

FAQ:

- What is the electrical requirement for the roaster?
 - Artisan 3-e: Single-phase 30-amp with 240V electrical requirement
 - Artisan X-e: Single-phase 60-amp with 240V electrical requirement

- How much does it cost to ship a roaster internationally?
 - The price for shipping internationally depends on where the roaster is being shipped to. The best way to get a price quote for shipping internationally is to fill out our International Shipping quote form and our agent will reach out to you with a price.
 - <https://coffeecrafters.com/international-shipping-quote/>

- Where are the roasters manufactured?
 - We assemble our roasters in our facility located in Post Falls, Idaho, USA.
 - We buy our manufactured parts and materials from local vendors and we are proud to put that MADE IN THE USA sticker on each roaster we sell.

- Is there assembly required?
 - Yes, there is some assembly that will be required when installing the roaster. However, it is very minimal and can be done with simple household tools.

- Is there anything not included with the purchase of the roaster that is required to use the machine?
 - Artisan 3e: You will need to purchase a power cord and an exhaust blower to run this roaster.
 - Artisan Xe: You will need to purchase a power cord to run this roaster.

- If I purchase the combo package, can I run both machines at the same time?
 - No. The blower that comes with the combo package is not powerful enough to run both roasters at the same time. If you would like to be able to do this, you will need to purchase a second exhaust blower(see recommended blowers under the Artisan 3-e product page).

- What is the benefit of having both roasters?
 - The Artisan X-e is great for large orders and roasting between 2-10lbs at a time. The Artisan 3-e is great for small orders and sample roasts as small as ½ pound. Having both roasters allow you the ability to roast small sample batches as well as having the larger roaster for production.

- How much does it cost to ship a roaster?
 - Free shipping for shipments to the Continental US. Hawaii, Alaska, and international shipping need to fill out the international shipping quote request form.

- Can I buy green beans from Coffee Crafters?
 - We partner with a green coffee bean distributor called Wholesale Origin. They have fresh crop, quality coffees at great prices. You can access our discounted prices with them directly through the Green Beans tab on our website www.coffeecrafters.com. You'll find an 800 number and email address to reach them on our linked page for any questions about the coffees or your green bean order.
 - You can also buy full bags of green coffee by contacting Wholesale Origin directly using the 800 number mentioned above.
 - Green coffee website: <https://coffeecraftersgreen.com/>

- How long does it take to receive a roaster?
 - The current lead time on roasters is up to 4 weeks.

- Can the roaster be hooked up to roast profiling software?
 - Yes, the roasters can be connected to software through the bean temperature read out.

- Do I need to vent the roaster to the outside?
 - Yes, you will need to install a way to vent the smoke/exhaust from the beans to the outside. Most people achieve this by installing a vent through a wall or window in their roaster area.

- Does the roaster come with a warranty?
 - Yes, all new roasters come with a one-year warranty from the time of purchase. This warranty will allow you to receive replacement parts for your roaster at no cost to you.

- Does Coffee Crafters offer financing for roaster purchases?
 - Yes, we do offer financing. We partner with a company called Ascentium Capital to do all financing on roaster purchases. The application is free and fast.
 - <https://coffeecrafters.com/about-us/?financing>
 - If you have any questions on financing, please call the number provided on the application page.

- Do you offer training for using the roaster?
 - Yes and no. We do not offer formal in-person training but we do have videos on our YouTube channel that will walk you through your first roast on the machine.

You can also reach us with any questions you have, we're always available to help.

- The machine is very easy to use and most people find the videos and instruction in the manual to be more than enough to get started. We know that you will feel confident after just a couple of roasts!
- What happens when something breaks on the roaster?
 - Coffee Crafters has replacement parts in stock. If you know what part you need, the best thing to do is order directly on the website. If you are unsure what is wrong with the roaster, give us a call and we can troubleshoot the problem with you over the phone to make sure we send you the right part to fix the machine. Our YouTube channel is full of videos to help you get that part replaced.
 - Coffee Crafters YouTube Channel:
<https://www.youtube.com/channel/UCSLdSQRu0TXuTbxqcYamIuQ>
- Do you have any used or refurbished roasters at a discounted price?
 - We do not offer used or refurbished roasters. Most people will keep their smaller roaster to use as a back-up or for small orders. Those who do want to sell their old roaster have no problems getting it sold when listed on coffee roasting forums, such as the Fluid Bed Coffee Roaster Forum on Facebook.
 - Fluid Bed Coffee Roaster Forum:
<https://www.facebook.com/groups/stellarbeansroasterautomation>
- If I want to upgrade to a larger roaster, can I trade in my old roaster for a credit?
 - We do not offer a buy-back or trade-in program for used roasters. If you are looking to sell the roaster, forums, like the Fluid Bed Coffee Roaster Forum on Facebook, are great places to list your roaster for sale.
 - Fluid Bed Coffee Roaster Forum:
<https://www.facebook.com/groups/stellarbeansroasterautomation>
- Can you get me in contact with one of your customers in my area that currently has one of your roasters so I can see it in action?
 - Due to our privacy policy, we will not give out our customer's information. If you are wanting to connect with our current customers to get firsthand information about our roasters, you should check out the Fluid Bed Coffee Roaster Forum on Facebook where many of our customers are members and are always willing to help out.
 - Fluid Bed Coffee Roaster Forum:
<https://www.facebook.com/groups/stellarbeansroasterautomation>
- Do I need an afterburner?
 - Coffee Crafters roasters are all electric and we do not have any customers who have needed an afterburner.

- What sort of license/permit do I need to sell coffee?
 - Many people looking to sell coffee as a micro roaster will be able to do so under their state's Cottage Food Laws. Each state has different regulations (if any, in some cases) for operating under a Cottage Food Law so you will want to do your research for your location.
 - <https://forrager.com/laws/>

- Do you have any recommendations for beans and roast levels?
 - Everyone's taste is different and if you ask this question to 10 different people you will get 10 different answers. The best thing to do when starting out is get 3-4 different origins of green coffee beans and roast each of them to a few different levels and do a taste test. Pick the ones you like the best and start offering those to your customers. Trust us when we say that people will like it no matter what you do based on the freshness alone!