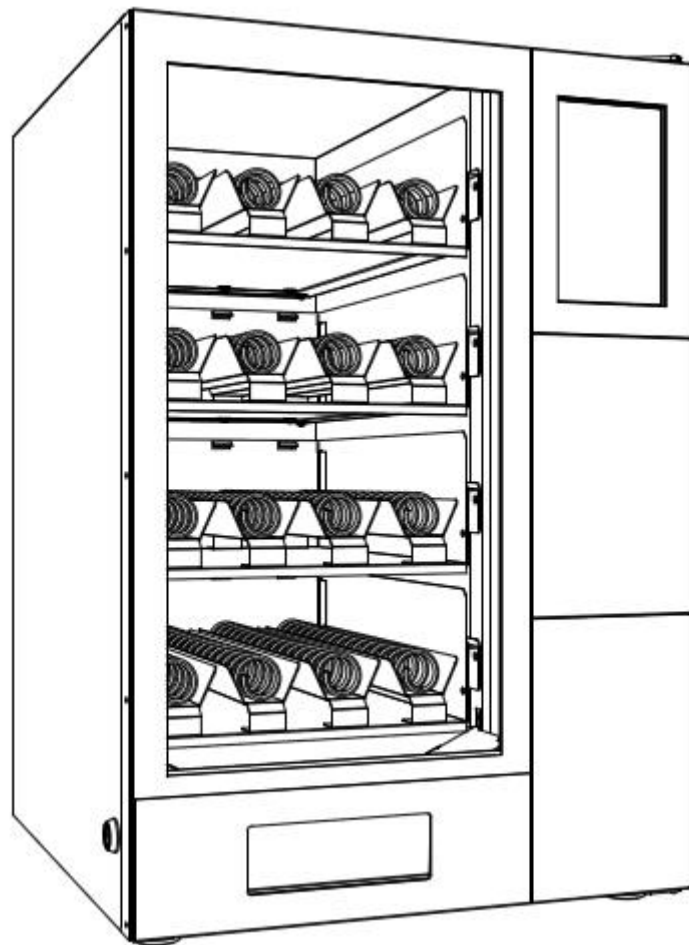




User and maintenance manual

Spiral Vending Machine

SVE JDE



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1 GENERAL ADVERTISEMENT	2
1.1 Purpose of this manual	2
1.2 To whom this manual is addressed.....	3
1.4 Manufacturer	5
1.5 Service centers.....	5
1.6 Warranty.....	6
1.6 General safety warnings.....	8
1.7 Security symbols and Pictograms	11
2 VENDING MACHINE IDENTIFICATION.....	13
2.1 Identification Plate	13
2.2 General Description.....	14
2.3 Technical features	14
2.4 Description of components	15
3 TRANSPORT, STORAGE AND INSTALLATION	16
3.1 Transport and Storage.....	16
3.2 Unpacking	17
3.2.1 Supplied Accessories	17
3.3 Installation	18
3.3.1 Installation environment features.....	18
3.3.2 Placement	19
3.3.2.1 Installation spaces and spaces of use.....	20
3.3.3 Connection to power mains	20
4 USE AND OPERATION OF THE VENDING MACHINE.....	21
4.1 Proper Use	21
4.1.1 Distribution capacity	21
4.2 Access to internal parts	22
4.2.1 Safety devices	23
4.2.2 Board	24
4.2.2.1 Control board EMA0206	24
4.2.2.2 Board EMA0212.....	24
4.2.2.3 Board EMA0226.....	25
4.2.3 Internal Keyboard Function.....	25
4.2.4 Products Charging.....	26
5 MAINTENANCE.....	27
5.1 Warnings	27
5.2 Recommended cleaning products.....	27
5.3 Cleaning safety devices.....	27
5.4 Preventive maintenance	28
5.5 Cleaning operations.....	28
5.5.1 Daily Cleaning	28
5.5.2 Weekly Cleaning	28
5.5.3 Monthly Cleaning.....	28
5.5.4 Yearly Cleaning	28
5.6 Assembly / Disassembly for Maintenance.....	29
5.6.1 LED Replacing	29
5.6.2 Tray Extraction / Removal	29
5.6.3 Replacing of the Optical barrier	29
6 TROUBLESHOOTING	30
6.1 General Errors	30
6.2 Tray Errors	31
7 OUT OF ORDER OPERATION.....	32
7.1 Disposal.....	32
7.2 Person in charge of disposal.....	32
7.3 Sanctions.....	32



1 GENERAL ADVERTISEMENT


1.1 Purpose of this manual

 Before proceeding to install and use the vending machine, it is necessary to read the contents of this manual.

This manual is an integral part of the machine and must therefore be kept intact and available to hand for the machine's entire productive life.

Any other document sent by SandenVendo is to be attached to the manual to form a complete dossier of the automatic vending machine.

  **Caution:** failure to follow the instructions contained in this manual may involve damages to the machine and/or personnel.

 Should this manual be **lost or damaged**, you may request a copy from the manufacturer: please enclose the serial number of your vending machine with your request.

1.2 To whom this manual is addressed

The manual contains the correct procedures for the *loading, use, routine / special maintenance and installation* of the Vending Machine.

This manual is addressed to those persons in charge of loading, cleaning and routine maintenance of the machine (**Filler**), to the final user of the vending machine (**User**) and to those persons in charge of installation, adjustment, special maintenance of the vending machine (**Maintenance Engineer / Skilled technician**).

User

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children shall not play with the appliance.

Cleaning and user maintenance shall not be made by children without supervision.

Operator

The intervention of the operator on the vending machines is only intended for the loading and routine cleaning operations to be carried out in accessible areas with the sole use of the door opening key, and without the use of other tools.

Maintenance Engineer / Skilled technician

The intervention of the maintenance engineer is required for all operations that require the use of tools for access to potentially hazardous areas, the installation of the vending machine, the start-up and the programming of the functions.



The maintenance technician must be previously trained and instructed on the interventions to be carried out on the vending machine and limit them to what is within his competence.

It is the responsibility of the purchaser to make sure that the maintenance personnel are trained and aware of all the information and instructions indicated in the manual.

1.4 Manufacturer

SandenVendo Europe in Europe has been making significant advancements in the vending industry for many decades and is a powerful partner for excellence in quality, reliability and service.

SandenVendo Europe are a “one-stop shop supplier”, offering a wide variety of vending equipment for hot and cold beverages, snacks and ice cream, but also related products such as sophisticated payment systems and premium coolers.

1.5 Service centers

Any technical problems that may occur can be resolved by consulting this manual; in the event of anomalies or malfunctions that cannot be resolved, contact the Service Centres at the numbers shown on the inside cover.



In case of a call it is good to know how to indicate the data reported on the vending machine serial plate.

1.6 Warranty

The Warranty on the Vending Machine components, starting from the date shown on the delivery note, is for 12 months.

The warranty includes exclusively the parts replaced, with lab our excluded.

Shipping cost of machines, defective parts and spare parts are always at the customer's expense.

The Warranty does not include, damages to the vending machine caused by:


- Transport and/or handling
- Operator errors
- Lack of maintenance as explained in this manual
- Failures and/or breakages not due to malfunction of the vending machine
- Damage which may be caused, directly or indirectly, by persons, things or animals
- Damage deriving from labour linked with the installation, connection to the main supplies.
- Improper use of the machine.

The manufacturer's responsibility is confined to the correct use of the machine, in the limits indicated in this manual.

"SandenVendo Europe S.p.A" declines all responsibility for any damages caused to persons and/or things as the result of:

- Incorrect installation
- Use of unoriginal spare parts
- Execution of changes unforeseen/unauthorized by the manufacturer
- Improper use of the machine
- Connection to inadequate supply systems and not in conformity with the regulations in force

1.6 General safety warnings

-  ▪ Carefully **read the manual** before starting or loading the vending machine
- The vending machine is constructed in a workmanlike manner. Its service life, electrical and mechanical reliability will be more efficient if it will be used correctly and regular maintenance will be carried out.
- This machine is not suitable for outside installation.
- This machine is not suitable for installation in areas where water jets are used.
- Protect the vending machine against weather conditions.
- Never position the vending machine in direct sunlight.
- To prevent hazards due to machine instability, secure the machine according to the instructions.
- Install the appliance so that the electrical plug can be easily accessed afterwards.
- The use of adapters, multiple sockets and/or extensions is forbidden.
- Use a differentiated protection system.
- If the power cable is damaged, it must be replaced by the manufacturer or by one of its technical support personnel or by a qualified electrician.

- Only maintenance technicians should remove the protective covers.
- Always read the programming manual before operating the electronic board settings
- Use only spare parts authorized by the manufacturer
- Original instruction in Italy.

The pictures and illustrations in this document are only indicative. **SandenVendo Europe S.p.A.** recalls that the technical and performance of products can change without notice.













“SandenVendo Europe S.p.A.”. reserves the right of making changes on their vending machines without any advice; moreover they declare that the vendors listed in this manual are in conformity with the following directives: **2006/42/CE** (EC markings) and **2004/1935/CE**.

“SandenVendo Europe S.p.A.” assumes no liability for the correctness of the contents or damages caused by using this manual.

“SandenVendo Europe S.p.A.” reserves the right to make changes to this manual without prior notice.

1.7 Security symbols and Pictograms

In the manual and/or on the machine, hazardous areas are shown with signs, plates, symbols and icons that indicate danger or an obligation in each case.

Description	Pictogram / Secure Symbol										
Indicates information regarding personnel safety and machine integrity.											
Compulsory for all personnel involved											
Compulsory for all personnel involved to wear protective gloves during maintenance of the vending machine											
Compulsory for all personnel involved to protective clothing during maintenance.											
Additional information is given.											
Before carrying out this operation, refer to the Instruction Manual.											
In case of special operations and/or anomalies, a particular mechanical adjustment and/or electrical setting may be required.											
Indicates a warning, failure to comply may involve damage to the vending machine.											
Danger Indication of mains voltage.											
Danger Indication of the presence of cutting hazard.											
Caution The vending machine must be fitted with a grounding system.	<table><tr><td>WARNING</td><td>This vendor must be properly grounded</td><td>ACHTUNG</td><td>Dieses Gerät muß ordnungsgemäß geerdet werden</td><td>ATTENTION</td><td>Le distributeur doit être connecté à la terre</td><td>ATENCIÓN</td><td>La máquina debe estar correctamente conectada a tierra</td><td>ATTENZIONE</td><td>Il distributore deve essere collegato a terra</td></tr></table>	WARNING	This vendor must be properly grounded	ACHTUNG	Dieses Gerät muß ordnungsgemäß geerdet werden	ATTENTION	Le distributeur doit être connecté à la terre	ATENCIÓN	La máquina debe estar correctamente conectada a tierra	ATTENZIONE	Il distributore deve essere collegato a terra
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Fuse symbol.											
Fuse type and state indicator.	<table><tr><td>F10A/250V</td><td>&</td><td>F1A</td></tr></table>	F10A/250V	&	F1A							
F10A/250V	&	F1A									
"Power Switch" button presence indicator	<table><tr><td>POWER SWITCH INTERRUTTORE GENERALE</td></tr></table>	POWER SWITCH INTERRUTTORE GENERALE									
POWER SWITCH INTERRUTTORE GENERALE											
Ground connection indicator.											

ON.





|

OFF.

O

Identification Plate

Vending machine identification and main technical data

Manufactured by SandenVendo Europe S.p.A.			
Regione Cavallino 2 - 15030 Coniolo (AL) Italy			
MOD. SVE		SN	
MAX _____ A _____ V~ _____ Hz			
 MAX _____ W	NOMINAL POWER _____ W		
REFRIGERANT _____ Kg		GNP _____	
T eq. CO2: _____		F1 _____ F2 _____	
The fluorinated greenhouse gases are contained in hermetically sealed equipment			
Equipment contains fluorinated greenhouse gases			
CL _____ °C	HR _____ %	C.F.C. FREE	
 RoHS CONFORME			CYCLOPENTANE Made in Italy

Equipment only suitable for internal use indicator.



Recycling this product goes toward reducing the need of new materials and the accumulation of waste.



Recycling

Lo smaltitore al ricevimento di un'apparecchiatura con indicato il simbolo del cassone barrato ha l'obbligo, prima di smaltirla, di selezionare i rifiuti **RAEE** e di renderli eventualmente disponibili ad un eventuale recupero.



Final inspection certificate.

FINAL INSPECTION CHECK			
INSULATION TESTED	<input type="checkbox"/>	HI.POT. TESTED	<input type="checkbox"/>
COOLING UNIT TESTED	<input type="checkbox"/>	MAIN BOARD SET-UP AND TESTED	<input type="checkbox"/>
VEND MECHANISM TESTED	<input type="checkbox"/>	LIGHTS WORKING	<input type="checkbox"/>
SAFETY CUT-OUT SWITCH TESTED	<input type="checkbox"/>	ALL DOORS CHECKED FOR PROPER CLOSING	<input type="checkbox"/>
MACHINE CLEAN	<input type="checkbox"/>	FINAL ACCEPTANCE	<input type="checkbox"/>

2 VENDING MACHINE IDENTIFICATION

2.1 Identification Plate

Each SandenVendo vending machine is identified by a model name and a specific serial number, which can be found on the plate, located on the outside on the back of the vending machine and inside above the drawer.

The plate is the only one recognized by the manufacturer as the vending machine identification and contains all the data that allow the manufacturer to provide any type of technical information and to facilitate the management of spare parts.

The following data are shown on the plate:

Name of the manufacturer Address and Logo	Model	Serial Number
Supply voltage	MOD. SVE	SN
Maximum current draw	MAX <input type="text"/> A <input type="text"/> V~	Power frequency <input type="text"/> Hz
Max power of the lamp used	MAX <input type="text"/> W	NOMINAL POWER <input type="text"/> W
	REFRIGERANT <input type="text"/> Kg	GWP <input type="text"/>
	T eq CO2: <input type="text"/>	F1 <input type="text"/> F2 <input type="text"/>
Climate class	The fluorinated greenhouse gases are contained in hermetically sealed equipment Equipment contains fluorinated greenhouse gases	
	CL. <input type="text"/> °C	HR <input type="text"/> %
	CE	RoHS CONFORME
		CYCLOPENTANE
		Made in Italy
		Relative humidity
	Conformity marking	



Attention!

It is absolutely forbidden to tamper or modify the data plate.



Important!

For any request to the service centers, always refer to this plate, indicating the specific data printed on it.

2.2 General Description

The vending machine is to be used exclusively for the sale and distribution of coffee pods. The distribution takes place through a distribution cycle that allows you to take only one product for each cycle. The distribution takes place until exhaustion of the products contained in the vending machine.

An alarm allow to notify the user of the status of availability for distribution.

Any other use is to be considered improper use and therefore at risk.

Do not introduce potentially dangerous products into the vending machine.

In this regard, follow the instructions on the products for the conservation rules and the expiration dates of the same.

2.3 Technical features

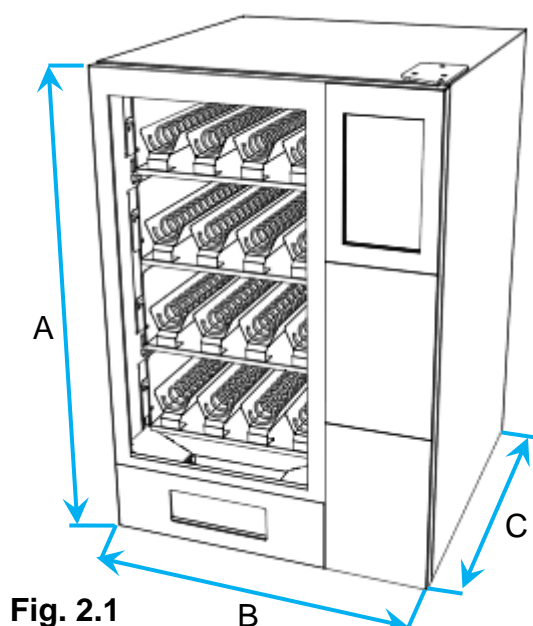
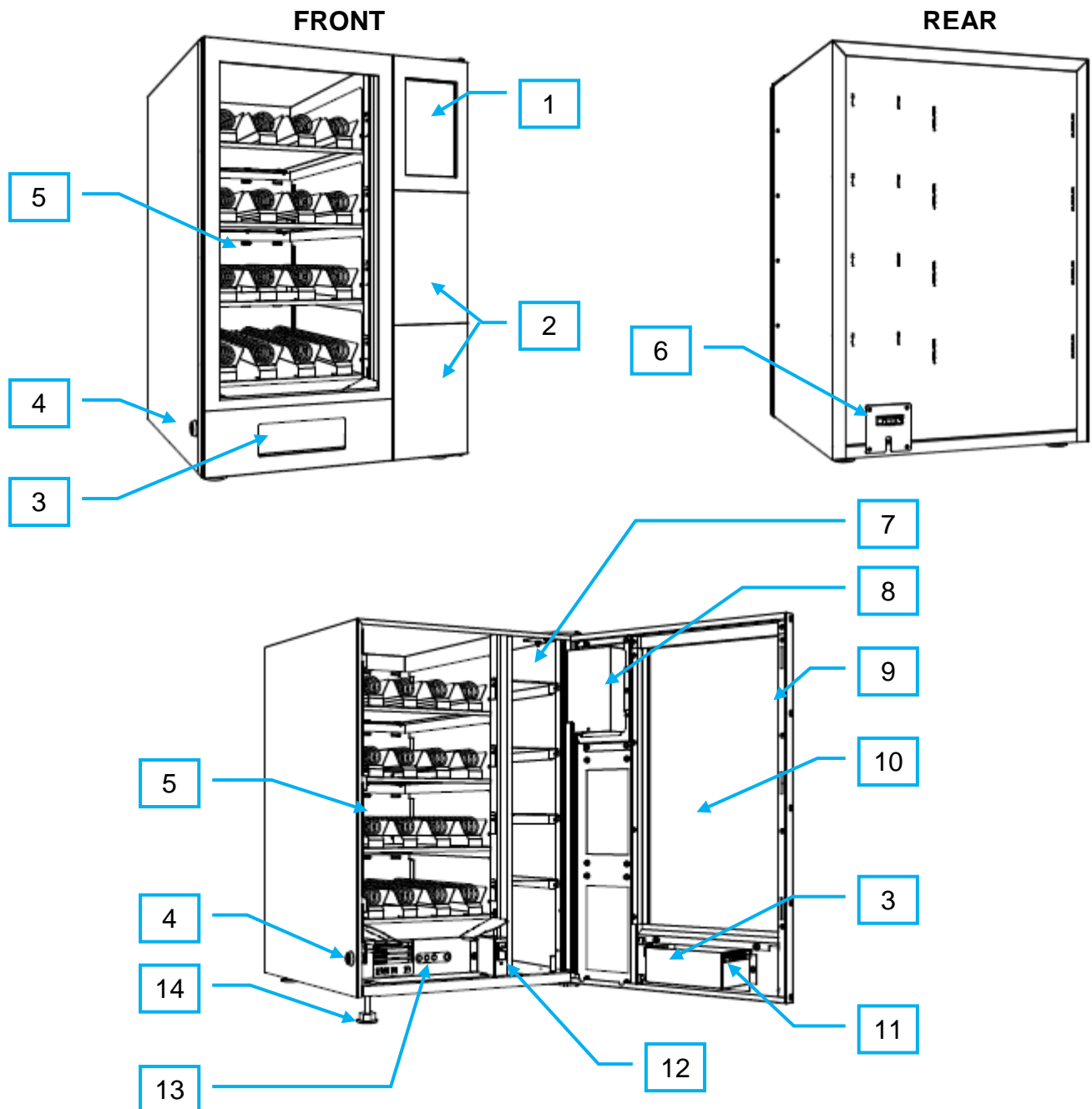


Fig. 2.1

	JDE
Dimensions	
Height (A)	660 mm
Width (B)	460 mm
Depth (C)	475 mm
Weight	40 Kg
Power supply	
Nominal voltage	220 / 240 V
Nominal frequency	50 / 60 Hz
Max. power consumption	35 W
Noise level	< 70 dB
Electronic control	MDB
Payment system protocol	MDB / Executive

2.4 Description of components

1. Display
2. Hole plugs for payment devices
3. Delivery Area
4. Door Lock
5. Tray
6. Cable Holder
7. Storage Area
8. Board
9. Door
10. Door Glass
11. Product Sensor
12. Protection Switch
13. Programming Keyboard
14. Levelling screw



3 TRANSPORT, STORAGE AND INSTALLATION

3.1 Transport and Storage

Unloading from the vehicles of transport and handling of the vending machine must be carried out only by competent personnel and with the use of suitable equipment's for the load to be handled.

The vending machine is positioned above a wooden platform, inside a box protected by a bag and by a retractable film.

Use a forklift, power-driven or manual, to unload the vending machine from the vehicles of transport, the wooden platform allow the sockets on the 4 sides.

Attention!

It is forbidden to transport and / or place the vending machine in a horizontal position;
It is forbidden to drag or lift the vending machine with ropes, slings or other;
Avoid maneuvers that can cause sudden jolts and impacts to the vending machine.



If the vending machine is not used immediately or is stored for long periods, check that it is correctly packaged and positioned vertically.

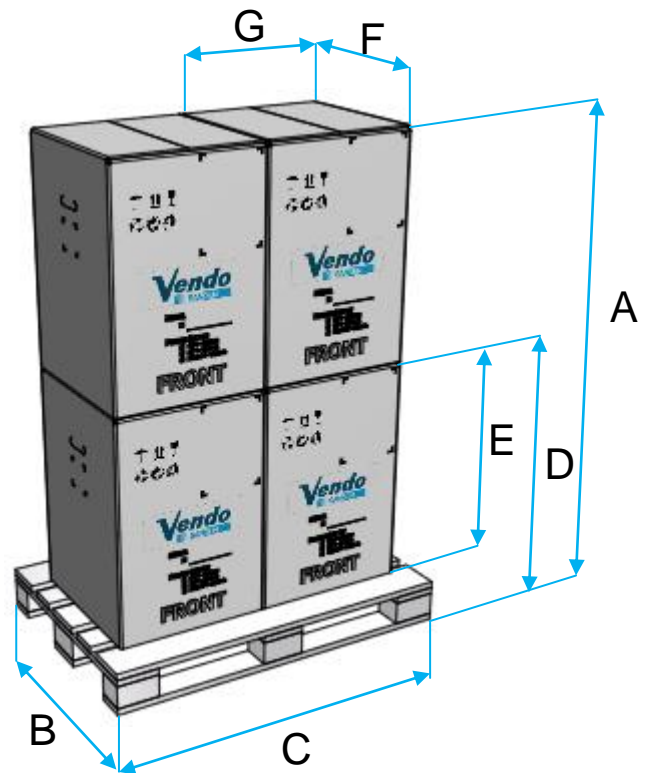
Storage must be carried out in closed but well ventilated places that do not have particular harmful characteristics to the machine components, especially the electronic ones. It is necessary that the environment is dry and with temperatures not lower than 1°C.

Protect the unpainted parts from corrosion with suitable greases or sprays; if necessary, stow it with dehydrating salts.

i As long as the vending machine has the original packaging it is possible to overlap two.

Attention!

Unpacked vending machines are not stackable.



MODEL	A (mm)	B (mm)	C (mm)	D (mm)	E (mm)	F (mm)	G (mm)	GROSS WEIGHT 2pcs (Kg)	GROSS WEIGHT 4pcs (Kg)
JDE	1700	800	1200	920	777	550	525	100	180

3.2 Unpacking

Upon receipt of the vending machine check that has not been damaged during transport or that the packaging has not been tampered.



The packaging must be intact, ie:

- It must not present dents, signs of shocks, deformations or breakages of the container;
- It must not have wet areas or signs that could suggest that the casing has been exposed to rain, frost or heat;
- It must not show signs of tampering.



If damaged on receipt, any nature, immediately make a claim to the carrier and notify either the importer or the dealer.



The packaging materials must be carefully removed in order to not damage the distributor, inspect the inside and outside of the container to check for any damage.

- Remove the transparent protective film, the bag and the box from the vending machine;
- After removing the external packaging, take the key located in the delivery area;
- Open the door;
- Remove the packaging components or equipment supplied which could prevent the correct operation of the vending machine;



The packaging materials must be disposed of respecting the environment.



SandenVendo declines all responsibility for damage caused by failure to observe the precautions listed in this section.

3.2.1 Supplied Accessories

The following "items" are supplied with the distributor:

- » Use and Maintenance Manual
- » Programming Manual
- » A3 sheet with wiring diagram
- » 12 screws
- » Sheet A4 EC Declaration
- » Electrical Compatibility Test Sheet
- » 2 Keys for the lock

3.3 Installation



Before proceeding with **the installation** and use of the vending machine, it is necessary to **read** the contents of **this manual**.



The installation must be carried out by specialized personnel trained to use the appliance according to the manufacturer's instructions and the regulations.

It is necessary to know and respect the safety warnings and danger warnings contained in the manual to work in conditions of minimum risk.

The Vending Machine complies with the latest directives as shown in their Declaration of Conformity, therefore can be installed in both public and industrial environments as long as they comply with the aforementioned points



Attention!

Do not move the vending machine if loaded with products to avoid damage to the appliance.



SandenVendo declines all responsibility for inconveniences due to non compliance with the positioning rules.

3.3.1 Installation environment features



Attention!



The appliance must be installed in environments / rooms where the temperature does not exceed 32°C and less than 10°C; otherwise the electrical parts may be subject to overheating or may not work properly.



Attention!



The appliance is not suitable for installation in outdoor environments and in particularly humid or dusty places.



Attention!



The appliance it is not suitable for installation in environments where water jets are used.



Attention!



Do not place the appliance near heat sources.



Attention!



Do not place the vending machine in direct sunlight.

3.3.2 Placement

Attention!

Make sure that the capacity load of the surface on which the vending machine is positioned is adequate to support the weight declared by the manufacturer;

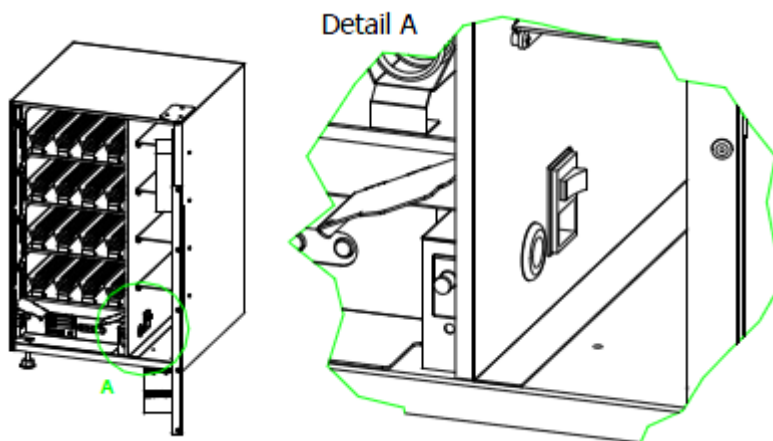
Attention!

Before connecting vending machine, make sure that the mains power supply has the correct voltage, frequency and power as those indicated on the technical data plate of the vending machine.

Attention!

The appliance must be connected to a power supply network with grounding in compliance with current legislation. The manufacturer can not be held responsible for any damage caused by the lack of grounding system.

- Connect the service cord to the socket placed on left side of the storage area of the vending machine .
- Position the vending machine in the place of installation, operate with caution, avoid maneuvers that can cause sudden jolts and impacts to the machine.
- The appliance must be installed in such a way that the plug is accessible after installation.
- For optimal operation, we recommend positioning the vending machine on perfectly flat surfaces. Any unevenness in the floor can be compensated by adjusting the screw legs of the distributor in order to obtain perfect leveling and guarantee stability.
- If the installation takes place in safety evacuation corridors, make sure that there is still enough space for passage even with door open of the vending machine.
- To ensure smooth operation, always keep the vending machine in perfect clean condition.



In the event of extraordinary maintenance or repair / replacement of some components, the possibility of rotating the appliance must be provided, in order to be able to access the rear part.

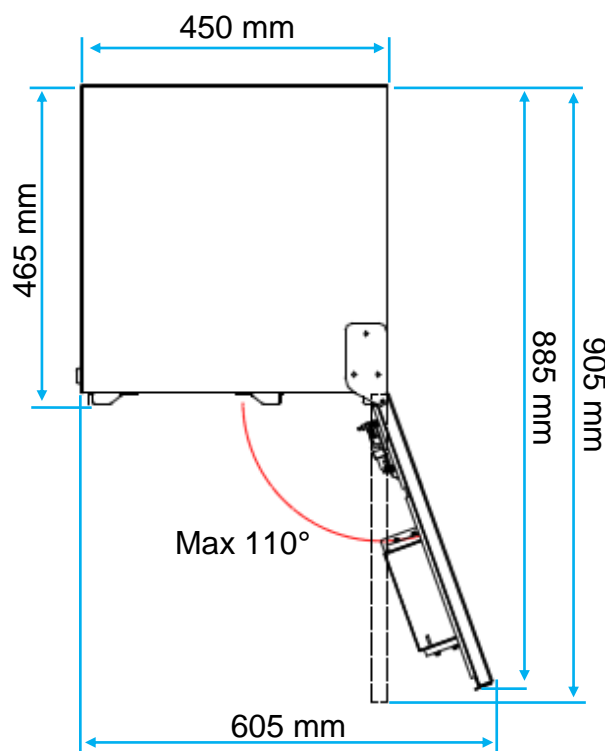
Attention!

SandenVendo Europe declines all responsibility for damages caused to people or things due to:

- Incorrect installation.
- Improper power supply.


3.3.2.1 Installation spaces and spaces of use


If the installation takes place in safety evacuation corridors, make sure that there is still enough space for passage even with door open of the vending machine




3.3.3 Connection to power mains

On the back side of the cabinet, the power supply cable is installed, ready to be plugged in.

 **Ensure** the mains power supply (voltage and frequency) are the same as those indicated on the machine's rating plate, this vending machine must be connected to a 230V, 50 / 60 Hz power mains, each voltage below 216.2V or over 243.8V can cause failures

 **Ensure** that the main power supply outlet is grounded and that, after making the connection, the entire appliance is ground connected.


 **Ensure** that the appliance is positioned so that the plug connecting it to the mains power supply can be easily accessed after installation.

 **Ensure** that the neutral wire is blue; otherwise, you must invert the poles.

 **Ensure** to use a differentiated protection system.

Attention!

- » The use of adapters, multiple sockets and / or extensions is prohibited.
- » Do not remove the grounding pin from the plug, or in any way do not bypass, modify or destroy the grounding system of the vending machine.
- » Do not bend excessively or place heavy objects on top of the service cord.
- » Do not connect the power with wet hands.

 » Should you find any problem with the machine service cord or should it be damaged, it must be replaced. For the safety of personnel and to prevent all risks of damages to the machine never replace the service cord, contact the manufacturer or technical support service.

4 USE AND OPERATION OF THE VENDING MACHINE

4.1 Proper Use

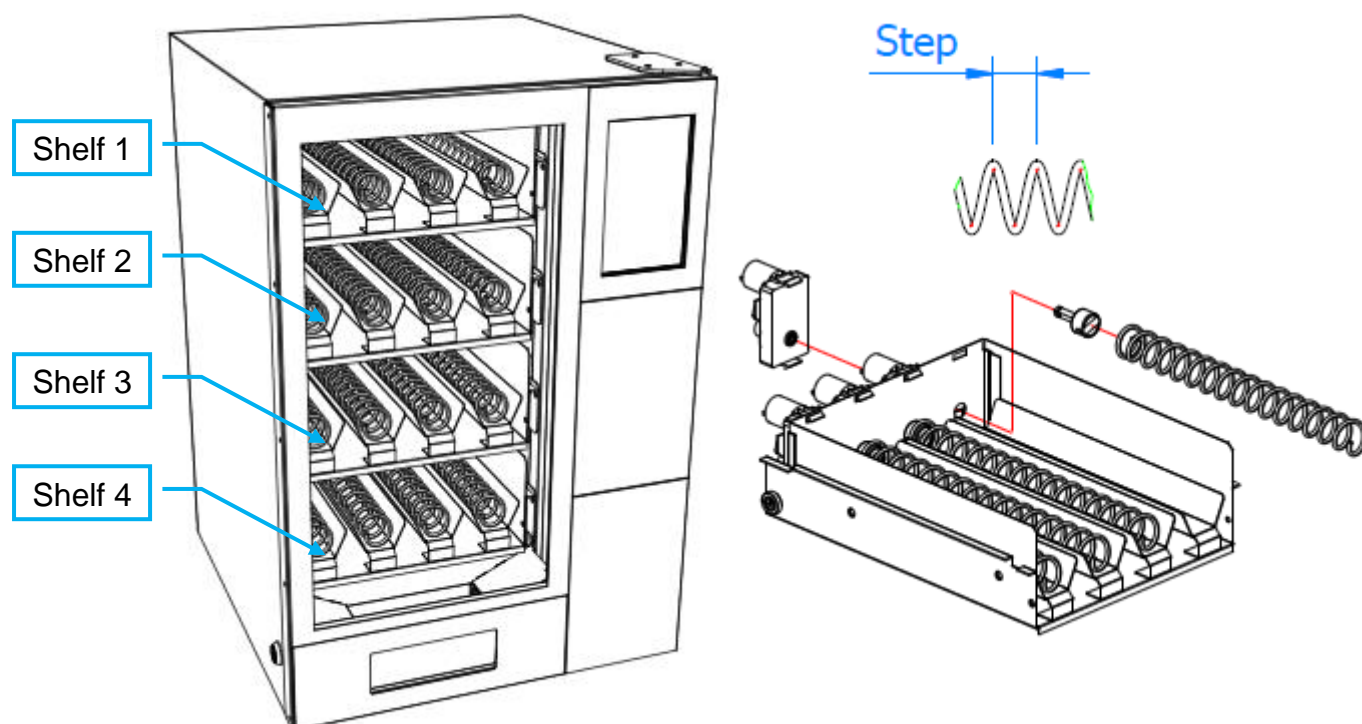
The distribution takes place through a distribution cycle that allows you to take only one product for each cycle. The distribution takes place until exhaustion of the products contained in the vending machine.

In normal operation, the vending machine goes into standby status.
By pressing the button, relative to the desired product, the dispensing cycle is activated.

Press the button for the desired product.

- the motor of the column, in which the selected product is located, rotates according to the product to be distributed, causing the product to fall into the delivery area.
- insert your hand into the dispensing area to pick up the product.

4.1.1 Distribution capacity



Model	Selves quantity	Spiral quantity each Shelf	Selection quantity	Product quantity each Spiral	Total Product quantity
SVE JDE	4	4	16	15	240

The spiral size are:

	Diameter Ø	Length	Step
Spiral	34 mm	320 mm	20 mm

SandenVendo reserves the right to approve the vend of the products only after testing them.

SandenVendo is not responsible for uses and applications of the vending machine that are not covered in the explanations in this manual.


4.2 Access to internal parts

Attention!

The opening and activation of the vending machine with the door open must be entrusted exclusively to personnel authorized to perform these operations.
Do not leave the vending machine open unattended.

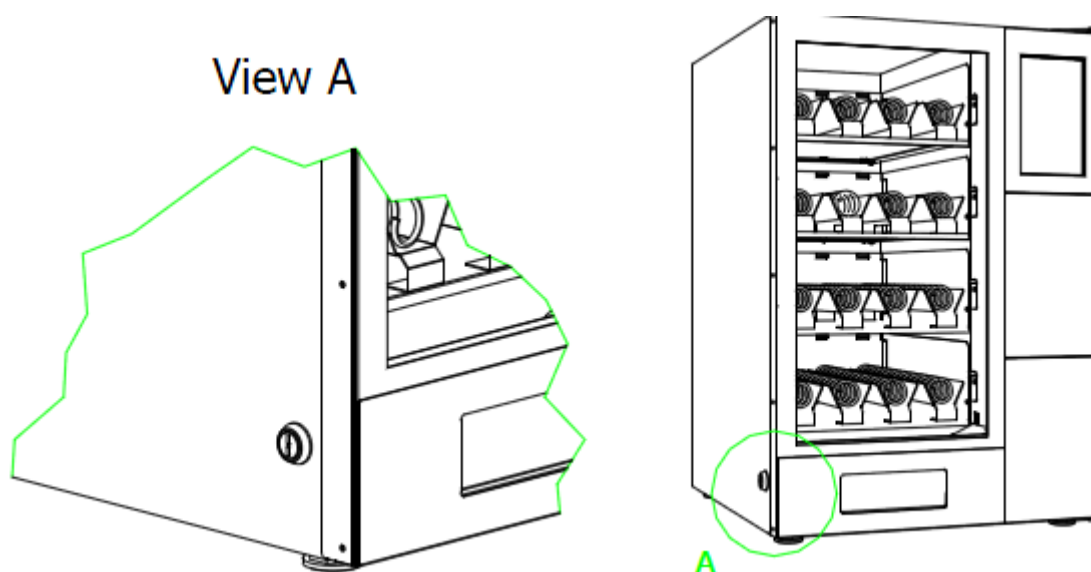
Access to the internal part of the machine (**Maintenance / Loading Zone**) is only possible through the appropriate key of the lock supplied with the vending machine.

Two silver colored keys are supplied with the vending machine to be used for the normal use of opening and closing, placed inside the coin return compartment.

 On request, a golden key is also provided which functions as a programming key as it is able to internally reset the lock itself.

Attention!

The golden key must not be used for daily use!
In fact, a regular and prolonged use of this key can damage the lock internally making it unusable.

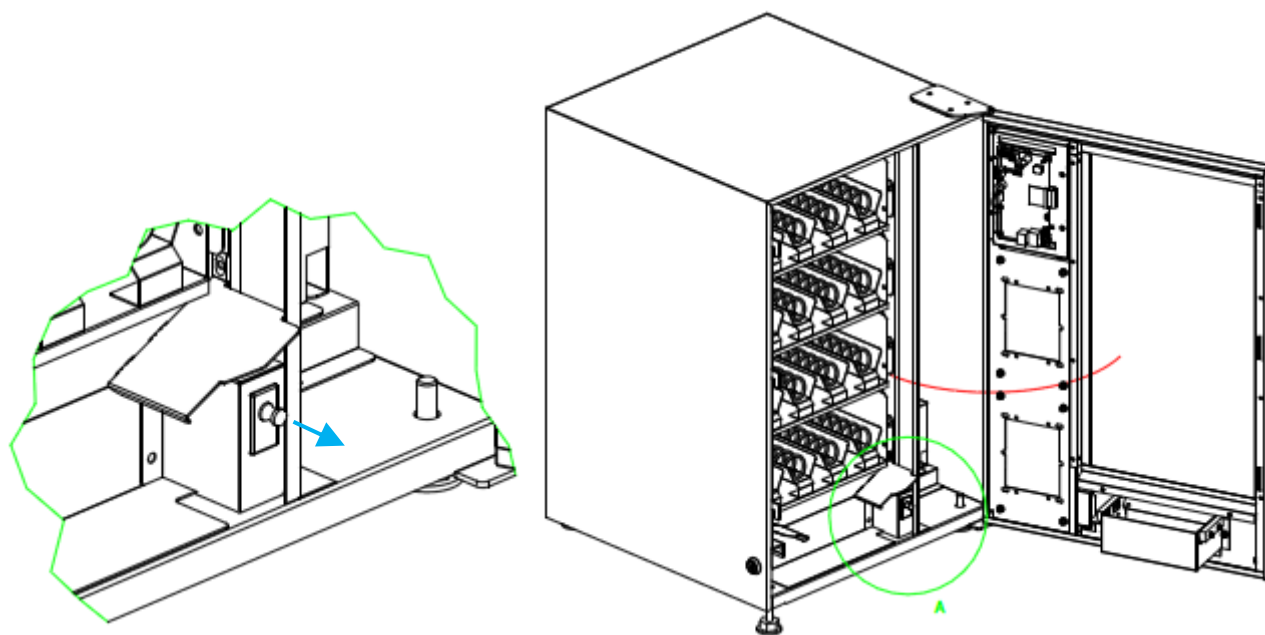


4.2.1 Safety devices

The vending machine is equipped with a safety switch that disconnects the voltage from the vending machine's electrical system whenever the door is opened.

For some operations, however, it is necessary to operate with the door open and the vending machine active.

To energize the system with the door open, simply pull out the switch button.



i Each time the vending machine is switched on, a diagnostic cycle occurs to check the position of the moving parts.

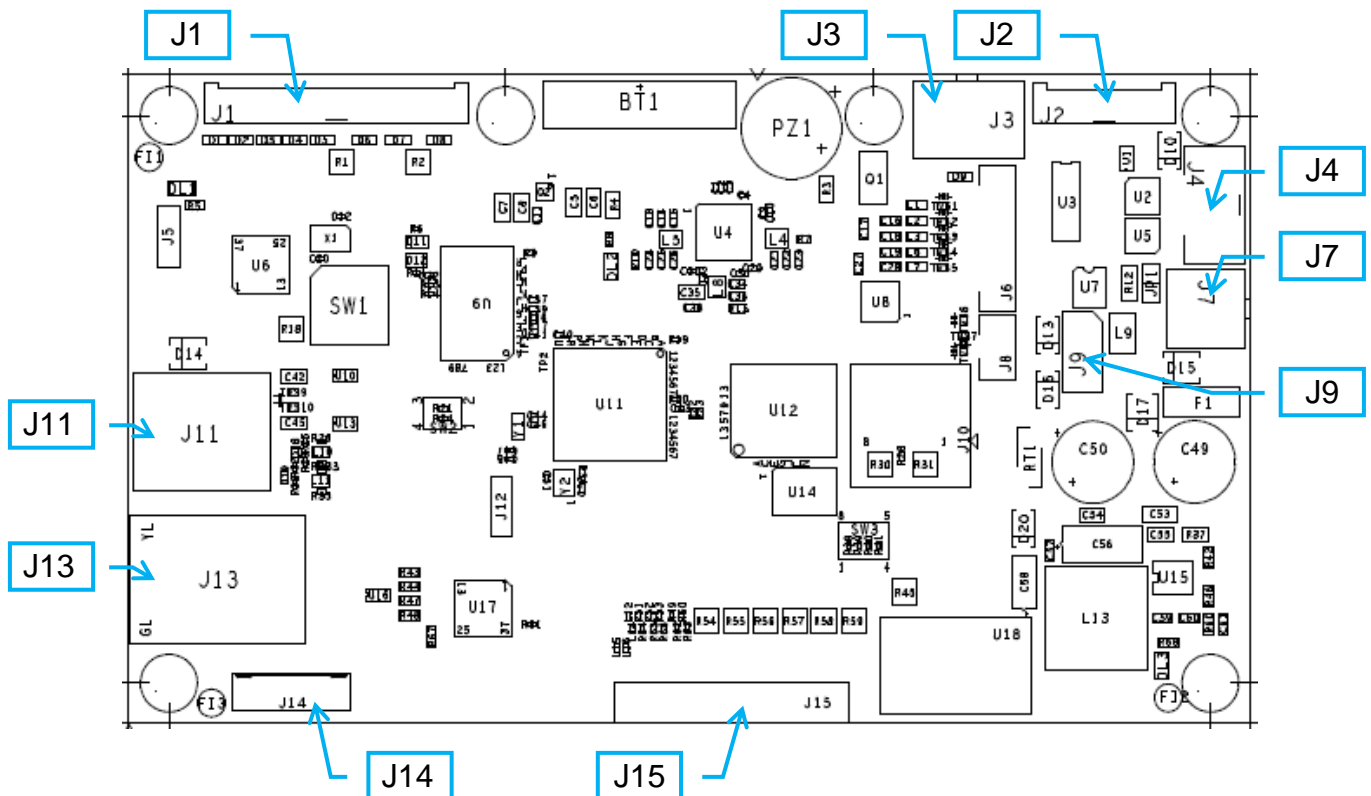


Attention!

Complete isolation from the mains is obtained only by disconnecting the plug. Therefore all the operations that require the vending machine with the door open must only be carried out by qualified personnel who are aware of the specific risks that this condition entails.

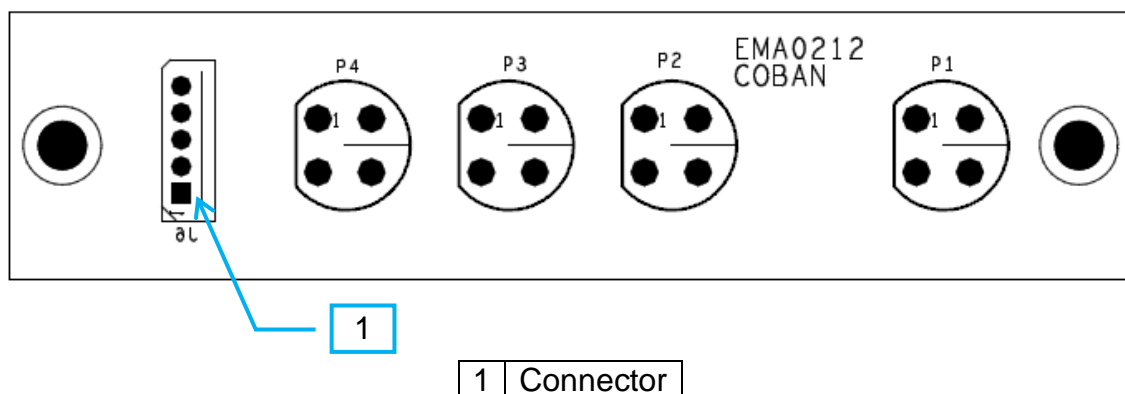
4.2.2 Board

4.2.2.1 Control board EMA0206



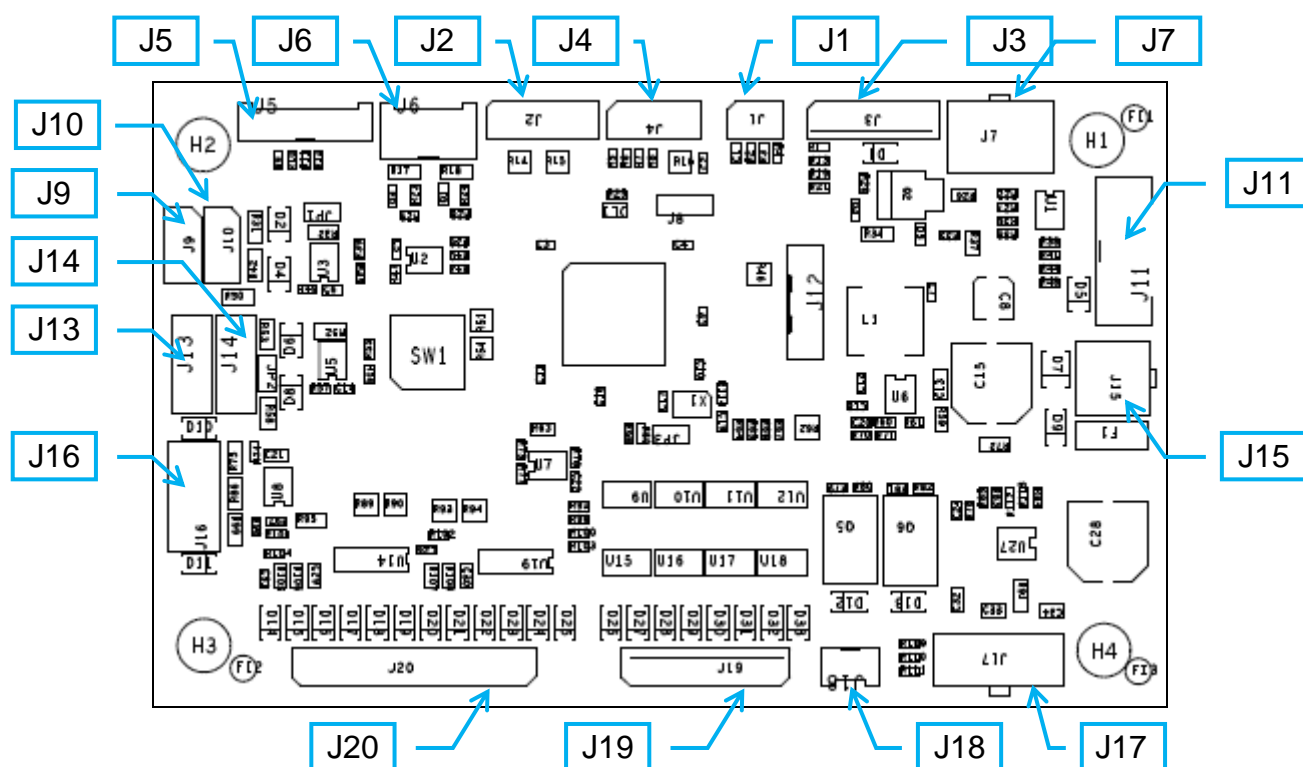
J1	Keyboard input
J2	Dex - Ucs
J3	MDB
J4	Executive
J7	Power supply 24 VDC
J9	Can - Bus
J11	Ethernet
J13	USB
J14	Serial TTL
J15	Display

4.2.2.2 Board EMA0212



1 Connector

4.2.2.3 Board EMA0226



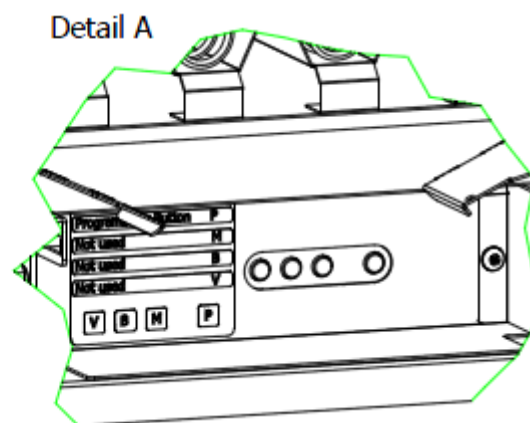
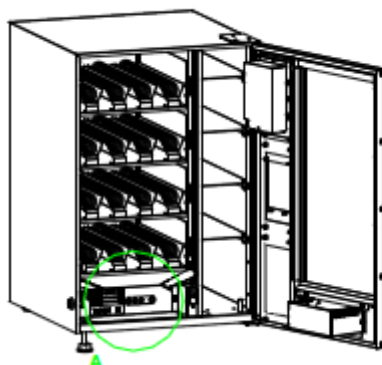
J1	NTC Temperature probe	J11	Coin Return Motor
J2	Programming keyboard	J13	Can Bus channel B
J3	Door	J14	Can Bus channel B
J4	Open/Closed Door Switch	J15	Power supply 24VDC
J5	Optical Barrier	J16	Serial Channel RS-485 Protocol
J6	Serial Channel I2C Protocol	J17	Flap Sensor (drink)
J7	Serial Channel MDB Protocol	J18	Lightning
J9	Can Bus channel A	J19	Line - Vending motors (snack)
J10	Can Bus channel A	J20	Column - Vending motors (snack)

4.2.3 Internal Keyboard Function

Inside of the cabinet there are four button that works as follow:

Button "P": Press this button to enter the programming menu of the vending machine;

Button "M", **"B"**, **"V"**: Currently not used;



4.2.4 Products Charging

Attention!

Never load the vending machine with products different to those recommended by the manufacturer.

Attention!

Never load the vending machine with product formats different from those recommended by the manufacturer.

Attention!

Follow the manufacturer's instructions regarding the expiry dates of the products and the maintenance temperature.

Attention!

To avoid problems, the operator in charge of filling the vending machine must not activate the safety switch.

For loading operations, follow the instructions below:

- Open the vending machine door;
- Remove one tray at a time, slightly lift the tray and pull outwards until it reaches the locking point. The tray would tilt downwards facilitating the loading;
- Proceed with the loading of the products starting from the inner parts (motor side) until reaching and completing the spaces of each spiral.

Attention!

When not all the spiral slots are filled, it is recommended to load the products starting from the front of the tray inwards.

Attention!

The bottom of the product must rest on the bottom of the compartment with the label facing the window so that it is recognizable.

Attention!

Use the appropriate accessories for the loaded product.

Attention!

When filling the spirals, check that the products are not too tight in their housing. Do not force the insertion of the products into the slot of the spirals because the product must slide out thanks to its weight. If necessary, replace the spiral with one with a larger step;

Attention!

Avoid placing products whose edges can get in the way during sliding.

- Put the tray back inside of the vending machine and make sure that the connection has taken place;
- Close the vending machine door and wait for the parameter configuration reset check..



Common products are normally tested at the factory. Ask for the setting number of the product you want to sell and refer to this number when ordering. We will make the vending machine according to your specifications.

5 MAINTENANCE

5.1 Warnings

According to current health regulations, the operator of a vending machine is responsible for hygiene and cleanliness of the same.

The following section is a basic guide for the general maintenance and cleaning of the vending machine. While working, always wear protective goggles and gloves.

Before carrying out any cleaning operation on the vending machine, pay careful attention to the following directions:

- Perform electrical insulation of the vending machine before cleaning or when an electrical component is connected / disconnected.
- Do not use blades or other sharp tools to scrape parts or components in the vending machine.
- Do not clean the vending machine in direct sunlight or in high temperatures.
- Cut off the power supply before cleaning electrical parts and/or parts protected by covers.
- The power plug must be positioned so that the operator can see and control it from any position.
- Do not use cleaning products other than those recommended.
- All types of cleaning that require the use of liquids should only be carried out after disconnecting the machine from the mains power supply.
- Never use pressured water cleaner or water jets.
- Never clean with blades or pointed objects.

Attention!

SandenVendo declines all responsibility for damage caused by failure to observe the precautions contained in the manual and the current regulations.

5.2 Recommended cleaning products

We recommend cleaning the machine using only the following types of products and materials:

- neutral detergent
- compressed air (2 bar max.)

Attention!

In order to avoid any oxidization, corrosion, brattling, peeling of paint and other damages to the machine **NEVER USE** under any circumstance the following products::

- abrasive detergents
- very alkaline or acidic detergents
- benzene
- petrol
- acetone

5.3 Cleaning safety devices

For each cleaning operation, it is advisable to wear protective gloves and/or clothing.

Attention!

Follow all cleaning product instructions and read the relevant COSHH data.

5.4 Preventive maintenance

To guarantee the machine operates correctly we recommend that you periodically carry out the following maintenance operations:

- Check the vending machine and the surrounding area, check for signs of rust on the outer cabinet and obstructions in the air vents.
- Open the door and check there is no accumulation of water, signs of rust, and humidity around the corners.
- Check that all the selections are correctly delivered.
- Periodically check the service cord. If the cable or connector is damaged or worn, it must be replaced with a service cord of the same type as the original delivered together with the vending machine.

5.5 Cleaning operations

The vending machine should be generally cleaned in order to keep it in perfect working order. In general, we advise following maintenance plan:

Attention!

Disconnect the vending machine from power supply before cleaning.

5.5.1 Daily Cleaning

- » Clean the decal using suitable detergents.
- » Clean the control panel using a damp cloth.
- » Clean the delivery area with a clean cloth.
- » When loading new products, check the expiry dates and load new products with the "FIFO" concept (first in - first out, that is: first inserted - first extract).
- » Remove dust and / or dirt from the sensors on the door or inside the nozzle using compressed air and / or a clean cloth.

5.5.2 Weekly Cleaning

In addition to the daily cleaning operations:

- » Check for insects and remove them if necessary from inside the vending machine.
- » Check and clean the sensors of the installed payment systems. Refer to the manufacturer's instructions for each device.

5.5.3 Monthly Cleaning

In addition to the daily and weekly cleaning operations:

- » Check product detection sensors on the door.
- » Clean the cabinet inside and outside using a suitable detergent or soap. Externally apply any good car wax. Repair any paint scratches to prevent corrosion.

5.5.4 Yearly Cleaning

In addition to the daily, weekly and monthly cleaning operations:

- » Check the integrity of the vending machine and the compliance with the standards of the relative systems by qualified personnel.

5.6 Assembly / Disassembly for Maintenance



Attention!

All the operations indicated in the following paragraphs (5.6.1, 5.6.2, etc.) must be carried out by qualified personnel.



Attention!

Contact technical assistance to request further support for any difficult operations.

5.6.1 LED Replacing

To replace the LED tube, proceed as follows:

- » Turn off the vending machine from the main switch;
- » Open the vending machine door;
- » Disconnect the wiring of the LED tube;
- » Replace the LED tube;
- » Connect harness of the new LED tube.

Once the replacement operations have been completed, proceed as follows:

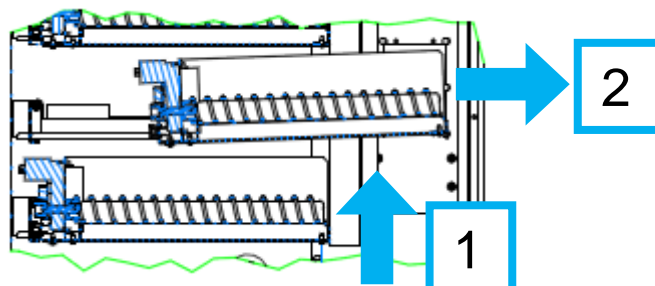
- » Close the door.
- » Turn on the vending machine from the main switch.

NOTE: with the door open, the LED bar turn off automatically.

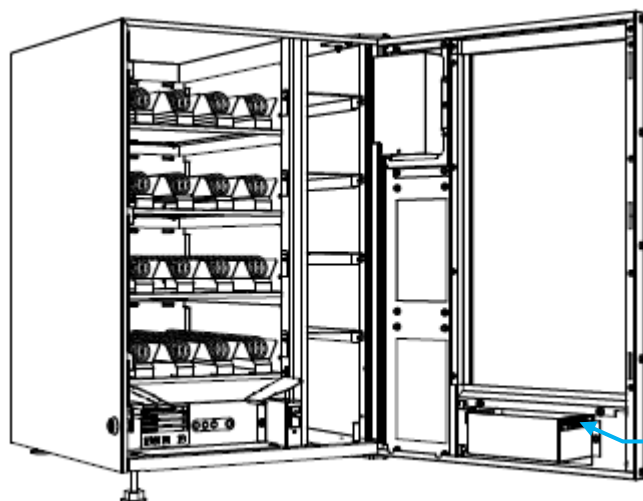
5.6.2 Tray Extraction / Removal

To remove the tray proceed as follows:

- » Lift up the front of the tray slightly;
- » Pull forward the tray until it stops, thus reaching the product loading position;
- » Lift up the rear of the tray and pull outwards to remove it from the vending machine;
- » To install a new tray follow the instruction backward;
- » When you put back the tray inside of the vending machine make sure that the connection has taken place.



5.6.3 Replacing of the Optical barrier



- » Open the door;
- » Remove the nut that fix the optical barrier on the delivery area on the door;
- » Disconnect the old optical barrier, connect the new one;
- » Fix the new optical barrier in the same place of the old one;
- » Close the door of the vending machine and made some test.

6 TROUBLESHOOTING

The following table lists the problems that may occur on our vending machines. We have listed the possible causes together with the recommended solutions to eliminate the problems.

Attention!

In case of failure and/or poor cooperation only contact the skilled personnel at our service centers.

Attention!

Check the programming manual to know the meaning of the errors shown on the display.

6.1 General Errors

Problem	Possible causes	Recommended solutions
It is difficult to close the door or it does not close	vending machine crooked	Check that the vending machine is level, adjust the position by unscrewing / screwing the feet.
LEDs do not light up	No power supply	Check if the vending machine is properly powered.
	Harness disconnected	Check connection of LED connectors.
	Defective LEDs	Replace.
SVE01 board without power supply	Transformer box	Check harness connections Check fuses Check socket
Does not enter the programming mode	Wiring connections of the SVE01 board	Connect harness properly. Replace card.
Defective display	It won't turn on	Check harness connection. Replace Display.
The vending machine is out of order and the display does not turn on	The fuses that protect the vending machine from short circuit are blown	Check the parameters of the electric current used. Look for the cause of the short circuit, check the power supply harness and the components of the transformer box. Replace the fuses on the transformer box.
The lock does not open	Wrong key	Make sure to use the key with the same encryption as the lock
	Lock stuck	With the door closed: It is necessary to drill the lock to be able to remove it. With the door open: Replace.
	Distributor not on the bubble	Straighten the distributor.
	Broken key inside the lock	Replace
Door closed but the machine does not go into sales mode.	Micro is not activated	Check if the micro on the right side of the cabinet is pressed correctly.
	Micro defective	Check if the micro is activated using the special key, replace if necessary.
	Faulty harness	Check the harness connections and their integrity.
Date and time are not kept in memory after the vending machine is turned off and on	Battery on the SVE01 board exhausted	Replace battery on the board with an identical one

6.2 Tray Errors

Problem	Possible causes	Recommended solutions
The motor of the selection does not work	The motor was overloaded and went out of service.	Check the operation of the motor with the test menu. Check the set up of the selections and the step of the spirals.
	The motor has not been assigned to a selection.	Carry out the "spiral detection" as indicated in the programming manual.
	Connection problems	Check the motor connections
	The presence of the motor is not detected	Check the harness connection. Check the motor.
	The motor not working	Replace the motor.
The spiral rotates more than once	The product has not been dispensed	Setting activated through the menu, check programming manual
	The dispensed product was not detected by the optical barrier.	Check the optical barrier on the door. Check harness of the optical barrier. Replace the optical barrier.
	Faulty of spiral motor	Replace the motor
	Defective board	Replace the board
	Faulty harness	Check harness connections and integrity, replace if necessary.
Two or more motor start operating at the same time	Harness connection problems	Check harness connections and integrity, replace if necessary.
	Defective board	Replace the board



Only technicians from SandenVendo Europe or authorized personnel may carry out operations that require the machine's lower protection to be opened, because of possible risk of electric shocks and moving mechanical parts.

7 OUT OF ORDER OPERATION

7.1 Disposal

Information about protecting the environment



Dispose of the packing in conformity with the recycling procedures.

In this way, you contribute towards reducing the need for virgin wood, using material that would otherwise accumulate at landfills.



Recycling the vending machine. Do not dispose the vending machine with other domestic waste. This vending machine contains electrical and electronic material, which, as indicated by **Directive ROHS 2011/65/UE**, and **Directive WEEE 2012/19/UE**, if treated correctly, can be salvaged and recycled at the end of its working life. Recycling this product contributes towards reducing the need for new materials and reducing the accumulation of waste.



ATTENTION: the manufacturer declines all responsibility for damage to the environment or for different systems that are used for the disposal of the materials that compose it.



To obtain updated information on treatment and recycling WEEE centers, please visit our website:


www.sandenvendo.com

7.2 Person in charge of disposal

Directive **WEEE** 2012/19/UE enforces the obligation **NOT** to dispose **WEEE** (Waste Electrical and Electronic Equipment) as household waste and to select this waste for separate collection.

By law, the person in charge of disposal must, upon receiving an appliance showing this



symbol , before disposing of it select the **WEEE** waste and make it available for collection.

7.3 Sanctions

The sanctions in case of the illegal DISPOSAL of **WEEE** waste are indicated in the national decrees related to the Directive **ROHS** 2011/65/UE, Directive **WEEE** 2012/19/UE.

[illegible]