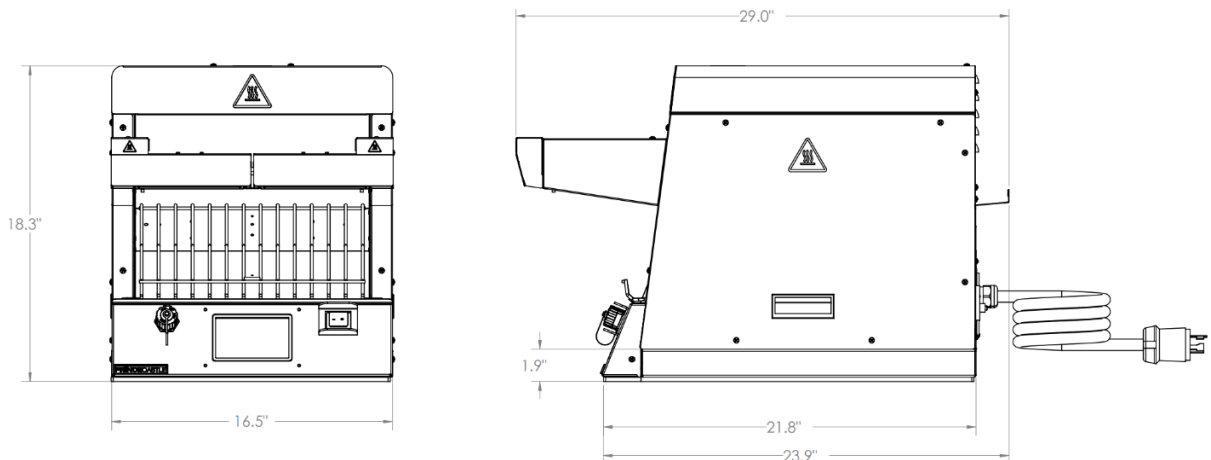
A: It has a large 5" intuitive touchscreen display with an iconographic user interface to eliminate language barriers and simplify operation.

**Q8: What are the power requirements of Toast EZ?**

A: 208V, 60 Hz, 24A, Single Phase with L6-30P plug or 6-30 plug.

**Q9: What are the product dimensions of Toast EZ?**

A: 16.5"W x 18.3"H x 23.9"D.



**Q10: What is the toasting temperature range for Toast EZ?**

A: The unit operates between 700°F and 900°F.

**Q11: What's the warranty coverage of Toast EZ?**

A: Toast EZ comes with a 1-year warranty for parts and labor.

**Q12: Can Toast EZ handle high-volume operations?**

A: Yes. Its dual-lane design, 32 programmable presets, and ability to toast two carriers at different settings simultaneously make it perfect for high-throughput, variable-menu environments.

**Q13: Who are the target customers for Toast EZ?**

A: Toast EZ is ideal for fast casual restaurants, coffee shops, cafés, and operations with diverse bread offerings or all-day breakfast menus.

**Q14: How easy is it to clean the toaster?**

A: The unit includes a pull-out crumb tray and removable wire rack for easy cleaning.

**Q15: How easy is it to update the toaster's menu and software?**

A: Toast EZ has a USB port for easy menu uploads and firmware updates. Menu items can also be added and updated manually via the LCD touch screen.



**Q16: What is the expected heater life?**

A: The heaters are validated for a 3-4-year lifespan to ensure long-term performance and minimal downtime.

**Q17: What accessories are available?**

A: An optional, removable lane divider creates a barrier between the two belts.

**Q18: One Toast EZ model with top and bottom heaters, can some bread settings be set to use top heat only and others to be set to use top and bottom heat?**

A: Yes, Toast EZ uses a patented process to effortlessly switch carrier settings from top heater only to top and bottom heater settings, and back.