



Retailer's Guide to Ice & Water Vending

Practical planning for your retail operation.





Can ice and water vending improve my stores?

Convenience stores, gas stations, grocery stores and other retailers compete for customers while managing growing demands on their teams. Ice and water vending can provide another service at your location and change the way you produce, sell and replenish ice.

This guide explores the customer experience, operating considerations and equipment choices behind an on-site ice and water program.

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PURIFIED H2O

ICE

PAY & SELECT

PIZZA BY THE GRAB
SLICE 2 FOR \$5

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FAQs: Your Questions Answered

- What ice vending machine models are available?
- How are the ice vending machines made?
- How do I know if my site is right for an ice vending machine?
- What marketing tools do you provide?
- Are these machines safe?
- What warranties are provided?
- What technology supports these machines?
- What type of ROI can I expect?
- Once I get in touch, what happens next?

Let's Talk

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SECTION 1

STANDING OUT TO CUSTOMERS



STANDING OUT TO CUSTOMERS

When it comes to convenience stores, the number one advantage is in the name. Customers are looking for an easy, accessible, and affordable shopping experience. Traditional bagged ice isn't as convenient as it could be; the bags thaw and refreeze into one block, inventory runs out on high-demand days, and the bags aren't always sanitary or even intact. Ice and water vending removes all of these problems, and gives stores a modern feature that stands out in customers' minds.

FRESH ICE

Ice is produced at your location and dispensed on demand, reducing the time between production and use.

WATER TREATMENT

Configure filtration and optional reverse osmosis around the water supply and needs of your site.

LESS HANDLING

Dispense into a fresh bag or suitable container, with routine cleaning and care supporting a clean experience.

24-HOUR CONVENIENCE

Self-service access can serve customers outside staffed store hours when your site permits it.

REPLENISH ON SITE

Production replenishes supply between purchases. Match equipment output and storage to peak demand.

A VISIBLE AMENITY

A clear, accessible vending location gives customers another reason to stop at your business.

SECTION 2

INCREASING MARGINS



INCREASING MARGINS

Bagged ice can help get customers in the door on hot days, but it doesn't have high profit potential. Besides the costs of shipping and storage, theft and product loss eats into margins quickly. On the busiest days with the highest profit potential from bagged ice, it's also easiest to run out. Vended ice makes it easy to bring in customers and also presents a strong business case.

MARGIN OPPORTUNITY

Producing ice on site changes the cost structure from delivered inventory to utilities, consumables, maintenance and equipment ownership.

LESS HANDLING AND LOSS

Self-service dispensing reduces the need to manage exposed bags in a bunker.

MEET DEMAND

Plan daily production and storage around ordinary sales, seasonal peaks and larger purchases.

SAVE STORE-TEAM TIME

Reduce receiving, stocking and trips to unlock ice bunkers. Plan routine equipment care into your operation.

ADDITIONAL CUSTOMER VISITS

Ice and water can complement other reasons customers visit your location. Results depend on the site and demand.

COMPARE THE FULL COST OF ICE

Delivered bagged ice

- Supplier pricing and delivery charges
- Freezer or bunker space
- Inventory counts and receiving
- Handling, damage and stockouts

On-site production

- Water and electricity
- Bags, filters and routine care
- Equipment and installation
- Service, financing and site costs

Compare costs at your expected daily and peak demand. IHA can help assess the equipment and assumptions for your operation.

SECTION 3

HELPING STORE MANAGERS



HELPING STORE MANAGERS

Store managers and employees have many demands on their time, especially during busy days. Efficient processes and a high level of organization helps to make the store run smoothly. Managers and staff members don't have time to unlock ice bunkers during busy days or reconcile inventory and delivery discrepancies. Ice and water vending machines help store managers and staff eliminate some tasks, so they can put more energy into running a productive store.

LESS INVENTORY HANDLING

Produce ice on site instead of receiving, counting and moving delivered bags into a bunker.

FEWER DELIVERY TASKS

Reduce the coordination involved in scheduled deliveries, receiving and replenishment.

A CLEAR OPERATING ROUTINE

Assign checks, cleaning and maintenance to your team or discuss available service support.

REMOTE VISIBILITY

SmartIce helps your team review machine activity and sales information across locations.

SECTION 4

GETTING STARTED



GETTING STARTED

Getting started with ice and water vending at your store locations is easy. You can implement these machines at one existing location to see how they work, install them at newly constructed locations, or any avenue that works for you and your staff.

PURCHASING

Compare four equipment models against your space, expected demand, utility supply and installation requirements.

PARTNERING

Discuss available ownership and operating arrangements with IHA. Responsibilities and economics depend on the agreement.

NEW OR RETROFIT

Review equipment placement for new construction or an existing location. The Inline Merchant is designed for building integration.

CASE STUDY: SPRINT FOOD STORES

When Sprint Food Stores added Gary's Gas Plus to their network of 30 locations, they also acquired a number of Ice House America vending machines. The owners at Sprint Food Stores contacted Ice House America to learn more about maintaining the active machines and updating or refurbishing machines that had gone into disrepair.

With the machines working again, Sprint Food Stores quickly saw the results: more customers, happier customers, better profit margins, easy maintenance, and better organization. They began updating their existing Sprint Food Stores with Ice House America ice and water vending machines, and continue to see positive results.



Illustrative equipment rendering; not the featured location.

SECTION 5

ICE HOUSE AMERICA

ADVANTAGE



ICE HOUSE AMERICA ADVANTAGE

Ice House America manufactures and supports ice and water vending equipment for businesses and independent operators. Our team can help you select equipment, plan installation and arrange ongoing support.

EXPERIENCED SUPPORT

Connect with IHA for equipment selection, installation planning, operator training and technical support.

EQUIPMENT CHOICES

Four models and configurable options help match different locations and levels of demand.

SERVICEABLE CONSTRUCTION

Plan access and routine care to help keep your equipment operating over its life.

CONNECTED TECHNOLOGY

Use SmartIce to review machine information and stay connected to your locations.

FAQ

YOUR QUESTIONS ANSWERED



COMPARE THE EQUIPMENT

Model	Storage	Daily production	Footprint / installation
Ice Merchant	750 lbs	Up to 3,200 lbs	24 sq. ft.
Inline Merchant	1,000 lbs	800-3,200 lbs	Built into the building facade
Ice Kiosk	2,400 or 3,000 lbs	2,500-4,500 lbs	80 or 110 sq. ft.
Ice House	6,500 lbs	Confirm configuration	200 sq. ft.

Production is per 24 hours and depends on configuration and operating conditions. Dimensions and site clearances vary. Use the current product pages and confirm installation requirements with IHA.

[Explore current product information](#)

HOW ARE THE ICE VENDING MACHINES MADE? IHA manufactures its equipment in Moultrie, Georgia. The process combines fabrication, assembly and quality-control checks, with installation requirements reviewed for each selected model and configuration.

Our process begins with heavy gauge steel frames for our IVM and IVK machines, and some are available with an optional trailer package to make installation easier. All of the internal components are constructed using food grade stainless steel or HDPE plastic. We select sturdy, long-lasting materials to construct our machines, and hold them to rigorous testing and exacting tolerances. Our machines are fabricated in-house utilizing our Mazak Laser. Then, our talented fabrication team forms and welds our components, using our Quality Control checklists throughout the process to ensure excellent construction.



Start with heavy gauge steel frames



Construct internal components



Fabricate machines with Mazak Laser



Ensure quality control with checklist

ICE-MAKER CONFIGURATIONS: Ice-maker selection and output depend on the model and operating conditions. Ask IHA to confirm the current configuration, production rating and utility schedule for your installation.

CAN THESE MACHINES WITHSTAND WEATHER EXTREMES? Many of our machines are placed in areas where they will be subjected to extreme heat, wind, rain and other weather events. We test our machines' tolerance to these factors using our environmental chamber. This allows us to test ambient weather conditions from -15 degrees Fahrenheit to 155 degrees Fahrenheit, as well as rain and ice conditions.

Our machines have undergone and passed extreme wind tests and even meet High Velocity Hurricane Zone wind requirements. All of our machines are manufactured to and approved by NAMA specifications. Many of our machines have also been tested in real-world conditions, withstanding numerous hurricanes and providing clean water and ice to communities that have been affected by Hurricanes Isaac, Irma, Harvey and many others.



After Hurricane Irma, many residents were left without power, and some water supplies were contaminated. Ice House vending machines became essential sources of clean ice and water.

IS MY SITE A FIT? IHA can help review your space, access, utilities and expected demand, then identify equipment and installation requirements.

HOW WILL THE UNIT FIT MY BRAND? Choose equipment graphics that belong to your business, supported by Ice House America. Plan visibility, customer instructions and payment options around your location.

WHAT HELPS CUSTOMERS FIND AND USE THE EQUIPMENT? Clear placement, signage and a straightforward self-service experience help customers access ice and water at your location.

ARE THESE MACHINES SAFE? Our ice machines make fresh ice on demand and use advanced sanitation and filtration practices to ensure the ice and water is safe to consume. Following a prescriptive maintenance and cleaning program, ice and water from IHA vending machines continually meet FDA water quality standards.

Below are the three levels of filtration/ purification for our ice and water.

Healthwise ® Ice & Water Filtration Process:

- Micron Filtration: Removes dirt, rust and other suspended solids larger than 5 microns in size

- Activated Carbon Filtration: Eliminates chlorine, organic chemicals and any odors
- Ion Exchange: Softens water by removing minerals such as calcium, magnesium and iron
- Ultraviolet Light Cleansing*: Sterilizes water to ensure safe, purified water. for water dispensing only
- Antimicrobial dispenser: Resists growth of microorganisms

* for water dispensing only

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- Activated Carbon Filtration: Eliminates chlorine, organic chemicals and any odors
- Ion Exchange: Softens water by removing minerals such as calcium, magnesium and iron
- Additional Micron Filtration: Removes suspended solids larger than 1 micron in size
- Reverse Osmosis: Purifies water to 99.99% by removing salts and other impurities
- Ultraviolet Light Cleansing*: Sterilizes water to ensure safe, purified water. for water dispensing only
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AVAILABLE WATER PURIFICATION CONFIGURATIONS

- Micron Filtration: Removes dirt, rust and other suspended solids larger than 5 microns in size
- Activated Carbon Filtration: Eliminates chlorine, organic chemicals and any odors
- Ion Exchange: Softens water by removing minerals such as calcium, magnesium and iron
- Additional Micron Filtration: Removes suspended solids larger than 1 micron in size
- Reverse Osmosis: Purifies water to 99.99% by removing salts and other impurities
- Ozonation: Eliminates any contaminants such as bacteria and algae
- Chilling Process: Water is chilled in ice room
- Additional Activated Carbon Filtration: Eliminates any remaining odors for improved taste
- Ultraviolet Light Cleansing*: Sterilizes water to ensure safe, purified water.
- Antimicrobial dispenser: Resists growth of microorganisms

* for water dispensing only

WHAT WARRANTY APPLIES? Ask IHA for the current written warranty covering your selected equipment and components.

WHAT TECHNOLOGY SUPPORTS OPERATION? SmartIce provides remote access to machine information. Confirm the monitoring, reporting and camera options for your configuration.

CONNECTED OPERATION: Use SmartIce to review machine information and stay connected to your locations. IHA can help you identify the right setup for your team.

HOW DO I EVALUATE THE BUSINESS CASE? Review expected demand, sale price, utilities, maintenance, equipment, installation and site costs. Results vary by location and configuration. Our team can help you assess the assumptions for your operation.

ONCE I GET IN TOUCH WHAT HAPPENS NEXT? If you're considering adding an ice and water vending machine to your retail location, we'd love to talk with you further. Once you get in touch, our sales team will provide additional information about each ice machine model, conduct a site assessment, and tell you more about the installation process.



Bring on-site ice to your business.

Talk with IHA about your location, customer demand and the support your team needs.

Talk with our team

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