

sagentia

# Four Square Vending Machines

Raising performance in  
beverage delivery



a science group company

Four Square, a division of Mars UK Ltd, manufactures a highly successful range of drinks vending machines, including the Klix® and Flavia® hot drinks systems; Four Square approached Sagentia to see if we could improve the performance of both machines.

In the Flavia S350 system, Four Square wanted to meet demand for a machine which could make genuine cappuccino and milky froth-based drinks. Success depended on producing a head of dry foam in as short a time as possible. Competitor systems made a wet, soft foam, which lacked authenticity and which could not be sculpted onto the coffee. We were asked to develop a new milk system for the Flavia machine, and to do this we had to rethink the traditional 'live steam' milk heating process.

The result is a system which produces firstclass foam from a sachet of dried milk, without the use of additives. This perfect head of firm, dry foam is created within 20 seconds, producing a coffee shop quality cappuccino. Launched under the global slogan 'The Café of Choice™', the S350 now incorporates the process that we developed and has since sold very well around the world.

We then went on to devise a safe potable water system for Klix vending machines. This was no easy task, as vending machines are designed to operate with minimal attention – only restocking with consumables and routine maintenance – whereas conventional water purification and vending systems require regular skilled intervention. Taking advantage of the Klix machine's inherent design, we decided to take water from a variety of sources to produce a drink which is guaranteed free of viable micro-organisms. Our system is robust, safe and requires almost no maintenance – a first for the pure water industry.