

FAQ - SWEETS & ART[®] (June 2014)

(Q) What makes the Sweets & Art Professional Chocolate Printers unique?

Our patent protected method makes it possible to print direct on the oily chocolate surface using water-based edible ink. In addition our systems are tools not toys, only built by using industrial quality, ensuring that the systems will be productive for decades to come.

(Q) What is the production capacity with your printers?

Our systems have a printing capacity from 1,8 to 16 square metres per hour (19.37 - 172 Square Foot), depending on model and quality settings. It's enough for most mid sized industrial productions.

(Q) What is the print production cost?

If you have a round cookie that is 30 mm in diameter (1.18 “), the printing cost using our refill ink is only 0.0035 USD per cookie of that size, or 3.45 USD per 1000 cookies. Most basic designs have a coverage of 50% the rest is the background, it gives the staggering low cost of only 1.73 USD per one thousand cookies.

(Q) What kind of profits can I expect using the Sweets & Art printers?

The highest possible, there are no system in the market that can provide a lower production cost, this is the real strength of the direct print method, and the low production cost will maximize your profit. If you like to have a more specific answer, please contact us at www.masterpiece-systems.com

(Q) What's included in the Delivery?

Everything you need to start the food printing production from day one. You will have a printing system, consumable and software. Customized products or delivery can also be part of the package, please ask for a quotation if you like to know how you can get ahead of your customers.

(Q) What is the difference between Direct Printing and transfer sheets?

The end result is normally the same, the time and money to achieve that is very different. The production capacity is higher and the cost is lower with a direct print system, compared to transfer sheets. In addition you can print QR-Codes directly on the chocolate surface using our unique method.

(Q) Is the Sweets & Art Professional printers easy to move between places?

We have systems in different sizes, the smaller ones can easily be transported between places. The new desktop series printers are designed to be used as an events printer, easy to move and set up. Use these links to compare our models. [Compare Direct On Chocolate printers](#), or [Compare Direct On Cake & Pastry Printers](#).

(Q) Do you have any competitors?

There are others that spraying icing layers or mix chemicals inside the chocolate to make it printable. But if you like to print direct on the genuine chocolate surface, using water-based edible ink, you should go for the original and utilize the fantastic results possible with our patented method for direct on chocolate printing.

(Q) Do you have any video showing any printer in action?

Yes, we have a video channel on YouTube showing how the systems work for different products. <http://www.youtube.com/user/chocolateprinted>, we try to update as much as possible.

(Q) Do you have any references?

We have a strict privacy policy that prevent any of our system owners to be bothered by strangers. System specifications and user related information can only be obtained from us or any signed up distributor. Contact us if you like to know more about the opportunities available. Email to us using this link.

(Q) Can you print on dark chocolate?

Yes, we have now done a real breakthrough in regards to printing on dark chocolate. All our professional chocolate printers are capable of utilizing this new method. See our news feed for more details, click this link.

(Q) Does your printers support other software's, like Adobe PhotoShop or similar?

Yes, you can use most software available on the market to print with our systems.

(Q) What is the Max print size, and other limits to the design with your systems?

You can print any shape or size that you can create with a computer, as long as it fits on the flat-bed table. You find the table size for each model in the technical specifications at our website www.masterpiece-systems.com

(Q) Do you give training and manuals?

Yes, the system is delivered with a complete and very comprehensive user manual. In addition we can provide both On-Line and On-Site training. We also have tutorial movies and remote access software for support. All new system owners will have 2 hours free on-line training using modern video conference technology.

(Q) Where can I buy the Sweets & Art printers?

You can purchase the system directly from us, the manufacturer, or from any distributor or sales agent. Contact us for more information. www.masterpiece-systems.com.

(Q) What kind of file formats does the software support?

Our software can open and import jpg, bmp, tif, gif, wmf and png. You can use the advanced editing and open the image layer in any other graphic software you are working with, and by drag and drop in advanced mode you can therefore use all the image formats supported by your external software as well.

(Q) Can I print different images at the same time using your software?

Yes, our template printing software supports individual design, so all the pieces you place on the flat-bed table can be printed with different motifs. You change between individual mode and repeat mode by a simple click.

(Q) How do I learn how to operate the system I buy?

In addition to the user manual and the help files and tutorial movies in the provided DVD, all new system owners will have 2 hours free on-line training using modern video conference technology.

(Q) What software comes with the systems?

Sweets & Art template design and printing software, Software templates, album of occasion, artwork, sample images, fonts and backgrounds.

(Q) What is the standard warranty time?

Basic warranty is one year. Warranty can be extended to maximum 5 years. Customized service is possible.

(Q) Where can I purchase the consumable ?

We can supply all consumable, and packaging materials for our mould designs. Most consumable are also available in the open market. You will find our consumable at the website www.sweets-art.com

(Q) Is there any franchise or royalty fees?

NO, the Sweets & Art printers are not sold as a franchise and does not have any franchise or royalty fees. You pay only the on-time price given in the quotation.

(Q) Are there any limits to the printers ?

Yes, there are limits to all technical systems and ours is no exception to that rule. We can only guarantee that our systems work according to the specifications given in the user manual, if operated accordingly.

(Q) Why should I purchase a Professional Flat-Bed Printer ?

All our professional flat-bed printers are built with industrial quality, and designed to give you the best possible value in return for your investment, for decades to come.

(Q) Can I use the Sweets & Art Printers for other products than chocolate?

Yes, you can use the printing system on a wide range of food products, please refer to the video channel for more information. <http://www.youtube.com/user/chocolateprinted> We have printers that can print on media with a thickness from 1 mm - 170 mm (0.03" - 6.7"). Full specifications available at our website.

(Q) What can the customized products be used for?

Business promotions, birthdays, souvenirs, gift items, trade shows, sporting events, conventions, seminars, all different holidays, is just some of the most used occasions. Customized products are more and more popular.

(Q) Where can I find my customers?

You will have no limits in finding your customers, the market of customized products is already established. You just have a more exclusive product to offer. Any company or event that needs promotion, or anyone that like to give an exclusive gift.

(Q) What is the price policy?

This is not a Franchise and we don't have any license fees. Ask for a formal quotation to get the latest price.

(Q) Can I buy consumable in the open market or only from you?

You can buy consumable in the open market, as well as from us.

(Q) Can you supply all consumable?

Yes, we can supply all the consumable needed for our systems. We can also supply moulds, packaging, and chocolate gift boxes. The web-shop at www.sweets-art.com will also provide handcrafted sugar and marzipan decorations, printed cake decoration sheets , chocolate transfer sheets, and cheaper printers.

(Q) How can I know that your system is the only one that prints Direct on genuine chocolate?

We know that there are other companies that claim to print on chocolate, so we understand the dilemma. The best way is to ask them how they can print with a water based ink direct on the oily chocolate. They normally will give you an honest answer, telling you that they are using some type of intermediate layer.

(Q) Is there any patent protection?

Yes, the method we use for direct on chocolate printing is patent protected. We filed for an international patent application (PCT), April 2009, protected by the international patent treaty and covers most developed countries in the world, the PCT application is based on a granted patent.

(Q) Where does this technique originates from?

The printing method used for direct print on chocolate is a Swedish invention, developed, and patented by some of our Swedish founders. All system parts are mainly manufactured in Sweden, Germany, Japan and USA. Our Systems are designed in Sweden and assembled by MasterPiece Systems Co Ltd in Asia, we did open the Asian assembly company 2006, and management and production is under our full control. No system is shipped out before firmly tested and approved by the European management.