

Step 30 · Backups

Frequently Asked Questions

What should I do when card payments slow down or fail?

Use a tested outage procedure: check the provider's status, contact support, and switch to a prepared payment option. A second internet connection will not fix every provider outage. Confirm transaction status before retrying so customers are not charged twice. Follow your provider's instructions for pending payments; factory-resetting a device or deleting an app can lose unsent transactions. Reconcile the records afterward, and remember that offline payments can fail later.

How do I keep my trailer's water system from freezing?

Plan protection for tanks, lines, pumps, filters, and the espresso machine—not just the room temperature. Ask the manufacturers and installer for a suitable heated-storage or winterizing plan, including the power it needs. Emptying the main tank may leave water elsewhere. If safe protection is unavailable, pause and winterize correctly. Never run a portable generator inside the trailer or improvise fuel-burning heat.

Do I need a spare espresso machine?

Not necessarily. Compare a maintained spare with a confirmed rental or loaner arrangement, reliable service support, and a reduced-menu plan. Check how quickly each option can actually restore useful service. Any substitute needs suitable utilities, safe installation, local acceptance, and enough capacity for the backup menu. Test the arrangement before an emergency; a small home machine or an untested spare may not get you through a busy event.

How should I power my trailer between service days?

Plan for what must keep running, especially refrigeration, charging, and freeze protection. Have a qualified electrician confirm a suitable supply and weather-safe connections at an allowed parking location. If power is unavailable, arrange approved cold storage or another tested system before leaving perishable stock aboard. Monitor temperatures and follow your food-safety plan. Do not assume a household outlet, plug adapter, or unattended generator is a complete overnight solution.

Educational guidance. Check your own circumstances with the appropriate local professional.